

ENTERPRISE AGREEMENT

NO: E.A. 384 /1993

DATE REGISTERED: 29-12-93

PRICE: \$ 58.00

NRMA LTD PATROL OFFICERS'
ENTERPRISE AGREEMENT

METALS AND ENGINEERING
WORKERS' UNION

AND NRMA LTD.

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1. TITLE OF AGREEMENT**NRMA LTD PATROL OFFICERS' ENTERPRISE AGREEMENT****OVERVIEW**

The purpose of this Agreement is to provide the parties with the means of achieving and maintaining the following key objectives:

- a. Proper remuneration levels
- b. Avoidance of industrial disputation
- c. Enterprise flexibility arrangements
- d. Career path development
- e. Development of additional skills

The Union and its members employed as Road Service Patrol Officers fully recognise the need for flexibility in the application of, and changes to, work practices so as to meet the changing demands of NRMA members and the application of new and existing technology.

The NRMA recognises that if this Agreement is to be successful the needs and aspirations of the Patrol Officers, both in regard to remuneration and quality of working life issues, must seriously be addressed through discussion and negotiation.

To this end the parties to this agreement are committed to the principle of continuous improvement. The focus of this commitment is to identify areas of improvement throughout the enterprise and using the consultative procedure, trial and implement agreed initiatives that will ensure enterprise longevity and job security for all employees.

1.1 PARTIES TO THE AGREEMENT

The parties to this Agreement are NRMA LTD. and the METAL AND ENGINEERING WORKERS' UNION.

1.2 DECLARATION

The parties of this Agreement declare that they have not entered into this Agreement under duress.

1.3 PATROL OFFICER RATES OF PAY AND CLASSIFICATION STRUCTURE

	Skills Level	Months In Level	Salary
LEVEL 1	Probationary/Basic Skills	12 Months	\$657.23
LEVEL 2	Module 1	6 Months	\$670.04
LEVEL 3	Module 2	-	\$682.85
AFSM	Supervisory Certificate (includes Modules 1 & 2)	-	\$718.15

NB: Refer to annexure A for detailed explanation of wage composition and structure.

Patrol Officers must be achieving agreed objectives to qualify for both Modules 1 & 2.
A 75% pass mark applies to Module 1 & 2 examinations.

1.4 PAYMENT OF WAGES

Wages will be paid weekly using Electronic Funds Transfer to the Patrol Officers nominated account.

2. APPEARANCE AND CONDUCT

As our Organisation is a service organisation, we should demonstrate a high standard of performance, conduct and appearance. Our success depends to a large degree upon this standard. Therefore it is expected that Patrol Officers be neat, well groomed and business-like in appearance and conduct.

3. TERMS OF EMPLOYMENT

- a) For the purposes of this agreement employees may be described as Patrol Officers, Motorcycle Patrol Officers and "Option 3" Patrol Officers.
- b) NRMA Patrol Officers must hold
 - (i) Motor Vehicle Repair Industry Council Certificate confirming qualifications as a tradesperson.
 - (ii) Current Motor Vehicle Drivers Licence and Motorcycle Riders Licence if a Motorcycle Patrol Officer.
- c) Employment shall be by the week and shall be terminable by either party by one week notice given at any time during the week or by payment or forfeiture of a weeks wages.
- d) The employer may direct an employee to carry out such duties as are within the limits of the employees skill, competence and training and also consistent with the classification structure of this agreement. Provided that such duties are not designed to promote deskilling.
- e) The employer may direct an employee to carry out such duties and use such tools and equipment as may be required, provided that the employee has been properly trained in the use of such tools and equipment.
- f) Any direction issued by the employer shall be consistent with the employers responsibilities to provide a safe and healthy working environment.

3.1 PROBATIONARY PERIOD

New Patrol Officers will be engaged on 6 months probationary period. During this period it will be determined whether employment will be confirmed, terminated or the probationary period extended.

4. CONDITIONS OF EMPLOYMENT

	<u>PATROLS WHO COMMENCED EMPLOYMENT</u>	<u>PRIOR TO 10/2/89</u>	<u>AFTER 10/2/89</u>	<u>AFTER 10/2/89 (OPTION 3)</u>	<u>AFTER 10/2/89 (MOTORCYCLE)</u>
a)	Hours of Work	38 hr shift work per week	38 hr shift work per week	38 hr shift work per week	38 hr shift work per week
b)	Roster	Fixed/Rotating	Rotating	Rotating	Rotating
c)	Sign On Normal Shift/ Overtime	Residential Address	Residential Address	Nominated starting point	Nominated starting point
d)	Crib Location	Residential Address	Residential Address	Vicinity of job/*Branch	Pymont/*Branch/ Vicinity of last job
e)	Sign Off	Residential Address	Residential Address	Last job/ Nominated starting point	Last job/ Nominated starting point
f)	Working Area	Metropolitan Area	Metropolitan Area	Metropolitan Area/Understaffed Regions	Central Business District/areas of traffic congestion
g)	Types of Shift	Day/ Afternoon/ Midnight	Day/ Afternoon/ Midnight	Day/ Afternoon/ Midnight	Day/ Afternoon
h)	Days of Work	Monday to Sunday inc. (Inc. public holidays)	Monday to Sunday inc. (Inc. public holidays)	Monday to Sunday inc. (Inc. public holidays)	Monday to Sunday inc. (Inc. public holidays)
i)	Crib Duration	30 mins	30 mins	30 mins	30 mins
j)	Time of Crib	Between 3rd & 5th hour	Between 3rd & 5th hour	Between 3rd & 5th hour	Between 3rd & 5th hour
k)	Max. Time Worked Prior to Crib	5 hours	5 hours	5 hours	5 hours
l)	Location of Crib on Midnight Shift	Residential Address	Residential Address	Vicinity of last job/ *Branch/RSH	-
m)	Break Between Rostered Shifts	8 hours	8 hours	10 hours	10 hours
n)	Sign On Training/ Suitable Duties	RSH/Zone office	RSH/Zone office	RSH/Zone office	RSH/Zone office

* Branches with Patrol access.

4.1 OPTION 3 PATROL OFFICERS AND UNDERSTAFFED REGIONS

- a) Shall be any region where the number of Patrols when expressed as a percentage of total Patrol Officers is less than the regions percentage of total Road Service jobs. This determination of staffing levels applies to regions A-R only.
- b) Option 3 Patrols will work the greater part of each rostered shift in understaffed regions. They will also be advised by Field Service Operations Management of their individual starting points.

NOTE: Any revision of a Patrols nominated starting point cannot be a further distance from his place of residence than the present nominated starting point, unless by mutual agreement.

- c) The location of Option 3 Patrols sign off point will be the location of their last Road Service call or their nominated start point. This will be determined by which ever point is closest to the Patrol Officers residential address.
- d) Option 3 Patrol Officers may only assume home start working conditions following the written application to Field Service Operations Management to gain approval to fill a vacancy in the region the application nominates.
- e) Application for home start conditions will not be considered until the Option 3 Patrol Officer has completed at least 12 months service as a Road Service Patrol Officer.

NOTE: In the case of more than one Patrol Officer having the same employment commencement date, applying for a vacancy in the same region, the longest standing application for employment as a Patrol Officer will have seniority. A maximum of three applications may be placed on file by any Patrol. A Patrol unable to take up the vacancy may leave the application on file without loss of seniority in regard to the application.

- f) Option 3 Patrol Officers when rostered on day shift (06.00, 07.00, 08.00) on Sundays and Public Holidays will commence their shift at their place of residence provided they reside within the boundaries of regions A-R. However their work area is to be consistent with Option 3 work area.
- g) Options 3 Patrols may be despatched to an individual job in regions which adjoin the understaffed areas for the purpose of balancing response times. Where it is necessary to use Option 3 Patrols for more than individual jobs in other regions because of abnormal work demand, only the Shift Manager shall have the authority to authorise the use of these Patrols.

4.2 MOTORCYCLE PATROL OFFICERS

- a) Option 3 Patrol Officer conditions apply to Motorcycle Patrol Officers who commenced employment after the 10th February 1989.
- b) Motorcycle Patrol Officers commencing employment prior to the 10th February 1989 must complete a minimum of 2 years as a Motorcycle Patrol Officer before they may elect to move into the normal patrol force. After completion of 1 year, these Patrol Officers shall commence and finish their shift at their place of residence.
- c) If at any time any Motorcycle Patrol Officer does not wish to ride a motorcycle due to dangerous weather conditions, they must contact the Duty Shift Manager who will arrange alternative transport.

5. OVERTIME

- a) Overtime is time worked outside a Patrol Officers rostered shift hours and must be by the direction and authorisation of Road Service Management.

(Rostered shifts include mutually agreed shift changes with other Patrol Officers agreed to by Field Operations Management).

- b) Overtime shall be paid at the rate of double time calculated on the shop rate.

- c) Overtime is as follows:

- A Patrol Officer recalled to work after the completion of an ordinary shift shall be paid for a minimum of 4 hours unless the overtime offered is flexible overtime.
- Flexible overtime (min 2 hrs) can be utilised between the hours 10.00 to 13.00 on all days, providing the recipient is made aware that the overtime is flexible.
- Wollongong flexible overtime - 24 hr utilisation.
Newcastle flexible overtime - 10.00 to 13.00 and 16.00 to 19.30.
Canberra - 10.00 to 13.00 and 16.00 to 19.30 (upon acceptance of trial).

- d) Patrol Officers working at Country Branches shall be paid an allowance of \$24.51 per night in addition to any payment for callout when they are instructed by an authorised management representative to hold themselves in readiness and make themselves available for callout on night shift.

- e) Patrol Officers are required to have at least 8 hours off duty within a 24 hour period.

Patrol Officers working Option 3 conditions are required to have at least 10 hours off duty within a 24 hour period.

- f) If a Patrol Officer is instructed by Road Service Management to resume or continue working without having had the appropriate time off duty, the Patrol Officer must make Road Service Management aware of the fact that they have not had the appropriate break.

- g) If the Patrol Officer is instructed to work after advising Road Service Management they will be paid overtime rates until they are released from duty and the appropriate break off duty has been completed. There will be no loss of pay for ordinary working time lost during this absence.

- h) Overtime shall be distributed to Patrol Officers via an overtime roster. This method ensures that all Patrols have an equal chance sharing available overtime.

6. SHIFT ROSTER

A roster of shifts shall be made available to Patrol Officers showing shifts for at least seven days in advance.

7. ROSTER VARIATIONS

Patrols employed prior to 10 February 1989 who have not opted to work the Rotating Roster will after 11 years service, be offered a 6/4 Roster. After 15 years service the Patrol will be offered a Part Weekend off ie. Fri/Sat or Sun/Mon. The 10 most senior Patrols in the metropolitan area will be offered a Full Weekend off. These variations will occur at the February and August Roster Reviews.

8. MULTI DESPATCHING

- a) Patrol Officers shall accept multi-despatched jobs at any time. No more than 2 jobs multi-despatched unless authorised by Shift Manager or Operations Manager. If three or more jobs are despatched they must be at the same location eg. car park, university, same address etc. Multi-despatched jobs should be in the same or adjoining suburbs or used as a means of relocating a Patrol Officer to another region or area.
- b) To ensure Patrol crib breaks are taken consistent with this agreement, no jobs should be multi-despatched after the fourth hour prior to the crib break.
- c) No jobs should be multi-despatched 30 minutes prior to the completion of a normal shift unless by mutual agreement.
- d) Where a Patrol with multi jobs calls "held up" the second job should be cancelled.
- e) On high demand days, more than two jobs can be dispatched. However, Patrols who object to more than two jobs are to advise the radio operator.

9. MIDNIGHT SHIFTS

All Patrol Officers excluding Motorcycle Patrol Officers are required to work midnight shifts. These shifts will not exceed four one week periods (twenty nights) in any calendar year at minimum intervals of ten weeks unless by mutual agreement (excludes Country Branches).

Patrol Officers who reach fifty five years of age and have completed a minimum of 10 years service must apply in writing to Field Service Operations Management seeking approval for exemption from midnight shifts. Approval will only be granted if midnight shift staffing levels are not adversely affected.

10. CHRISTMAS DAY

Patrol Officers are rostered to work one Christmas Day in every three. If that day falls on a Patrol Officers normal day off, a day in lieu will be granted by mutual agreement.

Christmas Day Wage Rate	Rostered shift at normal "TOTAL RATE" plus double time at shop rate.
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Any period worked on Christmas Day outside rostered shift, be it overtime, callout or early start, payment is at triple time based on the "Shop Rate".

Christmas Day Meal Break	1 hour or alternatively 0.5 hour plus current allowance. (Currently \$28.74)
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11. MEAL BREAKS

Patrol Officers shall be entitled to a paid meal break of 30 minutes when required to work beyond 2 hours after the completion of an ordinary shift. They shall also be entitled to a paid meal break of 30 minutes after each 4 hour period of work on ordinary time or overtime.

NB: No Patrol Officer shall be required to work for more than 5 hours without a meal break.

When work demands prevent the taking of a meal break at entitlement times, the Patrol Officer and Road Service Management may mutually agree to a time in lieu of the entitlement time.

12. MEAL ALLOWANCE

A Patrol Officer is entitled to a meal allowance of \$6.27 when required to work beyond 1.5 hours after the completion of their shift. They shall also be entitled to a meal allowance of \$6.27 when required to work beyond each 4 hour period of overtime.

13. TRAVELLING TIME

A Patrol Officer sent from Sydney to work at a Country Regional Centre or sent from one centre to another shall be paid for the time spent travelling. If their period of employment at that centre does not exceed three months, all fares, reasonable travelling expenses, board and lodgings and a meal allowance will be paid at current rates to the Patrol Officer unless arrangements have been made by mutual agreement between the Patrol Officer and Road Service Management.

14. JURY DUTY

Patrol Officers who are required for Jury Duty will receive their normal rate of pay for the period involved, but any Jury fees paid to the Patrol Officer must be returned to the Pay Office. Patrol Officers required for Jury Duty must inform their immediate Manager of their date of attendance as soon as possible.

15. TOOL ALLOWANCE

A tool allowance of \$9.00 shall be paid to Patrol Officers, see annexure A (subject to the employee maintaining the agreed kit of tools). The tool allowance is included in the Total Rate.

Special tools as defined by the employer shall be provided and maintained by the employer.

16. LAUNDRY ALLOWANCE

In addition to the wages prescribed, a laundry allowance of \$6.26 shall be paid to each Patrol Officer.

17. TELEPHONE ALLOWANCE

A Patrol Officer who supplies a telephone number for their place of residence and can be contacted at that number, shall be paid a weekly allowance of 1/52nd of the annual rental fee for a private telephone.

18. SICK LEAVE

Patrol Officers who are absent from work due to personal illness are entitled to 14 days sick leave for each year of service. Sick days are accumulated up to a maximum of 196 days. However, there is no provision for payment of accrued sick leave on termination or retirement.

A medical certificate is required for all absences in excess of 2 consecutive days and upon request regarding other sick leave.

19. BEREAVEMENT LEAVE

A maximum of 2 days compassionate leave will be granted to a Patrol Officer on the production of satisfactory evidence of the death in Australia of a member of the immediate family, ie. spouse, father, mother, brother, sister, child, parents in law. This entitlement is extended where a Patrol Officer travels outside Australia to attend the funeral of a member of their immediate family.

20. LONG SERVICE LEAVE

Refer to NSW Long Service Leave Act, 1955.

21. ANNUAL LEAVE LOADING

All Patrol Officers are entitled to 17.5% loading on their annual leave. Annual leave loading is calculated on Shop Wage Rate. No loading is payable to a Patrol Officer who takes annual leave wholly or partly in advance unless employment continues to the date that makes them eligible for annual leave.

Upon termination Patrol Officers are entitled to annual leave loading on annual leave which has been accrued and has not been taken. However there is no loading applicable to pro-rata annual leave.

22. ANNUAL LEAVE

- a) All Patrol Officers are entitled to 6 weeks (30 working days) annual leave on the completion of each working year. The employer shall nominate the time the Patrol Officer can take leave so that the leave due will be taken as one continuous period or by mutual agreement, leave may be taken as separate periods.
- b) Leave should be taken within 18 months after the beginning of the period of service in which the leave is due.
- c) One day shall be added to the employees annual leave period as agreed in the structural efficiency agreement of 1990 for any of the following four public holidays which fall within the period of annual leave to which they are entitled under this agreement. (Australia Day, Anzac Day, Queen's Birthday and Labour Day).
- d) The additional holiday prescribed by the Metals and Engineering Industries State Award from year to year shall be an additional holiday under the Agreement and shall be added to an employee's annual leave.
- e) Any additional gazetted public holidays shall be added to the employee's annual leave entitlement and can be taken on request and approval of the Road Service Management.
- f) The Annual Leave Points System has been formed to provide a fair judgement in the event of a dispute over priority to prime leave periods (eg. school holidays).
- g) A Patrol Officer going on leave incurs a points penalty according to the points allocated for the particular period the leave is taken. This penalty is added to their points total, which has its commencement from the year of employment with a given number of points. This "given number" of points increases annually by 18 and forms the basis for the additional period penalty.

<u>PERIOD</u>	<u>PENALTY</u>
June - July	1 point for each week
February - March, October - November	3 points for each week
April - May, August - September	2 points for each week
December - January	5 points for each week
extra penalty for school holidays included in leave period.	2 points for each week

Progressive Lead Points ("given number"), subtract 18 points for each year if commenced prior to 1974.

1974 - 204	1980 - 312	1986 - 420	1992 - 528
1975 - 222	1981 - 330	1987 - 438	1993 - 546
1976 - 240	1982 - 348	1988 - 456	1994 - 564
1977 - 258	1983 - 366	1989 - 474	
1978 - 276	1984 - 384	1990 - 492	
1979 - 294	1985 - 402	1991 - 510	

23. CHANGE OF ADDRESS

- a) Approval must be obtained in writing from Field Service Operations Management prior to any change of address. Failure to do this will place the Patrol Officers future employment in jeopardy.
- b) Field Service Operations Management may apply one of the following changes to a Patrol Officers working conditions in order to grant approval for a change of address.

<u>CHANGE OF ADDRESS</u>	<u>SIGN ON</u>	<u>CRIB</u>	<u>SIGN OFF</u>	<u>ROSTER</u>
<u>Same Region</u>				
Existing Conditions	Residential Address	Residential Address	Residential Address	Existing
<u>Other Region</u>				
These Option 3 Patrols Conditions	Nominated Starting Point	Vicinity of Last Job/ Branch	Last Job/ Nominated Starting Point	To be Negotiated
Outside Regions A-R	No Patrol Movement Permitted			

- c) If the change of address has been approved and includes a change in the Patrol Officers working conditions the Patrol Officer will then assume new working conditions or remain at their present location.
- d) Failure by the Patrol Officer to advise Field Service Operations Management of any change of address, or failure to adhere to the conditions of approval to change address will result in dismissal.

24. PERFORMANCE PAYMENT

- a) The object of the Performance Payment is to reward individual Patrol Officers for achieving a consistent high level of performance, as measured by objectives set within their key result areas.
- b) Consideration is also given to the individual Patrol Officer contribution to quality and commitment to the Organisation.
- c) The Performance Payment is processed in the following stages:
 - (i) Field Service Manager completed documentation with recommendation based on performance for the preceding twelve month period.
 - (ii) Zone panel consisting of 3 Field Service Managers, reviews the recommendation for consistency within the zone for both the performance and salary. Where no increase recommended, go to Step (iv).
 - (iii) Zone Manager authorises payment where performance and productivity achievement is demonstrated and the increase is consistent with other zones.
 - (iv) Field Service Manager discusses performance and productivity details with Patrol Officer.
 - (v) Performance payments are calculated on the Total Rate and Shop Rate.
- d) The following appeal mechanism is implemented where the Patrol Officer is dissatisfied with their performance and productivity payment.
 - (i) There is further discussion with the Field Service Manager on the Patrol Officers performance during past twelve months.
 - (ii) The Patrol Officer may discuss the performance review with the next line manager being the Manager, Field Service Operations.
 - (iii) The Patrol Officer then discusses the matter with the Employee Relations Officer, Human Resources.

25. CONTINUOUS IMPROVEMENT PRINCIPLE

(CONSULTATIVE PROCEDURE)

The parties to this agreement are committed to the principle of continuous improvement. The focus of this commitment is to identify areas of improvement throughout the enterprise and using the following consultative procedure, to trial and implement agreed initiatives that will ensure enterprise longevity and job security for all employees.

1. Proposal discussed at Zone Meeting between Field Service Manager and Patrol Representatives.
2. Proposal discussed with Zone Patrols and constructive input sought.
3. Trial dates finalised by Field Service Managers and Patrol Representatives and communicated to Zone Patrols.
4. Upon trial completion, implementation or rejection of the initiative will be by democratic process. Should problems with trial be apparent the Field Service Managers and Zone Patrol Representatives, meet with Convenor, Secretary and Manager Field Service Operations.
5. Failure to resolve the problem by the above group, the following process will take place.
 - (a) A fourteen day cooling off period should be exercised, the trial should be withdrawn for this period. A consultative committee meeting would be called in this cooling off period to try and resolve the problem.
 - (b) The consultative committee would consist of four Patrol Representatives, Secretary, Convenor, four Zone Field Service Managers and Manager Field Service Operations.
6. A special full Patrol Representatives meeting would be called to inform them of the proceedings.

NOTE: If problem resolved at step 5 (a) and (b) no need to use step 6.
7. After trial or implementation a meeting should be called of all involved parties to gauge the effect of the change eg. fine tuning, benefits, service, quality, cost, etc.
8. The regular full Patrol Representatives meetings would still be held for co-ordinating purposes.

26. INDUSTRIAL RELATIONS

Patrol Representatives elected by employees shall be the appropriate bargaining unit on all matters that affect Patrol Officers employment and working conditions.

They shall be allowed the necessary time during working hours to:

- a) Interview employees.
- b) Interview employer.
- c) Organise correspondence to the Patrol force.
- d) Convenor, Secretary or appropriate representative to attend Branch meetings, if necessary.
- e) Attend union schools, seminars, etc.
- f) Having access to agreed relevant data statistics and documentation.
- g) Attend relevant meetings such as;
 1. Full Patrol Representatives' Meetings
To be held at 6 week intervals with zone meetings being held during the 2 weeks prior to these meetings. All representatives, including branches, to attend.
 2. Zone Meetings
Will be held at 6 week intervals and will have in attendance zone FSMs and Patrol Representatives.
 - *3. Roster Committee
Consisting of a Patrol representative from each zone. To meet FEBRUARY and AUGUST each year, or as necessary.
 - *4. Consultative Committee
Consisting of a Patrol representative from each zone, plus Convenor and Secretary. Meets as required.
 - *5. Issues Committee
To be formed, as necessary.

*6 Mass Meetings - Split

Two (2) mass meetings will be held yearly without loss of pay. The meetings will be split evenly using the odds and evens radio identification numbering system and held, if possible, on consecutive days. Both meetings will be attended by the full compliment of elected Patrol Representatives. Any member of the rank and file who has a motion to be put at both split meetings may attend both but is required to advise a Patrol Representative of his intention to do so.

- * Meeting dates discussed and organised at Management/Representatives Meetings.

Management agree to meet the cost of the following:

1. Two split Mass Meetings per year.
2. Hall hire costs associated with approved Meetings.
3. Mailing associated with split Mass Meetings.
4. Use of Patrol Vans for paid Mass Meetings.

27. SECURITY OF EMPLOYMENT

Leave is reserved to the Union or NRMA LTD. to discuss the subject of retrenchment. NRMA LTD. agrees to provide the Union with three months notice of intent to implement any retrenchment programme.

28. NO EXTRA CLAIMS

It is a term of this agreement that the parties undertake a no extra claims commitment for the duration of the agreement, except where consistent with Clause 29, Leave Reserved.

29. LEAVE RESERVED

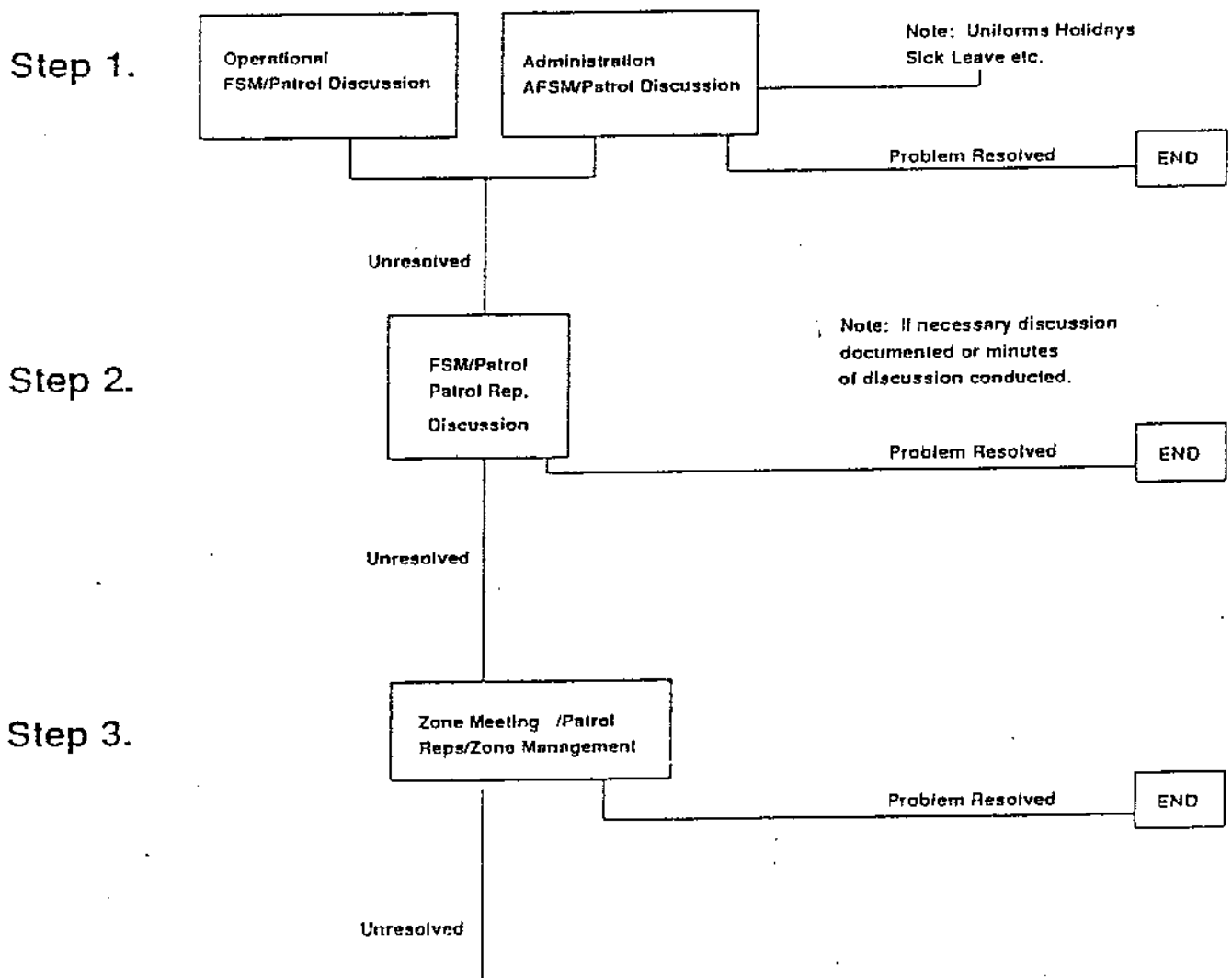
Leave is reserved for the parties to this agreement to review and implement changes to the agreement as defined in Clause 25, Continuous Improvement Principle.

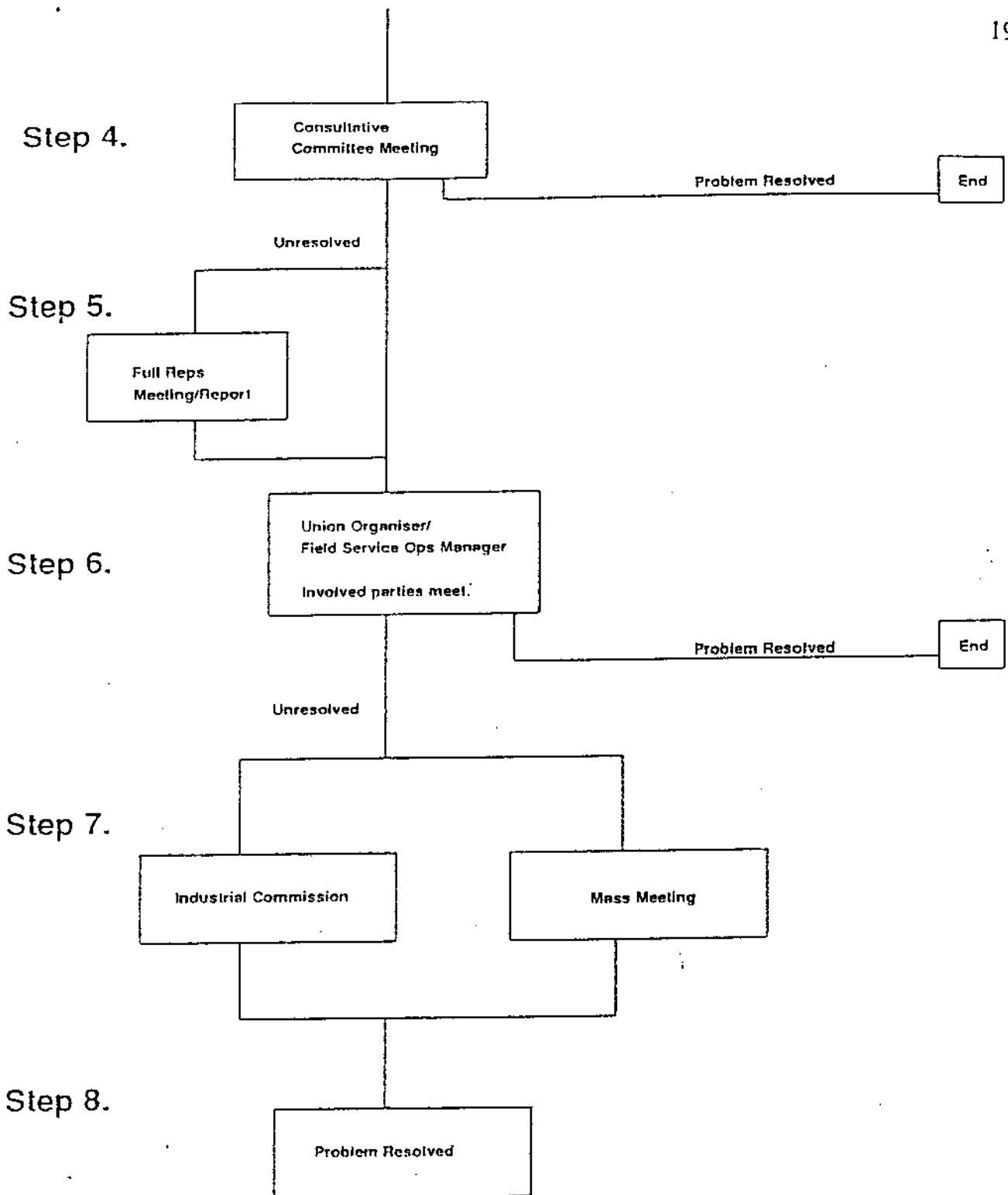
Procedure for Problems, Concerns, Grievances or Disputes.

The following procedure must be followed by both employer and employee.

Please Note:

1. Any problem causing employment termination would move from step 1. to Step 4. immediately.
2. No industrial action will take place before Step 6.
3. Unless otherwise mutually agreed all meetings and/or appointments for meetings between the parties, are to be in normal office hours and at the Association's expense. (where any of the parties have a rostered midnight shift at the time of the appointed meeting, they will be released from that shift).





Distinction between a grievance and a dispute

A grievance is where:

- A staff member raises a work related problem, concern, complaint; or
- where there is a question, or difficulty concerning an industrial award/agreement in relation to an individual staff member; or
- where a staff member alleges discrimination within the terms of the Anti-Discrimination Act.

A dispute is:

where members of staff have a question, or difficulty concerning an industrial award/agreement.

31. UNIFORMS - PATROL OFFICER

- a. Each employee shall be issued with the following uniform items:

NEW EMPLOYEE ISSUE:

3 pairs shorts	4 dustcoats (2 white/2 grey)
6 shirts	1 pair overalls
1 tie	1 leather belt
2 pairs trousers	1 windjacket/heavyweight
1 windjacket/lightweight	1 sleeveless pullover
1 pullover	6 pairs socks
1 pair rubberboots	1 pair shoes
1 set wetweather gear	1 hat
1 pair winter trousers	

REPLACEMENT ISSUE:

As required unless life of garment stipulated.

3 pairs shorts	2 dustcoats (1 white/ 1 grey)
5 shirts	1 pair overalls
1 tie (as required)	1 leather belt
1 hat (as required)	1 sleeveless pullover
1 pullover	5 pairs of socks
1 pair rubberboots (every 2 years)	1 windjacket (choice of 1 only - every 2 years)
1 pair of shoes	1 set wetweather gear (every 2 years)
2 pairs summer trousers OR	
1 pair summer trousers annually and 1 winter trousers every 2 years	

- b. Clothing shall remain the property of the employer and shall be returned to the employer upon termination of employment.
- c. One pair of shoes will be supplied every nine months.

31.1 UNIFORMS - MOTORCYCLE PATROL OFFICER

- a. Each employee shall be issued with the following uniform issue:

NEW EMPLOYEE ISSUE:

- 1 pair tailored waterproof coveralls
- 1 pair gloves
- 1 pair sunglasses
- 2 pairs breeches (expected life 12 months)
- 1 pair boots (expected life 6-9 months)
- 1 pair boots - wetweather (expected life 6-9 months)
- 1 leather jacket (expected life 3 yrs)
- 2 pairs thermal underwear (expected life 12 mths)
- 1 windjacket (choice of 1 only - every 2 yrs)

- | | |
|------------------------------|---------------------|
| 1 BMW helmet | 3 pairs shorts |
| 6 pairs socks | 5 shirts |
| 2 dustcoats (1 white/1 grey) | 1 tie (as required) |
| 1 pair overalls | 2 pairs trousers |
| 1 leather belt | 1 pullover |
| 1 sleeveless pullover | 1 pair shoes |
| 1 hat (as required) | |

REPLACEMENT ISSUE:

As required unless life expectancy of garment stipulated.

- | | |
|---|------------------------------|
| 3 pairs shorts | 2 dustcoats (1 white/1 grey) |
| 5 shirts | 1 pair overalls |
| 1 tie (as required) | 1 leather belt |
| 2 pairs trousers | 1 sleeveless pullover |
| 1 pullover | 5 pairs socks |
| 1 pair shoes | 1 pair gloves |
| 1 pair boots - wetweather | 1 leather jacket |
| 1 hat (as required) | 2 pairs thermal underwear |
| 1 pair breeches | 1 pair motorcycle boots |
| 1 windjacket (choice of 1 only - every 2 yrs) | |

- b. Clothing shall remain the property of the employer and shall be returned to the employer upon termination of employment.

32. RELATIONSHIP TO STATE AWARD

Where this Enterprise Agreement is silent on any conditions of employment the Parent Award will apply. The parent award is the Metal and Engineering Industry (NSW) Interim Award.

33. AREA, INCIDENCE AND DURATION

This Agreement shall apply to all Road Service Patrol Officers employed by NRMA LTD. 151 Clarence Street Sydney and shall take effect on and from the first pay period that commences after and shall remain in force thereafter for a period of twelve months.

33.1 NEGOTIATING THE NEXT AGREEMENT

The parties agree to commence negotiations on a new agreement no later than 6 months prior to the termination date of this agreement.

34. ANNEXURE "A"

Basis of calculation of Total Wage (Load Factor)

On average each Patrol Officer will work in each year

- a) 38 Saturdays worked at penalty rate of time and one half
= 144.4 hours of penalty pay per year.
- b) 38 Sundays worked at penalty rate of double time
= 288.8 hours of penalty pay per year.
- c) 8 Public Holidays at penalty rate of double time
= 60.8 hours of penalty pay per year.
- d) A total of 494 hours penalty pay is to be paid to each Patrol Officer each year which equals 9.5 hours per week.
- e) 9.5 hours is equal to 25% of a 38 hour week. Therefore the load factor of 25% is applied to the Shop Rate in order to determine the total wage.

34.1 TOTAL WAGE STRUCTURE

The wage structure used to determine the shop wage and total wage is:

AWARD: The award rate for Motor Mechanics prescribed in the Metals and Engineering Industries State Award.

OVERAWARD: The amount paid by the Association in addition to the award rate to make up the going rate.

GOING RATE: Award rate plus the overaward payment.

INDUSTRIAL ALLOWANCE: The amount paid by the Association for factors peculiar to Road Service Mechanics.

SHOP WAGE: Going rate plus the industrial allowance.

TOTAL WAGE: The shop wage plus the loading factor (25%) as determined above.

34.2 PATROLS WAGE RATES

	LEVEL I (Commencement)	LEVEL II (Module I)	LEVEL III (Module II)
AWARD	\$417.20	\$417.20	\$417.20
OVERAWARD	\$72.56	\$82.81	\$93.06
TOOL ALLOWANCE	\$9.00	\$9.00	\$9.00
"GOING RATE"	\$498.76	\$509.01	\$519.26
INDUSTRIAL ALLOWANCE	\$27.02	\$27.02	\$27.02
"SHOP RATE"	\$525.78	\$536.03	\$546.28
WEEKEND & PUBLIC HOLIDAY LOADING (25%)	\$131.45	\$134.01	\$136.57
"TOTAL RATE"	\$657.23	\$670.04	\$682.85
SHIFT PENALTY	\$78.87	\$80.40	\$81.94
LEAVE LOADING	\$92.01	\$93.81	\$95.60
OVERTIME	\$27.67	\$28.21	\$28.75
MEAL ALLOWANCE	\$6.27	\$6.27	\$6.27
LAUNDRY ALLOWANCE	\$6.26	\$6.26	\$6.26
STAND BY ALLOWANCE	\$24.51	\$24.51	\$24.51
ASSISTANT FIELD SERVICE MANAGER			
ALLOWANCE OF \$35.30 ADDED TO LEVEL III TOTAL RATE		=	\$718.15

DEFINITIONS

AFTERNOON SHIFT. Any shift finishing after 6 p.m. and at or before midnight.

A.F.S.M. Assistant Field Service Manager. A Patrol Officer with the added responsibilities of assisting his Field Service Manager.

CALL-OUT. Overtime of not less than 4 hours duration, worked on a rostered day off or prior to the commencement of a rostered shift.

CALL-OUT - FLEXI. Overtime of not less than 2 hours worked prior to commencement of a shift or on a rostered day off.

DAY SHIFT. Any shift finishing before 6 p.m.

6/4 SHIFT. A shift alternating between 6 days day shift and 4 days afternoon shift OR 4 days day shift and 6 days afternoon shift.

EARLY START. Overtime which commences prior to a shift and continues on into the rostered shift start time.

F.S.M. Field Service Manager.

HOME START. A Patrol Officer who commences and finishes a shift at his place of residence.

MIDNIGHT SHIFT OR NIGHT SHIFT. A shift which commences after 10.00 p.m.

MOTORCYCLE PATROL OFFICER. A Patrol Officer who works exclusively from a motorcycle and commences his shift from a nominated starting point and not from a place of residence. (See page 4).

MODULE I. A level of skills examination.

MODULE II. A level of skills examination.

OPTION 3 PATROL. A Patrol Officer who commenced employment after 10th February 1989. (See page 4).

UNDERSTAFFED REGION. A region of the metropolitan area where the ratio of Patrols to jobs falls below the agreed balance. (See page 5).

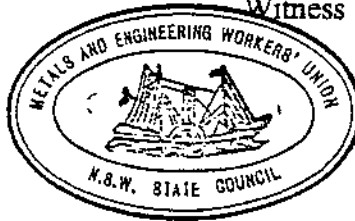
In witness whereof the parties have hereunder set their hands and seals on 14TH October 1993 day and year first hereinbefore mentioned.

The Common Seal of the Metals and Engineering Workers' Union was hereunto affixed in accordance with its rules in the presence of

[Handwritten signature]

[Handwritten signature]

Witness



The Common Seal of NRMA LTD. was hereunder affixed by the authority of a resolution of the Board of Management and in the presence of two members of the Board of Management



[Handwritten signature]

Director

[Handwritten signature]

Director

SECRETARY