

General

This policy outlines those conditions and responsibilities applicable to personnel performing standby duties. This policy will be reviewed and updated from time to time.

1. Standby Conditions

- a. Standby personnel will be rotated using a standard time roster.
- b. Standby personnel will be notified of any specific standby requirements.
- c. Standby personnel will be remunerated according to individual agreements.
- d. Standby personnel must be contactable on a cellular phone, which will be provided by The Company with a Vodacom MSISDN where applicable. (only applicable to application support team)
- e. Standby timesheets must be completed and handed in the day immediately after the end of the standby duty period.

2. Standby Hours*Weekends and Public Holidays :*

Standby hours are defined as follows: 24 hours for Saturday, Sunday and any Public Holiday as recognized in the applicable Government Gazette notice.

Normal working day

Standby hours are defined as follows: 16 hours (24 - 8) per day, which includes a lunch hour.

3. Standby Personnel Responsibilities*Availability*

Standby personnel are required to be contactable at all times during their standby shifts. Under no circumstances are they allowed to switch their phones off or travel outside cellular reception area.

Responsiveness

Standby personnel must respond and resolve the client problem in accordance with the stipulated service times for the associated application outlined in the Support Agreements held between The Company and the client.

Processes

It is the responsibility of all standby personnel to familiarize themselves with all policies, procedures, contact names and numbers associated with standby duties and any processes that are in place for the resolution of problems.

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Department:	Risk Management/Administration	
Responsibility by:	All / Facilities	
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