



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

Friday, February 10, 2023
9:00 AM – 12:00 PM

Co-CHAIR: Eduardo Neville (NTT) and Joseph Ivens (BCGEU)

BCGEU: Shirley Kay (BCGEU Rep), Joseph Ivens, Eugene Fox, Sharlee Ferguson
EMPLOYER: Eduardo Neville, Cynthia Nehring, Colleen Wack, Christina Mertens

Regrets:
GUESTS:

Welcome, introductions & land acknowledgement	▶ Chair – Eduardo Neville	▶ Scribe – Joseph Ivens
Adopt Agenda	▶ Errors omission or additional items	▶

STANDING ITEMS

ITEM	MINUTES	RESPONSIBILITY/ACTION
1) OHS report – NTT to provide last OHS meeting minutes since past JUMC	Feb 10 2023 – Eduardo confirms that they are ready to sent	Feb 10, 2023 To be emailed imminently.
2) Attendance Management Report – NTT Canada	<p>July 13, 2022 – NTT DATA published and circulated the policy to companies. There is not currently anyone in the program.</p> <p>Oct 20, 2022: Eduardo has been working with legal on refining the policy language in order to resubmit it to the union.</p> <p>Feb 10, 2023 – NTT’s revised policy is now ready to be shared with BCGEU. NTT confirms that there isn’t anyone on NTT’s attendance management program currently.</p>	<p>July 13, 2022 - BCGEU to meet and provide feedback on the policy. BCGEU has until August 17th to file a policy grievance if required.</p> <p>Feb 10, 2023 – Eduardo will send the policy within 2 weeks for the union’s consideration.</p>
3) Article 2.1 (e) (5) Annual List of Exclusions – NTT Canada	Feb 10, 2023 Eduardo will provide it by Apr 2023	
4) Article 2.1 (f) Contractors Report – NTT DATA Canada (Quarterly)	Feb 10, 2023 – Eduardo will email today.	Feb 10, 2023: Eduardo will provide it by the end of the day.

5) Article 4(i) Employee Separation Report – NTT DATA Canada (Quarterly)	Feb 10, 2023 – To be provided by end of day.	Feb 10, 2023: Christina will provide it by the end of the day..
6) Article 5 (e) Stewards Report – BCGEU (Quarterly)	Feb 10, 2023 – Shirley Kay will provide.	Feb 10, 2023 – Shirley Kay will provide.
7) Article 30.1 (b) Auxiliary 1957.5 hours report – NTT DATA Canada (Quarterly)	Feb 10, 2023 – To be provided by end of day.	Feb 10, 2023 – To be provided by end of day.
8) Article 11.2 Seniority List (Quarterly)	Feb 10, 2023 – To be provided by end of day.	Feb 10, 2023 – To be provided by end of day.
9) Article 12.9 Education & Training Subcommittee – NTT to provide summary report (NTT – Cynthia Nehring, Karen Hansen, Ted Benoit. BCGEU – Bill Rossi, Sam Gock)	<p>July 13, 2022</p> <p>A meeting occurred sometime after last JUMC with a round table discussion about Percipio (a training portal). NTT DATA BCU is waiting for word from NTT head office to make Percipio available. No complaints on floor about training. An issue raised about time to get approval for funding requests for training.</p> <p>Oct 20, 2022: the training committee didn't meet since July 2022. Asked for updates on Percipio. NTT is on track to provide access to that platform by the end of the fiscal year (1st quarter 2023). BCGEU is concern that still after 3 years no training beyond the onboard/compliance training (required to perform the job). Employees needs training in a fast-paced industry.</p> <p>Feb 10, 2023 – Eduardo said that access to Percipio is still on track and expected to be ready for end of NTT's fiscal year (March 2023). Subcommittee has not met in quite some time, a new appointee for BCGEU side needs to be made.</p>	<p>Oct 20, 2022: Eduardo will escalate the issue with Trevor/Norman to see if we can speed up the access to the portal.</p> <p>Feb 10, 2023 BGEU to appoint new 12.9 subcommittee member.</p>

PREVIOUS ACTION ITEMS		
ITEM	MINUTES	RESPONSIBILITY/ACTION
1. Signing Terms of Reference (BCGEU/NTT)	<p>1/29 – Committee agrees that TM will take the signing page and pass it down the line for all committee members to sign. This will become a standing annual item to review the TOR.</p> <p>10/25 – TOR's need to be reviewed.</p> <p>1/12 – New committee members will be included in review and signing of updated TOR.</p> <p>4/13 – Eduardo and Jennifer will meet again to discuss the new employer's members and alternates. The language will be reviewed.</p> <p>July 13, 2022. Jennifer and Eduardo met to work on ToR and a draft was issued. In agreement to having an alternate and scribe/agenda items in advance there is some opposition. Past scribes have not been effective which disadvantaged committee and if the employer appoints a scribe it could be an unofficial addition on employer's side of committee. Providing two weeks' notice for agenda can disadvantage the committee and will no longer be current. Co-chairs can always discuss items on the agenda. The parties will make best efforts to provide Agenda items one week in advance. Scribe role will continue to alternate between co-chairs.</p> <p>Oct 20, 2022: Eduardo will review the union's feedback on the latest updated draft. Jason resent the draft today.</p>	<p>1/29 – TM will use Docusign to circulate the signing page to committee members. JI to make this an annual standing item.</p> <p>10/25 – Shirley to send out the original TOR document</p> <p>11/08 – Taha to send the TOR's through DocuSign for signing</p> <p>1/12 – NTT to confirm committee members</p> <p>4/13 Jennifer and Eduardo will submit the changes of TOR in the next JUM meeting.</p> <p>July 13, 2022 – A revision to the ToR will be made between Jennifer and Eduardo.</p> <p>Oct 20, 2022 – Eduardo will review and return within 2wks</p>

	Feb 10, 2023 – Eduardo will clean up amend TOR and resubmit to all members for review and signing.	Feb 10, 2023 – Eduardo will clean up amend TOR and resubmit to all members for review and signing.
2. Overtime Work Allocation Visibility (BCGEU)	<p>5/31/2022 – What can be done to create more visibility to overtime allocation. NTT DATA will look into the process to provide an update.</p> <p>July 13, 2022 – Cynthia spoke with all Hardline Managers and said that they all adhere to CBA requirements. BCGEU request that NTT post a top level overview of its process for overtime allocation on learning and development page. The only deviation from process is if there is a breach or geographic limitations. Discussion on equitable allocation vs seniority.</p> <p>Oct 20, 2022: Cynthia didn't post it on Learning & Development SP. Joseph encouraged to post it as people will know there is a process in place. Cynthia will resend it to the JUM members.</p> <p>Feb 10, 2023 BCGEU accept NTT's methodology and want to know where it will be posted. Cynthia will have it posted on the NTT Learning & Development Site.</p>	<p>5/31/2022 – Cynthia will figure out with managers and have it ready for the next JUM meeting.</p> <p>July 13, 2022 – Cynthia Nehring will email a synopsis of OT allocation to JUMC and will post it on L&D after receiving feedback from JUMC.</p> <p>Oct 20, 2022: Cynthia will send it to the JUM members by the end of Oct 21, 2022.</p> <p>Feb 10, 2023: Cynthia will have the overtime allocation policy posted on the NTT Learning & Development Site today.</p>

<p>3. Called into work on Lieu day as per Article 17.3(b) (NTT - Eduardo)</p>	<p>5/31/2022 – The union’s position is: the members would get the lieu day + the OT worked.</p> <p>July 13, 2022 – Eduardo said Replicon is working on the change request within the system and an update will be provided when complete.</p> <p>Oct 20, 2022: Christina/Eduardo will confirm if the CR for this one was fully implemented or if it was item #7.</p> <p>Feb 10, 2023: Change Request was put in but there is a challenge because of 17.4a for people working on a holiday falling on a work week. NTT was jus paying OT and not the lieu day, then said should get lieu day, in theory yes but should be paid that holiday and get OT. There have been several stat holiday since then and it no longer appears to be an issue. (CLOSED)</p>	<p>Oct 20, 2022: Eduardo/Christina will confirm it by the end of Oct 21, 2022.</p>
<p>4. NTT’s COVID-19 Vaccination Policy (BCGEU – Jennifer)</p>	<p>5/31/2022 – Jennifer will review the policy and bring to NTT DATA attention the points of concerns for assessment. At this time, there are no plans to apply the policy to remote workers. NTT DATA will initially start a return to office program on a voluntary basis.</p> <p>July 13, 2022 – Additional time is needed for BCGEU side of committee to review.</p> <p>Oct 20, 2022: Not all members of JUM received a copy of the policy. Eduardo will share it with this committee and the JOHSC this policy.</p> <p>Feb 10, 2023: BCGEU cannot agree to an employer policy. If there are issues arising from its application or if it conflicts with bargained language then there is a separate process to address it. (CLOSED)</p>	<p>July 13, 2022 BCGEU to review and respond.</p> <p>Oct 20, 2022: Eduardo will share it by the end of Oct 21, 2022.</p>

<p>5. NTT not paying holiday pay to Deskside techs who are on call and paged out to work on stat holidays (BCGEU)</p>	<p>July 13, 2022 Jennifer raises 16.6 (b) that need to get regular wage in addition to OT on stat and day off in lieu. There have been AskHR tickets submitted over this. AskHR got back and said different than the CBA.</p> <p>Eduardo advises that Replicon has been working on this.</p> <p>Oct 20, 2022: Christina/Eduardo will confirm if the CR for this one was fully implemented or if it was item #4.</p> <p>Feb 10, 2023: CR is not yet implemented with Replicon but the is being handled manually. (CLOSED)</p>	<p>July 13, 2022 Christina Mertens will follow-up with Replicon team to find out status of change order.</p> <p>Oct 20, 2022: Eduardo/Christina will confirm it by the end of Oct 21, 2022.</p>
<p>6. Desjardin app/webpage does not show you remaining benefit balances. Impossible to reach Desjardin support on telephone. (BCGEU)</p>	<p>Oct 20, 2022: the employees cannot contact Desjardin when it's needed. Long waiting calls and the app doesn't show the individual balances. NTT will discuss the issue with the Benefits team to express the concerns and see what can be done.</p> <p>Feb 10, 2023: Christine addressed with benefits provider. Desjardins platform is somewhat closed and incapable of change. NTT are willing to work with Desjardins to provide a best practices guide for determining what current balances are.</p>	<p>Oct 20, 2022: Eduardo will discuss the issue with the Benefits team. Will return to the union as soon as possible.</p> <p>Feb 10, 2023: NTT will take back to Desjardins to come up with a best practice for viewing balances and have further instruction for next JUMC.</p>

<p>7. New Ceridian system does not provide pay stub notification and there is confusion on use (BCGEU)</p>	<p>Oct 20, 2022: The employees don't receive notifications of their paystubs (TMF had this feature). Some people find that Ceridian is not easy to use. Suggestions of a user guide.</p> <p>Feb 10, 2023: When new system rolled out, a Quick Reference Guide (QRG) came out which is on the Learning & Development site.</p>	<p>Oct 20, 2022: Eduardo will discuss this with Payroll and will return to the union as soon as possible.</p> <p>Feb 10, 2023: Christine will take away to see if there is any way to send automatic pay stub notifications.</p>
<p>8. Service Desk Duty Assignment - Some on SD would like to be considered for participation in other duties on SD (BCGEU)</p>	<p>Oct 20, 2022: the union heard from SD agents from different regions. Some staff are only doing e-mails, voicemails, phone calls, and backlog and they are interested in trying other roles within the scope of their JDs. Colleen asked to address the issue initially with managers. Under the NTT standpoint it wouldn't be a JUM issue unless the manager doesn't address the issue. NTT encourages the employees to have this conversation with managers. NTT will look into this situation.</p> <p>Feb 10, 2023: NTT try managing this equitably, but sometimes there are mitigating factors such as duty to accommodate.</p> <p>(CLOSED)</p>	
<p>9. Psychologist counselling benefit and EFAP (BCGEU)</p>	<p>Oct 20, 2022: The EFAP program is separate from what's provided. NTT will verify.</p> <p>Feb 10, 2023: NTT confirms that the EFAP benefit is separate from the counselling benefit.</p> <p>(CLOSED)</p>	<p>Oct 20, 2022: Christina will confirm with the Benefits Team and will return by the end of next week.</p>

10. Shift Bid – Interpretation of language of Article 14.3 (i) (NTT - Eduardo)	<p>Oct 20, 2022: Article 14.2 (f) may impact the issue discussed.</p> <p>Feb 10, 2023 Jason provided an interpretation electronically. (CLOSED)</p>	<p>Oct 20, 2022: Jason will investigate and return to NTT in a month.</p>
11. Shift Bid – Tie Breakers – No specific language in CBA (NTT - Eduardo)	<p>Oct 20, 2022: Due to the lack of language NTT has been seeing tie breakers at each shift bid or tie breakers that would be in place along with the employee life cycle. NTT is looking to implement consistent criteria. The union will return on this issue.</p> <p>Feb 10, 2023: Tie breakers should be utilized in every instance there is a tie. BCGEU would prefer not using jargon of shift bid and refer to it as its bargained language of shift allocation. (CLOSED)</p>	<p>Oct 20, 2022: Jason will return within a month on this issue.</p>
12. Replacing worn out office chair requires EE to fill out duty to accommodate form (BCGEU)	<p>Oct 20, 2022: The issue was addressed by AskHR Ticket and the employee was told that an entire ergo assessment would be needed again. The union is asking to get a chair replaced if there's a worn one. NTT will replace the worn chair by an equivalent one. The employees don't need to open an AskHR Ticket for this, unless they want an ergo chair, which would trigger an ergo assessment. BCGEU request to know if \$250 for a non-ergo chair is in the US or Canadian dollar.</p> <p>Feb 10, 2023: NTT confirms that the amount is in CAD \$. If it is a medical ergo chair accommodation request then it follows NTT's policy and it does not have a hard cap of \$250 for a chair. (CLOSED)</p>	<p>Oct 20, 2022: Colleen will remind her managers about a simple replacement (without any ergo assessment) of a chair. Eduardo will confirm about the \$\$.</p>

<p>13. Clinical Service Desk Dashboard not reliable; only shared with techs when HLM is online (BCGEU)</p>	<p>Oct 20, 2022: NTT DATA will discuss the issue with the manager.</p> <p>Feb 10, 2023: Manager noted dashboard is only available during core hours when working. It is not possible for CSD to have the dashboard available outside of core hours. (CLOSED)</p>	<p>Oct 20, 2022: Christina will discuss the issue with the manager and will return to the members within a month.</p>
<p>14. \$75 Cell Phone Reimbursement (BCGEU)</p>	<p>Oct 20, 2022: BCGEU asks if the NTT phone reimbursement guidelines is in US\$ or CAD\$.</p> <p>Feb 10, 2023: NTT confirms that the amount is in CAD \$. (CLOSED)</p>	<p>Oct 20, 2022: Eduardo will figure it out with leadership and return to the members within a month.</p>

NEW ITEMS		
NEW ISSUE	MINUTES	RESPONSIBILITY/ACTION
1. MOU for a salary index creation for employees working out of the province (Eduardo)	Feb 10, 2023: NTT Understand that there is nothing preventing non geo-locked EE's from working in other provinces on PHSA account. NTT Corporate sets salary and compensation based on location. An example of someone in Halifax would have a different level of compensation. Eduardo asks if there is any appetite from BCGEU to have a different level of compensation when living and working outside of BC. NTT to provide examples of different rates of compensation by market. BCGEU to take away and respond.	Feb 10, 2023: NTT to provide examples of different rate of compensation by market. BCGEU to respond at next JUMC.
2. Shift Allocation for sites and within service area (Cynthia)	Feb 10, 2023: Colleen & Cynthia working on Deskside allocations. Working on a process that aligns with CBA. Cynthia will share process with JUMC for feedback.	Feb 10, 2023: Cynthia will email shift allocation process to JUMC within a week.
3. Permanent vs Auxiliary Seniority – How to proceed with Shift Allocation? (Eduardo)	Feb 10, 2023: As NTT understand talking about two different buckets between Auxiliary and regular seniority. NTT want to know if regular seniority prevails over auxiliary seniority for regular vacancies. BCGEU's interpretation is that regular seniority prevails for regular vacancies. (CLOSED)	

4. Chain of custody for HOW Template (BCGEU)	February 10, 2023: BCGEU raises that template has changed and evolved from its original form without knowing who revised it and when. NTT wants to be careful about changing the template in mind for how it could affect existing agreements and feel it is a make work project that isn't necessary.	February 10, 2023: BCGEU to send example template for review by committee.
5. Mental Health counselling benefits (BCGEU)	February 10, 2023: NTT have low cost or no cost counselling that could be identified in newsletters and some free resources. BCGEU also have resources and will send out an FYI to members if necessary. (CLOSED)	
6. Request to streamline Employee Referral Bonus program (BCGEU)	Feb 10, 2023: NTT have posted the policy under additional policies with advice on how to process referrals. There have been reminder emails and it has been presented at all hands WEST meetings. (CLOSED)	
7. Employer step 2 representatives attending\running step 1 grievance meetings (BCGEU)	Feb 10, 2023: BCGEU raises that managers shouldn't be delegating its step 1 designation because it can sometimes make something that could be resolved easily at step one a bigger deal than it is. NTT respond that the employer has a right to engage HR when a Steward is present. (CLOSED)	

8. Auxiliaries who have passed 1957.5 hours (BCGEU)	Feb 10, 2023: NTT raise that this has gone to Article 8. (CLOSED)	
9. Exclusions (BCGEU)	Feb 10, 2023: Project Program Management Senior Specialist Advisor has been posted and didn't go through the exclusions process. NTT raise that there are exclusion grievances already filed. BCGEU will discuss with Roxanne. (CLOSED)	
10. Vehicle Allowance for Deskside Techs (BCGEU)	Feb 10, 2023: Colleen explains as a cost reduction strategy Deskside is looking at reducing amount of techs who bring their car to work. NTT do not believe every Deskside tech needs to use a vehicle every day and is looking to optimize where using vehicles and want to reduce numbers, which would affect portal charges. BCGEU will take away.	Feb 10, 2023: BCGEU to take away.
11. Rehabilitation Committee (NTT)	Feb 10, 2023: NTT's understanding of committee is it has met a few times Ad hoc. Want to know if committee can meet and who will be on it. Shirley and Christine will meet. (CLOSED)	

12. Monthly Newsletter (BCGEU)	Feb 10, 2023: Request to include link to BCGEU electronic bulletin board in monthly newsletter. NTT to take away.	Feb 10, 2023: Eduardo to respond.
13. Interpretation of Article 17.4 (NTT)	Feb 10, 2023: Employer and BCGEU will discuss and revisit.	

Next Meeting (tentatively): Wednesday, June 7, 2023 from 9 am to 12 pm.