



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

Wednesday, March 16, 2022  
VIDEO CONFERENCE  
1:00 PM – 3:30 PM

Co-CHAIR: Jenny Ewing (BCGEU) and Marie Doherty (ISM)

BCGEU: Jenny Ewing, Michael Subasic, Falon Barclay, Amanda Kaczowka  
EMPLOYER: Marie Doherty, Rachelle Clarke, Janice Gill, Arindam Chakraborty

Regrets: None  
GUESTS: None

Welcome and introductions	▶ Marie - Chair	▶ Falon Barclay
Review of Terms of Reference	▶ Reviewed as a whole the 2018 terms of reference	▶
Adopt Agenda - Additions:	▶ Errors omission or additional items. No additional items.	▶

**STANDING ITEMS**

ITEM	MINUTES	RESPONSIBILITY/ACTION
1) OHS report – ISM to provide summary report	OHS continues to meet monthly, most items around covid and eventual return to work, committee getting more involved for safe return including worksite inspection. Production way worksite shut down at same time as covid required work from home. Lots to be done to get	ISM/Marie Doherty  03/22 - Jenny to look into 2 members for OHS from union.



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	worksite ready. One first aid attendant certificate expired. Waiting on confirmation from union for 2 committee members.	
2) Communication – this discussion will be in camera/pens down conversation		N/A
3) Leadership/Steward Patterns of Behaviour (camera/pens down)		N/A
4) Attendance Management Report – ISM Canada	Report put into shared folder, report is currently empty as no one is currently in the attendance management program.	ISM/Marie Doherty
5) Article 2.1 (e) Annual List of Exclusions – ISM Canada	Report was shared and put into Box folder.	ISM/Marie Doherty
6) Article 2.1 (f) Contractors Report – ISM Canada	Report was shared and put into Box folder.	ISM/Rachelle Clarke
7) Article 4 Employee Separation Report – ISM Canada	Will be put into Box folder.	ISM/Marie Doherty
8) Article 5 (e) Stewards Report – BCGEU	Falon and Michael are confirmed as the two Shop Stewards.	BCGEU/Jenny Ewing
9) Article 30.1 (b) Auxiliary 1957.5 hours report – ISM Canada	Report is provided in Box but empty.	ISM/Marie Doherty
10) Quarterly Seniority Report		03/22 - BCGEU JUM committee to meet and discuss outside of JUM



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PREVIOUS ACTION ITEMS		
ITEM	MINUTES	RESPONSIBILITY/ACTION
1. Dayforce – new HR software – employee and manager self service	<p>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. 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.</p>	<p>ISM/Rachelle Clarke. An update will be provided in future JUM meeting. <b>(Closed)</b></p>



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	<p>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.</p> <p>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.</p> <p>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.</p> <p>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</p>	
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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 individuals 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 its 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 performance appraisal when the performance management module is rolled out. Rachelle has identified that any collective agreement obligations that are



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	<p>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> <p>May 28, 2020 – finalizing HRMS and time and attendance modules of Dayforce; Recruitment module complete; Onboarding to be implemented end of Q2; Payroll to be implemented end of Q3 early Q4; Performance Mgmt on hold until the above is completed and closed. Auditing continues. Delays by some mgrs to approve timesheets was discussed.</p> <p>In process of replacing payflex (3<sup>rd</sup> party payment system) to a new system. Target to be in place at end of year. Expense to be moved seamlessly too. Cash expenses to go directly to employees account instead of with their bi-weekly pay.</p> <p>March 16, 2022- Dayforce intended to combine HR and Payroll systems. Last update was from December 2020 when payroll systems were switched without issue.</p>	
2. MOU #3 & #9	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	Nov 29, 2018 - Colin Brooks to send



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<p>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>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>completed training to Lori Strom Rachelle Clarke to provide copy of curriculum at next meeting</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> <p>May 28 – waiting for Lori's return and Health Transition to be complete</p> <p>September 23<sup>rd</sup>. Tabled until 1<sup>st</sup> quarter 2021.</p> <p>March 16, 2022 BCGEU JUM committee to discuss and review for next JUM meeting</p>
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	<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> <p>May 28, 2020 – will continue to hold until Lori’s return</p>	<b>(Open)</b>
3. ISM Canada Return To The Workplace Program (COVID-19)	<p>Currently in development – comprehensive return to the workplace document that include anticipated timeframe. Comm to be posted on the COVID-19Response Slack channel Monday identifying the criteria that must be in place before the return to the workplace can occur. Company unions and the OHS Comm will be consulted and opportunity to provide feedback will be afforded. Additional criteria being considered are compliance with the Provincial Health Authority recommendations and the necessary requirement that childcare is back in place.</p> <p>Rachelle shared draft document. In process with Union, Legal and other authorities. 1<sup>st</sup> wave 15% to start Oct 31. Earliest possible 50% would be January 4<sup>th</sup>.</p> <p>T2200 form processing. Will go through People and culture. To anyone that is eligible under CRA rules. There is changing messaging from the media on this. ISM Have always been done in the past.</p> <p>Work from home agreements. LOU is in place to address this for those whose work circumstances. Pandemic Initiated Telework agreement (PITA) in the slack and BCGEU site.</p> <p>Work from home Equipment issues. Falon outlined that there has been a lack of employer provided equipment. Forwarding calls to cell, or taking calls</p>	<p>ISM will reach out to employees to ensure that they are aware of equipment options available from ISM</p> <p><b>(Closed)</b></p>





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	through laptop speakerphone or purchase headset. Can there be compensation? Marie this was discussed in April-June discussions and agreement. Has been a comfort issue for some devices. Marie surprised it is still an issue. Janice there were headsets procured and should have been made available. Can be rectified.	
4. IBM's Relationship with ISM - Would like clarification on IBM's direction of work within ISM.	<p>Proposed meeting did not take place, this entry is to make sure that the agreed to discussion does take place.</p> <p>Joseph initiated mostly relevant to health authorities. Todd would like to see the package.</p>	<p>Agreed to wait for Lori's return at this time.</p> <p>Sep 23, Union will discuss further and provide and update at the next meeting.</p> <p>March 16, 2022 BCGEU JUM to discuss and return with clearer agenda item or close</p> <p><b>(Open)</b></p>
5. Grandfathering of seniority by GEU for ISM ees hired by NTT post July 29 transition	<p>Marie outlined MOU for this. Allowing NTT ees apply for ISM jobs and maintain seniority if they win a position. ISM concerned that partnership should have created better communication that this was happening. P&amp;C unable to answer questions. Shirley will discuss with her coordinator and bring it back. Ees leaving for NTT and a joint communication is requested clarifying terms. At public events it was clear seniority cannot be saved after transition, this seems like an exception that was not agreed upon. Shirley</p>	<p>ISM/Marie Doherty Draft Joint statement to be drafted and announced.</p> <p><b>(Closed)</b></p>



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outlined change was driven by employees. ISM feels this has poked a hole trust with the GEU.

6. Service Desk Mobility  
Team – inequity amongst  
agents

Falon discussion on Service Desk/Specialty queue (mobility). Promised to have everybody trained on mobility. Issue of equity of workload and reward. Janice there were some access issues. Still the expectation that all agents will be doing these calls soon. Todd, technology is changing that affects training.

March 16 2022 – 14 agents have been trained on Mobility, there was a delay on getting people trained due to the switch from airwatch to InTune. Training and hiring continues.

ISM/Janice  
Progress report on  
equity on this  
responsibility.  
**(Closed)**

NEW ITEMS		
NEW ISSUE	MINUTES	RESPONSIBILITY/ACTION



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1. Alternative Workplace Arrangements (AWA) Policy and associated ee communications – (ISM)	Rachelle reviewed the content of the Policy and advised that there will be three separate employee communications posted to the company slack channel over the next few weeks regarding the results of the return to the workplace survey, the alternative workplace arrangements policy and the return to the workplace.	Rachelle all agreed to remain open for review at next meeting <b>(Open)</b>
2. Review Collective Bargaining Action items (ISM/BCGEU)	<p><b><u>Bargaining Commitments Made during Interest Based Training</u></b></p> <p>Rotating system for attendance at all town hall meetings</p> <p>03/16- polled leaders to discover if people are able to attend- not enough interest in attending. If employees want to review recordings/ask questions live at meeting, they are given opportunity to go. There isn't the interest.</p> <p>Pilot - Teams to create at minimum quarterly team meetings or smaller team meetings (where everyone cannot meet at the same time) and all leaders are taking minutes at team meetings and that the minutes are posted or otherwise made available to all staff especially those who may have been absent for the meeting</p> <p>03/16 – is happening in TES, Service Desk difficult, slack channels being used to understand the messages that would be shared in a team meeting, one idea is to open meeting times for service desk to participate (month end). Each team is doing their own thing as they see fit based on what works. Its more of a one-on-one priority. Janice willing to try end of month meeting.</p> <p>Pilot a cross functional team to improve communications between units</p>	Janice



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	<p>Pilot all leaders at minimum a 10 minute check-in with each of their direct reports every month (this is separate from but can be combined with #MyContribution meetings if those are being done monthly – but the idea was to just communicate with ees and start laying the foundation for building relationships with their staff – conversations that are not documented)</p>	
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	<p><b><u>Bargaining Commitments Made during Bargaining</u></b></p>	
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	<p>Scheduled review with the local steward of all Service Desk work schedules minimum once for 2021 and minimum once every year after</p>	
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	<p>MOU#8 – ee cross training requests and cross training completion summarized and submitted to P&amp;C quarterly for distribution to the Article 12.9 subcommittee</p>	
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	<p>MOU#11 – two SD leaders and 2 ees represented by the BCGEU nominated to SD Shift Schedule committee and that a meeting has occurred to identify flexible work options</p>	
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	<p>Review and communicate a mechanism to the ees to encourage sharing of suggestions, innovations and ideas and advertise the Continuous Improvement slack channel</p>	
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	<p>Review workload distribution processes associated with the agents and the team leads and bring to JUM for discussion</p>	
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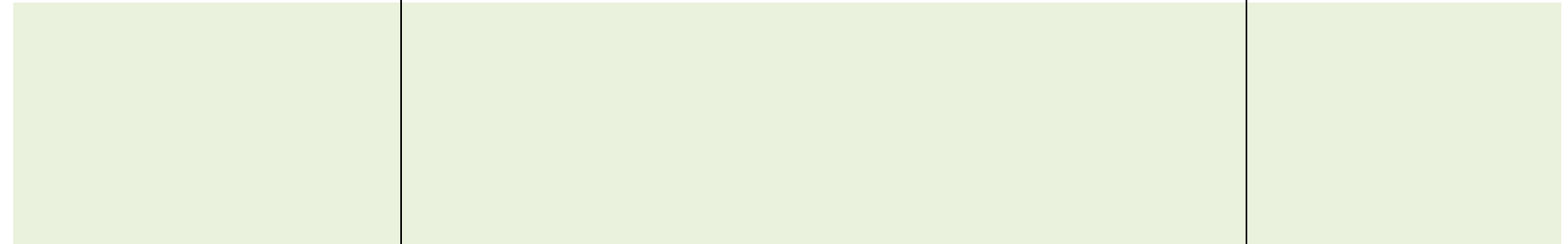
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3. Jointly create a Mental Health Package (review MHFA cert broader use)

To be developed at JUM

All



Next Meeting (Tentatively): May 4<sup>th</sup> 2022