



01-10-2024

SERVICE EXCELLE

What is happening at SAPC?

COLA 2024/25

Salary increases for all employees commence from 1 January every year. On 12 October 2023, an agreement was reached for all employees falling under the Bargaining Unit to receive a 4.25%-salary increase. In addition, all qualifying employees who are being remunerated below the 50th percentile will receive 1.5% for pay progression. All employees above the 50th percentile will receive the 1.5% as a once-off lump sum. On 25 January 2024, all employees received the COLA of 4.25% and the payment of pay progression. Salary negotiations for the 2025/26-financial year will commence on 24 October 2024.

INFORMUS

Call center dispute

Members at the call center raised a concern regarding their job descriptions. Certain functions that they are currently performing were not included in their job descriptions. This was forwarded for benchmarking. A meeting was held with the employer to discuss and resolve the matter. It was agreed to include these functions in the job descriptions. Upon finalisation, the new, revised job descriptions were forwarded to *Emergence Group* for re-evaluation.

Medical aid policy

The employer introduced the medical aid policy at the Bargaining Forum. The intention was for employees to have excess to medical-aid cover. The employer will subsidise the employee with R2 600 monthly *in lieu* of this. This policy was discussed at length and was finalised at the Bargaining Council on 30 July 2024 with the implementation date being 1 January 2025. A meeting was held with members and a mandate was received to accept and sign the agreement.

Employees who want to join the PSA can contact Perma Thobela on 082 880 8929 / perma.thobela@psa.co.za or contact the PSA Provincial Office.

Reuben Maleka GENERAL MANAGER