

LABOR MANAGEMENT RELATIONS COMMITTEE MEETING

March 2, 2017 - Minutes

12:30 p.m. – 2:30 p.m.

**300 S. Riverside Plaza, Suite 1700
Chicago, Illinois 60606**

Management Representatives

M. Anthony Lowe, Regional Director RMS/DCP
Regina Hayes, Assistant Regional Director
Diane Fier, Regional Manager
Joe Arellano, Human Resources Officer
Sam Brooks, FDIC Counsel
Natalie Storey, Labor & Employee Relations Specialist

NTEU Representatives

Dawn Sleva, President Chapter 242
Lisa Sorge, NTEU 242 Executive Vice President
Darrin Nelson, NTEU 242 Secretary
Dan Peters, NTEU Chief Steward
Anne Dasovic, NTEU Counsel

Topic	Discussion Points	Contract Reference	Outcome
Health & Safety	<ul style="list-style-type: none"> • Report from subcommittee. • PIV Card/Access to RO/Field offices – follow up item: what issues remain? Have employees reported being locked out of the office? • RO Security – what is the security policy for each floor? They appear to be significantly different, why? 	Article 36, Global E-Mails	<ul style="list-style-type: none"> • Report from subcommittee –RM Fier distributed the Evacuation Drill Log. Indoor Air Quality at the CRO was tested on January 30 and 31; initial results show that everything is good; formal report will be shared when received. RM Fier stated that the air quality in the CRO was checked after the burning ember incident on January 26. Steward Peters noted his appreciation of RM Fier’s phone call alerting him to what was being done. Steward Peters raised a concern about the work being performed on the old Post Office and possible fumes from Union Station backing up into the CRO if the exhaust fans are shut off. RM Fier believes that during renovation the fans will be kept on. RM Fier noted that a Shelter-In-Place drill was conducted on December 14; a Fire Drill was conducted on November 17; and an evacuation drill was held on November 19. Steward Peters noted a concern that the Millenium Park Room which is a designated Shelter-In-Place location was locked on a day he had a meeting scheduled in it. RM Fier noted that it may have been inadvertently locked. RM Fier reported that 112 employees (63 – CRO; 49 – FO) took advantage of the flu shot program. NTEU Sleva noted that it is difficult for employees in offices that don’t have an on-sight nurse to participate in the program. RM Fier replied as a reimbursable expense employees can go elsewhere and get a shot. RM Fier noted that security assessments were being conducted in the FOs during the upcoming year. Atty Dasovic asked what that entails. Per RM Fier the assessments are done by Dave Blosser. He checks that the security systems are working properly; pulls police reports for the area; works with the building on

			<p>security issues, etc.</p> <ul style="list-style-type: none"> • PIV Card/Access to CRO/Field Offices – RM Fier – no reports of employees locking themselves out of FO. Employees in CRO are getting used to carrying PIV card. Steward Peters asked if it was possible to turn up the strength on the card readers to make them more sensitive when reading the card. RM Fier will ask. She realizes that it does sometimes take a minute to get the reader to see the card and noted that the card is read faster if it is out of the protective cover. NTEU Sorge knows an employee who at least 50% of the time her card doesn't work. RM Fier noted that there may be a problem with the card and the employee should have it checked at security. RM Fier stated that we are ready to start producing the PIV cards here, however, GSA still has to print the first card for the employee. • CRO Security – Steward Peters said that after the required Insider Threat training, he received questions from employees concerning the different levels of security within the CRO. The 17th floor has 2 guard stations; the 16th and 12th floors do not have a guard presence. If something happens on 16 or 12, the guards can't get there in time. At HQ everyone has to go through a security checkpoint to get on the floors. RM Fier noted that a large part of our security is employee awareness and monitoring. An employee has to have an access card or be cleared through security to get thru the building turnstiles. On 17 there are 6 access doors but guards are only at 2 of those doors. All doors are equipped with a security system. Employees must use their PIV cards to enter and should not be letting unauthorized individuals into our space. Non-FDIC employees should always be escorted. Steward Peters stated that the issue concerns a coworker being a threat. If the threat is on 17, the guards are already there. If the threat is on 16 or 12, the guards have to take an elevator and by the time they get there something could happen. RM Fier – if there's a threat, employee should call 911 at which time CSB is also alerted. Both CSB and the guards will respond. ARD Hayes noted that when she accidentally dialed 911, the guards and Dave Blosser were in her office within minutes. RD Lowe stated that the building offers security and that it is incumbent upon our staff to enforce security. RD Lowe questioned if there was a specific event which caused concern. According to Steward Peters the question came up after the Insider Threat Training; there are employees who don't feel that the roving guards in the CRO are enough of a presence on 16 and 12.
Resource Issues	<ul style="list-style-type: none"> • Staffing Plans update • Shortages in territories/Meeting GMI – where are we seeing shortages and how are we going to deal with them? • Hiring Freeze – how does the hiring freeze affect FDIC employees (interns, FIS not yet commissioned, details, temporary promotions, future FIS classes/orientation sessions, new IT positions, etc.)? • Reminder to follow Article 14 when 	Various Global E-Mails, Presidential Order on Hiring Freeze, Article 14	<ul style="list-style-type: none"> • Staffing Plan Updates – ARD Hayes – we are at core staffing in most offices. Chicago FO RMS is still under staffed. There are 31 individuals in their 1st year rotation who will be placed in 2017. NTEU Sleva asked if we are aware of any FISs who have asked to switch offices from their original choice. ARD Hayes is not aware of anyone requesting a change. She pointed out however that if an employee is assigned to Hopkinsville they will have to go to another office for their DCP rotation because Hopkinsville doesn't have a DCP staff. RD Lowe noted that we are doing much better with excess hours; we are not so much in the red currently. Compliance has about 3000 excess hours which will be easily absorbed. There will be some EOI projects in the field this year. • Shortages in Territories/Meeting GMI – RD Lowe - Downers Grove is short and other offices will help. It is projected that by the end of 2018 that office will be self-sufficient.


	<p>assigning work outside of the FO.</p> <ul style="list-style-type: none"> • When field offices solicit other offices to take their exams because the “giving” office is understaffed, can they fully disclose key aspects about a bank (e.g. connectivity at the site, tone/temperament of management if extreme, and safety of the bank locations)? 		<p>NTEU Sleva asked if any DCP offices need help. RD Lowe responded that there are some individual offices that have deficiencies but not entire territories. He also noted that new timelines, mergers, improved bank ratings have all helped to handle the deficit.</p> <ul style="list-style-type: none"> • Hiring Freeze – RM Fier – referred to the 2/23/17 Global Email. Division Directors are responsible for determining whether a position is “High Priority.” After 90 days OPM will come out with a plan. NTEU Sleva asked if everything is on hold. FM Fier noted that most jobs with the 570 series have been approved, all others are considered on a case-by-case basis. The EMC is meeting two times this month. NTEU Sorge raised the issue of upcoming details and how not knowing whether or not the detail will occur affects travel plans. For instance she is scheduled for a Case Manager detail to the CRO in May but has been told that it may not occur. What will happen to employees who were supposed to be on detail now but that detail was cancelled? When details are allowed will those employees be the first to be detailed and therefore move those following back? She has reservations already made and is not sure what to do about it. RM Fier suggested that individuals who have questions about travel arrangements check with their detail supervisor as well as the cancellation policies for their travel arrangements. NTEU Sleva questioned how the hiring freeze will impact FISs, Pathways Program, etc. ARD Hayes responded that the new group of FISs start on March 6. HRO Arellano says we are still filling the Pathways PM fellows and intern positions. If there is a question about a specific position, send him an email and he will check. NTEU Sleva – what about the higher graded IT positions? ARD Hayes – some of those positions fall under the 570 series. NTEU Sleva – What about supervisory positions – for instance, PRI/SPR/Mt. Vernon? HRO Arellano – those positions are in the 570 series. RD Lowe – hiring issues are developing daily, at this time it is anticipated that they can fill those supervisor positions but that is always subject to change. NTEU Sleva – what about promotions? ARD Hayes responded that all promotions, including career ladders are going forward. HRO Arellano added that there is nothing preventing commissioning of those employees who meet the requirements. • Reminder to follow Article 14 – NTEU Sleva asked that we send out a reminder to ensure that supervisors are following the article. RD Lowe said it would be good to know which offices are allegedly not following the proper procedures. If wide-spread we can do a global reminder but if there are specific offices involved it would be helpful to know. NTEU Sleva will provide information re: offices with issues. • Solicitation by other offices/Full disclosure about banks – NTEU Sorge – generally offices are good about sharing info when someone is helping them out; however she had a recent incident where the main bank office was in the Chicago Austin neighborhood. The BSA person went to a branch a week before the exam was to begin. That person learned through the security guard that the main branch was in an unsafe area (4 murders had occurred by the office). Having that info helped Lisa determine the safest route to the office, her work hours, etc. Things like that need to be shared. RD Lowe stated that he thinks managers are good at sharing info but he will remind them again to do that.
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<p>Training</p>	<ul style="list-style-type: none"> • Planned training events. • Has the DCP grade 12 training event been postponed to 2018? What other events have been postponed? • TE – Has the RO analyzed how the new TE has impacted staffing in the Chicago region? Some offices seem to have been hit particularly hard. • RMS OJT Manual Revision - What is the implication of the new requirement to get supervisory signoff on all lesson plans? Have the lesson plans changed significantly? Does it apply to those currently in the commissioning track, including those about to take their TEs? • DFF Training - follow up item: a few offices report having not received the training, stewards are following up with supervisors. • NTEU Steward Manual – a new manual is almost complete. The chapter would like to hold a teleconference to introduce the manual to all stewards including alternates. 	<p>Article 11, Training Policy, Global Message (1-24-17)</p>	<ul style="list-style-type: none"> • Planned Training Events – RD Lowe – there will be Intrex training in 2017. Also there will be Case Manager training in the CRO. There might be some specialty areas of training but nothing is set yet. May 15 – 19 – Sr. Examiner and Case Manager training in the CRO. Believes that training will include IT but not sure about other specialty areas. • DCP Grade 12 Training Event – RD Lowe – this has been postponed until 2018. He hasn't heard anything about training for Review Examiners. NTEU Sleva – usually do the RE training along with the Sr. Examiners. Is the RE training the only training that is being postponed? RD Lowe -- yes. RD Lowe indicated that some training that would usually occur at HQ is being moved to the Regions because there isn't any room at the Seidman Center. NTEU Sleva said that she is scheduled to attend DCP Premium Examiner Training in April but hasn't been provided any add'l info. She needs to make flight reservations, etc. ARD Hayes indicated that she will try and get info about this training. • TE – RD Lowe – we keep tabs as to where we are successful/not successful but there is no detailed analysis. There are more successes than not. NTEU Sleva – there are offices – where the TE is having more effect. RD Lowe – there are some issues here and there, but they are sporadic within the region. He hasn't noticed a pattern and in fact has noticed improvement. ARD Hayes added that some have even passed the TE on the first try. • RMS OJT Manual – ARD Hayes – the revisions were meant to streamline the OJT training, tie it more to benchmarks by grade. Condensed lesson plans, eliminated duplications, but still addresses all the benchmarks. As individuals move through their training they will switch over to the new OJT modules. NTEU Sleva asked where the requirement for the supervisor to sign off on training came from? ARD Hayes responded that the supervisor is, and always has been responsible for signing off on training; meeting benchmarks. NTEU Sleva – there's a concern that the supervisor will take too long to review the training. RD Lowe – he's not aware of any changes happening. ARD Hayes – supervisors have always been responsible for signing off on the training. Will discuss this at the next FS meeting. • DFF Training – NTEU Sleva - most FO stewards have reported that this training has been done. ARD Hayes – she surveyed the offices – Springfield DCP indicated they had not yet done training. They did their training yesterday. NTEU Nelson questioned what is the DFF training supposed to present. For example, the RMS training doesn't carry over to DCP. During the Springfield training they didn't give examples, forms, etc. He considered it more of a conversation rather than a training. NTEU Sorge indicated that the training in her office was 2 hours. NTEU Sleva was hoping for some real training in this area as it could be very helpful. ARD Hayes will follow up. • NTEU Steward Manual – NTEU Sleva – the Chapter put together a steward manual with Atty Dasovic's help. It includes key things as to what stewards need to do. It tells stewards where they need to go for information; contains additional resources; helps them in their duties to do what they need to do in a more efficient manner. They would like to hold a Skype or teleconference meeting (@ 2 hrs) to introduce it. HRO Arellano – in accordance with Articles 9 & 10. Provide us with the day, time and place of the training.
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<p>Report/ Memo Reviews and Audit Findings</p>	<ul style="list-style-type: none"> • What is the proper role of the FS/SE as it relates to memo/ROE review? Employees feel the level of questions/comments/changes is sometimes excessive. Also, the amount of time needed for this review is inhibiting the exam process. • Are all reports/memos to be reviewed by the FS/SE prior to submission to the RO? • Can territory management share specific findings of audits? Employees would like to know what the findings were related to their specific assignments/reports. 	<p>Regional policies</p>	<ul style="list-style-type: none"> • Proper role of FS/SE as it relates to memo/ROE review and are all reports/memos to be reviewed by the FS/SE prior to submission to the RO? – RD Lowe – anticipates that the FS/SE does a cursory review of the report, not the same level of review as the CRO. Looking for the appropriate tone, the comments are consistent with the ratings, etc. Unless they see something blatantly wrong this shouldn't take more than a few hours, a day at the most. NTEU Sorge stated that in some offices the review is detailed. One office had a case where the Fair Lending Memo was returned with 155 comments. In the end the scope of the exam wasn't changed. NTEU Sleva noted that in some offices it's taking more than 2 weeks to get PEP, ARCH and Fair Lending memos approved. Examiners have had to call banks a number of times. There have been times they can't start an exam because the examiner is waiting for sign-off on the PEP. The questions being asked have never affected the actual scope of the exam. It's a case of the supervisor feeling that they need to know everything versus what they actually need to know. NTEU Sleva questioned what direction is being provided to the supervisors concerning this. RD Lowe said the Territory level reviews should not be as extensive as described. He will follow up. NTEU Sleva – so a cursory review is expected everywhere? RD Lowe – yes. ARD Hayes stated that during FS/SE meeting supervisors were told several times that they need to do a cursory review of the ROE. NTEU Sleva noted that comments concerning the tone of a report or that the comments reflect the ratings are appreciated but stylistic changes can be frustrating. • Can territory management share specific findings of audits? RD Lowe - General themes and ideas (without signaling out specific employees) will be shared with the territories. If an employee shows up a lot on the audit they may be pulled aside for a confidential discussion. NTEU Sleva – management kept emphasizing that the issues were “small” but then it came out that all ROEs have to be reviewed. RD Lowe - we will talk about specific findings at the FS meeting. NTEU Sleva said that if an employee thinks their work is sufficient but the audit shows that their exam was deficient in some way, it would be helpful for the employee to know that so they can correct the deficiencies going forward.
<p>IT Security Policies</p>	<ul style="list-style-type: none"> • When will Entrust be discontinued, what will replace it, how do we deal with encrypted messages in managed folders? • FDIC Connect issues – they are impacting security of SI/PII. 	<p>DIT Messages</p>	<ul style="list-style-type: none"> • When will Entrust be discontinued, what will replace it, how do we deal with encrypted messages in managed folders? ARD Hayes spoke to DIT and was informed that when we go to Office 365, which is projected for some time in April, Entrust will no longer be used. 30 days before the conversion the ability to encrypt emails using entrust will be disabled. All mail will be stored to the cloud which automatically encrypts emails. All other older emails will have to be accessed through Enterprise Vault. Those emails will still be encrypted with Entrust. Employees will still have access to Entrust in order to open those older emails. Office 365 auto encrypts emails. Emails sent to bankers will still need to be encrypted. NTEU Sleva questioned what would happen if an email was inadvertently sent to someone outside the FDIC – with Entrust that person could not open the email. With the cloud what happens? ARD Hayes will check. Filters will still be in place for outgoing mail. NTEU Sleva stated that her concern is that 1) there is a reasonable way to send emails; 2) employees are told what to do; 3) employees are given time to do it before Office 365 comes in.

Telework	<ul style="list-style-type: none"> • There continues to be confusion regarding the rules around TW and hazardous weather scenarios in some offices. Additional training may be needed. • Is regional management tracking the use of TW by office? If so, for what purpose? 	Article 20	<ul style="list-style-type: none"> • Telework and Hazardous Weather – NTEU Sleva noted that this seems to be an issue in Kentucky DCP more than anywhere else. ARD Hayes noted that she resent the TW scenarios to all FS/SEs yesterday. NTEU Sleva appreciates that. • Tracking Telework by office? RM Fier noted that we are not tracking TW by office. HQ reports on the use of TW annually. ARD Hayes added that it is important for employees to follow the TW policy but that we are not tracking it.
Other Items	<ul style="list-style-type: none"> • Retirement – follow up item: has additional guidance been provided to part time employees regarding how that status impacts the calculation of the retirement and how to fix it? • Cleaning FO/RO coffee pots- who should be responsible? • To be introduced at meeting... • Meeting Minutes/Next Meeting 	Various	<ul style="list-style-type: none"> • Retirement and part-time employees – NTEU Sleva asked if there is any additional information on this topic. NTEU Sorgc knows of an employee who kept getting the wrong information and was finally told that exact information can only be provided when the employee retires. RM Fier spoke to the benefits supervisor in HQ. Employees should request form SF 2806/SF3100. The benefits specialist for the region should be able to provide this information for employees. When employees have questions they should start with the benefits specialist and go to the benefits supervisor if needed. NTEU Sleva noted that after the Admin WEB TA training, the admin told Rhonda Little that she would need to fill out a form every time she changed her schedule. They are using Rhonda as a test case and she is struggling to get assurances that her time is being calculated correctly toward retirement. • Cleaning FO/CRO Coffee pots – NTEU Peters asked if this is included in the cleaning contracts. RM Fier – Coffee pots are not included in the cleaning contracts. We provide blue pot cleaner. Cleaning the pots is an employee responsibility. We replace the pots as needed. • To be introduced at meeting: RD Lowe addressed the employee survey. Said that priority items were emailed to the FSs and they will be discussed at the next meeting. Corp U will send out a questionnaire to management which will help them to determine what program they might choose for their office. Managers will consider training this year into next. NTEU Sleva asked what if employees think some training would be helpful but the supervisor doesn't agree. RD Lowe said the employee should contact their ARD. Although the cafeteria of options won't be shared the three priority items will be shared.

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