



WELCOME TO  
*Western Electric*

HAWTHORNE WORKS

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WELCOME  
TO

*Western Electric*



**A**nd welcome to Hawthorne, oldest and largest of the Company's manufacturing locations. We are glad to have you with us, confident that your efforts will further our tradition of service and fine workmanship.

We are proud of that tradition, proud of our long years of service as the maker of Bell Telephones and the associated equipment that make up the nation's telephone network.

In peace and war, America has looked to Western Electric for the finest in communications equipment. Today the skill and experience that gave our forces a

mounting stream of radar, radio and telephone equipment for war are being applied to the production of peacetime telephone and electronic apparatus for a greater peacetime America. In that effort you have an important place.

Our purpose is to help you feel at home with us. This booklet will introduce you not only to Hawthorne, but to Western Electric as a whole, its history, functions and policies, as well as the facilities it offers you. It will acquaint you with the way we work.

Welcome to

*Western Electric*

AMERICAN TELEPHONE & TELEGRAPH COMPANY



THE PARENT COMPANY

Advisory Services to Telephone Companies and  
Operation of Long Distance Telephone Lines

WESTERN ELECTRIC COMPANY



MANUFACTURING



PURCHASING



DISTRIBUTING



INSTALLATION

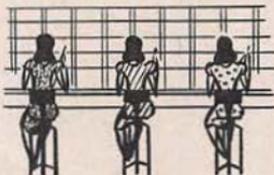
Supply Unit of the Bell System

BELL TELEPHONE LABORATORIES



Research and Development Work

OPERATING TELEPHONE COMPANIES



Telephone Services within their Respective Territories

**THE BELL SYSTEM** is a family of companies which, taken together, provide a nationwide telephone service. The system includes a research organization devoted to devising improvements in the service

and a supply unit which fills its material requirements. Western Electric is a full partner in the Bell System. This diagram shows the set-up of the System and our Company's place in it.

## *Western Electric* : THEN AND NOW

● **OUR HERITAGE — FINE WORKMANSHIP** — Our history begins in 1869. In that year two young men — Enos Barton, a telegraph operator, and Elisha Gray, a college instructor and inventor — formed a partnership and set up shop as electrical manufacturers. Founded on energy, imagination and ideals of service, the partnership prospered, and quickly established a sound reputation for fine workmanship.

It was fine workmanship that won for the young Western Electric Company the title “Maker of Bell Telephones.” In pioneer telephone days half a dozen competing manufacturers were turning out telephones that varied not only in quality but in design as well. But because the telephone instruments fashioned in the Western Electric shop clearly excelled all others, the Bell people — in 1881 — decided to acquire a controlling interest in the Company. This important de-

cision laid the foundation for the steady expansion of America’s telephone system, the most extensive, most efficient, most economical communications system in the world. Thus Western Electric became the Bell System’s manufacturing unit and the Bell System, in turn, was assured of a dependable source of uniform equipment.

● **MANUFACTURING** — In the years from then to now Western Electric has grown with the telephone. As research has spearheaded advances in the telephone art, Western Electric has come forward steadily with improved instruments of communication. Today from Western Electric assembly lines come hundreds of thousands of telephones in a year, millions of feet of wire, thousands of reels of cable and various types of switchboards and exchange equipment carefully engineered to meet the requirements of Bell System telephone service.

● **PURCHASING** — In the early years of this century Western Electric took on another big job for the Bell System, that of buying supplies for the operating telephone companies. Thus the various Bell telephone companies which hitherto had been purchasing their own supplies derived the benefits of quantity purchasing. Today Western Electric's Purchasing Division buys not only the raw materials for the Company's manufacturing operations but thousands of different items of supply for the operating telephone companies — from paste and paper clips to trucks and telephone poles.

● **DISTRIBUTING** — Western Electric channels the supplies it purchases and the equipment it makes through merchandise organizations at works locations and a chain of distributing houses, 29 of them located from coast to coast in strategic relation to the needs of the telephone companies. These warehouses maintain stocks of thousands of different items from which the telephone companies draw for their operating requirements. The distributing houses are repair depots, too, where used equipment is readied for a new term of service.

● **INSTALLATION** — Western Electric's Installation Division is a mobile field force whose job it is to install communications equipment in Bell System central offices and in the branch exchanges of subscribers. At this moment squads of skilled installers are readying switchboards for service in scores of cities and towns from coast to coast.

● **BY-PRODUCTS OF TELEPHONE RESEARCH** — Through the years telephone research has yielded technological advances that contribute not only to the improvement of telephone service but also to the general progress of the communications art. Thus, on the heels of the first successful transoceanic radiotelephone experiments in 1915, came aviation radio, marine radio, police radio, and commercial broadcasting. Western Electric has followed up the pioneering experiments in these fields with a continually improving line of radio equipment embodying the latest advances in the science of electronics. Hundreds of America's radio stations employ transmitters and associated broadcasting equipment manufactured in the Company's radio shops. These shops turn out radio for com-

mercial airlines, for municipal and state police departments and for commercial and pleasure craft plying coastal waters. The Radio Division makes hearing aids, too, continuing an interest in the hard of hearing inspired by the lifelong work of Alexander Graham Bell, the telephone's inventor.

Perhaps you've noticed the Western Electric insignia on the films at your neighborhood theater. That insignia symbolizes another major contribution of telephone research, for it was telephone research that first brought sound to the screen. It was Western Electric equipment that — in 1926 — gave a voice to the first successful sound motion pictures. Today most of the major producers use recording equipment made in our shops. Today the production of new and better motion picture sound systems is the concern of Western Electric's Electrical Research Products Division.

● **THE WAR JOB** — When war came in 1941 Western Electric's experience in the quantity production of electronic equipment both for the Bell

System and for other applications served the nation in good stead. Western Electric people are proud of their contribution to victory.

Radar was our biggest war job. Western Electric supplied well over half of the radar equipment produced in the U. S., radar equipment that served on every front, on land, at sea, and in the air. Western Electric radio rode in our planes, tanks and warships. All along the line of communication that extended from Supreme Headquarters to the front line foxhole, instruments of war communications fashioned in Western Electric shops saw action.

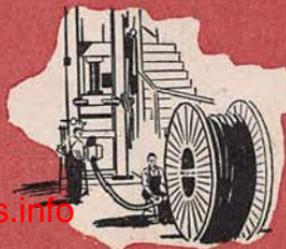
● **THE JOB TODAY** — Since victory Western Electric has been back on its peacetime job — service to the Bell System. The Bell System's postwar program calls for a better telephone service for a greater America. Our contribution to that ideal is obvious. Because telephone service can be no better than the equipment it employs, the Bell System — and the nation — look to our Company to continue its heritage of fine workmanship. That means doing your job well. We know you will.



## WHAT WE MAKE

● At Hawthorne and at Western Electric's other Works, the instruments of telephony are fashioned. Shipped from the Works to the Company's distributing houses, and to the telephone companies, the equipment you help to make takes its place in the coast-to-coast communications network that is the Bell Telephone System.

● The principal products of the Hawthorne Works are telephone instruments, central office dial equipment, and telephone cable.



● Each year from Hawthorne's assembly lines come hundreds of thousands of telephones, most of them the familiar "combined set" you find in office and home. But Hawthorne makes special-purpose telephones, too, rugged instruments for outdoor use, explosion-proof sets for use in mines, telephone operators' headsets, and telephones for use in pay-stations.

● Hawthorne makes telephone cable of the kind you've probably seen being installed in conduits beneath city streets. Hawthorne also makes steel tape-armored cable so tough that it does not require the protection of a conduit.

● The Bell System looks to Hawthorne for its dial central office equipment. Here quantity-production methods are applied to the job of assembling this intricate apparatus to suit the individual requirements of each Bell System exchange. Complex is the word for dial exchange equipment — thousands of delicate switches which must swiftly set up connections without human supervision.

● Hawthorne needs many skills to do its part of Western Electric's job for the Bell System. The typist, the engineer, the maintenance man, the clerk — all are as essential to the success of that job as the men and women who actually fabricate and assemble Hawthorne's products.

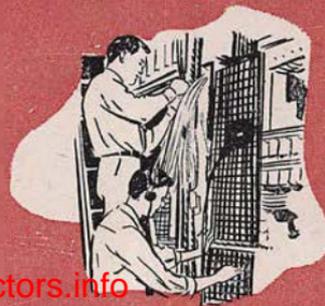


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## WORKING TOGETHER

● The Bell System is a team, a team on which the member companies — A. T. & T., Bell Telephone Laboratories, Western Electric and the operating telephone companies — all work together toward a common goal: better telephone service for a greater America. Achieving that goal requires the



coordinated effort not only of every member company, but of every individual Bell System member, the telephone operator, the lineman, the laboratory scientist, and every Western Electric worker from the seasoned veteran to the newest recruit to the Company's ranks. Success depends on all of us — working together.

- To direct and coordinate this big cooperative effort is management's job. Western Electric's management has come up "from the ranks." Thus

each executive brings to his job an understanding, not only of the technical problems of his work, but also of the human problems of his fellow workers at Western Electric.

- Your immediate supervisor is your day-to-day contact with management. Feel free to bring to him whatever questions you may have about your job or your progress in the Company.

- From the date of your first employment the



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Company makes every effort to place you in the kind of work best suited to your abilities. As you grow in experience through the months and years, the Western Electric Company will help you advance to such positions of greater responsibility as your abilities may indicate.

- Then, too, Western Electric has set up programs to promote safety and to protect your health. Many years ago the Company established plans to promote thrift among employees. The Company also

cooperates with employee groups in social, athletic, and recreational activities.

- Western Electric has a long record of pioneering in industrial relations. The adoption of a pension plan, provision for accident and sickness disability payments, and granting vacations to employees are among the instances in which the Company has stood at the forefront of industry.

- Good personnel relations are fundamental to working together successfully. Western Electric's



personnel policies are based on long standing principles that have stood the test of time — principles of adequate pay for services rendered, of reasonable working hours and safe working conditions. Formulated long before the National Labor Relations Act, they apply as well to the principles of collective bargaining as to the day-to-day relations between employee and supervisor.

● Under the National Labor Relations Act the Company has recognized certain labor unions. It

enters into agreements with them on wages, hours, working conditions and other conditions of employment. These agreements are effective for specified periods of time and are subject to changes as a result of negotiations whenever new agreements become necessary.

● This booklet endeavors to answer the questions most commonly asked by new employees. If you have others, or if the answers do not seem clear, please feel free to ask your supervisor.



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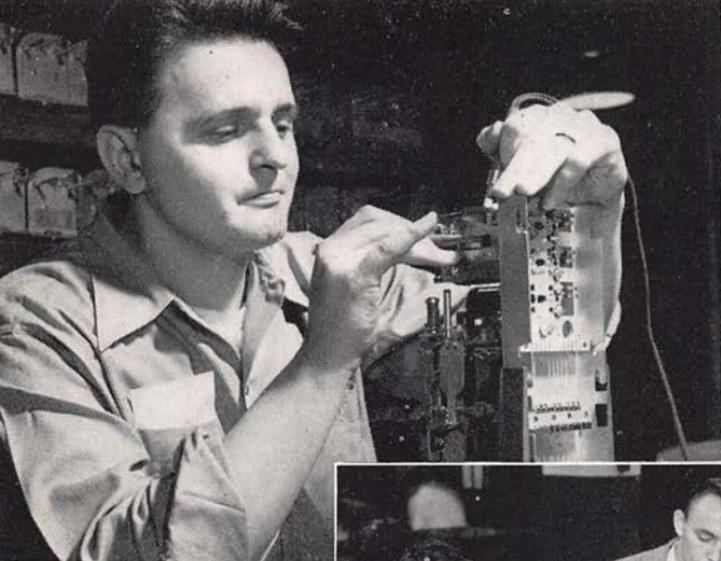


## ABOUT YOUR JOB

- **IDENTIFICATION** — There is a guard at each Works entrance. It's his job to check the identification of any employee or visitor who wishes to enter the premises. You will be given a Western Electric pass which is your personal authorization to enter the plant. If you should come to work without it, you will be delayed at the entrance until you have been properly



Summer scene — Hawthorne's Recreation Area resembles a college campus during noon hour.



Concentrating on the delicate task of adjusting a unit of dial switching apparatus.

A craftsman imparts his know-how to apprentices.



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## A FEW OF Interesting Jobs

Girls, too, fill technical jobs  
a high degree of skill



**THE MANY**

# at Hawthorne

al jobs which require  
and painstaking care.



The office force  
performs vital  
production role.



Over-the-shoulder  
tips from a friendly  
supervisor.



Ladies' rest room — a comfortable respite in a busy day.



Monday scene in one of the eleven Company cafeterias.



Hawthorne Club sponsors broad off-hours recreation program.

identified. You will realize, of course, that this is a necessary procedure designed to exclude unauthorized persons.

● **WORKING HOURS AND OVERTIME PAY**

— Eight hours a day, five days a week — this is the standard Western Electric schedule for most employees. When the nature of the job requires it, you may be asked to work in excess of these hours. Should you be required to work overtime, you will receive extra compensation. Work on night shifts during certain hours carries a bonus. Your supervisor will explain details.

● **ATTENDANCE AND TIME RECORDS** —

The Company — in order to meet its production schedules — depends on each employee to be regular in attendance and to begin work

promptly at the scheduled starting time. If you have to be absent, tell your supervisor as far as possible in advance so that he can assign someone to carry on your work while you are away. If you are unexpectedly absent from work, notify your supervisor by telephone — or have someone else do so — within two hours of the scheduled starting time.

The Payroll Organization — in order to compute your wages accurately — needs a record of the time you put in on the job.

To keep time records accurately —

1. Register on your card as your supervisor instructs. Otherwise your time will be inaccurately recorded and your pay may be incorrectly computed.

2. Record only your own time and overtime.
3. If you are obliged to leave your department before closing time, be sure you obtain the necessary permission and pass from your supervisor.

● **HOW YOU ARE PAID** — You will be paid once a week for your work during the previous week. Your supervisor will tell you which day is your pay day and he will give you a slip showing details of your pay. The paymaster will come to your department and give you a draft for the amount shown on the slip.

If it is not convenient for you to cash the draft

at your local bank, your supervisor can tell you of places in the plant where you may have your draft cashed by the Company.

● **CHANGE OF ADDRESS** — Your address is an important part of the Company's records. It should be kept up to date for reference in case of sickness, accident or other emergency. Tell your supervisor immediately, should you change your address. Tell him, too, of any change of marital status or change in the number of your dependents so that the payroll department may make your income tax deductions accurately.

● **TELEPHONE CALLS** — For efficiency's sake,

ABOUT YOUR JOB



please do not use the telephone for personal calls.

● **SOLICITATION ON COMPANY PREMISES** –

Unless specifically authorized, please do not solicit memberships, pledges, subscriptions or conduct any outside business on Company premises. Your job needs your full and undivided attention.

● **PERSONAL PROPERTY** – The Company takes every reasonable precaution against theft of personal property, but the responsibility must rest with you. Do not, therefore, leave money or valuables in lockers.

Limited checking facilities for personal property are available at the entrances, but you are urged

to bring such property to the Works only when it's absolutely necessary. In such cases the guard will direct you to the nearest checking station.

Articles for sale or barter are not allowed on the Company's premises.

To remove personal property from the Company premises, it is necessary that you get a property pass from your supervisor.

● **VACATIONS** – When you have completed six *full* calendar months of employment by July 1st, you become eligible for a vacation with pay. You will become eligible for longer vacation-with-pay periods on a scale increasing with your length of



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service. When you become eligible for a vacation with pay, your supervisor will notify you in advance of the vacation season. At that time you will be able to discuss the date and length of your vacation with him.

● **HOLIDAYS** — The Hawthorne Works observes the following holidays:

New Year's Day	Labor Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day

When, in observance of a holiday, operations are suspended at the Works on a day within your standard weekly work schedule, you will be paid

for the holiday in accordance with the established practices at the Works.

● **EMPLOYEE NEWSPAPER** — Published for the information of all at Hawthorne, the **MICROPHONE** covers the Western Electric news front. Each issue will bring you news about the over-all operation of the business, the activities of your fellow employees, and social, athletic and other recreational activities.

● **BULLETIN BOARDS** — Bulletin boards at convenient locations throughout the Works are an official medium of information for employees. From time to time important Company announce-

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ments will be prominently posted throughout the Works, also notices and posters covering club activities and other items of general interest.

● **SUGGESTION SYSTEM** — If you have any ideas which you think might improve the Company's products, equipment or methods, do not hesitate to suggest them. Cash awards are made for accepted suggestions. You will find suggestion boxes located throughout the Works. Your proposal will be carefully studied and analyzed. If you need help in putting your idea on paper, consult your supervisor.

● **RESTAURANTS** — There is a cafeteria and a

table-service restaurant in the main restaurant building, and cafeterias and lunch counters at various convenient locations throughout the Works. These facilities offer you the opportunity to purchase wholesome food and you are invited to make full use of them.

● **REST PERIODS** — Wherever the work permits, the Company grants rest periods at certain specified times. You are free to spend these periods away from your department, if you choose. However, in the interests of efficiency, please make sure you are ready to resume work promptly at the conclusion of the rest period.



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## **THRIFT AND OTHER SERVICES**

● Systematic saving — through life insurance, thrift accounts or investments is the way to security for yourself and your family. Through the years the Company has developed a number of thrift services to help employees gain this security. These services are outlined briefly here. If you want fur-

ther information on these facilities, or if you want advice on savings plans, insurance programs, buying or building a home, or other problems of personal finance, consult your supervisor. He will be glad to put you in touch with specialists.

● **SAVINGS PLAN** — A savings account is an investment in security. Regular savings can also help ease the burden of large periodic expenditures — next year's taxes, your winter fuel bill, or your vacation expenses.

To help you build up a thrift account for these purposes, Western Electric has set up a payroll deduction savings plan. Under this plan the Company will deduct whatever amount you specify from your wages and send it to your bank. You will, of course, have an individual account book, furnished by the bank, and will make all withdrawals yourself. The Company's responsibility is limited to helping you make deposits.

● **LIFE INSURANCE** — When you have completed

six months' service, you may participate in the Life Insurance Plan. Under this plan, premiums on any regular form of policy issued by Phoenix Mutual Life Insurance Company, Hartford, Connecticut, may be paid through deductions from pay. At your request, Western Electric will make deductions from your wages for premium payments and transmit these payments to the Insurance Company. The Insurance Company's representative is available without obligation for consultation on any insurance problems.

Veterans of World War II who are carrying National Service Life Insurance may authorize the Company to make payroll deductions and to remit premiums to the Veterans' Administration.

● **PURCHASING OF U.S. SAVINGS BONDS** — Hawthorne's contribution to victory in World War II was not limited to production. Nearly every Hawthorne war-worker invested a portion of his pay in Bonds under the payroll deduction plan.

This payroll deduction plan continues in effect today. All you need do to put it into effect is to authorize the Company to deduct part of your wages every pay day for Bonds. When the accumulated deductions are enough to pay for the bond (i.e. \$18.75 for a \$25.00 bond, etc.) the Company will buy the bond in your name and deliver it to you. Many Hawthorne people are using this method to provide funds for educating their children, for the purchase of a home or for extra income after retirement.

● **SAVINGS AND LOAN ASSOCIATION** — Employee-owned and operated, the Hawthorne Club Savings and Loan Association offers its members a medium for conservative investment of savings, also the opportunity to finance the purchase of a home or to refinance outstanding home mortgages. All Hawthorne employees are eligible to join.

● **EMPLOYEES' CREDIT UNION** — The Credit Union, a cooperative association incorporated un-

der the law of the state of Illinois, is employee-owned and operated. Its objectives: (1) promotion of thrift among its members; (2) establishment of a source of credit where members may borrow for provident and productive purposes at reasonable rates of interest. All employees are eligible to join.

● **HOSPITALIZATION PLAN** — Under this plan, generally known as the Blue Cross Plan of Chicago, you may, if you desire, protect yourself and your dependents against certain hospital expenses. This is something you may want to consider promptly since enrollments are accepted only during the first thirty days of your employment. Participation is entirely optional and the Company assumes no responsibility for service rendered under the plan. Should you enroll, the Company will make the deductions you authorize from your wages and transmit them to this non-profit hospitalization organization.

## THE BENEFIT PLAN

● **ACCIDENT, SICKNESS, DEATH BENEFITS AND PENSIONS** — In the Company booklet entitled, "Plan for Employees' Pensions, Disability Benefits and Death Benefits," which is presented to each employee, you will find an outline of Western Electric's "Benefit Plan." This Plan provides accident disability benefits for job injuries, and sickness disability benefits to employees after completion of two years of service. The booklet also outlines the Company's provisions for pensions and death benefits. Both sickness disability benefits and death benefits increase as certain periods of service are completed.

The Benefit Plan does not meet all the sickness,

accident and old age needs of employees. Devised as a supplement to your personal savings and insurance program, the Plan provides material assistance in times of greatest need. The expense of the Benefit Plan is carried by the Company without cost to the employee.

Upon completion of two years of service and again after completion of five, ten, fifteen, twenty, and twenty-five year periods, Benefit Certificates are presented to employees which summarize the sickness, accident, and death benefits provided by the Plan. Also, Service Emblems are presented upon completion of ten years of service, and thereafter at each successive five-year period.



## YOUR HEALTH AND SAFETY

- **HEALTH** — Fully realizing that physical and mental fitness contribute not only to the personal happiness but also to efficiency and progress of employees, the Company provides certain services to help you maintain your health. These services include first aid in case of accident or illness while at work and periodic check-ups for those in hazardous occupations. Your supervisor will tell you more about them. Please recognize, however, that they cannot take the place of your regular physician.
- **FIRST AID AND MEDICAL SERVICE** — No matter how small your injury, no matter what hour it happens, if it occurs on your job or on Company premises report it immediately. Prompt

treatment for minor injuries often prevents serious infection and possible loss of time.

You will incur no loss of earnings for time spent in securing first aid treatment in the Medical Department in connection with on-the-job injuries.

If you should be injured on a Company assignment away from the Works itself, call Lawndale 5000 or Olympic 500 and ask for the hospital. This service is available to you seven days a week, 24 hours a day.

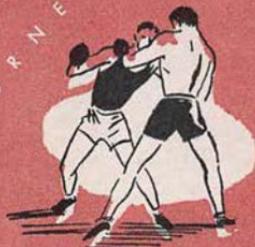
● **SAFETY** — Safety on the job is one of the Company's prime concerns. A large staff of safety specialists devotes full time to the elimination of accident hazards and the design and installation of protective devices. Your supervisor has been instructed to be ever-vigilant in his efforts to detect and remedy hazards to your health and safety. Then, too, the Company provides you with all the necessary protective equipment — safety glasses, respirators and protective clothing — which may be required on your job. You may purchase safety

shoes for your protection during working hours at reasonable cost.

But your personal safety depends, most of all, on you. For your protection and in the interest of your family, observe all safety regulations, avoid taking chances that may result in injury to yourself or to fellow employees.

● **GOOD HOUSEKEEPING** — Good industrial housekeeping is essential to the health and safety of employees as well as to the maintenance of high standards of workmanship. The Company, therefore, makes every effort to provide orderly, cheerful and clean work surroundings. You can do your part by helping to keep them that way.

● **FIRE PREVENTION AND SMOKING PRIVILEGES** — Smoking is permitted at certain times and in certain areas. Ask your supervisor about local rules. Your cooperation is essential to the success of the Company's campaign to eliminate fire hazards. Report promptly any conditions you observe that might possibly lead to fire.



## THE HAWTHORNE CLUB

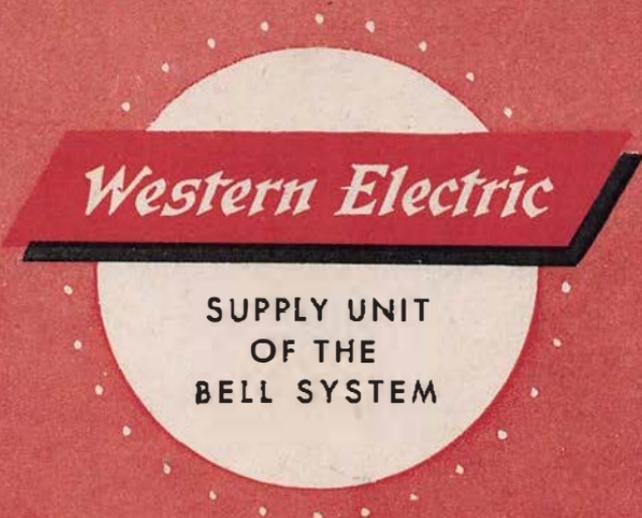
- Everyone at Hawthorne belongs to the Hawthorne Club. Every employee is automatically a Club member. Founded to promote fellowship among employees through its social, athletic and educational facilities, the Club invites you to take part in its activities. There is a Club representative for your department. Get in touch with him. He will be glad to give you all the information you may desire about Club activities.

● The Club sponsors Evening School classes in a wide variety of useful subjects or, if the course you want is not available at Hawthorne, the Club will recommend an outside evening school.

● The Hawthorne Club's library is yours to use if you wish to read for entertainment or information. You will find the library's shelves well-stocked with fiction and non-fiction titles which you may take home with you, and with reference works which you may consult.

● The Club offers a wide variety of leisure-time social, athletic, and recreational activities in which we all hope you will join.





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SUPPLY UNIT  
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