



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

Friday, December 18, 2020  
1:00 PM – 3:00 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, Debjani Nath

Regrets:  
GUESTS:

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

### STANDING ITEMS

ITEM	MINUTES	RESPONSIBILITY/ACTION
1) OHS report – NTT to provide summary report	To be provided after the next OHS meeting on Tuesday, Nov 10 <sup>th</sup> 12/18 – Taha to send the minutes from OHS meeting. GEU requests a verbal summary in this meeting.	Updates to be provided as needed.
2) Communication & Leadership/Steward Patterns of Behaviour – this discussion will be in camera/pens down conversation		
3) Attendance Management Report – NTT Canada	In progress 12/18 – In progress.	
4) Article 2.1 (e) (5) Annual List of Exclusions – NTT Canada	No exclusions 12/18 – To be taken after the discussion with union (advocacy group) in few weeks. Targeted by end of January.	
5) Article 2.1 (f) Contractors Report – NTT DATA Canada	No report	
6) Article 4(i) Employee Separation Report – NTT DATA Canada	Already provided for Q3 2020	
7) Article 5 (e) Stewards Report – BCGEU	Already provided for Q3 2020	

8) Article 30.1 (b) Auxiliary 1957.5 hours report – NTT DATA Canada	Already provided for Q3 2020	
9) Article 11.2 Seniority List (Quarterly)	There was an error in the calculation of Seniority List for previous report. A new report is to be shared with BCGEU. Currently there is no timeline. NTT is aware of the criticality of the issue. 12/18 – still in progress.	
10) Article 12.9 Education & Training Subcommittee – NTT to provide summary report	NTT is still working on forming the subcommittee 12/18 – NTT to book a meeting in January.	

PREVIOUS ACTION ITEMS		
ITEM	MINUTES	RESPONSIBILITY/ACTION
1. 2FA without cellphones	<p>07/24/2020 Instructions required OneLogin set up thru cellphone. NTT to now send new instructions on laptop setup.</p> <p>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.</p> <p>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.</p> <p>08/04/2020 NTT(CN) to take this away.</p> <p>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.</p> <p>08/28/2020 Still in progress.</p> <p>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.</p> <p>10/09/2020 Alex – Android 8 is the minimum OS specification for the cellphone. Need to know the phone/specifications which suffices min. job requirements. Also, who/where the telephone numbers are going to get shared with if the personal phone numbers are shared by NTT.</p> <p>10/23/2020</p>	<p>08/14/2020 NTT(AR) will take away to determine exact requirements for having a phone to perform work at NTT.</p> <p>09/11/2020 Joseph to share the JTC minutes on phone allowance.</p> <p>10/09/2020 CN - Alex, Cynthia &amp; DE team to have a meeting offline to discuss this.</p> <p>10/23/2020 i) Colleen to get the information on average data requirements. ii) Monica to send out the communication on OS/Data requirements. Also, with whom the telephone numbers will be shared with.</p>

	<p>Alex - International calling is currently not required in the plan. If required to call, it'll be reimbursed. Data plan is required.</p> <p>11/06/2020</p> <p>Alex will find out with whom the telephone numbers will be shared with and report in the next JUM.</p> <p>11/26/2020</p> <p>Deferred until next meeting</p> <p>12/18/2020</p> <p>It will be shared with Managers (CSD, DSS, DE)</p> <p>BCGEU suggests that a policy be created by NTT on this.</p> <p><b>CLOSE</b></p>	
2. Check-in procedure of people on travel status	<p>08/04/2020</p> <p>BCGEU is requesting a check-in procedure to be established for people on travel status. CN has already started a conversation with CW about this.</p> <p>08/14/2020</p> <p>No update</p> <p>08/28/2020</p> <p>SK sent a list</p> <p>09/11/2020</p> <p>JI to send the 'Find Me Spot' device to Cynthia after receiving a Way-bill.</p> <p>10/09/2020</p> <p>Joseph sent the device. Cynthia to follow up with Ben to ensure the OSH committee gets it.</p> <p>10/23/2020</p> <p>NTT to follow up with Ben. To be taken to the OSH committee for discussion. Updates to be provided as necessary.</p> <p>11/06/2020</p> <p>Update to be provided at the next OHS meeting.</p> <p>11/26/2020</p>	<p>08/04/2020</p> <p>CN to investigate the process and follow up.</p>

	<p>OSH committee has task item for management. Update to be provided at next OSH committee meeting          12/18/2020          NTT has reached out to vendors for suggestions/quotations. In progress. To be tracked in OHS committee.  <b>CLOSE</b></p>	
3. Updated Org Charts	<p>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.          10/09/2020          Taha to share the Baseline Org Chart with the team. (no. of people in each area and names)          10/23/2020          NTT agrees to allow JUMC to share the Org chart with BCGEU stewards. Final Org chart not ready for general distribution.          11/06/2020          Taha &amp; Cynthia to provide an update on the full org chart.          11/27/2020          NTT is evaluating the org structure and will share once available          12/18/2020          CN: In progress.</p>	<p>NTT/TM to provide org charts for next JUM.</p>

<p>4. Seniority hours calculated incorrectly due to hours being rounded</p>	<p>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</p> <p>09/11/2020          A meeting will be booked between BCGEU &amp; NTT Payroll team.</p> <p>10/09/2020          NTT(CN) to take this back to the Timekeeping team to correct the anomaly.</p> <p>10/23/2020          Taha – This is to be addressed together with the slides to be provided in No.9</p> <p>11/06/2020          Same as no. 9</p> <p>11/27/2020          This issue will be fixed with the EDO system, BCGEU wishes NTT to resolve this as soon as possible and provide a timeline.</p> <p>12/18/2020          TM: To be scheduled during end of January. BCGEU requests a summary of the solution to be provided at JUM.</p>	<p>Taha to look into this issue and report back next JUM.</p> <p>09/11/2020          Cynthia will schedule a meeting between BCGEU &amp; NTT Payroll team.</p> <p>12/18/20          Taha will provide a summary Jan 1<sup>st</sup> week</p>
<p>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 can be taken. No master schedule for SD.</p>	<p>08/28/2020          Employees don't have access to que manager. No way to determine appropriate time for breaks.</p> <p>BCGEU requests schedule for Service Desk</p> <p>09/11/2020          Alex to follow up with Denis. SD team is looking into potential solutions.</p> <p>10/09/2020          10/23/2020          Cynthia to send the email from Denis to JUMC.</p> <p>11/06/2020</p>	<p>Alex to determine if a solution can be provided and if schedules can be made available.</p> <p>10/23/2020          Cynthia to send the email from Denis to JUMC.</p> <p>11/27/2020          Alex to email update to the JUM committee.</p>

Alex – A module is currently in the making to view employee schedule.

Need a code for SD agents to go on bio breaks, meetings, etc...

12/18/2020

Alex: The tool is still being modified. Zoom is being used currently. Tool in progress..

6. 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.  
 12/18/20  
 BCGEU to send the response in Jan 1<sup>st</sup> week.



	<p>10/23/2020 Cynthia to share the Perf. Metrics next week, as part of Letter of Expected Performance to every employee. Cynthia to share the metrics with JUM before sharing with the general workforce. NTT will not pursue any disciplinary action related to Performance until the Perf. metrics are in place.</p> <p>11/06/2020 No updates</p> <p>11/27/2020 Still in progress</p> <p>12/18/2020 CN sent a copy of metrics to BCGEU for feedback. BCGEU to meet early Jan for feedback.</p>	
7. On call rotations	<p>10/16/2020 CW wants to know if same on call policy in DeskSide apply in another silo such as Device Engineering. BCGEU advises that different service delivery units in ISM have varying on call policies. CW noted that seeking volunteers for on call fell short and NTT may need to appoint. BCGEU advises that NTT should be looking at Standby instead of On Call and need to work on policies governing their on call.</p> <p>10/23/2020 Still work in progress.</p> <p>11/06/2020 Still work in progress</p> <p>12/18/2020 Moved to Article 8 <b>CLOSE</b></p>	<p>10/16/2020 CW will draft an on call policy and provide it to BCGEU.</p>

<p>8. Staff carrying Health Care equipment in personal vehicles (BCGEU)</p>	<p>10/16/2020          BS raises that Deskside were told that NTT would be shipping equipment to techs at their home sites. Eg: 3 or 4 PC's are sent to Deskside tech, transported to site in personal vehicle and installed. Personal insurance does not cover this. Previously Microserve would drop ship equipment direct to site. Deskside personal vehicles may not have capacity to carry equipment. Insurance coverage will likely need Artisan insurance which would need to be provided by employer. CW said that customer is asking for this and that this is a past practice. NTT advise that it would not be large numbers of computers and are planning a communication advising Deskside of limited/no liability.</p> <p>10/23/2020          NTT to follow up with ICBC on Insurance requirements.</p> <p>11/06/2020          NTT says that Artisan insurance is not needed if it is less than 6 times a month. Cynthia &amp; Shirley to work on LOU.</p> <p>11/27/2020          In progress</p> <p>12/18/2020          In progress, no update.</p>	<p>10/16/2020          NTT to discuss with legal and send communication to JUMC.</p> <p>10/23/2020          NTT to follow up with ICBC on Insurance requirements.</p> <p>11/06/2020          Cynthia &amp; Shirley to work on LOU</p>
<p>9. Establish Article 12.9 Subcommittee (BCGEU)</p>	<p>10/09/2020          NTT &amp; BCGEU to appoint people on Education &amp; Training sub-committee before the next JUM.</p> <p>10/23/2020          BCGEU – Sam Gock, Brent Stokell, Bill Rossi          NTT – Cynthia N.</p> <p>11/06/2020          Waiting for NTT to appoint people.</p> <p>11/27/2020</p>	<p>10/23/2020          Cynthia to appoint remaining employer reps.</p>

	BCGEU has advised NTT that this is bargained language and not following it may lead to an article 8 12/18/2020 CN: Meeting in January. CN to reach out.	
10. Boxing Day 2020 (December 26 <sup>th</sup> ) is not showing as a stat in Replicon (BCGEU).	11/06/2020 Taha to work with Replicon team to have the issue fixed. 11/27/2020 Taha to send the stat holiday communication to the JUM committee 12/18/2020 TM: Communication was sent out to all employees. <b>CLOSE</b>	
11. Article 14.11 Meal Period Scheduling (BCGEU)	11/06/2020 Eugene – Currently Meal period is 1/1.5 hour past the middle of the shift. Alex to take this back. 11/27/2020 Alex to send email update to the JUM committee. BCGEU encourages this to be resolved before it proceeds to article 8 12/18/2020 Moved to Article 8 <b>CLOSE</b>	

<p>12. Workload issues in SD (BCGEU)</p>	<p>11/27/2020 BCGEU makes NTT aware that there is an increased workload on the Service Desk. The performance expectations should take this into consideration.</p> <p>BCGEU will be advising its members of article 31.14 and reminds NTT of their obligations under 31.15</p> <p>One of the issues is that because of COVID there are many more clinicians working from home who need to be supported by the Service Desk.</p> <p>12/18/2020 No updates. EF: BCGEU suggests addition to SD workforce and take it to PHSA for consideration in January.</p>	
<p>13. HA's wanting to publish NTT EE Photos in each location (NTT)</p>	<p>11/27/2020 BCGEU requests to see the actual request from the HA's. BCGEU also request that NTT not to proceed until this issue is resolved at JUM.</p> <p>12/18/2020 BCGEU doesn't support this initiative. <b>CLOSE</b></p>	
<p>14. Ergonomic assessments and employer provided equipment (BCGEU)</p>	<p>11/27/2020 BCGEU advises NTT that ergonomic assessments should not have a fixed budget. NTT to discuss internally and respond.</p> <p>12/18/2020 CN: NTT in BC needs to come up with a policy on this. TM: Process is upcoming and moved to the OHS committee. <b>CLOSE</b></p>	

15. Earned Day Off (EDO)  
Schedules (BCGEU)

11/27/2020

BCGEU requests EDO flexible schedules to be offered to additional people in Service Desk and Desk Side

NTT to discuss and provide a response.

12/18/2020

BCGEU requests EDO schedules to be considered in SD and DSS. (Amendment to the above minute)

BCGEU will refer members to Article 14. Each request to be considered on case basis.

**CLOSE**

16. Workers from India job  
shadowing SD seeking  
automation solutions  
(BCGEU)

11/27/2020

BCGEU raises concern about bargaining work being done from India and possible violation of privacy legislation.

12/18/2020

Moved to Article 8.

**CLOSE**

11/27/2020

Cynthia to follow up with NTT leadership

17. Is Deskside delivering  
peripherals considered  
necessary travel? (BCGEU)

11/27/2020

BCGEU requesting NTT to explore to the fullest extent if this travel can be avoided during pandemic.

12/18/2020

To be moved to OHS committee.

**CLOSE**

11/27/2020

Cynthia to follow up with NTT leadership

<p>18. Brand name prescription drug coverage by Desjardins (BCGEU)</p>	<p>11/27/2020</p> <p>BCGEU requesting that a communication be sent out to all employee who previously had a brand name prescription denied by the benefits provider to re-submit their claim.</p> <p>12/18/2020</p> <p>NTT will not put any announcement to retroactive policy change. Employees are free to re-submit their claims.</p> <p><b>CLOSE</b></p>	<p>11/27/2020</p> <p>Taha to discuss and provide a response.</p>
<p>19. Pandemic Pay for frontline workers (BCGEU)</p>	<p>11/27/2020</p> <p>BCGEU requesting NTT to provide a pandemic pay top up for front line workers.</p> <p>12/18/2020</p> <p>NTT is not considering pandemic pay at this time. BCGEU requests NTT to escalate this request.</p>	<p>11/27/2020</p> <p>Cynthia to discuss with leadership and provide a response</p>
<p>20. Active directory Health BC accounts (BCGEU)</p>	<p>11/27/2020</p> <p>BCGEU request a copy of the security policy governing account creation and access to AD including location and union/non-union breakdown.</p> <p>12/18/2020</p> <p>NTT to connect with Security team and report back to JUM.</p>	<p>11/27/2020</p> <p>Cynthia to follow up with NTT leadership</p> <p>12/18/2020</p> <p>Alex/Taha to connect with Security team and report back to JUM.</p>

NEW ITEMS		
NEW ISSUE	MINUTES	RESPONSIBILITY/ACTION
1. TORs (BCGEU/NTT)	12/18/2020 Shirley to work on the TOR and send to JUM for review.	12/18/2020 Shirley to work on the TOR and send to JUM for review.
2. Standing down JUM for bargaining. (BCGEU)	12/18/2020 JUM to continue. Next meeting on Jan 15.	
3. Delaying finalized vacation calendar for deskside (NTT)	12/18/2020 NTT is requesting to delay the finalized vacation calendar for DSS. JUM doesn't have the power to override the CBA. NTT can later deny the vacations (if reqd.) due to operational reasons. <b>CLOSE</b>	

4. Seniority for CSD employees who started on July 29 <sup>th</sup> (NTT)	12/18/2020 Service date would be the first day worked on/after July 29 <sup>th</sup> . NTT proposes bumping up seniority for employees who were scheduled day off between July 29 <sup>th</sup> & Aug 3 <sup>rd</sup> .	
5. Seniority tie-breaker for people who started on July 29 <sup>th</sup> (New employees) (NTT)	12/18/2020 A random number generator in excel was used as tie-breaker and it wasn't agreed to by employees. To be discussed on next JUM.	

Next Meeting (Tentatively): Friday, January 15, 2021 1:00 PM – 3:00 PM