



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

Monday, November 6, 2023
12:30 PM – 3 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, Alex Delaney

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	Nov 6, 2023 - NTT sent some reports electronically in August. Current minutes will be distributed electronically by Eduardo Neville on Nov 10 th 2023.	
2) Attendance Management Report – NTT Canada	Nov 6, 2023 – There are two people recently placed on the attendance management program (less than 6 months). Cynthia Nehring will provide further information to the committee electronically.	
3) Article 2.1 (e) (5) Annual List of Exclusions – NTT Canada	Nov 6, 2023 – This is due in 2024 since it is an annual list.	
4) Article 2.1 (f) Contractors Report – NTT DATA Canada (Quarterly)	Nov 6, 2023 – Eduardo Neville will provide this list electronically on or by November 10 th , 2023.	
5) Article 4(i) Employee Separation Report – NTT DATA Canada (Quarterly)	Nov 6, 2023 – A list was presented in August, 2023. Eduardo will provide another list for the 4 th quarter before the end of December 2023.	
6) Article 5 (e) Stewards Report – BCGEU (Quarterly)	Nov 6, 2023 -There are no changes since the last list was provided.	
7) Article 30.1 (b) Auxiliary 1957.5 hours report – NTT DATA Canada (Quarterly)	Nov 6, 2023 – A list was provided in August 2023, an updated list will be provided for the 4 th quarter before the end of December 2023.	

8) Article 11.2 Seniority List (Quarterly)	Nov 6, 2023 – A list was provided in August 2023, an updated list will be provided for the 4 th quarter before the end of December 2023.	
9) Article 12.9 Education & Training Subcommittee – NTT to provide summary report (NTT – Cynthia Nehring, Amardeep Khosa, Ted Benoit. BCGEU – Bill Rossi, Sam Gock, Aaron Pinch)	Nov 6, 2023 – New committee members were appointed and udemy courses have been reviewed. Kudos provided to Aaron Pinch for his great work on the committee. Have not met since last meeting in May 2023, but there have been discussions electronically.	

PREVIOUS ACTION ITEMS		
ITEM	MINUTES	RESPONSIBILITY/ACTION
1. Signing Terms of Reference (BCGEU/NTT)	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.	1/29 – TM will use Docusign to circulate the signing page to committee members. JI to make this an annual standing item.
	10/25 – TOR's need to be reviewed.	
	1/12 – New committee members will be included in review and signing of updated TOR.	10/25 – Shirley to send out the original TOR document
	4/13 – Eduardo and Jennifer will meet again to discuss the new employer's members and alternates. The language will be reviewed.	11/08 – Taha to send the TOR's through DocuSign for signing
	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	1/12 – NTT to confirm committee members

	<p>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>Feb 10, 2023 – Eduardo will clean up amend TOR and resubmit to all members for review and signing.</p> <p>Jun 7, 2023 – Christina won't be part of the JUMC because her last day of work for NTT is on Jun 8.</p> <p>Nov 6, 2023 – Eduardo sent TOR electronically via email. Waiting on committees to sign.</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> <p>Feb 10, 2023 – Eduardo will clean up amend TOR and resubmit to all members for review and signing.</p> <p>Jun 7, 2023 - NTT will appoint the new Employer representative. NTT will send the new TOR when the new member is appointed.</p> <p>Nov 6, 2023 – Eduardo Neville will send Docusign to members for signing.</p>
2. Monthly Newsletter (BCGEU)	<p>Feb 10, 2023: Request to include link to BCGEU electronic bulletin board in monthly newsletter. NTT to take away.</p> <p>Jun 7, 2023 – NTT prefers to keep it separate. The union asked if a shortcut for the Learning & Development SharePoint site could be added to the laptop. Udemy brings the link to that page.</p> <p>Nov 6, 2023 – No change, NTT would prefer to keep it separate.</p> <p>(CLOSED)</p>	<p>Feb 10, 2023: Eduardo to respond.</p> <p>Jun 7, 2023 – Eduardo to respond.</p>

<p>3. Postings being considered for duty to accommodate (BCGEU)</p>	<p>Jun 7, 2023 – BCGEU suggested a disclaimer on the job postings that the position may be used for accommodation purposes if the need arises. Nov 6, 2023 – Cynthia Nehring advised change in HR who handle this. NTT are looking to add this information to postings as of Nov 7, 2023. (CLOSED)</p>	<p>Jun 7, 2023 – NTT will ask the Talent Acquisition team to add the disclaimer in the job posting.</p>
<p>4. NTT transition into a holding company structure (BCGEU)</p>	<p>Jun 7, 2023: BCGEU wants to know if the holding structure will affect NTT DATA Canada and NTT DATA BCU. If so, how and where do they fit in NTT holding structure? Nov 6, 2023 – Eduardo Neville had a discussion with Trevor Anderson who advised that there is no change from this transition because both companies are still alive and access levels do not change, there is no impact on our CBA. (CLOSED)</p>	<p>Jun 7, 2023 – Eduardo will figure out and return to the union.</p>
<p>5. NTT Delaying benefits for new hires (BCGEU)</p>	<p>Jun 7, 2023: The booklet says 6 months eligibility period. The union calls attention that CBA doesn't support a waiting period for regular employees. Nov 6, 2023 – NTT said for some benefits with ISM there is a 6 month waiting period such as LTD. Eduardo Neville will forward this brochure from the Cooperators to the committee which will confirm what benefits have a six-month waiting period.</p>	<p>Jun 7, 2023 – Cynthia will discuss it with NTT benefits team. Nov 6, 2023 – Eduardo Neville will email brochure to committee that outlines past practice with ISM and to confirm what waiting period there is for current benefits.</p>

6. Excluded NTT doing bargaining unit work on newly merged NTT Infrastructure/Virtual Compute Team (BCGEU)	Jun 7, 2023 – BCGEU raised that union employees do not have access to tools and resources that non-union members are using to do the work. Nov 6, 2023 – Cynthia Nehring sent an email outlining its response to Union concerns raised. BCGEU will refer this to the Article 8 process. (CLOSED)	Jun 7, 2023 – Joseph will send examples to Cynthia/Eduardo.
7. Deskside management not approving member leave on time (BCGEU)	Jun 7, 2023 – Although the employees have the leaves approved by e-mail, the administrative part is not complete as the employees don't see the time approved in Replicon, concerning them. Some requests are sent to the managers and they don't formalize an answer and it comes through SDS team. Nov 6, 2023 – Colleen Wack reminded managers to follow the correct procedure, and is not aware of any further complaints. (CLOSED)	Jun 7, 2023 - Colleen will remind her managers of the correct procedure.
8. Udemy Discussion (BCGEU)	Jun 7, 2023 – Concerns were raised about the approval processes to take courses and misunderstanding related to performance. Nov 6, 2023 – NTT updated FAQ and issues were addressed. NTT will provide a link to the FAQ. Eduardo Neville will email the FAQ to the committee for review.	Jun 7, 2023 – NTT to review FAQ to potentially update with the information about approvals and performance. Nov 6, 2023 – Eduardo Neville will email a copy of the FAQ to the committee for review.
9. Potential changes to workload for CSD (NTT)	Jun 7, 2023 – Some health authorities will have their CSD back internally. NTT DATA don't have enough information yet and is assessing the work levels needed, considering the projects that are coming as well. BCGEU asked to figure out how the alternative service delivery model (ASD) comes into play for workers. BCGEU asked to be involved in the conversations between NTT and the CSD employees (future Q&A sessions – or anything for the future).	Jun 7, 2023 – NTT will take this to Alliance Office.

	<p>Nov 6, 2023 – NTT said that no article 13 was needed because the affected people were all recruited from the Health Authority's directly from NTT DATA. BCGEU raise that there should have been Union involvement prior to this taking place rather than having workers poached by NTT's own customer. NTT did file an escalation on their side. NTT advise that they cannot control what outside companies do. BCGEU asks how many people left, NTT said 6 EE's left. BCGEU asks if any other Health Authorities are planning on making change to Clinical Service Desk. NTT IS not aware of any more changes at this time. (CLOSED)</p>	
10. Long Term Service Awards (BCGEU)	<p>Jun 7, 2023 – BCGEU is bringing this topic back to the agenda to follow up on where NTT is with this program.</p> <p>Nov 6, 2023 – NTT do not have the means, budget or capabilities to have long term service awards at this time. (CLOSED)</p>	<p>Jun 7, 2023 – Eduardo will take it to Trevor and update the JUMC members.</p>
11. Hospital Emergency Codes (BCGEU)	<p>Jun 7, 2023 – NTT DATA will take it away to figure out which codes should be followed or not by the employees who work in a health care facility.</p> <p>Nov 6, 2023 – Colleen Wack reviewed hospital emergency codes and sent an email of expectations depending on code. Discussion on the process to follow various codes would work in practice, eg: Code Black (Bomb threat, evacuate site) and wait for Code Green (All clear). Still some clarification needed. NTT asks for examples to be provided where there is a perceived conflict between Health Authority codes and what NTT techs obligations are as contractors.</p>	<p>Jun 7, 2023 – Colleen will take this to the management team for assessment.</p> <p>Nov 6, 2023 – Shar Ferguson will provide examples, Colleen Wack will review and respond.</p>

NEW ITEMS		
NEW ISSUE	MINUTES	RESPONSIBILITY/ACTION
1. Article 17.4 (a) vs 16.6 (b) when employee is on on-call schedule – definition of schedule (NTT) – Maybe related to union topic #15	Nov 6, 2023 – An EE with a fixed schedule M-F was on call on Monday. EE claim was supposed to be paid holiday, plus the OT rather than the lieu day. Rule that EE refers to is 16.6 (b). NTT understands and NTT legal understands if M-F, if called to work on Monday of a holiday, article applicable would be 17.4 (a), OT + Lieu day. BCGEU advises that in all circumstances EE's should not lose base pay for responding to a call out while on call.	Nov 6, 2023 NTT and BCGEU to come up with specific scenarios to discuss.
2. Office 365 licenses for NTT Techs (BCGEU)	Nov 6, 2023 -- BCGEU raise that techs are asking for access to this software suite (Office 365) since the customer is upgrading to Office 365. NTT planning to provide this software to techs and are working with Device Engineering on the rollout plan. (CLOSED)	
3. Step 1 Grievance Meeting without agenda – Steward mentioned an MOU as CBA doesn't support NTT Request (NTT)	Nov 6, 2023 -- NTT advise that a manager was invited to a step one meeting without knowing the issue and had asked what it was about to prepare and was told that there is no language supporting the Union to anticipate the topic to discuss. BCGEU advise that Stewards are also not aware of the subject of meetings requiring representation before it takes place. (CLOSED)	

4. NTT clarification on vacation accrual on STIIP Leave email (BCGEU)	Nov 6, 2023 -- BCGEU request that NTT provide advance notice to union before sending a communication out to employees regarding labour issues. NTT commit to improving this going forward. (CLOSED)	
5. NTT not providing T2200 Forms for years 2021 and 2022 (BCGEU)	Nov 6, 2023 -- BCGEU's understanding is If a member requests a T2200 form, that NTT will provide it. There is some misunderstanding on the purpose of the T2200, the form is not applicable for vehicle expenses which are already reimbursed. (CLOSED)	
6. Desjardins counselling only covered when it is by Desjardins EAP provider (BCGEU)	Nov 6, 2023 – NTT discussed with its benefits manager. There are two streams, one is through Telus, the other is extended health benefit where you can use different services. NTT advise as of the new fiscal year in April, we're able to get rather than \$500 per family, \$500 per insured person. There are other counsellors available at the preference of employee, but rather than EAP have to use extended benefits. NTT's copy and pasted response here: There are 2 sources of coverage for counselling for the union employees. 1.Desjardins EAP (provided by Telus) <ul style="list-style-type: none"> • 12 hours of psychological assistance by phone, online or in person (per certificate/family per year) • Legal or financial telephonic counselling (unlimited number of issues; 30 minutes per call) • 3 hours of phone assistance for parents to help children plan and 	

	<p>prepare for school (per year)</p> <ul style="list-style-type: none"> • Phone support to find a seniors' residence or daycare <p>2. Desjardins Extended Health Benefit</p> <ul style="list-style-type: none"> • Paramedical benefits cover psychology practitioners who are practicing within their recognized field and are members in good standing of their professional governing body that is recognized by Desjardins. Medical recommendation is not required. This is specific to psychologists – I always encourage employees to check the credentials of the provider they are using with Desjardins to confirm if they are covered. • \$500 per calendar year, per insured. • Coinsurance is 100%, limited to reasonable and customary charges (\$225/hr in BC) • Limit to 1 visit per day <p>(CLOSED)</p>	
7. Deskside Techs on call for multiple weekends 14.10(d) (BCGEU)	<p>Nov 6, 2023 -- BCGEU raise that some Deskside techs are happy to be on call but are missing out on social life from being on call for weeks and weeks on end and felt intimidated raising that they would like a break from being on call. NTT responses that if this is an issue for Deskside Technicians to please raise it directly with HR. BCGEU requests a reminder to management that there should not be pushback if someone doesn't want to go on call. NTT requests specific examples for when this occurs and advise that people affected should raise it when it happens and not wait for JUMC. (CLOSED)</p>	
8. NTT Email Communication links not accessible (eg: Truth & Reconciliation, Canada holiday policy link) (BCGEU)	<p>Nov 6, 2023 – This communication was sent in error and not meant for union population and was meant for 1101 EE's and this is why links did not work. BCGEU raise that some links that are also provided do not work, NTT will endeavor to provide a disclaimer when this occurs. (CLOSED)</p>	

9. Auxiliary conversions to regular employees (BCGEU)	Nov 6, 2023 – This is being addressed through Article 8. (CLOSED)	
10. Service Seniority reinstatement for rehires (BCGEU)	Nov 6, 2023 – BCGEU advises that there is language covering this under 11.3 and 30.4. (CLOSED)	
11. Holiday/Christmas Parties (BCGEU)	Nov 6, 2023 – Members asking what the Holiday/Christmas parties will look like this year. NTT advises that they will be local celebrations. NTT announced that managers will be touching base with employees in their local areas. NTT want it handled as close to local level as possible; NTT are waiting for guidelines for leadership on how remote workers will be included. (CLOSED)	
12. Some provider types unavailable to submit online claims with Desjardins. E.g.: Orthodontist (BCGEU)	Nov 6, 2023 – Some members are finding that providers not in Desjardin's system are able to be processed through Desjardins and reimbursement is a manual process requiring significant time on hold. NTT acknowledge limitations between the service provider and Desjardins. BCGEU ask if there is any way to reduce hold times with Desjardins so that people don't need to spend so much time waiting for service.	Nov 6, 2023 Eduardo Neville will take away to see if Desjardins can improve wait times when processing claims that are not in Desjardins' system.

13. Standard for notice of disciplinary meetings (48 hours) (BCGEU)	Nov 6, 2023 – BCGEU recognize that there isn't language of 48 hours in CBA of lead time for disciplinary meetings. BCGEU instructs Stewards during training on reasonableness for notice when holding these meetings. NTT respond that this can depend on the issue and cannot commit to 48 hours for all circumstances but will try to meet this expectation so members can find representation. (CLOSED)
14. NTT not providing full pay to techs who do not submit time sheets on time (BCGEU)	Nov 6, 2023 – BCGEU advise if time sheets are not submitted on time, then base salary should not be affected. NTT respond that they have policies for EE's to submit time sheets on time and that payroll is very transactional and will only pay what is in the system. NTT will correct this when it happens and asks for cooperation in educating EE's who approach Stewards on the importance of filling time sheets on time. (CLOSED)
15. Schedule for JUMC Meetings in 2024	JUMC meeting schedule for 2024 will be: Thursday, February 8, 2024 Wednesday, May 8, 2024 Tuesday, September 17, 2024 Thursday, November 28, 2024 (CLOSED)

Next Meeting (tentatively): Thursday, February 8, 2024 from 1 pm to 4 pm.