



FOR PSA MEMBERS: **SOUTH AFRICAN SOCIAL SECURITY AGENCY (SASSA)**

30-04-2025

Feedback: SASSA National Bargaining Forum (SNBF)

Review of Full Time Shop Stewards (FTSS) Collective Agreement

Members will recall that the FTSS Collective Agreement was recently subjected to a review process. This followed a proposal by the PSA to amend Clause 7.1.5 of the agreement. Previously, the clause stipulated that only one FTSS could be elected per region between the two recognised trade unions in SASSA, with Gauteng as the sole exception.

However, this provision proved problematic for planning and resource allocation. Both unions frequently face high service demands in the same regions, necessitating adequate representation and support. The restriction limited each union's ability to deploy sufficient capacity where it was most needed.

To address this, the PSA proposed an amendment that would allow each union to elect one FTSS in any region where operational needs exist, even if the other union has already elected a representative in that same area.

Following extensive consultations, the employer agreed to the PSA's proposal. The agreement has since been formally amended and signed by all parties. The PSA is pleased to confirm the successful conclusion of this process and the adoption of the revised FTSS Collective Agreement.

Draft Overtime Collective Agreement

It was previously reported that SASSA has developed a draft agreement that seeks to vary the *Basic Conditions of Employment Act (BCEA)* provisions on overtime to address operational needs. The agreement will allow employees in the General Support Services Unit, or others assisting with driving staff attending bereavement events (as per SASSA Bereavement Policy), and those monitoring weekend deep cleaning activities to work overtime beyond the *BCEA*'s current limits of three hours per day or ten hours per week. This agreement ensures that these employees are compensated for the additional hours worked, addressing the lawful payment of extended overtime as required by operational demands. Employees stand to benefit from this agreement as it formalizes the payment for extra hours worked in situations where operational requirements exceeded *BCEA* limits.

Whilst all other SASSA employees remain regulated by standard overtime provisions, those involved in bereavement-related transport and deep cleaning activities will gain financial recognition for their extended work.

Members will recall that in the previous meeting, the employer was ready to sign the agreement, and the PSA reported that it was still observing its internal protocols on the mandating process. During the recent meeting, the PSA pronounced its readiness to sign the Collective Agreement on Overtime, and finally, the agreement was signed.

Beneficiary Biometrics System

The PSA notes the recent developments regarding the implementation of the Beneficiary Biometric System across all SASSA Local Offices. According to the employer, the Executive Committee (EXCO) has resolved that the rollout of the biometric system can no longer be delayed or limited to the previously identified four pilot sites. Consequently, the implementation will proceed across all SASSA Local Offices to support improved service delivery and beneficiary verification processes.

The initial plan involved conducting a work measurement and motion study review at the four pilot sites, namely Bloemfontein (Free State), Zeerust (North West), Mbombela (Mpumalanga), and Howick (KwaZulu-Natal). This was in line with the resolution taken by the Strategic National Bargaining Forum (SNBF) to prioritise the determination of norms and standards for all operations within the grant value chain. Furthermore, the SNBF had also mandated a comprehensive job analysis process to revise job descriptions and undertake job evaluations at the Local Office tier.

In accordance with this mandate, the Organisational Development (OD) Unit conducted the required time and motion studies at the identified pilot sites. The Job Evaluation process was completed, and reports were finalised and presented to the Job Evaluation Panel for recommendation and subsequent approval by the CEO.

Despite these developments, the PSA has raised concerns following complaints from its members that the employer has already commenced training staff on the biometric system at local offices. This action has taken place even though parties within the SNBF have not yet received or engaged with the outcomes of the Job Evaluation process. The PSA views this as premature and potentially undermining the consultative processes established within the SNBF.

In response to the PSA's concerns, the employer has stated that the training currently underway forms part of the broader implementation plan for the Beneficiary Biometric System. The PSA remains committed to ensuring proper labour relations processes. The unilateral roll-out of the Beneficiary Biometric is not supported by the PSA, and the rights of its members are reserved in this regard.

Members will be kept informed of further developments.

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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