

**REGISTER OF
ENTERPRISE AGREEMENTS**

ENTERPRISE AGREEMENT NO: EA99/125

TITLE: NRMA Ltd Patrol Officers' Enterprise Agreement

I.R.C. NO: 99/1058

DATE APPROVED/COMMENCEMENT: 18 March 1999

TERM: 30 September 2000

**NEW AGREEMENT OR
VARIATION: New. Replaces EA 98/14.**

GAZETTAL REFERENCE:

DATE TERMINATED:

NUMBER OF PAGES: 49

COVERAGE/DESCRIPTION OF

EMPLOYEES: Applies to all Road Service Patrol Officers employed by NRMA Ltd

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



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SECTION A

AGREEMENT 1998

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/ongoing technical training
5.	Ensuing enterprise longevity and job security for all employees.

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. Any change will consider the needs of members, staff, and the business.

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 to the Agreement

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



Declaration

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

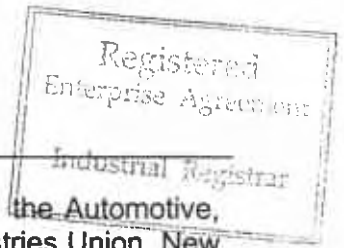
Term of Agreement

This Agreement will come into operation on the date of Approval by the NSW Industrial Relations Commission. The term of the Agreement is to 30 September, 2000.



SECTION B

NRMA LTD/PATROL OFFICERS/AFMEPKIU PARTNERSHIP



Introduction This Agreement is between the employer NRMA Ltd and the Automotive, Food, Metals and Engineering, Printing and Kindred Industries Union, New South Wales Branch.

It applies to, and is binding on, NRMA, AFMEPKIU and all Road Service Patrol Officers.

AFMEPKIU Membership 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 encourages all Road Service Patrol Officers to be members of the Union.

NRMA will deduct union dues from Patrol Officer's wages, where the staff member so requests.

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

Security of Employment Leave is reserved to the Union or NRMA Ltd., to discuss the subject of retrenchment. NRMA Ltd., agrees to provide the Union with three months notice of intent to implement any retrenchment program.

No Extra Claims It is a term of this Agreement that the parties undertake a no extra claims commitment for the duration of the Agreement. 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.

Termination of Previous Agreement The parties to this Agreement, agree that the previous NRMA Ltd. Patrol Officers Enterprise Agreement 1997 will terminate upon Approval of this Agreement by the Industrial Relations Commission of New South Wales.

Next Enterprise Agreement The parties agree to commence discussions on the next Agreement no later than six (6) months prior to the expiration of this Agreement.

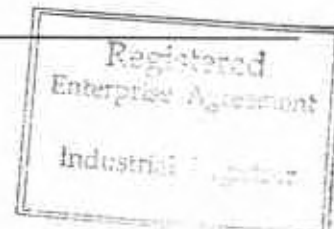
NRMA LTD/PATROL OFFICERS/AFMEPKIU PARTNERSHIP (Cont'd)

Overview 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.

Patrol Meetings (Split) 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.

Split Meeting Guidelines 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 complement 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 Team Manager of the need for the Patrol Officer to attend both meetings.

Consultation and Discussion **Consultative Committee**
Consisting of a Patrol Representative from each Zone, plus Convenor and Secretary and Road Service Delivery Managers or nominated alternate, 2 Team Managers (Optional to NRMA).
Consultative Committee meets each 6 weeks or as required.
The Consultative Committee may appoint sub-committees for particular purposes from time to time.
Full Patrol Representatives' Meetings
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.
Zone Meetings
Will be held at 6 week intervals and will have in attendance Zone Road Service Delivery Managers and Patrol Representatives.



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

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".

Patrol Representatives will be paid for all time up until arriving at their residential address after attending meetings relevant to their role as a Patrol Representative.



SECTION C REWARD AND RECOGNITION

Overview

Introduction

As part of this Agreement, NRMA and AMWU 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, partnership approach to all matters pertaining to the Enterprise.

In this section

The following topics are covered in this section:

Topic	Page
Wage Increase	7
Wage Rates	8



WAGE INCREASE

Wage Increase

In return, and for changes incorporated in this Agreement. NRMA Road Service Patrol Officers will receive an increase equivalent to 3% of their current wages from approval of this Agreement. A further 2% of the average wage will be paid upon implementation of new roster start times (expected in the first or second quarter of 1999). A further 1.5% will be paid on October 1, 1999. A performance payment of at least 1.5% will be paid before June 30, 2000 to individual patrols who meet agreed targets. All increases will be applied to individuals' "Total Rate".

Retrospectivity of Wage Increase

The wage rates contained in Annexure A of this Agreement take effect on and from the date of approval of the Agreement. Employees covered by this Agreement at the date of approval will be paid the rate of pay in accordance with Section "B" from the first full pay period after October 1, 1998.

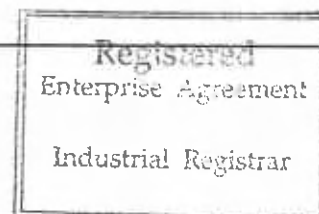
Other Elements of Remuneration

During the first year of this Agreement the parties will work on developing a new remuneration system for Patrols which recognises performance and skills and provides fair pay outcomes.

The former Pay for Performance system is being removed and both parties agree to develop a new remuneration system.

To assist in addressing the differences between wage levels, NRMA will consider for lower paid Patrols the possibility of an increase in salary for high levels of performance in relation to agreed measures and targets – to be developed in the first 12 months of this Agreement.

In the event that NRMA and Patrol Representatives are unable to agree on a new remuneration system, Patrols who meet the existing Reward for Performance targets (with any changes agreed by Managers and Patrol Representatives) during the period May 1, 1999 to April 30, 2000, will receive a 1.5% increase in pay. This will be payable by June 30, 2000.





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	\$761.06
2. Module 1 *	6	\$775.62
3. Module 2 *	-	\$790.19
4. Multi skilled (VI)*		\$815.94

Refer to Annexure "A" (see Pages 39 and 40) for detailed explanation of wages 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 applies 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 \$9.90 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 of \$7.20 per week (further details page 20); Standby Allowance \$30.00 per day; Laundry Allowance \$6.91 per week (further details in Annexure A).

SECTION D

RESOLVING WORK PLACE ISSUES

Procedure



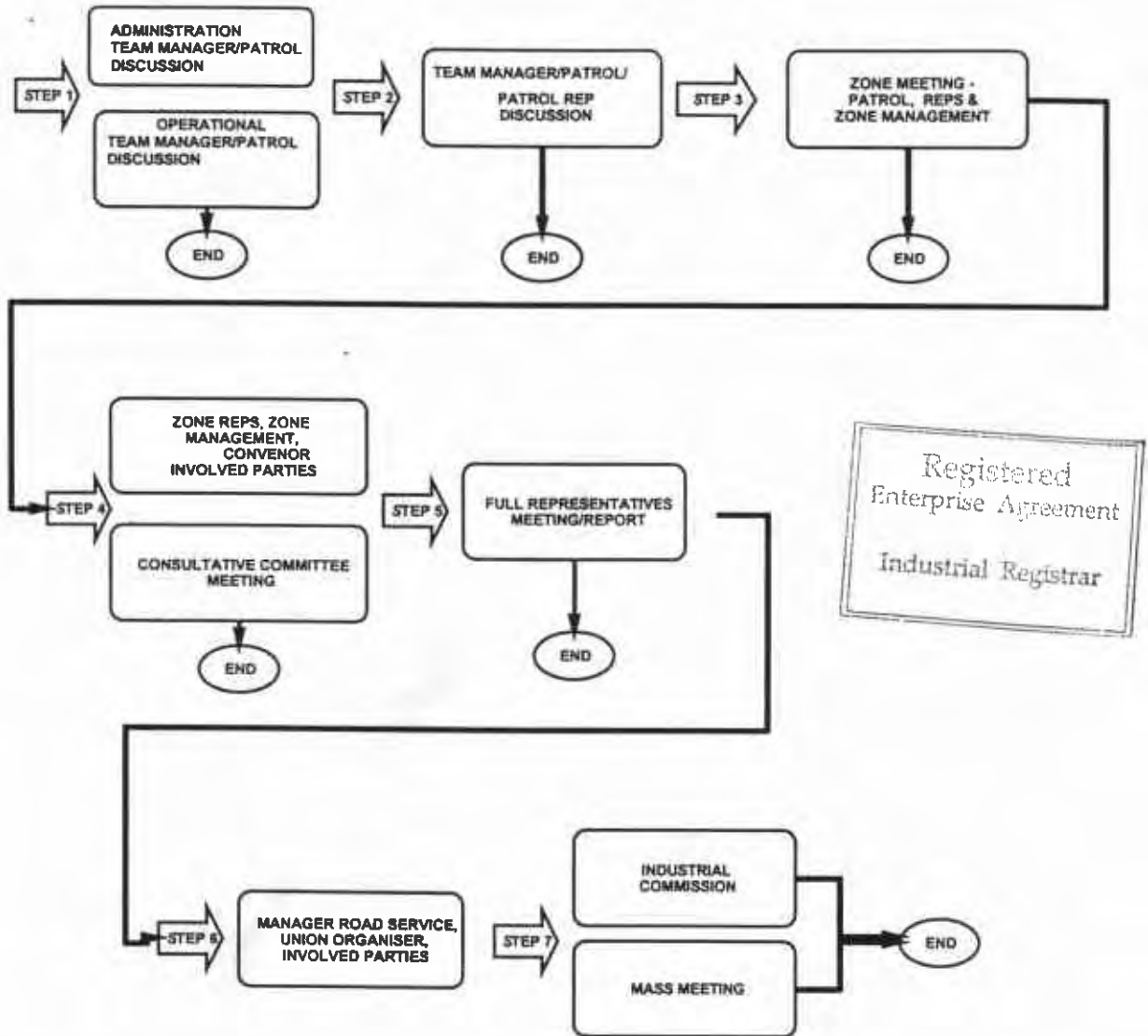
Overview NRMA expects Managers to practice an open door policy so that staff feel free to take issues up at a higher level if they cannot resolve them with their immediate Manager. Managers are committed to resolving staff grievances or concerns at first point of contact where possible.

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	The Patrol should first discuss the matter with their Team Manager. The Patrol may have a patrol representative present if requested. If a Patrol Representative wasn't requested at this step and the matter remains unresolved, every effort will be made to resolve the matter at step 2.
2	The Patrol and their representative should discuss the matter with the Patrol's Team Manager and a representative from Human Resources where every effort between the parties will be made to resolve the matter.
3.	If the matter is not resolved at Step 2, the staff member should discuss the matter with Zone Road Service Delivery Manager, Human Resources representative and Patrol Representatives at a regional level.
4	If the matter is not resolved at step 3, the matter is to be referred to the consultative committee for resolution.
5&6	A full 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 Manager of Road Service, Human Resources representative, union convenor, union official and involved parties.
7.	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



Enterprise Focus	<p>Any matter resulting in termination of employment would move from Step 1 to Step 4 immediately. No termination will take place before step 6.</p> <p>No industrial action will take place before Step 6.</p> <p>Unless otherwise mutually agreed, all meetings and/or appointments for meetings between the parties are to be in normal office hours and at NRMA'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).</p>
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PERFORMANCE COUNSELLING

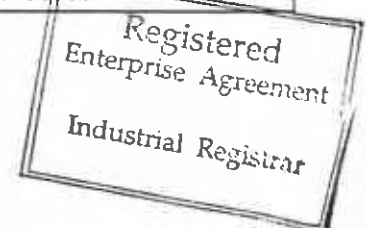
Overview

To provide a fair and consistent approach throughout Field Service Operations, in assisting and encouraging individual Patrols 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'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 Team Manager and a Patrol Representative.

Step	Action
1	Patrol 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).
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 E

TERMS OF EMPLOYMENT



Overview

NRMA Road Service provides an outstanding product to members and customers alike. The measure of our products effectiveness is dependent 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.

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.

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
a	Hours of work	38 hr shift work per week	38 hr shift work per week	38 hr shift work per week	38 hr shift work per week
b	Roster	Fixed/rotating	Rotating	Rotating	Rotating
c	Sign on normal shift/overtime	Residential address	Residential address	Nominated 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)
e	Sign off	Residential address	Residential address	Last job/nominated start point	Last job/nominated start point
f	Working area	Metropolitan area	Metropolitan area	Metro. area/understaffed Regions	CBD, areas of traffic congestion
g	Types of shifts	Day/afternoon/midnight	Day/afternoon/midnight	Day/afternoon/midnight	Day/afternoon

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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
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)
i	Crib Duration	30 minutes	30 minutes	30 minutes	30 minutes
j	Time of Crib	Between 3rd & 5th hour	Between 3rd & 5th hour	Between 3rd & 5th hour	Between 3rd & 5th hour
k	Max time worked prior to crib	5 hours	5 hours	5 hours	5 hours
l	Location of crib on midnight shift	Residential address	Residential address	Pymont, RSH, Branch, Residential Address (*See below)	N/A
m	Break between rostered shifts	8 hours unbroken	8 hours unbroken	10 hours unbroken	10 hours unbroken
n	Sign on for training/suitable duties	RSH/ Zone Office	RSH/ Zone Office	RSH/ Zone Office	RSH/ Zone Office



* Where access to facilities is provided for

SECTION F

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

The following topics are detailed in this section:

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PATROL OFFICER RANGE OF WORKING CONDITIONS

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 Road Service Delivery 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 (prior to 11am) 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 Patrol Team Manager shall have the authority to authorise the use of these Patrols.



PATROL OFFICER RANGE OF WORKING CONDITIONS (Cont.)

**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.

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 Team Manager who will arrange alternative transport.

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 two (2) Zones (North and South) 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.



SHIFT ROSTER

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 Road Service Delivery Management to develop flexibility with rostering that accommodates staff needs whilst maintaining appropriate staffing levels.

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

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.

Midnight Shifts All Patrol Officers, excluding Motorcycle Patrol Officers, may be 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).

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.



SHIFT ROSTER (Cont'd.)

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 Road Service Delivery 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. However, it is the Patrol Officer's responsibility to reactivate the application after their initial rejection.

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.



SHIFT ROSTER (Cont'd.)

Change of Address

- a. Approval must be obtained in writing from Road Service Delivery Management prior to any change of address. Failure to do this will place the Patrol Officer's future employment in jeopardy.
- b. Road Service Delivery 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
Outside Regions A-R	No Patrol movement permitted with the exception of Regions S and T by approval of management.			

- 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 Road Service Delivery Management of any change of address, or failure to adhere to the conditions of approval to change address, may result in dismissal.



SECTION G

HOURS

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 Road Service Delivery 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

Overview Because Member demand 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 to the Regional requirements and the morning standby and afternoon overtime procedures.

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 the 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 \$30.00 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.

Patrols in all areas who make themselves available for morning standby on a specific day shall be paid an allowance of \$30 per day they are on standby. Option 3 Patrols who are called out to work while on morning standby will start work from home.



OVERTIME PROCEDURES (Cont'd)

Safeguards Patrol Officers are required to have at least 8 hours unbroken off duty within a 24 hour period.

Patrol Officers working Option 3 conditions are required to have at least 10 hours unbroken 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.

Christmas Day	1 hour or alternatively
Meal Break	1/2 an hour plus current allowance (currently \$33.26)



OVERTIME PROCEDURES (Cont'd)

Meal Allowance

A Patrol Officer is entitled to a meal allowance of \$7.20 when required to work beyond 1.5 hours after the completion of their shift. They shall also be entitled to a meal allowance of \$7.20 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.

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SECTION H

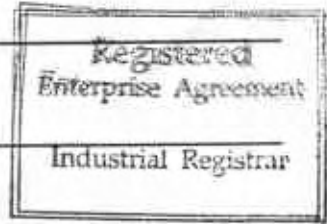
LEAVE

Introduction

This clause includes all aspects of leave.

In this Section

The following topics are covered:



Topic	Page
Annual Leave	26
Annual Leave Loading	26
Annual Leave Points System	27
Sick Leave	28
Compassionate Leave	28
Long Service Leave	28
Jury Duty Leave	28

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

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



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.

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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 Patrol Officer's family or household as defined in the Personal/ Carers Leave test case, 1998..

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 I

NRMA LTD/PATROL OFFICERS INITIATIVES



Overview

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

In this Section The following topics are included in this section

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Continuous Improvement Principle	31
Fixed Roster Conversion	32
Part-Time Patrols	33
Resource Planning	36
Adjustment to Roster Start Times	37
Communications System	38
Expressway Service	39
Multi-Despatching	39
NRMA Image	39

JOINT FOCUS TOWARD ENTERPRISE IMPROVEMENT STRATEGY

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 partnership approach that achieves an improved level of assistance to members.

Partnership 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.



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.

The parties acknowledge that the Continuous Improvement Principle may be used to implement shift work or hours arrangements that vary from those specified in this Agreement.

Consultative Procedure



Step	Action
1	Proposal discussed at Zone Meetings between Team Managers and Local Patrol Representatives.
2	Proposal discussed, seek volunteers and consult with those Patrols for constructive input.
3	Trial dates finalised by Team Managers and Patrol Representatives and communicated to participating Patrols.
4	Upon trial completion, implementation or rejection of the initiative will be by democratic process of $\geq 65\%$ majority vote of affected patrols. Should problems with trial be apparent the Team Managers and Zone Patrol Representatives, meet with Convenor, Secretary and Road Service Delivery Manager.
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 (2 North & 2 South) Secretary, Convenor, Road Service Delivery Managers (North & South), 2 Team Managers (optional to NRMA), Human Resources representative and AMWU organiser.</p>
6	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.

RESOURCE PLANNING

Overview

To ensure NRMA is able to provide quality service to customers, meet changing business needs and assist Patrols to balance their work and family needs, NRMA, AMWU and Patrols have agreed to implement a comprehensive process of resource planning.

The process will endeavour to ensure the efficient use of Patrol resources, while maintaining high quality customer service.

Issues arising from the implementation of resource planning will be dealt with using the procedure for resolving workplace issues.

As part of this Agreement, NRMA, AMWU and Patrol representatives have agreed on a set of mechanisms to address Patrol resourcing:

To address Patrol resources, certain issues will be examined, including:

- receipt to arrival
- standby time
- efficient allocation of overtime
- number of patrols working ordinary time and overtime
- ways of improving despatch



To facilitate this process, and to enable Patrol involvement in the development of resourcing solutions, NRMA will consult with Patrols on a regional and global basis. This will include the provision of information on resourcing requirements to Patrols at the local or regional level, as well as the provision of information to the joint Consultative Committee for monitoring purposes. NRMA will also consult with Patrols at the regional and local level about specific resourcing issues.

As part of this Agreement, NRMA and AMWU have identified the following mechanisms to address Patrol Resourcing:

- voluntary conversion of staff from the fixed to the rotating roster
- adjustment of rosters
- implementation of a standby roster
- employment of Patrols on a full-time basis
- employment of Patrols on a part-time basis

FIXED ROSTER CONVERSION

Overview

Patrols on the Fixed Days Off Roster have been offered a one-off opportunity to convert to the Rotating Roster, for the payment of \$12,000.

This payment will be made during the first full pay period after these Patrols (who have accepted the offer in writing) work on their new Rotating shift, after the Approval of the Agreement.

This conversion will assist in filling resourcing gaps and will commence after availability of the resource plan.



ADJUSTMENT TO ROSTER START TIMES

Overview

To better match available resources to customer demand, NRMA, patrols and the AMWU will develop and implement better resource planning during the first three months of this Agreement. This will involve consultation with affected patrols about adjustment to roster start times. The roster start times adjustments will be implemented via the resource plan process. Ongoing adjustment of rosters may be required to ensure the best utilisation of resources. This will be identified through resource planning.

NRMA, Patrols, Patrol Representatives and AMWU agree to an average 2% increase on the first full pay period on or after the implementation of new roster start times, expected to be in the first or second quarter of 1999.

Conditions

Roster start times will be adjusted after consultation between Managers, Patrols and Patrol Representatives and agreement achieved. A peer review group will review this plan to ensure effective implementation. This group will comprise staff representatives and managers.

Upon successful full implementation of this Resource Plan, an average 2% wage rise will be paid to Patrols.

This will be a voluntary arrangement.

NRMA commits to the development of a draft Resource Plan by the end of January, 1999. Once there is an agreement from sufficient staff to meet the Resource Plan, NRMA commits to implementing the new shifts within one month. Payment of the increase will be paid upon implementation.

If the desired resource outcome is not achieved, both parties reserve the right to revert to start times in existence prior to this Agreement.



PART-TIME PATROLS

Overview	<p>NRMA, Patrols, Patrol Representatives and the AMWU agree to the use of part time patrols to assist in meeting customer demands. The identified shortfall is on Friday, Saturday, Sunday and Monday. Roster shortfalls will be identified through resource planning.</p> <p>While NRMA intends to provide part-time employment opportunities, NRMA and AMWU remain committed to full time employment of patrols. NRMA and the joint consultative or EBA committee will monitor the implementation and effectiveness of part-time patrols, and conduct periodical reviews to gauge effectiveness.</p>
Definition	<p>"Part-time Patrol" shall mean an employee who works regularly rostered hours which are less than 38 hours per week.</p>
Salary	<p>Part-time Patrols are paid an hourly rate calculated by dividing the appropriate weekly salary by 38 (the number of hours worked by a full-time patrol).</p>
Conditions	<ul style="list-style-type: none">• Part-time Patrols may be required to share a patrol van• part time Patrols may be required to collect a patrol van from a nominated starting point.• Part-time Patrols will start and finish from a nominated point. <p>The team manager in consultation with part-time Patrols who share a patrol van will determine a process for allocating work in excess of their normal pattern of hours.</p>
Hours	<p>The team manager and part-time Patrol will agree, in writing, the number of hours to be worked, the days on which they will be worked and commencing and finishing times. This will generally be either a fixed roster of hours each week, or a rotating roster over a three week cycle.</p> <p>Ordinary hours per shift for a part-time patrol will not exceed ordinary hours of an equivalent full time patrol assigned to that region, and each shift will be no less than four hours in duration.</p> <p>A part-time patrol is entitled to a paid crib break where their shift exceeds 5 hours. A copy of the agreement outlining the agreed days and hours of work will be forwarded to the consultative committee.</p> <p>A part-time patrol may be required to work midnight shifts.</p>
Work and Family	<p>NRMA Road Service acknowledges its responsibility to employees to maintain appropriate balance of working and family time. Therefore, to ensure that staff can plan family and social activities, all efforts are made by road service management to develop flexibility with rostering that accommodates staff needs whilst maintaining appropriate staffing levels.</p> <p>A part-time patrol who regularly works their ordinary hours on both Saturday and Sunday, is entitled to be rostered so that they have one weekend in three rostered off. Where a part-time patrol works their hours in this manner, their ordinary hours per week will be the average number of hours worked over a three week period.</p>



PART-TIME PATROLS (Cont'd.)

Overtime

A part-time patrol may on occasions be required to work in excess of their normal pattern of hours. The requirement to do so should occur on an irregular basis only. Ordinary time is paid for additional hours worked up to the ordinary hours per shift of an equivalent full-time patrol in that region. Overtime is paid for hours in excess of ordinary hours per shift of an equivalent full-time Patrol in that region and for all time in excess of 38 hours per week.

Overtime allocation process

1. Overtime needs identified

2. Full-time resources from affected regions

3. Part-time resources from affected regions only

4. Full-time Patrol resources from any region

5. Part-time Patrol resources from any region

END

Needs not met



Needs not met

Needs not met

PATROLS PART-TIME (Cont'd.)

Leave entitlements

A part-time patrol member is entitled to payments in respect of annual leave, sick leave, and all other authorised leave on a pro rata basis.

Promotional opportunities

Part-time patrols are entitled to equal access to all relevant training and promotional opportunities.



ELECTRONIC COMMUNICATIONS SYSTEM

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 believes that the Data/Phone System will provide staff and customers with an enhanced product and improved service delivery.

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.

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.



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.

Multi Despatching

Patrol Officers shall accept multi-despatched jobs at any time. No more than two jobs will be multi-despatched unless authorised by Despatch Team 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.

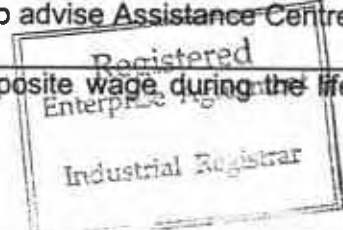
No jobs should be multi-despatched 30 minutes prior to the completion of a normal shift unless by mutual agreement.

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.

Composite Wage

The parties may discuss the issue of a composite wage during the life of the Agreement.



NRMA IMAGE

Intent

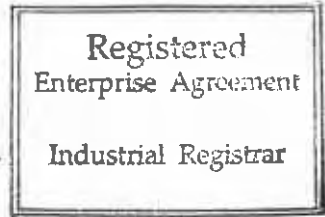
NRMA is a service organisation with a highly respected position in the community. NRMA Patrol Officers are expected to demonstrate a high standard of conduct and appearance as they perform their daily activities. Therefore, it is expected that Patrol Officers will be neat, well groomed and business like 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.

Laundry Allowance

In addition to the wages prescribed, a laundry allowance of \$6.91 shall be paid to each Patrol Officer.

In witness whereof the parties have hereunder set their hands and seals.....5 March 1999
(Insert date)
day and year first hereinbefore mentioned.

Signed on behalf of
Metals and Engineering, Printing and
Kindred Industries Union, New South Wales
Branch by



[Handwritten signature]

[Handwritten signature]

Witness 9601671

Signed on behalf of NRMA LTD. by

[Handwritten signature]

[Handwritten signature]

Witness

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.



(2) TOTAL WAGE STRUCTURE

The wage structure used to determine the "Shop Wage" and "Total Wage" is:

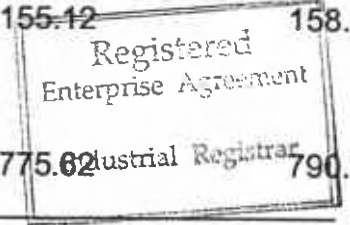
AWARD	The award rate for Motor Mechanics prescribed in the Metal and Engineering Industry (NSW) Interim Award.
OVERAWARD	The amount paid by the Association in addition to the Award Rate to make up the Going Rate.
TOOL ALLOWANCE	That amount prescribed in the Metal and Engineering Industry (NSW) Interim 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

1st OCTOBER 1998

	<u>Level 1</u> <u>(Commencement)</u>	<u>Level 2</u> <u>(Module 1)</u>	<u>Level 3</u> <u>(Module)</u>
AWARD	465.20	465.20	465.20
OVERAWARD	106.73	118.38	130.04
TOOL ALLOWANCE	9.90	9.90	9.90
"GOING RATE"	581.83	593.48	605.14
INDUSTRIAL ALLOWANCE	27.02	27.02	27.02
<u>"SHOP RATE"</u>	608.85	620.50	632.16
WEEKEND & PUBLIC HOLIDAY LOADING (25%)	152.21	155.12	158.04
<u>"TOTAL RATE"</u>	761.06	775.62	790.20
SHIFT PENALTY	91.33	93.08	94.82
LEAVE LOADING	106.55	108.59	110.63
OVERTIME	32.04	32.66	33.27
MEAL ALLOWANCE	7.20	7.20	7.20
LAUNDRY ALLOWANCE	6.91	6.91	6.91
STANDBY ALLOWANCE (Country Branches)	30.00	30.00	30.00
LEVEL III MULTI SKILLED PATROL OFFICER (V.I.) (Allowance of \$25.75 applied to Shop Rate Level III)			
CHRISTMAS DAY MEAL ALLOWANCE - \$33.26			



TERMS AND DEFINITIONS

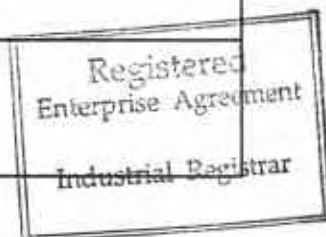
Terms and Definitions

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

Afternoon Shift	Any shift finishing after 6pm and at or before midnight.
AMWU	Abbreviation for AUTOMOTIVE, FOOD, METALS AND ENGINEERING, PRINTING AND KINDRED INDUSTRIES UNION, NEW SOUTH WALES BRANCH
Despatch Centre	Patrol Officers receive job details and communicate generally during the course of their normal duties. Located at Villawood.
C.A.D.	Computer Aided Despatch system - Job recording and communication.
Call-Out	Overtime of not less than 3 hours duration worked on a rostered day off or prior to the commencement of a rostered shift.
Call-Out Flexi	Overtime of not less than 2 hours worked prior to commencement of a shift or on a rostered day off.
Day Shift	Any shift finishing before 6pm.
6/4 Shift	A shift alternating between 6 days day shift and 4 days afternoon shift or 4 days day shift and 6 days afternoon shift.
Early Start	Overtime which commences prior to a shift and continues on to the rostered shift start time.
Road Service Delivery office	An office in each of the two Sydney Zones, staffed by Team Managers and clerical staff responsible for the management of the Zone and allocated Patrol Officers.

TERMS AND DEFINITIONS (CONT'D)

Home Start	A Patrol Officer who commences and finishes a shift at his place of residence.
Midnight Shift or Night Shift	A shift which commences at or after 10.00 pm.
Motorcycle Patrol Officer	A Patrol Officer who works exclusively from a motorcycle.
Module I and Module II	Levels of skills examination. Attainment qualifies the Patrol Officer for increased salary levels.
Multiskilled Patrol Officer	A Patrol Officer who has undertaken Vehicle Inspections training (V.I.) and performs the additional duties of Technical Vehicle Inspections.
Option 3 Patrol	A Patrol Officer who commenced employment after 10 February, 1989.
Shift Manager	Team Manager of the Despatch Centre.
Understaffed Region	A region of the metropolitan area where the ratio of Patrols to jobs falls below the agreed balance.
Vehicle Inspections (V.I.)	As for multi-skilled Patrol Officer.



TERMS AND DEFINITIONS (CONT'D)

Zones	Two areas comprising of the greater Sydney area where NRMA employed Patrol Officers perform Road Service duties.
Grievance	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.
Dispute	Where members of staff have a question, or difficulty concerning an Industrial Award/Agreement.

Enterprise Agreement
Industrial Registrar

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INDUSTRIAL RELATIONS ACT 1991

Certified Copy of Enterprise Agreement

NRMA Ltd Patrol Officers' Enterprise Agreement (EA /)

It is hereby certified that the above mentioned Agreement was registered on

.....



This and the previous 45 pages are a true copy of the registered
Enterprise Agreement

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