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| **Labour Program Union-Management Consultation Committee (LPUMCC)** |
| **Minutes**  **Meeting of March 19, 2018** |

**MANAGEMENT REPRESENTATIVES:**

Lori Sterling, Deputy Minister of Labour

Gary Robertson, Assistant Deputy Minister, Compliance, Operations and Program Development, Labour Program

Peter Simpson, Director General, Federal Mediation and Conciliation Service

For Anthony Giles Assistant Deputy Minister, Policy, Dispute Resolution and International Affairs, Labour Program

Lyne Bourget, Director General, Strategic Integration and Governance Directorate, Labour Program

Mary Donaghy, Director General, Regional Operations and Compliance Directorate, Labour Program

**UNION REPRESENTATIVES:**

Kevin King, National President, UNE - PSAC

Andrew Shaver, National Executive Vice-President, UNE - SAC

Luc Provost, President, Local 10259, UNE - PSAC

Michael O'Donnell, President, Local 70263, UNE - PSAC

Robert Graham, Steward, CAPE local 514

**LPUMCC SECRETARIAT:**

Guy Cyr, Director, Labour Relation s

Muriel Lamothe, A/ Assistant Director, Labour Relations

Line Leblanc, Administrative Assistant, Labour Relations

Jose Vasquez, Senior Advisor, UMCC Secretariat

Kristel Larouche, Senior Labour Relations Advisor

**GUESTS:**

Annik Wilson, Director General, Regional Operations and Compliance Directorate, Labour Program

Frances McCormick, Director, Workplace Directorate, Labour Program

Kathleen Tremblay, A/Manager, Labour Relations

Brenda Baxter, Director General, Workplace Directorate, Labour Program

Jennifer Hamilton, Director, Compensation

Jean-Francois Roussy, Director, Workplace Equity Division, ESDC

Chantal Roy, Director. Workplace Equity Division, ESDC

**REGRETS:**

Michel Daoust, Labour Relations Officer, CAPE

Stan Buday, President, National Consultation Team for ESDC, PIPSC

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| **ITEM** | **SUBJECT** | **ACTION / DECISION** |
| **1.** | **Opening Remarks and Approvals** |  |
|  | **1.1 Opening Remarks**  The co-chairs welcomed the committee members to the meeting.  **Agenda Approval**  The Agenda of the meeting was approved by the members.  **1.2 Minutes of Previous Meeting Approval:**  DM Sterling asked members if the minutes of the June 28, 2017 and December 4, 2017 meeting could be approved. Luc Provost suggested erasing the last point (2.4) and to add clarification to point 2.2 and add “comité de sélection”.  **1.3 Status of outstanding Action Items from Meetings of June 28, 2017 and December 4, 2017**   * DM Sterling indicates that a total of seven (7) action items emerged from the LPUMCC meeting held on June 28, 2017, and December 4, 2017. Of these action items, four (4) were completed and three (3) are ongoing. * Last June, Luc Provost asked for the departmental position on the Usage of the Electronic Network by the union representatives. Luc will wait for an answer as work is being done on this issue and information will be shared shortly. * Last December, Luc Provost expressed concerns regarding career opportunities, which seems far more available in the NCR than in the regions.  A response was provided, but Luc wanted to obtain clarification on what was meant by “no formal program in place for career opportunities”. Mary Donaghy explained that management did not want a formal program in place as they want to continue with an informal process. * Jennifer Hamilton will provide an update on Phoenix. | The Secretariat to modify bullet 2.2 & 2.4 from the previous minutes. |
| **2.** | **Business Items** |  |
| **2.1** | **Identification Card Update and Code of Conduct (Mary Donaghy)**  Mary Donaghy indicated that she is currently working with two (2) working groups. One Working Group on the Professional Code of Conduct and the other one on Identification Card Update. Both groups were created months ago.   * **Code of Conduct**   + Suggest changes to bring it more in line with the current mobile workforce.   + Luc Provost and Michael O'Donnell are both part of the working group.   + The working group should be able to provide recommendations by the end of the fiscal year. * **Identification Card**   + Officers are clearly and easily identifiable as HSOs.   + Jackets and shirts are already in existence.   + The group has met several times since the fall.   + Recommendations are expected by the end of March.   + Feasibility of recommendations will be reviewed.   Luc Provost mentioned that the Code of Conduct working group is doing good work and suggested that management obtain officers input before finalizing.  Mary Donaghy stated that the working groups are expected to report by the end of March. She hopes to be able to present their recommendations at the next meeting. It will be an interim report for both groups. More time for union consultation and input will be provided if necessary. |  |
| **2.2** | **ILS Update (UNE) (Frances McCormick)**  DM Sterling was pleased to mention that the Integrated Labour System (ILS) is a single IT system, with modules, across the entire Labour Program.  This will be a case management system.  The idea is that it will have functionality and will provide better service to Canadians.  Frances McCormick provided an update on the ILS System. She stated that five (5) releases at various steps will occur over the next months and years. The objective is to have one integrated system with shared data. There will also be isolated areas which will be protected.  The 1st release for Employer Annual Hazardous Occurrence Reports Occupational Health and Safety {OSH) was launched on January 15, 2018. The system is stable. Emails are going in and out of the system. The training was delivered to employees. By the end of the month, approximately 300 employees will have had some kind of exposure to the ILS System. The ILS team is currently working on releases two (2) and three (3).  In regards to the training element, a survey was sent to all employees who completed the training to see what their experience had been.  Before the next launch, the survey results will be available. Management will ensure to obtain feedback to learn from their experience and make improvements.  Francis McCormick mentioned a lesson learned on readiness and change management from release one (1) is that they need a much better integrated plan. As they are developing the rest of the releases, they will engage with trainers and testers in order to build modules. They will make better use of their time; better information to employees in a timely manner; better planning and communication and using computer base training.  Management is looking at better ways to get opinions before going through with an initiative. This is a significant change in how they work. They want to let employees know that this will affect them. At the end of the day, an integrated system is the objective.  Luc Provost asked to whom he should send his suggestion. Gary Robertson stated that, in his region, he should send it to Marie-France or Luciano.  DM Sterling mentioned that regular follow-up will occur. |  |
| **2.3** | **Two-sided printing requirements (Robert Graham)**  Robert Graham expressed concerns with the fact that, despite the Departmental directive, some managers are requesting single sided printing for their documents. Therefore the environmental component is not taken into considerations.  Gary Robertson indicated that management complies with the Directive but sometimes, single sided is required. As an example, in situations where there are coloured graphs in a presentation, single sided is the only way to view and understand concepts/issues properly as two-sided printing makes it difficult to read.  Mary Donaghy indicated that it is an important issue and that she would gladly send a reminder on this issue.  DM Sterling encouraged Robert Graham to inform their members to escalate the problem on a case by case basis at the local level.  Andrew Shaver said it should be tied to best practice, using resources correctly.  This could be an opportunity as well to reinforce bigger changes that are underway in regards to technology.  Gary Robertson informed the committee that the Information Management (IM) Policy was approved at Corporate Management Committee (CMC) last week.  There is hope that there will be a more coherent approach.  Kevin King indicated that the industry is going more and more paperless.  DM Sterling confirms that the Record of Discussion and Decision will reflect that senior management reinforces the importance of printing double sided copies.  Further discussions could occur in a more operational committee. | Mary Donaghy to send a reminder to LP manager about the Directive |
| **2.4** | **New Compliance and Enforcement Regime (Brenda Baxter and Mary Donaghy)**  Brenda Baxter provided an update from the last meeting regarding legislative changes (B ill C-44), the new compliance and enforcement regime. She mentioned that the key components are the introduction of an Administrative Monetary Penalty (AMP) scheme and the ability to "name and shame" those who are in non-compliance with the Code.  Also, since the update at the last meeting, there were face-to-face consultations with external stakeholders to discuss the changes and obtain comments on the proposed approach through a consultation paper. Final comments on the paper are expected by the end of March. ln early summer, a second consultation with internal and external stakeholders will focus on the operational details, which will form the basis of the regulations. The intention is to complete the regulatory process, awareness, training of Labour Program staff and updating the guidance material in time for a coming into force by Summer 2020. An update on the progress will be provided at the next LPUMCC.  DM Sterling has been to a couple of regional offices.  Everyone seems really excited about the changes.  The monetary penalties component will make a world of difference and should reduce the number of injuries which is something the inspectors have been asking for.  Kevin King asked if this is this enough and if the next phase is prosecution.  Brenda Baxter responded that the amount of the penalty (AMP) will depend on the severity of the issue, but penalty amounts can be escalated. Each situation of non-compliance will be looked at on a case by case basis.  Kevin King wondered if it will be progressive and maintained on a database.  Gary Robertson indicated that if an employer is doing something wrong repeatedly, fines would escalate but other measures could be used as well such as “the name and shame”. Brenda Baxter added that they were looking at best practices across the government, including the AMPs scheme at ESDC (Temporary Foreign Workers) and Transport Canada. |  |
| **2.5** | **LP Service Strategy (Jean-François Roussy & Chantal Roy)**  Jean-Francois Roussy presented the Labour Program Service Strategy (LPSS) and its alignment with ESDC's Transformation initiative. The LPSS builds on the five (5) departmental goals and one specifically for the Labour Program. They kept the same fourteen (14) services identified for ESDC's inventory.  It is a strategy based on three (3) pillars - service standards, service improvement initiatives and future improvement initiatives.  They met with Directorates responsible for services:   * Service Standards increased to thirty-three (33). Most existing standards were on timeliness only, and they are now also on access and accuracy. All services now have service standards, which was not the case in the past. * Service improvement initiatives - now at seventeen (17), including three (3) for the entire Labour Program. * Future improvement initiatives - barriers that need to be addressed to improve services, in areas such as data, privacy, human resources, etc.   In terms of governance, management will create an internal table to track progress. They will develop dashboards that will be updated periodically and employees will have access to these. Management has built strategic communications to let employees know and to avoid confusion between LP and ESDC initiatives. Employees will be able to see the progress that they are making. The communication strategy includes a Podcast and an intranet site which will include, among other things, decks and Q&As to answer employees' questions. There will be a commitment in EX and managers Performance Agreements for 2018/19. Team Leaders, Managers and EXs will discuss the service strategy during meetings. It will be discussed at an all managers meeting next month and at a Townhall next fall.  Gary Robertson stated that the Labour Program Strategy is under the more general ESDC strategy.  They both feed in and support the Service Transformation Initiative. |  |
| **3** | **Human Resources Initiatives** |  |
| **3.1** | **Phoenix Pay System Update (Jennifer Hamilton)**  Jennifer Hamilton presented an update on the Phoenix Pay System.  With regard to where ESDC stands, based on the latest PSPC data, approximately 72% of all ESDC employees have open cases with PSPC; over 72,000 cases which are over 30 days old.  In collaboration with CFOB colleagues, the Compensation Directorate continues to offer assistance to employees through the issuance of emergency salary advances and priority payments. To date, over 6,100 ESA/ prior ity payments totaling over $8.6M have been issued.  Since the last meeting, ESDC has taken a number of new measures internally to assist employees. The Compensation Directorate has completed the transftion to the new model. The Directorate is now responsible for pay related staffing actions from the moment the letter of offer is signed which allows the Directorate to be better positioned to identify trends, keep files in the correct path to avoid pay issues and quickly mobilize on highly sensitive files such as deaths in service. The Directorate has now hired a total of 15 compensation advisors (CAs) - these ESDC CAs are collocated with the liaison staff in Winnipeg and in the same location as the PSPC satellite office. To date, the ESDC compensation advisors (15) have been assigned 953 cases, an increase of 60 cases from fast week, and have resolved 638 cases (or 67%); an increase of 40 cases from last week.  The Directorate is applying a holistic approach, in that the CAs review all the open cases associated with an employee in an attempt to make the employee "whole". While this approach is more time consuming, it has a positive impact on the employee.  Jennifer Hamilton is encouraging employees to check their pay stubs on Mondays prior to pay day.  We have mandatory phoenix training for managers and employees and the completion rate is at 50%.  DM sterling mentioned that this is very serious and the department is doing everything they can to support employees. |  |
| **4.** | **Round Table and closing Remarks (All)**  Gary Robertson discussed the sexual harassment legislation that should come into effect shortly. The new legislation will be examined and the committee will be briefed at the next meeting.  Annik Wilson completed interviews and group sessions regarding harassment in the Labour Program across the country. The Labour Program is looking forward to reviewing the gathered information.  Lyne Bourget indicated that names of Unions representatives will be added to their intranet site as information for new employees.  Robert Graham wanted to discuss flex furniture, showers and when new rooms for prayer, meditation will become available. DM Sterling indicated that as it is an ESDC national issue, she did not deal directly with these issues. Kevin King indicated that he will bring the issue to NLMCC.  Kevin King informed the committee that Andrew Shaver will be taking over this committee.  Deputy Sterling indicated that this committee is a national committee for strategic labour issues and was looking for feedback on it. Kevin King said that he would get back to her with his thoughts. | Lyne Bourget to update to the LP Intranet site to add names of union representatives as information for new employees.  Kevin King to provide recommendations to DM Sterling on his thoughts for the future of this committee |