

# ENTERPRISE AGREEMENT

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COPY



**NRMA LTD**

**AFMEPKIU**

***NRMA LTD PATROL OFFICERS  
ENTERPRISE AGREEMENT***

**1996**

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# SECTION B

## REWARD AND RECOGNITION

### Overview

#### Introduction

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As part of this Agreement, NRMA and AFMEPKIU have negotiated a salary increase in recognition of past productivity achievements, ongoing commitment to support the continuous improvement principle. The increase is also in return for adaptation of the "Joint Focus Toward Enterprise Improvement Strategy" and a consultative, side by side approach to all matters pertaining to the Enterprise.

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#### In this section

The following topics are covered in this section:

Topic	Page
Salary Increase	3
Wage Rates	4
Reward for Performance	5

## **SALARY INCREASE**

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### **Salary Increases**

In return for changes incorporated in this Agreement, NRMA Road Service Patrol Officers will receive an increase of 3% to their actual salary, this increase will be applied to individuals "Shop Rate".

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### **Retrospectivity of Salary Increase**

The wage rates contained in Section "B" (page 4) of this Agreement takes effect on and from the date of registration. Employees covered by this Agreement at the date of registration will be paid the rate of pay in accordance with Section "B" on and from the last pay period in June, 1996.

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# WAGE RATES

## Overview

NRMA Patrol Officers are classified according to competency level. As individuals acquire the skills necessary to achieve proficiency through formal training and hands on experience, opportunities to enhance their status in terms of career and salary are available. NRMA encourages all Patrol staff to participate in initiatives that improve the level of service to members which in turn will provide opportunities for career development.

The new rates of pay for NRMA Patrol Officers are as follows:

Competency Level	Min Mths In Level	Rate Per Week
1. Probationary/Basic Levels	12	\$725.39
2. Module 1 *	6	\$739.53
3. Module 2 *	-	\$753.68
4. Multi skilled (VI)*		\$784.93
AFSM Supervisory Certificate		\$789.68

Refer to Annexure "A" (see Pages 39 and 40) for detailed explanation of wage composition and structure.

Patrol Officers must be achieving agreed objectives/performance levels to qualify for Modules 1 and 2 and to undertake Multiskilling (VI). A 75% pass mark applied to Module 1 and 2 examinations.

## Christmas Day Wage Rate

Rostered shift at normal "TOTAL RATE" plus double time at shop rate.

## 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.

## Tool Allowance

A tool allowance of \$9.20 shall be paid to Patrol Officers, see Annexure "A" (subject to the employee maintaining the agreed list 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.

## Other Allowances

Meal Allowance, see Page 22.  
Standby Allowance, see Page 20.  
Laundry Allowance, see Page 34.

# REWARD FOR PERFORMANCE

## Introduction

The object of the Performance payment is to reward individual Patrol Officers for achieving a consistent high level performance, as measured by objectives set within their Key Result Areas. Consideration is also given to the individual Patrol Officers' contribution to quality and commitment to the Organisation.

The performance payment is processed in the following stages:

STEP	ACTION
1.	Field Service Manager completes documentation with recommendation based on performance for the preceding twelve month period.
2.	Zone panel consisting of the Zones Field Service Managers, reviews the recommendation for consistency within the Zone for both the performance and salary. Where no salary increase is to be recommended, go to step 4.
3.	Zone Manager authorises payment where performance and productivity achievement is demonstrated and the increase is consistent with other Zones.
4.	Field Service Manager discusses performance and productivity details with Patrol Officer.
5.	The performance payment is paid as a percentage is calculated as a percentage of the "total rate", this percentage is then applied to the "shop rate". If paid as a dollar amount it is added to the Patrol's current total rate.

The following appeal mechanism is implemented where the Patrol Officer is dissatisfied with their performance and productivity payment.

STEP	ACTION
1.	There is further discussion with the Field Service Manager on the Patrol Officer's performance during the past twelve months.
2.	The Patrol Officer may discuss the performance review with the next line Manager being the Zone Manager and then proceed to Field Service Operations Manager if required.
3.	The Patrol Officer then discusses the matter with the Employees Relations Officer, Human Resources.



## SECTION C

### RESOLVING WORK PLACE ISSUES

#### Procedure

##### Overview

NRMA expects Managers to practice an open door policy so that staff feel free to take issues up at a higher level if they cannot resolve them with their immediate Manager. Managers are committed to resolving staff grievances or concerns at first point of contact where possible.

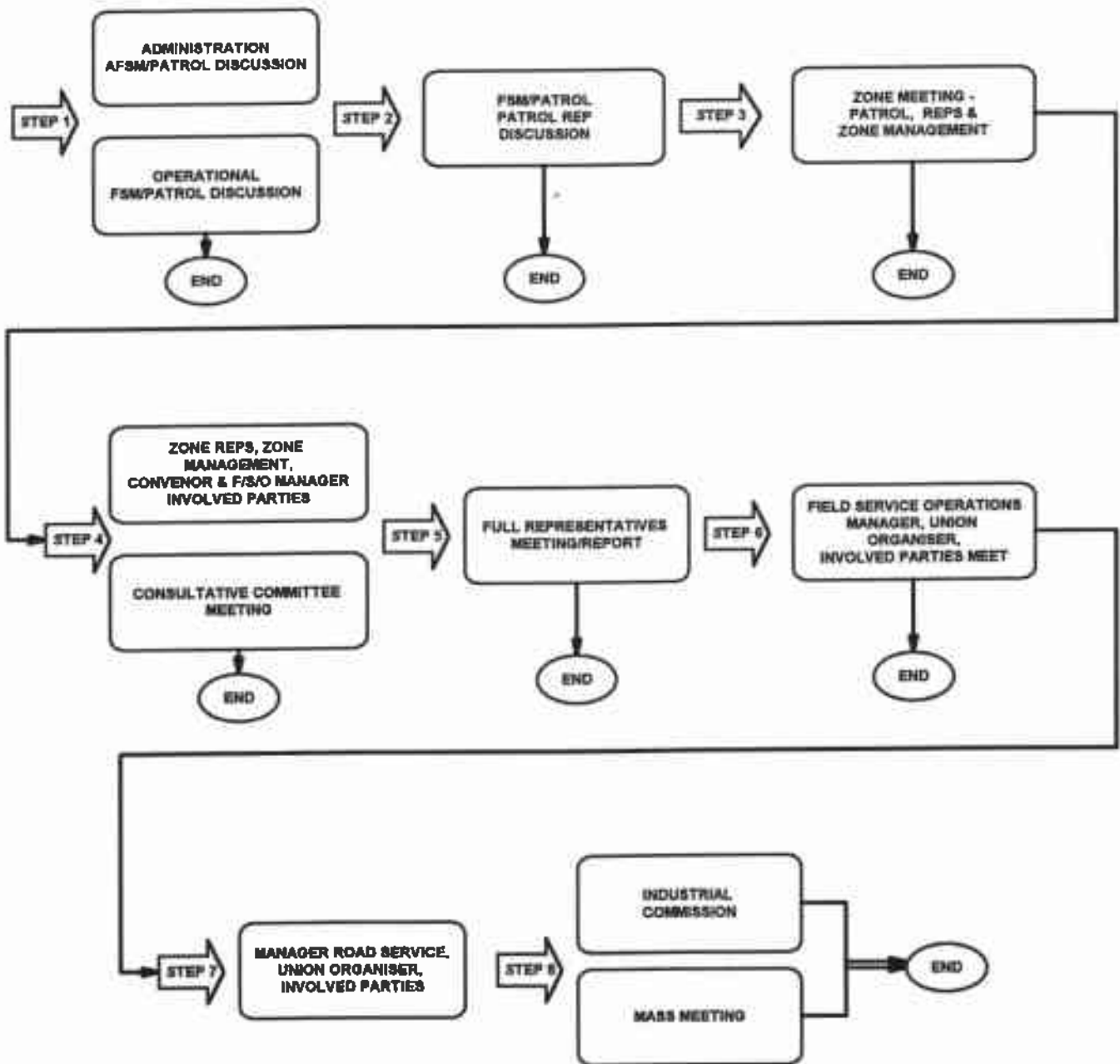
##### Procedure

This procedure will ensure that issues or grievances are resolved quickly, fairly and without disruption to business operations. Where an issue or grievance arises during implementation of this Agreement, it will be settled according to the following procedure:

Step	Action
1 & 2	The staff member should first discuss the matter with their immediate Manager, AFSM. If resolution is not achieved the staff Member, Patrol Representative and Field Service Manager hold discussions to make every effort to resolve the matter.
3	If the matter is not resolved, the staff Member should discuss the matter with Zone Management and Patrol Representatives at Zone level.
4.	If the matter is not resolved at Step 3, the Field Service Operations Manager may be included in discussions with the parties in Step 3 otherwise the matter to be referred to the Consultative Committee for resolution.
5 & 6	A full Patrol Representatives Meeting may be convened to report on progress towards resolving the matter. If no resolution is achieved the matter will be discussed between the Field Service Operations Manager, Union Convenor and involved parties.
7.	At this point, if resolution has not been achieved the involved parties will discuss the matter with the Manager of Road Service.
8.	If resolution is not achieved the matter will be referred to the Industrial Commission or a Patrol Mass Meeting..

*See Flow chart on following page*

# PROCESS FOR RESOLVING WORK PLACE ISSUES



**Enterprise Focus**

Any matter resulting in termination of employment would move from Step 1 to Step 4 immediately.

No industrial action will take place before Step 7.

Unless otherwise mutually agreed, all meetings and/or appointments for meetings between the parties are to be in normal officer 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).

# PERFORMANCE COUNSELLING

## Overview

To provide a fair and consistent approach throughout Field Service Operations, in assisting and encouraging individual Patrol Officers to change behaviour relating to performance and other matters, a system of documentation has been established known as the "Record of Interview". The process will provide a mechanism to counsel and assist individuals by providing documentation that describes the reasons for the discussion, the agreed actions necessary to correct the situation, and the Patrol Officer's response. The Record of Interview document is supported by a series of other documents that are not necessary should the discussion be of a counselling nature only. However, should the discussion be considered of a serious nature or, non adherence to the agreed actions of a previous Record of Interview, then the additional appropriate document is to be completed and signed by the parties.

## Procedure

The Record of Interview is a formal document relating to the various stages of discussions between the Patrol Officer, a Field Service Manager and a Patrol Representative.

Step	Action
1	Staff Member is counselled and discussion is recorded in writing, setting objectives and expected outcome.
2	If discussions relate to non adherence to the agreed actions of a previous Record of Interview, a first written warning is issued. A final written warning document may be used if the matter is of a serious nature.
3	A Record of Termination Interview should only be recorded if agreed processes have been adhered to (see Grievance Procedure, Page 6 and 7).
4	All documentation will be signed by the involved parties and held in the Patrol Officer's personnel file, copies of document to be distributed to parties involved.

## SECTION D

### TERMS OF EMPLOYMENT

#### Overview

NRMA Road Service provides an outstanding product to members and customers alike. The measure of our products effectiveness is dependant on the people employed to provide the product on the road side. Therefore, the people NRMA require are qualified trades people who have a willingness to learn and are customer focussed.

For the purposes of this Agreement employees may be described as Patrol Officers, Motorcycle Patrol Officers and "Option 3" Patrol Officers. NRMA Patrol Officers are employed under the same terms of employment and they are as follows:

Term	Condition
1	A Motor Vehicle Repair Industry Council Certificate confirming qualifications as a trades person.
2	A current Motor Vehicle Drivers' License and Motorcycle Riders License if a Motorcycle Patrol Officer.
3	Employment shall be by the week and shall be terminable by either party by one week's notice given at any time during the week or by payment or forfeiture of a week's wages.
4	The employer may direct an employee to carry out such duties as are within the limits of the employee's skill, competence and training and also consistent with the classification structure of this Agreement. Provided that such duties are not designed to promote deskilling.
5	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.
6.	Any direction issued by the employer shall be consistent with the employer's responsibilities to provide a safe and healthy working environment.

#### Central Coast (Gosford Zone)

NRMA has indicated it may consider the employment of patrol Officers to the Gosford Zone during the life of this Agreement.

Due to the variation in workload requirements of this Zone, it is necessary to implement special arrangements to satisfy the needs of our Members.

The parties to this Agreement agree to the specific conditions of employment.

## TERMS OF EMPLOYMENT (Cont'd)

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**Probationary  
Period**

New Patrol Officers will be engaged on a 6 months probationary period. During this period it will be determined whether employment is to be confirmed.

In the event of employment to be terminated, or the probationary period to be extended, such action will not be undertaken prior to discussion with the Consultative Committee.

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## WORKING CONDITIONS

PATROLS WHO COMMENCED EMPLOYMENT		PRIOR TO 10/02/89		AFTER 10/02/89		AFTER 10/02/89 (OPTION 3)		AFTER 10/02/89 MOTOR CYCLE		CENTRAL COAST (GOSFORD ZONE)																				
		Hours of work	Roster	Sign on normal shift/overtime	Crib location	Sign off	Working area	Types of shifts	38 hr shift work per week	Rotating	Nominated start point	Vicinity of last job	Location of last job	38 hr shift work per week	Rotating	Nominated start point	Vicinity of last job	Location of last job	38 hr shift work per week	Rotating	Nominated start point	Vicinity of last job	Location of last job							
a	38 hr shift work per week	Fixed/rotating	Residential address	Residential address	Residential address	Residential address	Residential address	38 hr shift work per week	Rotating	Nominated start point	Vicinity of last job, Branch/Pymont (*See below)	Last job/nominated start point	Metro. area/understaffed Regions	Day/afternoon/midnight	38 hr shift work per week	Rotating	Nominated start point	Vicinity of last job, Branch/Pymont (*See Below)	Last job/nominated start point	CBD, areas of traffic congestion	Day/afternoon	Day/afternoon/midnight	38 hr shift work per week	Rotating	Nominated start point	Vicinity of last job	Location of last job	Gosford Zone/ Central Coast	Day/afternoon/midnight	
b																														
c																														
d																														
e																														
f																														
g																														

\* Where access to facilities is provided for

## WORKING CONDITIONS

	PATROLS WHO COMMENCED EMPLOYMENT	AFTER 10/02/89			AFTER 10/02/89 MOTOR CYCLE		CENTRAL COAST (GOSFORD ZONE)	
		PRIOR TO 10/02/89	AFTER 10/02/89 (OPTION 3)	AFTER 10/02/89 (OPTION 3)	AFTER 10/02/89 MOTOR CYCLE	AFTER 10/02/89 MOTOR CYCLE	AFTER 10/02/89 MOTOR CYCLE	AFTER 10/02/89 MOTOR CYCLE
h	Days of work	Monday to Sunday incl. (incl. p/holidays)	Monday to Sunday incl. (incl. p/holidays)	Monday to Sunday incl. (incl. p/holidays)	Monday to Sunday incl. (incl. p/holidays)	Monday to Sunday incl. (incl. p/holidays)	Monday to Sunday incl. (incl. p/holidays)	Monday to Sunday incl. (incl. p/holidays)
i	Crib Duration	30 minutes	30 minutes	30 minutes	30 minutes	30 minutes	40 minutes (includes travel time)	40 minutes (includes travel time)
j	Time of Crib	Between 3rd & 5th hour	Between 3rd & 5th hour	Between 3rd & 5th hour	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	5 hours	5 hours	5 hours
l	Location of crib on midnight shift	Residential address	Residential address	Residential address	Pymont, RSH, Branch, Residential Address (*See below)	N/A	To be determined	To be determined
m	Break between rostered shifts	8 hours	8 hours	8 hours	10 hours	10 hours	10 hours	10 hours
n	Sign on for training/suitable duties	RSH/ Zone Office	RSH/ Zone Office	RSH/ Zone Office	RSH/ Zone Office	RSH/ Zone Office	To be determined	To be determined

\* Where access to facilities is provided for

# SECTION E

## WORKFORCE PLANNING

### Overview

NRMA Road Service is obligated to its Members to provide timely assistance when requested. To this end and to ensure that Member's expectations are satisfied a number of variations to Patrol Officers working conditions have been introduced to ensure that appropriate staffing levels are maintained in all areas.

### In this Section

The following topics are detailed in this section:

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Central Coast (Gosford Zone) Patrol Officers	15
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# PATROL OFFICER RANGE OF WORKING CONDITIONS

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## Overview

NRMA needs to meet business and customer demands and to provide quality service at all times across all locations. In order to do so, flexibility in matching staffing levels to business needs on an on-going basis is imperative. Due to the difficulty staffing some areas to meet demand, variations to Patrol Officer working conditions were introduced to ensure a consistent level of service is achieved across all areas.

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## Patrol Officer (Home Start)

Commences shift, including overtime, at home location, has crib at home and is paid until the completion of shift at the home location.

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## Option 3 Patrol

Option 3 Patrols work the greater part of each rostered shift in understaffed regions. They will be advised by Field Service Operations Management of their individual starting points. Any revision of a Patrol's nominated starting point cannot be further distance from his place of residence than the present nominated starting point, unless by mutual agreement.

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 whichever point is closest to the Patrol Officer's residential address.

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.

Option 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.

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## Motorcycle Patrol Officer

Option 3 Patrol Officer conditions apply to Motorcycle Patrol Officers who commenced employment after 10 February, 1989.

Motorcycle Patrol Officers, must complete a minimum of two (2) years as a Motorcycle Patrol Officer before they may apply to move into the normal Patrol Force.

Motorcycle Patrol Officers who commenced employment prior to 10 February, 1989 and have continued to maintain their employment as a Motorcycle Patrol, shall commence and finish their shift at their place of residence. These Patrols are also permitted to take their Christmas Day meal break at their place of residence.

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## PATROL OFFICER RANGE OF WORKING CONDITIONS (Cont'd)

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**Safeguards** 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.

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**Locations** All Patrol Officers covered by this Agreement work mainly in the following locations:

Sydney Metropolitan area, Newcastle and Wollongong.

To facilitate management and resourcing of these areas, the Sydney Metropolitan area consists of four (4) Zones (North, South, Central and West) with Newcastle and Wollongong being classified as individual Zones.

Road Service provided in areas outside of these Zones is done on a contract basis through Country Service Centres.

**Note:** The employer undertakes to apply the conditions of employment set by this Agreement to those Patrol Officers working in the Canberra Zone.

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**Central Coast (Gosford Zone) Patrol Officers** Patrol Officers employed in the Central Coast (Gosford Zone) will work where directed to do so within the boundaries of that Zone. No location within the boundaries will be nominated for an automatic work ban.

Patrol Officers will work a rotating (team) roster as worked by the Assistance Centre staff, this will include 8 1/2 hour shifts. Shift start and finish times will be the same as Assistance Centre staff.

Patrol Officers will start at nominated starting points as directed, which may vary to meet work demands and roster coverage. The nominated starting point may be anywhere within the boundaries of the Zone. A minimum of 24 hours notice will be given of a change in starting point unless by mutual agreement.

The location of a Patrol Officer's sign off point will be the location of his last Road Service call.

Patrol Officers when rostered on a day shift (06:00 - 06:30) on Sundays and Public Holidays will commence their shift at their place of residence provided they live within the Zone boundaries.

Patrol Officers may be required to drive and/or operate an alternative form of breakdown service vehicle. This may include a towing vehicle necessitating the appropriate licence(s).

All Patrol Officers must be experienced in the towing of vehicles or prepared to undertake appropriate training. The NRMA will meet all costs associated with additional training to upgrade skills as deemed necessary.

# SHIFT ROSTER

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**Overview** NRMA Road Service acknowledges its responsibility to employees to maintain the appropriate balance of working and family time. Therefore, to ensure that staff can plan family and social activities, all efforts are made by Field Service Operations Management to develop flexibility with rostering that accommodates staff needs whilst maintaining appropriate staffing levels.

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

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**Roster Variations** Patrols employed prior to 10 February, 1989, who did not opt 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 in accordance with roster requirements i.e. Fri/Sat or Sun/Mon. The ten most Senior Patrols on fixed day off roster in the metropolitan area will be offered a full weekend off.

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**Midnight Shifts** All Patrol Officers, excluding Motorcycle Patrol Officers, are required to work midnight shifts. These shifts will not exceed twenty nights in any calendar year and intervals between shifts should not be less than ten (10) weeks unless by mutual agreement (excludes Country Branches).

Patrol Officers employed in the Gosford Zone may be required to work midnight shifts at any time conditions demand. The required number of shifts to be worked and the interval in any calendar year is to be negotiated. Midnight shifts may be a rostered shift or on a callback system

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

Gosford Zone Patrol Officers will work their normal roster on Christmas Day.

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## SHIFT ROSTER (Cont'd)

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### Application for Home Start

Option 3 Patrol Officers may become eligible for "Home Start" conditions in an understaffed region, this could require a team change therefore a change in roster. Recommendation for variations is the role of the Consultative Committee and will occur at this committee's scheduled meetings.

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.

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.

Where the opportunity of home start conditions is offered to and accepted by a Patrol Officer, he must be able to satisfy his Manager at the time of the offer, that he will take up residency in the applicable region within three (3) months.

A Patrol unable to take up the vacancy may leave the application on file without loss of seniority in regard to the application.

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### Understaffed Regions

An understaffed region shall be any region where the number of Patrols, when expressed as a percentage of the total number of Sydney patrol Officers (regions A-R) is less than the region's percentage of the total Road Service jobs in regions A-R. This determination of staffing levels applies to regions A-R only.

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## SHIFT ROSTER (Cont'd)

### Change of Address

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

Change of Address	Sign On	Crib	Sign Off	Roster
<u>Same Region</u> Existing conditions apply	Residential address	Residential address	Residential address	Existing
<u>Other Region</u> "Option 3" Patrol conditions	Nominated starting point	Vicinity of last job/branch	Last job/nominated starting point	To be negotiated
<b>Outside Regions A-R</b>	<b>No Patrol movement permitted</b>			

- c. If the change of address has been approved, and the approval is subject to a change in the Patrol Officers working conditions, the Patrol Officer has the choice of assuming the new working conditions or remaining at their present location.
- d. Failure by the Patrol Officer to advise Field Service Management of any change of address, or failure to adhere to the conditions of approval to change address, will result in dismissal.
- e. A Patrol Officer of the Gosford Zone must comply with the conditions described above.

## SECTION F

### HOURS

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#### Overview

NRMA Road Service operates 24 hours per day, 7 days per week, 365 days per year. In order to provide a product with a minimum response time, Road Service Patrol Officers are required to work varying hours to ensure that all member demand is satisfied across a broad band of hours. Because ordinary working hours provide certain limitations to our response capabilities, overtime is used to supplement ordinary working hours. This supplementation guarantees effective and efficient product delivery.

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#### Ordinary Hours

The ordinary working hours of employees shall not exceed an average of thirty eight hours per week.

Shifts worked shall not exceed eight hours in duration, Monday to Sunday inclusive and including Public Holidays.

Not more than six shifts shall be worked in any one pay week.  
(Variations to the above may occur by mutual agreement).

Thirty minutes shall be allowed to employees each shift for crib which shall be counted as time worked and taken where practicable between the third and fifth hours of work.

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#### Overtime

Overtime is time worked outside a Patrol Officers rostered shift of ordinary hours and must be by the direction and authorisation of Road Service Management. (Rostered shifts include mutually agreed shift changes with other Patrol Officers as agreed to by Field Operations Management).

A Patrol Officer recalled to work after the completion of any ordinary shift shall be paid for a minimum of three (3) hours.

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".

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# OVERTIME PROCEDURES

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**Overview** Because Member demands fluctuates to extremes. NRMA's capabilities to respond can be stretched. As additional resources are required to cope with demand NRMA Patrol Officers are given opportunities to work overtime. The mechanism used by NRMA to distribute overtime, ensures a fair and equitable means that provides individuals who are willing to work overtime with the opportunities to do so.

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**Sydney** Overtime shall be distributed to Patrol Officers according the Regional requirements. Priority will be given to those Patrols who have advised Road Service Management by voice mail of their availability to work overtime and then in accordance with the overtime roster (CAD).

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**Canberra** Overtime (min 3 hours).

**Newcastle** Flexible overtime (min 2 hours), 10:00 - 13:00 and 16:00 - 19:30.

**Wollongong** Flexible overtime (min 2 hours), 24 hour utilisation.

**Branches** Work backs are to be offered overtime before early starts or call-outs. Early starts are to be offered overtime only when insufficient work backs are available, and prior to call-outs.

Call-outs are offered overtime only when insufficient numbers are available through work backs or early starts on the day when work load requires additional Patrol Officers.

Call Backs: When work load demands additional staff, Patrol Officers may be recalled to work after completion of their normal shift.  
**Strict observance of roster priority is to be maintained.**

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**Standby Allowance** Patrol Officers working at Country Branches shall be paid an allowance of \$26.25 per night in addition to any payment for call-out when they are instructed by an authorised management representative to hold themselves in readiness and make themselves available for callouts on night shift.

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## OVERTIME PROCEDURES (Cont'd)

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### Safeguards

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.

Patrol Officers working in the Gosford Zone are required to have at least 10 hours off duty within a 24 hour period.

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

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.

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### Payment

Overtime shall be paid at the rate of double time (2) calculated on the "Shop Rate"

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".

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### 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.

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.

Gosford Zone Patrol Officers shall be entitled to a paid meal break of 40 minutes with no additional time allowed to move and call.

Christmas Day	1 hour or alternatively
Meal Break	1/2 an hour plus current allowance (currently \$31.70)

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## OVERTIME PROCEDURES (Cont'd)

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### **Meal Allowance**

A Patrol Officer is entitled to a meal allowance of \$6.70 when required to work beyond 1.5 hours after the completion of their shift. They shall also be entitled to a meal allowance of \$6.70 when required to work beyond each 4 hour period of overtime.

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### **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 meal allowances 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.

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# SECTION G

## LEAVE

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**Introduction** This clause includes all aspects of leave.

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**In this Section** The following topics are covered:

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Compassionate Leave	26
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## ANNUAL LEAVE

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### **Intent**

The intent of annual leave is to provide staff with an extended break from work, as per Annual Holidays Act, 1944. Therefore, leave should be taken within 18 months after the beginning of the period of service in which the leave is due.

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### **Annual Leave Entitlement**

All Patrol Officers are entitled to six 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.

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### **Additional Leave**

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, Queens Birthday and Labour Day).

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The additional holiday prescribed by the Metals and Engineering Industries State Award from year to year shall be an additional holiday under this Agreement and shall be added to any employee's annual leave.

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Any additional gazetted public holidays shall be added to the employee's annual leave entitlement and can be taken on request with approval of the Road Service Management.

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### **Annual Leave Loading**

All Patrol Officers are entitled to 17.5% loading on their annual leave. Annual leave loading is calculated on the "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.

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# ANNUAL LEAVE POINTS SYSTEM

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**Intent** 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 (e.g. school holidays).

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**Process** A Patrol Officer going on leave incurs a point 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	3 points for each week
October - November	3 points for each week
April - May	2 points for each week
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

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Progressive lead points ("given number"), subtract 18 points for each year if commenced prior to 1980.

1980 - 312	1986 - 420	1992 - 528
1981 - 330	1987 - 438	1993 - 546
1982 - 348	1988 - 456	1994 - 564
1983 - 366	1989 - 474	1995 - 582
1984 - 384	1990 - 492	1996 - 600
1985 - 402	1991 - 510	1997 - 618

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## OTHER LEAVE

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### Overview

NRMA acknowledges that from time to time staff will encounter illness and family emergencies. Therefore, in order to assist staff members during periods of illness, family emergencies etc. staff members can avail themselves of the following entitlements.

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### Personnel 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 two (2) consecutive days and upon request regarding other sick leave.

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### Family Leave

Up to five (5) days unpaid leave may be granted to a Patrol Officer, in the event of illness of a dependant family member. An application for such leave must be accompanied by a medical certificate.

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### Compassionate Leave

Two (2) days compassionate leave will be granted to a Patrol Officer on the production of satisfactory evidence of the death of a member of the immediate family i.e. spouse, father, mother, brother, sister, child, parents in law.

This entitlement may be extended, at the discretion of the Patrol Officer's Manager, where the circumstances require the granting of additional leave of absence.

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### Long Service Leave

Refer to NSW Long Service Leave Act, 1955.

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### Jury Duty Leave

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.

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## SECTION H

### NRMA LTD/PATROL OFFICERS INITIATIVES

#### Overview

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**Introduction** As part of this Agreement, NRMA and Patrol Officers have committed to developing and/or reviewing the following initiatives.

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**In this Section** The following topics are included in this section

<b>Topic</b>	<b>Page</b>
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# JOINT FOCUS TOWARD ENTERPRISE IMPROVEMENT STRATEGY

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## Overview

NRMA Management and Patrol Officers recognise that increasing competition, demand a unified approach and focus that strengthens Road Service against this competition. The means to achieving this calls for an end to the positional approach currently used in industrial negotiations and adapting a "side by side"- approach that achieves an improved level of assistance to members.

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## Side by Side Approach

The Consultative Committee to jointly develop agreed Key Performance Indicators and Key Performance Measures with a view to measuring enterprise productivity and introducing agreed initiatives into the 1997 Enterprise Agreement that improve Enterprise productivity.

Commitment to genuinely discuss all Patrol work practices, based on data, research and analysis of the enterprise with a view towards improving enterprise productivity and introducing agreed productivity improvements, into the 1997 Enterprise Agreement.

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# CONTINUOUS IMPROVEMENT PRINCIPLE

## Overview

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.

## Consultative Procedure

Step	Action
1	Proposal discussed at Zone Meetings between Field Service Zone Management 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 Zone Management 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.  (i) A fourteen day cooling off period should be exercised, the trial should be withdrawn for this period. The Consultative Committee Meeting would be called in this cooling off period to try and resolve the problem.  (ii) The Consultative Committee would consist of four Patrol Representatives, Secretary, Convenor, four Zone Field Service Managers and Manager Field Service Operations.



## CONTINUOUS IMPROVEMENT PRINCIPLE (Cont'd)

6	A special full Patrol Representatives' meeting would be called to inform them of the proceedings.
7	After trial or implementation a meeting should be called of all involved parties to gauge the effect of the change, e.g. fine tuning, benefits, service, quality, cost etc.
8	Where a proposed initiative or trial is to be conducted by a Zone, that will affect another or all Zones, then the proposed initiative is to be first considered and guidelines established by the Consultative Committee.
9	The regular full Patrol Representatives' meetings would still be held for co-ordinating purposes.

# ELECTRONIC COMMUNICATIONS SYSTEM

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## Overview

The NRMA believes that the more effective the organisations communication systems are the stronger our position is against competition. Investment in leading edge technology i.e. Data/Phone system which has now been installed in all Road Service Patrol vans has been a major investment. The systems potential capability will allow development to further improve the NRMA's competitive edge and enhance Patrol Officers security of employment well into the future. The NRMA encourages effective communication and believe that the Data/Phone System will provide staff and customers with an enhanced product and improved service delivery.

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## Car Phone Guidelines

Car phone to be used only when a Patrol Officer is rostered on shift or overtime. Member/Customer can utilise the phone to advise family/work of breakdown or arrange transport.

The majority of phone calls made by Patrols are to be for business purposes only.

Personal calls up to \$15.00 per month is allowable as per NRMA policy.

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## Additional Electronic Components

NRMA policy dictates that CB radios are not to be installed in company vehicles, including Patrol vans. Further to this policy and due to the possibility of damage being caused to the Telzon Data Unit. Paging systems or any other unauthorised electronic component must not be installed to any Road Service vehicle fitted with this system.

However, once initial teething problems with data/phone system have been eliminated. The feasibility of a compatible pager will be examined.

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