



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

Friday, August 28, 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

Regrets: Colleen Wack  
GUESTS:

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

**STANDING ITEMS**

ITEM	MINUTES	RESPONSIBILITY/ACTION
1) OHS report – NTT to provide summary report	In progress.	Updates to be provided as needed.
2) Communication – this discussion will be in camera/pens down conversation		
3) Leadership/Steward Patterns of Behaviour (camera/pens down)		BCGEU/NTT Data
4) Attendance Management Report – NTT Canada		
5) Article 2.1 (e) (5) Annual List of Exclusions – NTT Canada		
6) Article 2.1 (f) Contractors Report – NTT DATA Canada		
7) Article 4 Employee Separation Report – NTT DATA Canada		
8) Article 5 (e) Stewards Report – BCGEU		



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9) Article 30.1 (b) Auxiliary 1957.5  
hours report – NTT DATA Canada

10) Article 11.2 Seniority List

TM : After this pay  
period, seniority list will  
be 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>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>

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 23<sup>rd</sup>.

06/23/2020

NTT to provide updates by June 26<sup>th</sup>

06/26/2020

Waiting for NTT to provide updates by June 30<sup>th</sup>

06/30/2020

NTT sent the updates back to BCGEU.

<p>Section 11.6 – The ID Admin changed to ID Management. Should be changed back to ID Admin.</p> <p>Signatory page – NTT to make changes. Shirley to follow up on Definition 2 &amp; 2.2</p> <p>07/07/2020</p> <p>Signatory names and dates to be updated. Date to be changed July 29-Dec 2020</p> <p><i>Shirley to follow up on Definition 2 &amp; 2.2 - DONE.</i></p> <p>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)</p> <p>Sec 16.11 Footnote no.1, Sec 30.5 Footnote no. 2 missing</p> <p>Sec 31.13 – Effective date should be changed to July 29<sup>th</sup></p> <p>Sec 35.6 Effective date and signatories</p> <p>Appendix 2a missing headings</p> <p>Check LOU no.6</p> <p>07/10/2020</p> <p>BCGEU to revise the CBA.</p> <p>07/17/2020</p> <p>Shirley to revise the CBA after the changes from admin come in. Send to NTT on Monday.</p> <p>07/21/2020</p> <p>Changes to CBA have been made and sent for internal review.</p> <p>07/24/2020</p> <p>GEU still working on the CBA.</p> <p>07/28/20</p> <p>GEU admin reviewing</p> <p>07/31/20</p> <p>This is with NTT legal.</p> <p>08/04/2020</p>
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	<p>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</p>	
2. Interview/Recruitment process by NTT	<p>06/19/2020 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. 07/15/2020</p>	<p>NTT/Cynthia to send slide deck and templates to BCGEU</p>

	<p>BCGEU provided feedback on the slides. NTT to continue working on the deck and provide updates as available.</p> <p>07/17/2020 No updates.</p> <p>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.</p> <p>07/24/2020 Last offer letter worked on by NTT. They will have it before the first posting.</p> <p>07/28/20 Update on Friday 07/31/20</p> <p>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.</p> <p>08/04/2020 BCGEU waiting for slide decks &amp; templates to be emailed.</p> <p>08/14/2020 BCGEU is still waiting for slide deck &amp; templates by email.</p> <p>08/28/2020 BCGEU reviewing it.</p>	
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<p>3. New classifications</p>	<p>07/07/2020 NTT to capture any new classifications in MOA (Between union &amp; NTT)</p> <p>07/10/2020 Can be done after AoS. Cynthia &amp; 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>CN/SK to work together on agreement.</p>
<p>4. NTT Performance Mgt.</p>	<p>07/10/2020 NTT to have the performance mgt. discussion after AoS.</p> <p>07/15/2020 Deferred after AoS</p> <p>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.</p> <p>08/04/2020 No updates.</p>	

	08/14/2020 No updates, will come to pass after Team Leads are in place. 08/28/2020 In progress	
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. 07/28/2020 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 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	CN to contact NTT Data Canada regarding Pandemic Pay.  CN to take it up to employee relations team.

<p>6. NTT new techs</p>	<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>07/28/2020          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>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>7. Replicon</p>	<p>07/17/2020          Concerns around delay in pay if hours/timecards are not entered timely.          Cynthia to take this to legal for their inputs.</p> <p>07/21/2020</p>	<p>NTT/TM to provide an update for next meeting.</p>

	<p>Article 26.2 (a) and (d) are the relevant articles. NTT looking for implementing Base Pay in case the timecard entry is missed.</p> <p>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.</p> <p>07/24/2020          NTT working on it.</p> <p>07/28/20          NTT to follow up</p> <p>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.</p> <p>08/04/2020          No updates</p> <p>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 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.</p> <p>08/28/2020</p>	
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	NTT recognizes this is a problem and have delegated to the timekeeping team for resolution	
8. Device Engineering Concerns	<p>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.</p> <p>07/28/20            Recommendation to NTT security to reset passwords.</p> <p>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.</p> <p>08/04/2020            BCGEU will contact Gabriel directly.</p> <p>08/14/2020            JI discussed with Gabriel about phone plans, this is in progress.</p> <p>08/28/2020            NTT is working on a on-call policy. BCGEU Recommend reviewing government policy.</p>	<p>08/04/2020            BCGEU(JI) will contact Gabriel directly.</p>
9. New BCGEU membership orientation	<p>07/24/2020            BCGEU requests Contact info of new BCGEU members. NTT to send it to the sub-committee.            Cynthia &amp; Shirley to have orientation with shop stewards. Suggest multiple time options. Each session may be of 30-60 mins. Session can have random participants from each Service Area (as flexible).</p> <p>07/28/20            No update</p>	<p>08/04/2020            BCGEU working on presentation to do mass orientations.</p>

	<p>07/31/2020 No update</p> <p>08/04/2020 NTT will provide a list of employees and contact information.</p> <p>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.</p> <p>08/28/2020 Presentation is nearing completion. Sessions will be scheduled accordingly by BCGEU.</p>	
10. MOA for Service Seniority	<p>07/24/2020 MOA recognizing Service Seniority from ISM employees. NTT and BCGEU have agreed to work on this together. It should apply to ISM employees having Service Seniority at NTT AoS and not post.</p> <p>07/28/20 Draft being reviewed by BCGEU committee members</p> <p>07/31/20 There is an agreement in principal. BCGEU wishes NTT to be aware that this MOA would only apply to external postings and not internal, as ISM applicants cannot compete internally.</p> <p>08/04/2020 NTT to follow up with Legal and respond.</p> <p>08/14/2020 NTT have not signed but agreed in principal for a period of 6 months from being signed. After 6 months NTT will evaluate its success and consider an extension. Verbage is still being reviewed by leadership in NTT and NTT are very much interested in seeing it proceed. There is an agreement in principal, but it cannot be guaranteed until signed, expected to be in force either Monday August 17 or Tuesday August 18<sup>th</sup>.</p>	<p>NTT/BCGEU NTT Legal expect a 6 month MOA with option to extend to be signed on Aug 17 or 18<sup>th</sup>.</p> <p>Taha will post a copy on the NTT Portal</p>

	08/28/2020 Agreement has been signed. <b>Closed</b>	
11. 2FA without cellphones	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.	08/14/2020 NTT(AR) will take away to determine exact requirements for having a phone to perform work at NTT.
12. 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	08/14/2020 CN to provide copy of dress code to BCGEU employees.

	<p>No updates 08/14/2020 NTT has a dress code, realized that nobody is going into the office right now except Field Service Techs. 08/28/2020 In progress</p>	
13. Cadence of meetings	<p>08/04/2020 Cadence of meetings to change to every 2 weeks. Max. of 2 hours on Fridays at 2 PM. Adhoc meetings can be arranged as required. Meeting on 08/07 to be skipped. <b>CLOSED</b></p>	<p>08/04/2020 CN to send out a revised invite reflecting change in meeting timings.</p>
14. Check-in procedure of people on travel status	<p>08/04/2020 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. 08/14/2020 No update 08/28/2020 SK sent a list</p>	<p>08/04/2020 CN to investigate the process and follow up.</p>
15. Establishing OSH committees	<p>08/04/2020 BCGEU and NTT to determine how Tele workers will be represented as part of OSH including assessments etc. 08/14/2020 No update 08/28/2020 In progress</p>	<p>08/04/2020 BCGEU and NTT to determine how Tele workers will be represented as part of OSH including assessments etc.</p>
16. Discuss & Clarify Interpretation of Geo Areas for Service Desk – NTT	<p>NTT needs assistance with Service Desk geo areas. There are ppl applying for jobs in Kelowna who live in Pouce Coupe; there is a requirement for Service Desk to report to office periodically. BCGEU believe this should be cleaned up in bargaining. NTT specifically note definitions of Headquarters. BCGEU point to moving expenses or telework agreements.</p>	<p>NTT/BCGEU will take away for further discussion.</p>



	08/28/2020 NTT agree to abide by the CBA. Anything else to be addressed at bargaining <b>CLOSED</b>	
17. Article 34	08/14/2020 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.  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.	NTT/CN to provide formatted list to BCGEU in MS Word.  Cynthia to re-send in the right format.
18. 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 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.

	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.	
19. 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.	NTT/TM to provide org charts for next JUM.
20. JUM Minute Locations	08/14/2020 We need somewhere to put JUM minutes so members can access and review. To be moved to MOU#9 – Electronic Bulletin Board <b>(CLOSED)</b>	NTT/TM to take away to see about putting JUM minutes on HR portal.

NEW ITEMS		
NEW ISSUE	MINUTES	RESPONSIBILITY/ACTION
1. Hiring Service Desk Agents Outside of Service Areas	<p>08/28/2020</p> <p>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.</p> <p>BCGEU requests name of employee who were hired outside of area and start dates.</p> <p>NTT has no intentions of centralizing the Service Desk.</p>	<p>Cynthia to provide list of names and start dates for term auxiliaries hired outside of geo area</p>
2. 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 that they paid NTT to pay us the difference.	<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>NTT payroll to provide details of agreement to JUM prior to next meeting and present in person as well.</p>

3. 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	Taha to look into this issue and report back next JUM.
4. MOU#9 – Electronic Bulletin Board	08/28/2020 BCGEU requests implementation of Electronic Bulletin Board.	Taha to look into the options and provide next JUM.
5. 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	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	Alex to determine if a solution can be provided and if schedules can be made available.

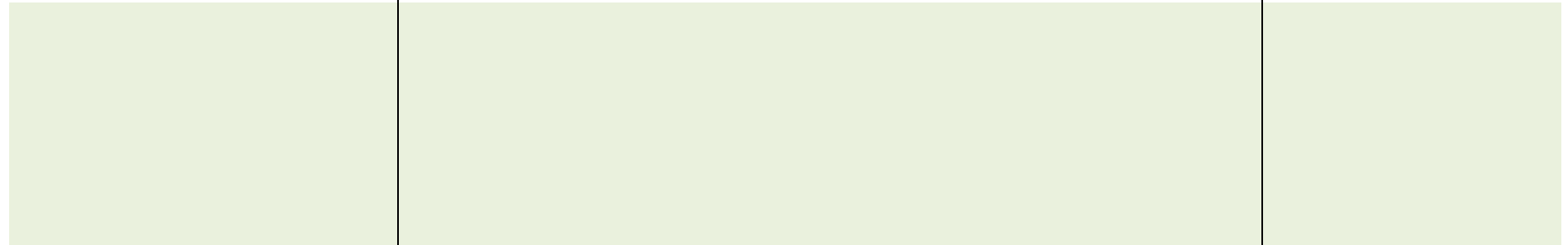
can be taken. No master schedule for SD.		
6. Why is NTT going to charge taxes on Vehicle Allowance/Portal Mileage? Revenue Canada says a reasonable per km rate is not taxed.	08/28/2020 BCGEU questions what information from CRA supports the decision to charge tax on vehicle allowance/portal mileage.	Payroll to provide additional information from CRA on the rationale for this policy/decision.
7. 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.	Cynthia will investigate and report to JUM
8. 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	08/28/2020 Guidelines not provided, NTT will provide comprehensive guidelines as soon as possible.	



**NTT / BCGEU  
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MANAGEMENT COMMITTEE  
AGENDA / MINUTES**

Friday, August 28, 2020  
2:00 PM – 4:00 PM

by end of week on Aug 18  
by CW.



Next Meeting (Tentatively): Friday, September 11, 2020 2:00 PM-4:00 PM