

REGISTER OF  
ENTERPRISE AGREEMENTS



ENTERPRISE AGREEMENT NO: EA97/188

TITLE: NRMA Limited Vehicle Inspection Enterprise Agreement 1997

I.R.C. NO: 97/5656

DATE APPROVED/COMMENCEMENT: 24 October 1997

TERM: 12 months

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VARIATION: New

GAZETTAL REFERENCE:

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COVERAGE/DESCRIPTION OF  
EMPLOYEES: To apply to vehicle inspectors employed at Villawood, Newcastle &  
Wollongong

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



**NRMA LTD**  
**VEHICLE INSPECTION**  
**Enterprise Agreement**

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August 1997

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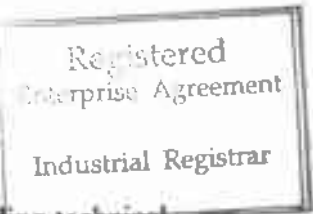
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## **1. Preamble and Commitments**

Vehicle Inspections provides a service to the motorist by providing technical assessments of the mechanical and structural condition of motor vehicles and individual components.

The major part of the business, around 80%, consists of providing vehicle condition reports upon which a purchase decision is made.

As part of the process of negotiating this Agreement the parties have identified a number of issues that are designed to improve resource delivery and better meet the needs and expectations of our customers.

These issues can be briefly summarised below:

1. Work Organisation Issues
2. Service Delivery Issues
3. The Role of Vehicle Inspectors
4. Flexible Hours Issues
5. Five Year Vision for Vehicle Inspections
6. Remuneration Issues

While these issues are addressed in the body of the Agreement the parties have established an Agreement Review Committee with the aim to fully discuss and implement the agreed issues during the course of this Agreement.

Both parties are committed to this discussion / consultative process during the course of this Agreement.

## 2. Agreement Review Committee

The parties agreed to establish an Agreement Review Committee comprising of elected employee and nominated employer representatives to discuss, review and implement the issues outlined in this Agreement.

Vehicle Inspections is committed to enterprise bargaining and recognises the role of the AFMEPKIU in consulting with its members within the Vehicle Inspections on enterprise bargaining issues.

A maximum of two (2) mass meetings for Inspectors will be allowed per year without loss of pay and these will be up to a half day duration.

Issues for discussion and review during the course of the Agreement are:

1. Salary Reviews in Clause 4
2. Work Organisation Issues in Clause 6
3. Hours of Work Issues in Clause 7
4. NRMA Initiatives in Clause 9
5. Work Environment Issues in Clause 10

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Issues for Discussion during the course of the Agreement

Vision 2002 in Appendix A

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### 3. Term of the Agreement



#### Overview

#### Agreement effective date

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This Agreement will come into operation on the date of certification by the New South Wales Industrial Relations Commission and will remain in operation for twelve (12) months from that date.

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## 4. Remuneration Reward and Recognition

### Overview

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#### Introduction

As part of this Agreement, NRMA Vehicle Inspections and Inspectors have negotiated a salary increase and the implementation of a staff reward scheme.

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#### In this section

The following topics are discussed in this section:

Topic	See Page
Salary Increase	8
Salary Reviews	9
New Minimum Rates	10
Payment of Wages	12
Clothing Allowance	13
Temporary Managers Allowance	14

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**(a) Salary Increase**

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**Salary Increases**

In return for the changes incorporated in this Agreement, Inspectors will receive an increase to their actual salary of 4% effective from the 1st June, 1997.

In addition, Inspectors will receive a wage increase of 1.5% 6 (six) months from the date of approval of the Agreement by the NSW Industrial Relations Commission, subject to employees participating in a review of the performance of the Agreement in the following areas:

- 17 employees work each Saturday, (13 rostered to work 1 in 5 and 4 working overtime);
- the duties listed on page 18 of this Agreement are being performed;
- employees are working overtime in accordance with pages 18 and 25 (flexible finishing time);
- employees wear uniforms as provided;
- employees continue with the commitment to flexibility issues on page 42.

Any disputes arising out of this review will be referred to the NSW Industrial Relations Commission before the due date for the 1.5% wage increase to be paid.

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## (b) Salary Reviews

### Overview

NRMA recognise the value of the Salary Review or "pay for performance" system in order to ensure that Inspectors are rewarded for their work efforts according to how they meet the objectives of their Performance Review.

### Merit Payment Criteria

The criteria has been jointly developed between Vehicle Inspections and Inspectors in relation to a merit payment and the following guidelines have been agreed:

- recognition for individual high levels of performance
- is not based on any single criteria item
- unsatisfactory or poor performance in one area can result in no increase
- should generally be funded by higher output.

### Measurement

The following agreed objective measures are:

- banking duties attended to correctly
- inspection reports returned for filing promptly
- customer survey distribution and returns
- audited inspections are technically accurate
- high productivity levels
- random auditing of Approved Dealers

The following agreed subjective measures are:

- quality and presentation of all types of inspection reports
- promotion of Vehicle Inspections
- Technical Advice to customers
- general presentation ie personal, vehicle, Inspection Centre
- Involvement in improvement opportunities.

### Review

These matters will be reviewed by the Agreement Review Committee during the course of the Agreement.

**(c) New Minimum Rates**

**Overview**

The new minimum rates of salary for NRMA Vehicle Inspectors for grades as defined are:

Skill Grade		Current Rate per Week	Current Rate per Annum	New Rate per Week	New Rate per Annum
1	During Probationary period. Without packaged company vehicle.	\$ 651.88	\$ 33,898	\$ 677.96	\$ 35,253.92
2	Without packaged company vehicle (Van or no vehicle).	679.80	35,350	706.99	36,645.00
	With use of packaged company vehicle (eg. Corolla)	622.68	32,379	647.59	33,674.60
3	Without packaged company vehicle (Van or no vehicle).	748.42	38,918	778.36	40,356.00
	With use of packaged company vehicle (eg. Corolla)	691.30	35,947	718.95	37,385.40

**Vehicles**

Compensation has been paid to Inspectors who do not have the benefit of a packaged company vehicle.

**Skill Grade**

Refer to Vehicle Inspections Operations Manual, dated July, 1992, Skills Levels, section 16. Grade skills determined by test conducted by relevant manager and number of Inspectors in each Grade is also determined by business needs.

**Review**

The above grading system will be reviewed during the life of the Agreement by the Review Committee.

**(d) Payment of Wages**

**Overview**

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Payment of Inspectors wages is made weekly and is by Electronic Funds Transfer (EFT) to an account of the Inspector's choice from the selected list of financial institutions.

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**(e) Clothing Allowance**

**Overview**

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In addition to the wages prescribed, a clothing allowance of \$6.71 per week shall be paid to each Inspector for the maintenance of an appropriate wardrobe. Inspectors are required to wear company supplied uniforms in accordance with Clause 10 of this Agreement.

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**(f) Temporary Managers Allowance**

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**Overview**

When there is a need to roster an Inspector into an Inspection Centre to act in the position of a temporary manager for periods of three (3) days or more, they shall be paid their normal rate plus an additional \$25 per week.

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## **(g) Superannuation**

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### **Overview**

Vehicle Inspectors agree to become members of the NRMA Superannuation Plan.

The Superannuation Plan is governed by a Trust Deed and is administered as a complying fund that meets the requirements of legislation concerning the provision of superannuation benefits. Vehicle Inspectors will automatically become non-contributory members of the Plan after commencing employment with NRMA. Vehicle Inspectors can elect to become contributory members of the Plan. Contributory members make standard contributions of either 3% or 5% of their salary as defined by the Trust Deed.

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## 5. Resolving Work Place Issues/Grievance Procedure

### Procedure

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#### Overview

NRMA encourages managers to practice an open door policy so that staff feel free to take issues up at a higher level if they cannot resolve them with their immediate manager. Managers and employees are committed to resolving staff grievances or concerns at first point of contact where possible.

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#### 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 the period of this Agreement, it will be settled according to the following procedure:

Step	Action
1	The Inspector should first discuss the matter with their immediate manager who must make every effort to resolve the matter.
2	If the matter is not resolved at this point, the Inspector can contact a Shop Steward, who will work with the Inspector and immediate manager and attempt to resolve the issue.
3	If the matter is not resolved at this point, it will be discussed between the Manager Vehicle Inspections, a Shop Steward, the Inspector and immediate manager.
4	If the matter is not resolved it may be discussed between the Human Resources Manager, a Shop Steward, an AFMEPKIU official, the Inspector and immediate manager.
5	If the matter is not resolved it may be discussed between the Manager Road Service, a Shop Steward, an AFMEPKIU official, the Inspector and immediate manager.
6	If no resolution is reached, the matter may be referred to the New South Wales Industrial Relations Commission for resolution.

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#### Union Involvement

The AFMEPKIU may provide guidance and assistance to a member at any stage of this process.

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## 6. Work Organisation

### Overview

#### Introduction

The parties recognise the need to plan for the future. The following clauses will be implemented on the making of the Agreement to provide the mechanisms to create an environment which can better adapt to change in order to maintain a stable workforce and deliver appropriate business outcomes.

#### In this section

The following topics are discussed in this section:

Topic	See Page
Staff Distribution	16
Vehicle Inspector Movements	17
Service Delivery Issues	18
Travel Time	19

## **(a) Staff Distribution and Work Allocation Issues**

Industrial Registrar

### **Overview**

The parties recognise the need to ensure that staffing levels across the Vehicle Inspections network meet customer demand and business needs. The determination of the number of Inspectors in any location is the responsibility of the manager concerned who will consult with Inspectors in determining appropriate factors as outlined below

### **Appropriate factors**

Within Vehicle Inspections, these will include:

- maximising productivity (including working more than five jobs per day, if achievable)
- demand for the service
- Inspector numbers in an area/location
- home location
- impact on business expenditure
- other related indicators e.g. projected staff turnover
- customer satisfaction indicators

Such factors can be used to help determine the right balance between selling, service, cost and productivity.

Vehicle Inspections performance, including productivity results, will be discussed with Inspectors as part of the normal communication meeting process.

### **Issues for Discussion**

The parties agree to review and discuss matters relative to day to day operational and Control Issues with an aim to improving service delivery and Inspector allocation. These include duties of Vehicle Inspectors.

The parties will seek to develop a system that will give greater authority to Inspectors in work allocation, given the organisational and business requirements. The eventual aim will be to implement team based work allocation.



## **(b) Vehicle Inspector Movements**

### **Overview**

The parties are committed to meet business and customer demands and to provide quality service at all times across all locations. In order to do so the parties are committed to address flexibility issues in matching staffing levels to business needs as an on-going issue.

### **Inspector movements**

To ensure maximum efficiency and productivity, Inspectors agree to move a reasonable distance from one area and/or Inspection Centre to another within the Vehicle Inspections network as required, i.e. from one part of Sydney to another; from Wollongong to Sydney and vice-versa; from Central Coast to Sydney and vice versa, from Newcastle to Central Coast and vice versa.

Reasonable notice will be given to Inspectors being transferred to another area.

## **(c) Service Delivery Issues - Inspector Duties**

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### **Overview**

Vehicle Inspections and the Inspectors recognise the value of self management and taking ownership of the inspection product to meet customer requirements.

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### **Guidelines**

Inspectors will undertake the following:

- give a verbal report to the customer on the day of the inspection, except where the bookings sheet records that no call is required.
  - give a written inspection report to the customer
  - arrange and confirm inspection times with the customer (Clause 7 (e))
  - "sell up" Vehicle Inspection products eg. batteries, additional inspections etc
  - unregistered vehicle inspections on behalf of the RTA
  - work more than five jobs a day, if achievable, and remain in contact with the company to deliver this requirement
  - complete times taken for each Inspection on the Inspection Report. These shall be lodged with relevant manager within 5 days of the Inspection occurring, or if this is not possible, to be sent by post within 3 days of the inspection occurring.
  - Work a reasonable amount of overtime as required in Clause 7 (d) of this Agreement
  - Bank monies collected on behalf of the NRMA with a branch office at least once every 5 days, and provide details of outstanding monies held by the Inspector at the end of each month verbally to the relevant manager. For its part the Company agrees to review the method of collecting and banking monies in consultation with employees in order to reduce the amount of monies that are carried by inspectors.
  - work flexibly in accordance with Clause 10 (c) of this Agreement.
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**(d) Travel Time**

**Overview**

Vehicle Inspections recognises the need to reduce the requirement for Inspectors to travel unnecessary distances. Unfortunately customer needs do not always allow this.

**Policy**

Reasonable attempts will be made to reduce to a minimum, the travel time required for an Inspector to reach the first inspection. If an Inspector is required to travel outside of, or away from, the normally attached area, a travel payment may be made.

The appropriate manager must be notified of this travel time requirement to enable authorisation and payment for the next pay period. Travel time will be paid at ordinary time.

**Issues for Discussion and Review**

The parties agree to address the issues of work allocation in relation to an employee's residence (ie. geographical areas, last job closer to home if practical). This includes advice to the employer of a proposed change of residence and methods to address work organisational issues.

## 7. Hours Overview

### Intent

This Agreement provides that Inspectors and management will work together to improve and achieve Vehicle Inspections business needs, while ensuring that Inspectors personal needs which arise when combining their work and personal responsibilities, are properly considered.

This clause does not increase the hours Inspectors work, but aims to provide greater flexibility to when they work and ensure Inspectors work all paid hours, to decrease non productive work time.

### Implementation

The NRMA is committed to the involvement of Inspectors in the implementation of more flexible working patterns.

### In this section

The following topics are covered in this section:

Topic	See Page
Span of Hours	21
Ordinary Hours of Work	22
Saturday Work	23
Overtime	25



## (a) Span of Hours

### Overview

The span of hours has been increased to allow greater flexibility in meeting customer demands. This clause does not increase the hours an Inspector works, but provides greater flexibility to when their hours can be worked and ensure Inspectors work all paid hours, and to decrease non productive work time.

### Inspection Centre application

The manager, in consultation with Inspectors will, on the basis of an assessment of business need, determine the appropriate hours of business conducted at an Inspection Centre location. This will be within the span of 7.00am (0700 hrs) to 6.00pm (1800 hrs), Monday to Saturday, within which the Inspectors ordinary pattern of hours will be worked. At present, Inspectors working at Inspection Centre locations work ordinary hours of 8.30 am to 4.30 pm.

For the purpose of this clause auction sites would be considered to be Inspection Centres.

Several factors need to be considered, and may include:

- customer demands
- competitor operating hours
- impact on Inspectors.

### On Site application

The manager, in consultation with Inspectors will, on the basis of an assessment of business need, determine the appropriate hours of business conducted at On Site locations. This will be Monday to Saturday, within which the Inspectors ordinary pattern of hours will be worked.

Several factors need to be considered, and may include:

- customer requirements
- locality of inspection
- month of the year i.e. summer/winter

The flexibility for individual Inspectors to vary their start time to meet customer needs is encouraged.

### Issues for Discussion and Review

The parties agree to review the issues of variable spread of hours and overtime beyond 4.30pm as part of the review process in Clause 2. The company seeks a daily spread of ordinary hours between 7.00am and 6.00pm to be implemented in consultation with the employees.



**(b) Ordinary Hours of Work**

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**How hours are determined**

Ordinary hours of work for Inspectors are based on working the standard hours over a four (4) weekly cycle.

Ordinary hours (i.e. hours paid at single time) will not exceed:

- 7.5 hours per day
- 

**Standard hours**

These consist of an average of 35.625 hours per week over a four (4) week cycle. This includes one day off in the 20 day work cycle. Rostered days off will be confined to 12 in any one year.

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**Meal Breaks**

Inspectors are not required or permitted to work more than five (5) hours without a meal break and this break will be 30 minutes. It is the Inspectors responsibility to schedule this time during the day.

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## (c) Saturday Work

### Overview

Inspectors will provide a Saturday workforce to enable Vehicle Inspections to better meet customer demands and achieve a complete six (6) day per week business operation in response to external competition.

### Establishing a Saturday workforce

The manager, in consultation with Inspectors will, on the basis of an assessment of business need in a particular area, develop and implement a Saturday roster.

Inspectors will be rostered to work one (1) Saturday each five (5) weeks. This excludes Easter Saturday and Christmas Day (where Christmas Day falls on a Saturday).

Where an Inspector is rostered to work on a Saturday, an alternative day off will be provided for in the roster. This roster will be provided three (3) months in advance.

Where an Inspector wishes to take a rostered Saturday off, it will be their responsibility to arrange a change to the roster for that day with another Inspector and prior to doing so, he should advise the appropriate manager of that change. In this case the second Inspector shall be paid as working a rostered Saturday.

A meal allowance does not apply when an Inspector works on his rostered Saturday.

Where an Inspector volunteers to work overtime on a Saturday payment will be at normal overtime rates.

For the Country Centres of Canberra, Newcastle and Wollongong a roster will be developed in consultation with Inspectors to best meet business requirements.

## Saturday Work, Continued

### Payment

For work performed on a rostered Saturday as part of ordinary hours, Inspectors will receive ordinary pay plus 50% loading. Remuneration for work will be at time and one half:

#### Example - for staff working one Saturday

- a. One week day off in lieu of Saturday work plus one half day pay, this day may be coupled to rostered days off that are due.
- b. An Inspector with Management consent work one Saturday in each of two consecutive 5 week cycles *ie.* Saturday 1 and 6 and then take 3 week days off plus a rostered day off giving a break of (4) working days. This would be with out any cash payment.
- c. Work one Saturday in each of two consecutive 5 week cycles *ie.* Saturday 1 and 6 and then take 2 days off and accept one days normal pay.

For the Country Centres of Canberra, Newcastle and Wollongong a roster will be developed in consultation with Inspectors to best meet business requirements. Remuneration options based on the above payment for rostered Saturdays worked will include time off in lieu arrangements which will be implemented by agreement between the Company and employees affected.

### Issues for Discussion and Review

The parties agree to review Saturday work allocation to meet organisational and customer needs of Inspections for Saturday.

## (d) Overtime

### Requirements

Overtime shall apply for all time where the Inspector is required to work:

- in excess of an Inspectors ordinary pattern of hours;
- outside the spread of hours determined by the Vehicle Inspections; or
- in excess of standard hours over a four weekly cycle.

This means that Inspectors will work a reasonable amount of overtime as requested by the manager to meet service requirements and shall be paid according to the overtime provisions.

It is agreed that this provision would not result in Inspectors having to work overtime every day.

Inspectors agree to notify the Control Room before 10.00am if they are unable to work overtime on any particular day.

### Flexible finishing time

Inspectors agree to work for up to 30 minutes at the end of any working day when required to complete the days work.

Several factors will determine when overtime is used:

- customer demands/service
- product requirements
- flexibility of special list vehicle categories
- inspectors commitment to working up to 480 minutes per day (including 30 minutes as listed above)
- flexible starting and finishing times
- minimising idle time due to job cancellation.

## Overtime, Continued

### Payment

Overtime will be paid as follows:

Time/Day	Rate
First two (2) hours	Time plus 50% loading
After first two (2) hours	Time plus 100% loading
Saturday (not rostered) and Sunday	Time plus 100% loading with a minimum payment for four (4) hours work

### Calculation of OvertimeRate

The hourly rate for the payment of overtime shall be the Inspectors total rate divided by 35.

When an Inspector works overtime, payment will be made on or before the next salary date if it is worked at least a week before that date or on the following date if it is worked within a week of the next salary date.

### Meal Money

When an Inspector works overtime, a meal allowance of \$10 will be paid under the following conditions:

- if an Inspector works in excess of four (4) hours
- if an Inspector works in excess of one and one half hours (1.5 hours) after ordinary working hours.

**(e) Cancellations**

**Overview**

The issue of cancellation of an Inspection creates unproductive work time and work organisation problems.

**Employee Responsibilities**

Employees agree to be in contact with their first customer the day before and to contact each subsequent customer in advance with enough notice to confirm the inspection time. Any cancellations received by the employee will be advised to the company immediately to arrange another inspection in its place.

**Employer Responsibilities**

The employer agrees to give employees as much notice as possible of requirements to work beyond 4.30pm.

## 8. Leave

**In this section**

**The following topics are covered in this section:**

<b>Topic</b>	<b>See Page</b>
Annual Leave	29
Sick Leave	31
Family Sick Leave	32
<b>Picnic and Non National Public Holidays</b>	33



## **(a) Annual Leave**

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### **Intent**

The intent of annual leave is to provide Inspectors with an opportunity to take an extended break from work. Therefore, Inspectors should be encouraged to take their annual leave within a reasonable period of its accrual.

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### **Entitlement**

Inspectors are entitled to four (4) weeks annual leave on the completion of each year and preferably should be taken as four (4) weeks at a time or two periods of two (2) weeks, depending on demand for leave at that time.

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### **Scheduling Leave**

Applications for annual leave should be submitted to the appropriate manager by 30 June of each year. Inspectors are asked to plan twelve (12) months in advance (i.e. July to June for the next year) for their leave periods to allow the formulation of a complete annual leave roster.

Where a number of applications are received for the same period which exceed the monthly area leave allocation and it is not convenient for leave to be granted, leave may be refused if the time applied for conflicts with the interests of the business for a particular area.

In scheduling leave, managers and Inspectors should consider:

- work requirements of the area
  - number of Inspectors available
  - Inspectors health and well being
  - amount of accrued leave in excess of four (4) weeks.
- 

### **Annual Leave Accrual**

Leave should preferably be taken at the approximate date it falls due. Failing this, it should be taken within twelve (12) months of the due date.

NRMA or a staff member cannot allow annual leave to accrue in excess of eight weeks without leave being scheduled to be taken within the next twelve months.

If an Inspector fails to take such scheduled leave, Vehicle Inspections may direct the Inspector to take annual leave at a specified time. In such cases, the manager must give the Inspector at least two (2) months notice.

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## Annual Leave, Continued

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### Payment

Annual leave payments are paid on the pay day prior to the last working day and is not included with normal pay. Deductions will be made as normal.

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### Leave loading

Inspectors receive an annual leave loading of 17.5% of the ordinary salary.

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**(b) Sick Leave**

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**Overview**

The NRMA's overall philosophy concerning absences is that anyone who has a genuine illness or genuine need to consult a doctor, specialist, dentist or any other medical practitioner during working hours should not be disadvantaged.

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**Amount of Leave**

Inspectors are entitled to the following amount of sick leave:

- 1st year of service                      8 days
- 2nd year of service                     10 days
- 3rd and subsequent years of  
  service                                      12 days

Unused sick leave is accumulative up to a maximum of 52 working weeks. However, there is no provision for payment of this accrued sick leave on termination or retirement from NRMA.

Up to four (4) single days per annum may be taken without production of a medical certificate. A medical certificate may be required for all absences in excess of two (2) consecutive days.

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**(d) Picnic Day and Non National Public Holidays**

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**Overview**

To ensure that Vehicle Inspections is able to meet customer demand adequately on the picnic day or non-national public holidays, Inspectors may be requested to work on the day. This will be to accommodate business needs.

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**Rate of payment**

In addition to normal pay for the Inspectors ordinary working hours, Inspectors required to work on such days will be paid at the rate of time and one half for the hours worked. Alternatively, at the Inspectors election, payment will be made at the rate of ordinary pay plus 50% loading plus one day off in lieu to be paid at single time.

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**Time off in lieu**

Time off in lieu is to be scheduled by agreement within six (6) months of the day or may be added to annual leave. If not taken within this period, payment will be made to the Inspector at single time.

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## (c) Family Sick Leave

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### Overview

Vehicle Inspections is committed to assisting Inspectors with difficulties encountered in dealing with family emergencies and illness.

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### Leave entitlements

In order to assist Inspectors to manage these issues, Inspectors may use one of the following:

- family sick leave
  - annual leave.
- 

### Family members

This refers to a member of the Inspectors household or immediate family. The Inspector must have responsibility for the care of the ill family member.

Vehicle Inspections agree to allow Inspectors to use their personal sick leave entitlements for the family members who are ill.

Each time an Inspector takes a sick day for a family member who is ill, reasons may be required on the family sick leave form and evidence must be provided eg: medical certificate, doctors referral etc.

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### Bereavement Leave

Inspectors can receive two (2) days compassionate leave in the event of the death in Australia of their Husband, Wife, Father, Mother, Brother, Sister, Child, Mother-in-Law or Father-in-Law. This is a minimum provision and Inspectors may be granted more leave, if needed, at the managers discretion. The granting of compassionate leave in the event of other family members or friends not mentioned above, is at the managers discretion and may be taken as compassionate leave using an RDO or leave without pay.

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## **9. NRMA Initiatives**

### **Overview**

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#### **Introduction**

As part of the Agreement, the company and employee are committed to maintaining the following initiatives.

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#### **In this section**

The following topics are included in this section:

<b>Topic</b>	<b>See Page</b>
Performance Planning Process	35
External Study Incentives	36
Career Management Process	37
Occupational Health and Safety	38

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**(a) Performance Planning Process**

**Overview**

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NRMA recognise the value of the Performance Planning system in order to ensure the alignment of Inspectors contribution to Vehicle Inspections goals. This system has been implemented.

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**Performance Planning Kit**

The Performance Planning Kit describes the process for addressing any concerns through line management and is available from Human Resources.

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**Performance Issues**

Occasionally performance issues will not be resolved through normal processes. In these situations Inspectors are encouraged to contact the Human Resources Manager or Vehicle Inspections Manager, who will take action to resolve the issue/s. The Manager may need to ensure that the process has been followed, mediate discussions between the Inspector and appropriate manager and will remain involved until the matter is resolved.

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## **(b) External Study Incentives**

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### **Overview**

NRMA is committed to increasing the value and productivity of its workforce. To help facilitate this, Vehicle Inspections supports the Organisation's Study Incentive policy which encourages individuals to undertake external study aimed at broadening their skills on the job. This system has been implemented.

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## **(c) Career Management Process**

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### **Overview**

NRMA is an equal opportunity employer who encourages the development and advancement of it's staff. Vehicle Inspections reaffirm and support this commitment through the Career Management Process. All managers have a responsibility to assist staff to develop and implement their career paths.

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### **Voluntary Process**

The Career Management Process developed by NRMA is a voluntary process. Inspectors may initiate it at any time or it may commence as a result of the performance plan.

Through the Career Management Process, NRMA has provided an appropriate avenue for self-development that encourages Inspectors to focus on their career beyond their immediate role. This system has been implemented.

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**(d) Occupational Health and Safety**

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**Overview**

NRMA is committed to ensuring that the workplace is safe and without risk to the health, safety and welfare of all employees, visitors and contractors.  
It is the mutual objective for both management and staff at all levels within NRMA to actively promote awareness of safety and health measures.

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**NRMA/  
AFMEPKIU  
Commitment**

The parties acknowledge that a commitment to maintaining the objectives and standards for health and safety is best achieved through the joint involvement of management and Inspectors. This system has been implemented.

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## 10. Work Environment

### Overview

For the NRMA to be considered as the first choice provider of Vehicle Inspections the delivery of products and services that suit customer needs is paramount. Customer focus, continuous improvement and our staff are key elements in achieving the desired results.

### Introduction

This section deals with specific issues relating to the Inspectors work environment.

### In this section

The following topics are included in this section:

Topic	See Page
Appearance and Conduct	40
Grades (Classification Structure)	41
Commitment to Flexibility	42
Security of Employment	43
Training Requirements	44
Company Vehicles	45

## (a) Appearance and Conduct

### Overview

Vehicle Inspections is part of a professional organisation which requires all Inspectors during working hours to demonstrate a high level of performance, professional conduct and business like appearance especially in contact with customers and while driving an NRMA vehicle. It is a condition of employment that a Vehicle Inspector maintain an appropriate drivers licence and wear company provided clothing and is dressed in a neat and tidy fashion.

### Clothing

Company provided clothing will consist of:

- 2 pair long trousers
- 2 pair shorts
- 5 shirts (long/short sleeve)
- 3 pair long socks
- 1 pair shoes (safety)
- 1 wind jacket
- 1 jumper or vest

This clothing will be replaced on a needs basis.

Additional issues:

- 1 plastic raincoat
- 2 dust coats
- 1 sunglasses
- 1 large brim hat
- 1 sun screen (+15 factor or higher)
- 1 lay down mat.

**(b) Grades**

**Overview**

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Vehicle Inspections will utilise the current grading system and through consultation develop a more flexible classification system which better suits the changing needs of the business.

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**Issues  
For Discussion  
and Review**

As the current grading system is no longer relevant to the business, the parties agree to address the issue as part of the review process in Clause 2.

There needs to be a business analysis of Grade 3 duties to determine their value to the business.

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## **(c) Commitment to Flexibility**

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### **Overview**

Vehicle Inspections and Inspectors will introduce the necessary flexibility in the work place environment by:

- utilising individual skills
  - working to individual capacity
  - providing a quality product and service to meet business needs
  - commitment to flexible work practices
  - working flexible hours as required
  - implementing extended product range.
  - working reasonable overtime as required.
- 

### **Commitment**

Inspectors have agreed to carry out such duties that are within the limits of their skill, competence and training and also consistent with the classification structure of this Agreement, provided that this is not designed to promote de-skilling.

Inspectors have agreed to carry out such duties and use such tools and equipment as may be required provided that they have been properly trained in the use of such tools and equipment.

Inspectors have agreed to take all reasonable steps to ensure the quality, accuracy and completion of any job or task assigned to them.

Inspectors will work to their individual capacity and not be inhibited by set job times or pre determined number of jobs per day. (eg. will work more than five jobs per day if achievable).

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**(d) Security of Employment**

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**Overview**

NRMA and the AFMEPKIU have made a commitment to the establishment of a retrenchment program if needed.

If positions have been determined as redundant NRMA will assess all reasonable alternatives for continuing employment before issuing notices of retrenchment to individual staff.

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**Redundancy**

Vehicle Inspections has agreed to provide three (3) months notice of intent to implement any retrenchment program.

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**Terminology**

For the purpose of this Agreement, the word "retrenchment" would only be available to an Inspector whose position has become redundant.

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## **(e) Training Requirements**

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### **Overview**

Vehicle Inspections in conjunction with the Consultative Committee is committed to reviewing and establishing training needs.

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### **Needs**

It is agreed that further development of Inspectors' skills may be needed in the following areas:

- development of communication skills
  - development of customer service and sales skills
  - methods for developing technical vehicle skills.
-



## (f) Company Vehicles

### Overview

Vehicle Inspections offers a tool of trade or packaged vehicle for Inspectors to carry out On Site inspections.

### Company Vehicle Policy

Company vehicles are available under the following requirements:

- to carry out inspections between Inspection Centres and On Site, according to customer demand
- Inspectors suitably qualified will be required to work On Site as needed and will be provided with a vehicle suitable for the task.
- Inspectors employed before January, 1990, or those currently allocated a packaged vehicle, shall retain a vehicle type consistent with the current Toyota Corolla model. Provided that the Company retains the right to "badge" the vehicle as it considers appropriate. This includes signwriting on both front doors and the rear of the vehicle.

### Servicing

It is a condition of employment that packaged company vehicles will be serviced and given routine maintenance by the Inspector to whom the vehicle is allocated. Such work is included as part of the Inspectors normal duties and will be carried out as required.

Servicing/maintenance work will be additional to prescribed inspection duties and may be carried out at a location outside company premises and outside normal business hours.

The definition of routine servicing/maintenance for the purpose of this Agreement is:

- engine oil and filter change at prescribed intervals
- engine tune up
- brake reline (disc pads and brake linings)
- exhaust replacement (bolt on systems).

## 12. No Extra Claims

### NRMA/ VEHICLE INSPECTORS' COMMITMENT

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It is a term of this Agreement that the parties undertake a no extra claims commitment for the duration of the Agreement.

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### 13. Parties To The Agreement

#### Introduction

The Parties to this Agreement are NRMA Ltd (Vehicle Inspections) and employees employed as Vehicle Inspectors, within the terms of the Agreement, and the Automotive, Food, Metals, Engineering, Printing and Kindred Industries Union.

#### Terms and definitions

The following terms are used throughout the Agreement and are defined as follows:

Parent Award	The Metal and Engineering Industry (NSW) Interim Agreement.
AFMEPKIU	Australian Manufacturing Workers' Union.
Commission	The New South Wales Industrial Relations Commission.
Inspector	The term Inspector has been used throughout the document in place of Vehicle Inspector.
Week	Monday to Saturday, six day cycle.
Ordinary Pay	Equivalent to single pay i.e. normal days pay. This term has also been referred to as "time".
Relationship to Parent Award	Where this Agreement is silent on any conditions of employment the Parent Award will apply. Where any inconsistency exists between the Agreement and this Agreement, this Agreement prevails.
Vehicle Inspections/ Inspectors Partnership	Vehicle Inspections and Inspectors commit to working together, through the life of this Agreement, to ensure the maximum well-being of NRMA and it's Inspectors. The parties will strive to maintain and enhance a robust relationship of mutual co-operation and support.

# APPENDICES

## Appendix A

### Vision - 2002

#### The Environment Will Be:-

- More stringent Government Legislation
- Price of products more competitive
- Increased consumer demands
- Changing nature of NRMA
- Higher awareness of our products
- Work practice agreements will be common place and regularly reviewed
- Intense competition
- Much wider geographical spread of customers
- Age of "Car Park" reduced
- Shift in ownership from private to leased cars

#### The Customers Will Demand:

- Immediate Inspections
- Total accuracy of reports - in plain English
- Support with purchase decision to buy or not to buy
- Protection against financial loss
- Free services
- Support in dispute handling
- Increasing value for money

#### Our Products & Service Opportunities Will Include:

- Full new and used vehicle buying consultancy
- 24 hour / seven day service
- Exhaust emission testing and rectification
- 'Some' free services
- An effective (Re-Engineered) booking and dispatch system
- An 'NRMA Warranty' on the vehicle
- A report available within 4 hours of booking of inspection or within a negotiated time
- Mechanical repairs
- All vehicle 'checks' required by State or Territory legislation, and other products and services arising from customer and business demands

*Our products and services will be provided at a variety of centralised and remote locations to cater for the demands of the customer. These Products and Services will be provided and promoted through:*

- Highly skilled, professional staff
- Greater staff involvement in change management and product development
- A streamlined Management Structure
- Greater investment in skills development
- A multi-skilled workforce
- Flexible working hours
- An improved link between the customer and the Inspector
- Greater investment in capital equipment and systems
- Greater use of electronic media
- Professional and effective marketing
- Franchised outlets
- An improved booking and dispatch system



# 14. Signatories To The Agreement

Signed for and on behalf of NRMA Ltd  
(Vehicle Inspections)

Date

Signed for and on behalf of the  
Automotive, Food, Metals, Engineering,  
Printing, and Kindred Industries Union

Date

*A Hoban*  
ANTHONY HOBAN



29/9/97

*James Allen*

2/10/97