



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

Monday, November 8, 2021  
12:00 PM – 2:00 PM

Co-CHAIR: Cynthia Nehring (NTT) and Joseph Ivens (BCGEU)

BCGEU: Shirley Kay, Joseph Ivens, Brent Stokell, Eugene Fox  
EMPLOYER: Taha Malik, Adam Saunders, Trevor Anderson, Colleen Wack

Regrets:  
GUESTS:

Welcome and introductions	▶ Chair – Joseph Ivens	▶ Scribe – Taha Malik
Adopt Agenda	▶ Errors omission or additional items	▶

**STANDING ITEMS**

ITEM	MINUTES	RESPONSIBILITY/ACTION
1) OHS report – NTT to provide summary report		
2) Communication & Leadership/Steward Patterns of Behavior – this discussion will be in camera/pens down conversation		
3) Attendance Management Report – NTT Canada		10/25 – Adam and Taha to follow up on next JUM 11/08 – Joseph to send ISM notes. Adam will take feedback and make changes if necessary
4) Article 2.1 (e) (5) Annual List of Exclusions – NTT Canada	01/15 – To be taken after the discussion with union (advocacy group) in few weeks. Targeted by end of January.  01/29 – Not yet completed. NTT completed an internal review and are ready to engage with BCGEU to discuss exclusions.	10/25 – NTT will provide any exclusions (if any) at next JUM 11/08 – Adam to send out report
5) Article 2.1 (f) Contractors Report – NTT DATA Canada		10/25 Adam to provide contractors list at next JUM

		11/08 Adam to send out report
6) Article 4(i) Employee Separation Report – NTT DATA Canada	Sent 10/25	
7) Article 5 (e) Stewards Report – BCGEU		10/25 BCGEU to send latest updated stewards report
8) Article 30.1 (b) Auxiliary 1957.5 hours report – NTT DATA Canada	Sent 10/25	
9) Article 11.2 Seniority List (Quarterly)	Sent 10/25	
10) Article 12.9 Education & Training Subcommittee – NTT to provide summary report (NTT – Cynthia Nehring, Karen Hansen, Ted Benoit. BCGEU – Bill Rossi, Brent Stokell, Sam Gock)	10/25 – There has been no training and no updates from the 12.9 Training subcommittee  11/08 - This has been escalated to the decision makers. Norman (NTT) is following up on this	

PREVIOUS ACTION ITEMS		
ITEM	MINUTES	RESPONSIBILITY/ACTION
1. Updated Org Charts	08/14/2020 BCGEU requests updated org charts from NTT. 08/28/2020 Staffing is too fluid to provide org chart at this time. NTT will provide as soon as possible. 09/11/2020 NTT will defer until October. 10/09/2020 Taha to share the Baseline Org Chart with the team. (no. of people in each area and names) 10/23/2020 NTT agrees to allow JUMC to share the Org chart with BCGEU stewards. Final Org chart not ready for general distribution. 11/06/2020 Taha & Cynthia to provide an update on the full org chart. 11/27/2020 NTT is evaluating the org structure and will share once available 12/18/2020 CN: In progress. 1/15/2021 Org chart incomplete. Taha to send before next JUM. 01/29/2021 TM is still in progress on this request.	NTT/TM to provide org charts for next JUM. 01/15 – Taha to send Org chart before next JUM 01/29/2021 TM will continue trying to determine org charts.  10/25 Taha will provide copy of org charts on next JUM  11/08 – Adam to send out by end of day 11/08

<p>2. Seniority hours calculated incorrectly due to hours being rounded</p>	<p>08/28/2020 Seniority is being recorded in 2 decimal points instead of 4 and rounded down. This impacts seniority calculation negatively e.g. 7.47 hours instead of 7.5</p> <p>09/11/2020 A meeting will be booked between BCGEU &amp; NTT Payroll team.</p> <p>10/09/2020 NTT(CN) to take this back to the Timekeeping team to correct the anomaly.</p> <p>10/23/2020 Taha – This is to be addressed together with the slides to be provided in No.9</p> <p>11/06/2020 Same as no. 9</p> <p>11/27/2020 This issue will be fixed with the EDO system, BCGEU wishes NTT to resolve this as soon as possible and provide a timeline.</p> <p>12/18/2020 TM: To be scheduled during end of January. BCGEU requests a summary of the solution to be provided at JUM.</p> <p>1/15/2021 New EDO timekeeping system will be implemented to address seniority calculations.</p> <p>01/29/2021 The new communication is finalized, by Monday all employees should have received a communication.</p> <p>11/08 Moved to Article 8</p> <p><b>CLOSED</b></p>	<p>Taha to look into this issue and report back next JUM.</p> <p>09/11/2020 Cynthia will schedule a meeting between BCGEU &amp; NTT Payroll team.</p> <p>12/18/20 Taha will provide a summary Jan 1<sup>st</sup> week</p> <p>1/15/2021 Implement the new EDO timekeeping system. Owner – Kathy Reeves</p> <p>01/29/2021 The communication still needs to be sent out.</p> <p>10/25 – Communication to be resent to JUM committee</p>
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3. Workload issues in SD  
(BCGEU)

11/27/2020

BCGEU makes NTT aware that there is an increased workload on the Service Desk. The performance expectations should take this into consideration.

BCGEU will be advising its members of article 31.14 and reminds NTT of their obligations under 31.15

One of the issues is that because of COVID there are many more clinicians working from home who need to be supported by the Service Desk.

12/18/2020

No updates.

EF: BCGEU suggests addition to SD workforce and take it to PHSA for consideration in January.

1/15/2021

NTT is currently reviewing the addition of SD workforce. BCGEU advises that vacancies need to be filled within 30 days as per Article 12.1 postings.

01/29/2021

EF and TM will work together to determine positions that have not been posted.

10/25 There is no mandate to downsize positions in Service Desk. The client and NTT are working to determine appropriate staffing levels.

11/08 Additional postings to backfill will be going up soon.

1/15/2021

NTT to review the positions vacated and haven't been posted.

01/29/2021

EF & TM will work together to determine positions that were vacated and not backfilled/posted.

10/25 Taha and Eugene to collectively determine which positions have been vacated and require backfill

<p>4. NTT Service Desk Dashboard (BCGEU)</p>	<p>01/29/2021  The NTT Service Desk Dashboard currently only has modifications to the existing Dash and is currently being provided through a standing Zoom meeting. It was understood that a real dashboard was going to be implemented.</p> <p>10/08 NTT Service Desk is working on the solution.</p>	<p>10/25 - Adam to follow up with Service Desk and find out about a permanent solution</p>
<p>5. Signing Terms of Reference (BCGEU/NTT)</p>	<p>01/29/2021  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>01/29/2021  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>6. NTT's Service Desk Letters of Expectation (BCGEU)</p>	<p>05/21/2021 (From Ad hoc JUMC)  BCGEU raises that SD had meeting with management and team leads over a week ago providing two letters of expectation that NTT requested. First letter is straight forward. Second are performance standards. Process average of 5 tickets per hour, many calls are 45 minutes to an hour, no way to meet metric. Were told that if call runs over, they will be reviewed to see what can be done to make them quicker. Managers and directors going to employees</p>	<p>NTT will review letters of expectation for service desk and respond in the next 4 weeks. (OPEN)</p>

	<p>claiming it was reviewed in concert with BCGEU when they had not. BCGEU raised concern that this is being used as a way to get rid of workers and increase employee churn. NTT clarifies that purpose is not to get rid of lower performing employees but to help get them up to par. BCGEU is seeking common sense application of metrics. BCGEU expresses concern over job performance expectations included in letter of expectations including a rating of exceeding/meeting/not meeting expectations which is performance management.</p> <p>BCGEU asks for guidance from NTT on what service desk agents should do when taking a call that goes over 12 minutes. NTT's response is if a call goes over 12 minutes, then an agent is to continue the call providing excellent service.</p> <p>BCGEU raise concern over employee having to sign letters which is being interpreted as an agreement; NTT respond that it is only acknowledgement of receipt of the LOE. NTT have said that they need a starting point for metrics and that is what these are.</p> <p>NTT would like to review the letters and feedback of letters being viewed as performance management and will see if there is room to adjust. BCGEU requests an opportunity to review and provide feedback if there are revisions.</p>	<p>10/25 Taha to send the latest version of letter to JUM committee</p> <p>11/08 Adam to send out Service Desk letter by end of day 11/08</p>
<p>7. Why is 1.5 no longer an escalation path for Service Desk? (BCGEU)</p>	<p>05/21/2021 (From Ad hoc JUMC)</p> <p>SD members have been told by management, SDS and others in NTT that 1.5 is no longer the go to for issues that cannot be resolved or do not have time to resolve. Been told to stop assigning tickets to 1.5 as well; if it takes an hour or longer SD are to do that instead. Were told that 1.5 position will be changing very soon into mentors for SD and no longer completing tickets.</p>	<p>NTT will take the concern into account and go back to leadership to review (OPEN)</p>



	<p>NTT cannot speak to this without specifics, but will take the concern into account and go back to leadership to review. NTT advises that no changes would happen without notification to the Union first, and this has not happened.</p> <p>11/08 Tier 1.5 is a escalation path, confirmed by Adam.</p> <p><b>CLOSED</b></p>	<p>10/25 Adam to provide an update on the next JUM</p>
8. Deskside performance metrics (BCGEU)	<p>10/25 A draft copy was provided to the JUM committee earlier in 2021 and BCGEU responded with feedback.</p> <p>11/08 Letter was provided to JUM committee</p> <p><b>CLOSED</b></p>	<p>10/25 Colleen to provide final copy of Deskside performance metrics at next JUM</p>
9. NTT requiring people who are off sick to change their hours in replicon and set out of office and advising that pay will be withheld if they do not (BCGEU)	<p>10/25 BCGEU requests a communication be sent out to all managers regarding protocol on who/when to submit time when on vacations or sick leave. Request to have the communication shared before being sent out.</p> <p>11/08 Confirmed that managers have access to enter time on behalf of employees. Still developing guidelines for employees and managers.</p> <p><b>CLOSED</b></p>	<p>10/25 Adam to work with Replicon and provide an update to JUM committee</p>



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10. Date for when retro pay  
will be received (BCGEU)

10/25 BCGEU requesting the retro pay to be paid out as soon as possible.  
Retro wage payment is planned for December with no firm date yet. A  
confirmed date will be announced in November.

All other retro payments have been made and new rates are now in effect.

11/08 No update yet. NTT is committed to providing a date as soon as  
available.

NEW ITEMS		
NEW ISSUE	MINUTES	RESPONSIBILITY/ACTION
1. Co-chair responsibilities for preparing meeting Agenda/Minutes (BCGEU)	11/08 – Joseph Ivens requesting that agenda development needs to be a shared responsibility	11/08 Co-chairs will share agenda development tasks.
2. In person JUMC meetings and meeting schedule	11/08 – Tentatively 2 <sup>nd</sup> meeting of 2022 to be in-person. JUM meetings will be held quarterly. Next meeting scheduled for January 12 <sup>th</sup> 11:00 pm to 1:00 pm  2022 meeting dates to be decided on January 12 <sup>th</sup> JUM meeting.	
3. Exception to Article 12 – posting internally for 10 days (NTT)	11/08 -- Colleen requesting possibility of exception to the 10 days internally posting rule to accommodate staffing process.	11/08 BCGEU to discuss and respond



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**Next Meeting (Tentatively): Wednesday, January 12, 2022 11:00 AM – 1:00 PM**