

## LABOR MANAGEMENT RELATIONS COMMITTEE MEETING

August 18, 2020 - Minutes

1:00 pm – 3:25 pm

Meeting held via MS TEAMS

### Management Representatives

John Conneely, Regional Director, RMS/DCP  
 Diane Fier, Regional Manager, DOA  
 Regina Hayes, Assistant Regional Director  
 Joe Arellano, Human Resources Officer  
 Sam Brooks, LEAS Counsel  
 Natalie Storey, LERS (note-taker)

### NTEU Representatives

Dawn Sleva, President Chapter 242  
 Dan Peters, Chief Steward, Chapter 242  
 Lisa Sorge, Executive Vice President, Chapter 242  
 Eric Wiechert, Vice President of WI, Chapter 242

Topic	Discussion Points	Contract Reference	Outcome
Health & Safety	<ul style="list-style-type: none"> <li>• Report from subcommittee.</li> <li>• Coronavirus – Safe Return to Work                             <ul style="list-style-type: none"> <li>▪ Identification of Phase 1 essential workers</li> <li>▪ DIT FORs required to go to the office</li> <li>▪ Maximum flexibility for work schedules and TW</li> <li>▪ Movement between phases (by region or office)</li> <li>▪ Voluntary return to the office &amp; trips to pick up items at the office</li> <li>▪ Disinfectant and potential allergies</li> </ul> </li> <li>▪ Added during meeting: Leave donation re: COVID?</li> <li>▪ Added during meeting: Ventilation Systems in Office – what’s being done?</li> </ul>	Article 36	<p><b>Report from Subcommittee</b>  <b><u>Coronavirus – Safe Return to Work</u></b></p> <p>The return to office (“RTO”) plan was announced on August 18, 2020. Mandatory telework (“TW”) was extended through October 12 and Phase 3 will not be initiated until at least January 4, 2021. Dates for moving between phases have not yet been established. Management will provide at least a 2-week notice between phases.</p> <p>The regional office (“RO”) and all field offices (“FO”) were deep-cleaned at the end of April/beginning of May. The deep cleaning contract is available through the end of 2020. Daily cleaning of the offices has resumed and includes cleansing of high-touch points. Extra supplies were sent to the Field Supervisors (“FS”) who are responsible for getting those supplies into their offices.</p> <p>The RTO plan calls for face coverings and social distancing in all FDIC common spaces. Upon returning to the office each employee will be given one cloth face covering and a 2-oz hand sanitizer. Employees will have to certify that they</p>

		<p>understand and will comply with health guidance, including not coming into the office if they're not feeling well.</p> <p>There will be signage, including COVID symptoms, social distancing and face covering requirements, at the main entry points in both the RO and FOs.</p> <p>There will be a separate plan for returning to onsite exams but there is no specific information available at this time.</p> <p>The union asked 1) if the nurse's hours will be expanded for employees who want to have their temperature or symptoms checked, and 2) if arrangements could be made with a local facility near the larger FOs, where employees can be checked.</p> <p>Management's response: These are national issues which should be addressed at the national level. Also, employees have health insurance which can be used if needed. If employees have any inkling that they have a temperature or aren't feeling well, they shouldn't be going into work regardless of their location. That will be part of the self-attestation.</p> <p>The union asked if HQ or the regions are tracking if someone has been tested positive for COVID. At this time local management is not aware of that happening.</p> <p><b><u>Identification of Phase 1 essential workers</u></b> It is anticipated that Phase 1 notices will go out to employees in August. Phase 1 employees will be allowed, but not required, to go into the office to perform specific on-site tasks. Employees not designated as a Phase 1 employee will continue with mandatory TW, but there will be more flexibilities for retrieve and leave.</p> <p><b><u>DIT FORs required to go to the office</u></b> The DIT FORs are not listed as Phase 1 employees. In Chicago the DIT RM and one other individual have been listed as Phase 1 employees. Some FORs have voluntarily gone into the office for specific tasks. During Phase 1 the FORs will have to continue to use the CIOO portal for office access.</p> <p><b><u>Maximum flexibility for work schedules and TW</u></b> Maximum flexibilities will continue for both work schedules and TW during Phases 1 and 2.</p> <p>It is expected that employees notify their supervisor in advance when they will be working outside of their normal work hours. Communication is the key; there's a</p>
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Resource Issues	<ul style="list-style-type: none"> <li>• Staffing Plans update</li> <li>• Credit Hours:</li> </ul>	Various Global E- Mails	<p><b><u>Staffing Plans update</u></b>  RMS is doing surge hiring in anticipation of an increase in problem banks. Local management has not been provided core staffing numbers for next year. While a few</p>

	<ul style="list-style-type: none"> <li>• How do the changes to the CEP impact staffing in the offices?</li> <li>• Impact of COVID &amp; increased TW on staffing and WIP</li> <li>• Impact of Leave Buyback on details, EOIs, instructing</li> <li>• Impact of virtual exams on examination hours</li> <li>• Burden on EIC's to monitor exam team &amp; hours and explain why exceeded benchmark hours</li> <li>• Analysis of office's with significant turnover of staff</li> </ul>	<p>of the Chicago Region's offices are understaffed, as a whole across both disciplines Chicago is actually a little over staff. RO RMS and DCP management work with the FSs to manage imbalances.</p> <p>The union's concern in DCP is that there will be a lot of managed delinquencies and/or the start of exams in December. Management stated that there isn't a statutory requirement in DCP so there is some flexibility in how that will be managed.</p> <p><b><u>Credit Hours ("CH")</u></b> The union stated that early in mandatory TW, employees were discouraged from claiming CH. This put some of the specialty examiners in a bad position. Several examiners expressed frustration that they couldn't work CH so they were working on their own time to get the job done.</p> <p>RO management has not heard of supervisors not allowing CH but will check out the situation. Employees shouldn't be working on their own time.</p> <p><b><u>How do the changes to the CEP impact staffing in the offices?</u></b> New employees are hired into a specific discipline and are placed in understaffed offices. For the last of the rotational classes, management tried to honor individual preferences for a discipline and there are a few offices that have more staff in one discipline because of that.</p> <p><b><u>Impact of COVID &amp; increased TW on staffing and WIP</u></b> The union clarified that they were looking for what impact, if any, COVID has had on surge hiring, TW, and where people will be placed.</p> <p>Local management is aware that HQ is reviewing the TW policy but no decisions have been made at this time.</p> <p><b><u>Impact of Leave Buyback on details, EOIs, instructing</u></b> Questions were directed to the leave buy-back mailbox. So far there have been 283 requests for leave buy-back for a total of almost 23,700 hours. HR is still analyzing whether there will be an allowance for employees to carry over leave and will provide the Chairman proposals for her decision.</p> <p>The union also raised that there are some RMS examiners who are worried that they will begin to be restricted from doing special assignments because of hours.</p> <p>There will be a need for instructors and classes will have to be run on schedule.</p>
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Training	<ul style="list-style-type: none"> <li>• What are the upcoming planned training events?</li> <li>• Training in the virtual environment</li> <li>• Impact of mandatory TW on our newest employees</li> </ul>	<p>Article 11 List of Training Issues/ Recommendations sent to RD 6/5/20</p>	<p><b><u>What are the upcoming planned training events?</u></b> The core schools and other schools will be done virtually. Diversity training will be accessed through FDIC Learn. Ethics training will be held online. The only regional training that will be held is the newly commissioned examiner training which is scheduled for the week of September 8th.</p> <p><b><u>Training in a virtual environment</u></b> <b><u>Impact of mandatory TW on our newest employees</u></b> Management hasn't heard that there has been any impact from mandatory TW on training and generally speaking training is going fine. There has been a move towards having some people go into office; the union has provided information and management hasn't reviewed with supervisors yet.</p> <p>The union stated that some offices do a good job of keeping the training formal, providing coaches, and in other offices FISs are left to self-study more than they should. During mandatory TW no one sees what the FISs are doing. Personal relationships are easier to build in person.</p> <p>RO management will talk with the FSs and try to come up with best practices. Everyone is learning just how much informal interaction there is when we're in the office and that's hard to replace.</p>
Employee Empowerment	<ul style="list-style-type: none"> <li>• Why did our EVS empowerment results go down again? What does empowerment mean to employees?</li> <li>• Supervisors monitoring when sign into Skype/MS TEAMS or requiring frequent check-in's for status of pre or post exam work. Personalization of MS TEAMS (what can employees do and not do)</li> <li>• Supervisor determining when the assignment is worthy of earning of credit hours. (i.e. there is enough work to justify)</li> </ul>	<p>FEVS Results, Articles 19 &amp; 20</p>	<p><b><u>Why did our EVS empowerment results go down again? What does empowerment mean to employees?</u></b> The union noted that when the EVS results came out earlier this year a lot of supervisors started to talk about empowerment in meetings but that they basically guessed what they thought it meant. However, empowerment probably means something different to everyone and supervisors should be careful not to guess and then announce that they fixed the problem. There is so much set process and procedure that it's difficult to be flexible at times; it difficult for examiners to be able to say what they think.</p>

	<ul style="list-style-type: none"> <li>• Supervisors scrutinizing work products (review of memos, ROEs etc) prior to it going to the RO</li> <li>• New RMS ARD's with differing expectations for examiners</li> <li>• Added at meeting: New ARD position in Chicago?</li> </ul>	<p>Management agrees that supervisors should be sitting down with their teams and asking what empowerment means to them. Everything is a procedure and process which can be frustrating. Having conversations about empowerment is the best thing we can do; when assumptions are made, that's when conversations are shut down.</p> <p><b><u>Supervisors monitoring when sign into Skype/MS TEAMS or requiring frequent check-in's for status of pre or post exam work.</u></b></p> <p>The union heard that at one of the DC FS meetings, supervisors were told that they can monitor their employees through Skype. Monitoring Skype becomes an issue for an employee when for example their light is not green until 8:15 but their start time is 8:00 and they're being questioned about what they were doing during those 15 minutes. It makes employees feel that they're not being trusted.</p> <p>It is management's position that they have a right to monitor Skype usage. It's a way for supervisors and other employees to tell if someone is available if there is a need to communicate with that person.</p> <p><b><u>Personalization of MS TEAMS (what can employees do and not do)</u></b></p> <p>Per the union, employees have been told that they can't change the default settings on TEAMS.</p> <p>Management is not aware of there being any guidance issued on what type of personalization is allowed on TEAMS. Employees can put in their picture and backgrounds. Anything used by an employee should be appropriate.</p> <p>Employees need to be aware that even after a call has ended the group chat continues. There have been times when some personal issues have shown up in a group chat.</p> <p><b><u>Supervisor determining when the assignment is worthy of earning of CH. (i.e. there is enough work to justify)</u></b></p> <p><b><u>Supervisors scrutinizing work products (review of memos, ROEs etc) prior to it going to the RO</u></b></p> <p>The union stated that this was a holdover topic from earlier in the year and goes towards employee empowerment. Some supervisors go overboard, particularly new supervisors when reviewing an examiner's work. While the union agrees that you want a new supervisor to take ownership of their role, they don't need to be "John Wayne." Problems stem from new supervisors making a lot of changes to the way things are done before getting the lay of the land, before seeing if anything needs to be changed.</p>
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FO Modernization	<ul style="list-style-type: none"> <li>• Regional impact of office closings/consolidation and new FO configuration/collaborative work in the office</li> <li>• Status for HOP, ELI, and CIN closings/moves</li> <li>• Eliminating dedicated workspace will make it difficult for employees to be effective in the office. May also encourage staff to TW, limiting collaborative work.</li> </ul>	Articles 14, 20, 51	<p><b><u>Regional impact of office closings/consolidation and new FO configuration/collaborative work in the office</u></b>  This topic was first added earlier in the year when the LMRC was postponed due to mandatory TW. The union also raised employee concerns that with the success of this mandatory TW period more field offices will be closed and more employees will be placed on permanent TW.</p> <p>Local management is not aware of any efforts by HQ to close more field offices, but the efforts regarding field office redesign are being re-assessed and will likely</p>

	<ul style="list-style-type: none"> <li>• Status of Field Administrative Assistants</li> <li>• Supervisor creating the schedule for the territory as a whole without regard to field office boundaries</li> </ul>		<p>consider lessons learned in the current environment. The TW policy is currently being reviewed and updated by DOA HQ.</p> <p><b><u>Status for HOP, ELL, and CIN closings/moves</u></b> The union asked about the status of negotiations.</p> <p>RO management met with HQ officials last week to discuss various issues related to the closures/move, but does not know when negotiations will begin.</p> <p><b><u>Eliminating dedicated workspace will make it difficult for employees to be effective in the office. May also encourage staff to TW, limiting collaborative work.</u></b> This issue is being reviewed at the national level.</p> <p><b><u>Status of Field Administrative Assistants</u></b> VERA/VSIP was cancelled and RO management isn't aware of any plans to change the status quo at this time.</p> <p><b><u>Supervisor creating the schedule for the territory as a whole without regard to field office boundaries</u></b> The union stated that this was an old topic and concerns supervisors scheduling for the territory as a whole rather than FO boundaries. This is an issue that is being addressed nationally through the reopening of certain articles in the CBA.</p>
New PMP & Bonus Program	<ul style="list-style-type: none"> <li>• Year-end process</li> <li>• Expectations for bonus approval</li> <li>• Need for ongoing performance feedback</li> </ul>	Article 12, Compensation Agreement	<p><b><u>Year-end process</u></b> The rating period ends on August 31, 2020. There's a bonus nomination form which takes into consideration employee "above and beyond" contributions for the entire period. Employees should submit written justification for bonus consideration, consistent w/one or more of criteria.</p> <p><b><u>Expectations for bonus approval</u></b> The union is concerned that supervisors are thinking that very few people would get a bonus and that's not the way the program was designed. The union said that the bonus requirements should be a bit of a stretch – a mid-line employee just doing their job is not the kind of person that's going to get the bonus; but they do expect that a good portion of employees will be able to meet at least one bonus criteria. It is rare that any one employee would meet all four of the bonus criteria. Overall there are 4 types of people the bonuses are designed for: great worker, special assignments, resource person, or better way of doing things person</p>

			<p><b><u>Need for ongoing performance feedback</u></b>  At this point there shouldn't be any surprises, if anyone is not meeting basic standards, employees should have been counseled.</p>
Communication	<ul style="list-style-type: none"> <li>• General discussion on improving communication in the region</li> </ul>	List of Issues/Recommendations sent to RD 7/22/20	<p><b><u>General discussion on improving communication in the region</u></b>  Prior to the meeting, the union provided employee feedback concerning communication which management is still reviewing.</p>
Collective Bargaining Agreement	<ul style="list-style-type: none"> <li>• General discussion on the proposed changes to the FDIC-NTEU Collective Bargaining Agreement</li> </ul>	FDIC Proposals	<p><b><u>General discussion on the proposed changes to the FDIC-NTEU Collective Bargaining Agreement</u></b>  This is a national issue. Negotiations are being handled by HQ.</p>
Other Items	<ul style="list-style-type: none"> <li>• To be introduced at meeting...</li> <li>• Meeting Minutes/Next Meeting</li> </ul>		<p><b><u>To be introduced at meeting... Meeting Minutes/Next Meeting</u></b>  Next meet to be scheduled early in 2021 (February/March timeframe)  Minutes will be prepared and circulated for review.</p>

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  
LERS/DOA