

STANDARDISED WORKING HOURS FOR COMMUNICATIONS CENTRE SHIFT WORKERS

Item C-HR (86-2005)
CA 14/11/2005

IMPLEMENTATION OF STANDARDISED WORKING HOURS FOR COMMUNICATIONS CENTRE SHIFT WORKERS

RESOLVED

1. **That** the report on the implementation of interim standardised working hours for communications centre shift workers **BE NOTED**.
2. **That** the interim standardised working hours set out below **BE APPROVED**:
 - (a) All Communication Centre Supervisors and Operators be dealt with in terms of the Council Essential Service Agreement.
 - (b) A 40-hour work week in line with Basic Conditions of Employment Act and the new Ekurhuleni MM conditions of service.
 - (c) The system will comprise of 2 day shifts of 12 hours followed by 2 night shifts of 12 hours.
 - (d) The next four days would be off days.
 - (e) The system is then repeated (see Sections 11 and 12 of the Act). A Shift would begin at 06:00 to 18:00 and the following shift would begin at 18:00 to 06:00.
 - (f) All work performed on a Sunday be regarded as an ordinary day but would be remunerated at time and a half unless the Sunday is a public holiday (see section 16 of the Act).
 - (g) All public holidays worked be dealt with in terms of section 18 of the Act).
 - (h) The interim policy on the standardisation of working hours for communication centre shift workers be approved subject to the compliance with the relevant provisions of the Basic Conditions of Employment Act, 75 of 1997.
3. **That** only actual hours worked on a Sunday or a public holiday **BE CALCULATED** for purposes of pay, noting that night shifts transcend two days.
4. **That** once in a 28 day cycle each operator **WORK** a short shift of four (4) hours to reduce the hours worked to an average of 40 hours per week or that the employee **BE REMUNERATED** for the hours worked as overtime.
5. **That** the short shift only **BE WORKED** on from Monday to Thursday.
6. **That** where the short shift is not taken the time worked shall **BE APPROVED** as overtime.
7. **That** a night shift allowance **IS PAYABLE** at the applicable approved rate.

8. *That compulsory annual leave shall **BE** 10 continuous shifts and scheduled off days not to be calculated in the leave.*(amended by Item C-HR(13-2006) CSPC dd 24/4/2006)
9. **That** all leave, e.g. ordinary, sick and accumulated leave (where this is in days due), **BE CONVERTED** as follows: number of leave days x 8 hours / 12 hours = number of shifts available for leave.
10. **That** the effective date for the implementation of the new shift system **IS 01 JANUARY 2006**.
11. **That** the interim Working Hours table attached as **Annexure "A" BE APPROVED** and that it be submitted to all Pay Offices.
12. **That** all previous arrangements, policies and procedures regarding the working hours for communications centre shift workers with the Council **BE RESCINDED**.

ITEM C-HR (13-2006)
CSPC 24/04/2006

AMENDMENT TO THE SHIFT SYSTEM IN THE EMERGENCY SERVICES AND COMMUNICATIONS CENTRE DIVISIONS

RESOLVED

That the following resolution adopted in terms of Council Resolution A-CL (1a-2006) dated 26 January 2006, **BE NOTED** :

1. **That** the contents of the report regarding the amendments to item C-HR 84-2005 and item C-HR 86-2005, **BE NOTED**.
2. **That** item C-HR 84-2005 **BE AMENDED** by adding the following resolutions:
 - "5. *That compulsory annual leave shall **BE** 10 continuous shifts and scheduled off days not to be calculated in the leave.*"
 - "6. *That a night shift allowance **BE PAYABLE** at the applicable approved rate.*"
 - "7. *That all leave, e.g. ordinary, sick and accumulated leave (where this is in days due), **BE CONVERTED** as follows: number of leave days x 8 hours / 12 hours = number of shifts available for leave.*"
 - "8. *That all previous arrangements, policies and procedures regarding the working hours for communications centre shift workers with the Council **BE RESCINDED**.*"
3. **That** item C-HR 86-2005 **BE AMENDED** by replacing resolution 8. with the following:
 - "8. *That compulsory annual leave shall **BE** 10 continuous shifts and scheduled off days not to be calculated in the leave.*"

ANNEXURE "A"

**DISASTER MANAGEMENT CENTRE: COMMUNICATIONS CENTRE WORKING HOURS
12-HOUR SHIFT SYSTEM**

DATE	DAY OF WEEK	SHIFT A	HOURS PER SHIFT	SHIFT B	HOURS PER SHIFT	SHIFT C	HOURS PER SHIFT	SHIFT D	HOURS PER SHIFT
01-Jan-04	Thursday	DAY	12	NIGHT	12	OFF		OFF	
02-Jan-04	Friday	NIGHT	12	OFF		DAY	12	OFF	
03-Jan-04	Saturday	NIGHT	12	OFF		DAY	12	OFF	
04-Jan-04	Sunday	OFF		OFF		NIGHT	12	DAY	12
05-Jan-04	Monday	OFF		OFF		NIGHT	12	DAY	12
06-Jan-04	Tuesday	OFF		DAY	12	OFF		NIGHT	12
07-Jan-04	Wednesday	OFF		DAY	12	OFF		NIGHT	12
08-Jan-04	Thursday	DAY	12	NIGHT	12	OFF		OFF	
09-Jan-04	Friday	DAY	12	NIGHT	12	OFF		OFF	
10-Jan-04	Saturday	NIGHT	12	OFF		DAY	12	OFF	
11-Jan-04	Sunday	NIGHT	12	OFF		DAY	12	OFF	
12-Jan-04	Monday	OFF		OFF		NIGHT	12	DAY	12
13-Jan-04	Tuesday	OFF		OFF		NIGHT	12	DAY	12
14-Jan-04	Wednesday	OFF		DAY	12	OFF		NIGHT	12
15-Jan-04	Thursday	OFF		DAY	12	OFF		NIGHT	12
16-Jan-04	Friday	DAY	12	NIGHT	12	OFF		OFF	
17-Jan-04	Saturday	DAY	12	NIGHT	12	OFF		OFF	
18-Jan-04	Sunday	NIGHT	12	OFF		DAY	12	OFF	
19-Jan-04	Monday	NIGHT	12	OFF		DAY	12	OFF	
20-Jan-04	Tuesday	OFF		OFF		NIGHT	12	DAY	12
21-Jan-04	Wednesday	OFF		OFF		NIGHT	12	DAY	12
22-Jan-04	Thursday	OFF		DAY	12	OFF		NIGHT	12
23-Jan-04	Friday	OFF		DAY	12	OFF		NIGHT	12
24-Jan-04	Saturday	DAY	12	NIGHT	12	OFF		OFF	
25-Jan-04	Sunday	DAY	12	NIGHT	12	OFF		OFF	

26-Jan-04	Monday	NIGHT	12	OFF		DAY	12	OFF	
27-Jan-04	Tuesday	NIGHT	12	OFF		DAY	12	OFF	
28-Jan-04	Wednesday	OFF		OFF		NIGHT	12	DAY	12
			180		156		180		156

DATE	DAY OF WEEK	SHIFT A	HOURS PER SHIFT	SHIFT B	HOURS PER SHIFT	SHIFT C	HOURS PER SHIFT	SHIFT D	HOURS PER SHIFT
26-Feb-04	Thursday	DAY	12	NIGHT	12	OFF		OFF	
27-Feb-04	Friday	NIGHT	12	OFF		DAY	12	OFF	
28-Feb-04	Saturday	NIGHT	12	OFF		DAY	12	OFF	
29-Feb-04	Sunday	OFF		OFF		NIGHT	12	DAY	12
01-Mar-04	Monday	OFF		OFF		NIGHT	12	DAY	12
02-Mar-04	Tuesday	OFF		DAY	12	OFF		NIGHT	12
03-Mar-04	Wednesday	OFF		DAY	12	OFF		NIGHT	12
04-Mar-04	Thursday	DAY	12	NIGHT	12	OFF		OFF	
05-Mar-04	Friday	DAY	12	NIGHT	12	OFF		OFF	
06-Mar-04	Saturday	NIGHT	12	OFF		DAY	12	OFF	
07-Mar-04	Sunday	NIGHT	12	OFF		DAY	12	OFF	
08-Mar-04	Monday	OFF		OFF		NIGHT	12	DAY	12
09-Mar-04	Tuesday	OFF		OFF		NIGHT	12	DAY	12
10-Mar-04	Wednesday	OFF		DAY	12	OFF		NIGHT	12
11-Mar-04	Thursday	OFF		DAY	12	OFF		NIGHT	12
12-Mar-04	Friday	DAY	12	NIGHT	12	OFF		OFF	
13-Mar-04	Saturday	DAY	12	NIGHT	12	OFF		OFF	
14-Mar-04	Sunday	NIGHT	12	OFF		DAY	12	OFF	
15-Mar-04	Monday	NIGHT	12	OFF		DAY	12	OFF	
16-Mar-04	Tuesday	OFF		OFF		NIGHT	12	DAY	12
17-Mar-04	Wednesday	OFF		OFF		NIGHT	12	DAY	12
18-Mar-04	Thursday	OFF		DAY	12	OFF		NIGHT	12

19-Mar-04	Friday	OFF		DAY	12	OFF		NIGHT	12
20-Mar-04	Saturday	DAY	12	NIGHT	12	OFF		OFF	
21-Mar-04	Sunday	DAY	12	NIGHT	12	OFF		OFF	
22-Mar-04	Monday	NIGHT	12	OFF		DAY	12	OFF	
23-Mar-04	Tuesday	NIGHT	12	OFF		DAY	12	OFF	
24-Mar-04	Wednesday	OFF		OFF		NIGHT	12	DAY	12
			180		156		180		156

DATE	DAY OF WEEK	SHIFT A	HOURS PER SHIFT	SHIFT B	HOURS PER SHIFT	SHIFT C	HOURS PER SHIFT	• SHIFT D	HOURS PER SHIFT
22-Apr-04	Thursday	DAY	12	NIGHT	12	OFF		OFF	
23-Apr-04	Friday	NIGHT	12	OFF		DAY	12	OFF	
24-Apr-04	Saturday	NIGHT	12	OFF		DAY	12	OFF	
25-Apr-04	Sunday	OFF		OFF		NIGHT	12	DAY	12
26-Apr-04	Monday	OFF		OFF		NIGHT	12	DAY	12
27-Apr-04	Tuesday	OFF		DAY	12	OFF		NIGHT	12
28-Apr-04	Wednesday	OFF		DAY	12	OFF		NIGHT	12
29-Apr-04	Thursday	DAY	12	NIGHT	12	OFF		OFF	
30-Apr-04	Friday	DAY	12	NIGHT	12	OFF		OFF	
01-May-04	Saturday	NIGHT	12	OFF		DAY	12	OFF	
02-May-04	Sunday	NIGHT	12	OFF		DAY	12	OFF	
03-May-04	Monday	OFF		OFF		NIGHT	12	DAY	12
04-May-04	Tuesday	OFF		OFF		NIGHT	12	DAY	12
05-May-04	Wednesday	OFF		DAY	12	OFF		NIGHT	12
06-May-04	Thursday	OFF		DAY	12	OFF		NIGHT	12
07-May-04	Friday	DAY	12	NIGHT	12	OFF		OFF	
08-May-04	Saturday	DAY	12	NIGHT	12	OFF		OFF	
09-May-04	Sunday	NIGHT	12	OFF		DAY	12	OFF	
10-May-04	Monday	NIGHT	12	OFF		DAY	12	OFF	
11-May-04	Tuesday	OFF		OFF		NIGHT	12	DAY	12
12-May-04	Wednesday	OFF		OFF		NIGHT	12	DAY	12
13-May-04	Thursday	OFF		•DAY	12	OFF		NIGHT	12
14-May-04	Friday	OFF		DAY	12	OFF		NIGHT	12
15-May-04	Saturday	DAY	12	NIGHT	12	OFF		OFF	
16-May-04	Sunday	DAY	12	NIGHT	12	OFF		OFF	
17-May-04	Monday	NIGHT	12	OFF		DAY	12	OFF	
18-May-04	Tuesday	NIGHT	12	OFF		DAY	12	OFF	

19-May-04	Wednesday	OFF		OFF		NIGHT	12	DAY	12
			180		156		180		156

DATE	DAY OF WEEK	SHIFT A	HOURS PER SHIFT	SHIFT B	HOURS PER SHIFT	SHIFT C	HOURS PER SHIFT	SHIFT D	HOURS PER SHIFT
17-Jun-04	Thursday	DAY	12	NIGHT	12	OFF		OFF	
18-Jun-04	Friday	NIGHT	12	OFF		DAY	12	OFF	
19-Jun-04	Saturday	NIGHT	12	OFF		DAY	12	OFF	
20-Jun-04	Sunday	OFF		OFF		NIGHT	12	DAY	12
21-Jun-04	Monday	OFF		OFF		NIGHT	12	DAY	12
22-Jun-04	Tuesday	OFF		DAY	12	OFF		NIGHT	12
23-Jun-04	Wednesday	OFF		DAY	12	OFF		NIGHT	12
24-Jun-04	Thursday	DAY	12	NIGHT	12	OFF		OFF	
25-Jun-04	Friday	DAY	12	NIGHT	12	OFF		OFF	
26-Jun-04	Saturday	NIGHT	12	OFF		DAY	12	OFF	
27-Jun-04	Sunday	NIGHT	12	OFF		DAY	12	OFF	
28-Jun-04	Monday	OFF		OFF		NIGHT	12	DAY	12
29-Jun-04	Tuesday	OFF		OFF		NIGHT	12	DAY	12
30-Jun-04	Wednesday	OFF		DAY	12	OFF		NIGHT	12
01-Jul-04	Thursday	OFF		DAY	12	OFF		NIGHT	12
02-Jul-04	Friday	DAY	12	NIGHT	12	OFF		OFF	
03-Jul-04	Saturday	DAY	12	NIGHT	12	OFF		OFF	
04-Jul-04	Sunday	NIGHT	12	OFF		DAY	12	OFF	
05-Jul-04	Monday	NIGHT	12	OFF		DAY	12	OFF	
06-Jul-04	Tuesday	OFF		OFF		NIGHT	12	DAY	12
07-Jul-04	Wednesday	OFF		OFF		NIGHT	12	DAY	12
08-Jul-04	Thursday	OFF		DAY	12	OFF		NIGHT	12
09-Jul-04	Friday	OFF		DAY	12	OFF		NIGHT	12
10-Jul-04	Saturday	DAY	12	NIGHT	12	OFF		OFF	
11-Jul-04	Sunday	DAY	12	NIGHT	12	OFF		OFF	
12-Jul-04	Monday	NIGHT	12	OFF		DAY	12	OFF	
13-Jul-04	Tuesday	NIGHT	12	OFF		DAY	12	OFF	

14-Jul-04	Wednesday	OFF		OFF		NIGHT	12	DAY	12
			180		156		180		156

DATE	DAY OF WEEK	SHIFT A	HOURS PER SHIFT	SHIFT B	HOURS PER SHIFT	SHIFT C	HOURS PER SHIFT	SHIFT 0	HOURS PER SHIFT
12-Aug-04	Thursday	DAY	12	NIGHT	12	OFF		OFF	
13-Aug-04	Friday	NIGHT	12	OFF		DAY	12	OFF	
14-Aug-04	Saturday	NIGHT	12	OFF		DAY	12	OFF	
15-Aug-04	Sunday	OFF		OFF		NIGHT	12	DAY	12
16-Aug-04	Monday	OFF		OFF		NIGHT	12	DAY	12
17-Aug-04	Tuesday	OFF		DAY	12	OFF		NIGHT	12
18-Aug-04	Wednesday	OFF		DAY	12	OFF		NIGHT	12
19-Aug-04	Thursday	DAY	12	NIGHT	12	OFF		OFF	
20-Aug-04	Friday	DAY	12	NIGHT	12	OFF		OFF	
21-Aug-04	Saturday	NIGHT	12	OFF		DAY	12	OFF	
22-Aug-04	Sunday	NIGHT	12	OFF		DAY	12	OFF	
23-Aug-04	Monday	OFF		OFF		NIGHT	12	DAY	12
24-Aug-04	Tuesday	OFF		OFF		NIGHT	12	DAY	12
25-Aug-04	Wednesday	OFF		DAY	12	OFF		NIGHT	12
26-Aug-04	Thursday	OFF		DAY	12	OFF		NIGHT	12
27-Aug-04	Friday	DAY	12	NIGHT	12	OFF		OFF	
28-Aug-04	Saturday	DAY	12	NIGHT	12	OFF		OFF	
29-Aug-04	Sunday	NIGHT	12	OFF		DAY	12	OFF	
30-Aug-04	Monday	NIGHT	12	OFF		DAY	12	OFF	
31-Aug-04	Tuesday	OFF		OFF		NIGHT	12	DAY	12
01-Sep-04	Wednesday	OFF		OFF		NIGHT	12	DAY	12
02-Sep-04	Thursday	OFF		DAY	12	OFF		NIGHT	12
03-Sep-04	Friday	OFF		DAY	12	OFF		NIGHT	12
04-Sep-04	Saturday	DAY	12	NIGHT	12	OFF		OFF	
05-Sep-04	Sunday	DAY	12	NIGHT	12	OFF		OFF	
06-Sep-04	Monday	NIGHT	12	OFF		DAY	12	OFF	
07-Sep-04	Tuesday	NIGHT	12	OFF		DAY	12	OFF	

08-Sep-04	Wednesday	OFF		OFF		NIGHT	12	DAY	12
			180		156		180		156

DATE	DAY OF WEEK	SHIFT A	HOURS PER SHIFT	SHIFT B	HOURS PER SHIFT	SHIFT C	HOURS PER SHIFT	SHIFT D	HOURS PER SHIFT
07-Oct-04	Thursday	DAY	12	NIGHT	12	OFF		OFF	
08-Oct-04	Friday	NIGHT	12	OFF		DAY	12	OFF	
09-Oct-04	Saturday	NIGHT	12	OFF		DAY	12	OFF	
10-Oct-04	Sunday	OFF		OFF		NIGHT	12	DAY	12
11-Oct-04	Monday	OFF		OFF		NIGHT	12	DAY	12
12-Oct-04	Tuesday	OFF		DAY	12	OFF		NIGHT	12
13-Oct-04	Wednesday	OFF		DAY	12	OFF		NIGHT	12
14-Oct-04	Thursday	DAY	12	NIGHT	12	OFF		OFF	
15-Oct-04	Friday	DAY	12	NIGHT	12	OFF		OFF	
16-Oct-04	Saturday	NIGHT	12	OFF		DAY	12	OFF	
17-Oct-04	Sunday	NIGHT	12	OFF		DAY	12	OFF	
18-Oct-04	Monday	OFF		OFF		NIGHT	12	DAY	12
19-Oct-04	Tuesday	OFF		OFF		NIGHT	12	DAY	12
20-Oct-04	Wednesday	OFF		DAY	12	OFF		NIGHT	12
21-Oct-04	Thursday	OFF		DAY	12	OFF		NIGHT	12
22-Oct-04	Friday	DAY	12	NIGHT	12	OFF		OFF	
23-Oct-04	Saturday	DAY	12	NIGHT	12	OFF		OFF	
24-Oct-04	Sunday	NIGHT	12	OFF		DAY	12	OFF	
25-Oct-04	Monday	NIGHT	12	OFF		DAY	12	OFF	
26-Oct-04	Tuesday	OFF		OFF		NIGHT	12	DAY	12
27-Oct-04	Wednesday	OFF		OFF		NIGHT	12	DAY	12
28-Oct-04	Thursday	OFF		DAY	12	OFF		NIGHT	12
29-Oct-04	Friday	OFF		DAY	12	OFF		NIGHT	12
30-Oct-04	Saturday	DAY	12	NIGHT	12	OFF		OFF	
31-Oct-04	Sunday	DAY	12	NIGHT	12	OFF		OFF	
01-Nov-04	Monday	NIGHT	12	OFF		DAY	12	OFF	
02-Nov-04	Tuesday	NIGHT	12	OFF		DAY	12	OFF	

03-Nov-04	Wednesday	OFF		OFF		NIGHT	12	DAY	12
			180		156		180		156

DATE	DAY OF WEEK	SHIFT A	HOURS PER SHIFT	SHIFT B	HOURS PER SHIFT	SHIFT C	HOURS PER SHIFT	SHIFT D	HOURS PER SHIFT
02-Dec-04	Thursday	DAY	12	NIGHT	12	OFF		OFF	
03-Dec-04	Friday	NIGHT	12	OFF		DAY	12	OFF	
04-Dec-04	Saturday	NIGHT	12	OFF		DAY	12	OFF	
05-Dec-04	Sunday	OFF		OFF		NIGHT	12	DAY	12
06-Dec-04	Monday	OFF		OFF		NIGHT	12	DAY	12
07-Dec-04	Tuesday	OFF		DAY	12	OFF		NIGHT	12
08-Dec-04	Wednesday	OFF		DAY	12	OFF		NIGHT	12
09-Dec-04	Thursday	DAY	12	NIGHT	12	OFF		OFF	
10-Dec-04	Friday	DAY	12	NIGHT	12	OFF		OFF	
11-Dec-04	Saturday	NIGHT	12	OFF		DAY	12	OFF	
12-Dec-04	Sunday	NIGHT	12	OFF		DAY	12	OFF	
13-Dec-04	Monday	OFF		OFF		NIGHT	12	DAY	12
14-Dec-04	Tuesday	OFF		OFF		NIGHT	12	DAY	12
15-Dec-04	Wednesday	OFF		DAY	12	OFF		NIGHT	12
16-Dec-04	Thursday	OFF		DAY	12	OFF		NIGHT	12
17-Dec-04	Friday	DAY	12	NIGHT	12	OFF		OFF	
18-Dec-04	Saturday	DAY	12	NIGHT	12	OFF		OFF	
19-Dec-04	Sunday	NIGHT	12	OFF		DAY	12	OFF	
20-Dec-04	Monday	NIGHT	12	OFF		DAY	12	OFF	
21-Dec-04	Tuesday	OFF		OFF		NIGHT	12	DAY	12
22-Dec-04	Wednesday	OFF		OFF		NIGHT	12	DAY	12
23-Dec-04	Thursday	OFF		DAY	12	OFF		NIGHT	12
24-Dec-04	Friday	OFF		DAY	12	OFF		NIGHT	12
25-Dec-04	Saturday	DAY	12	NIGHT	12	OFF		OFF	
26-Dec-04	Sunday	DAY	12	NIGHT	12	OFF		OFF	
27-Dec-04	Monday	NIGHT	12	OFF		DAY	12	OFF	
28-Dec-04	Tuesday	NIGHT	12	OFF		DAY	12	OFF	

29-Dec-04	Wednesday	OFF		OFF		NIGHT	12	DAY	12
			180		156		180		156

SUMMARY OF HOURS FOR THE YEAR 2004

	SHIFT A	SHIFT B	SHIFT C	SHIFT D
CYCLE 1	180	156	180	156
CYCLE 2	156	180	156	180
CYCLE 3	180	156	180	156
CYCLE 4	156	180	156	180
CYCLE 5	180	156	180	156
CYCLE 6	156	180	156	180
CYCLE 7	180	156	180	156
CYCLE 8	156	180	156	180
CYCLE 9	180	156	180	156
CYCLE 10	156	180	156	180
CYCLE 11	180	156	180	156
CYCLE 12	156	180	156	180
CYCLE 13	180	156	180	156
CYCLE 14	156	180	156	180
	2352	2352	2352	2352
LESS 8 HOURS PER 28 DAY CYCLE	112	112	112	112
	2240	2240	2240	2240