

## SARS Contact Centre dispute: Strike action

Members are aware that the PSA declared a dispute to ensure that the capability framework for Contact Centre Agents is brought back. The PSA is aware that the employer is embarking on a job evaluation exercise but remains cautious on the outcome as the Union does not want the current three roles of Agents to be converted into only one that will possibly mean that the highest-level Agent needs to be downgraded.

The CCMA facilitated two conciliation sessions to resolve the dispute. During the last session it became clear that the employer only wants to embark on a job evaluation exercise and parties therefore could not resolve the matter. The CCMA issued a certificate of non-resolution. For the PSA to advance the dispute, it needs to know if members are prepared and ready to participate in strike action as this is the only legal option left to convince the employer to bring back the capability framework.

Members will be approached by the SARSWU Branch to indicate if they are willing to embark on strike action. It is vital that affected members in the Contact Centre participate in this ballot process. Members will be informed of developments.

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GENERAL MANAGER