



OVERTIME POLICY

Policy : **Overtime Policy**
Manual : **Human Resources Policies and Procedures Manual**
Applicability : **All employees within Digicall Group.**

	NAME	SIGNATURE	DATE
PREPARED BY:	Human Resources		Aug 2016
APPROVED BY:			Aug 2016

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1. INTRODUCTION AND PURPOSE

- 1.1. The Company intends on regulating working hours in order to prescribe to legislations as well as to ensure cost effective resource allocation within the Company.
- 1.2. Management reserves the right to align this policy with the Basic Conditions of Employment Act as amended. Relaxation of the minimum employment benefits as contained in the Act should not be construed as creating an expectation of a right thereto.
- 1.3. The policy objectives are to:
 - 1.3.1. To define the overtime conditions applicable to all employees.

2. DEFINITIONS

The definitions listed in Table 1-1 apply to this document.

A capitalised item within the text indicates the availability of a definition.

Item	Definition
Company / Employer	Digicall Group
Managers / Supervisors / Management	The person responsible for planning and directing the work of individuals, monitoring their work, and taking corrective action when necessary
Employees	Permanent salaried staff on the Company payroll
Contractors	Contractors working for the Company in an individual capacity who are not considered to be Employees of the Company
Ordinary hours of work'	'Ordinary hours of work'' means 45 hours per week and or 9 hours per day if the Employee works up to 5 days per week, and or 8 hours per day if the Employee works more than 5 days per week. Sunday's will also be considered as ordinary working hours for shift workers that are normally required to work on Sunday's.
Overtime	"Overtime" means the time that an employee works during a day or a week in excess of ordinary hours of work;

3. LEGISLATIVE REFERENCES

- 3.1. This policy should be read in conjunction with the Basic Conditions of Employment Act, the Employment contract, as well as relevant collective agreements entered into by and between the Company and the representative trade union from time to time where applicable. This policy does not intend to alter or deviate from the abovementioned legislative requirements and employment conditions. Should any deviation be identified, the Company maintains that the relevant employment legislation and employment agreements will prevail without prejudice to the Employee.

4. OVERTIME

4.1. General Policy guidelines

- 4.1.1. Overtime may only be worked with prior approval from management. However, an employee cannot refuse to work overtime if the work which is required to be done must be done without delay owing to circumstances for which the Company could not reasonably have been expected to make provision, and which cannot be performed by employees during the ordinary hours of work.

- 4.1.2. Management must authorize the undertaking of any additional hours worked in advance. If authorized permission has not been obtained the additional hours worked will not qualify for an overtime payment.
- 4.1.3. An employee will only be deemed to have worked overtime once he / she has worked more than 45 hours per week, taking into consideration that overtime calculations will be made on a daily and weekly basis.
- 4.1.4. Duty rosters will be compiled and approved by management and be made available to employees well in advance according to the Company's needs.
- 4.1.5. Scheduled hours not worked as a result of unauthorized absenteeism will be treated as "Hours not Worked" and employees will not be allowed to work time in for any unauthorized absence.
- 4.1.6. Where an employee is absent due to illness, such employee will have to work at least 5 shifts upon returning to work to be eligible for scheduled overtime work.
- 4.1.7. Overtime work will be limited to:
 - No more than ten hours' overtime a week, or
 - No more than 3 hours on any day.
- 4.1.8. 12 hour shifts will be regulated per sec 7 of this policy.

4.2. Calculation of Overtime Work

- 4.2.1. Employees will be remunerated at 1.5 of their hourly rate for overtime worked.
- 4.2.2. Where an Employee is required to work a non-scheduled overtime shift, such an Employee will be remunerated at 1.5 their hourly rate.

5. WORK ON SUNDAYS

- 5.1. Employees who normally work on Sunday's will be remunerated at 1.5 of their hourly rate of which such hours will be taken into consideration as ordinary working hours and as part of their 45 hour ordinary hour week.
- 5.2. Where an Employee is required to work a non-scheduled shift on a Sunday, such an Employee will be remunerated at 1.5 their hourly rate. (BCEA section 16.1).
- 5.3. Employees who do not normally work on Sunday's will be remunerated at double their hourly rate for work on Sunday's and such working hours will not be taken into consideration as ordinary hours of work.

6. WORK ON PUBLIC HOLIDAYS

- 6.1. Employees who work on a public holiday will be remunerated at double their hourly rate (BCEA section 18).

7. SPECIAL SHIFT WORKING POLICY

- 7.1. Due to the nature of our business it will be necessary for certain call center staff to work compressed shifts up to 12 hours per day in which case the daily ordinary hours will extend up to 12 hours per day limited to 45 ordinary hours per week.
- 7.2. Where an employee is required to work overtime shifts which were not planned for on the shift roster, such an employee will be remunerated at 1.5 of his/her hourly rate for the overtime shift worked subject to the Employee working the remainder of his/her shifts for that week as per the planned shift roster

8. SPECIAL SHIFT WORKING SUPERVISOR POLICY

- 8.1. Although legislation does not entitle such a supervisor to overtime payments, the Company is cognizant of the need to consider the nature of the Employee's shift working conditions. It is for this reason that the Company will remunerate these supervisors at the following rates:
 - 8.1.1. Monday to Sunday shifts at 1.0 of their hourly rate;
 - 8.1.2. . Public holidays at double their hourly rate.
- 8.2. There will be no additional overtime payments due for these shift working supervisors.

9. MANAGEMENT'S RESPONSIBILITY

- 9.1. Managers are responsible to ensure that:
 - 9.1.1. Overtime work is minimized;
 - 9.1.2. There is adequate control of overtime duty, either through supervision or by control of outputs;
 - 9.1.3. Overtime work is requested fairly;
 - 9.1.4. Ensure effective planning in order to prevent unnecessary requirements for overtime.