

**Natural Resources Canada (NRCan)
Corporate Management and Services Sector (CMSS) Labour-Management Consultation
Committee (LMCC) Minutes
April 14, 2011, from 10:00 a.m. to 12:00 p.m.**

CHAIR

Bill Merklinger, ADM, CMSS and Chief Financial Officer

NRCan MEMBERSHIP

Bill Merklinger, Assistant Deputy Minister, CMSS and Chief Financial Officer

Mark Hennessy, National Real Property Manager, replacing Anthony Thompson,
Executive Director, RPEMD

Sylvie Godin, Director, Financial Policy, replacing Thérèse Roy, Director General, FMB

Michel Lessard, Chief Information Officer and Director General, IMB

Marc Grenier, Senior Director, HRSMB, HRPPD

Gaea Guruprasad, Senior Director and Chief Technology Officer, ITS, SSO

Samina Ali, Director, HRSMB, HRSPD

Marie-Pierre Jackson, Director, HRSS, SSO

Dwight Duthie, A/Director, Management Operations Services, SSO

Nathalie Leblanc, Manager, LRVEU, HRSMB

Bargaining Agents MEMBERSHIP

Claudia Thompson, National President, NRU, PSAC

Scott McConaghy, PIPSC

Allan Howatson, Director Local 520, CAPE

Carrie Bolton, President Local 70082, NRU, PSAC

Manon Desormeaux, Service Officer, UEW, PSAC

Roy Prokopuk, PIPSC

Ming Mei Pan, ACFO

Observers

N/A

Absent

William Pynn, National President, UEW, PSAC
Daryl Hoelke, UEW
Karyn Ladurantaye, Employment Relations Officer, PIPSC
Patrice Lascelles, PIPSC
Marie-Claude Chapman, Assistant to the President, NRU, PSAC
Genga Muttiah, PIPSC
Galina Obolenskaia, Vice-President, CAPE
Elizabeth Walsh, CAPE

Recording Secretary

Michelle Kavanagh, Manager, HR Operations, HRSS, SSO
Ann Huynh, HR Advisor, HRSS, SSO

ACRONYMS and ABBREVIATIONS

ACFO	Association of Canadian Financial Officers
CAPE	Canadian Association of Professional Employees
CMSS	Corporate Management and Services Sector
DM	Deputy Minister
DMC	Departmental Management Committee
FMB	Financial Management Branch
HRPPD	Human Resources Policy and Programs Division
HRSPD	Human Resources Strategy and Planning Division
HR SMB	Human Resources and Security Management Branch
HRSS	Human Resources Services and Systems
IMB	Information Management Branch
ITS	Information Technology Services
LRVEU	Labour Relations, Values and Ethics Unit
NRU	Natural Resources Union
PIPSC	Professional Institute of the Public Service of Canada
PSAC	Public Service Alliance of Canada
RPEMD	Real Property and Environmental Management Division
SSO	Shared Services Office
UEW	Union of Environment Workers

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CMSS Labour-Management Consultation Committee (LMCC) Minutes**

April 14, 2011, from 10:00 a.m. to 12:00 p.m.

Item	Subject	Decision/Action
1.	<p>Welcome Participants</p> <p>The Chair, Bill Merklinger welcomed everyone and opened the meeting at 10:00 a.m. A roundtable of introductions occurred.</p>	
2.	<p>Approval of Agenda and Minutes</p> <p>The morning's agenda was reviewed and approved with no proposed changes except for:</p> <p>Items #7 (Budget 2011) and #8 (Strategic Program Cutbacks) which were deferred to National LMCC June 21, 2011.</p>	
3.	<p>Consolidation of Pay Services</p> <p>Overview and highlights on transfer of compensation services to PWGSC's Centre of Expertise (CoE) in Miramichi, NB. Announcement came last August, initiative led by PWGSC/TB/PSC, a transition strategy is being formed interdepartmentally to minimize impact of transition. All pay administration will be transferred to the CoE over 5 years starting in Jan 2012. No date has been set for NRCan. Regular briefings being planned will include employees and bargaining agents. Marie-Pierre Jackson is part of the Transition Committee.</p>	<i>No action required</i>
4.	<p>January 2010 Workplace Well-Being Report</p> <p>Allan Howatson (CAPE) addressed item 3.4 regarding productivity and employee stress and inquired if management's response would be adequate. Agreed that the 3 items proposed in the report may help, but questioned how we can deal with constantly changing priorities and too many approval stages. It was also noted that depression is becoming a mental health issue in the public service.</p>	

	<p>Bill - CMSS is aware of these issues and concerns and takes them seriously. The new DM has identified 4 priorities and the DM communiqué is to be shared with the bargaining agents. The DM community is also currently exploring business process re-engineering which should make the approval process less onerous and more efficient.</p> <p>Marc noted that CMSS is on the front line to deal with these issues via Final Conflict Resolution and Labour Relations support. There has been a noticeable increase in requests as well as calls to EVAP.</p> <p>Samina provided an update to the report as of April 2011 which will be shared with the bargaining agents. The following is of note:</p> <ul style="list-style-type: none"> • Safe and Healthy Workplace – employees are satisfied with their work environment. • There’s a substantial increase in Effective Management, from 45% in 2005 to 64% in 2008. • Claiming of overtime increased to 64%. • Supportive work unit regardless of gender or culture increased to 90% favourable from 84% in 2008. • Harassment complaints decreased to 20% from 22% in 2008. • Discrimination rate decreased to 9% from 13%. • Indeterminate hiring increased, term hiring decreased, MAF report available. 	<p><i>To circulate DM’s Communication on 4 priorities</i></p> <p><i>Samina to provide updated stats</i></p>
<p>14.</p>	<p>New Employee Orientation</p> <p>Allan Howatson (CAPE) raised concerns re four items on CAPE collective agreement not being addressed:</p> <ul style="list-style-type: none"> (i) 8.05 – Employee’s representation, needs something more definitive, employees should be given opportunities to meet their union rep; (ii) 9.802 – Hyperlink to union from the Source is too buried. Why can’t a direct link be given to the employees? Not on Wiki either, difficult to find information for associations; (iii) Information package to employees should be given to them by compensation or management within the first week of employment; and (iv) 11.02 – Link to Collective Agreement document or paper copy should be provided. 	

Roy (PIPSC) – Letter of offer should include paragraph on consulting the union web site to increase union recognition.

Marc – In response to the above concerns:

- (a) Latest model of Employee Orientation session no longer has kiosks in hall but is held inside Camsell Hall. Also incorporated networking session with bargaining agents immediately at the session and not after. Last orientation was done in Nov, the Feb and Mar sessions were postponed. Format is being re-evaluated, there are no updates as of yet. New to the session is the Values & Ethics portion. Knowledge Management initiative is being developed, a new expanded orientation session to include increase representation by bargaining agents as part of the direct team. The bargaining agents will be consulted throughout this process.
- (b) The Source is the dedicated site for new employees. A one stop shop Wiki site with direct link to bargaining agents. There is a dedicated orientation site for employees on the Wiki which includes direct links to the bargaining agents.
- (c) Collective Agreement information will be in offer letters with reference to hyperlink.

CAPE agreed that hyperlinks in letters of offer would be sufficient. However, the department is bound by the requirements of the collective agreement. Marie-Pierre also mentioned that the department is moving towards the adoption of the PSC's letter builder tool in order to standardize NRCan's letters of offer.

Claudia (PSAC) and Allan (CAPE) – Employees are not getting their collective agreements in a timely fashion.

Nathalie – When new employees are identified, managers are provided with sufficient copies for distribution. Should a situation arise Labour Relations should be advised.

The new orientation Wiki page informs employees how to obtain copy if not received.

Allan (CAPE) requested that a one-page information sheet

Management to share Wiki link with the bargaining agents.

	<p>from the union be included with the letter of offer or provided during first week of employment.</p> <p>All bargaining agents were encouraged to provide a package to the LRVEU for distribution.</p>	<p><i>Union to provide info package to LRVEU for distribution.</i></p>
9.	<p>Contracting Out and Use of Temporary Services in CMSS</p> <p>Roy (PIPSC) indicated that, at the last National LMCC, the following information was presented: \$9-\$11M went to temporary services, 50% was spent by CMSS. CMSS appears to have increased in size by 15%.</p> <p>Bill reiterated commitment to reduce THS and that priority continues to be leveraging our existing employees. However, there are instances where THS and casuals are appropriate i.e. Felix and PeopleSoft.</p> <p>Scott (PIPSC) – Temp help are relied on more than they should. 3.8% term at departmental level, target is less than 7%. Apr 28 – 1st time new governance committee to centralize contracting services. Made commitment to not use term, more terms than indeterminate than other departments. To be brought up at departmental LMCC.</p> <p>Procurement Review Board – First meeting for corporate oversight of consultant and temp help, watch overall trends.</p>	<p><i>No action required</i></p>
10 & 11.	<p>Appraisals and Learning Plans</p> <p>Roy (PIPSC) inquired what was wrong with the old model and commented that the new process is based on the EX model. There is a disconnect between process for EX and that for employees.</p> <p>Marc – Have been looking at strengthening the system and managing workforce and employee development. This has been in co-development with the bargaining agents and was addressed in the Clerk’s annual report. The process needs continuous improvement and needs to be linked to the department’s priorities. Cascading principle between EX cadre and employees. Prototype will not be introduced this</p>	<p><i>No action required</i></p>

	<p>year and the feedback received is being considered. New system needs training for managers, will work with bargaining agents to improve template. Implementation will be incremental in nature.</p> <p>CAPE expressed a concern regarding the new system. Guidance to managers and employees to record the changes as they occur to reflect change in priorities.</p> <p>Marc – This will be part of the guidelines.</p>	
<p>6.</p>	<p>SSO IT Service Desk</p> <p>Scott (PIPSC) - Issue was brought up last 2 – 3 years at LMCC. PIPSC does not feel that outsourcing is the way to go. In-sourcing provides more control over training and advancement. Brian Seaby was looking at in-sourcing.</p> <p>Gaea – NRCan’s Integrated Service Desk has evolved. Since the launch, 10 positions have been created and staffed by employees (2 x CS-02’s, 1 x CR-05, 7 x CR-04’s). There 8-16 agents during the year, service agents are outsourced. The IT stream continues to be an outsourced service due to increased workforce, funding pressure, contract flexibilities, bilingual requirements, seasonal fluctuations, low absenteeism, and management of after-hour support.</p> <p>Bill mentioned that NRCan is part of a cluster relationship with CFIA and Agriculture Canada for SAP. The Centre of Expertise is managed by Agriculture and comprises of 39 public servants, 13 of which are from NRCan. Therefore, the request for in-sourcing will need to be re-evaluated taking into account the needs of CFIA and Agriculture. However, NRCan is not out-sourcing all of IT/CS work. PIPSC membership at NRCan is 325 permanent CS employees.</p>	<p><i>No action required</i></p>
<p>12.</p>	<p>Internal 2010 Employee Survey Results</p> <p>Roy (PIPSC) – Will an action plan specific to CMSS be drafted to address the abnormalities indicated in item 4?</p> <p>Samina – All sectors were asked to provide an action plan by June which will be shared with the bargaining agents.</p>	<p><i>CMSS to distribute the action plan for CMSS.</i></p>

<p>13.</p>	<p>Implementation of Internal Job Bank for Acting/Assignments</p> <p>Roy (PIPSC) mentioned that, on Jan 31st, 2011, there was a debrief on the software update and requested a further update.</p> <p>Samina indicated that the pilots have been delayed and we are awaiting clearance from ATIP. Working group consists of HR Operations and HR Corporate to review tool and ensure intention while abiding by PSEA and other staffing legislation. The tool is ready now and is being translated. Pilot to be launched at the end of May.</p>	<p><i>No action required</i></p>
<p>5.</p>	<p>Update – Lockers and Change Rooms at 580 Booth</p> <p>CAPE mentioned that the men’s locker room was in need of repair and requested for new lockers along passage way from washroom to cafeteria. Raised possibility of a nominal monthly fee.</p> <p>Dwight – Upgrades have been done, drywall waterproofed, and exhaust fan installed in men’s and women’s change rooms. Reminded everyone that users should clean up after themselves. Addition of new lockers will reduce accessibility of wheelchairs. Lockers are meant for day-use only and there are some empty ones available. There is excess space available in the locker room area, expand suites by increasing capacity.</p>	<p><i>No action required</i></p>
<p>15.</p>	<p>Roundtable</p> <p>Bill Merklinger thanked for unions’ participation, and announced changes in the management team:</p> <ul style="list-style-type: none"> • Michel Lessard, CIO; • Kiran Hanspal, from SPI, to replace Monique Paquin as DG of HRSMB effective May 2nd; • Brian Seaby retired May 9, his replacement will be announced soon. <p>Roy (PIPSC) raised few concerns:</p> <p>(a) Conflict of interest of G&C, new procedures</p>	<p><i>No action required</i></p> <p><i>Tasked to Chris Szwarc</i></p>

	<p>made aware which was being done formally. EX' sign-off on Risk Assessment – weren't informed.</p> <p>(b) MMS-LMCC: First item deferred to CMSS-LMCC re travel claim – SSO initiative, hold-up of reimbursements. Also, status of training for Felix/SAP.</p> <p>(c) Union recognition – Jan 31st, asked HR to modify Access to Electronic Network Policy regarding union-related activities.</p> <p>(d) Logon allegiance every time, quite annoying, not sure if content is known. Suggest to reduce occurrence to once per month. --> HRSMB indicated this is Auditor General's recommendation.</p>	<p><i>to collaborate with Bill.</i></p> <p><i>Tasked to Benoit Massé to communicate new requirements regarding travel claims.</i></p> <p><i>Tasked to Sylvie Letellier to provide electronic response at next meeting.</i></p> <p><i>HRSMB to provide an update.</i></p> <p><i>Tasked to HRSMB – Marc Grenier to confirm decision.</i></p>
	<p>Next Meeting</p> <p>Michelle Kavanagh indicated that the next meeting will be held tentatively on October 6, 2011 pending date of the National LMCC.</p>	

Bill Merklinger
Chair