



**ISM / BCGEU**  
**ARTICLE 28 - JOINT UNION/MANAGEMENT**  
**COMMITTEE**  
**AGENDA / MINUTES**

Tuesday, February 4, 2020  
ISM VICTORIA OFFICE - 3960  
QUADRA STREET  
9:00AM – 1:00PM

Co-CHAIR:	Joseph Ivens (BCGEU) and Sarah Leigh (ISM Canada)
-----------	---

BCGEU: Joseph Ivens, Brent Stokell, Eugene Fox, Lori Strom  
EMPLOYER: Sarah Leigh, Rachelle Clarke, Janice Gill, Kraig Dingwell

Regrets:

GUESTS:

Welcome and introductions	▶ Joseph - Chair	▶ Sarah - Minutes
Adopt Agenda - Additions:	▶ Errors omission or additional items	▶
Approve previous meeting's minutes	▶ Adopted <b>Click here to enter a date.</b>	▶



**ISM / BCGEU**  
**ARTICLE 28 - JOINT UNION/MANAGEMENT**  
**COMMITTEE**  
**AGENDA / MINUTES**

Tuesday, February 4, 2020  
 ISM VICTORIA OFFICE - 3960  
 QUADRA STREET  
 9:00AM – 1:00PM

STANDING ITEMS		
ITEM	MINUTES	RESPONSIBILITY/ACTION
1) OHS report – ISM to provide summary report	Sarah provided report Feb 4, 2020	Updates to be provided as needed.
2) Communication – this discussion will be in camera/pens down conversation	N/A	N/A
3) Leadership/Steward Patterns of Behaviour (camera/pens down)	N/A	BCGEU/ISM Canada
4) Attendance Management Report – ISM Canada	Sarah provided report Feb 4, 2020	ISM/Sarah Leigh Sarah to provide threshold by SDU to JUM
5) Article 2.1 (e) Annual List of Exclusions – ISM Canada	Sarah provided report Feb 4, 2020	ISM/Marie Doherty
6) Article 2.1 (f) Contractors Report – ISM Canada	Sarah provided report Feb 4, 2020	ISM/Rachelle Clarke
7) Article 4 Employee Separation Report – ISM Canada	Sarah provided report Feb 4, 2020	ISM/Marie Doherty
8) Article 5 (e) Stewards Report – BCGEU	Lori provided report Feb 4, 2020	BCGEU/Lori Strom



**ISM / BCGEU**  
**ARTICLE 28 - JOINT UNION/MANAGEMENT**  
**COMMITTEE**  
**AGENDA / MINUTES**

Tuesday, February 4, 2020  
 ISM VICTORIA OFFICE - 3960  
 QUADRA STREET  
 9:00AM – 1:00PM

9) Article 30.1 (b) Auxiliary 1957.5 hours report – ISM Canada	Sarah provided report Feb 4, 2020	ISM/Marie Doherty
10) Health Transition Committee	<p>There some outstanding time sensitive issues that still need to be resolved between NTT and BCGEU and the Joint Transition Committee is working on it.</p> <p>Feb 4, 2020 - Joint Transition Committee – last week’s meeting was cancelled, ad hoc discussions were had to address agenda items. The outstanding issues are less time sensitive as we currently do not have a transition date. The committee is still working on several transition components. The application for certification at the LRB has been submitted by NTT and the BCGEU jointly.</p>	BCGEU Lori Strom/ISM Marie Doherty

PREVIOUS ACTION ITEMS		
ITEM	MINUTES	RESPONSIBILITY/ACTION
1. Dayforce – new HR software – employee and manager self service	Dayforce will be going ahead with Phase 1 – Core HRMS and Time entry. Tentative dates are: Go Live is scheduled for the weekend of June 29 – opened to all ee’s July 8 so that time can be entered for the July 12 <sup>th</sup> pay period. Corporate communication will be sent today via email and Slack. The training will be delivered via short recorded videos. There is no requirement for parallel entry. The key to success – all ee’s must have all AEIS timesheets updated and submitted. Testing has been occurring for months; however, with any transition, there is room for error, therefore, we all need to be aware that there could be a challenge with the Extra Items payments. It’s a very small risk. If this occurs the union will be notified in advance of any communication being sent to the ee’s. Coming soon: Phase 2 Recruitment Q3/Q4 and Phase 3 Performance Development Jan 1, 2020. <b>September 2019.</b> Currently in Datasync. Testing the data entry for internal processes.	ISM/Rachelle Clarke. An update will be provided in future JUM meeting. <b>(Open)</b>



**ISM / BCGEU**  
**ARTICLE 28 - JOINT UNION/MANAGEMENT**  
**COMMITTEE**  
**AGENDA / MINUTES**

Tuesday, February 4, 2020  
ISM VICTORIA OFFICE - 3960  
QUADRA STREET  
9:00AM – 1:00PM

Things overall going pretty well. Intention to communicate training for Dayforce in next couple days. My contributions will be moved to this platform as well.

ISM Not paying OT for working on stats, instead only paying 7.5 hours stat pay and providing a lieu day and systemic issues being handled on an individual basis.

Feb 4, 2020 – Phase 1 and Phase 2 have gone in. This includes workforce management and the time and attendance module. We are currently working through correcting defects. The recruitment module is also in and there are no major defects at this time. We have not yet set dates for subsequent modules which are performance management and payroll. We are currently reviewing project plans and resource requirements for those implementations. The time and attendance module has had some issues, and has not gone as smoothly as the other module. We are working to correct issues. We don't want to share an individual's private information in a public channel so we are taking the individual issue offline to have a private conversation and then using the example to review whether the issue is global or an individual circumstance. Joseph has requested that if global issues are identified, that the JUM committee is communicated with directly. ISM agreed.

As it relates to OT, ISM has noted some lessons learned as it relates to the roll out, change management and training. Where there was an issue when the individual did not code their time correctly, we worked with them to have it corrected, have the manager approve and then pushed it through the payroll to ensure time was paid in a timely manner. A SWAT team was assigned to it, and we spent Saturday and Sundays and connected with people individually to assist with corrections that needed to occur.



**ISM / BCGEU**  
**ARTICLE 28 - JOINT UNION/MANAGEMENT**  
**COMMITTEE**  
**AGENDA / MINUTES**

Tuesday, February 4, 2020  
ISM VICTORIA OFFICE - 3960  
QUADRA STREET  
9:00AM – 1:00PM

The stat configuration issue was identified approximately 10 days ago as a result of the December 25<sup>th</sup> and 26<sup>th</sup> stat holiday. There are reports that it is not paying OT at all, and that is not correct. For Dec 25<sup>th</sup> and 26<sup>th</sup>, we looked at each individual's circumstance, applied the appropriate rule and there were roughly 33 individuals impacted. They were paid properly for a portion, we have made the corrections to the portion where pay rules were incorrectly applied and submitted to payroll and it will be corrected for the next pay and corrected the configuration for next year. We are also doing a full audit on pay, and are going back to review stat pay since the Dayforce implementation. Any corrections necessary will be applied. It is manual so it is time intensive but we are working through it. We have learned some change management lessons but it is important that some issues are presented as issues when in fact it's just a misunderstanding of how the pay run works or misinterpretation of the agreement, which was compounded by the large amount of change occurring for all parties. Joseph raised the concern as to why EE's cannot see when a Manager approves the time. This is a cloud based tool so we cannot change the back end configuration. ISM Canada's circumstances are different than most organizations. We have utilized a weekly process for bi-weekly entry, and due to that, that approval function has to be done a particular way in the toolset. In our toolset there is only one approval process that works in our circumstance, the previous way didn't actually approve the time so that it would flow through and get paid, the way that does work, does not have the approval indicator. It is a matter of how the toolset works. Joseph asked for an ETA as to when it will be less volatile. ISM has identified that the number of defects have significantly reduced. The stat configuration issue has contributed to some new volume but overall the volume has gone down. Sick leave, Seniority and CTO balances are being reviewed. ISM apologized for the adverse impact this has caused. Joseph asked if there will be an option to agree or disagree with the



**ISM / BCGEU**  
**ARTICLE 28 - JOINT UNION/MANAGEMENT**  
**COMMITTEE**  
**AGENDA / MINUTES**

Tuesday, February 4, 2020  
 ISM VICTORIA OFFICE - 3960  
 QUADRA STREET  
 9:00AM – 1:00PM

	<p>performance appraisal when the performance management module is rolled out. Rachelle has identified that any collective agreement obligations that are required for each individual geography will be included in the modules configuration. Joseph asked for an ETA on the performance management module. ISM identified that the payroll module will take priority and the performance management module will be completed as a secondary roll out. Joseph raised a concern that issues going to the AEIS inbox is leading to a lack of response. ISM apologizes if emails were missed due to the volume, we have changed roles within the team, set expectations and we changed some responsibilities but a lot of it was due to the volume. That should not be an issue going forward, and individuals will get an acknowledgment of a receipt. We cannot use a ticketing tool due to privacy and we do not have a tool that is configured today that would allow for individuals privacy to be respected.</p>	
2. MOU #3 & #9	<p>MOU #3 and MOU#9 training will be conducted and the following will be developed between the parties: who will participate, who will put the content together, what the content is and the dates that this will be rolled out. Content that will be included: stewards roles &amp; responsibility. A few changed slides in deck were reviewed and modified on coaching. Dates of implementation TBD, targeted before end of Q1 2019.</p> <p>Content (mandatory webinar and/or training) around communication best practices will be developed and distributed to management. ISM will provide a copy to the BCGEU. Three different vendors in discussion with. Content has change management flair to it, around communication in difficult times. Dates of implementation TBD, targeted before end of Q1 2019. This content is geared towards leadership team in ISM but may also be applicable for Shop Stewards. Quick list of communication best practices has been circulated at production way and Quadra.</p> <p>Nov 29 – plan to deliver by end of Q1</p>	<p>Nov 29, 2018 - Colin Brooks to send completed training to Lori Strom</p> <p>Rachelle Clarke to provide copy of curriculum at next meeting <b>(Open)</b></p> <p>March 14, 2019 – Sheila Knight will follow up with Lori Strom to request she provided feedback to ISM via email.</p> <p>Feb 4, 2020 – Lori Strom/Sarah Leigh</p>



**ISM / BCGEU**  
**ARTICLE 28 - JOINT UNION/MANAGEMENT**  
**COMMITTEE**  
**AGENDA / MINUTES**

Tuesday, February 4, 2020  
 ISM VICTORIA OFFICE - 3960  
 QUADRA STREET  
 9:00AM – 1:00PM

	<p>March 14 – Lori has copy of content that is anticipated to be presented, sent in December for both MOU #3 and MOU #9. Waiting on Lori to review content for positive communication (now called Organizational Change Management) training and joint union/management training. Waiting to establish dates to deliver after review. Rachelle seeks a response as soon as possible.</p> <p>June 20 – mutually agreed to separate the two training modules. People First (communication training) will be delivered in the early Fall or possibly late summer and the joint union/mgmt training will revert back to the previous curriculum that is a one-day course jointly facilitated and will be delivered late 2019.</p> <p>Sept 17 – Change management committee will be setting dates to get training scheduled for communications piece. Joint Management training will be rolled out after the PHSA/NTT transition.</p> <p>Feb 4, 2020 – The communications training was completed and scheduling of the joint training will be completed by Lori Strom and Sarah Leigh.</p>	<b>(Open)</b>
3. Working Alone	<p>Discussed situations where certain staff may be isolated or working alone and what challenges may be posed to their safety and/or the ability of ISM Canada to contact them. Ricardo from HR has researched requirements and presented findings to senior leadership team on Monday Oct 1. A slack channel and working alone group involving members and leadership has been struck.</p> <p>Nov 29 – Slack Channel and working alone group will be dissolved as it was Deskside specific – once the policy is ready for review it will be reviewed by the OHSC.</p> <p>March 14 2019 – ISM is waiting for additional feedback from BCGEU on draft</p>	<p>Nov 29, 2018 – The BCGEU advised the 21 day letter will be issued to ISM if they have not received a draft policy by Jan 31, 2019.</p> <p>Oct 4 2018: Update will be provided in November 29 2018</p>



**ISM / BCGEU**  
**ARTICLE 28 - JOINT UNION/MANAGEMENT**  
**COMMITTEE**  
**AGENDA / MINUTES**

Tuesday, February 4, 2020  
ISM VICTORIA OFFICE - 3960  
QUADRA STREET  
9:00AM – 1:00PM

policy and self risk assessment, and also waiting for results of research being conducted by Ricardo. ISM to look at utilizing mhelpdesk.

June 20 – Decision has been made to contract with SafetyLine – ISM currently getting the contract through procurement and then a 1 month pilot is planned with the Directors and Managers to work out the bugs. It will then be rolled out to all employees who either work in isolation (ie: at home etc) or who travel. ETA early fall if not sooner.

September 17, 2019. Program piloted including all managers, HR, Directors, Stewards. Planning on two phase rollout in Kelowna and North to get up to speed and work through bugs prior to a full rollout. BCGEU raises concerns of areas without cellphone coverage and electronic monitoring as a potential violation of CBA. Pilot included people who do not work alone, but in practice it will be only used for working alone. BCGEU wishes to make it clear that the breadcrumbs or GPS tracking with this system should be opted in and employees should not have to opt out.

Feb 4, 2020 – Sarah will provide a copy of the updated training documentation to support the breadcrumbing feature instructions in the settings of the app. Sarah and Lori to work together on a solution for individuals in emergency situations where cell coverage is not available. Lori to find details on what the government is doing in similar situations.

meeting.

June 21, 2018: Colin Brooks to work with HR on identifying risk management and applicable legislative authorities to develop a check-in process and policy covering all employees who work in conditions where they are isolated.

(ISM/Sarah Leigh) ISM will need to go back to the vendor to ask about capabilities to opt out of breadcrumbs/GPS tracking. ISM will include with their instructions for this app how to opt out and the relevant electronic monitoring article in the CBA. Will also review situations where employees are out of cell coverage for >4 hours.

**(Open)**





**ISM / BCGEU**  
**ARTICLE 28 - JOINT UNION/MANAGEMENT**  
**COMMITTEE**  
**AGENDA / MINUTES**

Tuesday, February 4, 2020  
 ISM VICTORIA OFFICE - 3960  
 QUADRA STREET  
 9:00AM – 1:00PM

<p>4. IBM's Relationship with ISM - Would like clarification on IBM's direction of work within ISM.</p>	<p>How does IBM direct work within ISM and their partners? How does the relationship work between IBM Account Executives and ISM Leadership? ISM Canada is a separate legal entity and takes direction from an independent Board of Directors. IBM owns the relationship with the Client. ISM Canada provides the operational delivery of the services.</p> <p>March 14, 2019. Joseph presented document as promised.</p> <p>June 20 – Agreed to simplify all of the issues presented to two main issues: 1) Steady State vs Project Work and 2) IBM providing direction to ISM unionized ee's.</p> <p>Fulsome discussion around these topics. Rachelle and Lori to review historical notes from 2009 and LRB settlement. Rachelle to follow up with Colin re: TRP issues. Joseph to provide specific examples of documentation where direction is being given by IBM to an ISM unionized ee. Rachelle to review bargaining notes regarding TRP.</p> <p>Joseph provided copies to JUM committee. ISM to respond. BCGEU raises concern of ISM post NTT transition desktide model not having any techs and the work being completed by contractors.</p> <p>Feb 4, 2020 – This issue is starting to show up in multiple forums. We are having this discussion in multiple places. We don't talk about grievances at JUM. ISM proposed that it may be better to talk about all of it and roll it all together. BCGEU agreed we should not use this forum to discuss active grievance issues and agreed to take outside of JUM and have a step 1 grievance meeting over the evidence that Joseph has provided. Sarah will schedule that meeting. Attendees will be Sarah, Rachelle, Lori and Joseph. ISM acknowledges there is a concern but want to ensure we aren't using</p>	<p>BCGEU/Joseph Ivens to provide ISM/Rachelle Clarke with examples of the union's concerns – including names and project type for review to be brought back to next meeting.</p> <p>ISM/Rachelle Clarke to respond for March 22, 2019.</p> <p>ISM/Rachelle Clarke to respond for Q4 2019 JUM.</p> <p><b>(Closed)</b></p>
---	--	--



**ISM / BCGEU**  
**ARTICLE 28 - JOINT UNION/MANAGEMENT**  
**COMMITTEE**  
**AGENDA / MINUTES**

Tuesday, February 4, 2020  
 ISM VICTORIA OFFICE - 3960  
 QUADRA STREET  
 9:00AM – 1:00PM

	multiple forums with multiple parties and rather address it through the appropriate mechanism. This item will be closed from the JUM agenda.	
5. BCGEU wishes to share feedback on the new My Contributions PBC replacement	<p>BCGEU shares general feedback that meetings are too frequent, it is generating a great deal of additional work, the number of categories is too high, it's not known what to record, there isn't enough time to complete and employees who already fulfill expectations are being expected to come up with more work for themselves.</p> <p>ISM states that the goal is to create conversations between managers and not extra work. The intent of 5 categories was for managers and employees to collaborate together, not create busywork to satisfy a bureaucratic process. ISM will look at feedback for potential changes and for ways in which to communicate with everyone.</p> <p>June 20 – ISM Canada acknowledges and thanks the union for providing the feedback. Performance Management is Phase 3 of the Dayforce implementation referenced above and this feedback will be incorporated into that implementation. ISM Canada will continue to work with managers to provide clarity and to apply this process on a consistent process and to stay true to the original intent and purpose of the #MyContributions.</p> <p>September 17, 2019. My Contributions is connected to Dayforce. ISM are looking at making amendments to the process with the implementation of DayForce. ISM did discuss with management about process being too formal, the frequency of meetings is not to change. BCGEU raised concerns of frequency and conversations being logged.</p> <p>Feb 4, 2020 – BCGEU brought forward that the frequency is not being consistently applied and that documentation is required monthly. BCGEU proposed the frequency is quarterly and is consistent in all SDUs. ISM sees</p>	<p>BCGEU/Joseph Ivens</p> <p>March 14, 2019          BCGEU/Joseph Ivens to send anonymized feedback to ISM/Marie Doherty</p> <p>Feb 4, 2020 – Sarah Leigh(<b>Open</b>)</p>



**ISM / BCGEU**  
**ARTICLE 28 - JOINT UNION/MANAGEMENT**  
**COMMITTEE**  
**AGENDA / MINUTES**

Tuesday, February 4, 2020  
ISM VICTORIA OFFICE - 3960  
QUADRA STREET  
9:00AM – 1:00PM

	<p>the value in the monthly conversation but issue of consistency remains. The BCGEU supports a monthly conversation between Managers and Employees but is proposing a different frequency, citing concerns on the application of Article 10.6, for the formal documentation of the process. ISM commits to respond by Feb 28, 2020.</p>	
6. Employee Recognition	<p>ISM's What To Fix initiative had ideas around incentives around performance and to hold a lottery, piloted in Service Desk to get people excited around opportunity for reward. BCGEU agrees in principle as presented. ISM will provide the BCGEU in a complete copy of the program before it is piloted.</p> <p>BCGEU raises that morale is low in service desk because of increased workload including increase complexity, especially in NHA.</p> <p>June 20 – ISM acknowledges that they incorrectly rolled out a lottery program without running it past the union prior to implementing. The union had stated that any reward system be non-monetary, include everyone and be team based. ISM Canada has suggested that a survey be developed to solicit ideas and preferences from the ee's directly. The union will give this consideration and provide their position ASAP.</p> <p>BCGEU's position is that a survey should be a blank question asking for responses and stated up front that they are non-monetary and inclusive. ISM agrees that if they canvas with a survey that they will provide BCGEU a copy of the survey one week in advance.</p> <p>Feb 4, 2020 – Based on the above commitment for future programs, this item is now closed.</p>	ISM/Dom & Scott BCGEU/Eugene <b>(Closed)</b>
7. ISM's internal laptop refresh program that is run out of Regina requesting members	<p>Rachelle Clarke advises employees to provide their user information as the only exception to the conduct guidelines.</p>	BCGEU/Joseph Ivens (Open)



**ISM / BCGEU**  
**ARTICLE 28 - JOINT UNION/MANAGEMENT**  
**COMMITTEE**  
**AGENDA / MINUTES**

Tuesday, February 4, 2020  
 ISM VICTORIA OFFICE - 3960  
 QUADRA STREET  
 9:00AM – 1:00PM

to provide their w3 passwords and login passwords even though IBM's yearly Business Conduct Guidelines explicitly say not to share

Feb 4, 2020 – ISM has been providing a high touch refresh service. In order to do that configuration (ISSI, WST) the username and password are required. The alternative is that we can not provide the high touch refresh, drop ship the laptop and the end user would be responsible for the configuration based on adequate instructions during work hours. BCGEU brought forward a concern that it's a conflicting message with the BCGs and proposed that there is a message communicated that this an exception so that users are not worried that they are violated the terms of the BCGs or allow for an individual to opt out and complete the refresh on their own. Rachelle will explore documenting the exception, and what options are available with the individuals that own the process.

This discrepancy will be taken away to investigate

Feb 4, 2020 -  
 (Rachelle/ISM) **(Open)**

**8. Slack Usage**

IBM has communicated officially they will be sunsetting Sametime (intranet chat) and adopting Slack (also intranet chat) as their official tool going forward. ISM Canada adopted slack 2 years ago and all employees are expected to have moved to Slack. The #bc-announcements, #announcements, and the #bc-phsa-transition and #peopleandculture channels are the priority for now. ISM will be providing a list of slack channels where there is an expectation for employees to monitor and stay informed. BCGEU raises concerns about time required to use tool and number of channels. ISM acknowledges the requirement to provide employees time to use slack.

ISM Canada/Sarah Leigh

A communication campaign will be developed by ISM on the usage of slack.  
 (ISM/Scott Gray)  
**(Closed)**

Feb 4, 2020 – ISM identified that the required channels for all employees are “announcements”, “bc-announcements”, and “peopleandculture” in addition to channels identified by individual managers as required for the function of a job. An instruction document “How to Slack” was provided in slack to help users learn the new tool. ISM has also integrated a channel called #learn-slack to assist new users. #Slackhelp is a slack tool that can also be utilized.



**ISM / BCGEU**  
**ARTICLE 28 - JOINT UNION/MANAGEMENT**  
**COMMITTEE**  
**AGENDA / MINUTES**

Tuesday, February 4, 2020  
 ISM VICTORIA OFFICE - 3960  
 QUADRA STREET  
 9:00AM – 1:00PM

NEW ITEMS		
NEW ISSUE	MINUTES	RESPONSIBILITY/ACTION
1. Annual Criminal Records Check	Feb 4, 2020 – Concerns were brought forward through the CRC recertifications process about consenting to a broad background check. This was acknowledged by ISM, but was never the intent to conduct any checks beyond the CRC. As a result, a manual form was created to allow individuals to consent only to the CRC process. This manual consent form will be used for future recertifications.	BCGEU – <b>(Closed)</b>
2. IBM contracting to Microserve, subcontracting to Tech Point, Tech Point contracting to local stores. How is confidentiality maintained?	This item will be removed and rolled into item #4 above.	BCGEU – <b>(Closed)</b>
3. Being forced to take unpaid lunch when working OT on a day of rest.	Feb 4, 2020 – ISM is obligated to provide a rest period for hours work beyond what is defined under legislation and the Collective agreement. If ISM Canada did not provide a lunch break, it would be in violation. Reaching one on one agreement between a manager and an individual employee is also in contravention of Article 2.4.	BCGEU – <b>(Closed)</b>

**ISM / BCGEU**  
**ARTICLE 28 - JOINT UNION/MANAGEMENT**  
**COMMITTEE**  
**AGENDA / MINUTES**

Tuesday, February 4, 2020  
ISM VICTORIA OFFICE - 3960  
QUADRA STREET  
9:00AM – 1:00PM

<p>4. ISM not paying employees mileage or travel time to/from worksites (Article 16.6 and )</p>	<p>Feb 4, 2020 – BCGEU caucused and agreed this would be addressed at the area level and will not be addressed at JUM.</p>	<p><b>BCGEU – (Closed)</b></p>
<p>5. Temporary assignments being repeatedly extended instead of reposting and/or making a full-time position. Eg: Project Coordinator Supervisor.</p>	<p>Feb 4, 2020 – The incumbent in this example was previously returned to base at the end of their TA, in line with the collective agreement. The TA has since been reposted for a new incumbent and has not been made regular as it will not be a vacancy post transition.</p>	<p><b>BCGEU – (Closed)</b></p>
<p>6. Members reporting overtime allocation is not equitable, in one example an Aux worker was offered OT over a regular employee who also volunteered and who did not have any OT for that year.</p>	<p>Feb 4, 2020 – There is a weekly offer of shifts that are available for OT. The spreadsheet tracks all OT based on the hours individuals have already taken. If you are low in hours of OT you are at the top of the list and if you have taken a lot, then you are lower on the list to accept OT. AUX and Regular employees are treated the same. Ready Arbitration “remedy in kind” states that a list of all OT offered for all available individuals and tracks offers of OT. The process also has to be transparent. ISM commits to review the process and documentation and sharing the process by SDU. BCGEU is requesting transparency into the on-going allocation and a communication to all employees on how OT is assigned. ISM agrees to come to the next JUM with process documentation for review, once agreed to a communication plan will be developed.</p>	<p><b>BCGEU (Open)</b></p>



**ISM / BCGEU**  
**ARTICLE 28 - JOINT UNION/MANAGEMENT**  
**COMMITTEE**  
**AGENDA / MINUTES**

Tuesday, February 4, 2020  
ISM VICTORIA OFFICE - 3960  
QUADRA STREET  
9:00AM – 1:00PM

7. Knowledge Base Analysts working on service desk statistics.	Feb 4, 2020 – BCGEU brought forward a concern that Knowledge Analysts in the interior are working on the agent scorecards and are having access to individual performance data. The agent scorecards were shelved in interior health for operational reasons previously, and now they are bringing them back and the Business Analyst is populating them. Peers should not be completing the scorecard and the BCGEU asserts it is the Managers job. The previous manager completed that task previously. ISM maintains that transferring data is not supervisory duties. ISM commits to provide a blank copy of the scorecard and to review the contents.	BCGEU/Eugene/Sarah – <b>(Open)</b>
8. There was a verbal commitment by Scott Gray to apologize for referring to TES as the “Brightest Minds in IT.” Did this happen?	Feb 4, 2020 – A draft apology was reviewed, feedback was provided and a revised copy will be sent prior to the apology being distributed.	BCGEU – Scott <b>(Open)</b>
9. Article 16.12 Rest Interval After OT denied by ISM management because OT is voluntary and also being asked by management to show up early unpaid.	Feb 4, 2020 – BCGEU brought forward the concern that techs are working midnight to 7am and then working regular shift 8-4. They have been denied the OT premium required under the CBA when the rest interval cannot be met. They have been told that they are not entitled because the OT is voluntary. Eugene will provide examples of situations where this has occurred to Sarah Leigh to review.	BCGEU/Eugene/Sarah Leigh - <b>(Open)</b>



**ISM / BCGEU**  
**ARTICLE 28 - JOINT UNION/MANAGEMENT**  
**COMMITTEE**  
**AGENDA / MINUTES**

Tuesday, February 4, 2020  
 ISM VICTORIA OFFICE - 3960  
 QUADRA STREET  
 9:00AM – 1:00PM

<p>10. ISM P&amp;C denying physician notes provided for Article 1.4</p>	<p>Feb 4, 2020 – BCGEU brought forward concerns about the approach to the agreed to medical form. The BCGEU acknowledges the form is an agreed to document. In instances, where an employee provides a doctors own document – it should not preclude access to medical in the short term while they get the agreed to form completed. ISM clarified that in emergency situations a medical note is acceptable while the employee accesses treatment and has the appropriate documentation completed in the short-term. In non-emergency situation the documented process remains the required procedure. Both parties agree that reasonableness and flexibility will be applied.</p>	<p><b>BCGEU – (Closed)</b></p>
<p>11. Employee Initiated Telework Agreements</p>	<p>Feb 4, 2020 – BCGEU brought forward a concern that teleworks are not applied evenly in the same SDU with the same Manager. ISM clarified that teleworks are granted at the Managers discretion and on an individual by individual basis. It is also based on operational needs.</p>	<p><b>BCGEU – (Closed)</b></p>
<p>12. SDS Supervisory Roles and Responsibilities</p>	<p>Feb 4, 2020 – BCGEU is seeking clarification on the supervisory functionality of a SDS. ISM clarified that the SDS is to act as a lead on the team, they are not providing performance evaluations. They are there to guide the work of the team and to provide direction to those at a 21 to 18 level. They can assist in the allocation of resourcing but no responsibility over performance management and discipline. There is no change to the established construct. The agreed to Job Description states the following: “Provides leadership and mentoring to team staff. Allocates resources and monitors the day-to-day service activities of staff. Communicates current program issues to staff to ensure they are able to provide accurate information and service.”</p>	<p><b>BCGEU – (Closed)</b></p>





**ISM / BCGEU**  
**ARTICLE 28 - JOINT UNION/MANAGEMENT**  
**COMMITTEE**  
**AGENDA / MINUTES**

Tuesday, February 4, 2020  
ISM VICTORIA OFFICE - 3960  
QUADRA STREET  
9:00AM – 1:00PM

Next Meeting (Tentatively): Sunday, May 31, 2020 ( 9AM – 230PM). Next JUM is tentatively scheduled for beginning of May – specific date will be arranged via email.