

## Update: National Bargaining Forum meeting

### Employee Services: Organisational Structure – Human Capital & Development Contact Centre

The employer made a presentation on the new organisational structure within HC&D, which has been approved and is being implemented according to Organisational Management and Design policies for Employee Services.

- Two new jobs were evaluated and graded at the JEC:
  - Agent: HC&D Contact Centre, grade 4A
  - Operational Manager: HC&D Contact Centre, grade 6
- There will be no change in head count with the implementation of the HC&D Contact Centre

### Principles and way forward

- All Regional HR Administrators (grade 4A) will report into the contact centre and be translated to Agent: HC&D Contact Centre at grade 4A level
- All grade 6's in Employee Services *i.e.* Ops Managers: HR Admin and Payroll Transactions and Ops Specialist: Human Resources, will be provided with the opportunity to indicate whether they are interested in the 2 Ops Manager: HC&D Contact Centre positions.
- If only two are interested, they will be placed, if more are interested, an interview will be conducted with the applicants.
- Management will, in consultation with the Ops Managers, re-allocate the resources in the Contact Centre and Back Office between the Ops Managers. Cognizance will be given to race and gender in the teams as well.

It was noted with concern that labour was not consulted on the new organisational structure. Labour raised the question as to why consultation is only being done now that the implementation has already been done. Labour has requested the following:

- Documentation relating to the job profile
- The new organisational structure

Labour requested that they be given time to consult with members. A bi-lateral meeting has been proposed for 24 May 2019 following consultation with affected members. Members are requested to submit their concerns and motivations to their dedicated full-time shop steward for them to be addressed with the employer for further action.

## Conditions of Service: Customs Shift Alignment

The employer made a presentation on the new process to be implemented within Customs in respect of Shift Alignment.

### PROBLEM STATEMENT

- In terms of the *Basic Condition of Employment Act (BCEA)* every employee must be given an hour for meal intervals after 5 hours of continuous work.
- Shift workers work through their meal interval and do not have any breaks, which is in breach of the *BCEA*.
- As a result of this non-compliance, employees work 177 hours and the meals intervals worked in addition to this qualifies them for overtime payment.

### NEW PROCESS

- Employees will not be allowed to work through a meal interval and claim overtime in *lieu* of the meal intervals as per SARS Condition of Service Policy.
- All employees must take a meal interval during his/her shift.
- When employees claim shift allowance the meal interval hours taken, will be included in the calculation.
- Shift workers will only qualify for overtime payment, if they work in excess of 199 hours in 31-day calendar month.
- The SAP system will be configured accordingly.

Labour indicated that members will be informed that they should work strictly according to the provisions of Section 14 of the *Basic Conditions of Employment Act*. Members are requested to submit their concerns and motivations to their dedicated full-time shop steward for them to be addressed with the employer for further action.

## Direct Channels: Working Hours Change

The employer made a presentation of the proposed changes in working hours within the Contact Centre in order to:

- Align to the organisational working hours standard.
- Drive organisational governance.
- Reduce work pressure on late shift employees.

As from 1 August 2019 (05/08/2019), according to the presentation made, all shifts will comply with the SARS Conditions of Service Internal Policy and contracts of employment.

- Start-and-end times will be as follows:
  - 07h30 to 16h30
  - 08h00 to 17h00
- An additional tea break will be implemented.
- Personal time will be extended from 20 minutes to 24 minutes.
- Management meetings (buzz sessions) will be scheduled based on the needs of the business.

Members are requested to submit their concerns and motivations to their dedicated full-time shop steward for them to be addressed with the employer for further action.

## Criminal Investigations: Close-out Report

The employer made a presentation on the status of the criminal investigations mobilisation process.

- Successful candidates placed, grades and remuneration adjusted – case studies (1&2).
- 4A staff members mobilised to Debt management and Criminal Investigation admin opportunities.
- 4B staff members seconded to BAIT (and Debt Management) and Customs.
- During the period September 2018 - March 2019 all possible opportunities explored at 4B and other mobilisation options such as BAIT and Enforcement.

Labour noted the presentation and indicated that the matter will be discussed further at the next NBF meeting. The employer indicated that opportunities were given to everyone – labour does not agree with this statement. The matter will further be investigated and discussed during the upcoming special NBF meeting.

## Relocation of Staff from Megawatt Park to Alberton/Riverwalk

The employer presented their plan relating to the Megawatt Park movement of staff.

### Project Background

- Alignment to the approved CRE Strategic Plan for 2015 – 2019 aimed at reducing the overall costs for corporate real estate for SARS.
- The Eskom Megawatt Park lease expired on the 31 March 2019.
- National Treasury approved an extension of 4 months (April – July) to allow SARS to make the necessary arrangements to move the staff.
- The lease includes the LBC, Non-LBC and Tax Court; however, the Tax Court is to remain and enter into a new lease.
- EXCO approved that: -
  - the non-LBC impacted staff will be relocated to Alberton and Gauteng North offices.
  - LBC staff will be relocated to the new LBC premises – Oracle Building.

It should be noted that the PSA rejected any move of employees that will affect their pockets.

- The PSA rejects the inconsistency in moving employees. It has been noted with concern that only Large Business was considered favorably and accommodated less than 3KM from Megawatt Park and the same consideration could have been extended to all Megawatt Park employees. We reject any notion that a decision to relocate LB was based on business needs and budget constraints. It is disappointing that budget constraints of employees have been totally ignored in these decisions, that will affect them negatively.
- There was a presentation made to our members that they will be given an opportunity to move to the offices of their choice based on their SAP residential address.
- The PSA will forward the employer previous presentations they have made to them, which they now dispute if we can't find an urgent resolution that will favour our members we will lodge a dispute.

## JEC Outcomes for Customs

OL raised the issue of omissions of divisions within Customs, which were not included in the Job Evaluation/Optimisation process as well as members not having had grade/job title changes effected to

their specific jobs. The employer reported that Customs is in the process of doing a “mop-up”, which is taking longer than expected. The employer will follow up with Customs HR and report back to the NBF.

## KPI'S 2019/2020

The PSA requests that there be a discussion with the employer and business regarding the SMART principle, which is not being applied to the design of KPI'S.

PSA requested that task teams be set up to address the concerns being raised by:

- Debt Management
- BOE
- Contact Centre
- Customs Audit
- Compliance Audit

The employer has requested that the specific issues raised by the affected members, within each the various divisions be submitted to them, which will be taken back to line management to allow them to respond to the concerns.

## TASK TEAMS

The employer suggested that 2 NBF meetings be held where one meeting will be held to discuss normal NBF issues and the second will be held to discuss wage demand items that were referred to Task Teams.

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