



FETAKGOMO – GREATER TUBATSE  
LOCAL MUNICIPALITY  
(LIM 476)



*The* **GTM**  
**GREATER TUBATSE**  
**MUNICIPALITY**

South Africa's first democratic platinum city

# ATTENDANCE AND PUNCTUALITY POLICY

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## **ATTENDANCE AND PUNCTUALITY POLICY**

### **1. POLICY STATEMENT**

The Municipality is responsible for providing the public, both residents and businesses alike, with services required to effectively and efficiently operate the Municipality. In doing so, the Municipality is open for business from Monday to Friday during normal business hours as follows:

- 7H30 a.m. to 16H30 p.m.

Additionally, the Municipality provides certain services to the Public that do not fall within the normal business hours. The municipality must be able to schedule employees in support of such services and be assured that these employees will be present as scheduled.

As an employer, the Municipality provides full-time employees with benefit programs that allow for paid absence from work for vacation, illness, family responsibilities, and maternity as addressed in the Basic Conditions of Employment. These programs are intended to provide employees with a balanced approach towards maintaining acceptable performance standards while attending to their personal and/or family needs.

To successfully meet the needs of the public and concurrently provide time-off programs to full-time employees; the Municipality will utilize a consistent approach, as found in this attendance policy, in administering employee paid absence programs and maintaining favourable attendance standards. The success of the Municipality is dependent upon everyone working together.

Absenteeism, while recognized as sometimes beyond the control of employees, affects service delivery, increases costs and negatively affects other employees and management alike. It is the objective of the Municipality to inform all employees regarding the appropriate use of different types of leave to ensure work commitments are maintained and to promote a healthy workplace in which operational effectiveness is not jeopardized by frequent and/or unnecessary absenteeism.

## **2. DEFINITIONS**

### **2.1 Hours of work, Lunch periods**

#### 2.1.1 Starting time

Starting time may vary by department in order to meet the needs of the public, but in general, the Municipality and its employees will observe the established "normal business hours". Employees are expected to be ready for work at the beginning of their assigned shift. In order to be "ready" employees need to arrive to work with sufficient time to attend to their personal needs. In other words, employees must be at work and ready to service the public at 7H30 a.m.

#### 2.1.2 Lunch period

All employees are provided sixty minutes for lunch on a daily basis. The lunch time will be from 13H00 to 14H00 daily, during normal business hours. However, Departments may arrange the staff and schedule their lunch time in order to allow continuous service in all service points during lunch time.

#### 2.1.3 Ending time

The municipality will be open for services to the public from the beginning of the work day; therefore employees are required to be at their work stations until 16H30 p.m. Employees must observe the starting, lunch and ending time.

## **3. INTENT**

3.1 The Municipality recognizes the need to manage work attendance across the entire institution while ensuring that the interests of individual employees are balanced with the Municipality's need for regular attendance at work.

3.2 In terms of the common law an employee is required, in the context of work requirements, to tender full performance to the employer and failure to do so, for example by being absent from work, constitutes a breach of the common law and or the employment contract.

3.3 The Municipality strives to ensure that employees who are excessively absent are made aware of Council's concerns as well as Council's expectation that their level of absences will be kept to the minimum and absenteeism itself will be used only in real emergencies, which can be substantiated in writing.

3.3 Employees who demonstrate that they can no longer act in accordance with their employment obligations will be addressed in a consistent manner according to the disciplinary code.

### **3.4 ATTENDANCE REGISTERS**

3.4.1 The Municipality recognizes the need and importance of attendance registers in order to protect the rights of employees regarding accurate time keeping and accurate payment for time worked.

3.4.2 It is further an obligation to keep records according to section 31(1)(b) of the Basic Conditions of Employment Act, 1997 which stipulates that: "Every employer must keep a record containing at least the following information:

(a) the time worked by each employee;"

3.4.3 Accurate proof of attendance is also required in terms of the Compensation for Injuries on Duty Act, 1993 to be able to claim compensation for injuries on duty.

3.4.4 Accurate attendance records will there for be kept by means of a Time book Registers or electronic format and shall be monitored by respective Directors or persons designated by them.

3.4.5 The Registers will allow employees to register their arrival time and departure time of each work day at any workstation throughout depending on their work schedule.

## **4. EXPECTATIONS**

### **4.1 EMPLOYEES:**

The Municipality expects its employees to meet their employment obligations and to attend work on a regular basis. To that end the Municipality will endeavor to foster and encourage effective and efficient workplace conditions.

### **4.2 MANAGEMENT:**

Management will ensure the consistent administration of this policy.

## **5. ABSENTEEISM**

5.1 It is the policy of LIM476 local municipality to reduce absenteeism by way of investigating all absenteeism in the organization and render assistance, if and when possible, through a process of counseling in order to correct the problem or to work around the problem.

5.2 Where it is not possible to correct or work around the problem, then the appropriate action must be taken.

5.3 The municipality must ensure that this policy and its procedures are communicated to employees and form part of induction process for new employees.

5.4 The Municipality is expected to provide cost effective and efficient services to the Public.

5.5 The ability to provide such services is determined by the proper utilization of all the Municipal resources including employees.

5.6 LIM476 municipality has dedicated employees who serve the public on a daily basis as expected and desired.

5.7 However, the Municipality may also have certain individuals who are habitually absent from the workplace.

#### **5.8 HABITUAL ABSENTEEISM:**

5.8.1 Habitual absenteeism is defined as frequent and repetitive unsubstantiated absences from the workplace that hinders an employee's ability or their fellow employee's ability to satisfactorily perform and complete their assignments.

Habitual absenteeism includes but it is not limited to:

- a. Absence that cannot be substantiated by a valid sick note.
- b. Failure to notify (no call/no show) by not calling to advise your Manager, Supervisor or Departmental Head of your absence due to illness or (non-occupational) injury, depending on the merit of each case.
- c. Reporting to be sick for reasons other than illness or injury.

5.8.2 A habitually absent employee is one who is incapable of sustaining regular attendance and has absences which are typically short-term and for a multiplicity of unsound reasons.

5.8.3 Such absences do not include pre-approved annual leave and family responsibility time. In addressing employee absenteeism, the Municipality will review several aspects of an employee's performance and employment as follows:

#### **5.9 ABSENTEEISM PROCEDURES AND ACCOUNTABILITY**

**5.9.1 Employees shall:**

- a. notify their supervisors before 10H00 when they are absent for any urgent personal reason other than illness.
- b. When an employee is absent for illness reasons he /she must maintain contact with the supervisor during the absence with regard to treatment and progress.
- c. When requested or after two consecutive days of absence provide a valid medical note that is dated the day or during the period of absence stating the employee was unfit for work.
- d. ensure that the medical documentation is accurately completed and received by the direct supervisor.
- e. Immediately notify their direct supervisor of any injury due to a workplace accident.
- f. Be deemed discharged from Council's services, if the employee absented himself/herself from work for more than five consecutive days without informing the supervisor.

**5.9.2 Directors shall:**

- a. ensure the accurate and detailed monitoring and recording of absence and will forward attendance data and all medical documentation to the Human Resource Unit each month.
- b. adhere to this policy and its procedures in accordance with the applicable Collective Agreement.
- c. Follow the Counseling process

**5.9.3. COUNSELLING PROCESS:STAGE ONE (by immediate Supervisor)**

- a. . The counselling process may involve the employee who should be asked to personally involve himself/herself in attempting to assist with the problem. The process itself should be approached constructively and not in an antagonistic and adversarial fashion.
- b. The employee and his/her representative should be called aside and in a discussion asked to review the issue of the employee's absenteeism or repeated absenteeism. Notice of such "review" is not required since the employee is merely being asked to comment on factual situation.

**5.9.3.1 The counselling process could involve three distinct stages:-**

- a. **Provide Facts:** firstly, the employee should be informed of why it is considered that his/her attendance is inadequate and unacceptable, eg. "You have been absent on 4 separate occasions during the last 8 weeks and because of your important role in the Department, your absence has a seriously disruptive effect on the normal operation of your department";

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- b. **Listen to Explanation:** secondly, the employee must be asked to provide an explanation for his/her absenteeism and to suggest reasonable ways in which the problem may be rectified;
- c. **Find Acceptable Solution:** the final stage requires both the supervisor/manager and the employee to accept that a problem exists regarding attendance together with the problems this causes and for the employee to commit himself/herself to taking active steps to remedy the problem. It should be specifically brought to the employee's attention that the municipality cannot allow poor attendance to continue.

**5.9.3.2 Set up Monitor/Feedback System:**

The parties should agree that the employee's attendance will be monitored over the following 8 week period and that they will meet to review the situation should this prove necessary.

**5.9.3.3 Record Event:**

The gist of the above process should be summarized in a letter, a copy of which should be given to the employee and a copy placed on his / her personal file.

**5.9.4 STAGE TWO (follow up action based on Agreement)**

- a. If within the following period agreed upon between the supervisor / manager and the employee concerned, the employee's attendance record continues to indicate absenteeism and the supervisor / manager is of the view that the employee is showing no ability / inclination to improve his / her attendance, then stage two of the counselling process should be invoked.
- b. Stage two is in essence a repeat of the procedure involved in stage one. In addition the supervisor / manager should highlight to the employee:-
  - i. The basis of their previous discussion at which a problem was identified and a commitment made to remedy it and why the employee has again failed to meet the required standards;
  - ii. It is important at this stage that the employee be clearly informed that unless he / she is able to improve attendance, the municipality may well have to consider taking more serious action to prevent disruption to the operation of the municipality, which action may include the termination of the employee's services.
  - iii. Again the gist of the above process should be summarised in a letter, a copy of which should be given to the employee and a copy placed on his / her personal file. This letter would take the form of a verbal warning.

**5.9.5. STAGE THREE (FORMAL ENQUIRY)**

- a. Where the situation persists and the supervisor / manager is of the view that the employee is either unable to remedy it, or has shown no positive inclination to do so, an enquiry should be convened in keeping with the municipality's requirements for the conducting of a fair disciplinary enquiry



- b. If the absenteeism is beyond the control of the employee, the incapacity procedure must be followed.
- c. The normal prescriptions of progressive discipline should apply i.e. progressive warnings should be issued.
- d. The termination of the employee's services will be a measure of last resort.
- e. The disciplinary hearing must follow the normal rules of discipline.

**6. PROCEDURES FOR ABSCONDMENT / DESERTION**

6.1. Once the employee has been absent from work for ten (10) consecutive days without having notified the employer of his/her whereabouts, he/she is considered having terminated his/her employment with the municipality.

**7. IMPLEMENTATION AND MONITORING**

This policy shall be implemented upon approval by Council in consultation with the Local Labour Forum.

**8. COMMUNICATION**

The policy will be communicated to all municipal employees using the full range of communication methods available to the Municipality.

**9. POLICY REVIEW**

This policy will be reviewed as and when need arises.

**10. DISPUTE RESOLUTION**

Any dispute arising from this policy due to ambiguous wording or phrasing must be referred to the Local Labour Forum for adjudication.

<b>Council Resolution No:</b>	
<b>Date</b>	:
<b>Speaker</b>	:
<b>Reference</b>	:

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