

Friday, August 14, 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, Taha Malik, Alex Rado, KJ

Regrets: Colleen Wack, Eugene Fox, Debjani Nath

GUESTS:

Welcome and introductions	► Chair – Cynthia Nehring	➤ Scribe – Joseph Ivens
Adopt Agenda	► Errors omission or additional items	•
Approve previous meeting's minutes	Adopted Friday, August 14, 2020	•



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		
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	No change	



9) Article 30.1 (b) Auxiliary 1957.5 hours report – NTT DATA Canada	August 14, 2020 There are some Aux who came over from ISM with Auxiliary seniority who are on the cusp of converting to Regular.	
10) Article 11.2 Seniority List	To be provided next JUM meeting.	



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.	



Friday, August 14, 2020 2:00 PM – 4:00 PM

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.



Friday, August 14, 2020 2:00 PM – 4:00 PM

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 08/142020 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.	
Interview/Recruitment process by NTT	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 BCGEU provided feedback on the slides. NTT to continue working on the deck and provide updates as available. 07/17/2020	NTT/Cynthia to send slide deck and templates to BCGEU



	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.	
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.	CN/SK to work together on agreement.



4. Excluded positions	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). 07/10/2020 NTT to send the list of excluded positions to BCGEU on Day-1. 07/15/2020	
E. NITT Dorformanco Mat	Deferred after AoS 07/21/2020 The list of exclusion impacting BCGEU contract needs to be clarified and agreed. 07/31/2020 CN has nearly finished but not quite ready to provide. Will provide when ready. 08/04/2020 No updates 08/14/2020 This is a duplicate of a standing item (CLOSED)	
5. 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. 6. Pandemic Pay 6. Pandemic Pay CN to contact NTT Data Canada regarding 07/15/2020 No updates. NTT is monitoring. BCGEU is encouraging pandemic pay for frontline. 07/21/2020 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 No updates 08/14/2020 CN has knocked on doors in NTT Data and this issue has been referred back			
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. 6. Pandemic Pay O7/10/2020 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. 07/21/2020 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 No updates 08/14/2020		Deferred after AoS	
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. 6. Pandemic Pay 07/10/2020 RCGEU 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 No updates 08/14/2020		07/31/2020	
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. 6. 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 No updates 08/14/2020		NTT have a fairly detailed performance management process that needs to	
08/04/2020 No updates. 08/14/2020 No updates, will come to pass after Team Leads are in place. 6. 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 No updates 08/14/2020		be reworked for Unionized workers. This is not yet ready and will be made	
No updates. 08/14/2020 No updates, will come to pass after Team Leads are in place. 6. 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 No updates 08/14/2020		available to JUM committee when it is.	
08/14/2020 No updates, will come to pass after Team Leads are in place. 6. 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 No updates 08/14/2020		08/04/2020	
No updates, will come to pass after Team Leads are in place. 6. 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 No updates 08/14/2020		No updates.	
6. 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 No updates 08/14/2020		08/14/2020	
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 No updates 08/14/2020		No updates, will come to pass after Team Leads are in place.	
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 No updates 08/14/2020	6. Pandemic Pay	07/10/2020	CN to contact NTT Data
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 No updates 08/14/2020		BCGEU is asking to mimic govt. pandemic pay for Frontline.	Canada regarding
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 No updates 08/14/2020		07/15/2020	Pandemic Pay.
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 No updates 08/14/2020		No updates. NTT is monitoring. BCGEU is encouraging pandemic pay for	
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 No updates 08/14/2020		frontline.	
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 No updates 08/14/2020		07/21/2020	
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 No updates 08/14/2020		BCGEU still strongly supports pandemic pay for Frontline workers.	
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 No updates 08/14/2020		07/24/2020	
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 No updates 08/14/2020		BCGEU suggests that Employer need not wait for govt. for the pandemic	
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 No updates 08/14/2020		pay. NTT to bring this to the leadership discussion. BCGEU points that NTT	
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 No updates 08/14/2020		needs to register 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		07/28/20	
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		BCGEU encourages NTT to become a qualified employer with PSEC	
on the back burner. 08/04/2020 No updates 08/14/2020		07/31/2020	
08/04/2020 No updates 08/14/2020		CN states that this is not finished but is still under active discussion and is not	
No updates 08/14/2020		on the back burner.	
08/14/2020		08/04/2020	
		No updates	
CN has knocked on doors in NTT Data and this issue has been referred back		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		to Canada. NTT commits to bring up this issue with NTT Data Canada	



7. NTT new techs	BCGEU raised concern on FOB keys and access for employees. NTT is addressing that in the job shadowing and orientation programs. 07/21/2020 NTT working closely with the HAs for Deskside on this. 07/24/2020 NTT still working on this. 07/28/20 No update 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 sending a survey out to members asking what they need training on. AR to bring this forward to frontline managers.	NTT to suggest surveying members to identify training gaps to frontline managers.
8. Replicon	O7/17/2020 Concerns around delay in pay if hours/timecards are not entered timely. Cynthia to take this to legal for their inputs. O7/21/2020 Article 26.2 (a) and (d) are the relevant articles. NTT looking for implementing Base Pay in case the timecard entry is missed. O7/21/2020	NTT/TM to provide an update for next meeting.



	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 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.	
9. Employee Equipment	07/17/2020 ISM is recalling peripherals from Victoria employees. NTT to discuss and come back. 07/21/2020	08/04/2020 NTT to contact people in Victoria area for Ergo assessments.



	This topic is being addressed by NTT Leadership and more updates coming this week. 07/24/2020 NTT suggests delivery of the missing equipment will take time. Employees need to talk to their managers re: the missing equipment. 07/28/20 No update 07/31/2020 Marie Doherty with ISM stated that only Victoria area would not keep ergonomic equipment. BCGEU seeks commitment from NTT to reach out to affected people and/or obtain ergo assessments/doctors letters from ISM to provide necessary accommodations. CN advises if someone is up against it now, to write her directly. 08/04/2020 No ergo equipment would be recalled except someone belonging to Victoria area. NTT to contact people in Victoria area for Ergo assessments. 08/14/2020 NTT are getting tickets requesting ergo assessments. To fast track this, affected EE's need to put in an HR ticket and submit their paperwork if they have it. (CLOSED)	
10. Device Engineering Concerns	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	08/04/2020 BCGEU(JI) will contact Gabriel directly.
~ 13 ~		



11. New BCGEU membership orientation	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 BCGEU will contact Gabriel directly. 08/14/2020 Il discussed with Gabriel about phone plans, this is in progress. 07/24/2020 BCGEU requests Contact info of new BCGEU members. NTT to send it to the sub-committee. Cynthia & 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). 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.	08/04/2020 BCGEU working on presentation to do mass orientations.
12. MOA for Service Seniority	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. 07/28/20	NTT/BCGEU NTT Legal expect a 6 month MOA with option to extend to be signed on Aug 17 or 18 th .



	Draft being reviewed by BCGEU committee members 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. 08/04/2020 NTT to follow up with Legal and respond. 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 th .	
13. 2FA without cellphones	O7/24/2020 Instructions required OneLogin set up thru cellphone. NTT to now send new instructions on laptop setup. O7/28/20 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. O7/31/2020 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. O8/04/2020 NTT(CN) to take this away.	08/14/2020 NTT(AR) will take away to determine exact requirements for having a phone to perform work at NTT.



14. Packing up ISM equipment after July 29 th	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. 07/24/2020 IBM is asking employees to stay behind 2-3 solid days for packing up ISM equipment. NTT to take this back to KJ. 07/28/20 No update 07/31/2020 This has been delayed for the time being as per NTT email advising people not to send equipment back. 08/04/2020 No updates. 08/14/2020 CLOSED	08/04/2020 NTT to communicate to the employees on when they can return ISM equipment.
15. Rescinding offer letters	1) STIIP ee had offer letters rescinded, NTT has some liability should the offer letter stand. GEU would request that there be more explanation regarding rescinded offer. NTT committed to contact employees, with written explanation that they will receive an offer letter upon successful completion of their requalification period. 07/31/2020 NTT to follow up and contact employees. 08/04/2020 Work in progress 08/14/2020 No update. (CLOSED)	08/04/2020 NTT to contact employees about offer letters upon completion of their requalification period
16. Dress code policy	07/28/20	08/14/2020



	 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 NTT has a dress code, realized that nobody is going into the office right now 	CN to provide copy of dress code to BCGEU employees.
	except Field Service Techs.	
17. Contractors working on SD	CN advises NTT have been pulling out all stops when finding connection issues. NTT have engaged Americans to work on Service Desk. This was NTT's last ditch effort and hoping that by August 5 th they do not need to rely on this. BCGEU seeks numbers of how many people were assisting. AR says about 20 people and that this is not a long term arrangement, but existing NTT techs already had credentials that worked. BCGEU wishes to know why they were ready to go and incoming BCGEU workers were not. NTT is offering overtime to anyone willing to work on service desk in Union. EF raises that management team at ISM did not allow transitioning techs to touch received NTT equipment on ISM time and kept NTT from accessing existing service desk EEs while working at ISM. BCGEU requests that NTT make an increased effort to provide information proactively and not leave BCGEU to react. BCGEU raises concerns of privacy laws and that Americans have seen PI and removed it from active tickets in Service Now, indicating that they had viewed it. BCGEU also asks if PHSA are aware that they have used American workers. AR says that PHSA is aware. 08/04/2020 CN to follow up with Denis and provide an update. 08/14/2020 CN to follow up with Denis and provide an update. 08/14/2020 CN has sent SK a list of people helping out with Service Desk. This is being moved to Agenda Item – Article 34.	O8/04/2020 CN to provide a list of contractors who worked on SD and their locations to GEU.



	(CLOSED)	
18. Cadence of meetings	08/04/2020	08/04/2020
	Cadence of meetings to change to every 2 weeks. Max. of 2 hours on Fridays	CN to send out a revised
	at 2 PM. Adhoc meetings can be arranged as required. Meeting on 08/07 to	invite reflecting change
	be skipped.	in meeting timings.
19. 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	SK to send a list of
	No update	suggestions to CN.
20. 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
		OSH including
		assessments etc.



New Items		
New Issue	M INUTES	RESPONSIBILITY/ACTION
 Discuss & Clarify Interpretation of Geo Areas for Service Desk – NTT 	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.	NTT/BCGEU will take away for further discussion.
2. Interview Questions	08/14/2020 NTT wish to know if new aux employees hired, when posting regular FTE, if they are the only competitor can interview process be bypassed? BCGEU requests that in competitions where the Aux incumbent is the only applicant that a list of these competitions be provided in case there is a dispute; NTT Agree to do this. (CLOSED)	
3. 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	NTT/CN to provide formatted list to BCGEU in MS Word.
	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.	
4. NTT Managing Labour Issues	BCGEU seeks a commitment from NTT to hold an emergency JUM meeting if there is a major labour issue so that they can work cooperatively to address. NTT agrees to this commitment. (CLOSED)	
5. Job title changes	NTT brings up job title changes in agreed e to classifications. This will go through the relevant article in the CBA. (CLOSED)	
6. 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	NTT to look at renaming or removing Microserve IMAC Groups in Service Now



Friday, August 14, 2020 2:00 PM – 4:00 PM

	bargaining unit work. BCGEU suggests removing or renaming the Service Now groups to eliminate confusion; NTT to review.	
7. Updated Org Charts	08/14/2020 BCGEU requests updated org charts from NTT.	NTT/TM to provide org charts for next JUM.
8. JUM Minute Locations	08/14/2020 We need somewhere to put JUM minutes so members can access and review.	NTT/TM to take away to see about putting JUM minutes on HR portal.

Next Meeting (Tentatively): Friday, August 28, 2020 2:00 PM-4:00 PM