



REVIEW COMMITTEE

IBEW



PACIFIC GAS AND ELECTRIC COMPANY
LABOR RELATIONS DEPARTMENT
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INTERNATIONAL BROTHERHOOD OF
ELECTRICAL WORKERS, AFL-CIO
LOCAL UNION 1245, I.B.E.W.
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ROBIN WIX, CHAIRMAN
☐ DECISION
☐ LETTER DECISION
☐ PRE-REVIEW REFERRAL

KIT STICE, SECRETARY

Pre-Review Committee Number 23351 Customer Care – Local Office – Oroville

Joe Brennan
Company Member
Local Investigating Committee

Arlene Edwards
Union Member
Local Investigating Committee

Subject of the Grievance

This case concerns the termination of a Customer Service Representative I for violating the Employee Code of Conduct by forging his co-worker's LAN ID signatures without their knowledge or consent.

Facts of the Case

The grievant was a Local Office Customer Service Representative I with 9 years of service and no active discipline.

The grievant was on temporary assignment to backfill for the head cashier at the Marysville local office in July 2015. The head cashier position is responsible for processing drop box payments twice a day, once in the morning and again in the afternoon. The process generally takes less than five minutes to complete and requires the presence of two employees to verify the payments. Both employees are responsible for signing off on the drop box log forms (written and electronic) using their LAN IDs.

An investigation conducted by Corporate Security determined that during his temporary assignment as head cashier at the Marysville local office, the grievant processed the drop box payments without the presence of a second employee to verify the payments and forged the LAN IDs of four of his co-workers on both the written drop box log form and the electronic On Trac drop box log on July 10, 13, and 15th.

Discussion

The Union argued that termination is not appropriate in this case. The Union believes that the dual custody process is not consistently enforced in all of the local offices, creating ambiguity in the process. The Union further argued that the Company has not provided formal training on

the process which has further led to varied interpretations of the requirements. Finally, the grievant did not misappropriate any company funds and therefore termination is too severe.

The Company argued the grievant had confirmed he knew the dual custody process required two employees to verify the payments. He confirmed his understanding during the investigation and again at the Local Investigating Committee meeting. Additionally, the grievant confirmed he had received the annual Employee Code of Conduct policy review. The policy states in part:

To keep our system safe and reliable, we must always complete and document our work. Accurate records are an essential ingredient of PG&E operations. When working with company information and records:

- Never misstate facts or omit material information*
- Never hide, alter, falsify or disguise the true nature of a business transaction or commitment*
- Never forge endorsements approvals or authorizing signatures*
- Never process, enter into a system or approve a record or disclosure that you know is false or misleading*

The Company argued that by entering the LAN IDs of his co-workers without their authorization when verifying drop box payments, the grievant falsified company records, which is a very serious offense and can be just cause for termination.

Decision

The Committee agreed the termination was for just cause. This case is closed without adjustment.

Robin Wix 2/19/16
Robin Wix, Chairman Date
Review Committee

Kit Stice 2/19/16
Kit Stice, Secretary Date
Review Committee