



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

Thursday, May 28, 2020  
VIDEO CONFERENCE  
9:00AM – 1:00PM

Co-CHAIR:	Joseph Ivens (BCGEU) and Marie Doherty (ISM Canada)
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BCGEU: Joseph Ivens, Brent Stokell, Eugene Fox, Shirley Kay  
EMPLOYER: Marie Doherty, Rachelle Clarke, Kraig Dingwell, Janice Gill

Regrets:

GUESTS:

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



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STANDING ITEMS		
ITEM	MINUTES	RESPONSIBILITY/ACTION
1) OHS report – ISM to provide summary report	Nothing to report	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		ISM/MD to send Threshold to Shirley after meeting
5) Article 2.1 (e) Annual List of Exclusions – ISM Canada	N/A	ISM/Marie Doherty
6) Article 2.1 (f) Contractors Report – ISM Canada	Report saved in JUM joint box folder	ISM/Rachelle Clarke – to send copy to Shirley via email after meeting
7) Article 4 Employee Separation Report – ISM Canada		ISM/Marie Doherty – to send copy to Shirley via email after meeting
8) Article 5 (e) Stewards Report – BCGEU	Shirley emailed to Marie prior to meeting	BCGEU/Shirley Kay



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9) Article 30.1 (b) Auxiliary 1957.5 hours report – ISM Canada	Report reviewed – there were 2 conversions to regular status	ISM/Marie Doherty – JI to add as an agenda item for JTC
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> <p>May 28, 2020 – GEU formed transition sub-committee with NTT to address outstanding issues – JTC has resumed meeting weekly</p>	BCGEU Lori Strom/ISM Marie Doherty
11) Quarterly Seniority Report	Previous report provided end of March 2020	

**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,	ISM/Rachelle Clarke. An update will be provided in future JUM meeting. <b>(Open)</b>



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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. **September 2019.** 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.

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.



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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.

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 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,



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	<p>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 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>	
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</p>	<p>Nov 29, 2018 - Colin Brooks to send completed training to Lori Strom</p>



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changed slides in deck were reviewed and modified on coaching. Dates of implementation TBD, targeted before end of Q1 2019.  
 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.

Nov 29 – plan to deliver by end of Q1

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.

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.

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.

Rachelle Clarke to provide copy of curriculum at next meeting **(Open)**

March 14, 2019 – Sheila Knight will follow up with Lori Strom to request she provided feedback to ISM via email.

Feb 4, 2020 – Lori Strom/Sarah Leigh **(Open)**



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





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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.

May 28, 2020 – Documentation was provided and continues to remain on the Working Alone Slack Channel. Shirley provided info from the Gov't.

(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. May 28, 2020 - Shirley to resend gov't info – ISM to review for next meeting

**(Open)**

4. BCGEU wishes to share feedback on the new My Contributions PBC replacement

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.

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

BCGEU/Joseph Ivens

March 14, 2019  
 BCGEU/Joseph Ivens to send anonymized feedback to ISM/Marie Doherty

Feb 4, 2020 – Sarah Leigh  
**(Open)**



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process. ISM will look at feedback for potential changes and for ways in which to communicate with everyone.

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.

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.

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 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.

May 28, 2020 – GEU concern regarding electronic notes being taken during a performance meeting but not shared. ISM confirmed if that is happening that is outside of process. ISM supports a monthly conversation – the form/process was discussed at bargaining. No amendments will be made at

May 28 - Closed

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	<p>this time; however, when the Performance Mgmt module is implemented a review will be undertaken.</p>	
<p>5. ISM's internal laptop refresh program that is run out of Regina requesting members to provide their w3 passwords and login passwords even though IBM's yearly Business Conduct Guidelines explicitly say not to share</p>	<p>Rachelle Clarke advises employees to provide their user information as the only exception to the conduct guidelines.</p> <p>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.</p> <p>May 28, 2020 – ISM is taking a look at adjusting the process and the work will be completed by the end of 2020. For any ee concerned about the violation – the password can be provided for the refresh only and will not be subject to disciplinary action; or the ee will have the laptop sent to them with instructions on how to migrate themselves.</p>	<p>BCGEU/Joseph Ivens (Open)</p> <p>This discrepancy will be taken away to investigate</p> <p>Feb 4, 2020 - (Rachelle/ISM)</p> <p>May 28, 2020 - Closed</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</p>	<p>May 28, 2020 - The revised process will be circulated to the JUM committee within 1 week and the final process will be posted on the BC Announcements</p>



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	<p>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>May 28, 2020 – The following has been confirmed as the process used when OT is offered:</p> <ol style="list-style-type: none"> <li>1. OT shifts are offered within the work unit to those qualified via e-mail with a deadline to express interest</li> <li>2. Employees requesting to work OT shifts respond back with the shifts they are interested in</li> <li>3. After the deadline, the request is reviewed as well as the OT hours that each requester has worked to date</li> <li>4. The Employee with the fewest hours to date will be offered the shifts</li> <li>5. Managers will utilize Dayforce to manage this process and maintain equitable distribution.</li> </ol> <p>The above is a draft – to be reviewed with ISM Canada managers to ensure it reflects the process utilized in all SDU's.</p>	<p>Slack Channel. <b>(OPEN)</b></p>
<p>7. Knowledge Base Analysts working on service desk statistics.</p>	<p>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.</p> <p>May 28, 2020 – see action item</p>	<p>BCGEU/Eugene/Sarah – May 28, 2020 – Janice to provide blank scorecard by June 5 via email to the committee <b>(Open)</b></p>



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<p>8. There was a verbal commitment by Scott Gray to apologize for referring to TES as the “Brightest Minds in IT.” Did this happen?</p>	<p>Feb 4, 2020 – A draft apology was reviewed, feedback was provided and a revised copy will be sent prior to the apology being distributed.</p> <p>May 28, 2020 – Scott provided <i>“At the previous Jum meeting it was asked that I re-write my written apology for my use of the term the brightest IT minds in BC. I've decided that I will not be re-writing that statement. I know in good conscience that I have made a mistake, I've admitted to that mistake, I feel remorseful for what I have done and have apologized multiple times. I can honestly say that my verbal and written apologies were sincere, I meant every word I used and I have not used the term in the derogatory sense since this was brought up. Again I'm sorry.”</i></p> <p>ISM Canada acknowledges the impact of the statement.</p>	<p>BCGEU – Scott</p> <p>May 28, 2020 - <b>Closed</b></p>
<p>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.</p>	<p>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.</p> <p>May 28, 2020 – Examples provided – Audit conducted – errors identified and payment owed is underway.</p>	<p>BCGEU/Eugene/Sarah Leigh –</p> <p>May 28, 2020 - <b>Closed</b></p>

NEW ITEMS		
NEW ISSUE	MINUTES	RESPONSIBILITY/ACTION



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1. Article 12.9 Education and Training Subcommittee	GEU request to re-establish this sub-committee.	BCGEU  BCGEU and ISM to share names of nominated members by June 5. <b>(Open)</b>
2. ISM Canada Return To The Workplace Program (COVID-19)	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.	ISM <b>(Open)</b>
3. Employer reps on Prod Way OH&S Committee stating that JUM agreed with/approved SafetyLine rollout.	GEU concern that the conversation for SafetyLine had not been completed. Discussion confirmed that this Article 28 JUM committee has overall responsibility for all of the joint union/mgmt. sub-committees – those committees report into the Article 28 JUM. The union and OHS were consulted, however, it is the ERs sole discretion to configure tools such as SafetyLine to meet regulatory and legislative obligations.	BCGEU <b>(Closed)</b>
4. Canada Way OH&S Committee	Will the existing OHS Committee continue to be in place when the restrictions are lifted? There is no requirement for an OHS Committee in a workplace with less than 20 ees; however, the suggestion is to have the GEU identify a past PW OHS member sit on the Quadra Street Committee.	BCGEU – Shirley to look into the regs for Worksafe BC; Rachele to consider implication of sitting on other ER committees <b>(Open)</b>



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5. Paid parking	Employees continuing to pay for parking during pandemic. ISM already asked building owner for relief that will not be provided. This was communicated in the COVID19 Slack channel.	BCGEU <b>(Closed)</b>
6. IBM's Relationship with ISM - Would like clarification on IBM's direction of work within ISM.	Proposed meeting did not take place, this entry is to make sure that the agreed to discussion does take place.	(Reopened) Agreed to wait for Lori's return at this time. <b>(Open)</b>
7. Hours of Work	Agreed that issues with Hours of Work are to be addressed at the local level unless they become a systemic issue and/or involve multiple worksites at which time they will be brought to this committee.	BCGEU <b>(Closed)</b>

Next Meeting (Tentatively): Thursday, September 10, 2020 ( 9AM – 230PM).



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