



NTT / BCGEU
NTT ARTICLE 28 JOINT UNION
MANAGEMENT COMMITTEE
AGENDA / MINUTES – AD HOC

Friday, October 16, 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, Taha Malik, Alex Rado, Colleen Wack

Regrets:

GUESTS:

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

NEW ITEMS		
NEW ISSUE	MINUTES	RESPONSIBILITY/ACTION
1. New classifications	<p>07/07/2020 NTT to capture any new classifications in MOA (Between union & NTT)</p> <p>07/10/2020 Can be done after AoS. Cynthia & Taha to take this back on priority.</p> <p>07/15/2020 Deferred after AoS.</p> <p>07/21/2020 Positions in new classification won't be posted until after AOS.</p> <p>07/31/2020 CN explains that job descriptions are finished but not quite ready to post. Will be provided when ready.</p> <p>08/04/2020 No updates</p> <p>08/14/2020 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).</p> <p>08/28/2020 In progress</p> <p>09/11/2020 In progress.</p> <p>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.</p> <p>10/16/2020. NTT presented a plan via email to JUMC members, provided below:</p>	<p>CN/SK to work together on agreement. 10/16/2020</p> <p>BCGEU will need to take this away to respond via email.</p>

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
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.
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

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.

2. Performance Management (BCGEU)

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.

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.

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.

10/16/2020
CN agrees to have leadership halt performance meetings until performance targets are communicated in writing.

3. NTT New postings not following Article 12. (BCGEU)	10/16/2020 BCGEU advise that in scope positions are filled at NTT and are not posted as per Article 12 may be grieved.	10/16/2020 TM to take away to investigate and report back to JUMC.
4. Union Observers requested but not invited to interviews. (BCGEU)	10/16/2020 NTT advised that there were absences in HR at the time this took place and this is why Union Observers were not processed. In the future Union Observer requests will also need to be passed along to Marlo Neilson. (Internal-Resourcing). BCGEU advises that members may file grievances over Union Observers not being invited. (CLOSED)	10/16/2020 CN to provide names and contact information to SK to relay to area offices.
5. Rotating Chair (NTT)	10/16/2020 CN wishes to share chairing JUMC meetings with additional people. CN appoints TM to also chair starting next NTT meeting where NTT are chairing. (CLOSED)	
6. Missing seniority and vacation data for employees joining NTT under service portability MOU (NTT)	10/16/2020 TM sent email on this issue where hires from ISM are not having seniority information provided. BS said that if there isn't a screenshot of time from DayForce or time equivalent time keeping software then the only record that can be relied on is what is in the ISM quarterly seniority reports. TM will rely on regular start date as provided by BCGEU to determine start date.	

	(CLOSED)	
7. On call rotations	<p>10/16/2020</p> <p>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>10/16/2020</p> <p>CW will draft an on call policy and provide it to BCGEU.</p>
8. Staff carrying Health Care equipment in personal vehicles (BCGEU)	<p>10/16/2020</p> <p>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>10/16/2020</p> <p>NTT to discuss with legal and send communication to JUMC.</p>