

# SKIP NO STEPS!



You cannot be disciplined for following management's rules. In fact, you can be disciplined for NOT following them. So, if any manager complains that your work-output is TOO SLOW as a result of just following their rules, ask them to put in writing which step you should skip.

Unless you get something in writing from your boss, be sure to follow ALL of their rules, even if your manager complains that you're taking too long.

## ► What is "Skip No Steps"?

Skip No Steps is a reminder that all members should follow all work rules from management. While we are engaged in collective bargaining, it is more important than ever that we ensure that we perform our work carefully and that we do exactly what is written in our union contracts and each and every item published in the Company's policies, not more or less.

## ► Why should we "Skip No Steps"?

Members can be disciplined for not following all of management's rules. We want to ensure our members are protected. If you are unsure of specific rules for a task, ask your manager to review it with you.

## ► Is this designed to slow down work?

No. Skip No Steps is designed to protect our members. Following management's rules sometimes slows us down.

## ► Can management discipline me for following all the rules?

No. Members can be disciplined for NOT following the rules imposed by management, not for following them.

## What are some specific examples of a rule I should follow under my job title?

**Technicians** should follow all rules imposed by management. Follow the MOP (Method of Procedure). One example is the Vehicle Safety Check and Safety Exercises, which mandates all members to do an exhaustive safety check of vehicles before each tour.

**Call Center/WFH workers** should follow all rules imposed by management. Follow the M&P; follow each and every step on the call flow, skip no steps. Read all the disclosures, and offer broadband facts to every customer on all calls.

**Retail workers** should follow all rules imposed by management. Follow the "AT&T Experience" and give the entire "customer experience" to all customers.

**IHX workers** should follow all rules imposed by management. Provide the "white glove experience" to every customer, perform One call/second voice and call your boss while in the house to help close the job. Put all breaks and training in ad-hoc dispatch in the DMP tool.

## Other ways to ensure you are skipping no steps:

- Everyone should clock in/out at the time they are scheduled.
- Take all your breaks and lunches. Do not do any work during your personal time on your breaks and lunches. Working on your breaks and lunch violates company rules.
- Do not answer your phone or Teams messages while not at work, on your breaks or lunches.
- Follow every safety rule as it is stated in the union contract and company policies.