



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

Friday, January 15, 2021  
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 – Joseph Ivens	▶ Scribe – Debjani
Adopt Agenda	▶ Errors omission or additional items	▶

### STANDING ITEMS

ITEM	MINUTES	RESPONSIBILITY/ACTION
1) OHS report – NTT to provide summary report	01/15 – Taha to send the meeting minutes from OHS. Verbal summary provided.	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	01/15 – In progress	
4) Article 2.1 (e) (5) Annual List of Exclusions – NTT Canada	01/15 – 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	01/15 – No report.	
6) Article 4(i) Employee Separation Report – NTT DATA Canada	01/15 – Taha to send the report out for this quarter.	01/15 - Taha to send the report out for this quarter
7) Article 5 (e) Stewards Report – BCGEU	01/15 – Has been provided by BCGEU.	

8) Article 30.1 (b) Auxiliary 1957.5 hours report – NTT DATA Canada	01/15 – No conversions	
9) Article 11.2 Seniority List (Quarterly)	01/15 – Taha to provide a new seniority list. 6 people have raised HR tickets on seniority issues.	01/15 – Taha to provide a new seniority list.
10) Article 12.9 Education & Training Subcommittee – NTT to provide summary report	01/15 – Committee to meet next week. NTT – Cynthia Nehring, Karen Hansen, Ted Benoit BCGEU – Bill Rossi, Brent Stokell, Sam Gock	01/15 – Committee to meet on Wed, Jan 20th

PREVIOUS ACTION ITEMS		
ITEM	MINUTES	RESPONSIBILITY/ACTION
1. 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. 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 & 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. 1/15/2021 Org chart incomplete. Taha to send before next JUM.	NTT/TM to provide org charts for next JUM. 01/15 – Taha to send Org chart before next JUM

<p>2. 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>1/15/2021 New EDO timekeeping system will be implemented to address seniority calculations.</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>1/15/2021 Implement the new EDO timekeeping system. Owner – Kathy Reeves</p>
<p>3. 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</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</p>

<p>10/23/2020 Cynthia to send the email from Denis to JUMC.</p> <p>11/06/2020 Alex – A module is currently in the making to view employee schedule.</p> <p>Need a code for SD agents to go on bio breaks, meetings, etc...</p> <p>12/18/2020 Alex: The tool is still being modified. Zoom is being used currently. Tool in progress.</p> <p>1/15/2021 A new dashboard is now available.</p> <p><b>CLOSE</b></p>	<p>Alex to email update to the JUM committee.</p>
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4. Performance Management (BCGEU)

<p>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.</p> <p>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.</p>	<p>10/16/2020 CN agrees to have leadership halt performance meetings until performance targets are communicated in writing.</p> <p>12/18/20 BCGEU to send the response in Jan 1<sup>st</sup> week.</p>
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	<p>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.</p> <p>10/23/2020</p> <p>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</p> <p>No updates</p> <p>11/27/2020</p> <p>Still in progress</p> <p>12/18/2020</p> <p>CN sent a copy of metrics to BCGEU for feedback. BCGEU to meet early Jan for feedback.</p> <p>1/15/2021</p> <p>NTT received the feedback sent by BCGEU on performance management metrics.</p> <p><b>CLOSE</b></p>	
5. Staff carrying Health Care equipment in personal vehicles (BCGEU)	<p>10/16/2020</p> <p>BS raises that Deskside were told that NTT would be shipping equipment to techs at their home sites. Eg: 3 or 4 PC's are sent to Deskside tech, transported to site in personal vehicle and installed. Personal insurance does not cover this. Previously Microserve would drop ship equipment direct to site. Deskside personal vehicles may not have capacity to carry equipment. Insurance coverage will likely need Artisan insurance which would need to be</p>	<p>10/16/2020</p> <p>NTT to discuss with legal and send communication to JUMC.</p> <p>10/23/2020</p>

	<p>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>1/15/2021 In progress, no update. Cynthia &amp; Shirley to work on LOU.</p>	<p>NTT to follow up with ICBC on Insurance requirements.</p> <p>11/06/2020 Cynthia &amp; Shirley to work on LOU</p> <p>1/15/2021 In progress, no update. Cynthia &amp; Shirley to work on LOU.</p>
<p>6. 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 BCGEU has advised NTT that this is bargained language and not following it may lead to an article 8</p> <p>12/18/2020 CN: Meeting in January. CN to reach out.</p> <p>1/15/2021 Committee has been established. Membership is recorded in standing items.</p>	<p>10/23/2020 Cynthia to appoint remaining employer reps.</p>



	<b>CLOSE</b>	
7. Workload issues in SD (BCGEU)	<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>1/15/2021            NTT is currently reviewing the addition of SD workforce. BCGEU advises that vacancies need to be filled within 30 days as per Article 12.1 postings.</p>	<p>1/15/2021            NTT to review the positions vacated and haven't been posted.</p>

<p>8. 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>1/15/2021</p> <p>No change in status.</p>	<p>11/27/2020</p> <p>Cynthia to discuss with leadership and provide a response</p>
<p>9. 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>1/15/2021</p> <p>AD accounts should be created as per ticket following NTT process outlined. Any inappropriate account creations should undergo appropriate investigation procedures outlined by NTT.</p> <p><b>CLOSE</b></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>
<p>10. TORs (BCGEU/NTT)</p>	<p>12/18/2020</p> <p>Shirley to work on the TOR and send to JUM for review.</p> <p>1/15/2021</p> <p>Shirley sent the TOR to JUM. To be discussed on next Adhoc meeting on Jan 22nd.</p>	<p>12/18/2020</p> <p>Shirley to work on the TOR and send to JUM for review.</p> <p>1/15/2021</p> <p>To be completed on next Adhoc meeting.</p>



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11. Standing down JUM for bargaining. (BCGEU)	12/18/2020 JUM to continue. Next meeting on Jan 15. 1/15/2021 The bargaining dates are still being determined.	
12. Seniority for CSD employees who started on July 29th (NTT)	12/18/2020 Service date would be the first day worked on/after July 29th. NTT proposes bumping up seniority for employees who were scheduled day off between July 29th & Aug 3rd. 1/15/2021 Service date would be the first day worked on/after July 29th. <b>CLOSE</b>	
13. Seniority tie-breaker for people who started on July 29th (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. 01/15/2021 NTT to ensure that tie-breakers will be random every time. <b>CLOSE</b>	

NEW ITEMS		
NEW ISSUE	MINUTES	RESPONSIBILITY/ACTION
1. Is NTT working towards having Deskside classified as Hospital Staff in the BC Vaccination Plan (BCGEU)	01/15/2021 NTT will work on the request thru Alliance Office. Management have been communicating to the staff thru meetings about the vaccination plan.	01/15/2021 NTT(CW) will work on the request thru Alliance Office.
2. NTT posting positions for classifications that are not agreed to (BCGEU)	01/15/2021 NTT to send the draft copy of the MOU to Shirley which will encompass the positions that have gone thru BCGEU classifications including reference materials.	01/15/2021 NTT to send the draft copy of the MOU to Shirley which will encompass the positions that have gone thru BCGEU classifications including reference materials.
3. MOU #1 – Case Conferencing (BCGEU)	01/15/2021 Cynthia to schedule the meeting with Shirley and related staff reps as per MOU#1.	01/15/2021 Cynthia to schedule the meeting with Shirley and related staff reps as per MOU#1.

4. Deskside positions filled through acclamation and NTT minimum score requirements (BCGEU).	01/15/2021 BCGEU raises awareness that there may be grievances arising out of this process. <b>CLOSE</b>	
5. Telework Agreements (BCGEU)	01/15/2021 BCGEU requests NTT to review the current Telework agreements to ensure they are on correct agreements.	01/15/2021 Taha to provide a list of employees under Telework agreements.
6. 13.1 Workforce adjustments (NTT)	01/15/2021 NTT working on workforce adjustments. JPSC will comprise of Shirley, Brent, Taha & Cynthia.	01/15/2021 JPSC meeting on Thu, Jan 21st

Next Meeting (Tentatively): Friday, January 29, 2021 1:00 PM – 3:00 PM