

Friday, September 11, 2020 2:00 PM – 4:00 PM

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

BCGEU: Shirley Kay, Joseph Ivens, Brent Stokell EMPLOYER: Cynthia Nehring, Alex Rado, Colleen Wack

Regrets: Taha Malik, Eugene Fox

GUESTS:

Welcome and introductions	► Chair – Cynthia Nehring	► Scribe – Debjani
Adopt Agenda	► Errors omission or additional items	•



STANDING ITEMS		
Ітем	Minutes	RESPONSIBILITY/ACTION
OHS report – NTT to provide summary report	In progress.	Updates to be provided as needed.
 Communication – this discussion will be in camera/pens down conversation 		
 Leadership/Steward Patterns of Behaviour (camera/pens down) 		BCGEU/NTT Data
4) Attendance Management Report – NTT Canada	09/11/2020 In Progress	
5) Article 2.1 (e) (5) Annual List of Exclusions – NTT Canada	09/11/2020 In Progress	
6) Article 2.1 (f) Contractors Report – NTT DATA Canada	09/11/2020 No Contractors report currently with NTT.	NTT to follow-up with Kumaran.
7) Article 4(i) Employee Separation Report – NTT DATA Canada	09/11/2020 Expectation is to provide the report quarterly at JUM meetings.	
8) Article 5 (e) Stewards Report – BCGEU	09/11/2020 NTT received the list.	



9) Article 30.1 (b) Auxiliary 1957.5 hours report – NTT DATA Canada	09/11/2020 One conversion.	
10) Article 11.2 Seniority List	09/11/2020 In progress	TM : After this pay period, seniority list will be provided.



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



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06/12/20

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.



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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 a 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	
Interview/Recruitment process by NTT	NTT to provide the Interview process details (Scorecard etc.) to BCGEU NTT to provide Screening process and be mindful of the option of using eligibility list. 06/23/2020 NTT has hired a new employee and is getting her up to the speed. She will join the Subcommittee meeting to present the process in this forum. 06/26/2020 New employee is working to get up to the speed and present the overview. 06/30/2020 In progress NTT doesn't have to interview everyone in the list. 07/07/2020 NTT still working on this. 07/10/2020 NTT sent the slides to BCGEU for review.	NTT/Cynthia to send slide deck and templates to BCGEU



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07/15/2020

BCGEU provided feedback on the slides. NTT to continue working on the deck and provide updates as available.

07/17/2020

No updates.

07/21/2020

NTT still working on this. Auxiliary postings will be done in a staggered way by NTT.

(CW) - 5 Deskside Lead positions will be posted on AoS day. 1 – IHA(Kelowna), 1 - Prince George, 2 -Lower Mainland, 1 – Victoria. They are already classified.

07/24/2020

Last offer letter worked on by NTT. They will have it before the first posting.

07/28/20

Update on Friday 07/31/20

07/31/20

Marlo provided a PowerPoint presentation and answered questions from BCGEU pertaining to accommodation, recognition of seniority, etc... Slide deck and job templates to be emailed to BCGEU for review and discussion. 08/04/2020

BCGEU waiting for slide decks & templates to be emailed.

08/14/2020

BCGEU is still waiting for slide deck & templates by email.

08/28/2020

BCGEU reviewing it.

09/11/2020

NTT agrees to allow BCGEU to share with stewards.

CLOSE



3. 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 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.	CN/SK to work together on agreement.
4. NTT Performance Mgt.	07/10/2020 NTT to have the performance mgt. discussion after AoS. 07/15/2020 Deferred after AoS 07/31/2020	



	NTT have a fairly detailed performance management process that needs to be reworked for Unionized workers. This is not yet ready and will be made available to JUM committee when it is. 08/04/2020 No updates. 08/14/2020 No updates, will come to pass after Team Leads are in place. 08/28/2020 In progress 09/11/2020 In progress – waiting for the Team Leads positions to be filled. NTT Team Leads assist in providing HR with a portion of the information needed to build the targets that NTT measures employees by.	
5. Pandemic Pay	07/10/2020 BCGEU is asking to mimic govt. pandemic pay for Frontline. 07/15/2020 No updates. NTT is monitoring. BCGEU is encouraging pandemic pay for frontline. 07/21/2020 BCGEU still strongly supports pandemic pay for Frontline workers. 07/24/2020 BCGEU suggests that Employer need not wait for govt. for the pandemic pay. NTT to bring this to the leadership discussion. BCGEU points that NTT needs to register with PSEC. 07/28/20 BCGEU encourages NTT to become a qualified employer with PSEC 07/31/2020 CN states that this is not finished but is still under active discussion and is not on the back burner. 08/04/2020	CN to contact NTT Data Canada regarding Pandemic Pay. CN to take it up to employee relations team. 09/11/2020 CN to take it up to employee relations team. BCGEU will help provide the package to NTT.



	No updates	
	08/14/2020	
	CN has knocked on doors in NTT Data and this issue has been referred back	
	to Canada. NTT commits to bring up this issue with NTT Data Canada	
	08/28/2020	
	NTT Data Canada finished corporate pandemic pay program in September.	
	BCGEU requests again that NTT become a qualified employer with PSEC	
	09/11/2020	
	NTT is not a qualified employer with PSEC currently.	
6. NTT new techs	07/15/2020	NTT to suggest surveying
	BCGEU raised concern on FOB keys and access for employees. NTT is	members to identify
	addressing that in the job shadowing and orientation programs.	training gaps to frontline
	07/21/2020	managers.
	NTT working closely with the HAs for Deskside on this.	
	07/24/2020	Cynthia will talk to
	NTT still working on this.	Monica about the
	07/28/20	request for a survey.
	No update	request for a sarvey.
	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.	
	08/04/2020	
	No updates	
	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	
	tickets, etc particularly in service best and bestside. bedto suggests	



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	sending a survey out to members asking what they need training on. AR to	
	bring this forward to frontline managers.	
	08/28/2020	
	AR did not have the opportunity to bring this forward. Cynthia will work with	
	Monica on this.	
	09/11/2020	
	Monica working on the bigger survey on AoS, transition etc.	
7. Replicon	07/17/2020	NTT/TM to provide an
	Concerns around delay in pay if hours/timecards are not entered timely.	update for next meeting.
	Cynthia to take this to legal for their inputs.	
	07/21/2020	
	Article 26.2 (a) and (d) are the relevant articles. NTT looking for	
	implementing Base Pay in case the timecard entry is missed.	
	07/21/2020	
	NTT to revise transition communication to remove anything on brackets	
	under time entry on page 2. Under Replicon transition, you can use July	
	15.	
	07/24/2020	
	NTT working on it.	
	07/28/20	
	NTT to follow up	
	07/31/2020	
	BCGEU raises that updated news you can use was not posted in Slack at ISM.	
	Would like to know when the amended version will be posted. AR defers this	
	to Christine Wood or Monica Sudomir for follow-up.	
	08/04/2020	
	No updates	
	08/14/2020	
	No update on News you can use amendment. BCGEU asks about EDO	
	schedule. NTT made time keeping that every day you work your 8.33 hours	
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8. Device Engineering Concerns	you would put your 8.33 hours into the day you worked. On your EDO day you would not input any hours. At the end of the two weeks would all get paid exactly same way in either of those two systems. GEU raises that EDOs are being recorded as Holidays and draining vacation banks. NTT are considering moving to system that ISM was using for accounting EDOs. NTT hear and realize they need to get this aligned. BCGEU seeks commitment from NTT to address issue of EDOs accounted for properly so as not to drain vacation entitlement. NTT said to put a ticket in with their HR system while they address it on a systemic issue. 08/28/2020 NTT recognizes this is a problem and have delegated to the timekeeping team for resolution 09/11/2020 BCGEU(JI) waiting to hear back from NTT on EDOs. 07/24/2020 BCGEU raises concern that basic apps on Laptop aren't set up. Colleen to follow up On-call expectations and processes for AoS for DE. Concerns about FHA RDS set up by non-transitioning tech. NTT confirms there is a proper knowledge transfer going on. Shared pwds needs to be reset. After effects of disabling ISM accounts. 07/28/20 Recommendation to NTT security to reset passwords. 07/31/2020 BCGEU raises concerns with on call being implemented, DES having 8AM meeting. Managers need to know when setting up on call they need to follow 14.10 and contact BCGEU. 08/04/2020	08/04/2020 BCGEU(JI) will contact Gabriel directly.
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			JI discussed with Gabriel about phone plans, this is in progress.	
			08/28/2020	
			NTT is working on a on-call policy. BCGEU Recommend reviewing government	
			policy.	
			09/11/2020	
			Gabriel on vacation currently. Waiting to hear back once he is back.	
	9.	New BCGEU membership	07/24/2020	08/04/2020
		orientation	BCGEU requests Contact info of new BCGEU members. NTT to send it to	BCGEU working on
			the sub-committee.	presentation to do mass
			Cynthia & Shirley to have orientation with shop stewards. Suggest	orientations.
			multiple time options. Each session may be of 30-60 mins. Session can	
			have random participants from each Service Area (as flexible).	
			07/28/20	
			No update	
			07/31/2020	
			No update	
			08/04/2020	
			NTT will provide a list of employees and contact information.	
			08/14/2020	
			BCGEU is working on an orientation presentation. 164 people (and counting)	
			to go through it. BCGEU makes sure NTT is aware that this is on employer	
			time.	
			08/28/2020	
			Presentation is nearing completion. Sessions will be scheduled accordingly by	
			BCGEU.	
			09/11/2020	
			One orientation completed which went well. BCGEU recommends a separate	
			orientation with managers in future.	
			CLOSE	
	10	. 2FA without cellphones	07/24/2020	08/14/2020



	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.	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.
11. Dress code policy	07/28/20 1) Training session requesting specific dress code requirements. NTT to review training dress code message. 07/31/2020 Dress code has not been diffused to employees yet. CN to follow up. 08/04/2020 No updates 08/14/2020	08/14/2020 CN to provide copy of dress code to BCGEU employees.



	NTT has a dress code, realized that nobody is going into the office right now	
	except Field Service Techs.	
	08/28/2020	
	In progress	
	09/11/2020	
	Dress code was communicated to Field Services during orientation. Monica	
	to send out the communication on dress code today.	
12. Check-in procedure of	08/04/2020	08/04/2020
people on travel status	BCGEU is requesting a check-in procedure to be established for people on	CN to investigate the
	travel status. CN has already started a conversation with CW about this.	process and follow up.
	08/14/2020	
	No update	
	08/28/2020	
	SK sent a list	
	09/11/2020	
	JI to send the 'Find Me Spot' device to Cynthia after receiving a Way-bill.	
13. Establishing OSH	08/04/2020	08/04/2020
committees	BCGEU and NTT to determine how Tele workers will be represented as part	BCGEU and NTT to
	of OSH including assessments etc.	determine how Tele
	08/14/2020	workers will be
	No update	represented as part of
	08/28/2020	OSH including
	In progress	assessments etc.
	09/11/2020	09/11/2020
	ERGO is already established.	Cynthia and Shirley to
		connect and follow up.
	00/44/2020	NTT/CN to provide
14. Article 34	08/14/2020	1411/CN to provide
14. Article 34	BCGEU wishes NTT to be aware that Article 34 should not be relied on as a	formatted list to BCGEU



	grievances. Also wish to know if NTT are using Employment Agencies or strictly limited term employment. 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. 08/28/2020 Every 30 days a new list needs to be provided. 09/11/2020 NTT sent the new format to BCGEU and requested for an extension. In future,	Cynthia to re-send in the right format.
15. What's going on with IMAC?	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. 08/28/2020 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. IMAC coordinators raised concern that there is backlog of work but no specific processes or instructions.	NTT to look at renaming or removing Microserve IMAC Groups in Service Now Cynthia/Taha to work on renaming these groups in Service Now Taha to investigate IMAC concerns and resolve.



	09/11/2020 Waiting for Taha to update.	
16. Updated Org Charts	08/14/2020 BCGEU requests updated org charts from NTT. 08/28/2020 Staffing is too fluid to provide org chart at this time. NTT will provide as soon as possible. 09/11/2020 NTT will defer until October.	NTT/TM to provide org charts for next JUM.
17. Hiring Service Desk Agents Outside of Service Areas	08/28/2020 NTT has 3 auxiliary employees on 90 day terms working from Burnaby but supporting NHA and IHA. The employees are tied for a specific project. BCGEU requests name of employee who were hired outside of area and start dates. NTT has no intentions of centralizing the Service Desk. 09/11/2020 BCGEU(Brent) raised the concern that SD techs in Lower Mainland are servicing IHA & NHA. NTT to further investigate on this.	Cynthia to provide list of names and start dates for term auxiliaries hired outside of geo area 09/11/2020 Alex & Cynthia to connect offline on this.
18. 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	08/28/2020 BCGEU requests terms of the agreement. NTT will invite payroll representative to explain how the agreement will be implemented. 09/11/2020 NTT Payroll is still working on this issue. BCGEU is waiting for the agreement between ISM & NTT.	NTT payroll to provide details of agreement to JUM prior to next meeting and present in person as well. 09/11/2020



that they paid NTT to pay us the difference.		Cynthia will schedule a meeting between BCGEU & NTT Payroll team.
19. Seniority hours calculated incorrectly due to hours being rounded	08/28/2020 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 09/11/2020 A meeting will be booked between BCGEU & NTT Payroll team.	Taha to look into this issue and report back next JUM. 09/11/2020 Cynthia will schedule a meeting between BCGEU & NTT Payroll team.
20. MOU#9 – Electronic Bulletin Board	08/28/2020 BCGEU requests implementation of Electronic Bulletin Board. 09/11/2020 Cynthia to follow up.	Taha to look into the options and provide next JUM.



21. 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.	08/28/2020 Employees don't have access to que manager. No way to determine appropriate time for breaks. BCGEU requests schedule for Service Desk 09/11/2020 Alex to follow up with Denis. SD team is looking into potential solutions.	Alex to determine if a solution can be provided and if schedules can be made available.
22. Why is NTT going to charge taxes on Vehicle Allowance/Portal Mileage? Revenue Canada says a reasonable per km rate is not taxed.	BCGEU questions what information from CRA supports the decision to charge tax on vehicle allowance/portal mileage. 09/11/2020 Cynthia to send the information received from Payroll team to Joseph.	Payroll to provide additional information from CRA on the rationale for this policy/decision. 09/11/2020 Cynthia to send the information received from Payroll team to Joseph.
23. American NTT employees working on NTT BCU Project Management Team	08/28/2020 BCGEU raises concern that an NTT DATA employee is doing bargaining unit work in Project management. 09/11/2020 NTT to investigate further on this employee's responsibilities.	Cynthia will investigate and report to JUM



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24. 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.

08/28/2020

Guidelines not provided, NTT will provide comprehensive guidelines as soon as possible.

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.

09/11/2020 CW to send the FAQs as soon as it gets finalized to BCGEU.



	New Items		
	New Issue	MINUTES	RESPONSIBILITY/ACTION
1.	ISM Hired Auxiliaries and Probation Periods	09/11/2020 Transitioned ISM Auxiliaries will have their probationary period waived. CLOSE	
2.	Probation periods for Auxiliary employees with waived probation applying for their own position	09/11/2020 Auxiliary employees who win regular positions will serve a regular probationary period as per CBA. CLOSE	
3.			



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Next Meeting (Tentatively): Friday, October 9, 2020 2:00 PM-4:00 PM