

Labour Overview Presentation

Parliamentary Portfolio on Communications

16 March 2010

Post Office



We deliver, whatever it takes.

Strategic and Business requirements

Company programs

- Address expansion particularly in rural areas requires more extensive walks
- Training of existing employees
- Extended working hours in certain branches

Seasonality of business operations

- Consumer Services: On pension payout days more staff is needed to assist with queues and crowd control as well as dignity plans
- Mail: Seasonality around peak periods

Start-up initiatives

- Mailroom management

Various forms of workforce



Definitions

- Permanent employees: Full time employees
- Permanent part timers: Permanent employee working less than 8 hours per day eg 4 hours per day
- Flexible labour:
 - *Fixed term contractors: Employee with a fixed term contract
 - Owner drivers: Utilise during high volume times using own transport for deliveries and collections
 - °Agents: Independent agents contracted from within their communities primarily to service rural and underdeveloped areas in both Mail and Consumer services
 - Casuals: Employed via a labour broker on a temporary basis due to seasonality trends, absenteeism etc



Turnover

- Permanent: 16344 FTE
 - Full time employees: 16 074
 - Permanent part timers: 540
- Terminations per year, including retirement = 1 212
- Casuals/Labour broker staff: 5769 (FTE on average: 3 850- 4000)

*Fixed term contractors are sometimes referred to as S32's. This has no meaning as it refers to a form number where details of fixed term contractors were recorded on. These employees are included in the full time employee numbers

°2290 Agents were contracted to a total vale of R17.9m in 2008/9

Labour broking service providers

- ✉ Currently 14 in number, one each in SAPO's 5 Regions, and more than one in Gauteng Province
- ✉ 8 are 100% Black-owned
- ✉ For the other 6, Black owned majority (ownership ranges from 51% to 60%)

Appointment to permanent status

Redeployment of employees:

Permanent part-timers to Permanent: 415

Casuals to Permanent part-timers: 239

Casuals to Permanent: 850

Substantive agreement conditions:

Existing and future vacancies to be filled in the following order of preference

1. Permanent part-timers
2. Fixed term contractors
3. Casuals

Appointments are dependant on vacancies and needs of the business

SAPO's concerns and corrective actions

AREAS OF CONCERN	Measurements taken
Fair remuneration for employees	Introduced an obligated increase to employees
No control on compliance with legislation and regulations	Future contracts with service providers will be subject to regular audits by SAPO and compliance to all legislation and regulations to give SAPO line of sight
Appointment of all current labour brokers' staff	<p>Current agreement with labour specifies an order in which this category of employees should be recruited and place, namely:</p> <ul style="list-style-type: none"> ✓ Permanent part-timers ✓ Fixed-term contractors ✓ Casuals



Thank you!