

# Customer Bill of Rights

## **CP 2 Central Pennsylvania Construction Partnership**

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Within central Pennsylvania, union construction today has taken on a new voice. Through the Central Pennsylvania Construction Partnership, we represent a partnership of - union contractors, building trades unions, contractor associations and industry leaders working collaboratively to ensure that you get true value for every construction dollar you spend.

We are so committed to being the premier value provider of construction services in the region that we developed this Customer Bill of Rights. It explains what you can and should expect from us.

**As a unified industry initiative, union contractors and craftsmen guarantee:**

**Pre-job planning through completion.** Every project, big or small, receives the same commitment to quality and professionalism. Even before a job begins, the building trades and contractors will work with you to deliver cost-effective solutions to construction challenges. That means working as partners to keep your project on track, and resolving differences quickly, effectively and efficiently - without disrupting your job site.

**A professional, cost-conscious project management team.** From pre-job management through completion, you'll benefit from the solid business skills and supervisory experience union contractors bring to every building project.

**The best trained, most capable work force.** Every union craftsman who reports to your work site brings skill, integrity and a professional work ethic to the job. Graduate apprentices completed 4,000 to 10,000 hours of classroom and on-the-job training, depending on the individual program. Professional tradesmen and tradeswomen have received the specialty training needed to meet the complex challenges of your project. In fact, we spend more than \$11 million on state-of-the-art apprentice and journeyman training each year in this region alone.

**Service you can count on.** We'll work with you to answer any questions or solve any problems at your convenience. Excellence in customer service is our goal, and our members will do what it takes to identify resources, coordinate manpower and deliver quality with a profit.

**Diverse work force.** Union contractors and trades unions are actively recruiting women and minorities into the building trades. We are working with MBE and WBE companies through a Protégé / Mentor Program to provide opportunities for all persons seeking a career in the construction industry.

**Quality performance.** Not only do we adhere to the industry's highest professional standards, we work every day to exceed them. That means a coordinated project that reflects superior training, expertise, performance - and no compromises when it comes to the quality of the work.

**A safe work force and job site.** We are committed to job safety that this region's union contractors are nationally recognized for having the safest work sites in the United States. Union craftsmen also are trained in the most advanced OSHA-approved and -certified safety programs.

**Smart business know-how.** The majority of our union contractors have been in business for more than 20 years - three times the national average. You'll benefit from our years of experience and the proven track records we bring to your job.

**Bottom-line, dollar-for-dollar value.** Value is more than the initial bid price. It's bringing the highest professional and performance standards to your job site - from the beginning of a project to its completion. Excellent craftsmanship is the key to keeping projects within budget and on time. Having the tools and personnel to deliver a successful project, time and time again. We are committed to being the premier value provider of construction services in the region.

**That's our promise - signed, sealed and delivered.**

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## CP-2 Central Pennsylvania Construction Partnership

Union	Signature
Asbestos Workers Local # 23	Robert Horvath
Boilermakers Local #13	Sean Unger
Carpenters Local #214	Richard M. Platt
Electricians Local #143	William Stinger
Electricians Local #229	Matthew R. Ruker
Electricians Local #5	R. R. Ruker
Electricians Local #607	Scott Hahn
Electricians Local #812	John F. Ruker
Elevator Constructors Local #59	William Ruker
Finishers Local #592	W. R. Ruker
Glaziers Local #252	William Ruker
Iron Workers Local #404	Kenneth Ruker
Iron Workers Local #772	Robert P. Ruker
Laborers Local #1180	Thomas H. Ruker
Laborers Local #824	John M. Miller
Operators Local #542	Paul Bachman
Operators Local #66	John R. Ruker
Painters #411	John R. Ruker
Plumbers/Pipefitters #520	Joseph L. Ruker
Roofing & Waterproofing #30	Thomas H. Ruker
Sheet Metal Workers #19	Robert Ruker
Sheet Metal Workers #44	Matthew Ruker
Sprinkler Fitters #669	John R. Ruker

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