

**REGISTER OF
ENTERPRISE AGREEMENTS**

ENTERPRISE AGREEMENT NO: EA02/13

TITLE: National Roads and Motorists' Association Limited Patrol Officers' Enterprise Agreement 2001

I.R.C. NO: 2001/7131

DATE APPROVED/COMMENCEMENT: 14 November 2001

TERM: 31 March 2003

**NEW AGREEMENT OR
VARIATION:** New

GAZETTAL REFERENCE: 15 March 2002

DATE TERMINATED:

NUMBER OF PAGES: 54

COVERAGE/DESCRIPTION OF

EMPLOYEES: The Agreement applies to Road Service Patrol Officers who are covered by the Metal, Engineering and Associated Industries (State) Award.

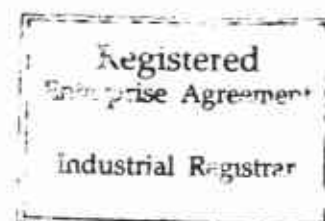
PARTIES: NRMA Limited -&- the Automotive, Food, Metals, Engineering, Printing and Kindred Industries Union, New South Wales Branch

**National Roads and
Motorists' Association Limited**

AFMEPKIU

**National Roads and Motorists' Association
Limited Patrol Officers' Enterprise Agreement**

2001



SECTION A

AGREEMENT 2001

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
6.	Ensuring enterprise longevity and job security for all employees in line with NRMA's Strategic Plan.

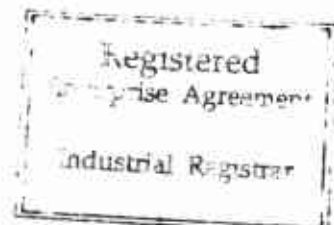
The Union, its Members and those eligible to be Members, employed by NRMA as Road Service Patrols fully recognise the need for flexibility in the application of, and changes to, work practices so as to meet the changing demands of NRMA Members and the application of new and existing technology. Any change 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 and to reach to the outcomes of the 3 Year Strategic plan (refer Annexure B).

Parties to the Agreement

The parties to this Agreement are the **National Roads and Motorists Association Limited ABN77000010506** (herein referred to as "NRMA") and the **AUTOMOTIVE, FOOD, METALS AND ENGINEERING, PRINTING AND KINDRED INDUSTRIES UNION, NEW SOUTH WALES BRANCH (AMWU)**.



Anti-Discrimination

It is the intention of the parties to this Agreement to achieve the principal object in s.3(f) of the Industrial Relations Act 1996 (the Act) through respecting and valuing the diversity of the workforce and as a result NRMA agrees to not discriminate against an employee in his employment or terminate the employee's employment for reasons that include the employee's race, colour, sex sexual preference, age, physical or mental disability, work-related injury, marital status, family responsibilities, pregnancy, religion, political opinion, national extraction or social origin.

It follows that in fulfilling their obligations under the dispute resolution procedure set out in this agreement the parties have obligations to take all reasonable steps to ensure that the operation of the provisions of this agreement are not directly or indirectly discriminatory in their effects. It will be consistent with the fulfilment of these obligations for the parties to make application to vary any provision of the agreement, which by its terms or operation, has a direct or indirect discriminatory effect.

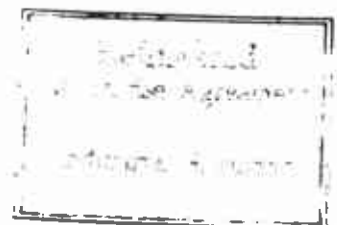
Under the Anti-Discrimination Act 1977, it is unlawful to victimise an employee because the employee has made or may make or has been involved in a complaint of unlawful discrimination or harassment.

Declaration

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

Term of Agreement

The term of this agreement is to 31st March, 2003.



SECTION B

NATIONAL ROADS AND MOTORISTS' ASSOCIATION LIMITED ("NRMA")/PATROL OFFICERS/AFMEPKIU PARTNERSHIP

Introduction This Agreement is between the employer NRMA 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 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 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, Engineering and Associated Industries (State) Award.

Job Security The parties agree that there will be no forced redundancies for the life of the agreement, and commitment to no contracting out of any duties performed by NRMA Association Patrols for the life of the agreement.

Security of Employment Leave is reserved to the Union or NRMA to discuss the subject of retrenchment. National Roads and Motorists' Association 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 Patrol Officers Enterprise Agreement 1998 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.

Registered
Enterprise Agreement

Industrial Registrar

NATIONAL ROADS AND MOTORISTS' ASSOCIATION 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 4 Patrol Representatives, plus Convenor and Secretary and 3 Road Service Metropolitan Managers or nominated alternate, 2 Patrol Team Managers (Optional to NRMA) and HR Representative.

Consultative Committee meets each 6 weeks or as required.

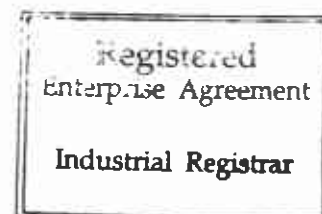
The Consultative Committee may appoint sub-committees for particular purposes from time to time.

Full Patrol Representatives' Meetings

To be held at 6 week intervals. All Representatives, including branches, to attend.

Zone Meetings

Local Representatives/NRMA management meetings to be scheduled on a needs basis.



NATIONAL ROADS AND MOTORISTS' ASSOCIATION 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:

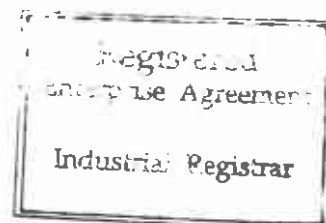
Interview employees and interview employer. Organise correspondence to the Patrol Force. The Convenor, Secretary or appropriate Representatives to attend Branch meetings.

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.

Patrol Representative Training

Patrol Representative will be entitled to a maximum of 5 days paid union training leave, additional days may be granted by mutual agreement.



SECTION C

REWARD AND RECOGNITION

Overview

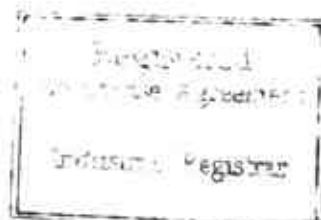
Introduction

As part of this Agreement, NRMA and AMWU have negotiated a wage increase in recognition of productivity achievements, WOW, Roster Consultation Process, 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	7-8



WAGE INCREASE

Wage Increase

A 5% (\$48) flat amount (calculated on the average salary) will be paid from mass meeting acceptance. A further 4% flat amount (calculated on the average salary) will be paid from 25 July 2002.

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 approval.

Wages Disparity

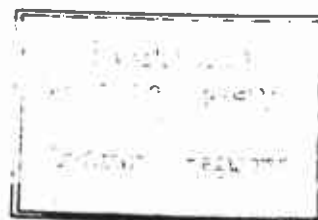
Disparity in Patrol wages has been addressed as part of this agreement by:

- 1) Flat dollar wage increase.
 - 2) This agreement recognising an \$11.00 payment for new patrols completing the 6 month probation period.
 - 3) A combination of flat percentage wage increases and an upfront payment.
 - 4) The formula for calculation of the top wage for the 25 July 2002 increase will recognise a minimum increase to the top salary that reflects the Cost of Living as the minimum. This will be negotiated prior to 25 July 2002. This formula is accepted as part of the Enterprise Agreement as a mechanism to address disparity in Patrol wages.
 - 5) For 2001 the top wage will be \$1175.00. Any part of the 5% increase that exceeds this level (\$1175.00) will be paid as an upfront payment calculated over a 12 month period.
 - 6) All other salaries will be rounded up to the nearest dollars - some ranging from 1 cent to 99 cents.
-

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.



WAGE RATES

Fortnightly Pay

The parties agree to discuss changes to the pay system during the life of the agreement.

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

Competency Level	Min Mths in Level	Rate Per Week
1. Probationary/Basic	0-6 months	\$836.00
2. Confirmed Level	6 -12 months	\$847.00
3. Module 1 *	12+ months	\$862.00
4. Module 2 *	18+ months	\$878.00
5. Multi skilled (VI)*		Shop rate plus \$25.75
6. Patrol Team Leader*		\$36 allowance

Refer to Annexure "A" (see Pages 46 and 47) 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

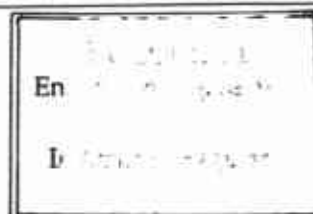
A Patrol Officer who supplies a telephone number for contact purposes and can be contacted at that number, shall be paid a weekly allowance of 1/52nd of the annual rental fee of a private fixed land line telephone.

Tool Allowance

A tool allowance of \$10.50 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", and alters with the State Award. Special tools as defined by the employer shall be provided and maintained by the employer.

Other Allowances

Meal Allowance of \$7.60 when entitled, Standby Allowance \$32.00 per day (where applicable, further details page 25); Laundry Allowance \$7.42 per week (further details in Annexure A). These allowances will alter with the State Award.



SECTION D

RESOLVING WORK PLACE ISSUES

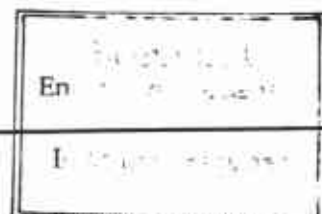
Overview

NRMA expects Managers to practice an open door policy so that staff feel free to take issues up at a higher step 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. Either party may have the opportunity to raise the issue to a higher step.

Procedure

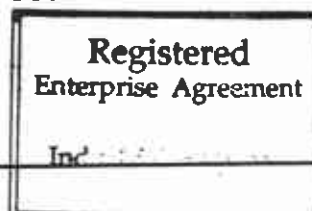
This procedure will ensure that issues or grievances are resolved quickly, fairly and without disruption to business operations. Where an issue or grievance arises during implementation of this Agreement, it will be settled according to the following procedure:

Step	Action
1	The Patrol(s) should first discuss the matter with their Patrol Team Manager. The Patrol(s) 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(s) 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 Metropolitan Road Service Manager, Human Resources representative, Patrol Team Manager and Patrol Representatives at a regional level.
3a <i>optional</i>	If the matter is not resolved at Step 3, either party has the option to discuss the matter with Metropolitan Road Service Manager, Convenor, Representative and involved parties.

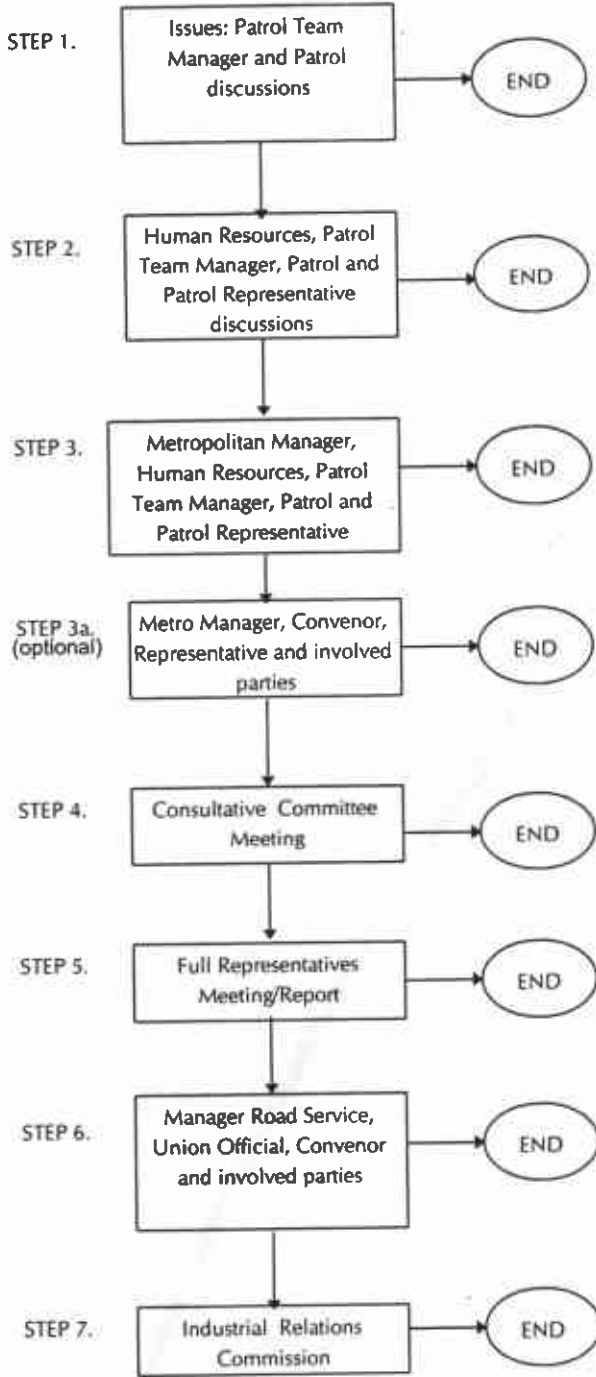


4	If the matter is not resolved at step 3, the matter is to be referred to the Consultative Committee for resolution.
5&6	A Full Representatives meeting may be convened to report on progress towards resolving the matter. If no resolution is achieved the matter will be discussed between the Road Service Delivery Manager, Human Resources representative, Convenor, Union Official and involved parties.
7	<p>There shall be a commitment by the parties to achieve adherence to this procedure. This should be facilitated by the earliest possible advice by one party to the other of any issue or problem which may give rise to a grievance or dispute.</p> <p>Throughout all stages of the procedure all relevant facts shall be clearly identified and recorded.</p> <p>Sensible time limits shall be allowed for the completion of the various stages of the discussions. At least seven days should be allowed for all stages of the discussions to be finalised.</p> <p>Emphasis shall be placed on a negotiated settlement. However, if the negotiation process is exhausted without the dispute being resolved, the parties shall jointly or individually refer the matter to the Industrial Commission of N.S.W. for assistance in resolving the dispute.</p> <p>While the parties are attempting to resolve the matter through conciliation the parties will continue to work in accordance with this Agreement and the Award unless the employee has a reasonable concern about an imminent risk to his or her health and safety. Subject to relevant provisions of the <i>Occupational Health and Safety Act 2000</i>, even if the employee has a reasonable concern about an imminent risk to his or her health or safety, the employee must not unreasonably fail to comply with a direction by his or her employer to perform other available work, whether at the same enterprise or another enterprise, that is safe and appropriate for the employee to perform.</p>

See Flow chart on following page



PROCESS FOR RESOLVING WORK PLACE ISSUES



Enterprise Focus	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).
-------------------------	--

**Registered
Enterprise Agreement**

INCORPORATED

PERFORMANCE COUNSELLING

Overview Managing people's performance is the cornerstone for a successful organisation. Each employee contributes uniquely to NRMA Member Services goals, so the effective and constructive management of each employee's performance is essential. Where a person is not performing, a fair and consistent approach to managing performance problems has been developed to assist managers and staff through the process.

Support is available throughout the process from the relevant Human Resources team member or the Employees Assistance Program. Managers and staff should not hesitate to seek this assistance if they are unsure about any stage in the process.

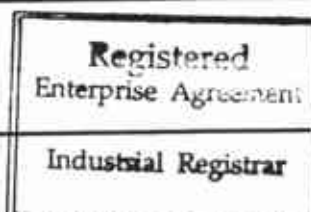
Poor Performance If an employee's performance or behaviour becomes unsatisfactory at any stage during the year, the issue must be dealt with immediately.

Poor performance is when an employee is not meeting the requirements of their position.

Where there are specific performance issues, the employee will be taken through the process by their manager with the objective of improving the performance to an acceptable level.

Managers Preparation The immediate manager will assess the employees performance using available tools appropriate to the job (eg: statistics, customer feedback, relevant data). The manager confirms that the employee has been previously made aware of the required standards/behaviour.

Step	Action	Process
1	Informal Counselling	<ul style="list-style-type: none"> • The employee will be given due notification to have a Patrol Representative, Human Resources Representative and/or a support person of their choice present. • Employee informed that current performance/behaviour is unacceptable • Specific details of poor performance are given including examples • Employee is given the opportunity to respond <p>Manager explains the consequences of not improving performance to the agreed standard. Continued informal counselling for the same or similar conduct by the employee could progress to formal counselling. The need to progress to formal counselling will be established by the Patrol Team Manager and will include consideration of the employee's conduct, the frequency of informal counselling and the employee's response to previous informal counselling.</p>



(Cont'd)

Step	Action	Process
1	Informal Counselling	<ul style="list-style-type: none">• Agreed solutions are discussed to address performance problems (eg. Training, time management etc.)• A file note is prepared to record the issues discussed in the meeting which both parties sign as a true and accurate record of the discussion - the timeframe of the file note is to be agreed to by both parties

The written warnings referred to after step 1 are formal documentation relating to the various stages of discussions, and are between the Patrol Officer, Patrol Team Manager and Patrol Representative.

Step	Action	Process
2	Formal Counselling (1st written warning)	<ul style="list-style-type: none">• The employee will be given due notification to have a Patrol Representative, Human Resources Representative and/or a support person of their choice present.• Manager refers to previous informal discussions and agreements• Employee advised that the performance has continued at an unacceptable level (with examples against pre-agreed objectives provided)• Employee given a further opportunity to respond . Manager also seeks to clarify if there are any factors (work or non-work related) that may be affecting performance• Feedback and suggestions discussed to further improve performance• A record of issues discussed are kept on file.• A review date (applicable to the circumstances) and further agreed objectives• If at review date objectives have been met the patrol returns to the normal performance review cycle. If not then a formal warning may be issued which could lead to a final warning• Continual discussions between the manager and employee are encouraged in between meetings and throughout the process.

Step	Action	Process
3	Formal Counselling (2nd written warning)	<ul style="list-style-type: none">• The employee will be given due notification to have a Patrol Representative, Human Resources Representative and/or a support person of their choice present.• Manager refers to previous informal discussions and agreements• Employee advised that the performance has continued at an unacceptable level (with examples against pre-agreed objectives provided)• Employee given a further opportunity to respond. Manager also seeks to clarify if there are any factors (work or non-work related) that may be affecting performance

Industrial Registrar

(Cont'd)

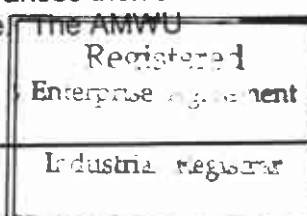
Step	Action	Process
3	Formal Counselling (2nd written warning)	<ul style="list-style-type: none">• Feedback and suggestions discussed to further improve performance• A record of issues discussed are kept on file.• A review date (applicable to the circumstances) and further agreed objectives• If at review date objectives have been met the patrol returns to the normal performance review cycle. If not then a formal warning may be issued which could lead to a final warning• The manager is active throughout the process to support and provide guidance to the employee where appropriate. If the performance issue continues without cause, the manager is left with no option than to issue a final warning.

Step	Action	Process
4	Final Written Warning	<ul style="list-style-type: none">• The employee will be given due notification to have a Patrol Representative, Human Resources Representative and/or a support person of their choice present.• Employee is advised that the performance issue continues to be a problem and the process outlined in Step 3 is undertaken again• A final warning letter is issued including a suitable review date• Employee given a further opportunity to respond• A record of issues discussed are kept on file• If at review date objectives have been met the patrol returns to the normal performance review cycle. If not the employee may be dismissed• A final warning is the last step before an employee may be dismissed and is accompanied by written advice to the employee

If after the final warning is issued, the performance continues to be unacceptable, the employee may be terminated.

Step	Action	Process
5	Termination	<ul style="list-style-type: none">• The employee will be given due notification to have a Patrol Representative, Human Resources Representative and/or a support person of their choice present.• Staff member is advised that their employment is being terminated in a face to face meeting and in writing• A record of this meeting is documented• All relevant documentation is signed and placed in the employees personnel file

If a grievance or dispute in relation to the application of this procedure arises then all parties will be able to utilise the resolving Workplace Issues Procedure may provide assistance to it's members at any stage of this process.



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.

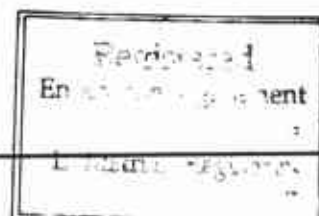
For the purposes of this Agreement employees may be described as Patrol Officers, Motorcycle Patrol Officers and "Option 3" Patrol Officers. NRMA Patrol Officers are employed under the same terms of employment and they are as follows:

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 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 a Patrol Officer 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 the Patrols' employment not being confirmed, the Consultative Committee will be advised prior to the event.



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, Artarmon (day shift) and East Chatswood and Pymont (24 hour access) (*See below)	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

* Where access to facilities is provided for

**Registered
Enterprise Agreement
Industrial Registrar**

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 & 5 th 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, East Chatswood, 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

Registered
Enterprise Agreement
Industrial Registrar

SECTION F

WORKFORCE PLANNING

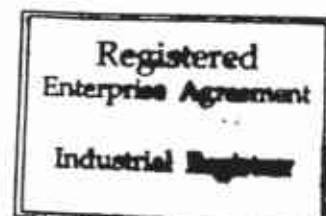
Overview

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:

Topic	Page
Patrol Officers – Home Start	19
Option 3 Patrol Officers	19
Motorcycle Patrol Officers	20
Training and Induction	20
Notice of variation to normal shift start	21
Fixed Roster Entitlements	21
Midnight Shifts	21
Christmas Day	21
Christmas Day crib location	21
Application for Home Starts	22
Regions S & T	22
Understaffed Regions	22
Change of Address	23



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.

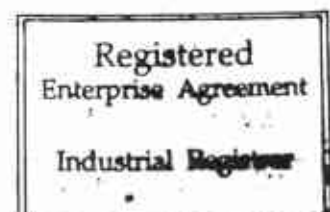
Option 3 Patrol

Option 3 Patrols work the greater part of their time 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 jobs in regions which are identified as overstaffed areas for the purpose of balancing response times. It may be necessary to utilise Option 3 Patrols for a number of jobs in overstaffed regions because of abnormal work demand or shortfalls in rosters due to unplanned types of leave, only the Patrol Team Manager or Shift Manager shall have the authority to authorise the use of these Patrols.



PATROL OFFICER RANGE OF WORKING CONDITIONS (Cont'd)

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 his Patrol 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, Wollongong and Canberra.

Road Service provided outside of these areas is done on a contract basis.

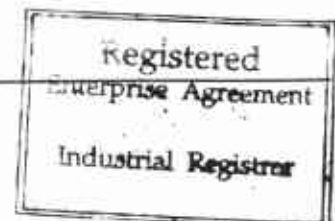
Some work patterns in the regional areas may differ from the Sydney Metropolitan area.

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

Training & Induction

Agreement in principle for training to be communicated via the Consultative Committee. The NRMA agrees to offer reasonable number of alternative dates for training and/or access to video or audio tape for training.

NRMA is committed to face to face training.



PATROL OFFICER RANGE OF WORKING CONDITIONS (Cont'd)

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.

Notice of variation to normal Shift start

For the purpose of training, suitable duties and meetings, a roster of shifts shall be made available to Patrol Officers showing shifts for at least seven days in advance.

Fixed Roster Entitlements

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, will 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). If a Patrol is unable to do a block of shifts due to annual leave or sick leave in that calendar year, the nights may be reallocated to cover roster shortfalls. (The 10 week interval between shifts may not apply).

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.

Christmas Day Crib Location

Refer to the Christmas Day Crib Location Process.

Registered
Enterprise Agreement
Industrial Registrar

PATROL OFFICER RANGE OF WORKING CONDITIONS (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.

Regions S & T

NRMA will maintain the current staffing levels of 17 Association Patrols in Regions S & T. Any future changes will be agreed through the Consultative Committee.

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.

Registered Enterprise Agreement Industrial Registrar
--

PATROL OFFICER RANGE OF WORKING CONDITIONS (Cont'd)

- Change of Address**
- 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.
 - 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
Same Region Existing conditions apply	Residential address	Residential address	Residential address	Existing
Other Region "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.			

- 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.
- 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).

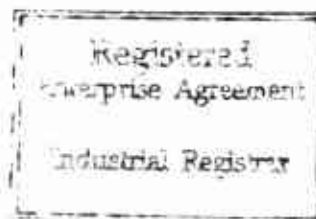
Thirty minutes shall be allowed to employees each shift for crib which shall be counted as time worked and taken where practicable between the third and fifth hours of work.

Overtime

Overtime is paid at twice the shop 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 and afternoon overtime procedures.

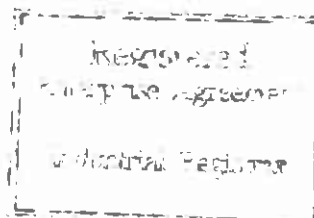
Canberra Overtime (min 3 hours).

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 Workbacks, Call Outs and Call Backs refer to Regional Overtime Procedure March 9, 2000.

Standby Allowance Patrol Officers working at Country Branches shall be paid an allowance of \$32.00 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 call outs on night shift.



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 the Customer Response Centre to resume or continue working without having had the appropriate time off duty between rostered shifts, the Patrol Officer must make the Customer Response Centre aware of the fact that they have not had the appropriate break.

If the Patrol Officer is instructed to work after advising the Customer Response Centre, 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.

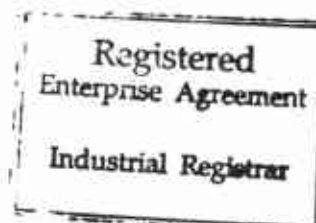
Payment Overtime shall be paid at the rate of double time (2) calculated on the "Shop Rate".

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.

If urgent 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 \$35.26)



OVERTIME PROCEDURES (Cont'd)

**Meal
Allowance
Entitlement**

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

Registered
Enterprise Agreement
Industrial Registrar

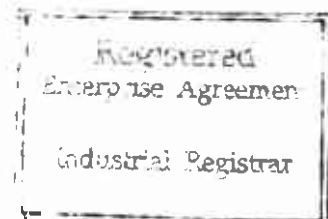
SECTION H

LEAVE

Introduction This clause includes all aspects of leave.

In this Section The following topics are covered:

Topic	Page
Annual Leave	29
Annual Leave Loading	29
Annual Leave Points System	30
Sick Leave	31
Compassionate Leave	31
Long Service Leave	31
Jury Duty Leave	31



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.

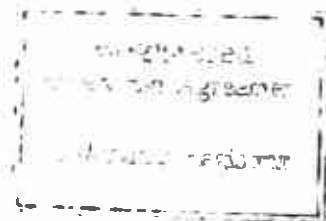
Additional Leave One day shall be added to the employees annual leave period as agreed in the structural efficiency agreement of 1990 for any of the following four public holidays which fall within the period of annual leave to which they are entitled under this Agreement. (Australia Day, Anzac Day, Queens Birthday and Labour Day).

The additional holiday prescribed by the Metal, Engineering and Associated 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

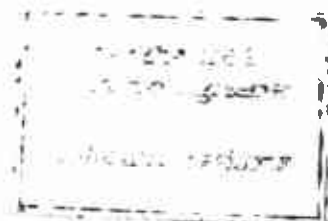
Intent The annual leave points system has been formed to provide a fair judgement in the event of a dispute over priority to prime leave periods (e.g. school holidays).

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 including 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	1990 - 492	1998 - 636
1982 - 348	1991 - 510	1999 - 654
1983 - 366	1992 - 528	2000 - 672
1984 - 384	1993 - 546	2001 - 690
1985 - 402	1994 - 564	2002 - 708
1987 - 438	1995 - 582	2003 - 726
1988 - 456	1996 - 600	
1989 - 474	1997 - 618	



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.

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.

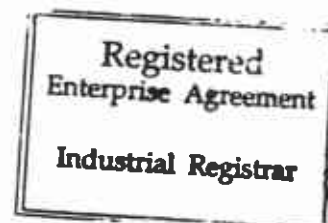
This entitlement may be extended, at the discretion of the Patrol Officer's Manager, where the circumstances require the granting of additional leave of absence.

Long Service Leave

Refer to NSW Long Service Leave Act, 1955. Pro rata after 5 years will apply on resignation.

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

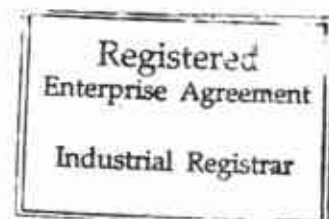
NRMA/PATROL OFFICERS INITIATIVES

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

Topic	Page
Joint Focus towards Enterprise Improvement	33
Workplace Change	34
Continuous Improvement Principle	35
Roster Consultation Process	36
Part-Time Patrols	38
Communications System	41
Other Initiatives	42
Security of entitlements	42
Skills based classification	42
NRMA Image	43



JOINT FOCUS TOWARD ENTERPRISE IMPROVEMENT STRATEGY

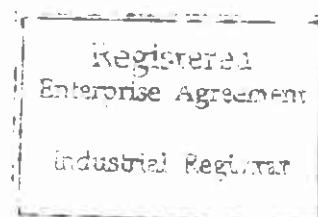
Overview

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 adopting 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.



WORKING TOGETHER FOR SUCCESS

Workplace Change

NRMA Member Services, NRMA Patrols and the AMWU are committed to working together to ensure that the NRMA continues to grow and evolve into a successful global and personal services company through a relationship of mutual cooperation with all staff.

NRMA Patrols and the AMWU acknowledges the NRMA's 10 year strategy and will support initiatives aimed at achieving its strategic objectives.

As part of the agreed strategy, NRMA is building the capabilities for the future by investing significantly in new technology to enable staff to improve service and the total customer experience for all NRMA members and customers.

The key technology improvements will include the development of a comprehensive CRM system and an integrated CAD system. New in van computers are being developed for use by Patrols.

It is envisaged that this new technology will be implemented within the life of this agreement. The cooperative relationship between the NRMA, Patrol Representatives and the AMWU provides the basis for consultation on matters, which are likely to lead to any changes that may affect NRMA Road Service staff.

The consultation process between the NRMA and the Patrol Representatives will consist of consultative committee meetings to discuss, but will not be limited to:

- Strategic initiatives
- technological change
- specific changes impacting staff

This process will allow the Patrol Representatives the opportunity to provide input into the direction of the proposed changes prior to the implementation phase.

With modern trends and the increase in competitors within the customer service industry, there is a need for flexibility within our environment if we are to stay ahead of our competitors.

Any productivity gains will be recognised in future Enterprise negotiations.

If a grievance or dispute in relation to the application of this procedure arises then all parties will be able to utilise the resolving Workplace Issues Procedure.

CONTINUOUS IMPROVEMENT PRINCIPLE

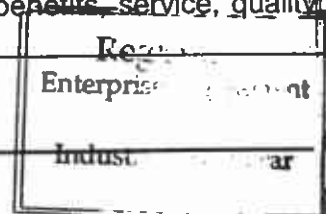
Overview

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 arrangements that vary from those specified in this Agreement.

Consultative Procedure

Step	Action
1	Proposal discussed at local Meetings between Patrol Team Managers and Local Patrol Representatives.
2	Proposal discussed, seek volunteers and consult with those Patrols for constructive input.
3	Trial dates finalised by Patrol 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 Patrol Team Managers and Local Patrol Representatives, meet with Convenor, Secretary and Metropolitan 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, Secretary, Convenor, Metropolitan Managers, 2 Patrol 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.

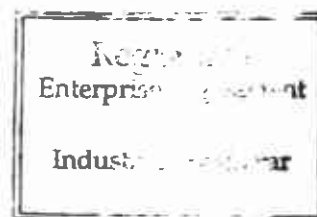


ROSTER CONSULTATION PROCESS (For start time changes and balancing teams)

Overview: NRMA Management determines the Start Times in consultation with the Patrol/Team and Consultative Committee. Start Times must fulfil the following criteria, using the Start Time Consultation Process (below).

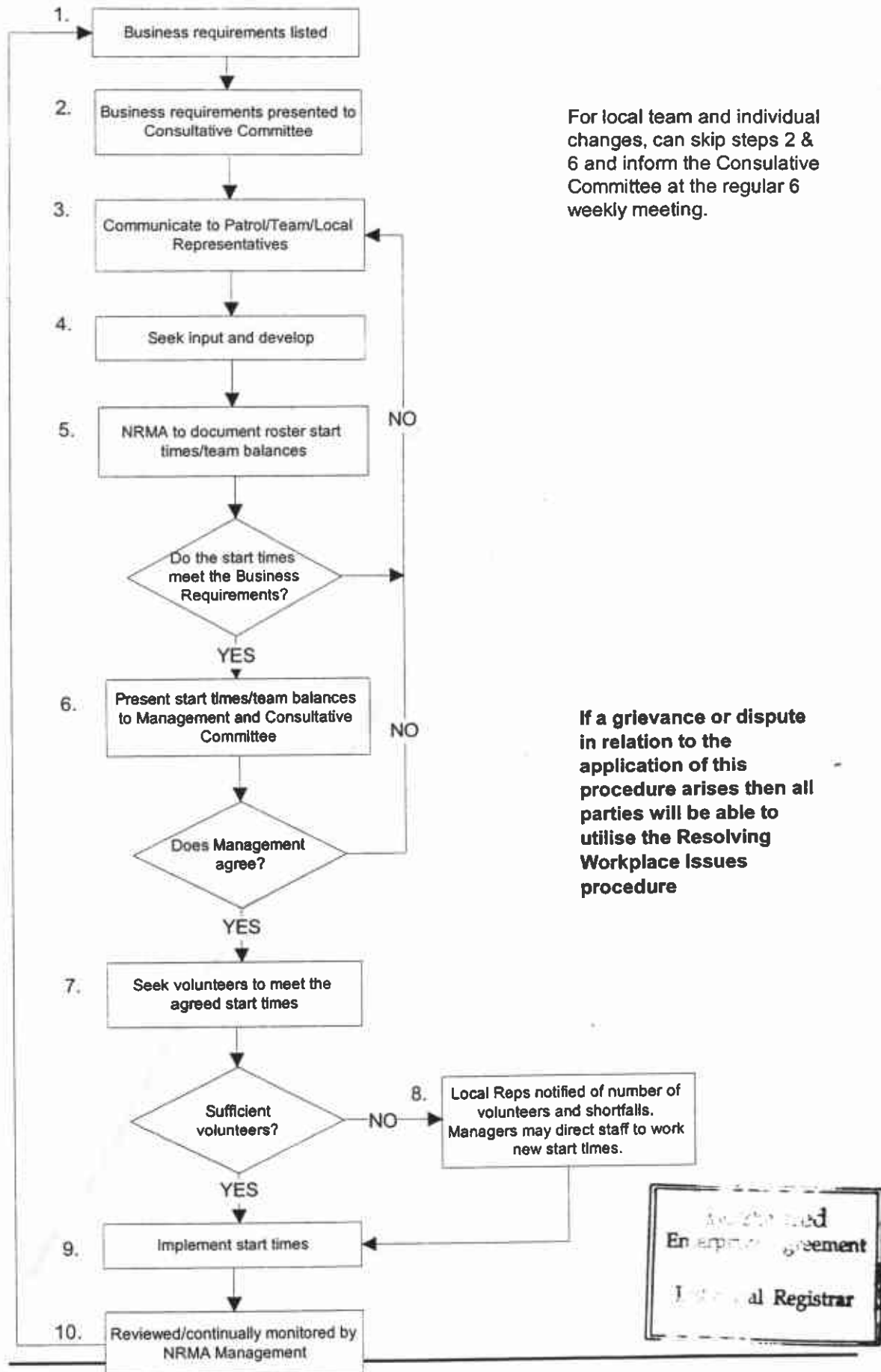
- Principles:**
- a) Operational needs to be determined by NRMA Management
 - b) Patrol / Team involvement, personal needs/commitments of the staff to be considered.
 - c) Occupational Health and Safety consideration
 - d) Patrols may only be required to start a shift once on anyone day
 - e) Patrols must have no less than an 8 hour break (home start) or 10 hour break (700 patrol) between the finish of one shift and the start of the next shift
 - f) Start times approved, seek volunteers and implement
 - g) The manager may direct staff to work new start times or to change teams. This should occur infrequently. When this does occur, personal needs/commitments of the staff must be considered. At least 1 month prior to the commencement date of their new start times, they will receive a copy of the new roster.
-

If a grievance or dispute in relation to the application of this procedure arises then all parties will be able to utilise the resolving Workplace Issues Procedure.



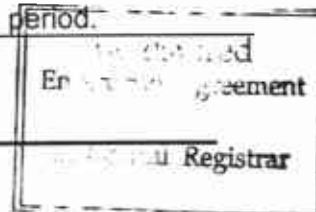
ROSTER CONSULTATION PROCESS

(For start time changes and balancing teams)



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>

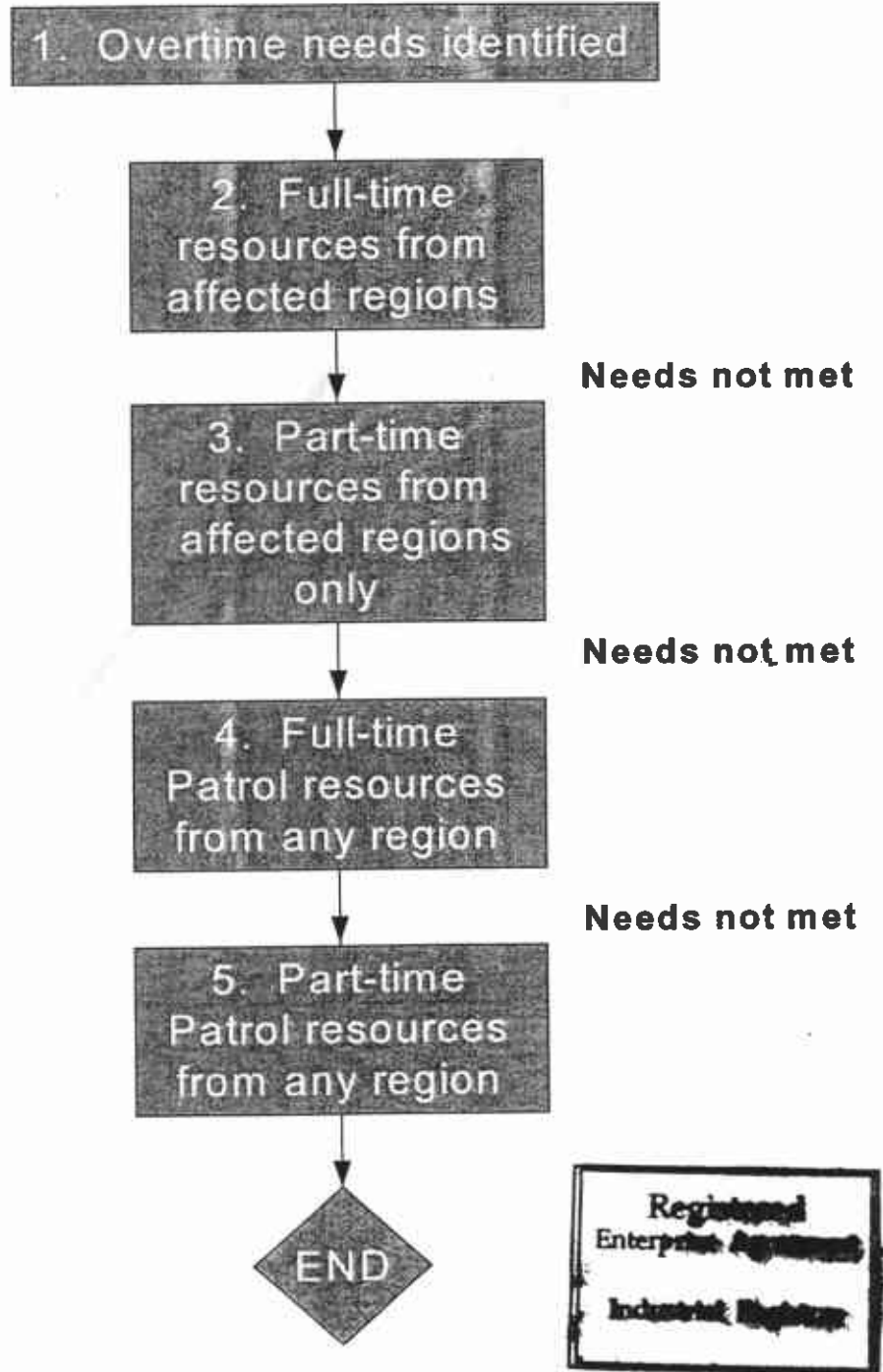


PART-TIME PATROLS (Cont'd)

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



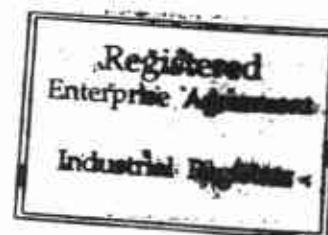
PATROLS PART-TIME (Cont'd)

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.

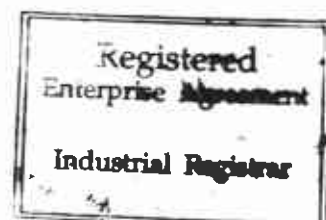
The majority of phone calls made by Patrols are to be for business purposes only.

Personal calls up to \$15.00 per month is allowable as per NRMA policy. Personal calls in excess of \$15.00 are to be paid by the Patrol.

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 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

Multi Despatching

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

SECURITY OF ENTITLEMENTS

Parties agree to discuss Manu-Safe during the life of this Agreement.

SKILLS BASED CLASSIFICATION

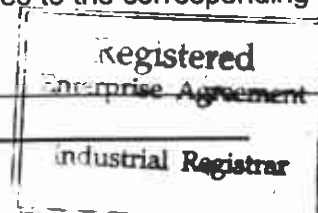
The parties agree to discuss within the first 6 months of the agreement.

The parties agree to review the competency levels as per page 8 of the current Agreement.

The review will take in account the following:

- 1) The Structural Efficiency of the Award and the National Metal and Engineering Industry Competency Standards' Implementation guide.
- 2) Metal and Automotive Industry Standards.
- 3) Any relevant models.

The Consultative Committee will agree on an appropriate facilitation process in conjunction with the Learning Centre.
Competency skills based classification structure reflecting the duties of a Patrol Officer, which may result in addressing the pay rates to the corresponding skills and wage disparity.



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.

Registered
Enterprise Agreement
Industrial Registrar

SECTION J

REDUNDANCY

Overview

In accordance with the Introduction of Change and Discussions before Redundancy provisions of the Metals and Engineering and Associated Industries (State) Award, the NRMA have undertaken to provide a minimum of three months notice of intention to implement a retrenchment program.

Provisions

At that time the parties to this Agreement agree will discuss the method of identifying employees to be offered redundancy.

Where redundancies occur employees will be offered no less than the following provisions and entitlements:

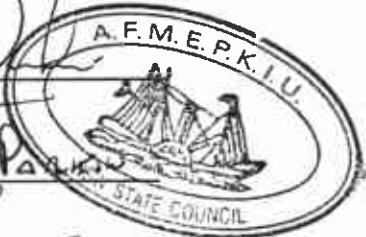
- a) 8 weeks notice or payment in lieu of notice.
 - b) 3 weeks pay for each year of service capped at 75 weeks.
 - c) Pro-rata long service leave for Patrols with 5 or more years of continuous service.
 - d) All accrued annual leave.
-

Registered
Enterprise Agreement
Industrial Registrar

Signatories to the Agreement

In witness whereof the parties have hereunder set their hands and seals..... 26-10-01 day and year first hereinbefore mentioned.
 (Insert date)

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

) [Signature]
) Signed
) John Parks
) Name (print)
) 

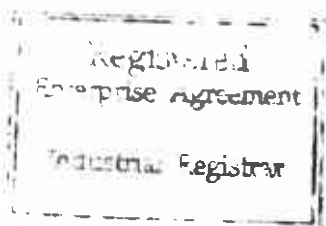
) [Signature]
) Witness

EXECUTED by NATIONAL ROADS AND MOTORISTS' ASSOCIATION LIMITED
 ABN 77 000 010 506 by the party's attorneys pursuant to power of attorney dated 22 February 2001 who state that no notice of revocation of the power of attorney has been received and that he/she has not ceased to hold office with or to be an employee of National Roads and Motorists' Association or a subsidiary of National Roads and Motorists' Association Limited in the presence of:

) [Signature]
) Attorney
) PAMELA BARDSLEY
) Name of Attorney (print)
) [Signature]
) Attorney
) Wayne Jefferys
) Name of Attorney (print)

[Signature]
 Witness

S SHERRY
 Name of Witness (print)



ANNEXURE "A"

(1) Basis of calculation of Total Wage (Load Factor)

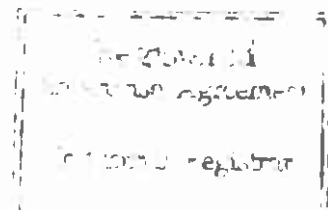
On average each Patrol Officer will work in each year

- 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) State 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) State 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.

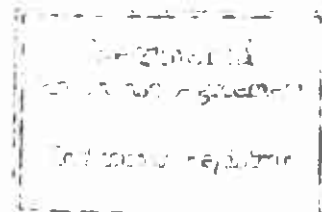


ANNEXURE "A" (Cont'd)

PATROL OFFICERS WAGE RATES

July 2001

	Level 1	Level 2	Level 3	Level 4
AWARD	492.20	492.20	492.20	492.20
OVERAWARD	139.08	147.88	159.88	172.68
TOOL ALLOWANCE	10.50	10.50	10.50	10.50
"GOING RATE"	641.78	650.58	662.58	675.38
INDUSTRIAL ALLOWANCE	27.02	27.02	27.02	27.02
"SHOP RATE"	668.80	677.60	689.60	702.40
WEEKEND & PUBLIC HOLIDAY LOADING (25%)	167.20	169.40	172.40	175.60
"TOTAL RATE"	836.00	847.00	862.00	878.00
<hr/>				
SHIFT PENALTY	100.32	101.64	103.44	105.36
LEAVE LOADING	117.04	118.58	120.68	122.92
OVERTIME	35.20	35.66	36.29	36.97
MEAL ALLOWANCE	7.60	7.60	7.60	7.60
LAUNDRY ALLOWANCE	7.42	7.42	7.42	7.42
STANDBY ALLOWANCE (Country Branches)	32.00	32.00	32.00	32.00
LEVEL III MULTI SKILLED PATROL OFFICER (V.I.) (Allowance of \$25.75 applied to Shop Rate Level III)				
PATROL TEAM LEADER Allowance of \$36.00 added to the Shop Rate Level III				
CHRISTMAS DAY MEAL ALLOWANCE - \$35.00				



ANNEXURE "B" NRMA's Strategic Plan - Summary

Our Strategic Intent Statement

In mapping a course in a fast changing world, NRMA will:

- Deliver Trusted motoring, mobility and lifestyle solutions that our members and customers want.
- Be globally competitive.
- Promote the interests and aspirations of our members and the community.

Our Mission

By 2004, we will be recognised as a leader in motoring, personal mobility and lifestyle services.

Our Values:

- Members and customers first
- Team work and honest communication
- Trust and respect for each other
- Accountability and recognition for performance
- Development and well being of our people
- Integrity and fairness
- Creativity and innovation

Our Balanced Scorecard to achieve our mission:

Member/Customer and Community Outcomes -

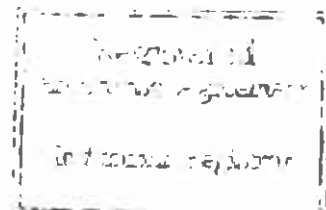
- powerful membership proposition
- motoring leadership
- a preferred provider of personal mobility and lifestyle services
- trust in NRMA Member Services
- community leader and advocate
- responsive to the community
- satisfied members and customers

Financial Outcomes -

- growth in members equity
- increase in profitable revenue
- productivity improvement
- increase brand value
- maximised investment return

Business Process & Innovation Outcomes

- high quality product development resulting in innovative products/services
- excellent:
 - ⇒ core processes
 - ⇒ alliance and acquisition management
 - ⇒ research and development
 - ⇒ customer relationship management (CRM)
 - ⇒ customer service processes.



People & Learning Outcomes

- culture of:
 - ⇒ focus on the customer
 - ⇒ trust
 - ⇒ flexibility
 - ⇒ urgency
- staff aligned and committed to goals
- competencies of workforce aligned to the strategic direction

Our Slogan:
NRMA - With You Every Day

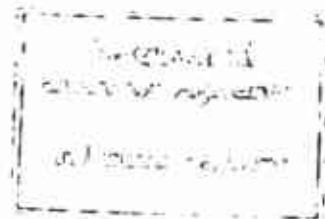
TERMS AND DEFINITIONS

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
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.
Despatch Centre	Patrol Officers receive job details and communicate generally during the course of their normal duties. Located at Villawood.
Dispute	Where the parties to this Agreement have a conflict, or difficulty concerning The Agreement or the Industrial Award.
Early Start	Overtime which commences prior to a shift and continues on to the rostered shift start time.

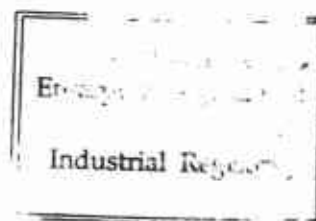


TERMS AND DEFINITIONS (CONT'D)

Grievance	A staff member raises a work related problem, concern, complaint or where there is a question, or difficulty concerning the Agreement/Industrial Award in relation to an individual staff member(s); or where a staff member (s) alleges discrimination within the terms of the Anti-Discrimination Act.
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.
NRMA	National Roads and Motorists Association, trading as NRMA Member Services
Option 3 Patrol	A Patrol Officer who commenced employment after 10 February, 1989.
Patrol Team Leader	An individual whose role consists of a combination of Managerial responsibilities and Patrol Officer Duties.
Road Service Delivery office	All offices in Sydney, staffed by Patrol Team Managers and clerical staff responsible for the management of Patrol Officers.
Shift Manager	Team Manager of the Response Centre.

TERMS AND DEFINITIONS (CONT'D)

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.
WOW	Ring the member/customer when on route to deliver Road Side assistance.
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.



Index

- Agreement (The) 2001
 - Effective Date/Duration, 2
 - Relationship to Parent Award, 3
 - Signatories, 45
 - Terms and Definitions, 49
- Additional Electronic Components, 41
- Annual Leave, 29
 - Additional Leave, 29
 - Entitlement, 29

 - Intent, 29
 - Points System, 30
 - Loading, 29
- Application for Home Start, 22
- Car Phone Guidelines, 41
- Change of Address, 23
- Christmas Day, 21
- Compassionate Leave, 31
- Continuous Improvement Principle, 35
- Consultation and Discussion, 4
- Electronic Communications System, 41
- Enterprise Agreement 2001, 2
- Hours, 24
- Joint Focus Towards Enterprise Improvement, 33
- Jury Duty Leave, 31

- Laundry Allowance, 8
- Leave, 29
- Locations, 20
- Long Service Leave, 31
- Meal Allowance, 8
- Menu-Safe, 42
- Meal Breaks, 26
- Multi Despatching, 42
- No Extra Claims, 3
- NRMA Image, 43
- NRMA LTD/Patrol Officers/AFMEPKIU
- Partnership, 3
- Ordinary Hours, 24

- Other Initiatives, 42
- Overtime, 24, 25, 26, 27
 - Canberra, 25
 - Payment, 26
 - Sydney, 25
 - Safeguards, 26
- Part-Time Patrols, 38, 39, 40
- Patrol Meetings, 4
- Patrol Officer - Range of Conditions, 19 & 20
 - Home Start Patrol, 19
 - Motorcycle Patrol, 20
 - Option 3 Patrol, 19
 - Safeguards, 20
- Performance Counselling, 12
- Personal Sick Leave, 31
- Probationary Period, 15
- Recognition of Patrol Representatives, 5
- Reward and Recognition, 6
- Resolving Work Place Issues, 9
 - Grievance Dispute Procedures, 9 & 10
- Security of Employment, 3
 - Christmas Day, 21
 - Midnight Shifts, 21
 - Notice of Variation to Normal Shift Start, 21
- Standby Allowances, 25
- Tool Allowance, 8
- Telephone Allowance, 8
- Termination of Previous Agreement, 3
- Terms of Employment, 15
- Training and Induction, 20
- Travelling Time, 27
- Wage Increase, 7
- Wage Rates, 7
 - Christmas Day, 8
- Working Conditions, 16 & 17

- Workforce Planning, 18
- Understaffed Regions, 22
- Uniforms, 43

