

## **Joint Working Group (JWG) for Fujitsu Services and Unite – The Union**

In order to maintain good relationships between the parties a structure of regular meetings has been agreed which will:

1. Share information on matters of interest.
2. Discuss, and seek to resolve if appropriate, issues that affect employees in the north west who are represented by UNITE and are not appropriate at this stage for UNITE to seek resolution by other means.
3. Manage and plan the engagement between UNITE and Fujitsu Services over the full range of issues. This includes maintaining a timetable for issues or work which can be anticipated.

Exchange of information and action to resolve issues should not be delayed to the next meeting.

It is not intended that this will replace informal channels or the other agreed procedures. It is intended to complement those procedures and the expectation is that its effective operation may reduce the need to utilise them.

The parties intend that the meetings should operate in the style of a joint working group rather than a formal negotiating group.

This agreement is intended to be sufficiently flexible to satisfy changing needs.

### **Membership and Roles**

1. Four to six members will be selected by each party.
2. Membership will be selected to reflect, where possible, the main locations covered by the agreement
3. Membership will be selected to reflect, where possible, the main functions covered by the agreement. For the company's representatives, this will be mostly made up of business managers but there should also be some HR representatives.
4. The managers need to be senior enough to discuss the issues at the appropriate level.
5. The company will ensure that most meetings are attended by at least one manager who is no more than two levels below the Chief Executive.

Where possible, they will hold an open discussion with staff prior to the group meeting, including their plans and the potential impact on staff.

6. Consistency of membership to be maintained where possible.
7. Each member will have a named deputy so that it is easier to have a quorate meeting. Deputies will be copied on all correspondence relating to the meetings.
8. Others may be invited to attend meetings to present on a particular topic, or where their particular expertise may be helpful.
9. The Chair shall be elected from the Company members and the Union members in alternating years. When the Chair is a Company member the Vice Chair will be a Union member and vice-versa.
10. The company will provide a resource (e.g. a Project Control Officer) to help facilitate arrangements, chase actions etc.
11. There will be two joint secretaries, one nominated by each party.
12. There is a standing invitation for the union's Regional Officer and Fujitsu Directors to attend as guests if they wish.

## **Frequency, Quorum**

1. Monthly with a 12 month forward schedule. They will normally be on the last Monday of the month. Dates, times and venues will be arranged by the joint secretaries.
2. Meetings will not go ahead if either party has less than two of their members (not including deputies) present. Every attempt should be made by members or their deputies to attend. Meetings will only be cancelled as a last resort and only by joint agreement of the joint secretaries.
3. Meetings that are cancelled for any reason will not normally be re-scheduled to a date outside the planned week. There is no expectation that special meetings will be arranged.
4. Meetings will be held on one of the sites covered by this agreement.

## **Interim JWG**

To facilitate communication and the smooth-running of the JWG, an interim meeting will be held, normally involving the Joint Secretaries and one or two other members from UNITE and the company. Interim JWG meetings will normally be held on the second Monday of each month.

## **JWG Agenda**

1. The agenda will be agreed by the Joint Secretaries.
2. The agenda will include as standing items:
  - a. Identify priority issues and agenda items
  - b. Agreeing minutes and actions from last meeting
  - c. Review of actions
  - d. A short business up-date (it may be agreed that a more detailed business presentation be given once a quarter and that other UNITE representatives be invited to this part of the meeting)
  - e. HR update (e.g. policies, legislation)
  - f. Learning and development update
  - g. Forecasted job and skills requirements (including new jobs and jobs at risk)
  - h. Any Other Urgent Relevant Business (that could not have been submitted by the deadline)
3. Other items for the agenda can be placed by either party no later than seven working days before the meeting by notification to both the joint secretaries. Such items should be sufficiently clear and include information and context so that both parties can prepare. Items should

also suggest a way in which the item could be dealt with (e.g. resolution, passing to another body, scheduling a separate meeting, or if it is just a briefing). Ideally, there should be a mixture of items that have been raised by both sides.

4. The joint secretaries will agree and circulate the agenda at least five working days before the meeting. It may be agreed that agenda items are not dealt with at the first available meeting.
5. The agenda will have set timings to ensure that meetings can be completed within two and a half hours. Except by mutual agreement, meetings will end on time and agenda items which are unresolved will be placed on the agenda for the following meeting.

### **Decisions**

1. Where the parties agree that it isn't appropriate to discuss an issue sufficiently within the full meeting, they may agree to use a working group. Alternatively, certain issues may need to be discussed through other channels (e.g. the "collective issues" procedure).
2. Actions from these meetings are individual commitments to do certain things. Any statements or promises that are "on behalf of Fujitsu Services" will be clearly stated. An action might require someone to find out and state the "Fujitsu Services" position.
3. At the end of the meeting the joint secretaries will agree an updated list of actions, including named responsible individual(s) and timescales, and circulated it to all members as quickly as possible and no later than the Interim JWG meeting.

### **Minutes**

1. The joint secretaries will also draft minutes of the meeting and circulate them as soon as possible and no later than the Interim JWG meeting. Proposed amendments should be notified to both joint secretaries at least seven working days before the next meeting for circulation with the agenda. If no amendments are proposed, the joint secretaries may agree the minutes and publish them.

### **Communication**

1. A good relationship is built on early and frequent communication, including informal communication – "talk early, talk often". Informal verbal dialogue can help find solutions but it is important that conclusions are clearly documented and circulated as appropriate.

Both parties have an important responsibility to keep communication channels open and avoid long periods elapsing between discussions is important in order to avoid misunderstandings, misinterpretations and to maintain relationships.

2. The joint secretaries will publish agreed minutes on CafeVIK within five working days of the following meeting. A communicating notice will be sent to employees in scope to point them to those minutes.
3. The parties should maintain a list of the managers/HR/ reps of the relevant organisation units, so that it is easier to identify which individuals are responsible/relevant for particular issues.

### **Prioritisation**

The standing agenda item "Identify priority issues and agenda items" is there to support the JWG's role to *"Manage and plan the engagement between UNITE and Fujitsu Services over the full range of issues. This includes maintaining a timetable for issues or work which can be anticipated"*.

Where either party identifies an issue as a priority, attempts will be made to ensure meetings of the relevant people (who may or may not be JWG members) take place promptly. If necessary, lower priority meetings could be deferred or cancelled in order to make the participants available. Fujitsu will prioritise releasing reps to ensure that they have the time to deal with priority issues.

Fujitsu recognises that reps need to gather input from employees. UNITE will consider setting deadlines for members to respond if this is causing delays outside UNITE's control.

### **Escalation**

Both parties will try to identify at an early stage any issues (e.g. redundancies) where non-resolution via an informal process is likely to lead to the issue being placed into the formal process and will communicate this to each other. A joint discussion will then take place about the best way to handle such issues.

Either party can place issues into the agreed procedures set out in the Recognition Agreement. These are intended to help resolve issues and using the formal process is not seen as antagonistic.

If either party is going to put an issue into the collective issues process without the intention to do so being discussed at the JWG first, they are encouraged to contact JWG members to discuss the issue first. If they still need to go ahead then they will include in the letter putting the issue into the process an

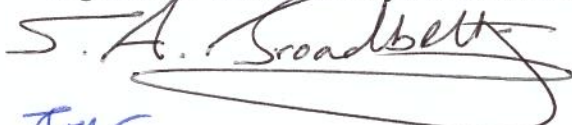

explanation as to why they believe it can't wait for further discussion through the JWG to happen first.

The status quo will be maintained on all matters in formal procedure except where jointly agreed that it is in both parties' interest to move more quickly. If Fujitsu is concerned that the status quo is being abused, or that restoring the status quo could have a disproportionate impact on the business, or has other concerns about the application of the status quo, Fujitsu will raise this with UNITE with a view to reaching a resolution.

### Cooperation



The employer-employee relationship is a long term one and therefore successful employee relations involves looking for win-win outcomes as far as possible. Both parties will seek to deal with issues using a joint problem solving approach where appropriate. This can also help to build trust which is essential.

**Signed on behalf of Fujitsu Services:**

Effective date: 20<sup>th</sup> May 2009  
Revised: 26<sup>th</sup> March 2014

**Signed on behalf of UNITE:**

 14/4/14  
 14/4/14