

Rostering Principles and Procedure applicable to Main Line Passenger Services (MLPS)

These working procedures replace all previous instructions, principles and guidelines:

1. Purpose:

- To ensure that all MLPS Operational employees rostering procedures are performed and adhered to in accordance with set standards, principles and control systems. These procedures also include specific principles of Human Factors Management .

2. Background:

- 2.1 Due to the need to enhance Corporate Governance and also as an endeavour to comply with applicable legislation in the operational environment, MLPS Head Office, embark on a process to regulate and standardise the rostering of all MLPS operational employees.
- 2.2 MLPS has the responsibility to roster competent personnel that are fit for duty to operate in the MLPS environment and also to ensure safety of passengers and other employees in the MLPS environment. This procedure provides principles that will endeavour to minimise the contribution of fatigue in the rostering of personnel and that will standardise rostering processes and procedures.
- 2.3 This procedure also aligns the rostering principles and processes with the stipulations of the Basic Conditions of Employment Act, OHSA and the MLPS Conditions of service.

3. Scope:

- 3.1 This procedure will be applicable to all Operational employees within MLPS (Train Operations, Customer Services, Technical and PRASACRES (Coach Cleaner and Supervisors)

4. Objective:

- 4.1 To ensure compliance to the Basic Conditions of Employment Act requirements, Code of good practice and OHSA.
4.2 To standardise the rostering of employees within MLPS.
4.3 To ensure good Corporate Governance within the rostering system and procedures.
4.4 To improve employees "lifestyle wellness" by incorporating fatigue management principles.
4.5 To comply with operational requirements and business needs.

5. Definitions:

- The following terms apply to MLPS rostering procedure and shall be interpreted as follows:
 - 5.1 **Master Roster** reflects the total hours of roster as per the operational train service and requirements; it must remain the same unless the service or operations changed.
 - 5.2 **Planned Roster** is the roster which reflects the total hours to be worked in anticipation of the following week's requirements and is based on the availability of personnel.
 - 5.3 **Actual Roster** is the roster reflecting the actual hours worked which might exceed the planned due to service interruptions, occupations and sudden withdrawal of personnel due to specific reasons i.e., off sick, leave, training etc.

- 5.4 **Shift** is the total shift length shift and the activities as per the roster from signing on to signing off, except where employees book off on board and at book off places. In these cases a shift length will be from the depot to the place of book off and from the place of book off back to the home depot. Duration of the shift must not exceed twelve(12) hours.
- 5.5 **Standby Shift (On duty)** is the shift allocated for any unforeseen circumstances e.g. train delays or absenteeism and this link can go beyond the original length but not exceeding twelve(12) hours.
- 5.6 **Disposal** shall mean personnel available to perform their duties that are required during his rostered shift while on duty.
- 5.7 **Available** is a list of personnel available for closing shifts of personnel on annual leave, alternative duties and off sick and must not exceed the total master roster availability limit.
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|-------|------------------|-----|
| 5.7.1 | Train operations | 25% |
| 5.7.2 | Customer Service | 15% |
| 5.7.3 | Technical | 20% |
| 5.7.4 | PRASA CRES | 25% |
- 5.8 **Training** for example Symposium/Operational is included in the roster and is specifically allocated for personnel to attend on the job training.
- 5.9 **Alternative Duties** means any other duty allocated to employees of which the employee cannot refuse to do without a valid reason or medical report.
- 5.10 **Workplace** means any place where an employee can sign-on and off.

6. Principles of Rostering:

- The process to develop new shifts and diagrams needs to incorporate the following requirements and rostering principles, the development and implementation thereof remains management's prerogative(In line with clause 10.12)

6.1 Main Principles:

- 6.1.1 Include specific clauses of the Basic Conditions of Employment Act as well as the Code of Good Practice and OHSA.
- 6.1.2 Include relevant rotational shift agreements including the annexure to the rotational shift agreement.
- 6.1.3 Include fatigue management principles.

6.2 Secondary Principles:

- **The following principles need to be applied when shifts and diagrams are developed.**

- 6.2.1 Shifts to be built for actual hours work, including all activities.
- 6.2.2 Different shift patterns can be implemented due to operational requirements and staff strengths. (As per clause 10.12)
- 6.2.3 Paid Meal breaks to be included in the shift of employees who cannot leave their shifts unattended. (40minutes paid meal break)
- 6.2.4 Work that cannot be left unattended will not be disrupted for a meal brake.
- 6.2.5 Minimum shift lengths will be 7:20/7:30 per shift.
- 6.2.6 No planned shift longer than 12 hours.
- 6.2.7 Every second weekend a rest period of 60 hours which must include a Sunday. (operational grades and shift workers)
- 6.2.8 All employees will have 12 hours rest between ending and commencing of shifts.
- 6.2.9 Where possible all diagrams must not exceed 44/45 hours per week.
- 6.2.10 No employee must be rostered for more than 72/73 hours per week. (excluding Sunday time)
- 6.2.11 When a shift is canceled the employee will be accredited with the amount of hours of the original shift for that day.

7. Information to be displayed on the daily roster:

- 7.1 Personnel allocation on shift.
- 7.2 Personnel on leave. (Sick, Study est.)
- 7.3 Personnel sick and X 99.
- 7.4 Personnel in training. (Theoretical and Practical)
- 7.5 Personnel Road Knowledge training. (assessments)
- 7.6 Personnel acting in other grades.
- 7.7 Personnel attending meetings.
- 7.8 Personnel rostered on medical surveillance.
- 7.9 Personnel on light duties.
- 7.10 Personnel on alternative duties.
- 7.11 Personnel attending disciplinary hearings.
- 7.12 Personnel that is available.

8. Rostering Diagram:

- 8.1 Ensure evenly spread of time per depot as far as possible.
- 8.2 Provide for daily and weekly rest.
- 8.3 Plan for every second weekend off. (where applicable)
- 8.4 Swapping of shifts to be discouraged.
- 8.5 Include shifts for training.
- 8.6 Reduce overtime.
- 8.7 Granting of leave on the "wheel system" where applicable.
- 8.8 Avoid quick shift changes.

9. Abnormal circumstances:

Any circumstance that is not provided for and which deviates from normal schedule arrangements.

10. General:

- 10.1 The hours of duty for each place of employment (depot) shall be determined from time to time according to operational requirements.
- 10.2 An employee working temporary in a different grade or place will observe the hours prescribe for that grade and place, if these are different from the hours of duty fixed at this normal place of employment.
- 10.3 The week -will start on a Monday.
- 10.4 Leave, training and shift rosters as well as daily and weekly rest periods to be planned well in advance.
- 10.5 An employee shall be rostered according to activities.
- 10.6 At the end of a shift an employee must ensure that he is aware of his next shift that will be display at the notice/roster board.
- 10.7 Employees shall not be rostered on call-out standby duty for more than 2 consecutive weeks.
- 10.8 Due to MLPS operational environment employees could be required to perform night work on a rotational basis, however cognitions will be taken of relevant acts that are mention in this document.
- 10.9 Regional departmental rostering committees will be establish as per the rotational shift annexure.
- 10.10 Employees may be rostered or required to work a shift of variable length subject to a minimum of a day's wage and not confined to a maximum of twelve (12) hours.
- 10.11 No occasional leave will be granted when rostered for an availability shift.
- 10.12 All employees working trains en-route will be allocated scheduled unpaid meal breaks, except Train Drivers and Train Assistants.
- 10.13 If an employee resumes duty on a paid public holiday he will receive an additional day's salary irrespective of the time signed on.
- 10.14 If an employee resumes duty on a non paid public holiday and work in to a paid public holiday he will not receive any additional payment.
- 10.15 If an employee resumes duty on a paid public holiday between midnight and midnight (00:01 and 00:00) he will receive double time for time exceeding 7:20/7:30. The first 7:20/30 will be credited to his weekly averaging.
- 10.16 If an employee resumes duty on a paid public holiday and work in to a non public holiday he will receive double time for time exceeding 7:20/7:30. The first 7:20/30 will be credited to his weekly averaging.
- 10.17 If an employee resumes duty on a non paid public holiday and work in to a paid public holiday he will not receive double time for time exceeding 7:20/7:30. The whole shift will be credited to his weekly averaging.
- 10.18 If a shift workers book off sick he/her must inform the depot at least 3 hours before commencing duty.
- 10.19 If an employee book off sick on a Saturday he/she will forfeit his/her Sunday shift unless its night shift.

- 10.20 If a Public Holiday falls on a Wednesday, Thursday or Friday the employees who must work the coming weekend must work if required.
- 10.21 If a Public Holiday falls on a Monday or Tuesday the employees who have worked the weekend must work if required.

This instruction will be effected from 01 July.....2013.

11 SIGNATORIES

SENIOR MANAGER OPERATIONS (MLPS)

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EXECUTIVE HEAD : (MLPS)

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