

**REGISTER OF  
ENTERPRISE AGREEMENTS**

**ENTERPRISE AGREEMENT NO:** EA98/14

**TITLE:** NRMA Ltd Patrol Officers Enterprise Agreement 1997

**I.R.C. NO:** 97/7084

**DATE APPROVED/COMMENCEMENT:** 23 December 1997 and commenced from the first pay period on or after 15 December 1997

**TERM:** Expires 15 December 1998

**NEW AGREEMENT OR  
VARIATION:** New. Replaces EA 267/96

**GAZETTAL REFERENCE:**

**DATE TERMINATED:**

**NUMBER OF PAGES:** 48

**COVERAGE/DESCRIPTION OF**

**EMPLOYEES:** Patrol Officers working mainly in the Sydney Metropolitan Area, Newcastle and Wollongong

**PARTIES:** NRMA Limited -&- Automotive, Food, Metals, Engineering, Printing and Kindred Industries Union, New South Wales Branch





NRMA LTD



AFMEPKIU

*NRMA LTD PATROL OFFICERS  
ENTERPRISE AGREEMENT*



1997

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# SECTION A

## AGREEMENT 1997

Registered  
Enterprise Agreement  
Industrial Registrar

### Overview

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

1.	Proper remuneration levels.
2.	Avoidance of industrial disputation.
3.	Enterprise flexibility arrangements.
4.	Career path development.
5.	Development of additional skills.

The Union, its Members and those eligible to be Members, employed by NRMA as Road Service Patrols 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.

### Parties of the Agreement

The parties of this Agreement are NRMA LTD. and the AUTOMOTIVE, FOOD, METALS AND ENGINEERING, PRINTING AND KINDRED INDUSTRIES UNION, NEW SOUTH WALES BRANCH.

### Declaration

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

### Term of Agreement

This Agreement will come into operation on the date of Certification by the Office of the Industrial Register and remain in operation for a period of 12 months from that date.

## SECTION B

# REWARD AND RECOGNITION

Registered  
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### Overview

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#### Introduction

As part of this Agreement, NRMA and AFMEPKIU have negotiated a wage increase in recognition of past productivity achievements, ongoing commitment to support the continuous improvement principle and joint focus toward enterprise improvement strategy. The parties to this Agreement have agreed to maintain 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
Wage Increase	3
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## WAGE INCREASE

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**Wage Increase**

In return, and for changes incorporated in this Agreement, NRMA Road Service Patrol Officers will receive an increase of \$13.50 to their salary. This increase will be applied to individuals "Total Rate".

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**Retrospectivity of  
Wage Increase**

The wage rates contained in Section "B" (page 4) of this Agreement takes effect on and from the date of registration of the Agreement. Employees covered by this Agreement at the date of registration will be paid the rate of pay in accordance with Section "B" from the first full pay period after 23 September, 1997.

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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 wages 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	\$738.89
2. Module 1 *	6	\$753.03
3. Module 2 *	-	\$767.18
4. Multi skilled (VI)*		\$792.18
AFSM Supervisory Certificate		\$803.88

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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 \$9.40 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:

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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 if 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 Human Resources Manager, Road Service.

## SECTION C

# RESOLVING WORK PLACE ISSUES

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## 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.

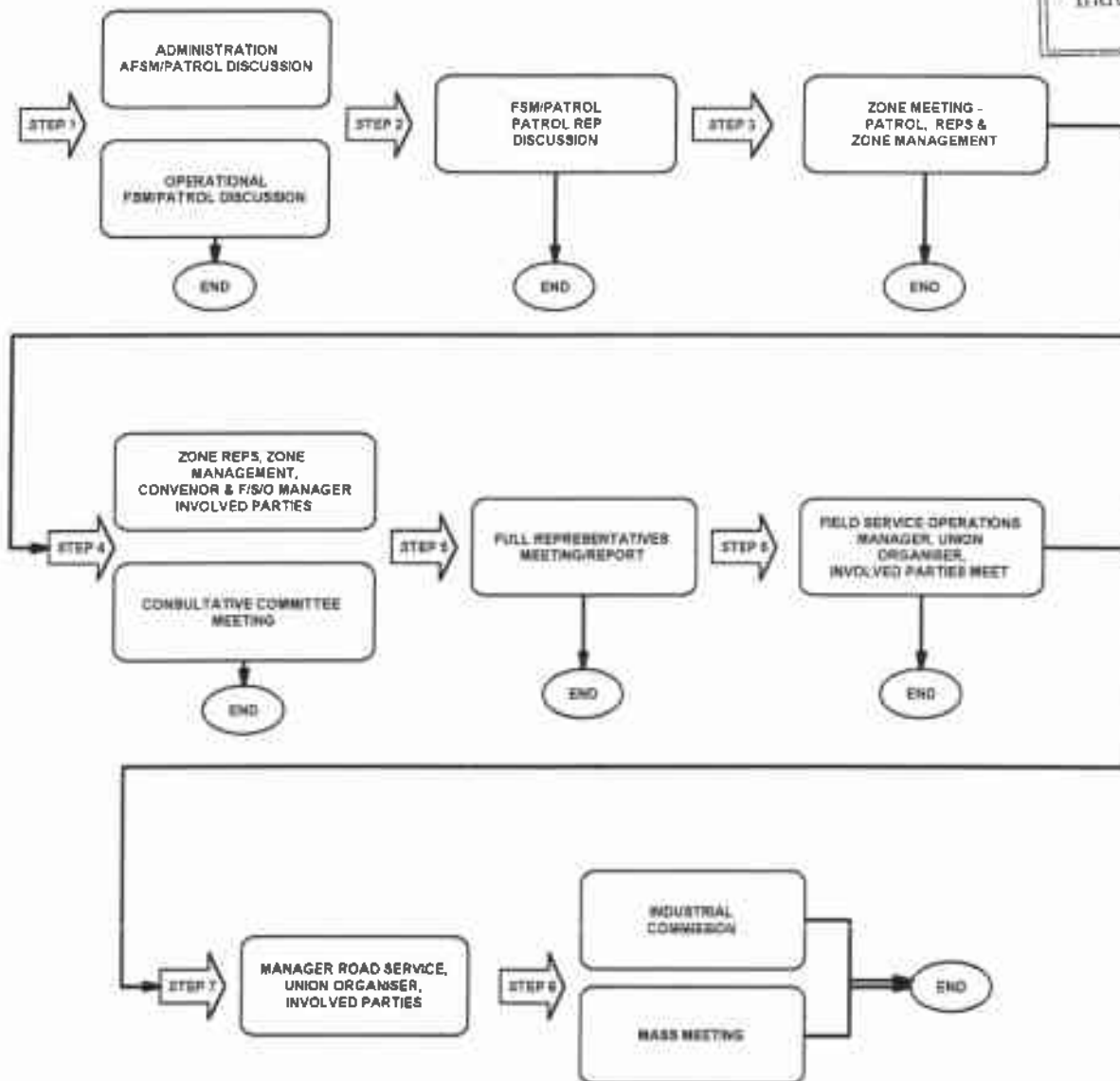
**Procedure** This procedure will ensure that issues or grievances are resolved quickly, fairly and without disruption to business operations. Where an issue or grievance arises during implementation of this Agreement, it will be settled according to the following procedure:

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 Relations Commission or a Patrol Mass Meeting..

*See Flow chart on following page*

# PROCESS FOR RESOLVING WORK PLACE ISSUES

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## 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

Registered  
Enterprise Agreement  
Industrial Registrar

## Overview

To provide a fair and consistent approach throughout Field Service Operations, in assisting and encouraging individual Patrol Officers to change behaviour and/or 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

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

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\* Where access to facilities is provided for

## 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)	
		Monday to Sunday incl. (incl. p/holidays)	30 minutes	Monday to Sunday incl. (incl p/holidays)	30 minutes	Monday to Sunday incl. (incl. p/holidays)	30 minutes	Monday to Sunday incl. (incl. p/holidays)	30 minutes	Monday to Sunday incl. (incl. p/holidays)	40 minutes (includes travel time)
h	Days of work	Between 3rd & 5th hour	5 hours	Between 3rd & 5th hour	5 hours	Between 3rd & 5th hour	5 hours	Between 3rd & 5th hour	5 hours	Between 3rd & 5th hour	5 hours
i	Crib Duration	Residential address	8 hours	Residential address	8 hours	Residential address	8 hours	Residential address	8 hours	Residential address	8 hours
j	Time of Crib	Residential address	8 hours	Residential address	8 hours	Residential address	8 hours	Residential address	8 hours	Residential address	8 hours
k	Max time worked prior to crib	Residential address	8 hours	Residential address	8 hours	Residential address	8 hours	Residential address	8 hours	Residential address	8 hours
l	Location of crib on midnight shift	Residential address	8 hours	Residential address	8 hours	Residential address	8 hours	Residential address	8 hours	Residential address	8 hours
m	Break between rostered shifts	Residential address	8 hours	Residential address	8 hours	Residential address	8 hours	Residential address	8 hours	Residential address	8 hours
n	Sign on for training/suitable duties	Residential address	8 hours	Residential address	8 hours	Residential address	8 hours	Residential address	8 hours	Residential address	8 hours

Registered Enterprise Agreement  
Industrial Registrar

\* Where access to facilities is provided for



## SECTION E

# WORKFORCE PLANNING



### Overview

NRMA Road Service is obligated to NRMA 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

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# PATROL OFFICER RANGE OF WORKING CONDITIONS

Register  
Enterprise Agreement  
Industrial Registrar

## 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.

## 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.

## 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.

## 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.

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

Registered  
Enterprise Agreement  
Industrial Registrar

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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.

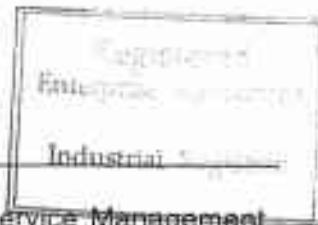
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### Understaffed Regions

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
<b><u>Same Region</u></b> Existing conditions apply	Residential address	Residential address	Residential address	Existing
<b><u>Other Region</u></b> "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>		No Patrol movement permitted		

- 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, may 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.

### 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.

### Overtime

Overtime is paid at twice the ordinary hourly rate and 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".

# OVERTIME PROCEDURES

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Enterprise Agreement  
Industrial Registrar

**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.

**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).

**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.

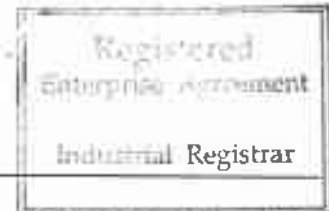
Call-outs are offered overtime only when insufficient numbers are available through work backs or early starts on the day when work load requires additional Patrol Officers.

**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.**

**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.



## 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.

---

**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".

---

**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 \$32.29)

## 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.

---

**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.

---

# SECTION G

## LEAVE

Registered  
Enterprise Agreement  
Industrial Registrar

---

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

---

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

<b>Topic</b>	<b>Page</b>
Annual Leave	24
Annual Leave Loading	24
Annual Leave Points System	25
Sick Leave	26
Compassionate Leave	26
Long Service Leave	26
Jury Duty Leave	26

## ANNUAL LEAVE



---

**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.

---

**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.

---

**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).

---

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.

---

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.

---

**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.

---

# ANNUAL LEAVE POINTS SYSTEM

Registered  
Enterprise Agreement

## 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).

## 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

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

1981 - 330	1987 - 438	1993 - 546
1982 - 348	1988 - 456	1994 - 564
1983 - 366	1989 - 474	1995 - 582
1984 - 384	1990 - 492	1997 - 600
1985 - 402	1991 - 510	1997 - 618
1986 - 420	1992 - 528	1998 - 636

Replacement

Registered  
Enterprise Agreement  
Industrial Registrar

# OTHER LEAVE

## 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.

## Personal 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.

## Family Leave

As per Parent Award, the Metal and Engineering Industry Family Leave Provisions (State) Award.

## 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.

## Long Service Leave

Refer to NSW Long Service Leave Act, 1955.

## 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.

## SECTION H

# NRMA LTD/PATROL OFFICERS INITIATIVES

Registered  
Enterprise Agreement  
Industrial Registrar

### Overview

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

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

Topic	Page
Joint Focus towards Enterprise Improvement	28
Reward and Remuneration/Market Rates	28
Continuous Improvement Principle	29
Communications System	31
Expressway Service	31
Composite Wage	31
Multi-Despatching	31
NRMA Image	32

# JOINT FOCUS TOWARD ENTERPRISE IMPROVEMENT STRATEGY

Registered  
Enterprise Agreement  
Industrial Registrar

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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 next 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 next Enterprise Agreement.

---

## Reward and Remuneration

It is NRMA's intent to develop and discuss, over the next six (6) months, a new remuneration system which will have a common salary review date for all staff based on individual performance and market rate factors.

Note: Any agreed new system would commence in the 1998/99 financial year with the first annual salary review likely to take effect from October, 1999 for all staff.

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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	<p>Failure to resolve the problem by the above group, the following process will take place.</p> <p>(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.</p> <p>(ii) The Consultative Committee would consist of four Patrol Representatives, Secretary, Convenor, four Zone Field Service Managers and Manager Field Service Operations.</p>

## CONTINUOUS IMPROVEMENT PRINCIPLE (Cont'd)

Registered  
Enterprise Agreement

Industrial Registrar

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

Registered  
Enterprise Agreement  
Industrial Registrar

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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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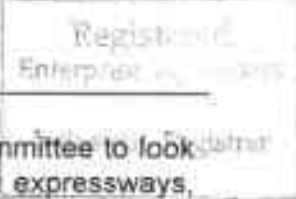
## Additional Electronic Components

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.

Only paging systems authorised by Management are allowed to be installed in Road Service vehicles. These must be fitted in accordance with NRMA Road Service Pager Installation Policy.

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## OTHER INITIATIVES



### Expressway Service

The Consultative Committee has agreed to form a sub-committee to look at the best way to service NRMA Members/Customers on expressways, with a view to improving member service and reducing costs.

The benefits of this service would include a "one go and tow" unit rather than multiple responses, improved service, reduction in costs, traffic flow and safety.

The recommendation to implement the expressway service will be that of the Consultative Committee.

Should the Consultative Committee fail to reach agreement as to the recommendation, then the parties will agree to the decision of an independent Arbitrator.

### Composite Wage

The parties of this Agreement agreed to consider a proposal to implement a "Composite Wage" structure. The proposal requires penalty payments, payable in addition to the salary rates to be proportionately applied to the weekly wage (includes annual leave loading and shift penalty).

Overtime rate would be reduced from double time of the "Shop Rate" to time and a half of the proposed Composite rate (refer to Annexure "B").

This overtime rate reduction provides for the variation between the "Shop Rate", on which overtime payment is calculate, and the current weekly salary.

### Multi Despatching

Patrol Officers shall accept multi-despatched jobs at any time. No more than two jobs multi-despatched unless authorised by Shift Manager or Centre Manager. If three or more jobs are despatched, they must be at the same location e.g. 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.

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.

No jobs should be multi-despatched 30 minutes prior to the completion of a normal shift unless by mutual agreement.

Where a Patrol with multi jobs calls "held up" the second or other jobs should be cancelled.

On high demand days, more than two jobs can be despatched. However, Patrols who object to more than two jobs are to advise Assistance Centre staff.

Gosford Zone : Patrol Officers may be despatched three or more jobs where such jobs are located in an area of poor communication.

# NRMA IMAGE

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## Intent

NRMA is a service organisation with a highly respected position in the community. NRMA Patrol Officers are expected to demonstrate a high standard of conduct and appearance as they perform their daily activities. Therefore, it is expected that Patrol Officers will be neat, well groomed and business like in appearance and conduct. To achieve this expected standard and maintain NRMA's public image all Patrol Officers will be issued with a uniform and paid an allowance to maintain the uniform at the level that both NRMA and members expect.

---

## Uniforms - Motor Cycle Patrol Officer

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 (minimum service 12 months)
- 1 pair boots (minimum service 6-9 months)
- 1 pair boots - wet weather (minimum service 6-9 months)
- 1 leather jacket (minimum service 3 yrs.)
- 2 pairs thermal underwear (minimum service 12 mths)
- 1 wind jacket (choice of 1 only - minimum service 2 yrs.)
- 1 BMW helmet
- Additional items as per the following



## Uniforms - Patrol Officer

Each employee shall be issued with the following uniform items:

### NEW EMPLOYEE /INTRODUCTORY ISSUE

- |                           |                              |
|---------------------------|------------------------------|
| 4 pairs shorts            | 4 dustcoats (2 white/2 grey) |
| 7 shirts                  | 1 pair overalls              |
| 1 tie                     | 1 leather belt               |
| 2 pairs trousers          | 1 wind jacket/heavyweight    |
| 1 wind jacket/lightweight | 1 sleeveless pullover        |
| 1 pullover                | 7 pairs socks                |
| 1 pair rubber boots       | 1 pair shoes                 |
| 1 set wet weather gear    | 1 hat                        |
| 1 pair winter trousers    |                              |
-

## NRMA IMAGE (Cont'd)

**Uniform Replacement** Items of uniform shall be replaced on a fair wear and tear principle/needs basis as agreed unless otherwise stipulated.

Shirts, socks, shorts, shoes, dustcoats - 9 months (minimum service).  
Wet weather gear, jacket and Winter trousers - 24 months (minimum service).

All other items - 18 months (minimum service). Items to be replaced prior to the minimum service period must be shown to the Manager.

Clothing shall remain the property of the Employer and shall be returned to the Employer upon termination of employment.

Enterprise Agreement

Industrial Relations

### Procedure for Ordering Uniform

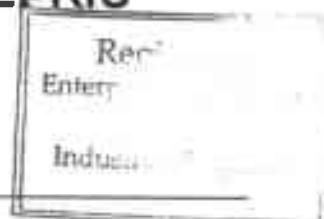
Step	Action
1	Patrol Officer contacts Zone Office and advises of uniform requirements.
2	Zone Office orders uniform items from supplier.
3	Zone Office will advise Patrol Officer when uniform items are delivered.

### Laundry Allowance

In addition to the wages prescribed, a laundry allowance of \$6.71 shall be paid to each Patrol Officer.

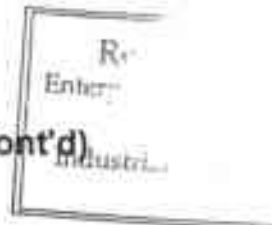
# SECTION I

## NRMA LTD/PATROL OFFICERS/AFMEPKIU PARTNERSHIP



<b>Introduction</b>	<p>This Agreement is between the employer NRMA Ltd and the Automotive, Food, Metals and Engineering, Printing and Kindred Industries Union, New South Wales Branch.</p> <p>It applies to, and is binding on, NRMA, AFMEPKIU and all Road Service Patrol Officers.</p>
<b>AFMEPKIU Membership</b>	<p>NRMA Ltd recognises the AFMEPKIU as the relevant union to cover all Road Service Patrol Officers and plays a supportive role by providing opportunities during Patrol Officer induction programs for representatives to explain the benefits of AFMEPKIU membership to new recruits. NRMA Ltd encourage all Road Service Patrol Officers to be members of the Union.</p> <p>NRMA will deduct union dues from Patrol Officer's wages, where the staff member so requests.</p>
<b>Relationship to Parent Award</b>	<p>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.</p>
<b>Security of Employment</b>	<p>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 program.</p>
<b>No Extra Claims</b>	<p>It is a term of this Agreement that the parties undertake a no extra claims commitment for the duration of the Agreement. However, leave is reserved for the parties to review and implement changes to the Agreement in accordance with the continuous improvement principle and the joint focus towards enterprise improvement strategy.</p>
<b>Termination of Previous Agreement</b>	<p>The parties to this Agreement, agree that the previous NRMA Ltd. Patrol Officers Enterprise Agreement 1996 (EA 267/96) will terminate upon ratification of this Agreement by the Industrial Relations Commission of New South Wales.</p>
<b>Next Enterprise Agreement</b>	<p>The parties agree to commence discussions on the next Agreement no later than six (6) months prior to the termination of this Agreement.</p>

## NRMA LTD/PATROL OFFICERS/AFMEPKIU PARTNERSHIP (Cont'd)



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<b>Overview</b>	NRMA, AFMEPKIU and Patrol Officers are committed to working together, through the life of this Agreement. The parties will utilise consultative processes to ensure that co-operation is achieved to improve the effectiveness of the Enterprise through the following mechanisms.
<b>Patrol Meetings (Split)</b>	NRMA will meet the cost of two Patrol Mass meetings per year without loss of pay. Costs will include hall hire cost, associated mailing costs and Patrol van usage for approved mass meetings.
<b>Split Meeting Guidelines</b>	Meeting dates discussed and organised at Management/Representatives meetings. 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. The Patrol Representative will be responsible for advising the Patrol Officer's Zone Manager of the need for the Patrol Officer to attend both meetings.
<b>Consultation and Discussion</b>	<b>Consultative Committee</b> Consisting of a Patrol Representative from each Zone, plus Convenor and Secretary and Zone Managers or nominated alternate. Consultative Committee meets each 6 weeks or as required. The Consultative Committee may appoint sub-committees for particular purposes from time to time. <b>Full Patrol Representatives' Meetings</b> To be held at 6 week intervals with Zone Meetings being held during the two weeks prior to these meetings. All representatives, including branches, to attend. <b>Zone Meetings</b> Will be held at 6 week intervals and will have in attendance Zone Field Service Managers and Patrol Representatives.

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## NRMA LTD/PATROL OFFICERS/AFMEPKIU PARTNERSHIP (Cont'd)

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### Recognition of Patrol Representatives

NRMA recognises the important role played by Patrol Representatives and acknowledges that as the elected representatives of NRMA Patrol Officers, they shall be the appropriate bargaining unit on all negotiations that affect Patrol Officers employment and working conditions. Therefore, in order to ensure that their role is an effective one, they shall be allowed the necessary time during working hours to:

Interview employees and interview employer. Organise correspondence to the Patrol force. The Convenor, Secretary or appropriate representatives to attend Branch meetings if necessary and attend union schools and seminars as required.

Have access to agreed relevant data, statistics and documentation as part of "The Joint Focus Towards Enterprise Improvement".

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In witness whereof the parties have hereunder set their hands and seals.....

(Insert date)

day and year first hereinbefore mentioned.

The Common Seal of the Automotive, Food, Metals and Engineering, Printing and Kindred Industries Union, New South Wales Branch was affixed in accordance with its rules in the presence of



*[Handwritten Signature]*  
\_\_\_\_\_  
(STATE SECRETARY)  
*[Handwritten Signature]*  
Witness *David Bourne*  
9601671

The Common Seal of NRMA LTD. was 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]*  
\_\_\_\_\_  
General Manager *RICHARD COX*  
(Board of Management Member)

Secretary *GRAEME BLACKETT*

## ANNEXURE "A"

### (1) 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.

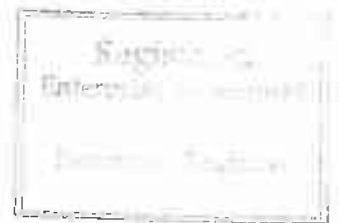
Registered  
Enterprise Agreement  
Industrial Registrar

### (2) 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 Metal and Engineering Industry (NSW) Interim Award.
OVERAWARD	The amount paid by the Association in addition to the Award Rate to make up the Going Rate.
TOOL ALLOWANCE	That amount prescribed in the Metal and Engineering Industry (NSW) Interim Award.
GOING RATE	Award Rate plus the overaward payment.
INDUSTRIAL ALLOWANCE	The amount paid by the Association for factors pertaining to Road Service Mechanics.
SHOP WAGE	Going Rate plus the Industrial Allowance.
TOTAL WAGE	The "Shop Wage" plus the loading factor (25%) as determined in (1) above.

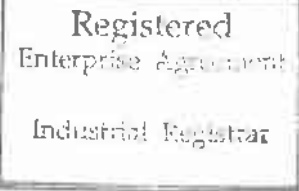
## ANNEXURE "A" (Cont'd)



### PATROL OFFICERS' WAGE RATES EFFECTIVE 23 SEPTEMBER, 1997

	<u>Level 1</u> (Commencement)	<u>Level 2</u> (Module I)	<u>Level 3</u> (Module II)
AWARD	\$451.20	\$451.20	\$451.20
OVERAWARD	\$103.49	\$114.80	\$126.12
TOOL ALLOWANCE	\$9.40	\$9.40	\$9.40
"GOING RATE"	\$564.09	\$575.40	\$586.72
INDUSTRIAL ALLOWANCE	\$27.02	\$27.02	\$27.02
"SHOP RATE"	\$591.11	\$602.42	\$613.74
WEEKEND & PUBLIC HOLIDAY LOADING (25%)	\$147.78	\$150.61	\$153.44
"TOTAL RATE"	\$738.89	\$753.03	\$767.18
<hr/>			
SHIFT PENALTY	\$88.67	\$90.36	\$92.06
LEAVE LOADING	\$103.44	\$105.42	\$107.40
OVERTIME	\$31.11	\$31.71	\$32.30
MEAL ALLOWANCE	\$6.70	\$6.70	\$6.70
LAUNDRY ALLOWANCE	\$6.71	\$6.71	\$6.71
STANDBY ALLOWANCE (Country Branches)	\$26.25	\$26.25	\$26.25
LEVEL III MULTI SKILLED PATROL OFFICER (V.I.) Allowance of \$25.00 applied to Shop Rate Level III		\$792.18	
ASSISTANT FIELD SERVICE MANAGER Allowance of \$36.70 added to Level III Total Rate		\$803.88	
Christmas Day Meal Allowance		\$32.29	

## ANNEXURE "B"



### COMPOSITE WAGE PROPOSAL

**NOTE** : The \$ amounts shown are the base weekly rates for Patrol Officers at their applicable level. Actual rates may be higher due to the application of "performance" based increase payments.

The structure would consist of -

	<u>Level 1</u>	<u>Level 2</u>	<u>Level 3</u>
<b>The current "TOTAL RATE"</b> (which includes Tool and Industrial allowances and weekend/public holiday loading)	\$738.89	\$753.03	\$767.18
<b>Shift Penalties</b> (proportionately applied to the weekly salary)	\$44.33	\$45.18	\$46.03
<b>Annual Leave Loading</b> (proportionately applied to the weekly salary)	\$11.93	\$12.16	\$12.39
<b>Proposed Composite Rate</b> (base amount, subject to performance based increases)	<b>\$795.15</b>	<b>\$810.37</b>	<b>\$825.60</b>

#### Overtime Payment

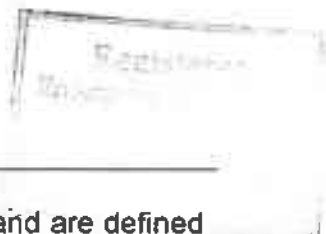
All overtime payment would be calculated at the rate of **time and a half** of the **Composite rate**, instead of double time due to the variation between the current "Shop Rate" and the current "Total Rate". Overtime is currently calculated on the lesser amount of the "Shop Rate".

#### Christmas Day Payment

**Rostered Shift** : At normal **Composite rate** plus time and a half (150%).

**Overtime** : Any period worked on Christmas Day outside of a rostered shift, be it overtime, callout or early start.  
Overtime rate (which is the ordinary composite hourly rate plus 50%) plus **50%** the sum then multiplied by the number of hours worked.

## TERMS AND DEFINITIONS



### Terms and Definitions

The following terms are used throughout this Agreement and are defined as follows:

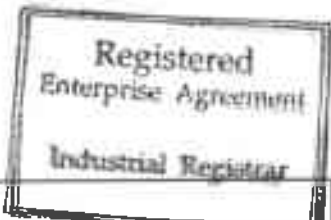
<b>A.F.S.M.</b>	An individual whose role consists of a combination of Managerial responsibilities and Patrol Officer duties.
<b>Afternoon Shift</b>	Any shift finishing after 6pm and at or before midnight.
<b>Assistance Centre</b>	Patrol Officers receive job details and communicate generally during the course of their normal duties. Located at Villawood, Penrith and Gosford.
<b>C.A.D.</b>	Computer Aided Dispatch system - Job recording and communication.
<b>Call-Out</b>	Overtime of not less than 3 hours duration, worked on a rostered day off or prior to the commencement of a rostered shift.
<b>Call-Out Flexi</b>	Overtime of not less than 2 hours worked prior to commencement of a shift or on a rostered day off.
<b>Day Shift</b>	Any shift finishing before 6pm.
<b>6/4 Shift</b>	A shift alternating between 6 days day shift and 4 days afternoon shift or 4 days day shift and 6 days afternoon shift.
<b>Early Start</b>	Overtime which commences prior to a shift and continues on into the rostered shift start time.
<b>Field Service Zone Office</b>	An office in each of the four Sydney Zones, staffed by F.S.M.'s and clerical staff responsible for the management of the Zone and allocated Patrol Officers.

## TERMS AND DEFINITIONS (CONT'D)



<b>F.S.M.</b>	Field Service Manager
<b>Gosford Patrol</b>	An NRMA Patrol Officer employed to work Central Coast (Gosford Zone).
<b>Home Start</b>	A Patrol Officer who commences and finishes a shift at his place of residence.
<b>Midnight Shift or Night Shift</b>	A shift which commences at or after 10.00 pm.
<b>Motorcycle Patrol Officer</b>	A Patrol Officer who works exclusively from a motorcycle.
<b>Module I and Module II</b>	Levels of skills examination. Attainment qualifies the Patrol Officer for increased salary levels.
<b>Multiskilled Patrol Officer</b>	A Patrol Officer who has undertaken Vehicle Inspections training (V.I.) and performs the additional duties of Technical Vehicle Inspections.
<b>Option 3 Patrol</b>	A Patrol Officer who commenced employment after 10 February, 1989.
<b>Shift Manager</b>	Team Shift Manager of an Assistance Centre.
<b>Understaffed Region</b>	A region of the metropolitan area where the ratio of Patrols to jobs falls below the agreed balance.
<b>Vehicle Inspections (V.I.)</b>	As for multi-skilled Patrol Officer.
<b>Voice Mail</b>	Telephone message recorder, whereby Patrols advise of their availability for overtime.

**TERMS AND DEFINITIONS (CONT'D)**



<b>Zones</b>	Four areas comprising of the greater Sydney area where NRMA employed Patrol Officers perform Road Service duties. A fifth Zone is comprised of the Central Coast (Gosford area).
<b>Grievance</b>	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.
<b>Dispute</b>	Where members of staff have a question, or difficulty concerning an Industrial Award/Agreement.



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