

**Corporate Management and Services Sector (CMSS)
Labour Management Consultation Committee
Minutes from the November 19th, 2009 meeting
10:00 a.m. to 12:00 p.m.**

Present:

Management - CMSS

Bill Merklinger	Co-Chair, Assistant Deputy Minister, CMSS and Chief Financial Officer
Marj Akerley	Director General, Information Management Branch
Thérèse Roy	Director General, Financial Management Branch
Monique Paquin	Director General, Human Resources and Security Management Branch
Brian Seaby	Executive Director, Shared Services Office
Michelle Kavanagh	Senior Advisor, Human Resources Operations, Human Resources Services and Systems, Shared Services Office
Carolyn Hicks	Junior Advisor, Human Resources Operations, Human Resources Services and Systems, Shared Services Office

Bargaining Agents

Claudia Thompson	Chair, National President, Natural Resources Union (NRU)
Scott McConaghy	Sector Lead, Professional Institute of the Public Service of Canada (PIPSC)
Carrie Bolton	NRU
Roy Prokopuk	PIPSC
Marie-Claude Chapman	NRU
Patrice Lascelles	NRU
Carol Fairbrother	President, Canadian Association of Professional Employees
Manon Desromeaux	UEW

1. WELCOME PARTICIPANTS

Claudia Thompson welcomed both management and bargaining agent representatives to the Corporate Management and Services Sector LMCC. A round table of introductions was conducted.

2. APPROVAL OF AGENDA

The agenda was reviewed and accepted. Claudia Thompson also took this opportunity to request that all members receive the final version of the minutes prior to the CMSS-LMCC and that a standing item be added to the agenda for the approval of the minutes.

3. IN-SOURCING OF SSO IT SERVICE DESK

Scott McConaghy commented on Tom Hope's plan to review and study the issue since the contract will be up in 2011. RAT has been in-sourced and it would be preferable to have the SSO IT Service Desk in-sourced. Scott inquired about the CS core competencies and encouragement of training which would benefit NRCan. Marj Akerley commented on Tom's work on the core competencies and agreed that it is a good foundation to continue on with.

It was confirmed that a business case regarding in-sourcing is to be completed next year as part of the Service Innovation Plan. It will begin with the review of the Tier 1 IT Help Desk and there will be consultation with the unions throughout the development of the business case. It was also confirmed that it was planned to continue with Tom's work.

Roy inquired if there would be any impact on the employment standards act for temp help, etc. Monique Paquin confirmed that the Department is governed by the Collective Agreements and that there would not be any impact.

Roy inquired about the re-organization of the SSO regional offices and stated concern around the effects on reclassification, staff training and job loss. Brian stated that they are going to the next phase and looking at things openly with the Regions. The Department is looking at levels and positions to build a business case and once finalized will prepare a communication strategy. Scott inquired about the rationale for the re-organization and if there would be job reduction. Brian confirmed that there were discrepancies between the regions and it was time for a review to ensure consistency, but emphasized that no job reductions would result from the re-organization.

4. EMT UPDATE

Scott voiced concerns with the process of travel claims and length of time that employees in the field have to wait for their reimbursements, i.e. CFS Students in the field. It was suggested that there be employees dedicated to EMT as opposed to individuals completing their own travel claims.

Brian agreed that the EMT does not adapt well to the situation described above. He indicated that Kara Houston and the helpdesk were working to make the process more effective and mentioned that last summer did show some improvement. Luc Casault, Director of Finance and Procurement Services, is working with the Sectors on improving the process and we will have to see what happens when NRCAN migrates to the SAP system (will replace the old GFS system).

Roy inquired about the August travel directive to reduce travel. Bill advised that, as part of Budget 2008, there was a government-wide cap such that departments cannot spend more than was spent the previous year on conferences, travel, hospitality, etc. At the last DMC meeting, NRCAN was shown to be respecting the cap. Roy also raised the issue of delays in the approval process which results in last minute bookings and increased expenditures. Brian mentioned that in the past, only the DM had the authority to approve international travel, but now that the ADMs have been delegated this authority, things should go faster provided there was a good business case for each travel request. Monique to inquire at the Sector tables how they are approaching the issue of International travel.

Action Item: Bill offered to present the SAP Implementation Project - FELIX at the next LMCC.

5. APPRAISALS AND LEARNING-TRAINING PLANS

Scott inquired about the completion rate of the performance appraisals and learning plans. Monique informed the members that 74% of CMSS employees had completed appraisals and that 65% had learning plans that were reported in the tracking system, 73% for all of NRCAN.

Roy stated that the Scientific Group had a completion rate of 90% and wondered what group was pulling the average down. Monique reminded the members that taking into consideration the

number of employees on leave (sick, education, maternity, etc.) and on assignment/secondment and given the high roll-over in HR SSO and CMSS, the numbers are good.

Action Item: Bill to follow up with the Branches and encourage completion rate.

6. TRAINING QUOTAS REGARDING APPRAISAL WRITING & STAFFING PROCESSES

Scott inquired about the budget for training for CMSS and how it doesn't seem to be spent as fast as anticipated. Why is the data from March showing lower expenditures than last year?

Bill asked that the facts be brought to the table to review to determine if there is an issue.

Monique mentioned that specific learning activities might not have a cost associated to them, for example in-house training. Bill mentioned that increased employee engagement is a priority, therefore, more town halls have occurred, and there are some training activities such as town halls with no associated costs.

Action Item: Bill to send Sector training data to the Unions.

7. PSES 2008 DIALOGUES

Scott requested an update on the PSES Dialogues.

Bill mentioned that he is making PSES a personal commitment because it is very important to address staff feedback. Discussions were had at DMC about what is working well and what could be improved. The main opportunities for improvement that came out of the PSES were: work/life balance, overtime, and perceived harassment, particularly by Aboriginal employees. There were also positive findings in PSES, such as a high degree of employee satisfaction, results orientation and innovation are encouraged, and the culture is people-oriented and empowering.

The ADMO is trying to eliminate all unnecessary work in order to work more efficiently, be a greener office, minimize overtime. The staff have said that they are happier. Management team has discussed work/life balance.

Roy commented that the action plan for Bill's office should blend into Cassie Doyle's survey and asked how he was going to change the next survey. Monique informed members that the NRCan 2008 survey wasn't a departmental one, but a PS wide survey. OCRHO decided that the timing of the next survey wasn't right and has postponed the next PS wide - Government of Canada Survey in order to simplify and build on the pillars.

Monique elaborated on the need for presentations, town halls, smaller meetings to engage employees in identifying the issues and options for solutions. In her office she has asked her staff not to use Blackberries in the evenings or on weekends.

Roy brought up the silent hours that were instated 5 years ago before Cassie Doyle's arrival and asked if they would be re-instated.

Marj mentioned that at the last town hall, they had a professional facilitator to discuss the survey results with employees and management has committed to return with responses.

Bill stated that FMB some capacity challenges and is prioritizing files and may increase staff. Thérèse Roy commented that today is the current reality and the discussions at the town hall were different than the results on the survey. FMB will come up with solutions as appropriate.

Scott stated that in the Atlantic region, at the CFS site morale issues were raised. The Bargaining Agents and Management developed a survey through Health Canada and the results of the workplace assessment are expected in the near future.

Bill asked that the bargaining agents promote on-line pay stubs to their members.

8. INTERNAL JOB BANK IMPLEMENTATION

Roy spoke about the OEE Job Bank pilot and would like to standardize this approach across the sectors. Monique said that her management team shares information with staff and is transparent with staff, as are other DGs in CMSS. She will explore this idea with SSO and HRSMB staff and could have a similar website.

Thérèse mentioned that there is communication between FMB and FAPS and that the staffing plan is shared with employees. Roy said there were complaints in the 2008 survey about transparency and that this might resolve the issues.

9. INTERNAL TRAINING BANK IMPLEMENTATION

Roy wondered if there could be an Internal Training Database where employees can write their comments/share their views on the training that they have taken in order that other employees may benefit from their experiences.

Marj suggested that the Wiki may be an easy solution and an invaluable tool. May need to set-up a department wide framework and communicate to staff. Bill confirmed that it was a good suggestion for sharing information, but need to be careful not to add to employees workload. It should not be a requirement, but an option for employees.

10. ROUNDTABLE

Patrice questioned the parking relocation email that was sent to employees. Bill advised there are 370 employees on the parking waiting list for which NRCan is trying to provide spots. However, due to the Booth Street Remediation Project (removal of the contaminated soil), there was a need to cut 160 parking spots, but SSO is assisting employees with alternate solutions, such as ride-share. 32 employees out of the 160 have already found alternate parking spots. The methodology used was the last one to receive parking would be the first to have it taken away (but no impact for special needs employees).

Action Item: Provide regular updates to the unions on the parking situation.

Patrice wondered if NRCan requested help from other departments. Bill said that PWGSC could offer no help and that because of the health and safety reasons for removing the contaminated soil, the Booth Street Remediation Project cannot be delayed. Carrie Bolton suggested advising the City of Ottawa in order to be more lenient on parking on the surrounding streets and improving bus services.

Carol Fairbrother extended a thank you to Monique Paquin for meeting with the unions.

Roy inquired about the 2009-2012 HR Plan. Monique responded that there were many options and that the 2010 -2013 plan was chosen. It is also an item on the National LMCC, part of the integration of business plan next week involving HR, Finance, IMB, and Accommodations.

The Clerk has spoken about the Renewal Plan and NRCan is going forward; each sector will have their integrated plan. Succession planning is an element of the HR plan and contains annexes on Succession planning, Staffing and Talent Management.

Roy raised the issue of overtime and that they were receiving many complaints about the lack of compensation and the information not being filtered down to the Manager/Supervisor. Suggests that a reminder be sent on a regular basis out of Bill's office about the management of overtime. Bill said that he wasn't aware any complaints, and that management fully respects collective agreements. Roy commented that the interpretations are different in each Collective Agreement. Roy mentioned that a written confirmation would be preferable to a verbal one from the manager and pre-approval needs to be implemented. Bill suggested that Roy work with Nathalie Leblanc.

Action Item: ADMO to send out an overtime reminder.

Roy raised the issue of the Research Scientists and their role as Adjunct Professors with the University and not having a signed agreement. Most are unauthorized and are receiving NSERC and pay as a public servant. A proposal was developed with Legal, and was sent to Corporate HR and Geoff Munroe for approval.

Action Item: Monique Paquin to follow-up on the status.

Roy inquired about the wording used (may vs will) with regards to the use of Pools in selection process posters. The choice of location or duties are causing employees not to apply. He inquired if there is a way to tighten up the use of pools. Roy provided an example of CO-02 in OEE. Monique responded by saying that the pools are used as a way of maximizing the efforts and promoting from within. Encourage staff to use the mechanism. Values are being respected (Access, Fairness, Transparency). Need to create a culture shift to maximize processes and work more effectively. Discussions around the reduction of time for processes and the use of A La Carte services and to encourage the use of their services.

Roy mentioned that retaliation by management for the use of ICRO is still an issue in the department and inquired why management is not addressing this issue. Claudia reiterated that the DM does not tolerate retaliation and has communicated this message to the management team. Monique reminded everyone that if they are aware of a situation of this nature that they should apprise management of the situation.

Action Item: Bill to follow-up with Claude Barraud on this issue.

Bill thanked everyone for the meeting.

Michelle informed members that the next meeting would be in April 15, 2010.