

## LABOR MANAGEMENT RELATIONS COMMITTEE MEETING

May 31, 2018

**1:00 – 3:00**

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

Management Representatives

John Conneely, 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  
Steve Houlden, NTEU Steward  
Anne Dasovic, NTEU Counsel

Topic	Discussion Points	Contract Reference	Outcome
Health & Safety	<ul style="list-style-type: none"> <li>• Report from subcommittee.</li> <li>• Chair mats – do these need to be replaced as potential safety issue?</li> <li>• What are the procedures at both the RO and FOs for reacting to a 911 call for help?</li> </ul>	Article 36	<p><b>Report from subcommittee</b> RM Fier reported as follows:</p> <p>Distributed the FO evacuation log for the year.</p> <p>A desk credenza/bridge fell in one of the RO offices. Furniture installers have placed grommets on the bridge to connect it to the desk-return base. NTEU Sleva asked if identical furniture is in the field offices and if so, then the issue should be addressed there. RM Fier confirmed that the FO's do not have the same furniture as the RO and this should not be an issue in the FO.</p> <p>Approx. 40 employees took part in the health risk assessment at the RO and about 80 employees took part in the flu shot program in the fall of 2017.</p> <p>The Region had two worker's comp claims: in January 2018 there was a trip and fall and in March 2018 there was a fall.</p> <p>There was a water outage in E-Town due to a water main break. A boil order was issued. Bottled water was provided. The water has been tested and is clear.</p>

		<p>Detroit – Air and water testing was good.</p> <p>Milwaukee will have air and water testing in October.</p> <p>RO will have air and water testing in the Aug/Sep timeframe. Diesel testing will occur in the Aug/Sept timeframe as well – post move.</p> <p>Indianapolis – OSHA violation – 2 daisy-chain connections were found and paint was improperly stored and had to be removed.</p> <p>There was one fatality – Brian Dawson passed away from a heart attack in the office.</p> <p><b>Chair Mats – do these need to be replaced as potential safety issue?</b> RM Fier - After the trip &amp; fall in January, a global was sent to the RO telling employees how to request a new floor mat if they need one. New floor mats were ordered but were rec'd damaged because they were shipped unboxed. DOA is working on getting the right floor mats and having them delivered properly.</p> <p>In the FO's the AA's are looking at the floor mats to see what needs to be replaced. The AA can order them through Sandra Smith. Floor mats will also be looked at when we go out and do the health &amp; safety inspections in the FOs. RM Fier agreed that she would provide a schedule of those inspections to the union.</p> <p><b>What are the procedures at both the RO and FOs for reacting to a 911 call for help?</b> In the RO the procedure is for the employee to call 911 which triggers notification to CSB, security, and the nurse all of whom will immediately respond. FDIC security notifies building security to coordinate getting 1<sup>st</sup> responders into the building and to the correct location. Medical emergencies are a private issue for employees and many times an employee does not want the information to be released to the union or others.</p> <p>In the FO, employees should call 911 and then notify their supervisor so coordination can be made with building management.</p> <p>NTEU Sleva asked if the FDIC tracks CPR training. RM Fier responded that the guards and the nurse are CPR certified. We don't expect our employees to be CPR certified-we do not ask our employees to provide assistance in a medical emergency.</p> <p>NTEU Sleva asked if there are defibrillators in the field? RM Fier responded that they are only located in the RO and at HQ.</p>
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<p>Resource Issues</p>	<ul style="list-style-type: none"> <li>• Staffing Plans update</li> <li>• Shortages in territories/meeting GMA – where are we seeing shortages/overages and how are we going to deal with them?</li> <li>• Impact of the Presidential Order on Hiring Freeze on Details – what kinds of details are expected for 2018 in our region?</li> </ul>	<p>Various Global E-Mails, Presidential Order on Hiring Freeze, Article 14</p>	<p><b>Staffing Plans Update</b> ARD Hayes indicated that there are no new staffing numbers and that the region is close to being “at-staffing” levels. Those who are currently in the pipeline (FIS’s and MCE) will fill any vacancies we have.</p> <p>NTEU Sleva asked if there will be any transfers between offices. ARD Hayes responded that the Region has FOs that want people but there aren’t any offices that want to give up anyone.</p> <p><b>Shortages in territories/meeting GM1 – where are we seeing shortages/overages and how are we going to deal with them?</b> Field Supervisors have reported to the RO that they will meet the GM1.</p> <p>NTEU Sleva asked about the status of offices providing help to others. ARD Hayes responded that the Chicago FO usually needs more help than other offices. We may be seeing some break in the work given the legislation that passed last week. NTEU Sleva asked if there was a timeline associated with the expected break in work. ARD Hayes responded no – that the Field Supervisors are saying they will get the job done. ARD Hayes does not think that we have other regions helping us and we are not helping other regions at this time.</p> <p><b>Impact of the Presidential Order on Hiring Freeze on Details – what kinds of details are expected for 2018 in our region?</b> We will continue to have details to backfill for those individuals who are out. Mark and Doreen have been clear on their view of developmental details. NTEU Sorge asked if details will be filled through EOIs and if newly commissioned examiners will be given detail opportunities. RD Conneely confirmed that details will be filled through the EOI system. NTEU Sleva asked if that mean newly commissioned examiners need to put their information into the EOI system and ARD Hayes confirmed yes. NTEU Sleva stated that there had been a prior understanding that once an examiner obtained their commission that they would be eligible for a detail to the RO. RD Conneely stated that in his experience employees need to have their name in the EOI system in order to be considered for a detail. ARD Hayes stated that employees will need to make sure their information is up-to-date in the EOI system.</p>
<p>Training</p>	<ul style="list-style-type: none"> <li>• What are the upcoming planned training events?</li> <li>• RMS Grade 12 Training in RO – NTEU plans lunch time events</li> <li>• Balance between training needs and telework – what guidance is given to supervisors regarding when they should require a home based teleworker to come to the office?</li> <li>• PLA Requests – how are resources</li> </ul>	<p>Article 11</p>	<p><b>What are the upcoming planned training events?</b> ARD Hayes indicated that she is not aware of any upcoming training events; nothing has been announced; nothing is planned for early 2019.</p> <p>Case Managers were given training with the premium-grade examiners.</p> <p>NTEU Sleva asked when training will start up again and if there is any potential for training next year? ARD Hayes stated that she doesn’t know what will happen with training and that it will depend on what initiatives the new chairman puts into place.</p>

	<p>considered when an employee requests the use of PLA?</p>	<p><b>RMS Grade 12 Training in RO – NTEU plans lunch time events.</b> This event occurred prior to LMRC being held. NTEU lunch time events were held as planned.</p> <p><b>Balance between training needs and telework – what guidance is given to supervisors regarding when they should require a home based teleworker to come to the office?</b> ARD Hayes – The need to have a home based teleworker come into the office will vary from situation to situation. According to the training policy, FISs need to meet their benchmarks and it is the supervisors’ responsibility to help them do so. In order to meet benchmarks, FISs must be provided with the appropriate training.</p> <p>NTEU Sleva asked if there is anything specific that talks about when a home based option teleworker has to come into the office for training. RD Conneely reiterated that circumstances will vary. It is up to the supervisor when to require an employee to come into the office.</p> <p>NTEU Sleva – There have been some concerns about in this area. ARD Hayes – There are some offices that are heavy with new employees who require training. It is a workload issue; we can’t expect one person to provide all the training. RD Conneely reiterated that there is no written guidance but that it is a workload issue.</p> <p><b>PLA Requests – how are resources considered when an employee requests the use of PLA?</b> ARD Hayes - Supervisors are encouraged to allow employees to use their PLA. Supervisors do have to be aware of workload issues when approving PLA.</p> <p>NTEU Sleva stated that there have been concerns expressed to the union that there are some supervisors who are discouraging employees from using their PLA funds. During mid-year discussions some employees were told that they were unable to go to training.</p> <p>RD Conneely stated that he is fully committed to allowing employees to use their PLA funds and that he will reiterate that at the next FS/SE meeting.</p> <p>ARD Hayes stated that it is helpful for scheduling purposes if employees can put their requests in as early as possible. Some of the last minute requests are difficult to grant given workload needs.</p> <p>NTEU Sleva stated that some employees feel caught – they are told in order to get a higher rating in their PMR that they need to attend training but then when they request training they are told the supervisor cannot approve it.</p> <p>NTEU Sleva also discussed how PMR planning meetings turn into a rating meeting for the prior year’s performance. NTEU would like to encourage two separate meetings with the planning meeting occurring earlier in the year.</p> <p>ARD Hayes noted that we have discussed that with supervisors and that she knows some</p>
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<p>Field Office Modernization and Collaborative Workspace</p>	<ul style="list-style-type: none"> <li>• Modernization – What will the impact be on our region?</li> <li>• How were the 2018 decisions made for our region’s offices?</li> <li>• When will the 2019 decisions be announced?</li> <li>• What is the likelihood of our offices being closed?</li> <li>• Collaborative workspace – Is there any new information on this? What will be the impact?</li> </ul>	<p>Globals</p>	<p><b>Modernization – What will the impact be on our region?</b>  RD Conneely – He does not have any information and in fact the union may have more information than RO management does. NTEU Sleva – the NTEU expressed concerns during the 2018 rollout. RD Conneely hopes that everything will go smoother this time around. NTEU Sleva explained the agreement that was reached regarding the two office closings.</p> <p>RD Conneely stated that the RO’s opinions about modernization were solicited. The Chicago Region has more banks in our region than some of the other regions. We have a lot more mergers which can’t be processed because of industry changes. NTEU Sleva asked how office closings are decided. Grand Forks had a lot of banks yet that office is closing. Employees in the Chicago Region are wondering if their office will be next.</p> <p><b>Collaborative Workspace – Is there any new information on this? What will be the impact?</b>  RD Conneely – A team has been put together to work on this issue; he does not know the composition of the team. NTEU Sleva – does not remember BU employees being solicited to be on the team. ARD Hayes and NTEU Houlden do not remember any solicitations for this team.</p> <p>NTEU Sleva said that at the last Labor-Management Forum, the union was told that they may hear something about this around June 30<sup>th</sup>. She does not know if this date is still valid. Employees are concerned that there will be a mandate that the entire exam team must go into the office. If an employee is on the HBO and the EIC decides that the entire team needs to be in the office that might be problematic. Those in the office are worried that they will have to give up space in order to accommodate the collaborative workspace. There’s also concerns about the availability of WiFi in the FO’s and examiners have indicated that they would want a bigger</p>

		<p>computer screen (as opposed to just their laptop screen) if they have to work in the office.</p> <p>RD Conneely - With the new chairman coming in, no one knows what will happen with this issue.</p> <p>ARD Hayes – we could address the space issue in various ways. For example, in the Chicago Field Office the big training room can be divided into two smaller rooms.</p> <p>NTEU Sleva – if the Chicago Region is asked to participate in this initiative she hopes that bargaining unit employees are asked to join. Right now she feels that the NTEU is out of the loop.</p>
<p>Report/Memo Reviews</p>	<ul style="list-style-type: none"> <li>• What is the proper role of the FS/SE as it relates to memo/ROE review? Follow up discussion from prior LMRC. Employees continue to report inconsistencies in the level of review.</li> <li>• DCP sample ARCH and FLSC review initiatives – where do these stand and what are the findings so far?</li> </ul>	<p><b>What is the proper role of the FS/SE as it relates to memo/ROE review? Follow up discussion from prior LMRC. Employees continue to report inconsistencies in the level of review.</b></p> <p>NTEU Sleva stated that at the last meeting inconsistencies in review of FLSCs, ROEs, etc. were discussed. She stated that there have been huge inconsistencies in the level of review between SEs and FSs. One example is that in one FO it took two weeks for a pre-exam memo to be approved. It took so long because the supervisor was requesting that everything in the memo be documented. It was almost like having to conduct the actual exam. Another example is that an examiner had a FLSC memo returned with 150 questions and comments.</p> <p>NTEU Sorge stated that in the case of the pre-exam memo, the supervisor wanted every reason that was stated in the memo documented yet ultimately the scope of the exam did not change. The level of review was almost forcing a full-scope rather than just writing a memo.</p> <p>RD Conneely – The level of review will vary depending on the individual circumstances including the examiners involved and the circumstances of the examiner. There are processes and guidance in place which everyone is expected to follow. He is fine with edits. If the edits make the document better, that’s fine. If there is a specific supervisor NTEU Sleva would like to address, please let us know.</p> <p>NTEU Sleva – Another example is when there are yes or no questions. Supervisors are making examiners prove their response. That makes the exam more difficult and the examiner has to keep going back to the bank for information. Examiners are still having issues with management in Indy.</p> <p>RD Conneely – He is hesitant to take any supervisory discretion. There is guidance but it is not prudent to mandate a specific level of review.</p> <p>NTEU Sleva – At times supervisors are redoing the work of the employee.</p> <p>RD Conneely – That can happen and a review shouldn’t be a re-examination of a bank.</p>

			<p>Examiners should prepare their documents as being ready to submit and there shouldn't be a lot of edits. If a supervisor is consistently taking too much time to review documents that will start to show in their numbers. He will remind supervisors that they are to do reviews as efficiently and effectively as possible.</p> <p><b>DCP sample ARCH and FLSC review initiatives – where do these stand and what are the findings so far?</b>  RD Conneely – Concerning ARCH we are waiting for division findings. FLSC reviews are done quarterly and the common findings are posted on Sharepoint. He asked if NTEU Sleva thought the process was flawed.</p> <p>NTEU Sleva – She thinks this is a start but there has to be a better way to review past work. If it's instructional and shows what management is looking for, then that's good. However, she doesn't think that the outliers will be found in this process.</p> <p>RD Conneely – He will check with DRD Teresa Sabanty concerning the divisional findings and when they will be released.</p>
IT Security Policies	<ul style="list-style-type: none"> <li>• CSIRT Incidents – employees need examples of what things need to be reported, what kinds of incidents have happened, when should we encrypt internal emails, etc.</li> <li>• Describe the CSIRT procedures used in the Chicago Region, who is involved, when is the employee notified, etc.</li> <li>• Personal Use Policy – what software is “unauthorized” [B.8.e] or how they quantify “high bandwidth consumption [B.7.b]”?</li> <li>• Travel and IT security – should staff work during idle time while in travel status, given PII concerns (at least one employee was told to do this)?</li> </ul>	Global Messages/Policies	<p><b>CSIRT Incidents – employees need examples of what things need to be reported, what kinds of incidents have happened, when should we encrypt internal emails, etc.</b>  ARD Hayes – the CIO has provided guidelines and examples but there is not an exhaustive list. There are three pages on the CIO's webpage. The FAQs define BSI and SI and provides examples.</p> <p>RD Conneely asked if there are specific examples that the NTEU is concerned about.</p> <p>NTEU Sleva – there have been issues that have come up and the employee is surprised that it was a CSIRT incident.</p> <p>NTEU Sorge – For example employees have been told that when they print to the office that's a CSIRT. The employee was surprised. In Lisa's office the printer is in a secure location but in other FO's the printer is not in a secure area.</p> <p>RD Conneely – It's a healthy practice not to leave any information unattended.</p> <p>RD Hayes - We have been encouraging employees to use PIN to print and RM Fier noted that in the future employees may need to use their PIV card to retrieve print jobs.</p> <p>NTEU Sorge commented that she doesn't remember having any PIN to print training.</p> <p>Atty Dasovic – there have been conversations in the office. Employees think that sending an email to themselves is a CSIRT.</p>

		<p>NTEU Houlden – There have been issues as to what exactly is a CSIRT. Management needs to clarify what is a CSIRT and talk about that at FO meetings.</p> <p>NTEU Sleva noted that while management has been telling employees that they have to be careful not to get a CSIRT violation that they should perhaps include real-life situations.</p> <p>RD Conneely – we can’t possibly cover every example.</p> <p>NTEU Sleva – For example, an examiner left her calendar planner on a plane. She got it back and CSIRT said “okay.” But the employee still got in trouble for it. NTEU Sorge added that most employees would not have thought that was a CSIRT.</p> <p>RD Conneely – There can be infinite examples of CSIRTs. Over the last six months the Chicago Region has had double what other regions have had. A few examples are handing wrong information to a banker, uploading to the wrong bank in FDIC Connect; losing iPhones – all of which are not border-line cases and all of which are very preventable.</p> <p>Atty Dasovic – she has seen this happen in other agencies. For example, in the IRS it took years and years for them to get computer security incidents under control. It took a long time to impress on people. A list of possible violations can be instructive. Behavioral changes in employees takes a while. Also the IRS provided info re: intentionally vs. inadvertently. If it was an inadvertent error then more training was needed versus actions for intentional errors. There needs to be a multi-prong approach to training including emails and face-to-face training.</p> <p>RD Conneely – CSIRT issues have been discussed at RO meetings, FO &amp; territory meetings, emails to employees and ARD meetings. The answer doesn’t lie in providing an exhaustive list of possible violations. This is an area we need to focus on as a region.</p> <p>ARD Hayes – DIT is exploring if there is a way to add a message to FDIC Connect – “do you really want to upload to this bank” something similar to when an employee sends an email.</p> <p>NTEU Houlden – anything that can be done is appreciated. NTEU Sleva – with the way that Connect works it is easy to make a mistake. NTEU Sorge – when you have your fingers on the mouse pad, without the actual mouse it’s easy to click over to another session.</p> <p>ARD Hayes noted that we are trying to find a replacement for Connect which will show the number of banks you can access. She also noted that Connect sessions are left open for too long.</p> <p><b>Personal Use Policy – what software is “unauthorized” [B.8.e] or how they quantify “high bandwidth consumption [B.7.b]?”</b></p> <p>ARD Hayes – The FAQs give good examples.</p>
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Other Items	<ul style="list-style-type: none"> <li>Solicitation of questions for the Chairman/others – are these screened for appropriateness? If so what is the process (by whom, by what standards, what is the response when a question is deemed to be inappropriate, etc)?</li> <li>Use of skype or e-mail color blocks (away, idle, etc., indicators) to monitor</li> </ul>	Various	<p><b>Solicitation of questions for the Chairman/others – are these screened for appropriateness? If so what is the process (by whom, by what standards, what is the response when a question is deemed to be inappropriate, etc)?</b></p> <p>NTEU Sleva – She is hoping that this is an isolated issue but there was an employee who submitted a question for the Chairman’s visit and her supervisor chastized her because the question was not appropriate. Management wants employees to ask questions but if they then chastise the employee for asking a question, no one will ask a question. The employee submitted the question ahead of time.</p>

	<p>staff – some supervisors are still doing this.</p> <ul style="list-style-type: none"> <li>• Revisions to position descriptions – where does this project stand?</li> <li>• To be introduced at meeting...</li> <li>• Contract Training for Stewards and Employees (Art. 32, Sec. 4: 2 hrs official time)</li> <li>• Meeting Minutes/Next Meeting</li> </ul>	<p>RD Conneely would have to see the question at issue. If the employee asked an inappropriate question or asks a question in an inappropriate way, then they should be counseled on how to ask the question in a different way. But not reamed out.</p> <p>NTEU Sleva – the question at issue didn’t make it to the Chairman but whoever screened the question felt that it was unprofessional. The employee’s supervisor was notified and the supervisor talked to the employee. Employees will be less likely to ask questions if they think they will get into trouble.</p> <p><b>Use of skype or e-mail color blocks (away, idle, etc., indicators) to monitor staff – some supervisors are still doing this.</b> NTEU Sleva – employees are still being told that they have to use Skype color blocks that they can’t turn it off; supervisors are continuing to monitor Skype use. Supervisors are trying to tell everyone that they have to use it.</p> <p><b>Revisions to position descriptions – where does this project stand?</b> ARD Hayes – There are some isolated PD’s that DC is working on. All revisions are being done at the DC level.</p> <p>NTEU Sleva – where do the PD’s for admin assistants stand? Also the analysis of the RE jobs?</p> <p>ARD Hayes – Hasn’t heard anything about the AA or RE PD’s. The regions given input but DC handles the actual revision of the PD. The AA PD’s are out of date.</p> <p>NTEU Sleva – there is concern that some of the ROMIG positions might come out of the BU.</p> <p>ARD Hayes - that issue is still being reviewed.</p> <p><b>Contract Training for Stewards and Employees (Art. 32, Sec. 4: 2 hrs official time)</b> NTEU Sleva – per the contract BU employees can have 2 hours in the 1<sup>st</sup> year of a new contract for training on that contract. The NTEU plans to conduct a “train the trainer” session for Stewards and then conduct employee training in the fall. Dawn will send an email outlining the plan to LERS Storey.</p> <p><b>To be introduced at meeting...</b> RD Conneely – Is there anything that he can read concerning the roles and responsibilities of union positions? Are there any guidelines concerning the union’s fiduciary duties?</p> <p>Atty Dasovic – covered by the contract. Stewards have the obligation to represent the employees in the unit.</p> <p>RD Conneely questioned whether stewards get training?</p>
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For the National Treasury  
Employee Union  
Chapter 242

For the Federal Deposit  
Insurance Corporation  
Chicago Region

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Dawn Sleva  
President, Chapter 242

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Natalie A. Storey  
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