July 2014

Morgan Handbook

The Morgan Construction Company

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MORGAN HANDBOOK FOR
SHOP EMPLOYEES

Morgan Construction Company started in 1888 when Charles Hill Morgan established engineering offices and a small machine shop on Lincoln Street to design and build continuous rolling mills. We were not then, nor are we now, comparatively, a large organization. Our specialized machinery is made to order only, and in small quantities. Yet, over 60 million tons of steel a year pass through Morgan mills located all over the world and 40 million miles of wire are drawn in a like period over Morgan wire blocks. We make machines that make mass production possible.

These Morgan mills and machines must be designed to fit our customer's individual requirements and our engineers must know these requirements very intimately and how to satisfy them. These mills and machines must be built ruggedly and with precision to take the rough and constant usage of steel plants and to live up to Morgan's high reputation.

All this calls for a combination of good engineering and skillful, honest craftsmanship,
and requires a close and cordial relationship between the men who design and the men who build. These we have had through the years and they are our most cherished possession. Without them our plant and tools would be worth very little.

That this makes for a good place to work is evidenced by the large and ever-growing number of veteran employees and by the small number of people who leave us to go elsewhere. We work together harmoniously so that rules and restrictions are few and rarely need to be invoked.

Younger men do come in to fill the places of retiring oldsters and this Handbook is primarily for them: — to acquaint them with the company and how we work — to start them off on the right foot — to help them avoid some of the perplexities and mistakes that are always coupled with working in a new place — to let them know what they may expect of their associates in the Company and what their associates will expect of them.

All reference books of rules and policies are subject to amendment and addition if they are to be kept up to date and in tune with changing times. We rely on everyone not only to be fully acquainted with this handbook but also to question freely those parts in it that seem obscure or not in accordance with current practice, because only in these ways can it continue successfully to be a useful guide.

YOUR FOREMAN

In selecting your foreman, management has endeavored to furnish you with a supervisor in whom you should have the utmost confidence. His experience, gained through years of service with the Company, qualifies him to carry out his duties in a competent and fair manner.

Your foreman is the member of management with whom you will have closest association. He has experienced many of the problems that you will be confronted with, so it is to your advantage to ask him questions and discuss your problems with him. By working harmoniously with your foreman, and by learning about the many elements of your job, you are helping yourself as well as the Company.

TIME CLOCKS AND ATTENDANCE CARDS

Time clocks and Attendance Card racks are located within a reasonable distance of your work. Your attendance card should always be
kept at the rack unless you have your foreman’s permission to take it elsewhere.

You are expected to punch your own card so that the Company will have an accurate record, for pay purposes, of the time you work each day. The Company pays a man according to the punches on his card in relation to his regularly scheduled hours. A man working other than scheduled hours is paid according to the punches on his card as approved by his foreman. If, during your shift, you have occasion to leave the plant and you have your foreman’s permission, the punches on your card should show when you left and when you returned. If you are late in reporting for work, punch in when you are ready to start work.

Report promptly to your foreman for correction of any errors or omissions made in punching the clock. Because it is so important that your attendance cards show your own punches correctly, it is a very serious offense to alter or deface any attendance card or to punch the card of another employee.

ATTENDANCE

The Company realizes that there are times when you will be absent from work due to illness, injury, or personal business. You are expected in such cases to report your absence as soon as possible by telephone or message to your foreman, or to the employment office, so that loss of production can be kept to a minimum. The Company telephone number is registered in the telephone book.

If you are absent for three (3) or more working days for any of the above reasons, you must report to the nurse the day on which you return to fill out what is known as a Sick Slip. This is necessary because it informs you and the Company of your physical fitness for your type of work.

Frequent and unexplained absences and latenesses interfere with the efficient operation of the plant. Persistent violators are subject to dismissal.

PAY AND HOURS

The Company believes that it is everyone’s desire to cooperate in our common effort to carry on a successful business by doing his job to the best of his ability; so that when he goes home after a day’s work he feels satisfied that something important has been accomplished and that
the job is a good one to return to the next and following days.

The Company pays employees on the basis of a straight rate per hour. Every job is carefully studied in regard to its complexities and requirements so that it will be in its proper relationship to all other jobs in the Company before it is assigned to a labor grade. Each labor grade has a wage scale (or rate range). The hourly rate paid within the particular wage scale depends upon the individual's performance on the job. It is Company policy to review every employee's work and rate at least semi-annually.

Thursday is pay day each week, unless the plant is closed, in which case you will be paid Wednesday, when possible. Your pay each Thursday covers your earnings for the time you have worked during the pay period beginning at the starting time on Monday and including the following seven (7) twenty-four hour periods of the previous week.

Men assigned to the second shift receive a shift differential.

Time and one-half is paid for all hours worked over forty in any weekly pay period, except that in any week in which a paid holiday is celebrated on a Monday through Friday, time and one-half is paid for all hours worked over 32.

An employee called for jury duty in the City, State, or Federal courts will be excused from work for this purpose. You may arrange with your foreman to work before or after such jury duty, and you will be paid by the Company for hours actually worked.

An employee wishing to make a blood donation may be excused from work by making the necessary arrangements with his foreman. If the donation is for a Company employee or his family and made during the donor’s working hours, the Company will compensate the donor with an amount not to exceed two hours at his basic hourly rate regardless of the amount of time lost during his shift.

MORGAN BENEFITS YOU WILL SHARE

VACATIONS WITH PAY

The Company recognizes the need of a yearly time-off period for rest and relaxation. Our first shop vacation plan in 1925 provided two weeks off with pay to employees with a continuous service record of at least ten (10) years. At various times since then the require-
ments have been changed so that now the plan is as follows:

40 full or part time weeks worked in a period between 1 June and the following 1 June —

1 calendar week of paid vacation. Once eligibility is established as outlined above, 200 full or part time weeks worked in five 1 June to 1 June periods —

2 calendar weeks of paid vacation. 20 years of continuous service as established by the Company’s Veteran Service record —

3 calendar weeks of paid vacation. (A calendar week is 7 days, Monday through the following Sunday.)

After establishing service eligibility, in order to receive his full vacation allowance, a man must have worked 40 full or part time weeks in the latest 1 June to 1 June period. For each week of vacation he would then be paid a sum equal to his basic hourly rate multiplied by not more than 40 hours.

If he has worked less than 40 weeks, having previously established service eligibility, for each week of vacation he would be paid a sum equal to his basic hourly rate multiplied by the number of full or part time weeks actually worked.

Vacations must be taken during the calendar year earned to receive vacation pay. Paid holidays celebrated during a man’s vacation weeks do not warrant an additional day of vacation or pay. An employee who quits voluntarily, or is discharged for cause at any time, immediately forfeits his service records and all his rights under this vacation plan.

HOLIDAYS WITH PAY

The Company has established a policy which will allow employees to receive a day’s pay even though the Company is closed for any of the seven holidays listed below providing they are celebrated between Monday and Friday inclusive. These holidays will be paid for at the regular basic hourly rate of each employee for the number of hours in his regular shift, but in no case for more than 8 hours.

New Year’s Day
Washington’s Birthday
Memorial Day
Independence Day
Labor Day  
Thanksgiving Day  
Christmas  

To qualify for holiday payment, the Company expects that each employee will work at least 8 hours of his scheduled shift preceding the holiday unless written permission to be absent is received from his foreman with the Superintendent's O.K.  

Men who work on paid holidays receive payment at regular rates for all hours worked, as described under "Pay and Hours", in addition to their holiday pay.  

The unworked hours paid as holiday pay are not considered when figuring overtime, but all hours worked in excess of 32 in such a week will be paid at time and one-half.  

PAID LUNCH PERIOD  
As an additional benefit to shop employees, the Company provides a paid lunch period of 24 minutes. It is the Company's hope that this benefit will serve as a useful rest period to each employee and that everyone will conform to the limits of the period as designated by the bell. In order to receive pay for the lunch period, you must be in the plant at the starting and ending time of the lunch period.  

EMPLOYEE PRIVILEGES AND OBLIGATIONS  
LOCKERS, LOCKER KEYS  
You will be assigned a locker by the Employment Office in which you are expected to keep all your clothes and personal belongings not needed on your job. The Company is not responsible for any loss of a man's clothes or personal belongings. A locker key will be issued you at the time you are assigned a locker at a charge of 25¢. This amount will be refunded when the key is returned. If you lose a key, there will be a 25¢ replacement charge.  

CHANGE OF ADDRESS  
Every employee must notify his foreman, or the Employment Office, of any change in his address or telephone number. The importance of this is readily seen in the event of an emergency and for the proper addressing of Company correspondence to you.  

PURCHASES  
Outside Purchases — Certain personal purchases can be made through the Company's Pur-
chasing Agent as an accommodation to you. Such purchases should not amount to less than $10.00 in each instance. Approval of each purchase is at the discretion of the Purchasing Agent.

Stock Purchases — Certain items in Company stock may be purchased at the stock room. A yellow slip covering the transaction will be issued to you, and you must have it with you when the purchased material is taken from the plant.

Payments for all purchases are made through the Payroll Department, either with cash or by payroll deductions.

CONTRIBUTIONS
Outside solicitation within the plant is not permitted. Only such civic and national solicitations as meet management’s approval will be presented to you, and then no coercion will be used for contributions.

An employee wishing to "pass the hat" or solicit for any reason must take the matter up with his foreman who will secure the General Superintendent’s decision.

BULLETIN BOARDS
Bulletin boards in the various parts of the plant and office building are an official means of supplying information to you. You should consult them frequently because Company announcements of vital interest regarding policies, safety, educational and recreational activities are posted from time to time. To avoid overcrowding the bulletin boards, other notices must have the approval of the plant Superintendent before posting.

TIME-KEEPING
It is Company practice to charge every minute of a man’s time during working hours to an order or expense account. The purpose is to keep accurate costs of customer’s orders and to have an accurate accounting of "overhead" or the cost of running the business. To successfully carry out this practice, it is important that your timekeeper knows what type of work you are doing and which, if any, order and piece you are working on. It is up to you to assist him in keeping the records straight.

LEAVE OF ABSENCE
An employee, knowing that he is to be away for a protracted length of time, can request, through his foreman, a leave of absence. At the discretion of the Superintendent, such leave may be granted up to four months and will include
any vacation time the man may be entitled to. Any extension will require a decision by higher authority. Overstaying a leave of absence will cause a man to be dropped from the payroll. Paid holidays occurring during a man's leave of absence are forfeited.

An employee desiring a leave of absence for military service should follow the procedure outlined above, but such a leave does not have to include vacation time.

**TELEPHONE CALLS**

Outgoing personal calls must be made from the pay-station available at each plant. Incoming personal calls will be directed by the switchboard operator to the Employment Office. In case of emergency, the call will be relayed to the person called, or a message will be delivered to the individual. Non-emergency calls will not be accepted from the outside.

**ACTIVITIES**

All employees may join the Morgan Athletic Association which promotes athletic activities within the Company.

**FIRST-AID DEPARTMENT**

The Company maintains, for your benefit and protection, a well-equipped First-Aid De-

PARTMENT, staffed by a registered Nurse. Also, a competent Doctor makes periodic visits for consultation, advice and physical examinations.

All injuries, aches and pains, no matter how slight, should be reported immediately to this department for treatment. By getting treatment while the condition is minor, serious complications which would be a loss to you and the Company may be avoided.

If you find it necessary to go home during working hours because of illness, you must have a "sick-slip" filled out and get it signed by your foreman before leaving the plant. This procedure serves to notify both the First-Aid Department and your foreman of your condition. If you are absent for three (3) or more working days due to illness, injury or personal business, you must report to the nurse the day on which you return to work, and have a "sick-slip" filled out. This serves as a check for you and the Company that you are physically fit for your type of work.

Any employee desiring a physical check-up by the Company Doctor may arrange for one at any time and at Company expense. Periodic physical check-ups are a good form of insurance both to you and your family. Any employee absent from work through illness, leave of absence,
or any other cause, may be required to take a physical examination before resuming work.

Employees hired after 1 January 1949 are required to have a physical examination by the Company Doctor once a year.

QUARANTINE
An employee whose home is quarantined because of a contagious disease must report to the Company Doctor as soon as possible at the start of his shift. This measure is necessary for the maintenance of good health throughout the Company.

PARKING
In so far as possible, parking space will be assigned by the Employment Office to all employees driving cars to work. To avoid confusion, you are expected to use only the space assigned you. The Company cannot assume responsibility for your car or its contents.

SUGGESTIONS ARE WELCOME
If at any time you discover what appears to be an error, you should immediately call the matter to the attention of your group leader or foreman. Also, if you have a suggestion for an improvement in the design or in the method of doing a job, take it up with your foreman so that
Morgan Connor Wire Machine—A continuous wire drawing machine made in different sizes and with different numbers of blocks. About 1000 of these machines are in operation. Their combined capacity is about 12,000 miles (half the earth's circumference) per hour.

The Morgan-Isley System is used to control the operation of steel and glass melting furnaces by efficiently exhausting the burned gases from the furnace and forcing in air to burn the fuel.
MORGOIL BEARINGS are precision made to support the rolls in all types of hot and cold mills rolling steel, copper, brass and aluminum to many sizes and shapes. They are made in a number of sizes and can carry loads of from 91,000 to 5,250,000 lbs. per bearing.

MORGOILS are the most satisfactory roll neck bearing ever developed and we have sold over 6,500 since they were first made in 1932.

it can be incorporated in the drawings or in general practice. After all, it is the man actually doing the work on a product who knows first hand what his problems are. By passing along your suggestions, the Company may be able to improve design and practice to the benefit of everyone.

VISITORS

No visitors are allowed within the plant except those who have obtained permission from the Superintendent or a Company official. Periodically, the Company will invite your families to see the plants. At other times, arrangements for family visits may be made through the Superintendents.

SMOKING

Smoking on the job and in the plants is permitted except in certain restricted areas; namely, the Pattern Shop, pattern and lumber storage spaces, garages, lower stock room at Lincoln Square, and the tool crib at Crescent Street. All employees must cooperate by using care in areas where smoking is permitted and by not smoking at all in the restricted areas. A fire could put us all out of work and violation of these measures is cause for dismissal.
TRAVEL ON COMPANY BUSINESS

Whenever possible, employees will use travel facilities provided by the Company. The use of employee's cars on Company business must have the foreman's approval, and it must be understood to be at the owner's risk, because insurance to protect the Company or to pay for damage to an employee's car cannot be obtained. In the event that you are authorized to use your own car to carry out Company business, the Company will pay you a mileage allowance which is normally sufficient to cover all operating costs including insurance.

MORGAN VETERANS

The Company is proud of the large group of veterans who have seen fit to work here for 10, 20, 30 and 40 or more years. As a token of recognition to them, it is Company practice to award service pins commemorating by decades the number of years of continuous service that these veterans have given to the Company. In addition, a twenty-year veteran receives three weeks of paid vacation as described in the Company vacation plan, and a thirty-year veteran is awarded a gold watch.

DOING YOUR PART — SHOP RULES

Wherever people work together there are a few common-sense rules that must be observed and most of us obey them automatically. Some are mentioned elsewhere in this book. Those listed below prohibit:

Leaving the plant during your scheduled shift without your foreman's permission or without punching your time card.

Soliciting or Selling in behalf of any individual or organization on Company time unless with management approval.

Horseplay on Company property or Visiting during working hours. Employees must not interfere with the work of others in this or any other way.

Stealing from your fellow employees or from the Company.

Improper Use and Care of Company property and that of others.

Reading Newspapers during working hours, or other printed matter not relating to the business.

Loitering in any part of the Company's premises.

Intoxication or bringing intoxicating bev-
erages into the plant.

**Taking pictures** on Company property without Management approval.

**Violation** of bulletin board rules.

**Gambling**

**Lying** of any kind including false information given for personnel records in applications or interviews.

Violations of the above rules may subject the violator to discharge.

**SAFETY**

The safety program in the shop is supervised by the Safety Committee and the Plant Accident Prevention Committees which meet regularly to inspect the plant and to discuss ways to make working conditions safer. You are asked to cooperate by participating actively in the safety program established for your protection; by following your foreman’s instructions; by helping to eliminate personal injury hazards; and by immediately reporting any unsafe conditions or practices to your foreman.

Another way you are asked to cooperate in the Safety program is by keeping your work area clean and free from scrap, refuse, bottles, and other obstructions that might lead to an accident.

Below are some regulations which are established for your own Safety. Disregard of them is subject to disciplinary action.

**Safety Guards** — Do not operate machines or equipment without the safety devices or guards being in their proper place.

**Tools** — Broken or defective tools and other equipment must never be used.

**Goggles, Respirators, etc.** — Goggles, respirators and other safety devices are furnished by the Company for your protection and must be worn whenever safety requires.

**Safety Shoes** — Safety shoes are recommended for all plant work and may be purchased at the Employment Office at cost.

**Glasses** — Employees wearing glasses and with a service record of at least one year will, on request, be provided with safety glasses ground to their prescription. Those with less than a year’s service will be required to pay 1/2 the cost, which amount will be refunded upon the com-
pletion of a year's service. The Company assumes no obligation for broken personal glasses.

**Inflammable or Combustible Materials**
All soiled waste, rags, and rubbish of any description must be placed in covered cans provided for that purpose.

**Fire** — Carelessness, short circuits, lighted cigars, cigarettes and matches thrown away and forgotten are the most common cause of fire. Everybody has a personal responsibility in safeguarding the plants from fire. Familiarize yourself with the location of fire-fighting equipment near you so that you would know what to do in case of a small fire. If there is any doubt about handling a fire, see that the fire department is notified.

**PROTECTION FOR YOU AND YOUR FAMILY**

**GROUP LIFE INSURANCE**

The Company makes available to all employees with six months' continuous service an opportunity to purchase Life Insurance as well as Accidental Death and Dismemberment Insurance. For a period of 90 days after fulfilling the service requirement, this insurance may be obtained without a medical examination. Both of these insurances are covered by group policies and therefore the premiums are much lower than those of individually purchased insurance. The cost to you is made even less as the Company pays a portion of the premium.

You may apply for this insurance at the Employment Office. If you have any questions about your Group Insurance policies, information and a booklet describing them may be obtained at the Employment Office.

**BLUE CROSS AND BLUE SHIELD**

Unexpected medical expenses hurt a man and his family financially. Blue Cross and Blue Shield are low cost, non-profit hospital and surgical insurances provided through Company group policies that whittle these expenses down to size. Since the details of these services change occasionally and are somewhat complex, questions regarding them should be taken up with the Employment Manager. At Crescent Street it may be more convenient to ask the Company nurse during her daily visit at that plant.

**MORGAN CREDIT UNION**

The employees of the Company operate a
Credit Union which is wholly cooperative. It is organized solely for the promotion of thrift among its members by the accumulation of their savings in small amounts and the loaning of such savings to its members only for provident purposes at a moderate rate of interest. To apply for membership, or for information about the Credit Union, see the Employment Manager.

**MUTUAL RELIEF ASSOCIATION**

The employees of the Company also operate this Association. Any employee who is between 18 and 50 years of age, in good health, and who has been employed by the Company for at least two months, is eligible to join.

The Mutual Relief Association pays benefits to sick or disabled employees according to the by-laws of the Association. Membership also provides a $200 death benefit. To apply for membership, or for information about this Association, see the Employment Manager.

**MORGAN PENSION TRUST**

This Trust provides a monthly pension for old age in addition to sums available through Social Security Old Age Benefits. The expense of this pension is borne entirely by the Company. All employees who have completed at least three (3) years of continuous service before December 1st of a calendar year automatically become eligible. Pensions mature on the 1st of December nearest the employee's 65th birthday, or 10 years after qualifying as an eligible employee in the Trust, whichever is later. This does not mean, however, that the employee is obliged to retire at age 65. A booklet describing the Trust can be obtained from the Employment Office. For answers to detailed questions, see your foreman who will arrange for you to confer with the Treasurer, or Assistant Treasurers.

**MORGAN PROFIT SHARING PLAN**

Eligibility for participation in the Company's Profit Sharing Plan requires completion of at least three (3) years of continuous service before December 1st in any calendar year, and a contribution by the employee prior to December 21st in any year of participation of 1% of his base earnings. Such contribution is required only in those years in which the Company has sufficient earnings and issues notice that it will contribute to the Plan. By the formula approved by the U. S. Treasury Department, the Company must contribute not less than the amount contributed by the employee and, if results of the Company operations warrant, may contribute up
to 7 times as much. The basis of participation (Base earnings) is the greatest amount earned by the employee in any year after 1940 and prior to the particular year of participation. A booklet describing the Plan can be obtained from the Employment Office. For answers to detailed questions see your foreman who will arrange for you to confer with the Treasurer, or Assistant Treasurers.

SOCIAL SECURITY

Federal Government funds which provide for payment of old age retirement and survivor’s benefits are accumulated by an equal tax upon the Company and the employee. Your share of this tax is set by Federal Law and at present is 1% of your total yearly wages up to $3,000 inclusive, and is turned in to the Federal Government quarterly along with the Company’s share. At least once a year the Company must give you a receipt for the tax taken out of your pay.

Upon your retirement from work at age 65 or over, you will be entitled to monthly benefits provided you meet certain eligibility requirements. If you qualify for benefits, your wife, upon reaching the age of 65, and unmarried children under 16 (18 if attending school), are also entitled to monthly benefits. In some cases, it is advantageous at age 65 to check your benefits with the local Social Security Office even if you do not plan to retire.

Employees should contact the Employment Office or the Paymaster for answers to questions about Social Security.

U. S. SAVINGS BONDS

Through payroll deductions you may purchase Bonds as a means of saving. The amount deducted per week is up to you, and as the bonds become paid for, they will be delivered to you. Applications may be obtained from the Employment Office.

YOUR JOB SECURITY

REPUTATION

Morgan Construction Company is highly respected by the entire steel industry. It has designed and built outstanding machinery for over 60 years and in this time has accumulated a lot of experience and knowledge which is exemplified in its present products. This fine reputation is a responsibility and a challenge to each one of us. We must strive not only to maintain it, but to improve it. An employee’s contribution to this reputation is expressed in the quality and quan-
tity of the work he produces. Emphasis by the Company is always placed on quality because customers will not buy poorly designed or inaccurately manufactured products that will not stand up. Thus, by continuing to produce work of the highest quality, you are providing security for yourself and your Company.

PROMOTION FROM WITHIN

It is Company policy to promote present employees rather than make replacements from outside the organization, when qualified and interested employees are available for the job which needs to be filled. Your opportunity to progress will be governed mainly by your demonstrated abilities to do the work, and by how well and how earnestly you apply yourself to your present job. Your past performance, willingness to assume responsibilities, teamwork, and, to a lesser extent, length of service, will direct attention to YOU.

TRANSFERS

The Company endeavors to provide employees with steady employment by transferring employees to other jobs, where possible, when work of one type or another becomes slack. Occasionally, poor health or injury may no longer permit a man to perform his current job efficiently or safely. In such instances the Company endeavors to transfer that man to a job he can perform satisfactorily.

This policy is designed to promote job security through steady employment.

RETIREMENT

The Company has not established a retirement age for any of its employees. Company provisions, however, for retirement are set to begin in general at the age of 65. The Company feels the experience of its older employees is a valuable asset and is glad to have physically and mentally fit employees work for the Company as long as they desire.

LAY-OFFS

If the Company faces adverse business conditions, it may necessitate curtailment of operations and lay-offs. The Company has not adopted a rigid policy because it is hoped that the possibility of such a necessity is remote. Seniority plays a large part in each lay-off consideration, but it is by no means the only issue considered. Employees with large families and employees with particular skills are sometimes retained longer than those with longer service.
RE-EMPLOYMENT

If you leave the Company of your own accord, or are released for any reason other than lack of work, you will be considered as a new employee, if you are rehired.

An employee's service will be considered as continuous when he is laid off because of lack of work and when he returns within a reasonable time after being recalled by the Employment Department.

Eligibilities with regard to Company benefits and records are based on continuous service.

UNEMPLOYMENT COMPENSATION

The Company makes regular payment to the State Unemployment Compensation Fund according to Federal Law. This fund provides benefits available to you should you be laid off or dismissed through no fault of your own. Employees do not contribute to this fund.

ACCIDENT COMPENSATION

Lost time injuries or occupational illnesses incurred while at work for the Company are covered by the Massachusetts Workman's Compensation Act. Under this Act the Company insures you against such occurrences and provides you with certain prescribed payments.

The Company makes every effort to see that proper medical attention is given everyone injured while at work and will see that bona-fide cases receive their full benefits, but the Company will firmly oppose any improper claims. The injured employee may designate his own physician.

PROBLEMS

The Company is ready to discuss any situation or condition which affects your well-being. Many times in the past the Company has been able to help employees with their problems, and it may be able to assist you with yours.

If there is a Company policy which you do not understand or does not seem fair to you, first take up the matter with your foreman. He will do his best to help you, or if he cannot, he will suggest that you discuss it with the Superintendent. If you are not satisfied with the solutions offered, you may see the President.

Teamwork and efficiency can be destroyed by dissatisfaction or apprehension, and every effort will be made by the Company to clear up your problem.