



Employee Contract

Services: Wireless Internet Connectivity

Annexure E: Overtime, Shifts & Working Hours Policy

1. OVERTIME POLICY

a) Introduction

CTECG recognizes that due to the nature of the company's service offering, employees may be required to work overtime to perform emergency repair work for clients or on high sites, complete projects, meet job commitments, and/or make up for an employee shortfall.

In response, CTECG created this overtime policy to clearly outline and formalize when employees are eligible for overtime and to explain the company's compensation procedure. This policy also ensures that all employees are treated equal and fair despite the different requirements for each department.

Although the requirements are different, the same policy applies.

b) Purpose

The purpose of this policy is to (a) define the guidelines that oversee mandatory overtime, (b) outline the overtime eligibility and authorization process, and (c) to explain the disciplinary action protocols.

This policy ensures fair compensation for employees who work beyond their regular working hours and promotes efficient resource allocation and workload management.

c) General Guidelines

- Full-time employees will be classified as exempt or non-exempt by CTECG according to overtime pay laws.
 - All non-exempt employees are entitled to overtime.
 - Exempt employees, employees earning more than the current threshold of R 22,466.74 per month, are also entitled to overtime compensation under the conditions stipulated in this policy.
 - For an employee to qualify for overtime, he/she must first complete the required 45 hours per week.
- Mandatory Overtime
Pre-approved mandatory overtime:
 - Scheduler – Saturdays / Sundays / Public Holidays to prepare scheduling for the following day.
 - High Site Teams - High Site emergencies such as outages due to Eskom failures or theft.
 - Core and Network Engineers – Liquid / Openserve outages or Server failures and attending to requests from all priority clients and any other client who might needs assistance that can only be provided by a Network Engineer.

d) Scope

In recognition of the additional time and effort, exempt employees may be eligible for compensation, at the discretion of the company, excluding the following:

- Standby / Support Duty is part of the job description, when on standby duty, overtime cannot be claimed. If an employee cannot be reached during when he/she is on duty and a different employee must be contacted, the overtime hours will be deducted from the employee on duty. Should a call out be required to a client or a site, overtime will be compensated subject to prior approval, if not an emergency.
- For both non-exempt and exempt employees - repeating the same function during overtime without taking remedial action constitutes misuse of overtime.
- For both non-exempt and exempt employees - if constant overtime is required for an employee not being able to complete his/her duties in normal work hours, this constitutes misuse of overtime.
- If your responsibilities are not met due to poor planning, it is not overtime.
- If two seniors / managers are, by choice, working overtime, only the one on duty will be compensated with overtime compensation, the other will be compensated as an assistant. For both non-exempt and exempt employees – to sleeping, wasting time by attending to unnecessary tasks, watching YouTube videos, during workhours, for example, constitutes misuse of time.

e) **Authorization**

The Manager and HR Department are responsible for assessing work deadlines and projects to determine when/if overtime is needed. In cases where overtime is required, the employee must report it to the Manager for authorization, in writing, before the expected overtime date.

Employees are responsible for accurately recording their hours worked, including overtime hours, in the designated time-tracking system.

HR is responsible for reviewing and approving the recorded hours, ensuring the accuracy of the details, compliance with this policy and the relevant labour laws. Discrepancies or concerns related to overtime should be reported to the HR department for resolution.

Typically, the following information must be recorded:

Requested by: Senior / Client

Reason:

Approved by:

Results: (Job Card to be submitted within 24 hours of completion in the event of overtime)

f) **Excessive Overtime**

To safeguard our employees' health and safety, CTECG will not permit the excessive use of overtime.

Employees are prohibited from requesting frequent use of overtime to complete projects and/or meet deadlines. If a department is continually unable to meet deadlines without the use of overtime a formal assessment of ways to minimize work commitments.

This excludes mandatory overtime.

To maintain a healthy work-life balance and prevent excessive overtime, a maximum limit for weekly overtime hours will be established in adherence to applicable labour laws and regulations. Exceptions to the maximum limit will be reviewed and approved by the Manager. This also serves the purpose of ensuring the safety of employees, protection of damage to equipment, and, to prevent unnecessary faults due to tiredness.

g) **Unauthorized Overtime**

Employees who fail to obtain the appropriate authorization before working overtime will be subject to disciplinary action, up to and including termination. CTECG will not be financially responsible for paying any unauthorized overtime. In cases of emergency, employees may be requested to work overtime, and these are listed as pre-approved overtime.

Overtime scheduling, whenever possible, will be planned and scheduled in advance to allow employees to manage their schedules. Consideration will be given to workload distribution, and impact on project timelines. Overtime work should be equally distributed among employees to prevent excessive workload for any individual and fair opportunities for each employee to earn overtime compensation.

h) **Disciplinary Action**

Violations of this policy may result in disciplinary action, up to and including termination of employment, in accordance with the company's disciplinary procedures.

- Uncommon and unintentional violations may warrant a verbal and/or written warning.
- Frequent and intentional violations, such as Dishonest clocking and purposeful waste of time is an act of fraud, may lead to suspension and/or termination.
- Dishonest clocking and purposeful waste of time will be classified as fraud.

i) **Compensation**

Overtime work will be compensated at a rate of 1.5 times the employee's regular hourly wage, as mandated by applicable labour laws for hours worked beyond 45 hours in single workweek. Overtime compensation may be paid out in monetary form or provided as compensatory time off, subject to mutual agreement between the employee and the employer. Compensatory time off should be scheduled and utilized within 2 months from the date it was earned, with approval from the employer and consideration for operational requirements. The decision to offer compensatory time off will be at the discretion of the company.

Overtime compensation will be processed in the subsequent payroll cycle.

j) **Review and Amendments**

This overtime policy will be reviewed periodically to ensure its effectiveness and compliance with legal requirements. Amendments or updates to the policy will be communicated to all employees in a timely manner.

2. WORKING HOURS:

- a) Office hours are under normal circumstances from 07:30 until 17:00, Mondays to Fridays.
- b) There will be a daily morning meeting to discuss the day's schedule from 07:30 until 08:00
- c) There will be a Tool and Vehicle inspection from 06:30 to 07:30 on Monday mornings, that all technicians are to attend, even if you do not have a dedicated vehicle.
- d) There will be compulsory training from 06:30 to 07:30 on Wednesday mornings, that all technicians are to attend, regardless of your position.
- e) You must use the HikCentral AC system to clock in/out.
- f) Overtime for employees earning above the threshold will be negotiated between the employee and the employer, please note overtime is considered as additional time spend on additional work not related to your daily tasks that are expected from you to be completed. These additional hours are monitored and revised monthly by HR and management if required as per the above Overtime Policy.
- g) You may also take 1-hour lunch per day in rotation to ensure that there is always a technician on duty.
- h) You will be responsible for your lunch and other refreshments except for tea/coffee which will be catered for by the Tea Fund mentioned in your formal contract.

3. SHIFTS

- a) As per your position you will be requested to work shifts and additional support on your dedicated week, which are published a month in advance. Should you not be able to work your shift, it is your responsibility to exchange your shift. This is not limited to the times below as any additional time worked beyond your standard hours will be remunerated at the overtime rate as stipulated in the Compensation section.
- b) All general technicians/seniors the following shifts will be dedicated to your position, your shifts will start also on certain days of the week, please ensure to keep to these arrangements noting as per 1j above – the arrangements may be adjusted from time to time.
 - i) Primary Support: Starts on the Monday at 07h30 of the week until the following week Monday 07h30, when the shift changes. You are still required to attend Tool and Vehicle Inspections, Training, Staff Meetings or Special Events. You will be on standby before 07h30 and after 17h00 for any other additional calls to be completed in the field or at the office when required.

- ii) Secondary Support: Starts on the Friday of the previous week until the next Thursday, from 10h00 until 20h00. You are still required to attend Tool and Vehicle Inspections, Training, Staff Meetings or Special Events.
 - iii) Night Support: Starts on the Monday Morning until Friday Morning, First Shift: 05h00 until 10h00, you need to be in office no later than 05h30 and second Shift: 17h00 until 22h00, you can leave office at 21h30. You will be on standby before 05h00 and after 22h00 for any calls or issues in the field or at the office when required. You are still required to attend Tool and Vehicle Inspections, Training, Staff Meetings or Special Events.
- c) All **core technicians/management** the following shifts will be dedicated to your position, your support shift will also start on a certain day of the week, please ensure to keep to this standing:
- i) Normal Shift: Starts on the Wednesday of the week until the Tuesday of the next week from 07h30 until 17h00, excluding Saturday and Sunday. You are still required to attend Tool and Vehicle Inspections, Training, Staff Meetings or Special Events.
 - ii) Support Week: Starts on the Wednesday of the week until the following Wednesday when the shift changes, including Saturday and Sunday. You are still required to attend Tool and Vehicle Inspections, Training, Staff Meetings or Special Events.
 - iii) You will be on standby before 07h30 and after 17h00 for any telephonic support or any other additional calls to be completed in the field or at the office when required.
- d) All **high site technicians/management** the following shifts will be dedicated to your position, your support shift will also start on a certain day of the week, please ensure to keep to this standing:
- iv) Normal Shift: Starts on the Wednesday of the week until the Tuesday of the next week from 07h30 until 17h00, excluding Saturday and Sunday. You are still required to attend Tool and Vehicle Inspections, Training, Staff Meetings or Special Events.
 - ii) Support Week: Starts on the Wednesday of the week until the Tuesday from 07h30 until 17h00, depending on the day of week when you expected to come in earlier as stipulated. You will be on standby before 07h30 and after 17h00 for any telephonic support or any other additional calls to be completed in the field or at the office when required.

ACKNOWLEDGEMENT

By signing below, I acknowledge that I have read, understood, and agree to abide by the provisions set forth in this Overtime Policy for the IT Department.

Employee Name

Signature

Date