



FOR PSA MEMBERS: **BORDER MANAGEMENT AUTHORITY (BMA)**

15-10-2026

Feedback: BMA National Consultative Bargaining Forum (NCBF) meeting - 13 and 14 October 2026

Human resource-related matters

The HR Task Team submitted a progress report addressing 23 employee concerns raised by organised labour. These include:

Salary and notch disputes: Several salary progression and notch disputes have been resolved through corrections and payments.

Placement and grading disputes: Outstanding individual concerns remain regarding:

- Immigration Specialists downgraded to Junior Immigration Officers.
- Placement of employees during migration to BMA structures.
- Ranking and grading concerns.
- Agricultural Inspector and Administrative Officer placements.
- Advertisement of posts at allegedly incorrect levels.

Labour has not accepted some of the employer's responses and further consultation and dispute processes may follow. The task team was, however, requested to look at these areas of difference and make clear recommendations for solutions. Members affected by placement and grading anomalies are encouraged to continue reporting these matters to the PSA for assistance and ensure that they also provide any supporting documentation to the PSA. Parties also agreed to refer the alleged harmonisation of conditions of service and salaries (BMA currently has three different pay scales) for investigation to the HR Committee and report at the next meeting.

Ranking

The employer indicated that it has identified inconsistencies with how officials were ranked, resulting in some officials regarding the process as unfair. It is intended to conduct an audit on the ranking that was done and outline a framework to regulate the ranking process. The employer also indicated that it is its intention to correct the grading as it is not based on an employee's salary grade alone and it appears there is confusion about how it should be done. Labour noted the response and demanded to be included

in the audit process from the onset. It also raised that proper training was not conducted but a circular was issued compelling employees to salute. This poses a challenge with compliance and was placed on record. The employer will issue an addendum/supplementary to the circular. The employer will share with labour the training plan to assist encouraging members to participate in the training.

Funded vacant posts at ports of entry

Labour raised that numerous positions remain vacant despite operational demands and noted the challenges experienced by the employer regarding funding of its complete structure. Parties agreed that regular reports will be tabled on progress with the recruitment process on funded and vacant posts. It was also agreed that engagement will take place on how to accommodate employees who are currently carrying additional responsibilities until the structure has been properly populated, especially ensuring that Acting Allowances are paid where due and table a proposal for engagement in the NCBF, targeting the next financial year.

Fairness and transparency in staff awards

Labour raised concerns that there is a lack of transparency and consistency with employee recognition and staff-awards programme and that there are no set and clear criteria for considering how awards are made. The employer gave a presentation on the framework on how the awards are made. Funding is currently sponsored and not funded by the BMA. The ceremony is set to take place on 27 November 2026. Labour will be part of the adjudication process. Parties, however, noted that there is a need for further engagement on the concept and the criteria that will be used. A bilateral meeting will be convened as a matter of urgency to address the outstanding concerns/recongnising the different categories and other issues before finalisation of the process.

Training and skills development

It was raised that there is a lack of training in the BMA, especially induction training and training on Standard Operating Procedures (SOP). The employer reported that it has now established the Training Committee separately from the Employment Equity Committee and has also commenced with a process of consolidating all SOPs in Immigration Services. Once the consolidation is done, training will be conducted. The employer also indicated that there are SOPs at Ports of Entry and if training is required at specific ports, such intervention can be raised with the employer directly.

Shift Policy and excessive hours (>160 hours)

Labour raised that there is a different interpretation on the implementation of the Shift Policy and the BMA Overtime Policy. Parties agreed to address the specific concerns in a multilateral and to reconsider the drafting of the policies to ensure there is no conflict between them.

Attendance register

Labour raised that the current attendance register used by the BMA does not meet OHS standards. It was also noted that other Departments have phased out the Z8 attendance register owing to health risks, and the BMA is currently purchasing the registers. The employer responded that it has challenges in consolidating leave and attendance and therefore needs to record attendance. It is the intention to phase out the time and attendance registers and replace these with an automated system. The employer will approach the Department of Employment and Labour to verify the safety of the utilisation of the registers and respond to labour and, in the interim, apply an alternative solution. Labour will be informed of the outcome at the end of October 2026.

Wage negotiations (Implementation of R3 095 gratuity)

The dispute regarding the implementation of the 0.3% gratuity remains unresolved. Organised labour maintains that the employer did not implement the agreement as concluded. The matter has been referred to the CCMA for arbitration and is set down for 3 November 2026.

Vaccination programme

Labour raised that since members were transferred from Department of Home Affairs, they have not yet received any inoculation against communicable diseases. This is despite past and current concerns regarding the spread of other viruses already identified in other countries. This is exposing officials and the public at large and is a concern. The employer responded that it will be appointing a service provider by the end of this month, or early November 2026 to roll out the vaccination programme.

Upward mobility and bursaries for dependents (Collective Agreement 2025/6)

The task team presented a proposed Career Management and Upward Mobility Framework aimed at:

- Establishing transparent career paths.
- Professionalising border management occupations.
- Linking promotion to competencies and qualifications.
- Enhancing leadership development.

The framework proposes structured progression from Junior Border Guard to Commissioner level and further recommendations, which include the review and alignment of the Recruitment and Selection Policy. Parties agreed that the matter be referred to by the task team to include a study on the financial viability for consideration before pronouncing a position on recommendations. The task team was also required to investigate the governance framework of the BMA in its proposal. Regarding bursaries for dependents, it was requested that the task team include the financial status and viability options in its presentation at the next meeting.

Risk Allowance

The Risk Benefits Task Team reported that targeted benchmarking is underway with the SAPS and the Department of Defence. Benchmarking against the RTMC has already been completed for comparison purposes. The objective is to determine appropriate and sustainable risk benefits for BMA employees. The Task Team also considered risk-benefit arrangements such as, life cover, funeral benefits, and compensation mechanisms linked to occupational-risk exposure. It was noted that it is work in progress and the task team will provide an updated report at the next meeting.

Minimum Service Level Agreement, Recognition Agreement, Agency Fee Agreement and Full-Time Shop Steward Agreement

On the Minimum Service Level Agreement, it was reported that parties are still engaging in determining the numbers and work is still in progress. An updated report on progress will be tabled at the next meeting. Parties previously agreed in principle to finalise and sign the following agreements:

- Recognition Agreement
- Agency Fee Agreement
- Full-Time Shop Steward (FTSS) Agreement

The Agency Fee Agreement provides for a monthly deduction of R119 from employees who are not members of a recognised trade union. The Recognition Agreement provides for:

- A 30%-representativity threshold for organisational rights.
- Access rights for unions.
- Election and recognition of shop stewards.
- Consultative rights on restructuring, job grading, training, and other workplace matters.

The FTSS Agreement provides a framework for the appointment of one FTSS per recognised union, subject to representativity and operational requirements. Parties supported the finalisation of these agreements as they strengthen organisational rights and employee representation.

Cellphone Policy

Labour raised concerns regarding provisions requiring employees to return or purchase official cellphones at the end of the contract period. The employer has been instructed to provide the legal basis for the requirement that employees purchase devices at 10% of the original value and to bring the matter back through the policy structures for consultation. The employer responded that there is no formal guideline issued by Treasury on the value. Market research was done to determine what could be the realistic value, noting that some can be resold between 35 to 50%. The BMA therefore regarded 10% as reasonable, as it is regarded as an asset as it needs to adhere to GRAP 17 accounting standards. Labour responded that it does not agree with the sale at 10% provision as it is not accommodated in the Cellphone Policy. If the employer intends to amend the policy, the proposal should be tabled for engagement in the NCBF.

Stamps and locker facilities

Labour previously raised concerns regarding officials being disciplined in relation to immigration stamps and the lack of secure storage facilities at some ports of entry. The employer reported progress in the procurement of additional lockers with lockers acquired at various ports of entry, with some still outstanding. Labour will bring specific cases to the employer where employees have been charged because of challenges with their stamps owing to the lack of provision of lockers for safekeeping. Members are requested to assist the PSA with confirmation of receipt of these lockers and to indicate where it is still outstanding. Labour will be updated on progress made with the roll-out.

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