



FOR PSA MEMBERS: **GOVERNMENT PENSIONS ADMINISTRATION AGENCY (GPAA)**

27-11-2025

Feedback: GPAA Departmental Bargaining Chamber

Policies

As members are aware, the employer tabled the policies below last year and these were consulted upon. However, given the lapse of time since the policies were engaged upon, parties agreed to refer the policies to a task team scheduled from 1 to 5 December 2025.

- Employee Funeral and Bereavement policy
- Overtime Policy
- Performance Management and Development Policy
- Pool Transport Policy
- Knowledge Management Policy

Organisational structure

Members are aware that the organisational structure was approved in August 2024 with the close-up report being the only outstanding issue. The employer committed to sending the close-up report to organised labour within seven days.

Decentralisation

The PSA indicated that it received concerns from members that certain functions were taken away from them by the employer without any explanation and they are concerned about the future and security of their jobs. The PSA indicated that it is not aware of progress made on decentralisation and demanded a comprehensive report on this matter and to be included in the decentralisation committee. The employer indicated that the taking away of certain functions was not part of the decentralisation project but because of having certain employees focus solely on the processing of two pots to clear the backlog. The employer agreed to include organised labour in the decentralisation committee. Parties agreed that the employer will submit a comprehensive written report to organised labour within seven days.

GPAA ransomware attack and ICT interruptions

Members are aware that GPAA ICT infrastructure was hacked in January 2025. That incident put a lot of strain on GPAA employees who had to face angry and frustrated GEPP members who could not be assisted with their claims and queries. The PSA demanded to know if the matter has been resolved

completely and mitigating measures in place to avoid such attacks in future. The employer indicated that all ICT systems have been recovered, and ICT is in the process to put measures in place to mitigate against future attacks. The employer committed to providing a comprehensive report within seven days.

Cell-phone allowance

Members were previously informed that the employer rejected the demand for a cellphone allowance for employees. Organised labour subsequently demanded WiFi at all GPAA buildings. The employer noted the demand and committed to providing a response in the next DBC meeting.

CRM Walk-in center and call center

Organised labour indicated that the walk-in center and call center are severely understaffed, which may lead to burnout of employees and demanded that the employer capacitates the two units. The employer conceded that the two units and the entire organisation were understaffed but indicated that it is in the process of filling 132 positions because the moratorium on the filling of vacancies has been lifted. The employer committed to sharing the recruitment plan with organised labour within seven days.

Employees' vehicles parking outside Head Office

Members were previously informed that at conciliation, parties agreed to settle this matter where the employer committed to secure safe parking for employees at the employer's cost. The employer indicated that securing parking for employees will cost it R54 000 per month, which is not budgeted for. The employer proposed to provide parking for employees for the new financial year in April 2026 henceforth. The PSA requested the employer to source and shift funds (R162 000) for three months (January to March 2026) to start providing parking from January 2026 instead of April. The employer committed to consult its principals and provide feedback by 15 December 2025.

New policies

- Data Management Policy
- Document Classification and Retention Policy
- Ethics Management Policy
- Enterprise Risk-Wide Management Policy
- Health and Productivity Management Policy
- HIV and Aids, STI, and TB Management Policy
- Internship and Experiential Learning Policy
- Job Evaluation Policy
- Log Retention Policy
- Supply Chain Management Policy
- Remote Working and Hybrid Policy
- Working Hours Policy
- Policy on Policy Making

The employer tabled the above policies for consultation. Most of the policies are up for review with a few new policies. Parties agreed to engage further on the policies at a task team scheduled for 1 to 5 December 2025.

Job evaluation

The PSA tabled this matter and indicated that the job evaluation that was done by GPAA in 2021 excluded organised labour and demanded that the job evaluation be re-done for the entire organisation. The employer indicated that it intended to conduct job evaluations for the Contribution unit only, however, it will consult its principals and provide feedback on the PSA's demand within seven days.

Movement of employees without consultation

The PSA raised a concern that the GPAA tends to move or relocate employees from one building to another for operational reasons without consulting employees. The PSA demanded be part of the relocation committee dealing with such matters and for proper consultation with employees before such decisions are implemented. The employer noted the PSA's concerns and agreed to both demands.

Disaster recovery and OHS matters

The PSA requested the employer to develop guidelines for addressing constant interruptions of electricity and water. Parties agreed to defer this matter to the Occupational Health and Safety (OHS) Committee for further engagement.

Employee development

The PSA indicated that it received complaints from members that the Training and Development Policy and the Experiential Learning Policy are applied selectively and unfairly where some employees are not provided with such opportunities. The employer noted the concerns and indicated that it will provide intervention measures in the next DBC meeting.

Compulsory leave

The employer indicated that GPAA employees have been granted compulsory leave from 29 to 31 December 2025. The employer is proposing that the compulsory leave extends to include 2 January 2026, which is a Friday, so that employees will be on leave for that entire week. The PSA noted the employer's submission.

Employees who want to join the PSA can visit the PSA's website, send an email to ask@psa.co.za, or contact PSA Provincial Offices.

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GENERAL MANAGER