



NTT / BCGEU
NTT ARTICLE 28 JOINT UNION
MANAGEMENT COMMITTEE
AGENDA / MINUTES

Friday, October 23, 2020
2:00 PM – 4:00 PM

Co-CHAIR: Cynthia Nehring (NTT) and Joseph Ivens (BCGEU)

BCGEU: Shirley Kay, Joseph Ivens, Brent Stokell, Eugene Fox
EMPLOYER: Cynthia Nehring, Alex Rado, Colleen Wack, Taha Malik, Debjani Nath

Regrets:
GUESTS: Marlo Nielsen - NTT

Welcome and introductions	▶ Chair – Joseph Ivens	▶ Scribe – Debjani
Adopt Agenda	▶ Errors omission or additional items	▶

STANDING ITEMS

ITEM	MINUTES	RESPONSIBILITY/ACTION
1) OHS report – NTT to provide summary report		Updates to be provided as needed.
2) Communication – this discussion will be in camera/pens down conversation		
3) Leadership/Steward Patterns of Behaviour (in camera/pens down)	Close and combine with 2 in future meetings.	BCGEU/NTT Data
4) Attendance Management Report – NTT Canada	No report	
5) Article 2.1 (e) (5) Annual List of Exclusions – NTT Canada	No exclusions	
6) Article 2.1 (f) Contractors Report – NTT DATA Canada	No report	
7) Article 4(i) Employee Separation Report – NTT DATA Canada	Already provided	
8) Article 5 (e) Stewards Report – BCGEU	Already provided	



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9) Article 30.1 (b) Auxiliary 1957.5 hours report – NTT DATA Canada	No conversions	
10) Article 11.2 Seniority List (Quarterly)	Already provided. TM provided.	

PREVIOUS ACTION ITEMS		
ITEM	MINUTES	RESPONSIBILITY/ACTION
1. CBA Revision	<p>CBA Revision –</p> <p>Needs to be updated on Page 97.</p> <p>Color coding to be corrected</p> <p>Definition under Bargaining unit –</p> <p style="padding-left: 40px;">Definition no. 2 – Wording to change</p> <p style="padding-left: 40px;">2.2 – Names being inconsistent – Names to be consistent.</p> <p style="padding-left: 40px;">11.6 under Seniority Blocks – Changes made.</p> <p style="padding-left: 40px;">31.13 b – If the name mentioned here is agreed on, that name should be consistent.</p> <p style="padding-left: 40px;">31.19 f – Revisit</p> <p style="padding-left: 40px;">31.1 – New Highlighting in collective agreement – Understand and clarification on why texts are highlighted.</p> <p style="padding-left: 40px;">Appendix 2 b –</p> <p style="padding-left: 80px;">Notice additional PR 21s, fewer PR 27s, Want PR 30s back. Want ghost positions on PR 27s back.</p> <p>05/29/2020</p> <p style="padding-left: 40px;">NTT needs to bring back the CBA the way it was agreed to with Lori.</p> <p style="padding-left: 40px;">Shirley to send the seniority list to NTT.</p> <p style="padding-left: 40px;">NTT and GEU to obtain the list of Geo areas.</p> <p>06/2/2020</p> <p style="padding-left: 40px;">NTT has sent the CBA to legal. Awaiting to hear back. Copy will be emailed to sub-committee after.</p> <p style="padding-left: 40px;">Shirley to follow up with Marie regarding the <i>Updated Seniority List</i> which she sent to Lori.</p> <p>06/5/2020</p> <p style="padding-left: 40px;">NTT sent revised CBA reflecting minimal changes</p> <p style="padding-left: 40px;">(BS) Edits needs to be done.</p> <p>06/12/20</p>	<p>NTT/Cynthia Nehring to send CBA to committee after legal provides it.</p> <p>BCGEU/Shirley Kay to follow up with Marie Doherty with ISM for current Seniority List.</p> <p>BCGEU/Shirley Kay is working on this.</p>

CBA needs to be signed off by NTT DATA, and final edits. GEU to final edits and NTT DATA to sign off.

06/16/2020

Section 2.2 - Look for successorship names and dates – NTT to correct them

Section 10.6 – Needs to go back to way it was written to ISM. Refers to PBC.

Section 11.a & 11.b – Dates are wrong and the names to changed from ISM to NTT.

Section 11.3d – Revisit the section.

Section 11.3e – Section is missing. Put the section back. Revisit the section.

Section 11.6 – Units name changed. Have to change it back the way it was.

Section 13.3.c – Revisit the section.

Signature – to be changed on the top of agreement page. To be changed to 12/2020

NTT to revisit the CBA and a new copy to be sent to BCGEU.

06/19/2020

Copy will be provided by NTT by Tuesday – June 23rd.

06/23/2020

NTT to provide updates by June 26th

06/26/2020

Waiting for NTT to provide updates by June 30th

06/30/2020

NTT sent the updates back to BCGEU.

Section 11.6 – The ID Admin changed to ID Management. Should be changed back to ID Admin.

Signatory page – NTT to make changes. Shirley to follow up on Definition 2 & 2.2

07/07/2020

Signatory names and dates to be updated. Date to be changed July 29-Dec 2020

Shirley to follow up on Definition 2 & 2.2 - DONE.

Sec. 11.1 and Sec.11.1 b – ISM got dropped. Cynthia to check on the Successorship dates (Previous one had December and new one has February in it)

Sec 16.11 Footnote no.1, Sec 30.5 Footnote no. 2 missing

Sec 31.13 – Effective date should be changed to July 29th

Sec 35.6 Effective date and signatories

Appendix 2a missing headings

Check LOU no.6

07/10/2020

BCGEU to revise the CBA.

07/17/2020

Shirley to revise the CBA after the changes from admin come in. Send to NTT on Monday.

07/21/2020

Changes to CBA have been made and sent for internal review.

07/24/2020

GEU still working on the CBA.

07/28/20

GEU admin reviewing

07/31/20

This is with NTT legal.

08/04/2020

No updates

08/14/2020

BCGEU wishes to know why NIPPON was removed from the CBA as breaking out the initialism for NTT. NTT Legal said that the legal name is NTT and its name is not an initialism but its legal name. KJ clarifies that the contract name between Health Authorities and NTT is between NTT Data Canada Inc, this is the legal entity that holds the obligation/liability. BCGEU will take away to confirm changes.

08/28/2020

In progress with BCGEU

09/11/2020

In progress with BCGEU

10/09/2020

No updates

10/23/2020

Copy sent to NTT. Waiting for approval.

2. New classifications

07/07/2020

NTT to capture any new classifications in MOA (Between union & NTT)

07/10/2020

Can be done after AoS. Cynthia & Taha to take this back on priority.

07/15/2020

Deferred after AoS.

07/21/2020

Positions in new classification won't be posted until after AOS.

07/31/2020

CN explains that job descriptions are finished but not quite ready to post.

Will be provided when ready.

08/04/2020

No updates

08/14/2020

CN/SK to work together on agreement.

10/16/2020 BCGEU will need to take this away to respond via email.

10/23/2020
NTT to follow up.

NTT have discussed with BCGEU classifications. CN said that 6 positions were agreed with BCGEU, one position is with BCGEU Advocacy. New positions need to be reduced to writing and signed before the positions can be filled as per Article 27.1(b).

08/28/2020

In progress

09/11/2020

In progress.

10/09/2020

NTT to work with Advocacy group to classify positions. NTT to bring this topic to discussion/planning this on October 16th Adhoc meeting. If we do not have a resolution, it would be taken thru Article 8.

10/16/2020. NTT presented a plan via email to JUMC members, provided below:

Hello JUM,

In response to the action item on the previous JUM meeting regarding new position classifications, NTT DATA will commit to the following plan for resolution of this issue :

1. Effectively immediately, all internal and external posted positions that have not been classified or negotiated as exclusion will be taken down. NTT will continue to post and recruit for positions that are exercising senior management functions

10/23/2020 – BCGEU supports this.

2. Employees already hired in positions that have not been classified or negotiated as exclusions will continue in position until a determination has been made.

10/23/2020

BCGEU supports this and expects union dues to be remitted for all incumbents in these positions.

3. All existing positions added to this account that have not been classified or negotiated as exclusions will go through Article 2.1 classification process.
- ‘Account’ is defined as the business unit delivering services under the contract with PHSA
 - A full list of positions, job descriptions and org charts will be submitted to the BCGEU advocacy group by November 13th

10/23/2020

BCGEU supports this.

4. In future, any new positions established will go through Article 2.1(e) before being posted (as required by CBA), except for positions that are exercising senior management functions

For clarification on #2: If it is a unionized position, then it will be posted.

10/23/2020

BCGEU supports this.

3. NTT new techs	<p>07/15/2020 BCGEU raised concern on FOB keys and access for employees. NTT is addressing that in the job shadowing and orientation programs.</p> <p>07/21/2020 NTT working closely with the HAs for Deskside on this.</p> <p>07/24/2020 NTT still working on this.</p> <p>07/28/20 No update</p> <p>07/31/2020 BCGEU raises concern that some incoming Aux technicians are not adequately trained and do not know how to use all tools. AR advises that incoming Auxes will be receiving training at the same time as everyone else.</p> <p>08/04/2020 No updates</p> <p>08/14/2020 AR – Understand there have been concerns before and going into AOS. NTT are re-engaging with employees that need training. BCGEU asks what re-engaging looks like, if it is reactive based on member going to management, or surveyed. AR said that it's more of a holistic approach from looking at tickets, etc... particularly in Service Desk and Deskside. BCGEU suggests sending a survey out to members asking what they need training on. AR to bring this forward to frontline managers.</p> <p>08/28/2020 AR did not have the opportunity to bring this forward. Cynthia will work with Monica on this.</p> <p>09/11/2020</p>	<p>NTT to suggest surveying members to identify training gaps to frontline managers.</p> <p>Cynthia will talk to Monica about the request for a survey.</p> <p>10/23/2020 Cynthia to forward the deck to BCGEU.</p>

	<p>Monica working on the bigger survey on AoS, transition etc. 10/09/2020 Cynthia to connect with Monica for sharing the survey results with JUM. The survey was complete. 10/23/2020 Monica has shared the deck w/Leadership. Cynthia will share the deck soon with BCGEU.</p>	
4. 2FA without cellphones	<p>07/24/2020 Instructions required OneLogin set up thru cellphone. NTT to now send new instructions on laptop setup. 07/28/20 Cyn to contact Monica for instructions for transitioning employees to access communication center after Slack is removed. Cyn to contact committee to inform of process to contact all ee. 07/31/2020 BCGEU raises that there does not appear to be a way to connect to Health Network without using a smart phone for 2FA. Not all transitioning techs are coming with a company provided phone. NTT advises to raise with direct management this concern. 08/04/2020 NTT(CN) to take this away. 08/14/2020 There is no (currently) a mobile app for SNOW that NTT are utilizing. NTT believes that the only requirements for an NTT phone is 2FA and phone calls. 08/28/2020 Still in progress. 09/11/2020 NTT can provide a list of smartphones and phone plans to refer to. Kumaran can send across the list to Cynthia to share to the committee. 10/09/2020</p>	<p>08/14/2020 NTT(AR) will take away to determine exact requirements for having a phone to perform work at NTT. 09/11/2020 Joseph to share the JTC minutes on phone allowance. 10/09/2020 CN - Alex, Cynthia & DE team to have a meeting offline to discuss this. 10/23/2020 i) Colleen to get the information on average data requirements. ii) Monica to send out the communication on OS/Data requirements. Also, with whom the</p>

	<p>Alex – Android 8 is the minimum OS specification for the cellphone. Need to know the phone/specifications which suffices min. job requirements. Also, who/where the telephone numbers are going to get shared with if the personal phone numbers are shared by NTT.</p> <p>10/23/2020</p> <p>Alex - International calling is currently not required in the plan. If required to call, it'll be reimbursed. Data plan is required.</p>	<p>telephone numbers will be shared with.</p>
5. Check-in procedure of people on travel status	<p>08/04/2020</p> <p>BCGEU is requesting a check-in procedure to be established for people on travel status. CN has already started a conversation with CW about this.</p> <p>08/14/2020</p> <p>No update</p> <p>08/28/2020</p> <p>SK sent a list</p> <p>09/11/2020</p> <p>JI to send the 'Find Me Spot' device to Cynthia after receiving a Way-bill.</p> <p>10/09/2020</p> <p>Joseph sent the device. Cynthia to follow up with Ben to ensure the OSH committee gets it.</p> <p>10/23/2020</p> <p>NTT to follow up with Ben. To be taken to the OSH committee for discussion. Updates to be provided as necessary.</p>	<p>08/04/2020</p> <p>CN to investigate the process and follow up.</p>
6. Article 34	<p>08/14/2020</p> <p>BCGEU wishes NTT to be aware that Article 34 should not be relied on as a catch on for labour shortages and that using it does not preclude resultant grievances. Also wish to know if NTT are using Employment Agencies or strictly limited term employment.</p>	<p>NTT/CN to provide formatted list to BCGEU in MS Word.</p> <p>Cynthia to re-send in the right format.</p>

	<p>NTT said that for now only using strictly limited term employment and will provided a cleaned-up letter identifying people as per CBA. NTT also state that they not precluded from using Article 34. Utilizing it at this time is to get through transition and ticket volume/backlog. BCGEU and NTT to continue monitoring and discuss.</p> <p>08/28/2020</p> <p>Every 30 days a new list needs to be provided.</p> <p>09/11/2020</p> <p>NTT sent the new format to BCGEU and requested for an extension. In future, NTT will ask for extensions through JUM.</p> <p>10/09/2020</p> <p>Article 34 employees are only handling Backlog tickets (Acquired at AoS) NTT to provide information on how long the Backlog ticket handling is going to take.</p> <p>10/23/2020</p> <p>NTT states that the Backlog tickets activity will be completed by Nov 2nd.</p>	
<p>7. What's going on with IMAC?</p>	<p>IMAC coordinators it was not sure where they would report to, as of this week they are working with team lead and manager to do IMAC work. BCGEU wishes to understand why there are service now groups titled IMAC-Microserve. TM said that IMAC means different things to different people; NTT say that the IMAC work at service desk is classification work while. BCGEU seeks commitment from NTT to not use Microserve to perform BCGEU IMAC bargaining unit work. KJ commits that Microserve does not do bargaining unit work. BCGEU suggests removing or renaming the Service Now groups to eliminate confusion; NTT to review.</p> <p>08/28/2020</p> <p>NTT found IMAC is a common industry acronym and not classification specific. We have a mutual interest to avoid confusion. NTT will see about renaming the groups for clarity.</p>	<p>NTT to look at renaming or removing Microserve IMAC Groups in Service Now</p> <p>Cynthia/Taha to work on renaming these groups in Service Now</p> <p>Taha to investigate IMAC concerns and resolve.</p>

	<p>IMAC coordinators raised concern that there is backlog of work but no specific processes or instructions.</p> <p>09/11/2020</p> <p>Waiting for Taha to update.</p> <p>10/09/2020</p> <p>Joseph & Taha to connect on individual cases. Taha on get more info on the job duties for IMAC agents.</p> <p>10/23/2020</p> <p>Taha to continue with the investigation. Needs more time.</p>	
8. Updated Org Charts	<p>08/14/2020</p> <p>BCGEU requests updated org charts from NTT.</p> <p>08/28/2020</p> <p>Staffing is too fluid to provide org chart at this time. NTT will provide as soon as possible.</p> <p>09/11/2020</p> <p>NTT will defer until October.</p> <p>10/09/2020</p> <p>Taha to share the Baseline Org Chart with the team. (no. of people in each area and names)</p> <p>10/23/2020</p> <p>NTT agrees to allow JUMC to share the Org chart with BCGEU stewards. Final Org chart not ready for general distribution.</p>	<p>NTT/TM to provide org charts for next JUM.</p>
9. EDO Shortfall Payment Agreement between ISM and NTT. What is this agreement? ISM paid only 7.5 hours per day on final pay period for partially worked days even though 8.3 were worked and say	<p>08/28/2020</p> <p>BCGEU requests terms of the agreement.</p> <p>NTT will invite payroll representative to explain how the agreement will be implemented.</p> <p>09/11/2020</p> <p>NTT Payroll is still working on this issue. BCGEU is waiting for the agreement between ISM & NTT.</p> <p>10/09/2020</p>	<p>NTT payroll to provide details of agreement to JUM prior to next meeting and present in person as well.</p> <p>09/11/2020</p>

that they paid NTT to pay us the difference.	<p>BCGEU wants to know what the agreement between NTT & IBM is. NTT Payroll is currently looking into the EDO payments for the employees and will payout in their next paycheck. A short explanation will be sent out to the affected employees regarding their EDO payouts.</p> <p>10/23/2020</p> <p>Time keeping team has a slide deck explaining the situation currently and how it is planned out in future. Cynthia to share with JUM after a go ahead from the Time keeping team.</p>	<p>Cynthia will schedule a meeting between BCGEU & NTT Payroll team.</p> <p>10/09/2020</p> <p>Tamara to take back the concern on Pay in lieu to Time keeping team.</p>
10. Seniority hours calculated incorrectly due to hours being rounded	<p>08/28/2020</p> <p>Seniority is being recorded in 2 decimal points instead of 4 and rounded down. This impacts seniority calculation negatively e.g. 7.47 hours instead of 7.5</p> <p>09/11/2020</p> <p>A meeting will be booked between BCGEU & NTT Payroll team.</p> <p>10/09/2020</p> <p>NTT(CN) to take this back to the Timekeeping team to correct the anomaly.</p> <p>10/23/2020</p> <p>Taha – This is to be addressed together with the slides to be provided in No.9</p>	<p>Taha to look into this issue and report back next JUM.</p> <p>09/11/2020</p> <p>Cynthia will schedule a meeting between BCGEU & NTT Payroll team.</p>
11. MOU#9 – Electronic Bulletin Board	<p>08/28/2020</p> <p>BCGEU requests implementation of Electronic Bulletin Board.</p> <p>09/11/2020</p> <p>Cynthia to follow up.</p> <p>10/09/2020</p> <p>Site is being built.</p> <p>10/23/2020</p> <p>NTT to add bulletin to the Learning and Dev. Site.</p> <p>CLOSE</p>	<p>Taha to look into the options and provide next JUM.</p>

<p>12. Service Desk Issues – No way to view a status board, see who is on shift/break. SD agents are being hassled about going on break but no way to know when breaks can be taken. No master schedule for SD.</p>	<p>08/28/2020 Employees don't have access to que manager. No way to determine appropriate time for breaks.</p> <p>BCGEU requests schedule for Service Desk</p> <p>09/11/2020 Alex to follow up with Denis. SD team is looking into potential solutions.</p> <p>10/09/2020 10/23/2020 Cynthia to send the email from Denis to JUMC.</p>	<p>Alex to determine if a solution can be provided and if schedules can be made available.</p> <p>10/23/2020 Cynthia to send the email from Denis to JUMC.</p>
<p>13. Why is NTT going to charge taxes on Vehicle Allowance/Portal Mileage? Revenue Canada says a reasonable per km rate is not taxed.</p>	<p>08/28/2020 BCGEU questions what information from CRA supports the decision to charge tax on vehicle allowance/portal mileage.</p> <p>09/11/2020 Cynthia to send the information received from Payroll team to Joseph.</p> <p>10/09/2020 NTT to send the updated communication out on portal mileage and taxes.</p> <p>10/23/2020 A copy was sent out to everyone.</p> <p>CLOSE</p>	<p>Payroll to provide additional information from CRA on the rationale for this policy/decision.</p> <p>09/11/2020 Cynthia to send the information received from Payroll team to Joseph.</p>

<p>14. American NTT employees working on NTT BCU Project Management Team</p>	<p>08/28/2020 BCGEU raises concern that an NTT DATA employee is doing bargaining unit work in Project management.</p> <p>09/11/2020 NTT to investigate further on this employee's responsibilities.</p> <p>10/09/2020 Taha to share the criteria details of Project Mgr/Project Coordinator role with the team.</p> <p>CN – The American employee is not doing any bargaining work in the Project Mgt. team.</p> <p>10/23/2020 Taha sent the criteria to JUM. Cynthia confirmed with Beide that there is no American employee doing any bargaining work.</p>	<p>10/09/2020 Taha to share the criteria details of Project Mgr/Project Coordinator role with the team.</p> <p>10/23/2020 BCGEU to review.</p>
<p>15. Deskside needing to isolate after travel but being expected to report to work. Where are the COVID-19 guidelines for employees? Information was promised to be sent by end of week on Aug 18 by CW.</p>	<p>08/28/2020 Guidelines were not provided, NTT will provide comprehensive guidelines as soon as possible.</p> <p>09/11/2020 Employees are suggested to contact their respective managers in case of any concerns on COVID situations. NTT to send out the additional FAQ communication soon. A guide for managers will also be released. NTT is also working with the HR team on Temperature trackers.</p> <p>10/09/2020 This was finalized on Oct. 8th</p> <p>10/23/2020 Taha - FAQs were uploaded to Learning & Dev site.</p>	<p>09/11/2020 CW to send the FAQs as soon as it gets finalized to BCGEU.</p> <p>10/23/2020 Colleen sent the FAQ list to JUM now.</p>

<p>16. Performance Management (BCGEU)</p>	<p>EF raises that SD managers reaching out to staff having meetings on performances, but employer has never provided letters of expectation on targets. AR asks what information shared with employees. EF said that they had run reports on SD and where people were in the pack and needed to increase numbers, take 30 calls a day and close 15. These expectations were not laid out. Second level people who used to be 1.5 have been having meetings as well offering union representation but specifications for NTT's targets have not been defined.</p> <p>CN response of being familiar with metrics, have not had any conversation with managers. Leaders have clear targets when putting work together. Metrics are a priority, but CN commits to digging in and getting started now.</p> <p>CW she has Deskside metrics handy and will provide to JUMC; pointing out different NTT have a different business model and metrics than ISM. BCGEU have also requested metrics for Device Engineering and any other departments. BCGEU requests that meetings between workers over performance targets be halted until metrics are properly defined and contract SLAs are provided to BCGEU. CN agrees to have leadership halt performance meetings until performance targets are communicated in writing.</p> <p>10/23/2020</p> <p>Cynthia to share the Perf. Metrics next week, as part of Letter of Expected Performance to every employee. Cynthia to share the metrics with JUM before sharing with the general workforce. NTT will not pursue any disciplinary action related to Performance until the Perf. metrics are in place.</p>	<p>10/16/2020</p> <p>CN agrees to have leadership halt performance meetings until performance targets are communicated in writing.</p>
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17. NTT New postings not following Article 12. (BCGEU)	<p>10/16/2020 BCGEU advise that in scope positions are filled at NTT and are not posted as per Article 12 may be grieved.</p> <p>10/23/2020 TM – 2 positions were posted but 5 people were brought in. BCGEU reinforces the importance of following Article 12.</p> <p>CLOSE</p>	<p>10/16/2020 TM to take away to investigate and report back to JUMC.</p>
18. On call rotations	<p>10/16/2020 CW wants to know if same on call policy in DeskSide apply in another silo such as Device Engineering. BCGEU advises that different service delivery units in ISM have varying on call policies. CW noted that seeking volunteers for on call fell short and NTT may need to appoint. BCGEU advises that NTT should be looking at Standby instead of On Call and need to work on policies governing their on call.</p> <p>10/23/2020 Still work in progress.</p>	<p>10/16/2020 CW will draft an on call policy and provide it to BCGEU.</p>
19. Staff carrying Health Care equipment in personal vehicles (BCGEU)	<p>10/16/2020 BS raises that Deskside were told that NTT would be shipping equipment to techs at their home sites. Eg: 3 or 4 PC's are sent to Deskside tech, transported to site in personal vehicle and installed. Personal insurance does not cover this. Previously Microserve would drop ship equipment direct to site. Deskside personal vehicles may not have capacity to carry equipment. Insurance coverage will likely need Artisan insurance which would need to be provided by employer. CW said that customer is asking for this and that this is a past practice. NTT advise that it would not be large numbers of computers and are planning a communication advising Deskside of limited/no liability.</p> <p>10/23/2020 NTT to follow up with ICBC on Insurance requirements.</p>	<p>10/16/2020 NTT to discuss with legal and send communication to JUMC.</p> <p>10/23/2020 NTT to follow up with ICBC on Insurance requirements.</p>

NEW ITEMS		
NEW ISSUE	MINUTES	RESPONSIBILITY/ACTION
1. Establish Article 12.9 Subcommittee (BCGEU)	10/09/2020 NTT & BCGEU to appoint people on Education & Training sub-committee before the next JUM. 10/23/2020 BCGEU – Sam Gock, Brent Stokell, Bill Rossi NTT – Cynthia N.	10/23/2020 Cynthia to appoint remaining employer reps.
2. NTT Recovery of overused vacation entitlement (NTT)	10/23/2020 CN - 15 Incumbents plus auxiliaries were overpaid vacations. NTT to take it on case-by-case basis following Employment standards and CBA. CLOSE	
3. EE's keeping WEST VPN connected at all hours to reduce gridlock at start of shift (NTT)	10/23/2020 NTT is asking EE to keep the WEST VPN on at all hours by keeping the devices connected. NTT got a pushback because there is extra cost because of that. NTT will ask Employees for keeping the VPN on after hours. CLOSE	

4. Article 17.3 Holiday Falling on a Day of Rest – EE with an EDO on a Holiday working OT on that day. (NTT)	10/23/2020 NTT to follow the collective agreement. CLOSE	
5. Change to hours of work (BCGEU)	10/23/2020 Taha to take this back to the Provincial Rep and report on next call.	
6. Auxiliary to full time Deskside positions (NTT)	10/23/2020 Colleen – Concerned over Interview process. All postings will be done at the same time by HAs. CLOSE	
7. Time-offs not getting approved by Managers. (BCGEU)	Time-off requests are not getting approved by Managers on time. Requests are sitting pending in the Replicon tool for a long time.	NTT to follow up with Managers and communicate about the same.



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Next Meeting (Tentatively): Tuesday, November 3, 2020 2:00 PM – 3:00 PM (Ad hoc)