

Collective Bargaining Agreement: Tourism Industry
(General Conditions)

IT is hereby notified in terms of section 80 of the Labour Act [*Chapter 28:01*], that the Minister of Labour and Social Services has approved the publication of the Collective Bargaining Agreement registered in terms of Section 79 of the Act, set out in the Schedule.

SCHEDULE

NATIONAL EMPLOYMENT COUNCIL FOR THE TOURISM INDUSTRY
GENERAL CONDITIONS

This agreement made and entered into in accordance with the provisions of the Labour Act [Chapter 28:01] between the Employers Association for Tours and Safari Operators and the Boating Association of Zimbabwe for the Tourism Industry (hereinafter referred to as "the employers or "the employers organisations" of the one party and the National Museums, Monuments, Travel, Tourism, Game Parks and Wildlife Workers Union of Zimbabwe and the Zimbabwe Tourism and Allied Workers Union (hereinafter referred to as "the employees" or "the Trade Unions" of the other party being parties to the National Employment Council for the Tourism Industry shall be read as the Principal Collective Bargaining Agreement, Tourism Industry (General Conditions).

This Agreement shall have categories of establishment or undertakings. Parties to the Council further agree that the occupations in their areas of coverage will be covered in two sectors.

INDEX TO AGREEMENT

PART I

Clause

1. Scope of application of agreement.
2. Period of agreement.
3. Alteration of agreement.
4. Interpretations and Definitions.
5. Administration of Agreement.

PART II

GENERAL CONDITIONS OF EMPLOYMENT

6. Contracts of employment and notice.
7. Wages, Grading, increments and Schedules of Jobs: All grades
8. Compliance in respect for the occupations
9. Overtime rates of pay.
10. Conversion of rates.
11. Deductions from wages.
12. Payment of wages.
13. Transport, lights, fuel and housing allowances
14. Leave, time off, public holidays and
Special leave
15. Sick leave and incapacity.
16. Maternity leave.
17. Gratuity and Pension
18. Uniforms, protective clothing, tools and equipment.
19. Exemptions
20. Designated Agents
21. Trade Union representation on the Council
22. Representation of Parties in Court
23. Claims for terminal benefits
24. Retrenchment
25. Ethics

PART III

26. Classification of undertakings
Class I – Small undertakings
Class II – Medium undertakings
Class III – Large undertakings

PART IV

DECLARATION BY EMPLOYER

27. Registration of employers.

28. Registers

PART V EXPENSES OF THE COUNCIL

29. Council dues

30. Application of agreement.

31. Declaration

ANNEXURE A Employment Code of Conduct

ANNEXURE 1: Definition of Offences

ANNEXURE 2: Code of Conduct

ANNEXURE 3: Notification to Attend Disciplinary Hearing

ANNEXURE 4: Outcome of Disciplinary Hearing

ANNEXURE 5: Grievance Complaint Form

ANNEXURE 6: Grievance Outcome Form

ANNEXURE 7: Notification of Appeal against Disciplinary Action

ANNEXURE B: Wage Grades and Values – Sector I

ANNEXURE C: Wage Grades and Values – Sector II

1. SCOPE OF APPLICATION OF AGREEMENT

The terms of this agreement shall be binding upon and shall be observed by all those employers and employees whose activity or product category falls under Sector I (the Leisure Sector) and those employers and employees whose activity or product category falls under Sector II (Wild Life, Natural Resources Conservation and Utilisation)

2. PERIOD OF OPERATION OF AGREEMENT

This agreement shall come into operation on the date of its registration and shall remain in force for as long as parties to the Council have not made any amendment/s.

3. ALTERATION OF AGREEMENT

The agreement may be amended by agreement of the parties.

4. INTERPRETATIONS AND DEFINITIONS

(1) Any expressions used in this agreement, which are defined in the Labour Act [Chapter 28:01] other than those defined in this clause, shall have the same meaning as in the Act. Further, words purporting masculine gender to include female gender unless inconsistent with the context.

“Act” means the Labour Act [Chapter 28:01]

“Appeals Committee” means a joint group with an equal number of employer and employee representatives at the National Employment Council level and or at the workplace.

“Allowances” means allowances that include housing allowances, cooking fuel allowances, light allowances, danger allowances and any other allowances that may from time to time be gazetted by a Council’s resolution.

“Antipoaching units” means a voluntarily organisation responsible for the prevention of unnecessary killing of animals, protection of abandoned wild animals such as lions, leopards, rhinos and any other species and the destruction of the environment in a controlled game safari area whose class of sector is in Sector 11 and employ mostly Game monitors, game scouts and trekkers.

“Art galleries” these are established safari curio shops that sell high quality hand-crafted local and international art facts products and are also displayed as in the same manner as museums with a variety of other exhibits, this means that they are also exhibiting centres of old art facts, provided that they are not wholly owned by the Government of Zimbabwe.

“Boating Sector” means the other section of the leisure water sport sector that specialises in house boats, cruises, ferries and freights along the river that has no

rapids where by clients enjoy a safari activity of tiger and bream fishing, game viewing and various water sports

“Boat Cruise” means a touristic product that is owned by a safari operator and is a leisure activity which can be booked by clients for the purpose of excursion or expeditions. It is a soft adventure activity that can include sundowner cruises, sunset cruises and is done in the river where they are no rapids

“Bungee Jump” This is an adventure activity that falls under leisure sector and is done at a high bridge like Victoria Falls Bridge. It is done under the guidance of a bungee jump instructor and a bridge crew rescuer using tested and approved ropes.

“Bird watching safari” means a leisure activity that is meant to make a tourist learn many species of wild birds. Clients capture the information by using binoculars and taking photographs.

“Casual Employee” means an employee employed by an employer for not more than a total of six weeks in any four consecutive months and who does not fall within the definition of a part-time worker.

“Chief Executive” means the Managing Director for the establishment or Organisation.

“Code of Conduct” means a set of guidelines and rules by which the tourism industry administers and manages breaches of established rules and behaviour and the solving of employees grievances in the tourism industry. The Code of Conduct must be registered in terms of the provisions of the Act

“Crocodile attraction” means a touristic product that generate a direct income from tourists, owned by those employers who keep crocodiles for recreational purposes and all employees in that particular establishment fall under sector 1 regardless of direct contact with clients.

“Conservancies and sanctuaries” means any area that is occupied by a conservator for the purpose of Wildlife Management, game farming, game capture and translocation of wild animals.

“Canoeing safaris” means a leisure activity done along a non rapidly river or dam under the guidance of a canoe guide for the benefit of viewing animals such as hippos, elephants and birds.

“Cultural Tours” means a safari activity that is conducted by a tour operator into rural areas for the purpose of meeting the villagers and learn about their culture as well as take part in the day’s activities and this activity is done under the guidance of a Tour Guide who is able to interpret to clients activities that are done in any rural area that he could have conducted the village tour

“Disciplinary Officer” means the Accused Employee’s immediate Supervisor/ Manager/Charge Hand/Foreman/Departmental Manager. The Disciplinary Officer decides on cases referred to as minor and moderate in the schedule of offences.

“Designated Agent” means a person appointed in terms of Section 63 of the Act to assist in giving effect to the terms of any agreement entered into by the parties to the Council.

“Designated Facilities,” means those touristic products that are registered by ZTA and owned by Safari Operators in the tourism industry.

“Designated Tourist Facilities” means any facility designated as a tourist facility in terms of Section 35 of the Tourism Act including the following but not limited to safari operations, Travel, tours and booking offices, game parks, hunting camps, fishing camps, photographic camps, snake parks, water parks, art galleries, curio shops, tour boat excursions and boat rental operations, camp grounds, crocodile attractions, ferries, freights and house boats.

“Designated Trades” means occupations of skilled workers to include Lion Handling, Elephant handling, Kayaking, Rafting and any other occupations defined as Designated Trades in the Tourism Industry.

“Disciplinary Committee” means a committee put in place by the employer and employees to decide on cases referred to as severe and extreme in the schedule of offences. The Disciplinary Committee shall consist of the following:

1. Chairperson nominated by management who must be at the level of Head of Department usually a Human Resources Manager provided the person is not the Head of Department for the Accused Employee.
2. Two/three management representatives to represent the company depending on the size of the establishment
3. Two/three workers representatives to represent the employee depending on the size of the establishment

“Day off” means any full day in a week on which an employee is not normally required to work.

“Employee” means any person engaged by an employer to perform duties in any of the undertakings whose job title or classification is covered by this Agreement.

“Employer” means any person whose businesses, enterprises provide tourists products and services, who provides work for persons covered by this Agreement.

“Establishment” means any place in or on which any activity of the tourism industry or touristic product are carried on including booking offices, game parks, game lodges, safari lodges, hunting camps, fishing camps, safari camps, camp grounds, conservancies, crocodile attractions, historical attractions not excluding workshops, showrooms, kitchens and bar outlets.

“Executive Management Committee” means a Committee made up of the National Chairmen and National Secretaries of the Employers Associations party to the

Council and the National Chairmen and National Secretaries of the Employees Organisations party to the Council.

“Elephant back safaris” means a leisure activity that is conducted by riding an elephant from point “A” to point “B” and clients may sometime be required to do an interaction with elephants by feeding them and taking some photographs while sited on the elephant’s leg

“Fixed Term Employee” means an employee whose contract of employment has a starting and a finishing date.

“Grading” means checking, assessing and evaluating a job to be occupied by an employee so that conditions of service of that job are determined accurately by its type and has a particular grade.

“Grievance” means a feeling or belief that an injustice or unfair labour practice has been suffered. It involves complaints in relation to the employment situation.

“Grievance Committee” means a Committee put in place by the employer and employees to attend to grievances brought to their attention. The Committee shall be constituted along the same lines as the Disciplinary Committee above.

“Hearing Officer” means the appointed Designated Officer or Authority within an establishment appointed by the employer and who may not be engaged by the same employer.

“Leave pay” means wages due for a period of paid vacation leave to which an employee is entitled in accordance with this agreement

“Lion walk safari” means a leisure activity that is conducted by walking with termed lions in a safari designated area under the guidance of a qualified lion handler. This is a unique safari adventure activity that requires courage from clients to undergo it.

“Museum and monuments” means a place specifically designated as a historic site viewing and heritage site, containing some superb and unique displays with exhibits illustrating the history, mineral wealth, and wildlife of Zimbabwe. It is an establishment displayed with different art facts that are old in age, ranging from thousand decades.

“NEC” means the National Employment Council for the Tourism Industry

“Overtime work” means that work performed after normal working hours and includes but not limited with the bookings of arrival of tourists.

“Offence” means any offence specified in the schedule of offences.

“Operator” means a licensed safari outfitter by Zimbabwe Tourism Authority (Z.T.A.) who is given a product category in the tourism industry.

“Party” refers to the employee accused of misconduct, and or aggrieved employee or employer.

“Peak Day(s)” means that period of a day/ days that include Saturday, Sunday and Public holiday on which players in the tourism industry receive more business from tourists.

“Photographic safaris” means a licensed touristic product classified under the leisure section and is conducted in game safari areas under the guidance of a safari guide. On this activity clients are only allowed to do the photographic for business marketing outside the world, no killing of wild animals is allowed. The clients must have binoculars for easy site viewing of animals they want to take photographs.

“Piece work” means any system by which earnings are calculated wholly on the quantity or output of work done, irrespective of the time spent on such work

“Resident Safari Operator” means a safari operator who is ordinarily resident in Zimbabwe and is registered as an employer in the tourism industry by the National employment Council for the Tourism Industry.

“Sectors” means a category in which the two groups of employers and employees in the tourism industry have their businesses and job occupations covered by this agreement.

“Sector 1” (Leisure Sector) means without in any way limiting the ordinary meaning of the expression, those activities in which employers and employees are engaged in offering any services in, Art Galleries, Bird watching safaris, Boat cruises, Travel, tours and Booking agents, Bungee jump, Canoeing safaris, Crocodile attractions, Cultural Tours, Elephant back safaris, Ferries and freight, Game drive safaris (game viewing), Gorge swing safaris, Helicopter flights, Horse trails/rides, House boat safaris, Jet boat safaris, Kayaking safaris, Lion walk safaris, Museum and Monuments, River boarding, Sport fishing safaris, Sunset cruises, Tours and transfers, Village tours and White water rafting safaris.

“Sector IB” (Sport Hunting Safaris and Photographic Safaris) means without way limiting the ordinary meaning of the expression, those activities which employers and employees are engaged in offering any touristic services in game parks, snake parks, safari lodges, safari camps, water parks and wilderness trekking under the guidance of a professional hunter.

“Sector II” (Wild Life, Natural Resources Conservation and Utilisation) means without in way limiting the meaning of the expression, those activities in which employers and employees are engaged in offering the services in Anti-poaching Units, Campfire Facilities, Conservancies and Sanctuaries, Conservation and Botanical Management, Game capture and Translocation, Game farming, Game Parks, Photographic safaris, Safari camps, Safari Lodges, Snake Parks, Sport hunting, Water Parks, Wilderness trekking and Wildlife Management

“Sport hunting safaris” means a leisure activity conducted by a safari outfitter under the guidance of a Professional Hunter and is conducted within a concession from

which a Safari Camp or Lodge may be established. In return the outfitter sale trophies to the outside world. The outfitter must be licensed to sell those trophies.

“Safari or Bush Camp” means a removable or permanent accommodation located in natural surroundings and built in a local traditional style but not excluding hunting camps, safari lodges, photographic camps and fishing camps that are used as commercial establishments for the purpose of conducting touristic products such as sport hunting, photographic, sport fishing in a designated safari area.

“Seasonal Employees” means those employees engaged in sport hunting, photographic safaris, sport fishing, rafting and canoeing only at certain times of the year.

“Seasonal Work” means work that is owing to the nature of the tourism industry and is performed only at certain times of the year.

“Short Time” means working time, which is reduced below the ordinary hours of work in the establishment when such reduction is due to slackness or the exigencies of trade, financial incapacitation and can only be granted by the council.

“Travel, tours and booking Agents” means a travel management service incentive safari tour operator (I.T.O.) who depends on commissions to offer a wide range of travel options to tourists excluding airline bookings and ticketing, travel insurance, car and bus hire but not excluding accommodation and conference bookings, tours inbound and outbound bookings, visa consolation, and any other safari activities such as elephant riding, elephant interaction, horse riding safaris, guided walking safaris, lion den encounter, lion walk safaris and his place of operation can either be an office or a desk set at a designated touristic facility that may include a hotel or a safari lodge.

“Tourism NEC transport allowance” means transport allowance which is an NEC allocated and agreed amount of monthly pay to enable an employee to travel to work, this allowance is only applicable to all employees who are not provided transport regardless of the distance from home to work place.

“Tours and transfers” Means a touristic product which is a combination of soft adventure activities that includes crocodile farm tours, airport transfers, tour of the Victoria Falls on foot, steam train safaris, game walks and drives, craft and curio shopping, boma dinner and traditional dance shows.

“Tourism Industry” means without in any way limiting the ordinary meaning of the expression, the industry in which employers and employees are associated together whose activity or product category falls under Sector 1 (Leisure Sector) and employers and employees associated together whose activities fall under Sector 11 (Wild Life, Natural Resources Conservation and Utilisation) for the purpose of carrying on those activities on any premises, other than hotels and guest houses that purely provide commercial accommodation and catering for commercial food provision to visitors and tourists.

“Tourism Products” means any leisure and conservation products and services including the following but not limited to sport hunting safaris, photographic safaris, elephant back safaris, lion walk safaris, sport fishing safaris, cultural tours, village tours, game viewing safaris, white water rafting, canoeing safaris, bungee jumping, horse rides, gorge swings, helicopter flights, steam train safaris, kayaking, anti-poaching services, micro lights, boat cruises, house boats, wildlife management, lion den encounter, crocodile attractions, sunset cruises, wilderness trekking, game farming, conservation and botanical management, game capture and translocation and all those activities or touristic products that fall under sector i and ii.

“Trade Union” means a union registered in terms of the provisions of the Act to represent the interests of the employees in this tourism industry.

“Task work” means the setting by an employer to an employee of stated task to be completed as a condition of earning wages

“Tips” means gratuitous payment made by a customer to an employee or employees in an establishment for disbursement by the employee or employees, at his or their discretion, and over which the employer shall have no discretion both regarding collection and distribution of such tip and gratuity

“White water rafting safaris” means the leisure activity that is done along the river with rapids and is done under the guidance of a qualified rafting guide for rafting expedition with clients. It is a high adrenalin leisure activity that requires courage to clients who rafts although are under the guidance of safety kayakers

“Workers Committee” means a group of employees elected by non-managerial employees to represent their interests at the work place.

“Working Day” means that period of any day during which the usual day shift is worked and may include Saturdays, Sunday and Public holidays in the tourism industry.

“Wages” means the earnings of any employee, but does not include any payment in respect of overtime, allowances or any bonus, tips or other like benefits

“Working Employer/Director,” means an owner, employer, partner or director who himself performs work in his establishment similar to that carried out by an employee in the tourism industry.

5. ADMINISTRATION OF AGREEMENT

The Council shall be the body responsible for the administration of this agreement, and it may issue expressions of opinion not inconsistent with the provisions hereof for the guidance of employers and employees and may delegate any of its duties or powers to its executive committee or to committees appointed by Council.

PART II

GENERAL CONDITIONS OF EMPLOYMENT

6. (1) **Contracts of employment and Notice**

(a) Upon engagement, or any change of occupation, the employer shall inform the employee, in writing, in the manner prescribed by council, of the full terms and nature of his contract, which shall include:

- (i) the name and address of the employer;
- (ii) the period of time, if limited, for which the employee is engaged;
- (iii) the terms of probation, if any;
- (iv) the terms of any employment code;
- (v) particulars of the employee's remuneration, its manner of calculations and intervals at which it will be paid
- (vi) particulars of the benefits receivable in the event of sickness or pregnancy;
- (vii) hours of work;
- (viii) particulars of any bonus or incentive production scheme;
- (ix) particulars of vacation leave and vacation pay;
- (x) particulars of any other benefits provided under the contract of employment.

The employer and employee shall each sign two copies of the contract form, of which the first copy shall be handed to the employee and the other copy shall be retained by the employer.

- (2) Except where a longer period of notice has been provided for under a contract of employment or in any relevant enactment, and subject to sub sections (3) , (4) and (5), notice of termination of the contract of employment to be given by either party shall be –

- (a) three months in the case of a contract without limit of time or a contract for a period of two years or more;
- (b) two months in the case of a contract for a period of one year or more but less than two years;
- (c) one month in the case of a contract for a period of six months or more but less than one year;
- (d) two weeks in the case of a contract for a period of three months or more but less than six months;
- (e) one day in the case of a contract for a period of less than three months or in the case of casual work or seasonal work.

- (3) A contract of employment may provide in writing for a single, non renewable probationary period of not more than-

- (a) One day in the case of casual work or seasonal work; or
- (b) Three Months in any other case.

- (4) Whenever an employee has been provided with accommodation directly or indirectly by his employer the employee shall not be required to vacate the accommodation before the expiry of a period of one month after the period of notice specified in terms of sub subsection (2) or (3) unless the contract has been terminated under sub sections 4 (a) and (b).
 - a) If the employee has been dismissed through disciplinary action or currently serving a probationary period, then the employee should vacate the employer's accommodation within 3 days.
 - b) Where a contract has been terminated under sub clause 6 of this section, the employee shall vacate the employer's accommodation within 7 days.
- (5) Notwithstanding sub section (2) or (3), the parties to any contract of employment may, by mutual agreement, terminate such contract and waive the right to notice.
- (6) Notwithstanding the provisions of sub subsections (2) and (3) –
 - (a) An employer may discharge his obligations by paying the employee wages and allowances for and in lieu of the period of notice required to be given in terms of this section.
 - (b) An employee may terminate his contract of employment at any time without notice, on paying his employer one day's pay for every day on which he would have been required to work had he given notice of termination in terms of sub section (2) or (3).
 - (c) Where termination of the contract is at the initiative of the employee, the employer shall have the right to withhold any such remuneration due as a means of compensation for notice not given according to sub sections (2) and (3).
- (7) Neither the employer nor the employee shall give notice of termination of contract whilst the employee is absent on paid leave, sick leave or vacation leave.
- (8) Any contract of employment which is for a stipulated period shall specify the date of commencement and the date of termination thereof, and no further notice to terminate the contract on due date shall be required from either party.

7. WAGES, GRADING AND INCREMENTS

- (1) Every employer shall place each employee in the grade prescribed appropriate to his occupation and pay wages to such employee of at least the amount prescribed by the Council for the employee's grade or class and no employee may accept wages amounting to less than the amount prescribed for him by the Council, except where exemption has been granted

- (2) Payment of wages shall be as per the schedule in Annexures B and C dependent upon the Sector of employment. This agreement does not prohibit Employers to pay more than the minimum rates if they are able to do so in order to retain and motivate staff.
- (3) Details on the job titles, grades and position descriptions are contained under classification of occupations.

PART A

Classification of Grades relating to employees under Sector I (Leisure Sector)

Job Title Grade 1	Position Descriptions
Boiler Hand	Means an employee who operates the boiler for the purpose of processing trophies and ensure constant steam pressure
Camp Attendant / Cleaner	An employee engaged in carrying out cleaning duties at a safari camp
General Hand / Worker	An employee who is engaged in any duties / Labourer of general cleaning or labouring duties
Grounds and Garden Hand	An employee engaged to undertake gardening duties around an establishment. May cut grass, trim hedges, trim bushes and generally keep the area neat and tidy
Internal Messenger	Engaged in collecting, delivering and conveying letters, parcels, memorandums etc between office, May be required to clean and make tea for office staff or management staff
Loader	Generally employed as a casual for specific task of loading goods or equipments
Office Cleaner	Carries out office cleaning duties either during or after normal office hours by dusting using mobs, chemicals and detergents
Porter – Kitchen	An employee engaged in cleaning a safari camp Kitchen, washing or sorting plates, crockery or glass, conveying loading and unloading foodstuffs
Porter – Rafting	Means employee employed to load and carry the equipments necessary for rafting, canoeing and any other menial work required within the tourism industry. These employees are entitled to be employed full time and graded and if not employed full time then they are entitled to work on a fixed term contract/casual basis
Canteen Scullion	Means an employee engaged to do any

	general work in the canteen that include the washing of utensils and assisting the canteen cook
Stable Hand	An employee employed to clean horse or elephant stables and also does the general maintenance of the stables
Learner coxswain	Means an employee who performs the duties of piloting a vessel, under supervision and is studying for the launch master's class 2(restricted) certificate of competency
Deck-hand crew	Means an employee engaged in general duties in connection with the operation of a vessel
Crocodile pen attendant	is employed to clean crocodile pens and otherwise maintain sanitary and hygienic state of crocodile pens
Band saw operator	An employee engaged to cut, minces, mixes meat of crocodiles before being packed
Job titles	Position Description
Grade 2	
Bar Hand	An employee engaged to do general work at the bar outlet of a safari camp, washing glasses and assisting the barman and can also do general labouring duties
Bedroom Hand	An employee engaged to carry out any of the following; cleaning the chalets/rooms, making beds and giving general bedroom services to clients and any other duties related thereto
Canteen Porter	An employee engaged to cook staff meals and also assist cook/chefs. He also perform duties of a kitchen porter
Caretaker	An employee engaged to do general labouring work and can also perform duties of a watchman
Commercial Travellers Assistant	Does same duties like a tour/desk junior consultant and must have good public relations skills
Community Events Assistant	Same duties performed by a commercial traveller assistant and is in charge of a

	touring van, visiting shows and exhibitions and who is responsible for erecting the pavilion and public address system, operating the show equipments.
Doorman	An employee engaged on part time work only when there is a function at an establishment to look after the main entrance welcoming guest/clients
Driver (Class A)	An employee possessing a light motor-vehicle class 4 driver's licence and is only authorised to transport staff and or equipments or company products
Filing clerk	An employee engaged in assisting clerical work, recording receipts and despatch of goods, issues materials and ensure that it reaches its destination
Fuel Attendant	An employee engaged in the issuing of fuel through mechanical or electronic pumps, the filling of radiators, topping up of batteries and duties of similar nature
Gate Keeper	An employee charged with ensuring the control and security of the movement of people into the premises, including the checking and searching of persons, vehicles, and any goods, equipments, properties entering and leaving premises and shall include a person employed as a watchman/guard and or caretaker
Groom (Class One)	Means an employee who cleans elephant and horse stables and the yards, takes care of the entire premises and some time assist the feeding of the elephants and horses, under the senior stable hand
Head gardener	An employee who is in charge of not less than three gardeners and or could have served as a gardener for not less than five years
Invoice clerk	An employee engaged in office work whose duties may include filing and do any other clerical work and is under the supervision of a senior invoice clerk
Laundry Hand	An employee employed to do laundry at a safari camp

	that includes the washing of clients' linen and works under the supervision of a linen supervisor
Messenger	Means an employee whose duties involves delivering parcels or posting letters for an establishment and can also do general work like making tea for office staff
Office cleaner – senior	An employee who is employed to take charge of the cleaning office staff and should have worked for the same company for not less than five years as an office cleaner
Pump Attendant	An employee mostly employed by a safari operator who is engaged in the business of conservation, game farming and wildlife management to make sure that all water hole have sufficient water for animals and can report any water pump leakages
Crocodile egg collector	An employee who is specifically employed to collect crocodile eggs around the crocodile pens
Store man – assistant	Means an employee who is engaged in a workshop environment and assist a store man senior
Ticket Issuer	An employee engaged in issuing tickets and must have done shorthand typing course as the job requires him to be accurate
Valet	An employee engaged in carrying clients' luggage at their arrival and may sometimes be required to serve clients light meals such as drinks
Waiter – Trainee	An employee who is a beginner in the waitering arena. He can be on attachments training waitress duties and also assists in the kitchen
Warehouse – assistant	An employee engaged to assist a buyer at a warehouse and can also perform duties of a store man assistant
Watchman	An employee charged with the responsibility of securing property of the company either during the day or night. He can be positioned either at the gate or go around the complex patrolling and preventing access to intruders
Workshop Assistant junior	An employee engaged to assist senior mechanics. He

works as a spanner boy
and cannot be allowed to
attend any vehicle
maintenance

without a qualified mechanic

Crocodile egg incubator
attendant

Means an employee who is engaged to
manage and maintain the crocodiles in
a hatching, regulating humidity and
temperatures after egg collection before
hatching.

Job titles

Position Description

Grade 3

Bedroom hand – senior

Means an employee whose duties include
the following; cleaning the bedrooms, making
beds, giving general bedroom services to clients
and any other duties related thereto and should
have worked for at least five years in a Safari
camp, Game Park or safari lodge

Canteen Cook

Means an employee responsible
for preparing staff meals and should
have worked as a canteen scullion
for at least three years

Chief Airfield Attendant

An employee responsible for the cleaning
of an airstrip and in is charge of the general
staff who are general workers responsible
for the general maintenance of the airstrip

Commis Cook

Means an employee other than a commis
waiter employed at a hotel but a safari commis
cook employed at a safari camp and is under
training as a cook and who is under supervision
in his safari camp section

Commis Waiter

Means an employee who is engaged as a learner
waiter but is responsible to do both duties of a
commis cook and waitresses duties within an
establishment of a safari camp or lodge

Driver (Class B)

Means an employee who possess a motor vehicle
Class 2 driver's licence and is employed to transport
employees, company equipments and or products

Dry cleaning & washing machine operator	Means an employee engaged to operate a dry and washing machine and must have worked as a laundry hand at least three years
Gate checker	An employee engaged to control the gate making sure that all visitors and any deliveries are checked and in most cases keeps the gate closed for security purpose
Head Groom	Means an employee who is engaged as a supervisor of groomers and is capable of shoeing horses, feeding horses, rhinos and elephants
Guard – In house Security Senior	Means an employee engaged as a watchman whose duties are directly related to the protection of company property and must have worked as a junior watchman for at least five years supervising not less than ten watchmen
Kitchen porter – head	Means an employee who supervises not less than four kitchen porters at a safari camp/lodge and can also do the duties of a commis waiter
Linen supervisor	Means an employee who supervises the other linen staff and is responsible for the linen in collecting, distributing and repairing linen
Office machine controller	An employee who is in charge of office machinery and at the same time controlling the activities of the other staff that uses machines and must have worked as a machine operator for not less than two years
Photographic preparation & finishing operator	Means an employee engaged in the operation of mounting, slitting, print-chopping, numbering, projection, negative chopping, splicing, receiving, rough sorting and order match-up
Picture frame maker (class one)	An employee engaged in cutting pre-moulded wood by means of a mitre box or guillotine and who produces cut-out mounts, pastes pictures on backing

	and cuts glass, and who has two years of services in the category of picture-frame maker
Porter – Kitchen – Supervisor	Means an employee engaged to supervise not less than four kitchen porter in one kitchen and also assist in the stock taking of crockery, glasses and also loading and unloading ordered foodstuffs and duties related thereto.
Porter – Rafting – Supervisor	Means an employee responsible for the supervision of not less than twelve rafting porters. His duties is to organise rafts, equipments and controls river rafting porters on a rafting trip. He should have worked as a river rafting porter for not less than five years
Scout – junior	Means an employee engaged in a game safari area under the supervision of a senior scout, undergoing training of a learner professional hunter/guide’s licence
Skinner – Learner	Means a newly employed person learning how to skin animals that are hunted and works under the supervision of qualified skimmers
Trainee Flower Arranger	Means an employee learning to do landscaping and any other gardening duties
Workshop Assistant Senior	Means an employee who is under the supervision of a workshop foreman and is responsible for the caring and safe custody of workshop materials
Job titles Grade 4 Aircraft Fuelling Attendant & Loader	Position Description Means an employee engaged in fuelling aircraft and carrying out minor maintenance and serving of fuelling units and assisting clients loading their luggage
Caddie Master	Means an employee who supervises, controls and allocates golf caddies
Barman	Means an employee engaged to attend clients at

	<p>the bar outlet of a safari camp, safari lodge or a game park establishment. He is responsible to make sure that bar tabs are controlled and keeps bar stocks,</p> <p>recording and analysing sales and sums received (if any) and balancing cashups. He must have served as a bar hand for not less than three years</p>
Launch master Class 2 (coxswain)	Means an employee who performs the duties of piloting a vessel and is in possession of a launchmaster's class 2 (restricted) certificate of competency
Black & white photographic film printer & presser	Means an employee engaged in the developing of films, washing and fixing films as well as making contact prints using a digital camera
Collection & delivery driver	Means an employee whose duties may include driving a light or heavy vehicle responsible for collection and delivering of company goods and must be a holder of a clean class 2 or 1 drivers licence but does not hold a learner professional guide licence, in other words he can not do transfers of tourist
Colour Processor Operator	Means an employee engaged in operating a colour processing machine for the purpose of producing quality photographs of photographed activities
Cook	Means an employee charged with the preparation and cooking food for clients including staff meals. Should be able to make breakfast and snacks and also able to draw up all forms of menus, responsible for the control of stocks that are issued to him and must have worked as a commiss cook for three years
Customs Clearing Agent	An employee engaged by clearing agents and is charged with the duties of clearing vehicles and goods that are meant to cross the border
Data Capture Operative	Means an employee engaged in the capturing of information by feeding or punching that information into a computer system
Driver (Class C)	Means an employee whose duties may include driving a light or heavy vehicle responsible for

	collection and delivering of company goods and must be a holder of a clean class 2 or 1 drivers licence but does not hold a learner professional guide licence, in other words he can not do transfers of tourist
Grader	Means an employee engaged in grading meat and skins according to quality
Hostess	Means an employee engaged to welcome clients and can also assist to carry clients' luggage. Must have good public relations skills
Ivory Shaper	Means an employee engaged in the shaping of ivory pieces at a hunting camp or in a taxidermy establishment
Junior clerk	Means an employee who is newly engaged to do filing work, routine posting source of information into a computer system. He should be computer literate, able to use Excel and Microsoft Word
Junior Teller	Means an employee with less than three years continuous experience as a junior teller and is responsible for opening and closing of accounts, receiving payments from clients, paying out petty cash, preparing withdrawal slips and generally answering to queries. Such teller may also be required to operate a computer
Messenger – Driver	Means an employee engaged wholly or substantially in any or all the following: delivering and or conveying letters, parcels, goods or messages by means of a vehicle and must possess a clean class 4 or 2 driver's licence
Motorbike/scooter driver	Means an employee engaged in delivering letters parcels and even messages by means of a motor scooter and sometimes can use a bicycle. He must

	be a holder of a clean class 3 or 4 driver's licence
Picture frame maker (Class 2)	Means an employee engaged to make picture frames and must have served as picture frame maker class 1 for not less than three years
Radio operator	Means an employee employed to control a base radio communication and must have knowledge of phonetic words and must have worked either as a security personnel or police officer and held a rank of a full corporal
Receptionist learner	Means an employee engaged as a trainee reservationists and must be a holder of a certificate in reservations
Scout – senior	Means an employee engaged in the scouting work to make sure that poachers are barred from entering a safari controlled area. He is able to handle firearms and responsible for the supervising the work of other scouts
Shampooist	Means an employee who is being engaged by a safari operator to assist employed physiotherapists engaged in massaging clients
Shop salesman – learner	Means an employee other than a stall-attendant employed in either a curio shop or a merchandise shop that is wholly or substantially engaged in attending to tourists for the purpose of effecting a sale
Skinner – senior	Means an employee with not less than five years experience as a skinner and who is in charge of skimmers in a safari operation and not less than six skimmers in a safari area where no head skinner is employed
Stationery clerk	Means an employee responsible distributions and ordering stationery within an establishment's departments and can also do general clerical work
Switchboard Operator	Means an employee engaged to operate a switchboard within an establishment and must

have the qualities of public relations with good communication skills

Ticket Office Clerk	Means an employee engaged to issue tickets on behalf of his employer at a designated touristic establishment and is responsible to the employer for money in respect of the tickets issued by him
Ticket Seller / Agent	Means an employees engaged to write tickets on on behalf of his employer at a designated touristic establishment and makes sure those tickets are correctly written before they are issued to the clients and makes sure that the booked activity reflects on that particular ticket
Travel Booking Clerk	Means an employee engaged to do the booking of touristic products that may includes air ticketing and must have knowledge of touristic products.
Waiter	Means an employee who has been engaged as a commiss waiter for not less than two years within a hunting or photographic camp and who is employed in serving of food and or drinks to tourists and also is involved in the preparation of laying, cleaning of tables
“Launchmaster (class 2) Restricted junior pilot”	Means an employee who performs the duties of piloting a vessel and is in possession of a launchmaster’s class 2(restricted) certificate of competency
Workshop Assistant	Means an employee who is engaged to assist the workshop staff that includes mechanic within a workshop established at a safari camp and must have knowledge of mechanical work and storekeeping
Yard Supervisor junior	means an employee who is engaged as a general hand Supervisor and must have worked as a general hand for not less than three years and must be in charge of not less than five general hands
Invoice clerk Junior	Means an employee making and reconciling entries in sales, purchases or booked activities and or similar journal and conducting correspondence relating thereto and whose duties may include

	costing, estimating, indentifying and stock control
Crocodile skin flesher	Means an employee engaged by a crocodile farm company or crocodile attraction entity responsible to separate the crocodile skin from the flesh by way of scraping
Crocodile meat packer	Means an employee engaged to perform duties of vacuum packing of crocodile meat after the crocodile has been killed into airtight plastic bags before sale
Job titles	Position description
Grade 5 Accounts clerk	Means an employee who is engaged in one or more of the following duties: carrying out a number of accounting duties such as processing and payment of creditors invoice, reconciling of statements, invoicing of clients, ledger maintenance and or preparing and allocating clients bills and is under the supervision of an accountant
Analysis clerk	Means an employee who analyse clients bills and clerical documents that are done by accounts clerks to make sure that bills are properly allocated and that includes the preparation of annual balance sheets and similar periodical financial statements for audit and submission to Management
Barman / senior bar hand	means an employee who have served for at least five years in a private bar owned by a tour operator and must be in charge of not less than five barmen, and must have the knowledge of stock control
Cashier	Means an employee engaged to work in a cash office and receives cash payments on behalf of the employer and gives change to clients, keeps records and analysing sales and sums received and balancing cash taken and prepare cash ups for banking
Counter hand	Means an employee engaged to service clients at a

	bar outlet without handling money and who is not a cashier
Data Audit clerk	Means an employee engaged to capture or verifies work done by accounts clerks, carrying out routine audit duties and checking time cards, pay calculations, sales and reports.
Dispatch Clerk	Means an employee employed to perform various clerical duties within the distributing receiving function. Ensure that despatched details are recorded and submitted for invoicing or filling. Receiving goods and ensure that goods are correct in terms of the receiving note/order
Flower Arranger (Class 1)	Means an employee who makes round arrangements of artificial flowers and is qualified to do landscaping
Game Monitor – junior	Means an employee engaged by a safari operator or an antipoaching unit to monitor controlled wild animals from being poached. He perform the same duties as those of scouts
Handyman	Means an employee whose duties includes to carry out repairs or renovations of minor nature to the property of his employer, that includes the painting, checking minor electrical faults and can also do general duties but if he perform duties of skilled worker alone or or together with any other person at the same time he would be paid the rate of that skilled work
Launch master (class 1) Restricted pilot	Means an employee who performs the duties of piloting a vessel and is in possession of a launchmaster's class 1 certificate of competency

Head Cook	Means an employee employed in a safari kitchen and who controls all sections, who prepares meals as directed including where appropriate the writing of requisitions for ingredients required
Human Resources Clerk	Means an employee who works under the direction of a Human Resources Manager and is responsible for staff files, maintaining staff log book and can assist recording relevant details on salary pay slips, balances and reconciles pay roll, keeps pay roll
Invoice clerk senior	Means an employee engaged to perform clerical duties, recording receipts and despatch of goods, issue invoices to customers and may assist stock taking with stores
Operations Clerk	Means an employee engaged to perform duties under the supervision of an operations manager doing general filing of operational documents
Orderman / order taker	Means an employee responsible to take orders of booked activities and intended selected activity photos and videos
Packer & Dispatch clerk	Means an employee who performs various clerical duties within the distribution receiving function. Ensures that despatched details are recorded and submitted for invoicing of filing. Receiving goods and ensures that goods are correct in terms of the receiving note order and are correctly packed
Pastry cook	Means an employee who has completed five years in a safari camp kitchen and who prepares and makes pastries, bread, ices, pudding and deserts
PAYE clerk	Means an employee who calculates wages and salaries due from records and makes appropriate deductions for medical aid, pension, income tax, NEC dues. records relevant details on salary pay slip balance and reconciles pay roll
Plumber	Means an employee engaged to do the plumbing at an establishment, making sure that pipeline-valves and pump switches are properly functioning and any

	other related plumbing job thereto
POD clerk	Means an employee engaged in the functions of checking proof of deliveries and against delivery sheets and submit them to the appropriate department and can be assigned to do any other clerical work from time to time
Pricing clerk	Means an employee responsible for pricing, invoicing, and issuing credits to clients and also can do the preparation and reconciliation of debtors' statements and follow up on unpaid debtors
Ranger – junior	Means an employee engaged to learn as a scout and must be under the supervision of a senior ranger, must also be a holder of a professional learner's licence, able to handle firearms and must be certified by the institute of tourism
Security supervisor (Corporal)	Means an employee whose duties shall be the supervision of watchmen or the in-house security guards and must be in charge for not less than six security guards with five years working experience as a watchman and must be a holder of a security certificate from a registered Security institute recognised by the Ministry of Education. He must be employed by an employer in the tourism industry and should not be employed by a company specifically registered for the provision of security services
Senior Section Cook	Means an employee engaged in a safari camp kitchen who has worked as a junior section cook for at least three years and is able to draw up menus and should have attained a certificate with a recognised institute of tourism
Shop keeper	Means an employee who is placed in charge of a merchandise shop displaying rafting t-shirts

and other touristic products such as curios, rafts that are sold only to tourists in foreign currency and is responsible for the collection of money cashed

Shop Salesman

Means an employee who is wholly or substantially engaged in attending to clients either in a curio shop or a merchandise shop for the purpose of effecting a sale and or demonstrating goods including taking money and giving change, issuing cash sale receipts and is responsible for the controlling of stock

Stationery clerk

Means an employee who is engaged as a store attendant responsible for the periodical examination and valuation all stationeries issued to departments

Stores clerk

Means an employee who is engaged under the supervision of a salesman or warehouseman and is responsible for receiving storing, packing and unpacking goods or deliveries in a store or warehouse and keeps records of received and delivered goods from various departments

Teller

Means an employee who carries out the duties of a junior teller but has in excess of three years experience in that capacity

Ticket writer (Class 2)

Means an employee who is mainly engaged in planning, designing or creating and producing by free hand, posters, placards or price tickets, consisting mainly of alphabetical and/or numerical symbols

Trekker – junior

Means an employee who, acting under instruction of a senior tracker tracks/locates animals for hunts but who is not involved in any scouting work. He must be a holder of a recognised certificate from the institute of tourism and also hold a learner professional licence

Wages clerk Means an employee engaged in calculating wages and salaries and makes appropriate statutory deductions and records relevant details on salary pay slips, balances and reconciles pay roll

Workshop Assistant senior Means an employee engaged to work in a safari workshop doing mechanical duties and must be a holder of a journeymen class 2 certificate, able to control a team of journeymen and is responsible to a workshop foreman

Workshop clerk Means an employee who is required to carry out workshop clerical work that includes stock taking, ordering, receiving, safe custody and return of tools and equipments to and from the workshops

Job Titles Position Description

Grade 6

Activity video/photographer – junior Means an employee engaged to do the photographing of a safari activity such as rafting, lion walk or elephant back safari and must be under the supervision of the senior activity video/photographer

Administrative Assistant Means an employee who performs routine administrative clerical work through the assistance of an Administration Officer. May have to call upon specialised knowledge in respect of legal statutory obligations and conducting correspondence related thereto

Black & white photographer, enlarger & processor Means an employee engaged in making photographic enlargements, developing, washing and fixing of enlarged prints

Book out clerk Means an employee who is in the despatch

	department or section of an establishment and under supervision of, and subject to checking by a despatch clerk, receives, assembles, packs and book out goods
Bridge crew rescuer – trainee	Means an employee who is under in house training to be a bridge crew rescuer and has a certificate of being a bridge crew rescuer from a recognised institute
Buyer	Means an employee whose duties are wholly or substantially to select and purchase in bulk for stock and for resale or use by the company and who stipulates the costing of such goods/merchandise
Canoeing guide – Trainee	Means an employee who works under the control of a Canoeing Guide and must be in the process of learning how to paddle following the Guide and must be a holder of a professional hunter licence with a certificate of being a canoeing guide with a recognised institute including basic first aid and kayaking training certificate
Canteen supervisor	Means an employee engaged to ensure that the work area operates smoothly, allocates work and co-ordinates the work of the canteen staff. May also plan and execute menus and must be a holder of a certificate from a recognised institute of tourism
Car hire driver / taxi driver	Means a person employed to drive motor vehicles with a net of less than 2 300 kilograms and whose duties may include transferring clients from point “A” to point “B” who either could have booked a leisure activity and a lodge/hotel accommodation or dropped from the airport
Costume jeweller	Means an employee who manufactures and assembles or repairs costume jewellery
Data capture clerk	Means an employee who captures and /or verifies data via terminals using a keyboard and does any other clerical work
Debtors clerk	Means an employee engaged to control debtors, collecting outstanding monies and attend to debtors

Driver / Courier / Mechanic driver/courier/mechanic	queries Means a fully licensed specifically employed to drive or as a courier and/ or can do mechanical work, attends to breakdown, and is able to operate a breakdowns recovery vehicle by means of towing and the use of a tow rope chain or rigid bar
Flower Arranger (Class 2)	Means an employee who works mainly on large upright arrangements, coffin sprays, wreaths, garlands, button holes and artificial arrangements
Gate Checker Supervisor	Means an employee engaged to supervise watchmen that are usual positioned to control gates and monitor the movement of people
General Accounts Clerk	Means an employee who is responsible for clerical general accounts work such as writing, filing or who is substantially engaged in routine posting from book or source of original entry into a ledger and whose operations may include the operating of a computer
Horse master – junior	Means an employee who is under the constant supervision by a horse master senior for a maximum period of two years and is responsible for feeding, riding and grooming horses
Launch master class 1	Means an employee who performs the duties of piloting and may be in command of a vessel and is in possession of a launch master’s class 1 certificate of competency
Overland Consultant – junior	Means an employee who is engaged as a consultant specialising on overlands clients and must be under the supervision of an overland consultant senior
Reservationist – Junior	Means an employee engaged as a trainee under the supervision of a senior reservationists who is responsible for the booking of activities
River rafting guide – trainee	Engaged as a trainee but can do duties of

	a junior river rafting guide and must be a holder of a learner guide licence
Safari guide (game drive) – junior	An employee who would have worked for not more than three years and is still under a training course with a recognised institute training as a Professional Guide and also studying towards a learner Professional guide licence and is responsible to do general guiding duties on a game drive
Safety Kayaker – trainee	Means an employee undergoing a training course as a safety kayaker although is entitled to be on full ticket or as a student on attachment
Sales office consultant junior	Means an employee engaged to do duties of a desk consultant and must be a holder of a Certificate in travel and Tourism Management
Senior cashier	Means an employee employed to receive payments and giving change to clients either at a reception area or/ and is able to analyse sales and balancing cashups.
Skilled worker Junior	Means an employee who is undergoing an apprenticeship training to be a skilled worker and is entitled to be employed full time or as a student on attachment
Driver (Staff run / equipment truck)	Means an employee employed to run and Do deliveries to various departments. He must possess a clean class 4 and or 2 driver licence
Statistics clerk	Means an employee employed to specifically

	work on statistics and other general clerical duties for minor audit work within various departments of an organisation
Store man or Warehouseman	Means an employee who is in sole charge of stores or a warehouse of an establishment and/ or who is responsible for the receipts, issues and safekeeping of goods and the recording thereof. His duties also requires him to do routine posting from a book or source of origin entry and balancing deliveries
Tours consultant – Junior	Means an employee who is responsible to take activity booking, itinerary planning, hotel bookings, care hire bookings and providing general local holiday information.
Travel consultant – junior	Means an employee who is employed by incentive tour operators who specialises on air ticketing and car hiring services, providing local information and who is engaged in duties connected with exchange,control, typing and conducting correspondence.
Job Title Grade 7 Activity video / photographer	Position description Means an employee engaged to take videos or photographs while clients are on an expedition of the booked activity that may includes rafting and lion walk and or elephant back safaris. He is also responsible for showing clients the video after the trip.
Assistant Fleet controller	Means an employee ensure that vehicle log books are recorded and vehicles are not being used for duties other than those delegated by the Fleet controller.
Boat maintenance hand	Means an employee who assists the senior boat maintenance hand and can also do any general maintenance work within the workshop.
Bridge crew rescuer	means an employee engaged to rescue or assist clients when doing a bungee jump and in case of accidents during the activity.
Buffalo / Lion Handler junior	Means an employee who is under the constant supervision of a senior buffalo/ lion handler

	for a maximum period of three years guiding clients doing lions walks and/ or buffalo handling
Cash collections Superintendent	Means an employee engaged to do debt collection and oversees the debt collection department
Chief wages clerk	Means an employee engaged to perform clerical duties that includes the preparation of a payroll he must be vested with pastel and excel and must have accounting skills.
Colour printer operator	Means an employee engaged in operating a colour printer and who judges the negative density, make corresponding exposure corrections and can recognise all standard negative sizes and who operates the control of the colour printer to provide paper advance and lens combinations.
Coxswain (houseboat) – junior	Means an employee who performs the duties of piloting a vessel under the supervision of of a coxswain and must be in the process of obtaining a launchmaster’s class 2(restricted) certificate of competency with a recognised institute for the Tourism Industry
Driver (Class One) transfer	Means an employee who transfers clients from designated tourism facilities and holds a clean class1 driver’s licence and a learner guide licence
Ecologist Officer	Means an employ engaged to do duties of survey specifically under National Park activities although he can be employed by a private organisation
Elephant Handler junior	The junior elephant handler report to the senior elephant handler and is required to train, clean and and ride the elephants with clients on safaris, cleans and maintains the elephant stables, camp and monitoring the elephants when on duty and reporting any unusual behaviour to his supervisor, also assisting with handling elephants which requires treatment for any ailments
Equipment supervisor	Means an employee engaged to control company equipment for his employer either on a rafting trip or within a workshop/warehouse
Field officer	Means an employee engaged to assist ecologists and coordinates his work with wildlife officers

Game monitor – senior	Means an employee who is a senior ranger who monitors wild animals in a controlled game park, coordinates with scouts.
Driver Guide junior	Means an employee who works under the supervision of a driver guide senior and must be in the process of obtaining a learner guide licence. His job is associated with the transfer of clients or going on a game drive with clients guiding them
High Wire Instructor	Means an employee who have worked under gorge swings for not less than three years. He is responsible to make sure that clients on a gorge swing are safe and he gives instructions to clients as they embark on the activity
Horse handler	Means an employee responsible for horse ride expeditions with clients and can also do the general duties of cleaning stables for horses
International driver	Means an employee who is engaged as an overland driver and goes on trips outside Zimbabwe. He must be in possession of a passport and a clean class 1 driver's licence and a learner guide licence
Jump master – learner	Means an employee who is in the process of learning as a jump master
Launch master – class 1	Means an employee who performs the duties of piloting and may be in command of a vessel and is in possession of a launchmaster class 1 certificate of competency
Master – restricted	Means an employee who performs the duties of piloting and may be in command vessels and is in possession of a master's certificate (inland water).
Ranger – senior	Means an employee who performs the same duties that performed by a game monitor and coordinates his work with scouts. He must be familiar with wild animals.
Activity interpreter	Means an employee employed to interpret to clients what activity a safari outfitter/operator can provide. He must have knowledge of all safari activities within

and around Zimbabwe.

Risk Controller – assistant	Means an employee who is engaged to assess security risks and safety measures at a work place. He works under the supervision of a Risk Control manager
Secretary	Means an employee who may be engaged to do secretarial duties for an organisation or work as a Personal Assistant to the Managing Director or any responsible divisional Manager
Selector Mounter Setter	Means an employee who selects or additionally or alternatively amounts trophies that are best chosen by clients
Skilled Worker class 3	Means an employee who is in the process of being certified by the registrar of apprenticeship and skilled manpower as a skilled worker class 3
Systems Support Clerk	Means an employee who is conversant with the operation of computers and can apply this knowledge to the operating software and programmes but is not responsible for changing any system of programmes. His position does not require a qualification, only relevant training and experience
Tracker – senior	Means an employee engaged by a hunting operator to track targeted animals for hunting as required by clients and must have knowledge of the bush.
Wildlife Officer	Means an employee engaged to control scouts and should possess the following requisite qualifications for the position, certificate in wildlife and protected area management
Receptionist (junior)	Means an employee training as a receptionist for a period of one year under the direct supervision of a receptionist
Job Title Grade 8 Boat captain (Kariba)	Position Description Means an employee who is over-all command of a vessel, performs administrative duties as

	designated by his employer and is in possession of a master's (inland water) certificate of competency
Chief Master	Means an employee who is in charge of a vessel, performs administrative duties as designated by his employer and is in possession of a master's (inland water) certificate of competency
Commercial artist (class one)	Means an employee who is wholly or mainly engaged, under supervision in planning, designing and creating art work for the finished article for use in connection with advertising and or commercial display, but does not include a ticket writer.
Community Events Operator	Means an employee who is in charge of a touring-van visiting shows and exhibitions and who is responsible for erecting the pavilion and public address system, operating the film equipment and record player, maintaining records of attendance, daily attention to vehicles normally carried out by a driver guide including maintenance of driver log book
Credit controller	Means an employee who is ultimately responsible for the granting of credit facilities and the collection of outstanding debts
Display Artist (Class 2)	Means an employee who is wholly or mainly engaged in producing from art work which has been planned, designed or created by a commercial artist, finished articles for use in connection with advertising and/or commercial display
Ivory carver	Means an employee who is engaged in the decoration or carving of ivory
Higher wire instructor senior	Means an employee who instructs and guides Clients on a bungee jump or a gorge swing
Jewellery cutting machine	Means an employee who operates a

operator	carving machine to engrave patterns or designs or jewellery
Ladies Hairdresser or hair stylist -	Means an employee who carries out work normally performed by an employee who has completed an apprenticeship in the hair dressing trade in terms of the Manpower Planning and Development Act.
Risk controller	“Means” an employee who under supervision of management checks the works of clerks and company operational systems and attempts to locate defaulting credit customers and whose duties may include investigations and interviewing those that may be involved in scandals.
Senior Overland Consultant	“Means” an employee engaged in the overland department to supervise booking agents and is responsible to the overland Manager and must have served as an overland consultant for not less than three years
Senior Rentals Consultant	“Means” an employee, other than a junior rental consultant engaged to advise and plan procedures and setting hiring systems of vehicles. May also plan holiday and business travel requirements, both local and overseas and calculates fares, obtains information and confirms bookings
Senior Reservationist	Means an employee employed to take accommodation and tourist products bookings and maintain records of such bookings and who is in charge of reservationists and not less than three reservationists in an establishment where no head reservationist is employed.

Senior Sales office consultant	Means an employee with not less than three years experience as a sales office consultant and who is in charge of not less than four other sales office consultants in an establishment where no head sales office consultant is employed
Senior travel consultant	Means an employee who is engaged by incentive tour operators or tour operators that specialises in booking touristic products who receives guests, attends to and keeps lists of bookings
Senior Tour consultant	Means an employee engaged to do touring duties interpreting to clients what activity that they will be conducting and must be in charge of not less than four other consultants
Skilled Worker (class 2)	Means an employee who is an apprentice and is not yet certified by the Registrar of Apprenticeship and Manpower as a skilled worker class 1
Welder operator	Means an employee specifically engaged within a workshop of an establishment to do welding jobs and is classified as a skilled worker class 2. He is able to perform single run welding or brazing by electric arc oxy-acetylene excluding work on pressure-vessels or work subject to X-ray or gamma-ray tests and excluding overhead welding.
Builder	Means an employee employed to do all types of building jobs not under a contractor and must have a journeyman certificate
Electrician class 1	Means an employee who is in the process of obtaining a journeyman certificate class 1 and is responsible for the repairing of electrical appliances and must be able to do installation of all cables.
Receptionist (senior)	Means an employee with not less than three years experience as a receptionist and who is in charge of receptions and not less than three other receptionists

in an establishment where no head receptionist is employed

Job Title	Position Description
Grade 9 Colour photo finishing inspector	Means an employee who is engaged in the examination of colour prints prior to chopping operations to determine whether such prints reach an established quality standard and who inspects finished prints and indicating printing corrections, if any are needed
Captain (other)	Means an employee who is in overall command of a vessel other than vessels operated in Kariba and also performs administrative duties designated by his employer and is in possession of a master's (inland waters) certificate of competency
Customer Service Centre Agent	Means an employee who is engaged by a travel agent to ensure customer retention by carrying out follow ups, recording of customers' comments and brings adverse remarks to the attention of Management
Driver Controller	Means an employee possessing a motor vehicle driver's licence and who is employed to ensure that other drivers' work is performed as per the employer's instruction and he allocates vehicles and inspects vehicle log books
Driver Instructor / Inspector	Means an employee who is qualified to undertake any duty required to be carried out by the inspectorate of the traffic department but who is employed by a touring company within the tourism industry as defined in this Agreement
Driver Guide (game drive)	Means an employee who is employed to drive and guide tourists in a safari area to view wildlife, understands the behaviour and habit of wildlife, he/she must also be familiar with the area, able to do map reading and history of the area and must have a learner professional guide licence
Engineering clerk	Means an employee who assists in a clerical

	<p>capacity recording receipts and despatch of goods, issues materials according to requisitions and may assist in stock taking and works under direct supervision of the engineering clerk senior.</p>
Fleet Administrator	<p>Means an employee who is employed in supervising the allocation of vehicles to drivers of a company and also responsible for the total process of insuring the licensing of the fleet and getting road permits.</p>
Ivory Engraver	<p>Means an employee who is engaged in the engraving of patterns of ivory pieces and items</p>
Editor/website designer junior	<p>Means an employee who has entered into a contract of learnership with his employer, learning how to edit photos and designing websites not excluding the designing of brochures</p>
Personal Assistant	<p>Means an employee solely employed in keeping time wages records, preparing wage sheets, who make returns, completes contracts of employment and supervises the booking in and out of staff who may sign staff on and off on behalf of his employer, and may draw up duty-roasters.</p>
Sign writer	<p>Means an employee engaged to design company logos and and advert information on boards as would be required by his employers</p>
Skilled Worker (Class 1)	<p>Means an employee who has been certified by the Registrar of Apprenticeship and Skilled Manpower as a skilled worker class 1 in a designated or recognised trade in terms of the Manpower Planning and Development Act [Chapter 28:02] or is the holder of a journeyman registration certificate issued by a National Industrial Council and recognised by the Registrar of Apprenticeship and Skilled Manpower</p>
Vehicle breakdown operator –	<p>Means an employee who effects</p>

semi skilled	temporary repairs to a vehicle which has broken down to enable such vehicle to complete its journey or to return to its depot for checking
Yard supervisor senior	Means an employee who is in charge of not less than five grounds and gardener hands who can carry out repairs or renovation of a minor nature to the property of his employer
Job Title	Position Description
Grade 10	
Accounting Officer (Class 3)	Means an employee who, wholly or substantially supervises, and is responsible for the accounting operations of his employer including the preparation of annual balance sheets and similar periodic financial statements for audit and for submission to Directors, shareholders or Commissioner of Taxes
Activity Interpreter	Means an employee employed to interpret to clients what activities a safari operator can provide. He must have knowledge of all safari activities within and around Zimbabwe
Arrivals controller	Means an employee engaged to welcome clients and who is also involved in caring for customers' bags, luggage and who may be required to perform duties of a waiter or porter
Bookkeeper	Means an employee who is wholly or substantially engaged in recording any aspects of the financial transactions in the book of the employer or the clients of his employer, up to and including trial-balance stage
Bungee jump master	Means an employee who is engaged to conduct a bungee jump activity and ensure safety to clients as well as responsible for rescuing clients in case of an incident where a rope gets broken
Canoeing guide – senior	Means an employee who leads clients canoe and must be responsible for the checking of crocodiles and hippopotamus, he carries a first aid kit and

	must be a holder of a learner professional hunters' licence
Head Captain	Means an employee who is in charge of a vessel, performs administrative duties as designated by his employer and is in possession of a master's (inland waters) certificate of competency
Commercial Artist (Class 2)	Means an employee who is wholly or mainly engaged in planning, designing and creating art work for use or sale and who may, in addition, produce the finished article for use or sale in connection with advertising and /or commercial display but does not include ticket-writer
Coxswain (houseboat) – senior	Means an employee who performs the duties of piloting a vessel on Lake Kariba or along the Mighty Zambezi River and also is charged by his employer to perform administrative duties supervising not less than three coxswain and is in possession of launch- master's class 1(restricted) certificate of competency
Customer care supervisor	Means an employee who is specifically charged with the responsibility of good conduct to clients by the company within any demarcated section or sections of an establishment and who is in addition, placed in full or partial supervisory control of at least three travel consultants
Cutter	Means an employee who has completed a recognised apprenticeship in designing and cutting bespoke garments including the fitting and trimming of canvas and lining and who is responsible for all supervision and fitting of garments
Freelance guide	Means an employee engaged for a fixed task and

	performs same duties as a river guide but is only paid as per the day/days worked
Freight controller	Means an employee employed for the purpose of directing freights
Hardware support technician	Means an employee who has been certified or registered by the Apprenticeship Branch of the relevant Ministry as a Skilled Worker and is able to do computer programming (IT)
Head Reservationist	Means an employee employed to supervise the work of other reservationists and can also do activity bookings and maintain records of such bookings
Inspector (Private security occupation)	Means trained employee in security duties who is required to supervise and responsible to run the department of the in-house security
Learner Professional Guide	Means an employee who holds a professional learner's licence and is able to guide tourist in a safari area to view wildlife, understands the behaviour and habits of wildlife
Overland Supervisor	Means an employee who is responsible for the overland department and who supervises other staff that are employed as overland consultants
Photographic guide	Means an employee trained with kayaking skills and is experienced and runs to the rapid ahead of the clients and walks on rocks close to the rapid taking pictures as the clients pass through the rapid
River rafting guide – senior	Means an employee who is employed to direct and command the rafting crew and is qualified in para-medical and should have obtained a total of 16 points, is able to control the raft and has kayaking skills
River rafting trip leader – trainee	Means an employee who is in the process of training as a trip leader and under the supervision of a trip leader. He would have worked as a river guide for not less than five years in the Mighty Zambezi River
Safari Guide (game drive) – senior	Means an employee who is employed to guide tourists in a safari area. He should have worked as an safari guide for not

	less than three years with a safari company and should be a holder of a Professional Guide Licence or Professional Hunters licence. He must be familiar with the area, able to read maps and knows the history of the area
Safety kayaker – senior	Means an employee who is trained as a rescuer whose duties involves being at the rapids first and waits below the rapids to pick up clients thrown out of the raft and supervises other junior kayakers
Senior Elephant Handler	Means an employee who is in charge of elephant handlers, in fact overall in charge, monitoring the health of the elephants and administering treatments and make recommendations to the elephant handlers He also goes for riding expeditions with clients.
Senior Horse handler	Means an employee who is in charge of horses, monitors the health of the horses and administering treatments. He also goes to riding expeditions with clients
Senior Lion Handler	Means an employee who is qualified to handle firearms and guides clients and seeing to their safety when walking with lions and must be in charge of not less than three lion handlers
Stores supervisor	means an employee who is in charge of storeman staff and who is responsible for the safe custody of stock and the conduct of business within a warehouse and must be able to perform clerical work for the purposes of stock taking and accountability
Systems operator	Means an employee who oversees operational systems of a company and liaise with loss control officers in the system implementation and monitoring
Systems support clerk	Means an employee who registers mechanically item by item the accumulated purchases of customers and may receive cash for the goods or services purchased and must have accounting experience and knowledge

of Pastel and Excel

Tracking & Dispatch controller	Means an employee who performs various clerical duties within the distribution or receiving functions. Ensures that despatched details are recorded and submitted for invoicing and filing. Controls all received goods and ensures that goods are correct in terms of the received note order
Computer programmer	Means an employee who writes instructions to instruct the computer and who has had not less than one year of service as a trainee computer programmer
Video Editor	Means an employee engaged to edit videos meant for clients as would be ordered and must be computer literate.
Website designer	Means an employee who is able to design websites for his employers and must be qualified in graphic work, able to make internet connections and must be a holder of IT certificate
Job Title	Position Description
Grade 11	
Accounting officer (Class 2)	Means an employee who supervises accounts clerks, but is not responsible for, the accounting operations of his employer, including the preparation of annual balance sheets and similar periodic financial statements audit and for submission to partners, directors and shareholders.
Artisan Mechanic – Journeyman	Means a person who has been certified or registered by the Apprenticeship Branch of the relevant Ministry as an Artisan Mechanic as a journeyman or Skilled Worker class 1 and shall be paid as per the parent industry
Canoe safari guide (professional)	Means an employee who leads clients canoe, checking for hippopotamus and crocodiles whose duties includes paddling the canoe with clients on board and must be a holder of a Professional Hunters' licence and a para-medical certificate with kayaking skills.

Computer programmer senior	Means an employee who is placed in charge of a team or shift of computer operators and who may perform the duties of a computer operator
Fishing guide (professional)	Means an employee who is employed to guide clients on a fishing expedition and must be able to paddle clients with a canoe. He must be a holder of Professional Guide Licence or Professional Hunters' Licence
Fleet controller supervisor	Means an employee who is in charge of the allocation of vehicles as would have been instructed by his employer, who performs vehicle checks daily, using check lists where provided making sure that log books for mileages are entered by drivers correctly
Reservationists head	Means an employee employed to supervise the work of other reservationists
Jewellery designer	Means an employee who operates a curving machine to engrave patterns of designs on jewellery
Journeyman/Artisan – Electrician senior	Means an employee who has been certified or registered by the apprenticeship Branch of the relevant Ministry as a skilled worker and who may carry out any of the relevant tasks laid out in the parent industry
Operations controller supervisor	Means an employee who is directly involved in the management of operational strategies and is responsible to the Operations Manager
Rafting Trip Leader	Means an employee who directs and commands the rafting crew, with not less than three years of experience as a Rafting Guide, must hold a paramedic certificate
Systems support analyst	Means an employee who, in addition to the work performed by a system support clerk 1, holds a suitable qualification in computer science, is able to modify and change operating software and programmes, is responsible for the general security of the hardware and equipment.
Tour Guide (professional)	Means an employee who is employed to guide tourists in a safari area. He should have worked as either an elephant guide or lion handler guide

for not less than three years with a safari company and should be a holder of a Professional Guide Licence. He must also be familiar with the area, able to read maps and knows the history of area

Job Title Grade 12	Position Description
Accounting officer (class 1)	Means an employee who wholly or substantially performs, under supervision, accounting operations for his employer including the preparation of annual balance sheets and similar periodic financial statements for audit and for submission to partners, directors, shareholders or the Commissioner of Taxes
Charge hand	Means an employee responsible for the supervision of the other staff and providing as effective service to the department in the repairs and serving of motor vehicles and in the utilisation of the staff.
Chef – in 3* & above establishments	Means an employee fully experienced in all departments of the kitchen, who orders food and draws up all forms of menu and who is responsible for the control and supervision of the kitchen and its staff
Chef, class one	Means an employee fully experienced in all departments of the kitchen who orders food and draws up all forms of menus and who is responsible for the control and the supervision of the kitchen and its staff and who is employed by an establishment with a grading of two stars or more, though this grading may not necessarily be in terms of the Tourism Act
Computer programme supervisor	Means an employee who is placed in charge of one or more computer programmers and who may perform the duties of a computer programmer
Duty officer	Means an employee responsible for the operations of uplift department and is answerable to the manager in-

	charge for a shift
Hub operator	Means an employee placed in charge of operating within a hub and must have the knowledge of coxswain and or launchmaster Means an employee placed in charge of operating within a hub and must have the knowledge of coxswain and or launchmaster
IT Technician	Means an employee who, in addition to the work performed by a system support, holds a suitable qualification in computer science, is able to modify and change operating software and programmes, is responsible for the general security of the hardware and equipments
Lecturer / Trainer	Means an employee who has undertaken a recognised teachers' training programme at a training institution or any Universities in Zimbabwe or at any teacher training college outside Zimbabwe whose qualification are recognised in Zimbabwe and who is employed to teach in a private organisation
Quality Inspector	Means an employee engaged in the examination of quality or services Work to determine whether such work reach an established quality standard of the company's services or products offered
Security officer	Means an employee not necessarily employed by a licenced Security Guard, licenced in terms of the Private Investigators and security Guards(Control) Act, 1977 but any Security Officer employed by an employer in the tourism industry who oversees the activities of the in-house security or the department of watchmen and takes instructions from Management
Systems Administrator	Means an employee who in addition to the work

performed by an administrator is responsible for the formulation of operational systems as would be stipulated by the company. A suitable qualification and experience is required to perform this function

Warden	Means an employee who in addition to the work performed by an ecologists is responsible for use of light arms of war for the purpose of protecting wildlife and other Authority assets from illegal harvest and abuse and must possess a diploma in wildlife and protected area management or other relevant certificate or diploma
--------	---

Classification of Grades relating to employees under Sector 1B (Sport Hunting Safaris & Photographic Safaris)

Job Title	Position Description
Grade 1	
General hand/worker/labourer Gardener	An employee who is engaged in any duties of general cleaning or labouring duties
Fence guard	Means an employee charged with ensuring the patrolling of fence making sure that unauthorised persons are barred from entering the fenced property and making sure that all damages caused by animals are reported to Management
House cleaner	Means an employee engaged to carry out house cleaning duties that includes the preparations of bedrooms and all floors and may be required to do general laundry and hand ironing
Camp	Means an employee engaged in carrying out

attendant/cleaner	cleaning duties at a safari camp that includes labouring duties
Trainee Skinner	Means a newly employed person who helps hunters and is learning how to skin animals that are hunted and works under the supervision of qualified skinner employed by a safari operator
Trainee bedroom/laundry hand	Means an employee who carries out any of the following duties; cleaning bedrooms, making beds, giving general bedrooms service to customers and any duties related thereto and must be under the supervision of a senior bedroom hand
Porter	Means an employee engaged in cleaning and duties related thereto and also help the kitchen staff and also and may also be required to carrying luggage for customers
Game capture attendant – class 3	Means an employee engaged in capturing wild animals for the purpose of translocation
Job Title Grade 2 Junior scout (trainee)	Position Description Means an employee engaged in the scouting work to make sure that poachers are barred from entering a safari controlled area and is in the process of learning how to handle firearms and is accountable to a senior scout responsible for the supervision of the work of other scouts
Fence guard (senior)	Means an employee charged with ensuring the patrolling of fence, making sure that unauthorised persons are barred from entering the fenced property and making sure that all damages caused by animals are reported to Management. He must have served as a fence guard for not less than three years or hold a certificate of a security guard trained by a recognised security institution
Welder assistant	Means an employee who is engaged to assist qualified welders within the workshop of an establishment
Workshop assistant	Means an employee engaged to carry out minor workshop tasks under the supervision of a workshop foreman

Butchery assistant	Means an employee who cuts and sells meat or is actively responsible for assisting the butchery man or blockman butchery
Plumbing assistant	Means an employee engaged in assisting with ullaging and sampling the contents of excepting tanks and water taps and also pipeline valves and pumps switches
Maintenance assistant	Means an employee engaged to assist service line or or journeymen with minor repairs and services as required in the maintenance department
Trainee assistant (general)	Means an employee engaged to carry out general labouring duties as delegated by his employer hat includes cleaning and duties related thereto
Pump/engine attendant	An employee mostly employed by a safari operator who is engaged in the business of hunting operations or game farming and wildlife management to make sure that all water holes have sufficient water for animals and can report any water pump leakages and must have knowledge mechanical works
Skinning shed assistant	Means an employee engaged to assist senior skinning shed assistant at any establishment that operate as hunting operators within a private owned land under the supervision of senior skimmers
Builders' assistant	Means an employee employed to assist qualified builders and engaged not as a contractor but on contract of employment that is governed by this agreement and must have a journeyman Certificate class 3
Bedroom/Laundry hand - class 2	Means an employee who carries out any of the following duties: cleaning bedrooms, making beds, giving general bedrooms service to customers, washing linen and ironing of such linen
Skinner – class 4	Means an employee who performs all duties of a skinner and is also able to skin animals accurately, and should have served as a skinner learner for not less than one year
Junior tracker (trainee)	Means an employee training as a tracker for a period of two years under the direct supervision of a senior tracker who is able to track wild animals in a safari. The junior tracker (trainee) must

be able to understand the
behaviour and habits of wildlife.

Trainee waiter	Means an employee training as a waiter for a period of one year under the direct supervision of a water senior
Trainee cook	Means an employee who is employed in the kitchen of a safari camp or lodge for a period of two years training as a commis cook and who is under the immediate supervision of a senior chef.
Watchman/guard	Means an employee employed to safeguard the property and to scrutinise the movements of staff coming on or leaving duty and customers coming into or leaving the premises whose duties shall be directly related to the protection of premises or designated areas that are prohibited
Game capture attendant – class 2	Means an employee engaged in capturing wild animals for the purpose of translocation and must have worked as a game capture attendant class 3 for not less than two years
Messenger	Means an employee engaged wholly or substantially in the following duties: delivery and/ or conveying letters, parcels, goods or messages on foot or by means of a bicycle or similarly propelled vehicle and includes the making of tea
Office orderly	Means an employee specifically engaged in the cleaning of offices, conveying or delivery of letters, parcels or messages within departments and includes the making of teas or similar beverages for office staff
Bar hand (no cash)	Means an employee employed in washing glasses, cleaning bars and public rooms and who may be employed upon general labouring duties
Junior tractor driver	Means an employee with less than one year of driving a tractor whose duties includes the maintenance of the grounds of the establishment and the conveyance of rubbles
Kitchen assistant	Means an employee who is employed on one or more of The following duties; cleaning the kitchen and preparing raw vegetables or fish, plucking poultry or game, colleting,

Job Title Grade 3	Position Description
Game Scout – class 2	Means an employee engaged in the scouting work to make sure that poachers are barred from entering a safari controlled area and must be able to handle firearms and accountable to a senior game scout and must have not less than two years experience as a junior scout
Tracker – class 2	Means an employee employed as a tracker for a period of two years under the direct supervision of a senior tracker who is able to track wild animals in a safari area. The tracker class 2 must be able to understand the behaviour and habit of wildlife and able to do map reading
Senior Welder assistant	Means an employee who performs single run welding brazing by electric arc oxy-acetylene, excluding work on pressure vessels or work subject to X-ray or gamma- ray tests, and excluding overhead welding but works under immediate supervision of a qualified welder
Senior Workshop assistant	Means an employee who performs, in addition to the tasks performed by a workshop assistant, any of the following; checking pressure, removing and replacing wheels, rims, tyres and tubes and repairing punctures and any other related duties thereto
Senior Butchery assistant	Means an employee who carries out the duties of a butchery man and is placed in charge of a butchery
Senior Plumbing assistant	Means an employee who has been certified by the registrar of apprenticeship as a journeyman class 2 and is able to do all plumbing duties with a minimum supervision
Senior Maintenance assistant	Means an employee who is able to do all minor repairs or any of the tasks performed by a handyman under supervision
Senior Assistant (general)	Means an employee engaged in looking after gardens, grounds and similar places and can also carry out repairs or renovations of a minor nature to the property of his employer
Senior Skinning shed assistant	Means an employee engaged to assist senior skinners at any establishment that operate as

	hunting operators within a private owned land under the supervision of senior skimmers
Senior Builders assistant	Means an employee employed to assist qualified builders and engaged not as a contractor but with a contract of employment that is governed by this agreement and must have a journeyman certificate class 2
Skinner – class 3	Means an employee who performs all duties of a skinner and is also able to skin animals accurately, and should have served as a skinner class 4 for not less than two years.
Senior Bedroom/Laundry hand	Means an employee employed on general household duties and the supervision of not less than five or more than eight bedroom hands/laundry hand.
Game capture attendant – class 1	Means an employee engaged in capturing wild animals for the purpose of translocation and must have worked as a game capture attendant class 2 for not less than five years
Junior Waiter	Means an employee who has been employed as a commis waiter for not less than one year and who is employed in serving food and/or drinks to guests, preparation, laying and cleaning of tables and on duties related thereto
Job Title	Position Description
Grade 4 Tractor driver	Means an employee employed in driving a tractor for the purpose of maintenance of the grounds of the establishment and the conveyance of goods
Plumber	Means an employee engaged to do duties of ullaging and sampling the contents of excepting tanks and water taps and also pipeline valves and pump switches He should be certified by the registrar of apprenticeship and skilled manpower as a skilled worker class 2 and hold a journeyman registration certificate
Welder	Means an employee who performs double run welding of brazing by electric arc oxy-acetylene, excluding work on pressure-vessels or work subject to X-ray or gamma-ray tests and excluding overhead welding and hold a journeyman registration certificate

Builder/Brick layer	Means an employee employed as a builder / brick and engaged not as a contractor but on contract of employment that is governed by this agreement and must have a journeyman registration certificate issued by a National Industrial Council
Game scout – class 1	Means an employee engaged in the scouting work to make sure that poachers are barred from entering a safari controlled area and must be able to handle firearms and accountable to a senior game scout and must have not less than five years experience as a game scout class
Driver	Means an employee engaged to operate a motor vehicle to transport customers, staff or merchandise and should possess a drivers licence class 2
Labour gang leader	Means an employee who is responsible for the general workers or gardeners and who supervises not less than five labourers/gardeners
Skinner – class 2	Means an employee who performs all duties of a skinner and is also able to skin animals accurately, and should have served as a skinner class 3 for not less than five years
Assistant Handyman	Means an employee who assists a senior handyman to carry out repairs or renovation of a minor nature to the property of his employer and who is not required to embark upon or carry out any single task in a trade designated or deemed to have been designated in terms of the Apprenticeship training and Skilled Manpower Act [Chapter 266]
Tracker – class 1	Means an employee employed as a tracker for a period of five years under the direct supervision of a senior tracker who is able to track wild animals in a safari area. The tracker class 1 must be able to understand the behaviour and habits of wildlife and able to do map reading
Waiter – class 3	Means an employee who has worked in all the various grades of waiters, and who can relieve a waiter senior
Junior Cook	Means an employee who, other than a kitchen porter or a stillroom hand, is wholly or mainly engaged in any operation in the preparation or cooking of food for clients and who has worked as a commis cook for at least two years
Job Title	Position Description
Grade 5	
Skinner – class 1	Means an employee who performs all duties of a skinner and is also able to skin animals accurately, and should

	have served as a skinner class 2 for not less than five years
Shop attendant	Means an employee who sells only such goods as are permitted to be sold under an aerated shop dealer's licence issued under the Shop Licence Act whose duties involves receiving money and the giving of change and/or issuing of sale documents, duties may include the display of goods and the keeping and controlling of stock and has less than three years continuous service in such occupation
Heavy duty driver (Class 2 licence)	Means an employee engaged to drive motor vehicles with a net mass in excess of 2 300 kilograms, and responsible of the recovery of disabled, light and heavy commercial vehicles and also passengers vehicles by means of towing and the use of a tow- rope, chain or grid bar.
Senior game scout - class 2	Means an employee engaged in the scouting work to make sure that poachers are barred from entering a safari controlled area and must be able to handle firearms and accountable to a senior game scout and must have not less than five years experience as a game scout class 3
Junior foremen	Means an employee who is specifically under training as a foremen responsible for the duties of the other staff within an establishment
Stores keeper	Means an employee who is in charge of stores and who is responsible for receiving, storing, packing or unpacking goods in a store or warehouse and for delivering goods from a stores or warehouse to departments for despatch
Block man	Means an employee who cuts and sells meat or is actively responsible for the manufacture of small goods and who works under the supervision of a Block man Supervisor
Handy Man	Means an employee who carries out repairs or Renovations of a minor nature to the property of His employer and who is not required to embark upon or carry out any single task in a trade designated

or deemed to have been designated

Senior Tracker - class 2	Means an employee employed as a tracker for a period of more than five years under the direct supervision of a senior tracker who is able to track wild animals in a safari area. The tracker class 2 must be able to understand the behaviour and habits of wildlife and able to do map reading
Waiter – class 2	Means an employee who is in charge of a dining-room, or lounge, or veranda of a safari camp or safari lodge and not less than three or more than six waters
Cook – class 3	Means an employee who has worked as a junior cook for at least two years within an establishment
Accounts/operations clerk	Means an employee who carries out a number of accounting duties such as processing and payment of creditors invoices, reconciliation of statements, invoicing of clients, ledger maintenance. May complete journal vouchers as required
Secretary	Means an employee who is engaged to do secretarial duties for an organisation or work under the control of manager or director of the company
Barman (cash)	Means an employee employed in dispensing and serving drinks in a dispensary or private bar within an establishment of a safari camp or lodge and who is responsible for cash and liquor stocks under his control
Job Title Grade 6	Position Description
Senior Plumber	Means an employee engaged to do duties of ullaging and sampling the contents of septic tanks and water taps and also pipeline valves and pumps switches. He should be certified by the registrar of apprenticeship and skilled manpower as a skilled worker class 1 and hold a journeyman registration certificate
Senior welder	Means an employee who performs double run welding of brazing by electric arc oxy-acetylene, excluding work on pressure-vessels or work subject to X-ray or gamma-ray tests and excluding overhead welding and hold a journeyman registration certificate class 1
Senior workshop attendant	Means an employee charged with supervision of the operations of a workshop, controls teams of

	<p>journeymen and skilled workers and or operators in work out-come. Is also responsible for the total safety element of the workshop. May be responsible for the ordering and safe custody of spares</p>
Thatcher	<p>Means an employee who is engaged to do any related work of thatching at his employers premises or safari camp/lodge</p>
Builder - multi skilled	<p>Means an employee who has been certified or registered by the apprenticeship branch of the relevant Ministry as a skilled worker and who is able to carries out any building or construction work</p>
Senior Game Scout – class 1	<p>Means an employee engaged in the scouting work to make sure that poachers are barred from entering a safari controlled area and must be able to handle firearms and accountable to a warden or wildlife manager and must have not less than five years experience as a game scout class 1</p>
Skilled Handy Man	<p>Means an employee who carries out repairs or renovations of a minor nature to the property of his employer and who is required to embark upon or carry out any single task in a trade designated or deemed to have been designated</p>
Senior Tracker – class 1	<p>Means an employee employed as senior tracker class 1 for a period of more than five years under the direct supervision of a wildlife manager who is able to track wild animals in a safari area. The tracker class 1 must be able to understand the behaviour and habits of wildlife and able to do map reading</p>
Cook – class 2	<p>Means an employee who has completed five years in the Kitchen and who prepares and makes pastries, sweets, Ices, pudding and similar articles related to pastries</p>
Waiter – class 1	<p>Means an employee who has completed five years in the waitering service who is in charge of a dining room or a veranda and supervises not less than six waiters</p>
Driver (Class 1 licence)	<p>Means an employee possessing a motor- vehicle driver’s licence class 1 and who is employed in transporting customers, staff or merchandise.</p>

Senior Skinner	Means an employee who performs all duties of a skinner and is also able to skin animals accurately, and should have served as a skinner class 1 for not less than five years
Job Title Grade 7 Heavy Machinery operator	Position Description Means an employee engaged in the operation of any machine used in the dry cleaning, laundry and washing of linen and /or grinding machine and must have been certified or registered by the apprenticeship branch of the relevant Ministry as a Skilled Worker class 2
Builder Foreman	Means a journeyman or a Skilled Worker class 1 specifically charged by his employer with the overall supervision responsible for, in addition to activities carried out in connection with building, the supervision of not less than five builders within an establishment
Workshop foreman	Means an employee who supervises the total operations of a workshop. Controls team of journeyman and Skilled workers and or operators in work out-come. Is also responsible for the total safety element of the workshop. May be responsible for the ordering and safe custody of spares
Welding Foreman	Means an employee who supervises the total operations of a workshop. Controls team of journeyman and Skilled workers and or operators in work out-come. Is also responsible for the total safety element of the workshop. May be responsible for the ordering and safe custody of raw materials and welding rolls and machinery spares
Senior Block man	Means an employee who cuts and sell meat or is actively responsible for the manufacturing of small goods and is responsible for the supervision of other employees
Scout Sergeant	Means an employee responsible for the duties of scouts and must have undertaken a recognised course in radio communications and firearm
Cook – class 1	Means an employee fully experienced in all departments of the kitchen who orders food and draws up all forms of menu and who is responsible for the control of the kitchen and

	supervision of the kitchen and its staff
Senior Waiter	Means an employee who is in charge of a dining room, or lounge or veranda and not less than eight waiters and who may be responsible for table setting, functions, cleanness, and stock taking of equipments in his department and who may receive payment and give change
Foreman	Means an employee responsible for the supervision the general staff and providing as effective service to the department within the establishment
Job Title Grade 8	Position Description
Chef	Means an employee fully experienced in all departments of the kitchen, who orders food and draw up all forms of menu, and and who is responsible for the control and supervision of the kitchen and its staff and should have worked in an establishment with a grading of two stars or more.
Camp Supervisor	Means an employee who is responsible for supervising the general staff and all work carried out at a safari camp and who is directly responsible to the Camp Manager
Senior foreman	Means an employee who supervises the total operations of the general staff. Controls team of journeyman and Skilled workers and or operators in work out-come. Is also responsible for the total safety element of the work performed by the entire general staff. May be responsible for the ordering and safe custody of company equipment/tools.
Senior Scout Sergeant	Means an employee responsible for the duties of Scout sergeant and must have undertaken a recognised course in radio communication and firearm and also controls team of scouts and is as able train scouts firearms and drill
Apprentice Guide/Hunter	Means an employee who is undertaking an (no licence) apprenticeship course, who is not yet registered or certified by the registrar of apprenticeship branch and skilled manpower planning and development Act[chapter 28:02] and is able guide tourists in a safari area for a hunting expedition
Apprentice Cameraman	Means an employee who is undertaking an apprenticeship course, who is not yet registered

or certified by the registrar of apprenticeship branch and skilled manpower planning and development Act[chapter 28:02] and is able to take photographs of wild animals in a safari area with tourists doing sport photographic and who is sufficiently competent to operate unsupervised

Job Title Grade 9	Description of occupation
Artisan (Skilled)	Means an employee who has been certified by the Registrar of Apprenticeship and Skilled Manpower as a skilled worker class 1, 2, 3 or 4 in a designated or recognised trade in terms of the Manpower Planning and Development Act [Chapter 28:02] or is the holder of a journeyman registration certificate issued by the National Industrial Council and shall be paid as per the parent industry
Bookkeeper	Means an employee who is wholly or substantially engaged in recording any aspect of the financial transactions in the books of accounts of the employer up to and including trial balance stage. Must be a holder of at least a Diploma in accounts and financial management
Apprentice Guide/Hunter	Means an employee serving under a written with learners licence contract of apprenticeship entered in accordance with the Manpower Planning and Development Act and must be undergoing training to obtain a recognised diploma by the institute of tourism and professional hunters licence

Classification of Grades relating to employees under Sector II (Conservancies, safari operators and natural resources preservation)

Job Title	Position Description
Grade 1	
General hand/worker/labourer Gardener	An employee who is engaged in any duties of general cleaning or labouring duties
Fence guard	Means an employee charged with ensuring the patrolling of fence making sure that unauthorised persons are barred from entering the fenced property and making sure that all

damages
caused by animals are reported to Management

House cleaner Means an employee engaged to carry out house cleaning duties that includes the preparations of bedrooms and all floors and may be required to do general laundry and hand ironing

Camp attendant/cleaner Means an employee engaged in carrying out cleaning duties at a safari camp that includes labouring duties

Trainee Skinner Means a newly employed person who helps hunters and is learning how to skin animals that are hunted and works under the supervision of qualified skimmers employed by a safari operator

Trainee bedroom/laundry hand Means an employee who carries out any of the following duties; cleaning bedrooms, making beds, giving general bedrooms service to customers and any duties related thereto and must be under the supervision of a senior bedroom hand

Porter Means an employee engaged in cleaning and duties related thereto and also help the kitchen staff and also and may also be required to carrying luggage for customers

Game capture attendant – class 3 Means an employee engaged in capturing wild animals for the purpose of translocation

Job Title Position Description

Grade 2

Junior scout (trainee) Means an employee engaged in the scouting work to make sure that poachers are barred from entering a safari controlled area and is in the process of learning how to handle firearms and is accountable to a senior scout responsible for the supervision of the work of other scouts

Fence guard (senior) Means an employee charged with ensuring the patrolling of fence, making sure that unauthorised persons are barred from entering the fenced property and making sure that all damages caused

by animals are reported to Management. He must have served as a fence guard for not less than three years or hold a certificate of a security guard trained by a recognised security institution

Welder assistant	Means an employee who is engaged to assist qualified welders within the workshop of an establishment
Workshop assistant	Means an employee engaged to carry out minor workshop tasks under the supervision of a workshop foreman
Butchery assistant	Means an employee who cuts and sells meat or is actively responsible for assisting the butchery man or blockman butchery
Plumbing assistant	Means an employee engaged in assisting with ullaging and sampling the contents of excepting tanks and water taps and also pipeline valves and pumps switches
Maintenance assistant	Means an employee engaged to assist service line or or journeymen with minor repairs and services as required in the maintenance department
Trainee assistant (general	Means an employee engaged to carry out general labouring duties as delegated by his employer hat includes cleaning and duties related thereto
Pump/engine attendant	An employee mostly employed by a safari operator who is engaged in the business of hunting operations or game farming and wildlife management to make sure that all water holes have sufficient water for animals and can report any water pump leakages and must have knowledge mechanical works
Skinning shed assistant	Means an employee engaged to assist senior skinning shed assistant at any establishment that operate as hunting operators within a private owned land under the supervision of senior skimmers
Builders' assistant	Means an employee employed to assist qualified builders and engaged not as a contractor but on contract of employment that is governed by this agreement and must have a journeyman Certificate class 3

Bedroom/Laundry hand - class 2	Means an employee who carries out any of the following duties: cleaning bedrooms, making beds, giving general bedrooms service to customers, washing linen and ironing of such linen
Skinner – class 4	Means an employee who performs all duties of a skinner and is also able to skin animals accurately, and should have served as a skinner learner for not less than one year.
Junior tracker (trainee)	Means an employee training as a tracker for a period of two years under the direct supervision of a senior tracker who is able to track wild animals in a safari. The junior tracker (trainee) must be able to understand the behaviour and habits of wildlife.
Trainee waiter	Means an employee training as a waiter for a period of one year under the direct supervision of a water senior
Trainee cook	Means an employee who is employed in the kitchen of a safari camp or lodge for a period of two years training as a commis cook and who is under the immediate supervision of a senior chef.
Watchman/guard	Means an employee employed to safeguard the property and to scrutinise the movements of staff coming on or leaving duty and customers coming into or leaving the premises whose duties shall be directly related to the protection of premises or designated areas that are prohibited
Game capture attendant – class 2	Means an employee engaged in capturing wild animals for the purpose of translocation and must have worked as a game capture attendant class 3 for not less than two years
Messenger	Means an employee engaged wholly or substantially in the following duties: delivery and/ or conveying letters, parcels, goods or messages on foot or by means of a bicycle or similarly propelled vehicle and includes the making of tea
Office orderly	Means an employee specifically engaged in the cleaning of offices, conveying or delivery of letters, parcels or messages within departments and includes the making of teas or similar

	beverages for office staff
Bar hand (no cash)	Means an employee employed in washing glasses, cleaning bars and public rooms and who may be employed upon general labouring duties
Junior tractor driver	Means an employee with less than one year of driving a tractor whose duties includes the maintenance of the grounds of the establishment and the conveyance of rubbles
Kitchen assistant	Means an employee who is employed on one or more of The following duties; cleaning the kitchen and preparing raw vegetables or fish, plucking poultry or game, colleting, cleaning, washing or sorting plates, crockery or glass, conveying, loading or unloading foodstuffs and ancillary equipments to a vehicle and duties related thereto
Job Title	Position Description
Grade 3	
Game Scout – class 2	Means an employee engaged in the scouting work to make sure that poachers are barred from entering a safari controlled area and must be able to handle firearms and accountable to a senior game scout and must have not less than two years experience as a junior scout
Tracker – class 2	Means an employee employed as a tracker for a period of two years under the direct supervision of a senior tracker who is able to track wild animals in a safari area. The tracker class 2 must be able to understand the behaviour and habit of wildlife and able to do map reading
Senior Welder assistant	Means an employee who performs single run welding brazing by electric arc oxy-acetylene, excluding work on pressure vessels or work subject to X-ray or gamma- ray tests, and excluding overhead welding but works under immediate supervision of a qualified welder
Senior Workshop assistant	Means an employee who performs, in addition to the tasks performed by a workshop assistant, any of the following; checking pressure, removing and replacing wheels, rims, tyres and tubes and

	repairing punctures and any other related duties thereto
Senior Butchery assistant	Means an employee who carries out the duties of a butchery man and is placed in charge of a butchery
Senior Plumbing assistant	Means an employee who has been certified by the registrar of apprenticeship as a journeyman class 2 and is able to do all plumbing duties with a minimum supervision
Senior Maintenance assistant	Means an employee who is able to do all minor repairs or any of the tasks performed by a handyman under supervision
Senior Assistant (general)	Means an employee engaged in looking after gardens, grounds and similar places and can also carry out repairs or renovations of a minor nature to the property of his employer
Senior Skinning shed assistant	Means an employee engaged to assist senior skinners at any establishment that operate as hunting operators within a private owned land under the supervision of senior skinners
Senior Builders assistant	Means an employee employed to assist qualified builders and engaged not as a contractor but with a contract of employment that is governed by this agreement and must have a journeyman certificate class 2
Skinner – class 3	Means an employee who performs all duties of a skinner and is also able to skin animals accurately, and should have served as a skinner class 4 for not less than two years.
Senior Bedroom/Laundry hand	Means an employee employed on general household duties and the supervision of not less than five or more than eight bedroom hands/laundry hand.
Game capture attendant – class 1	Means an employee engaged in capturing wild animals for the purpose of translocation and must have worked as a game capture attendant class 2 for not less than five years

Junior Waiter	Means an employee who has been employed as a commis waiter for not less than one year and who is employed in serving food and/or drinks to guests, preparation, laying and cleaning of tables and on duties related thereto
Job Title	Position Description
Grade 4	
Light vehicle driver	Means a person employed to drive motor vehicles with a net mass of less than 2 300 kilograms and whose duties may include the transporting of staff or recovery of light vehicles by means of towing and the use of a two rope, chain or rigid bar
Tractor driver	Means an employee employed in driving a tractor for the purpose of maintenance of the grounds of the establishment and the conveyance of goods
Plumber	Means an employee engaged to do duties of ullaging and sampling the contents of excepting tanks and water taps and also pipeline valves and pump switches He should be certified by the registrar of apprenticeship and skilled manpower as a skilled worker class 2 and hold a journeyman registration certificate
Welder	Means an employee who performs double run welding of brazing by electric arc oxy-acetylene, excluding work on pressure-vessels or work subject to X-ray or gamma-ray tests and excluding overhead welding and hold a journeyman registration certificate
Builder/Brick layer	Means an employee employed as a builder / brick and engaged not as a contractor but on contract of employment that is governed by this agreement and must have a journeyman registration certificate issued by a National Industrial Council
Game scout – class 1	Means an employee engaged in the scouting work to make sure that poachers are barred from entering a safari controlled area and must be able to handle firearms and accountable to a senior game scout and must have not less than five years experience as a game scout class
Driver	Means an employee engaged to operate a motor vehicle to transport customers, staff or merchandise and should posses a drivers licence class 2

Labour gang leader	Means an employee who is responsible for the general workers or gardeners and who supervises not less than five labourers/gardeners
Skinner – class 2	Means an employee who performs all duties of a skinner and is also able to skin animals accurately, and should have served as a skinner class 3 for not less than five years
Assistant Handyman	Means an employee who assists a senior handyman to carry out repairs or renovation of a minor nature to the property of his employer and who is not required to embark upon or carry out any single task in a trade designated or deemed to have been designated in terms of the Apprenticeship training and Skilled Manpower Act [Chapter 266]
Tracker – class 1	Means an employee employed as a tracker for a period of five years under the direct supervision of a senior tracker who is able to track wild animals in a safari area. The tracker class 1 must be able to understand the behaviour and habits of wildlife and able to do map reading
Waiter – class 3	Means an employee who has worked in all the various grades of waiters, and who can relieve a waiter senior
Junior Cook	Means an employee who, other than a kitchen porter or a stillroom hand, is wholly or mainly engaged in any operation in the preparation or cooking of food for clients and who has worked as a commis cook for at least two years
Job Title Grade 5	Position Description
Skinner – class 1	Means an employee who performs all duties of a skinner and is also able to skin animals accurately, and should have served as a skinner class 2 for not less than five years
Shop attendant	Means an employee who sells only such goods as are permitted to be sold under an aerated shop dealer's licence issued under the Shop Licence Act whose duties involves receiving money and the giving of change and/or issuing of sale documents, duties may include the display of goods and the keeping and controlling of stock and has less than three years continuous service in such occupation

Heavy duty driver (Class 2 licence)	Means an employee engaged to drive motor vehicles with a net mass in excess of 2 300 kilograms, and responsible of the recovery of disabled, light and heavy commercial vehicles and also passengers vehicles by means of towing and the use of a tow- rope, chain or grid bar.
Senior game scout - class 2	Means an employee engaged in the scouting work to make sure that poachers are barred from entering a safari controlled area and must be able to handle firearms and accountable to a senior game scout and must have not less than five years experience as a game scout class 3
Junior foremen	Means an employee who is specifically under training as a foremen responsible for the duties of the other staff within an establishment
Stores keeper	Means an employee who is in charge of stores and who is responsible for receiving, storing, packing or unpacking goods in a store or warehouse and for delivering goods from a stores or warehouse to departments for despatch
Block man	Means an employee who cuts and sells meat or is actively responsible for the manufacture of small goods and who works under the supervision of a Block man Supervisor
Handy Man	Means an employee who carries out repairs or Renovations of a minor nature to the property of His employer and who is not required to embark upon or carry out any single task in a trade designated or deemed to have been designated
Senior Tracker - class 2	Means an employee employed as a tracker for a period of more than five years under the direct supervision of a senior tracker who is able to track wild animals in a safari area. The tracker class 2 must be able to understand the behaviour and

	habits of wildlife and able to do map reading
Waiter – class 2	Means an employee who is in charge of a dining-room, or lounge, or veranda of a safari camp or safari lodge and not less than three or more than six waters
Cook – class 3	Means an employee who has worked as a junior cook for at least two years within an establishment
Accounts/operations clerk	Means an employee who carries out a number of accounting duties such as processing and payment of creditors invoices, reconciliation of statements, invoicing of clients, ledger maintenance. May complete journal vouchers as required
Secretary	Means an employee who is engaged to do secretarial duties for an organisation or work under the control of manager or director of the company
Barman (cash)	Means an employee employed in dispensing and serving drinks in a dispensary or private bar within an establishment of a safari camp or lodge and who is responsible for cash and liquor stocks under his control
Job Title	Position Description
Grade 6	
Senior Plumber	Means an employee engaged to do duties of ullaging and sampling the contents of septic tanks and water taps and also pipeline valves and pumps switches. He should be certified by the registrar of apprenticeship and skilled manpower as a skilled worker class 1 and hold a journeyman registration certificate
Senior welder	Means an employee who performs double run welding of brazing by electric arc oxy-acetylene, excluding work on pressure-vessels or work subject to X-ray or gamma-ray tests and excluding overhead welding and hold a journeyman registration certificate class 1
Senior workshop attendant	Means an employee charged with supervision of the operations of a workshop, controls teams of journeymen and skilled workers and or operators in work out-come. Is also responsible for the total safety element of the workshop. May be responsible for the ordering and safe custody of spares
Thatcher	Means an employee who is engaged to do any related work of

	thatching at his employers premises or safari camp/lodge
Builder - multi skilled	Means an employee who has been certified or registered by the apprenticeship branch of the relevant Ministry as a skilled worker and who is able to carries out any building or construction work
Senior Game Scout – class 1	Means an employee engaged in the scouting work to make sure that poachers are barred from entering a safari controlled area and must be able to handle firearms and accountable to a warden or wildlife manager and must have not less than five years experience as a game scout class 1
Skilled Handy Man	Means an employee who carries out repairs or renovations of a minor nature to the property of his employer and who is required to embark upon or carry out any single task in a trade designated or deemed to have been designated
Senior Tracker – class 1	Means an employee employed as senior tracker class 1 for a period of more than five years under the direct supervision of a wildlife manager who is able to track wild animals in a safari area. The tracker class 1 must be able to understand the behaviour and habits of wildlife and able to do map reading
Cook – class 2	Means an employee who has completed five years in the Kitchen and who prepares and makes pastries, sweets, Ices, pudding and similar articles related to pastries
Waiter – class 1	Means an employee who has completed five years in the waitering service who is in charge of a dining room or a veranda and supervises not less than six waiters
Driver (Class 1 licence)	Means an employee possessing a motor- vehicle driver’s licence class 1 and who is employed in transporting customers, staff or merchandise.
Senior Skinner	Means an employee who performs all duties of a skinner and is also able to skin animals accurately, and should have served as a skinner class 1 for not less than five years
Job Title	Position Description

Grade 7

Heavy Machinery operator	Means an employee engaged in the operation of any machine used in the dry cleaning, laundry and washing of linen and /or grinding machine and must have been certified or registered by the apprenticeship branch of the relevant Ministry as a Skilled Worker class 2
Builder Foreman	Means a journeyman or a Skilled Worker class 1 specifically charged by his employer with the overall supervision responsible for, in addition to activities carried out in connection with building, the supervision of not less than five builders within an establishment
Workshop foreman	Means an employee who supervises the total operations of a workshop. Controls team of journeyman and Skilled workers and or operators in work out-come. Is also responsible for the total safety element of the workshop. May be responsible for the ordering and safe custody of spares
Welding Foreman	Means an employee who supervises the total operations of a workshop. Controls team of journeyman and Skilled workers and or operators in work out-come. Is also responsible for the total safety element of the workshop. May be responsible for the ordering and safe custody of raw materials and welding rolls and machinery spares
Senior Block man	Means an employee who cuts and sell meat or is actively responsible for the manufacturing of small goods and is responsible for the supervision of other employees
Scout Sergeant	Means an employee responsible for the duties of scouts and must have undertaken a recognised course in radio communications and firearm
Cook – class 1	Means an employee fully experienced in all departments of the kitchen who orders food and draws up all forms of menu and who is responsible for the control of the kitchen and supervision of the kitchen and its staff
Senior Waiter	Means an employee who is in charge of a dining room, or lounge or veranda and not less than eight waiters and who

	may be responsible for table setting, functions, cleanness, and stock taking of equipments in his department and who may receive payment and give change
Foreman	Means an employee responsible for the supervision the general staff and providing as effective service to the department within the establishment
Job Title	Position Description
Grade 8	
Chef	Means an employee fully experienced in all departments of the kitchen, who orders food and draw up all forms of menu, and and who is responsible for the control and supervision of the kitchen and its staff and should have worked in an establishment with a grading of two stars or more.
Camp Supervisor	Means an employee who is responsible for supervising the general staff and all work carried out at a safari camp and who is directly responsible to the Camp Manager
Senior foreman	Means an employee who supervises the total operations of the general staff. Controls team of journeyman and Skilled workers and or operators in work out-come. Is also responsible for the total safety element of the work performed by the entire general staff. May be responsible for the ordering and safe custody of company equipment/tools.
Senior Scout Sergeant	Means an employee responsible for the duties of Scout sergeant and must have undertaken a recognised course in radio communication and firearm and also controls team of scouts and is as able train scouts firearms and drill
Apprentice Guide/Hunter	Means an employee who is undertaking an (no licence) apprenticeship course, who is not yet registered or certified by the registrar of apprenticeship branch and skilled manpower planning and development Act[chapter 28:02] and is able guide tourists in a safari area for a hunting expedition
Apprentice Cameraman	Means an employee who is undertaking an apprenticeship course, who is not yet registered

or certified by the registrar of apprenticeship branch and skilled manpower planning and development Act[chapter 28:02] and is able to take photographs of wild animals in a safari area with tourists doing sport photographic and who is sufficiently competent to operate unsupervised

Job Title	Description of occupation
Grade 9	
Artisan (Skilled)	Means an employee who has been certified by the Registrar of Apprenticeship and Skilled Manpower as a skilled worker class 1, 2, 3 or 4 in a designated or recognised trade in terms of the Manpower Planning and Development Act [Chapter 28:02] or is the holder of a journeyman registration certificate issued by the National Industrial Council and shall be paid as per the parent industry
Bookkeeper	Means an employee who is wholly or substantially engaged in recording any aspect of the financial transactions in the books of accounts of the employer up to and including trial balance stage. Must be a holder of at least a Diploma in accounts and financial management
Apprentice Guide/Hunter	Means an employee serving under a written with learners licence contract of apprenticeship entered in accordance with the Manpower Planning and Development Act and must be undergoing training to obtain a recognised diploma by the institute of tourism and professional hunters licence

33

**PART B
ZIMBABWE PARKS AND WILDLIFE MANAGEMENT(Wildlife
Conservation and Natural Resources Preservation)**

JOB TITLE	JOB DESCRIPTION
-----------	-----------------

B1.1

General Hand	Means an employee who is engaged in any general cleaning or labouring duties. Qualification - secondary education with less than one year of experience.
--------------	--

Lodge Attendant An employee engaged to carry out any of the following: cleaning the chalets/ rooms, making beds and giving general bedroom services to clients and any other related duties thereto

B1.2

Lodge Attendant An employee engaged to carry out any of the following: cleaning the chalets/ rooms, making beds and giving general bedroom services to clients and any other related duties thereto with one year experience.

B1.2

General Hand Means an employee who is engaged in any general cleaning or labouring duties. Qualification - secondary education with more than one year of experience.

Catering Assistant An employee who cleans the canteen, kitchen and assist cooks in food preparation.

Office Orderly An employee who maintains the cleanliness of the office and corridors as well carrying out messengers duties internally and externally.

Asset/Admin Clerk Ensures that the Authority asserts are maintained in a proper functional manner and well administered, proper and traceable registers of asserts are kept and updated as well as maintenance of surrounding yard.

B1.3

General Hand Means an employee who is engaged in any general cleaning or labouring duties. Qualification - secondary education with more than 2 years of experience.

Office Orderly An employee who maintains the cleanliness of office and corridors as well carrying out messengers duties internally and externally with more than 2yrs of experience.

Lodge Attendant An employee engaged to carry out any of the following: cleaning the chalets/ rooms, making beds and giving general bedroom services to clients and any other related duties thereto with more than 2yrs of experience.

B2.1

Ranger 111 An employee who monitors wild animals in a controlled game park and carries out law enforcement duties in the park. Entry point.

B2.2

Ranger 111 An employee who monitors wild animals in a controlled game park and carries out law enforcement in the park. With more than one year of experience.

B2.3

Driver Means an employee who provide driving and messenger duties and should possess class 4.

Ranger 111 An employee who monitors wild animals in a controlled game park and carries out law enforcement duties in the park. With more than two years of experience.

Ranger 11

Assistant Store man Means an employee who is engaged in a workshop environment and assist a store man senior.

B3.2

Ranger 11

Ranger 111 An employee who monitors wild animals in a controlled game park and carries out law enforcement duties in the park. With more than two years of experience.

Cook An employee charged with the preparation and cooking food for clients including staff meals. Should be able to make breakfast and snacks and also be able to draw up all forms of menus, responsible for the control of stocks that are issued to him or her.

Skinner To professionally skin and prepare trophies for clients

Tracker To track, spot and skin client's animals

B3.3

Ranger 11

Cook An employee charged with the preparation and cooking food for clients including staff meals. Should be able to make breakfast and snacks and also be able to draw up all forms of menus, responsible for the control of stocks that are issued to him or her.

Catering Assistant An employee who cleans the canteen, kitchen and assist cooks in food preparation.

Skinner	An employee who helps hunters to professionally skin and prepare trophies for clients
Head Skinner	An employee who is charged with supervising other junior skimmers and also helps hunters to professionally skin and prepare trophies for clients
Tracker	An employee who is able to track wild animals in a safari, must be able to understand the behaviour and habits of wildlife.

B3.1

Ranger 111	An employee who monitors wild animals in a controlled game park and carries out law enforcement duties in the park. With more than two years of experience.
Ranger 11	
Ranger 1	
General Hand	Means an employee who is engaged in any general cleaning or labouring duties.

B4.3

Ranger 1	
Cook	An employee charged with the preparation and cooking food for clients including staff meals. Should be able to make breakfast and snacks and also be able to draw up all forms of menus, responsible for the control of stocks that are issued to him or her.
Ranger 11	
Tracker	An employee who is able to track wild animals in a safari, must be able to understand the behaviour and habits of wildlife.
Skinner	An employee who helps hunters to professionally skin and prepare trophies for clients
Head Cook	Means an employee employed in a safari kitchen and who controls all sections, who prepares meals as directed including where appropriate the writing of requisitions for ingredients required.
Handyman (Carpenter)	Means an employee responsible for repairing all authority carpentry work and furniture at the station

Handyman (Mechanic) Means an employee who maintains and repairs machinery and vehicles. Will be responsible for ensuring functionality and reliability of machines, engines and mechanical systems.

B4.1

Ranger 11

Ranger 1

B5.2

Accounting Clerk Means an employee who is engaged in one or more of the following duties: carrying out a number of accounting duties, such as processing and payment of creditors invoice , reconciling of statements, invoicing of clients, ledger maintenance and or preparing and allocating clients bills and is under the supervision of an accountant.

Records Clerk Means an employee who performs data entry, verifies information, and handles routine requests for the organisation as well as the clients and related information. Provides routine advice and guidance to staff and members of the general public. Resolves routine customer service problems.

Receptionist Means an employee who welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries. Directs visitors by maintaining employee and department directories; giving instructions. Maintains security by following procedures; monitoring logbook; issuing visitor badges.

Assistant Investigations & Security Officer An employee engaged as a watchman whose duties are directly related to the protection of company property, conduct inquiries to discover who committed crimes and to gather evidence to prosecute and convict suspects

Administration Clerk Means an employee who performs routine administrative clerical work through the assistance of an administration officer. May have to call upon specialised knowledge in respect of legal statutory obligations and conducting correspondence related thereto.

Ranger 11

Accounting Clerk / Cashier Means an employee who performs routine administrative clerical work through the assistance of an administration officer. May have to call upon specialised knowledge in respect of legal statutory obligations and conducting

correspondence related thereto.

General Clerk Means an employee who performs a wide range of administrative tasks, such as filing paperwork, answering phones and copying documentation.

B5.3

Store man Manage stores in an efficient and effective manner for the benefit of the organisation.

Accounting Clerk An employee who carries out a number of accounting duties such as processing and payment of creditors invoices, reconciliation of statements, invoicing of clients, ledger maintenance and or preparing and allocating clients bills and is under the supervision of an accountant.

General Clerk Means an employee who performs a wide range of administrative tasks, such as filing paperwork, answering phones and copying documentation.

Assistant Investigations & Security Officer An employee engaged as a watchman whose duties are directly related to the protection of company property, conduct inquiries to discover who committed crimes and to gather evidence to prosecute and convict suspects

Data Capturer Means an employee engaged in the capturing of information by feeding or punching that information into a computer system.

Records Clerk Means an employee who performs data entry, verifies information, and handles routine requests for the organisation as well as the clients and related information. Provides routine advice and guidance to staff and members of the general public. Resolves routine customer service problems.

Receptionist Means an employee who welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries. Directs visitors by maintaining employee and department directories; giving instructions. Maintains security by following procedures; monitoring logbook; issuing visitor badges.

Handyman (Electrician) Responsible for installation of electrical fittings and repair of electrical appliances at the stations

Human Resources Clerk Means an employee who works under the direction of a human resources manager and is responsible for staff files, maintaining staff log book and can assist recording

	relevant details on salary pay slips, balances and reconciles pay roll, keeps pay roll.
Clerk (Finance & Admin)	The employee performs clerical and administrative functions such as customer service and recordkeeping, in addition to conducting financial transactions.
Administration Clerk	Means an employee who performs routine administrative clerical work through the assistance of an administration officer. May have to call upon specialised knowledge in respect of legal statutory obligations and conducting correspondence related thereto.
Handyman (Mechanic)	Means an employee who maintains and repairs machinery and vehicles. Will be responsible for ensuring functionality and reliability of machines, engines and mechanical systems.
Accounting Clerk (Cashier)	An employee who carries out a number of accounting duties such as processing and payment of creditors invoices, reconciliation of statements, invoicing of clients, ledger maintenance and or preparing and allocating clients bills and is under the supervision of an accountant.
Senior Clerk (Administration)	Means an employee who performs routine administrative clerical work and is in charge of overseeing junior administration clerks.
Artisan (Mechanic)	Means a person who has been certified or registered by the Apprenticeship Branch of the relevant Ministry as an artisan mechanic or skilled worker class 1 and shall be paid as per the parent industry.
Typist	Means an employee who carries out more than just typing and should expect to carry out other administrative duties too, including maintaining spreadsheets, databases and answering the phone.
Handyman (Painter)	
Ranger 11	
Handyman (Carpenter)	Responsible for repairing all authority carpentry work and furniture at the station
Handyman (Plumber)	Means an employee engaged to do duties of ullaging and sampling the contents of expecting tanks and water taps and also pipeline valves and pump switches.

B5.1

Ranger 11	
Ranger 111	An employee who monitors wild animals in a controlled game park and carries out law enforcement duties in the park. With more than two years of experience.
Ranger 1	
Accounting Clerk	An employee who carries out a number of accounting duties such as processing and payment of creditors invoices, reconciliation of statements, invoicing of clients, ledger maintenance and or preparing and allocating clients bills and is under the supervision of an accountant.
Handyman (Mechanic)	Means an employee who maintains and repairs machinery and vehicles. Will be responsible for ensuring functionality and reliability of machines, engines and mechanical systems.
General Clerk	Means an employee who performs a wide range of administrative tasks, such as filing paperwork, answering phones and copying documentation.
Handyman (Electrician)	Responsible for installation of electrical fittings and repair of electrical appliances at the stations
Clerk (Finance & Admin)	The employee performs clerical and administrative functions such as customer service and recordkeeping, in addition to conducting financial transactions.
C1.1	
Administration Clerk	Means an employee who performs routine administrative clerical work through the assistance of an administration officer. May have to call upon specialised knowledge in respect of legal statutory obligations and conducting correspondence related thereto.
Senior Human Resources Clerk	Means an employee who performs the difficult clerical functions in Human Resources department or provide lead supervision over the personnel functions of a line department.
Ranger 11	
Ranger 1	
Senior Ranger	Means an employee who performs the same duties that performed by a game monitor and coordinates his or her work with scouts. He or she must be familiar with wild

animals.

Reservationist Means an employee who handles all types of reservations, from room reservations to travel reservations for the clients, understand the rate strategy, be thorough in recording the booking and be quick to spot an opportunity to upsell

C1.2

Senior Ranger Means an employee who performs the same duties that performed by a game monitor and coordinates his or her work with scouts. He or she must be familiar with wild animals.

Senior Clerk (Administration) Means an employee who performs routine administrative clerical work and is in charge of overseeing junior administration clerks.

Reservationist Means an employee who handles all types of reservations, from room reservations to travel reservations for the clients, understand the rate strategy, be thorough in recording the booking and be quick to spot an opportunity to upsell

State Registered Nurse Means an employee who performs basic medical exams, assist doctors during medical procedures and monitor patients' progress. Also treat and prescribe medication for patients.

C1.3

Administration Clerk Means an employee who performs routine administrative clerical work through the assistance of an administration officer. May have to call upon specialised knowledge in respect of legal statutory obligations and conducting correspondence related thereto.

Senior Ranger Means an employee who performs the same duties that performed by a game monitor and coordinates his or her work with scouts. He or she must be familiar with wild animals.

Reservationist Means an employee who handles all types of reservations, from room reservations to travel reservations for the clients, understand the rate strategy, be thorough in recording the booking and be quick to spot an opportunity to upsell

Head Chef Means an employee who has the responsibility of controlling and directing the food preparation process and any other relative activities. Constructing menus with new

or existing culinary creations ensuring the variety and quality of the servings.

Senior Clerk
(Administration) Means an employee who performs routine administrative clerical work and is in charge of overseeing junior administration clerks.

Accounting Clerk
(Cashier) An employee who carries out a number of accounting duties such as processing and payment of creditors invoices, reconciliation of statements, invoicing of clients, ledger maintenance and or preparing and allocating clients bills and is under the supervision of an accountant.

Senior Human Resources
Clerk Means an employee who performs the difficult clerical functions in Human Resources department or provide lead supervision over the personnel functions of a line department.

Salaries Clerk Means an employee engaged in calculating wages and salaries and makes appropriate statutory deductions and records relevant details on salary pay slips, balances and reconciles pay rolls.

Senior Ranger- HQ Means an employee who performs the same duties that performed by a game monitor and coordinates his or her work with scouts. He or she must be familiar with wild animals.

Human Resources Clerk Means an employee who works under the direction of a human resources manager and is responsible for staff files, maintaining staff log book and can assist recording relevant details on salary pay slips, balances and reconciles pay roll, keeps pay roll.

Senior Tracker Means an employee under the direct supervision of a wildlife manager who is able to track animals in a safari area. He or she must understand the behaviour and habits of wildlife and able to do map reading.

Head Cook Means an employee employed in a safari kitchen and who controls all sections, who prepares meals as directed including where appropriate the writing of requisitions for ingredients required.

C2.3

Secretary to RM Means an employee who is engaged to do secretarial duties or work under the control of manager or director.

Senior Ranger- Radios Means an employee who performs the same duties that performed by a game monitor and coordinates his or her

work with scouts. He or she must be familiar with wild animals.

Artisan (Electrician)	Means an employee who has been certified or registered by the apprenticeship branch relevant Ministry as a skilled worker and who may carry out any of the relevant tasks laid out.
Driver	An employee possessing a light motor vehicle class 4 driver's licence and is only authorised to transport staff and or equipment or company products.
Secretary to Principal	Means an employee who is engaged to do secretarial duties or work under the control of manager or director.

C3.3

Investigations & Security Officer	An employee engaged as a watchman whose duties are directly related to the protection of company property, conduct inquiries to discover who committed crimes and to gather evidence to prosecute and convict suspects
Private Secretary to Director	Means an employee who is engaged to do secretarial duties or work under the director.
Records Supervisor	
Artisan (Mechanic)	Means a person who has been certified or registered by the Apprenticeship Branch of the relevant Ministry as an artisan mechanic or skilled worker class 1 and shall be paid as per the parent industry.
Artisan / Instructor	Means an employee who has been certified by the Registrar of Apprenticeship and Skilled Manpower as a skilled worker class 1, 2, 3 or 4 in a designated or recognised trade in terms of the Manpower Planning and Development Act [Chapter 28:02] or is the holder of a journeyman registration certificate issued by the National Industrial Council and shall be paid as per the parent industry
Extension & Interpretation Officer	
Artisan (Automobile Electrician)	
Senior Investigations & S Officer	
Assistant Investigations & Security Officer	

C4.1

Horticulturalist

Accounting Officer
,BB

Accounting Officer
(General)

C4.3

Wildlife Officer-
Provisions

Wildlife Office- Security

Wildlife Officer-
Conservation

Wildlife Officer-
Armoury & Operations

Accounting Officer

Tourist Officer

Forester

Senior Wildlife Officer-
Parks

C5.2

Ecologists

C5.3

Senior Wildlife Officer-
Parks

Senior Wildlife Officer-
Conservation

Senior Extension &
Interpretation Officer

Senior Investigations &
S Officer

Administration Officer

Internal Auditor

Wildlife Officer-
Armoury Operations

Senior Wildlife Officer-
Game Capture

Wildlife Officer-
Provisions

Librarian

Ecologists

State Registered Nurse

Tourism Services Officer
(Reservations)

Investigations &
Security Officer

Systems / Network
Administrator

Sister in Charge

Lecturer

Senior Wildlife Officer-
Fisheries

TFCA Programme
Officer

C5.1

Internal Auditor

Reservationist

Ecologists

Accounting Clerk

Ranger 1

PART C

National Museums and Monuments (

JOB TITLE	JOB DESCRIPTION
Grade 16	
Grounds man	Means an employee responsible for the general maintenance of outside premises of the sites and museums. The basic requirement for this job is secondary education with one year experience in site maintenance
General Assistant (General Hand)	Means an employee engaged for the general cleaning and maintenance of the premises within sites and museums. This includes areas like the heroes acre and head office. The person should have a basic secondary education and one year experience in cleaning and maintenance.
Grade 15	
Office Orderly	Means an employee engaged in general cleanliness of the office, collection and delivery of internal mail and provision of tea to staff. The basic requirement is secondary education with one year experience, he or must be able to use a photocopier and office phone. He or she must be able to read and write.
General Assistant	Means an employee engaged for the general cleaning and maintenance of the premises within sites and museums. The person should have a basic secondary education and one year experience in cleaning and maintenance and he or she must be able to read and write
Grade 14	
Gallery Attendant	Means an employee engaged in the cleaning and maintenance of galleries, exhibition rooms and inside the museums. The person should have at least 3 O level qualifications with more than 2 years experience in manning galleries.
Maintenance Assistant	Means an employee engaged to assist the maintenance officer in carrying out the general maintenance of works

for the units. The person must possess 5 “O “levels including technical subjects and certificate of competency in any one of the technical subjects such as building, plumbing, painting and carpentry. He or she must have at least 3 years relevant experience in a technical environment.

Security Guard

Means an employee engaged with the responsibility of securing property of the institution including site, monuments and museums either during the day or night. He or she can be positioned either at the entrance points or go around the sites, monuments and museums patrolling and preventing access to intruders. The person must possess O Level certificate and any relevant security training with one year experience in a security environment.

Stone Mason 3

Means an employee engaged in assisting the stone mason in checking, restoring, conserving and maintenance of stone walls and the surroundings. He or she is also involved in cleaning and maintenance the stone walls to preserve them in a near or original state. The person must have 5 O Levels including English and mathematics. Must possess a skilled worker class 4 in masonry or building and the person must be able to work under pressure. Must have 3 years relevant experience in the field

Grade 13

Driver (Class A)

Means an employee who is engaged to carryout driving and messenger roles in support of administrative duties. These include delivery of letter s and documents to various stakeholders , driving employees to and from designated places of duty, cleaning institutions vehicles , sourcing quotations for general servicing or liaison with the garage for servicing, checking and attending to basic requirements for vehicles. The basic qualifications are 5 O levels including English, class 4 driver’s license with 3 years continuous driving experience. He or she must be 25 years and above.

Driver (Class B)

Means an employee who is engaged to carryout driving and messenger roles in support of administrative duties. May also perform the duties of servicing the office of the

Executive Director and banking including delivery of letters and documents to various stakeholders, driving employees to and from designated places of duty, cleaning institutions vehicles, sourcing quotations for general servicing or liaison with the garage for servicing, checking and attending to basic requirements for vehicles. The basic qualifications are 5 O levels including English, class 4 driver's license and must have at least 5 years experience within the institution. He or she must be 30 years and above

Custodian

Means an employee who is in custody of the site to oversee the general upkeep of the site including provincial heroes acres. He or she is involved in cleaning and maintenance of the site and can attend to visitors. The basic requirements are 5 O levels, an in housing training in monuments conservation and 3 years experience in monuments conservation.

Grade 12

Housekeeper

Means an employee engaged in carrying out kitchen and bedroom duties such as cleaning lodges, making beds and giving the general room service assistance to clients. The basic qualifications should be 5 O Levels, a certificate in hospitality management with at least 2 years experience in a similar environment.

Tour Guide

Means an employee engaged to offer guided tours to visitors in museums, sites and monuments. He or she may be required to perform the duties of the Heritage education officer in his or her absence. The person may be required to make bookings for educational groups and collect revenue. The basic educational qualifications are at least 5 O levels including English and history and a certificate or diploma in education, heritage education, public relations or Tourism and hospitality with at least two years experience in the same field. The person must have strong communication and interpersonal skills.

Restaurant Waiter

Means an employee engaged in serving of food and drinks to visitors and also is involved in the preparation of

laying and cleaning of tables. The basic qualifications for this job are 5 O levels including English with at least 2 years experience in food and beverages.

Receptionist

Means an employee engaged to man the reception area, operate a switchboard, monitoring and registering of outgoing and incoming calls, receive and attend to visitor enquiries and any other administrative duties. He or she may be required to do stock distribution and compile purchasing orders. The basic requirements are 5 O levels including English, relevant secretarial or receptionist qualifications. He or she must be proficient in manning the switchboard with at least 3 years experience.

Stores person

Means an employee who is responsible for ordering, receiving, storing, packing and unpacking, dispatching and distribution of goods and deliveries in a store or warehouse and keeps records of received and delivered goods. The basic educational qualification is 5 O levels and a certificate in administration, purchasing and supply. He or she must have at least 2 years experience in similar environment.

Cashier

Means an employee engaged to work at cash collection points and receives cash payments on behalf of the institution and gives change to clients, keeps records and forward them to accounts clerk or book keeper. The basic educational qualification is at least 5 O level passes including maths or accounts, should be a holder of an A level certificate with at least 2 passes. He or she must have a relevant certificate in accounts or administration with 2 years of experience.

Stone Mason 2

Means an employee engaged in assisting the stone mason in checking, restoring, conserving and maintenance of stone walls and the surroundings. He or she is also involved in cleaning and maintenance the stone walls to preserve them in a near or original state. The person must have 5 O Levels including English and mathematics. Must possess a skilled worker class 4 in masonry or building and the person must be able to work under pressure. Must have 5 years relevant experience in the field

Accounts Clerk 1- Means an employee who is engaged to carryout accounting duties such as processing and payment of creditors invoice, invoicing of visitors, ledger maintenance, preparing and allocating visitor bills and is under the supervision of a book keeper. The basic qualification are a diploma in accounting, a certificate in accounting software such as pastel with at least 3 years experience in an accounting environment.

Grade 11

Accounts Clerk 2 Means an employee who is engaged to carryout accounting duties such as processing and payment of creditors invoice, invoicing of visitors, ledger maintenance, preparing and allocating visitor bills and is under the supervision of a book keeper. The basic qualification are a diploma in accounting, a certificate in accounting software such as pastel with at least 3 years experience in an accounting environment.

Unit Secretary Means an employee engaged to do secretarial duties for a region or work as a personal assistance to the regional director. The duties include taking minutes in unit meetings, typing all unit correspondence. May also receive and dispatch external mail and posses' good report writing skills. The basic qualifications are 5 O levels including English, a relevant diploma in secretarial studies or office administration. Must have 3 years experience in a similar environment

Maintenance Officer Means an employee who performs, in addition to the tasks performed by maintenance assistant in any of the following; plumbing, electrical, welding, carpentry. They also recommend major maintenance repairs in cases that are beyond their capacity. The basic qualifications are 5 O levels including English and Mathematics. He or she must have a skilled worker class 2 or 3 certificate in masonry, building, mechanical and any related trade. A clean class 4 driver's license is a must. Minimum 10 years experience, 3 of which must be with the institution

Assistant Librarian Means an employee engaged to assist the librarian in creating and maintaining a conducive environment for both internal and external researchers. Duties include

general cleanliness of the library, shelves and book racks, filling and marking all library materials. The basic qualifications for this job are 5 O Levels including English, a national certificate in library and information science. He or she must have at least 2 years experience in a library environment.

Assistant Heritage
Education Officer

Means an employee engaged to work with the Heritage education Officer to promote education and information within museums and monuments for school groups or tourist visitors. He or she engages media in facilitating education programmes in selected sites. The basic qualifications for this job are 5 O Levels including English and history. Tertiary qualification in education with at least 3 years teaching experience in either primary or secondary school with special interest in natural, social or human sciences

Curatorial Assistant 2

Means an employee engaged to assist the curators with general activities of collection, preservation and conservation of specimens or artefacts. He or she may assist with the general duties during excavations and research related activities. The basic qualification is 5 O levels including English and history, an education certificate in either human, natural or social sciences with 2 years experience in the relevant discipline.

Grade 10

Stone Mason 1

Means an employee engaged in checking, restoring, conserving and maintenance of stone walls and the surroundings. He or she is also involved in cleaning and maintenance the stone walls to preserve them in a near or original state. In addition he or she assist stone mason 2 and 3 in familiarising with stone wall works at the monuments. The person must have 5 O Levels including English and mathematics. Must possess a skilled worker class 2 in masonry or building and the person must be able to work under pressure. Must have 10 years relevant experience in the field

Site Administrator

Means an employee engaged to coordinate site activities and may liaise with local authorities on issues relating to the site. He or she interprets the heritage of the site to

school groups and visitors and is expected to produce periodic reports of site activities. The basic qualifications are 5 O Levels including English, a certificate in heritage management or marketing. He or she must have at least 2 years experience in a related field.

Records / HR Clerk Means an employee who is responsible for maintenance of staff files and assisting with all Human Resources clerical duties. He or she maintains file register for the entire institution, records and distributes all mail and dispatch all outgoing mail. The basic qualification for this job is 5 O Levels including numerical subject like Maths or Accounts. He or she should have a diploma in Human Resources or records management with 2 years experience in Human Resources or administration.

Curatorial Assistant 1 Means an employee engaged to assist the curators with general activities of collection, preservation and conservation of specimens or artefacts and excavations and research related activities. He or she is also required assist Curator in carrying out condition surveys and monitoring dry stone walls. He is required to maintain a comprehensive record of conservation programs. The basic qualification is 5 O levels including English and history, an education certificate in either human, natural or social sciences with 5 years experience in curatorial environment.

PART D

FORESTRY COMMISSION (

JOB TITLES	JOB DESCRIPTIONS
A1	
Gardener/ General Hand	An employee engaged to undertake gardening duties around an establishment e.g. trim hedges. Cut grass and maintain the general cleanliness of the premises.
A2	
Caretaker	Means an employee responsible for the general safekeeping and maintenance of assets at the lodge. It includes assets within the lodge as well as those within

the lodge premises. He is tasked to report maintenance requirements to the lodge administrator.

Handyman
Means an employee who is engaged to assist with any tasks assigned in the lodge e.g. cleaning, moving tables and furniture, carrying clients' luggage or any other duties that can be assigned from time to time such as serving clients with light drinks.

B1

Housekeeper
An employee engaged to carry out cleaning duties in the lodges/ rooms like making beds and any other related bedroom duties.

Skinners
Means an employee who skins hunted animals as well as prepare trophies for clients.

B2

Driver
Means an employee who provides driving duties and messenger duties as well as the general maintenance of the motor vehicle. He should possess class 4 drivers licence, defensive driving certificate and all other statutory requirements that may change from time to time.

Trekker
An employee trained to track wild animals and must be able to understand the behaviour and habits of wild animals.

Pump Attendant
Means an employee who is engaged to pay attention to water points at hunting and photographic camps and ensures that the water pumps are in good working order so as to provide game with sufficient water supplies.

Watchman / Night Policeman
An employee employed to safeguard the lodges at night and ensure the security of property and clients.

Security Guard
An employee employed to safeguard property and to scrutinise the staff coming and leaving duty and clients coming into or leaving the premises. He shall be directly

related to the protection of premises or designated areas that are protected and he is trained to operate fire arms.

Admin Clerk Employee responsible for all administrative and clerical work for the lodges or camps including receipting clients

Stores Man Means an employee in charge of stores of an establishment, responsible for receiving stock, making bin card entries dispatching stock upon requisition, checking stock levels and reporting to the administrator

B3

Waiter/ Waitress Means an employee employed within a hunting safaris or photographic camp or lodge to serve food and drinks to tourists and also involved in the preparation of, lying and cleaning of tables.

Messenger An employee whose duties involves delivering parcels or posting letters for an establishment and do general work like making tea for office staff. May also be tasked to do banking of deposits.

Camp Administrator Means an employee who receives stocks, makes bin card entries, checks stock order levels, does all clerical work at camp and reports to the camp manager

Barman An employee who is engaged to serve alcoholic and non alcoholic beverages to clients at lodges and does not handle cash

Lodge Administrator Means an employee who receipts revenue for the lodge, welcomes guests, coordinates activities at lodge, receives stocks, makes bin card entries, dispatches stocks, checks stock order levels and reports to the lodge manager.

B5

Cook Means an employee wholly engaged in the preparation or cooking of all meals for internal and external clients. Must be able to draw up all forms of menus, responsible for the control of food stocks that are issued to him and must have worked for 3 years as a junior cook. Must have a class 3 journeyman certificate.

Purchasing Clerk Means an employee who is tasked with all the clerical work in the buying office e.g. filling out internal purchase requisition forms, goods received vouchers and making petty cash requests for small purchases. Should have 5 o levels including English and maths and he reports to the buyer.

C1

Cashier Means an employee who is engaged to receive payment for goods and services and to make payouts of cash when required. Should possess any accounting certificate or diploma.

Accounting Assistant An employee who carries out a number of accounting duties such as processing and payment of creditors invoices , reconciliation of statements invoicing of clients, ledger maintenance . May complete journal vouchers as required.

C2

Booking Officer Means an employee responsible for booking clients at lodges and camps. Should possess 5 o levels including English language and has a certificate in tourism management.

C3

Buyer An employee whose duties are wholly or substantially to source, select and purchase in bulk of stock for resale or use the organisation.

Secretary To The Divisional Manager Employee engaged to do secretarial duties or work as personal assistant to the divisional manager.

Chef Means an employee fully experienced in all departments of the kitchen, who orders food and draws up all forms of menu and who is responsible for the control and supervision of the kitchen and its staff. Should have 5 O levels including Maths and English as well a diploma in hotel and catering.

8. COMPLIANCE IN RESPECT FOR THE OCCUPATIONS

- (1) An employee who, at the coming into force of this agreement, is in receipt of a higher rate of pay for his particular occupation than the rate prescribed by the Council shall not suffer any reduction in his rate of pay.
- (2) On promotion to a higher grade, an employee shall be paid not less than the wage which he last received prior to his promotion and not less than the prescribed wage for the new grade.
- (3) An employee who is required to perform work in a lower grade than that in which he is normally employed shall be paid the wage applicable to the grade of work, which he normally performs.
- (4) An employee who is required to perform work in a higher grade than that in which he is normally employed shall be paid the wage applicable to such higher grade on and after one day working in the higher grade for the period during which he is so employed to do such work, on a pro rata basis.
- (5) No employer shall reduce an employee's wage for any time not worked if the employee was able and willing and was present at his place of work but the employer was unable and/or unwilling to furnish him with work.
- (6) Part – time workers shall be paid not less than the hourly equivalent of the grade in which they are placed and calculated as provided in the wage schedule.
- (7) No employee shall work for wages or any other consideration while absent or on paid sick leave.

9. OVERTIME RATES OF PAY

- (1) An employer shall not require or allow an employee to work overtime except -:
 - (a) On emergency work; or
 - (c) When the exigencies of the employer so require.
- (2) No overtime shall accrue in a single day or work to those employed in hunting camps, safari camps, on safari operations, on game capture duties or on anti-poaching duties.
- (3) Hours of work will be 8 hours per day or 208 hours per month for sector 1 and 8.5 per day or 221 hours per month for sector 11.
- (4) Notwithstanding section 9(2), any hours worked over and above the prescribed hours per month in terms of section 9(3) regardless of the sector shall be treated as over time and shall be paid in terms of this agreement.
- (5) At the discretion of the employee, the employer shall pay overtime rates at one and half times the employee's current hourly wage during normal working days or substitute the proportionate time off.

- (6) At the discretion of the employee, the employer shall either pay overtime rates at double the employee's current hourly wage for overtime on a day off or public holiday or substitute the proportionate time off.
- (7) Any claims for overtime will only be considered if the total hours worked in a month exceed the relative hours pertaining to the specific sectors in terms of section 9(3). An employee may only work a maximum of 14 hours per day except in terms of Sub clause 2 of section 9 where exemption from overtime is provided for.

10. CONVERSION OF RATES

For the purpose of converting monthly wages to their daily, fortnightly, weekly and hourly equivalents, the following computations shall apply:

- a) To obtain the daily rate, the monthly rate shall be divided by 26.
- b) To obtain the fortnightly rate, the monthly rate should be divided by two and one sixth;
- c) To obtain the weekly rate, the monthly rate should be divided by four and one third;
- d) To obtain the Hourly Rate for Sector I, the daily rate should be divided by eight. To obtain the Hourly Rate for Sector II the daily rate should be divided by eight and a half

Provided that –

Calculation for payment in lieu of vacation leave shall be calculated at 2.5 days for every completed month of service.

11. DEDUCTION FROM WAGES

No deductions or set – off of any description other than NEC dues and pension funds shall be deducted or allowed from any wage due to an employee, except –

- (a) Where an employee is absent from work on days other than those falling within periods of paid vacation leave; special leave or sick leave, a deduction proportionate to the period of absence calculated on the basis of the wage which such employee was receiving in respect of his ordinary hours of work at the time thereof;
- (b) With the written consent of the employee, contributions to insurance funds or subscriptions to a registered trade union;
- (c) Such deductions as are prescribed, or as may be prescribed in any other agreement of the council, or, which he is compelled by law or legal process to make on behalf of an employee;
- (d) With the written consent of the employee, deductions to recover the repayment of a loan made or goods or additional services or goods supplied by the employer to the employee:

Provided that –

- (i) Any deductions made in terms of this paragraph shall not exceed in the aggregate, twenty five per centum of the employee's gross remuneration;
- (ii) Such goods supplied have not been supplied at the direction or dictation of the employer.

12. PAYMENT OF WAGES

Every employer shall keep records for all employees for whom wages are prescribed in this agreement, which shall reflect the following -

- (a)
 - (i) Pension fund number; and
 - (ii) full names; and
 - (iii) grade and occupation; and
 - (iv) date of engagement; and
 - (v) wage rate ; and
 - (vi) daily and total number of hours worked ; and
 - (vii) amount of overtime; and
 - (viii) bonus and allowances; and
 - (ix) deductions from wages and;
 - (x) gross and net wages; and
 - (xi) date of payment and signature of recipient;
 - (b) these records shall be kept at the establishment at all times and shall be made available for inspection by a Council Designated Agent at any time on demand.
 - (c) such records shall be kept for a period of not less than three years.
- (2) Every employer shall pay all remuneration, including wages, overtime, and any other allowances at least once every month and by not later than the fifth day of the following month. Provided that the employer may pay wages –
- (a) Weekly in case of weekly paid employees and by not later than Saturday; and
 - (b) Fortnightly in case of fortnightly paid employees and not later than each alternate Saturday.
- (3) When an employee's services are terminated, payment of all remuneration due shall be made within a reasonable period of time but not later than the next normal pay date.
- (4) Wages and benefits payable to any employee or to his estate in terms of this section shall not form part of or be construed as a retrenchment package, which an employee is entitled to where his employment has been terminated as a result of retrenchment in terms of Section 12C of the Act.

- (5) All remuneration shall be paid in cash or, by mutual agreement of the employee and employer, by cheque or bank transfer and such shall be accompanied by a written statement comprising of the following.
- (a) the name and grade of the employee; and
 - (b) the wage rate; and
 - (c) the total number of hours or days worked; and
 - (d) the amount of overtime; and
 - (e) deductions for absence without leave, or other deductions which the employer is compelled by law or legal process to pay on behalf an employee
 - (f) bonus(if any) and allowances; and
 - (g) the net amount received by the employee.
 - (h) name of employer
 - (i) the amount of remuneration and the period in respect of which it is being paid

13. TRANSPORT, LIGHTS, FUEL, AND HOUSING ALLOWANCES

- 1.) Every employer who does not provide free transport or accommodation on or off the property, to his employee shall pay a transport allowance as per annexure B and C.
- a.) Where accommodation has been made available to an employee on site and at the choice of the employee, he does not choose to stay in such accommodation; the employer shall not be liable to pay any such transport or accommodation allowances.
 - b.) An employer who does not provide free accommodation to his employee shall pay an accommodation allowance as prescribed in annexure B and C.
- 2.) Where an employer provides accommodation and no lighting is supplied, the employer shall pay a monthly Light allowance as prescribed in annexure C
- 3.) Where no cooking fuel or other cooking facilities are provided, the employer shall pay a monthly Fuel Allowance as prescribed in annexure C.
- 4.) Only accommodation and transport allowances shall apply to those falling under Sector I (Leisure Sector).

14. VACATION LEAVE, TIME OFF, PUBLIC HOLIDAYS AND SPECIAL LEAVE.

- (1) Subject to the provisions of the Act, an employee shall accumulate vacation leave at the rate of 30 days for each year of continuous service.
- (2) For the purpose of payment in lieu of any period of leave due

- (a) On termination of employment any portion of a month worked shall be calculated on a pro-rata basis where the monthly wage is divided by twenty six
 - (b) Vacation leave shall be deemed to have accumulated at the rate of 2.5 days for each month of continuous service as from the date of employment.
- (3) An employer shall permit his employee to proceed on vacation leave within one month of his application being approved.
 - (4) An employee who has accumulated vacation leave may, with the consent of the employer, elect to be paid the cash value in lieu of any vacation leave, in place of proceeding on such leave.
 - (5) Any new employee shall, after the completion of one year's continuous service, be entitled to take vacation leave or receive payment in lieu of vacation leave.
 - (6) Vacation leave and sick leave shall not run concurrently. Any employee who becomes ill or is injured during a period of vacation leave may cancel his vacation leave and apply for sick leave in writing to the employer. The employer must in turn accept this by providing, in writing to the employee acknowledgment. The employee on cancelling his vacation leave must also provide legitimate and justified proof for such cancellation.
 - (7) Notwithstanding, the provisions of sub section (6) above are only applicable in the case of illness or injury which is not due to negligence of the employee concerned.

Special leave

- (8) Special leave on full pay not exceeding twelve days in a calendar year shall be granted by an employer to an employee -:
 - (a) who is required to be absent from duty on the instructions of a medical practitioner because of contact with an infectious disease;
 - (b) who is subpoenaed to attend any court in Zimbabwe as a witness;
 - (c) who is required to attend as a delegate or office-bearer at any meeting of a registered trade union representing employees within the undertaking or industry in which the employee is employed;
 - (d) who is detained for questioning by the police;
 - (e) on the death of a spouse, parent, child or legal dependant;
 - (f) on any justifiable compassionate ground.

Such employee shall, upon his return produce official documentary evidence on headed paper or date – stamped and signed by the issuing authority that such special circumstances did exist.

15. SICK LEAVE AND INCAPACITY

- (1) For the purpose of this sub clause “sickness or Incapacity” means the inability to work owing to any sickness or injury not caused by an employee’s own fault, neglect or misconduct”
- (2) If an employee, while at work, claims to be unfit for work owing to sickness or incapacity, the employer shall grant to the employee time as may be necessary to enable such employee to be examined by a registered medical practitioner. Upon being medically examined, an employee shall obtain a certificate confirming him being unfit for work, and shall produce such certificate to his employer upon his return to work.

Provided that

- (a) An employee, due to his own sickness or incapacity, is absent from work for a period exceeding three consecutive days, shall obtain and submit to his employer a medical certificate confirming his sickness or incapacity and the probable duration of his being unfit for duty;
- (b) It shall be a condition precedent to payment for days taken due to sickness or incapacity that the employee shall have reported such sickness or incapacity to his employer within two days of its occurrence.
 - (3) During any one year period of service of an employee, an employer shall, at the request of the employee supported by a certificate signed by a registered medical practitioner, grant up to ninety days’ sick leave on full pay.
 - (4) If, during any one year period of service of an employee, the employee has used up the maximum period of sick leave on full pay, an employer shall, at the request of the employee supported by a certificate signed by a registered medical practitioner, grant a further period of up to ninety days sick leave on half pay where, it is probable that the employee will be able to resume duty after such period of sick leave.
 - (5) If, during any one year period of service, the period or aggregate periods of sick leave exceed –
 - (a) ninety days sick leave on full pay ; or
 - (b) subject to sub section (5), one hundred and eighty days sick leave on full and half pay;
 The employer may terminate the employment of the employee concerned.
 - (6) The provisions of sub sections (5) and (6) shall not apply to any sickness or incapacity, which is covered by the provisions of the Workmen’s Compensation Act (Chapter 269).

16. **MATERNITY LEAVE**

Maternity Leave will be granted as per Section 18 of the Act

17. GRATUITY AND PENSION

- (1) Any employee working under the scope of the Tourism industry and contributing to a pension scheme, which is equally contributed towards by both the employer and employee shall not be entitled to any Gratuity.

18. UNIFORMS, PROTECTIVE CLOTHING, TOOLS AND EQUIPMENT

- (1) An employee may be required to launder any uniforms or attire issued to him.
- (2) It is the responsibility of the employee to safeguard any uniforms, tools or equipment issued to him by the employer and to ensure that, to the best of his ability, it is maintained and looked after, used or worn correctly.
- (3) Any clothing, tools or equipment supplied to an employee in terms of this clause shall remain the property of the Employer, and shall be returned to him on the resignation, retirement or discharge of such employee.

19. EXEMPTIONS

- (1) The Exemption Committee may grant exemption, in writing, from any of the provisions of this agreement to any employer or employee provided the application is supported with justification by the applicant and that there is adequate consultation with both parties.

20. DESIGNATED AGENTS

- (1) The council may appoint specified persons in terms of Section 63 of the Act to assist in giving effect to the terms of this agreement and it shall be the duty of any employer or employee in the tourism industry to permit such person to institute such inquiries and to examine such books or documents as may be necessary for ascertaining whether the provisions of the agreement are being complied with.

21. TRADE UNION REPRESENTATION ON THE COUNCIL

It shall be the duty of every employer, provided that he has been notified in good time, to give to those of his employees who are representatives and/or alternates of the Council every reasonable facility to attend to their duties in connection with the work of the Council and such representative and/or alternate shall not suffer any reduction in remuneration or allowances.

22. REPRESENTATION OF PARTIES IN COURTS

A party to a matter before the NEC Designated Agent or Labour Court may appear in person or be represented and appear by -

- (a) a member of a Trade Union or Employers Organisation which is accredited to the Council or
- (b) a paid official of such union or employers' organisation that represent his interest in the tourism industry
- (c) a registered legal practitioner

23. CLAIMS FOR TERMINAL BENEFITS

May only be claimed as per the Act.

24. RETRENCHMENT

As provided for in the Act.

25. ETHICS

- (1) All employers should adhere to a good code of ethics when operating within the Tourism industry.
- (2) No person should entice or attempt to lure another employer's employee without consultation with that employer first.

PART III

26. CLASSIFICATION OF UNDERTAKING

Registration Fees and Subscriptions payable to the Council will be based upon the following classifications:

- Class 1 Small undertaking - 0 to 10 employees
- Class 2 Medium undertaking - 11 to 20 employees
- Class 3 Large undertaking - over 21 employees

PART IV

DECLARATION BY EMPLOYER

27. REGISTRATION OF EMPLOYERS

- (1) Every employer in the Tourism shall within one month of coming into force of this agreement, notify the General Secretary of the following particulars and pay the prescribed registration fee.
 - (a) Full name and address of his establishment:-
 - (b) Nature of business
 - (c) The total number of his employees
 - (d) Number of establishments/undertakings
 - (e) Company's representative and contact details

- (f) In case of two or more persons carrying on a business or partnership, the full names and addresses of the partners and manager, the full partnership or trade name and the address at which the partnership business is carried on;
- (2) Every employer who enters the tourism industry after the coming into force of this agreement shall, within one month of becoming an employer in the tourism industry, tender a declaration to the General Secretary containing the following particulars, in the form prescribed and provide the information in sub-section (1).
- (3) (a) Any person making the declaration prescribed in sub-section (2) shall pay to the Council a registration fee of -:
- (i) 0 to 10 employees USD 50
 - (ii) 11 to 20 employees USD 80
 - (iii) 21 and above employees USD 150
- (b) The General Secretary shall cause the trading name of every employer who has complied with the requirements of this agreement to be entered into the Council's register of employers in the tourism industry;
- (4) In the event of a material change in any of the particulars required to be furnished in terms of sub-section (1), the employer shall within ten days of the date of such change, give notice thereof, in writing to the General Secretary.
- (5) An employer shall inform the General Secretary, in writing, within a calendar month of ceasing to be an employer in the tourism industry.

28. REGISTERS

The General Secretary shall maintain a register of all employers in the tourism industry and a record of the number of establishments and employees returned in terms of this agreement

PART V

EXPENSES OF THE COUNCIL

29. COUNCIL DUES

- (1) For the purposes of meeting the expenses of the Council every employer shall each month make a deduction of council dues equivalent to 1.25 percent from basic wages of each of his employees for whom wages are prescribed in this agreement. To the amount so deducted, the employer shall contribute an equivalent amount.

(2) On or before the fifteenth of each month in respect of the preceding month's contributions, every employer shall forward to the General Secretary all monies payable in accordance with the provision of sub-section (1), together with a statement in the form prescribed by the Council. Such statement shall be endorsed as a "Nil" return where an employer does not employ any employees from whose wage deductions are due.

Provided that if payment is made after the 25th of the following month in respect of the preceding month's contributions and deductions, interest shall be chargeable at a rate which shall be three points above the base lending rate on all outstanding amounts.

(3) Where an employer fails to forward to the Secretary all monies payable in terms of sub-sections (1) and (2), court action shall be taken to recover the money.

30 APPLICATION OF THE AGREEMENT

(1) Should any part of this agreement be declared ultra vires by any competent court of law, the remaining provisions of the agreement shall be deemed to be the agreement, and shall remain in force for the unexpired period of this agreement.

31. DECLARATION

The employers' organisations and the trade unions, having arrived at the agreement set forth herein, the undersigned hereby declare that the foregoing is the agreement arrived at and affix their signatures hereto

Signed at Harare this 27th day of September 2012

C. MUKWASI _____

**For and on behalf of the Employers Association for Tours and Safari
Operators of the Leisure Tourism Industry**

I. HARRIS _____

For and on behalf of the Boating Association of Zimbabwe

B. KOLOSA _____

**For and on behalf of the National Museums, Monuments, Travel, Tourism, Game
Parks and Wildlife Workers Union of Zimbabwe**

K. MHAZO _____

For and on behalf of the Zimbabwe Tourism and Allied Workers Union

G. PANGETI _____

Chairman of the Council

K. HOVE
General Secretary

ANNEXURE A

NATIONAL EMPLOYMENT COUNCIL FOR THE TOURISM INDUSTRY

EMPLOYMENT CODE OF CONDUCT

1. Purpose and aims of the code

1.1 This Code of conduct seeks to provide for—

- (a) The principles governing the conduct and settlement of disciplinary cases and grievances at the work place;
- (b) the investigation of disciplinary cases and grievances in a fair and unbiased manner
- (c) a framework of consultation and communication in labour related matters
- (d) rights and duties of management namely, the right and obligation to take disciplinary measures against employees who are in breach of the established rules of behaviour
- (e) rights and duties of the Workers Committee or Trade Union namely, to assist and represent the accused employee in the hearing and not to take over the functions of management

- (f) the setting out of offences and penalties within the industry
- (g) procedures for the better handling of grievances, disciplinary and dismissal measures in a uniform manner
- (h) the fundamental principle of being corrective instead of being punitive
- (i) the prompt settlement of cases at the work place
- (j) the promotion of the principles of natural justice, which refers to the right to be heard before a decision is made
- (k) the settlement of grievances at the lowest level
- (l) the promotion of good industrial relations at the work place

2. Application of the code

- 2.1. The code shall apply to all NEC level employees in the Industry whose grades are listed in the Collective Bargaining Agreement.
- 2.2 The code shall be binding on all parties and shall be implemented without exception when disciplinary action is taken.
- 2.3 The maximum penalties to be imposed for each offence are provided for in the code of conduct. However, the Disciplinary Authority/Committee Appeals Officer/Committee may apply a lesser penalty at their discretion if there are good reasons to do so.
- 2.4 Any warning letter given by a Disciplinary Authority or Committee shall be given to the employee in the presence of a worker's representative or witness. A copy of the letter will be retained in the employee's personal file for a period three years.
- 2.5 The grievance procedure may be used when an employee feels that there has been injustice, provided that the grievance is not used for any matters that may arise out of the disciplinary procedures. In such instance, the appeal procedure should be followed.
- 2.6 Records of all proceedings, statements and reports on alleged offences shall be recorded in the employee's file, which will be kept in a safe place for a period of three years.

3. Definition of general terms

In this Industry code:-

“Code” means the set of agreed procedures, principles and acts which are designed to regulate and promote good behaviour at the workplace;

“Council” means the National Employment Council for the Tourism Industry;

“Day” means a working day excluding Saturday, Sunday and a public holiday;

“Disciplinary Authority” means a person or authority or such disciplinary committee dealing with disciplinary matters in an establishment or workplace;

“Designated Officer” means a person given authority by the employer to handle disciplinary and grievance matters;

“Misconduct” means an act/omission specified in the annexure defining offences;

“Superior” means a person responsible for the supervision of staff of a section and includes such other superiors in the establishment or organization;

“Worker representative” means a person nominated by an employee concerned to attend disciplinary and/or grievance procedures who shall either be a Trade Union official, workers committee member, fellow employee or a legal practitioner;

“Workers Committee” means a committee elected in terms of the Act to represent the interests of employees at a workplace

4. Grievance Procedure

4.1 Stage 1: Immediate Superior. Any employee who has a complaint or a problem, which is job-related, shall in the first instance discuss it with his immediate superior, who shall consider the merits of the case and take necessary steps to redress the issue. The immediate superior shall make a written decision within two working days of receiving the complaint.

4.2 If the grievance cannot be solved by his immediate supervisor within two working days from the date of reporting, the issue shall be referred to the next stage within three days.

4.3 Stage 2: Head of Department. The aggrieved employee may refer the matter to his Head of Department or the superior who is immediately above his immediate superior, by completing the annexure form referred to as Annexure 5. The employee may request the Workers’ Committee representative to accompany him at a hearing convened to resolve the issue. The Head of Department or superior shall make a written decision within three working days of receiving the grievance form. If the employee is still dissatisfied, the aggrieved employee may refer the grievance in writing to Stage 3 within 2 working days from the date of receipt of the decision.

4.4 Stage 3 Works Council

If the decision of the Head of Department is unsatisfactory, the aggrieved employee shall refer the matter to the works council in writing within two working days of receiving the Head of Department’s decision. The works council shall make its ruling within five working days of receiving the appeal. If the grievance remains unresolved the employee shall refer the matter to the National Employment Council within two working days of receiving the works council decision.

4.5 Stage 4 National Employment Council

The National Employment Council's Designated Agent shall proceed with the matter in terms of the Act.

5. Disciplinary Procedure

5.1 Action to be taken when an offence is alleged.

When a breach of the code of conduct is alleged, a person authorized by the employer shall investigate the circumstances. The findings of the investigation will determine whether corrective action should be taken or not.

6. Investigations

6.1 When investigating a case, the appointed designated officer who may be a Human Resources Manager may request written statements from the complainant, the accused and the witnesses to be submitted to him within 24 hours of receipt of his notification of such.

6.2 When the investigation has been completed all relevant documents should be handed to the Disciplinary Authority. The authority will then decide whether or not to proceed with the hearing, and should inform the accused in writing.

7. Hearing Procedure (if required)

7.1 The employee shall be given at least 72 hours written notice prior to the commencement of the hearing.

7.2 The Chairman of the Disciplinary Committee /Disciplinary Authority should inform the accused of the charge against him and ensure that he fully understands the charge.

7.3 The accused is then asked to answer to the charge and is permitted to make any pertinent comment he may so wish, irrespective of the fact that he has already made a written statement.

7.4 At the hearing, the employee shall be entitled to attend along with a Workers Committee member, fellow employee, industry trade union representative or legal practitioner at his own cost.

7.5 Both the employer and the accused have a right to call witnesses and have them cross-examined.

7.6 If during the course of the hearing the Disciplinary Committee/Authority or accused finds it necessary to obtain further information, the case should be adjourned for a period not in excess of three working days.

7.7 Where an employee is found guilty, the Disciplinary Committee/Authority will take notice of—

- (a) Length of service
- (b) Any mitigating and aggravating circumstances.
- (c) Unexpired warnings will be taken into account when deciding the penalty.

7.8 The offender will be informed of the determination or penalty issued within five days of all submissions. Once the Disciplinary Committee/Authority has

arrived at a decision, he shall inform the offender by using a form referred to Annexure 4.

7.9 The Disciplinary Authority will advise the employee that he must lodge an appeal using the appeals structure in the code within 7 working days from date of receipt of the judgment appealed against.

7.10 All decisions made by officials in the appeals structure shall be communicated to the employee/employer in writing.

8. Penalties

8.1 Unrecorded warnings

The immediate superior shall hold verbal and informal discussions with the employee in the presence of a witness. A record of the verbal warning will be kept by the superior.

A verbal reprimand may be given for a first offence classified as Minor in the schedule of offences.

8.2 Recorded warnings

8.2.1 In increasing order of severity, there are three levels of recorded warnings—

(a) First Written Warning (valid for 6 months);

(b) Second Written Warning (valid for 9 months); and

(c) Final Written Warning (valid for 12 months).

8.3 First Written Warning

8.3.1 This may be given for a repetition of an offence for which an unrecorded warning has been given or it may be given for a first offence classified as Moderate in the schedule of offences.

8.3.2 The employee must be informed that the warning will remain in force for a period of six months using the form referred to as Annexure 4

8.3.3 First Written Warnings may be issued by the immediate Supervisor.

8.4 Second Written Warning

8.4.1 Given for a repetition of the same offence during a period when a first written warning is still valid or for offences warranting this warning for a first breach.

8.4.2 The employee must be informed that the warning will remain in force for a period of nine months using the form referred to as Annexure 4

8.4.3 A Second Written Warning may be issued by the Designated Officer.

8.5 Final Written Warning

8.5.1 Given for a repetition of the same offence for which a second written warning is still valid or for a first offence classified as severe in the schedule of offences.

8.5.2 A final warning is valid for a period of twelve months. The employee should be advised in writing of the period applicable and be reminded that a repetition of the offence within the prescribed period will render him/her liable for dismissal. The final written warning will be issued out using the form referred to as Annexure 4

8.5.3 The Disciplinary Authority or Committee may issue final warnings.

8.6 Dismissal

Dismissal may be effected for any of the following grounds:-

(a) The committing of an offence for which the penalty for a first breach is dismissal

(b) The committing the same offence for which a final written warning was issued and is still valid

9. Suspension

9.1 Where the employer represented by the designated officer has reasonable cause to believe that the employee is guilty of the offence classified as extreme in terms of the schedule of offence, the Designated Officer may with approval of the Managing Director/ General Manager, suspend the employee for not more than 7 working days with or without pay pending the outcome of the case and investigations should be completed within 14 working days.

9.2 The Designated Officer or any manager shall forthwith serve the employee with a letter of suspension with the reasons and grounds of suspension. The Head of Department for the accused employee shall ensure that the offender is removed from the work place pending the outcome of investigations.

9.3 Upon serving the employee with the suspension letter in terms of subsection (1), the employer shall, within 14 working days investigate the matter and if necessary, conduct a hearing into the alleged misconduct of the employee.

9.4 An employee will be suspended if his continued presence is likely to lead to a disturbance or it is necessary to avoid injury to other employees or loss or damage to the Company's property

9.5 If an employee is exonerated in the outcome, he will be paid for the shifts/days during which he was suspended without pay. If found guilty, he will be paid up to and including the last physical working day actually worked. In such a case, termination will be with effect from date of suspension.

9.6 All suspensions must be approved by the Managing Director/General Manager before the employee is removed from the work place.

10 The Role of the Workers Committee/Trade Union

10.1 An employee against whom formal disciplinary proceedings are held may be accompanied or represented by a Workers' Committee representative at his own cost. He may also be accompanied or represented by a fellow employee of own choice or a member of the industry trade union at his own cost.

10.2 The Workers' Committee/Trade Union has no right to insist on the employee being accompanied if he/she does not want to be represented by the Workers Committee/Trade Union in the disciplinary hearing.

11 Appeals

11.1 This appeals procedure shall apply to disciplinary matters.

11.2 Any party not happy with the disciplinary decision taken by the Disciplinary Authority/Committee or the grievance outcome shall have the right to appeal in writing against the decision within 7 working days from the date of receipt of the decision being appealed against using the form referred to as Annexure 7.

11.3 The stages of the appeal process are as follows:

11.3.1 The Appeals Authority shall consider the grounds of appeal submitted by the appellant. The Appeals Authority may decide the case without requiring the parties to attend.

11.3.2 The Appeals Authority shall dispose of the matter within 7 working days from the date of receipt of the appeal.

11.3.3 The Appeals Authority may vary, set aside or substitute the decision of the Disciplinary Authority or remit the matter back to the Disciplinary Authority for further investigations.

11.3.7 Any party not happy with the decision of the Appeals Authority may refer the matter to the Designated Agent within fourteen working days of the receipt of the Appeals Authority's decision.

12. Amendment of the Code

The code may be amended by full Council and all such amendments shall be subject to approval and registration by the Registrar of Labour before they take effect.

13. Discipline within small enterprises.

Where an employer does not employ sufficient employees to constitute a workers committee or disciplinary committee, he may appoint disciplinary officer to conduct hearings or apply disciplinary action, who is working in the same company.

ANNEXURE 1

DEFINITION OF OFFENCES

1. Unsatisfactory work performance/inefficiency/carelessness/laziness

Performing duties below the level of expertise which would normally be expected of the individual concerned. It includes failure to carry out work to the required standard without reasonable excuse. It also means failure to complete tasks set and the performance of a task or duty without exercising due care and attention.

When one is unable to do one's work with the level of skill and speed that the employee expressly or impliedly holds himself to possess

2. Absence without authority from workplace for ten or more minutes without reasonable excuse.

It is an offence to leave one's workplace for more than 10 minutes without authority or reasonable cause.

3. Improperly calling a meeting

Employees are not allowed to call for meetings during working hours without the prior approval of management.

4. Poor time-keeping

Reporting late for work or leaving work early and includes extending authorized, or, unauthorized breaks, during working hours, leaving one's job or work area without authority, clock watching, pretending to work.

5. Absenteeism

Absent from work without authority and reasonable excuse for 1-2 consecutive days.

6. Disobeying safety and/or hygienic standing rules including failure to put on provided personal protective equipment.

Refusal or failure to wear uniforms or protective clothing or failure to abide by safety and hygiene standing rules.

7. Disregard for standard rules or procedures of the company

Failure to comply with standard rules or procedures of the company implied in the contract of employment or registered internal company regulations.

8. Horse play

This offence involves engaging in rough behaviour or practical jokes whether or not such behaviour endangers the safety of others, or the smooth running of the work place.

9. The use of provocative and/or abusive language

This refers to the uttering of any words showing ridicule, hatred or contempt for any person or group of persons.

10. Absenteeism

Failure to report for duty at the designated work station for a whole day/shift or without reasonable excuse for 3-4 consecutive days.

11. Sleeping on duty

When an employee whilst expected to be working, is found in a precarious position with his eyes closed, pretending to be awake and includes being in a state of partial or full unconsciousness or habitually dozes such that he/she fails to perform his/her duties.

12. Loss or damage or misuse of company property as a result of negligence or disregard to rules, regulations and procedures of the company

When an employee due to carelessness or negligence, loses company property or fails to account for it satisfactorily or uses company property for an unauthorized purpose. It also includes situations when an employee through lack of care causes/allows company property in his charge to become damaged.

13. Breach of confidentiality

Where an employee discloses information regarding the employer's manufacturing process or procedures, or any other information regarding the company's business.

14. Gambling or playing cards

Being involved in any game of chances while on duty whether for gain or hobby.

15. Lending and borrowing of money with interest

Where an employee/employees advance/s loan/s to other employee/s for profit through charging of interest.

16. Smoking in prohibited areas

This is when one smokes in public and/or prohibited areas. This includes smoking in motor vehicles, offices etc

17. Wilful disobedience to a lawful order/Insubordination

Act of refusal to take lawful instructions given by an employer or a person in authority. This includes failure to comply with Employment Regulations for the Industry failure to comply with established procedures.

18. Any act, conduct or omission inconsistent with the fulfilment of the express or implied conditions of his/her contract

When one acts against standing rules, contract of employment, which is expressed in writing or it is reasonably expected of the employee. This includes non – compliance with established procedures / standing instructions, contracts of employment, rules and regulations. It also includes occasions when one fails to handle grievances and complaints in the prescribed manner or fails to follow or abide by own constitution or principals.

19. Wilful and unlawful destruction of the employer’s property/misuse of company property for personal gain.

Any act whereby an employee through carelessness or negligence causes or allows company property, in his charge to become damaged. It includes any act whereby an employee misuses company property, restrooms, for purposes other than which they are intended, including the performance of a task, duty exercising due caution and attention resulting in loss of business resources due to damage of equipment or injury to personnel as well as repetition of tasks.

20. Theft/Fraud or being an accessory/or making an attempt to steal.

It is the intentional removal of employer’s or any other person’s property without permission and with the intention of permanently depriving that person of the property. For purposes of the code theft includes unauthorized borrowing and removal of any property from the employer’s premises without permission. It includes permitting, enabling, assisting or encouraging any person to steal the employer’s property or deliberately closes his eyes to the obvious.

21. Fraud

Fraud is the making of false representations (whether verbally, or in writing or by implication) to another person, with the effect of prejudicing or potentially prejudicing another person or the organisation. Fraud includes theft by conversion. It also includes the obtaining of concessions (such as leave, loans, pay advances etc) through false pretences and falsification of any documents or records relating to the employee’s employment. It includes taking of company/customer property with an intention to permanently deprive the owner of the use of that property in the circumstances where the taking is affected by a misrepresentation made with the intention of facilitating the taking of the property concerned. It includes

falsifying qualifications and/or submitting false certificates or records. It also includes falsely amending records.

22. Intoxication

To report for duty under the influence of alcohol or un-prescribed drugs or for the alcohol or un-prescribed drugs to be consumed while on duty.

23. Riotous behaviour

Engaging in, or inciting, in consent with two or more persons to indulge in disorderly behaviour or wilfully to damage company or clients' property.

24. Absence from duty for a period of five or more consecutive working days without reasonable excuse or authority.

This is when an employee takes time off without leave or/and without permission for a period of more five or more consecutive days in any one year of service.

25. Habitual and substantial neglect of duty

This refers to any repeated misconduct where a person has been previously reprimanded with a view to correct such unwanted behaviour.

This includes when an employee does not perform his/her job at all, or half performs it, or abandons it, or does not care whether the job is done and/ or engages in other unauthorised activities during working time.

26. Gross incompetence or inefficiency in the performance of work.

Inability to carry out or failure to do one's work with the skill one holds himself out to be possess and failure to do the work with the level of skill, accuracy and speed which the job requires.

27. Gross negligence

Failure by an employee to take reasonable care in the performance of his/her duties to avoid acts or omission he/she can reasonably foresee would likely cause loss danger or injury.

28. Serious negligent damage to Company Property.

Any act whereby an employee through carelessness or negligence causes or allows company property, including vehicles, in his/her charge to

become damaged. It includes any act whereby an employee misuses company property, vehicles or restrooms, for purposes other than which they are intended, including the performance of a task, duty or driving without exercising due caution and attention resulting in loss of business resources due to damage of equipment or injury to personnel as well as repetition of tasks.

29. Lack of skill which the employee expressly/impliedly held himself/herself out to possess

Falsifying one's skills, training, etc including failure to perform duties due to lack of skills or training which the employee said he/she possessed.

30. Assault

A verbal or physical act which causes another person to have reasonable fear of infliction of violence. It includes a physical attack, striking or touching another person in an angry, revengeful or insolent manner. It also includes displaying of a violent action against another, which may cause bodily harm. It includes intimidation.

31. Incitement of violence at workplace.

Where an employee urges another employee(s) or any other person to use force in any situation at the work place.

32. Fighting or attempting to injure or intimidate

This is an actual exchange of blows between two or more persons, usually following a challenge by one to the other or physical combat with another person who retaliates and may include use of weapon/s.

33. Unlawful Collective Job Action/ Incitement to go on an unlawful Collective Job Action

Any industrial action that has been taken without following the procedures laid out in the Act, calculated to persuade one party to accede to a demand related to employment. Such action includes a strike, go slow, and work to rule, sit in, withdrawal of labour, or lock out, where the matter has not gone through the legal and normal channels. It also includes any action by employee/s to persuade or encourage others to withdraw their labour or disrupt the normal operations of the company.

34. Sexual harassment

Amorous sexual advances or unwarranted conduct of a sexual nature or other conducts based on sex that affects the dignity of men and women at the work place. These include, but is not

restricted to unwelcome physical, verbal or non verbal conduct of a sexual nature, or sex based conduct i.e. conduct that degrades, ridicules, or insults or intimidates and is gender related, and offensive. Intrusive or unwelcome comments about appearance which are physically abusive of an employee because of his/her gender such as derogatory or degrading abuse or dress. Display of any sexually offensive literature or art is sexual harassment. It also includes forwarding of pornographic or sexually offensive material through email or other communication channels.

MINOR OFFENCES	1st OFFENCE	2nd OFFENCE	3RD OFFENCE	4TH OFFENCE
1. Unsatisfactory Work	Verbal Warning	1 st written warning Valid for 6 months	2 nd written warning Valid for 9 months	Final written warning Valid for 12 months
2. Absence without authority for one day	Verbal Warning	1 st written warning Valid for 6 months	2 nd written warning Valid for 9 months	Final written warning Valid for 12 months
3. Improperly calling a meeting	Verbal Warning	1 st written warning Valid for 6 months	2 nd written warning Valid for 9 months	Final written warning Valid for 12 months
4. Poor timekeeping	Verbal Warning	1 st written warning Valid for 6 months	2 nd written warning Valid for 9 months	Final written warning Valid for 12 months
5. Absenteeism	Verbal Warning	1 st written warning Valid for 6 months	2 nd written warning Valid for 9 months	Final written warning Valid for 12 months
MODERATE OFFENCES	1st OFFENCE	2nd OFFENCE	3RD OFFENCE	
6. Disobeying safety rules	1 st written warning Valid for 6 months	2 nd written warning Valid for 9 months	Final written warning Valid for 12 months	
7. Disregard for standard rules or procedures of the company	1 st written warning Valid for 6 months	2 nd written warning Valid for 9 months	Final written warning Valid for 12 months	
8. Horseplay	1 st written warning Valid for 6 months	2 nd written warning Valid for 9 months	Final written warning Valid for 12 months	
9. The use of provocative and/or abusive language	1 st written warning Valid for 6 months	2 nd written warning Valid for 9 months	Final written warning Valid for 12 months	
SEVERE	1st OFFENCE	2nd OFFENCE		
10. Absenteeism from work without the consent of the employer for 3-4 days without reasonable excuse	Final written warning Valid for 12 months	Dismissal		
11. Sleeping on duty	Final written warning Valid for 12 months	Dismissal		

SEVERE	1st OFFENCE	2ND OFFENCE		
12. Loss or damage or misuse to company property as a result of negligence or disregard of company rules and regulations	Final written warning Valid for 12 months	Dismissal		
13. Breach of confidentiality	Final written warning Valid for 12 months	Dismissal		
14. Gambling or playing cards	Final written warning valid for 12 months	Dismissal		
15. Lending of money with interest	Final written warning Valid for 12 months	Dismissal		
16. Smoking in prohibited areas	Final written warning Valid for 12 months	Dismissal		
EXTREME OFFENCES	1st OFFENCE			
17. Wilful disobedience to a lawful order given by the employer/Insubordination	Dismissal			
18. Any act, conduct or omission inconsistent with the fulfilment of the expressed or implied conditions of his/her contract of employment	Dismissal (Discretionary depending with the gravity of the offence)			
19. Wilful and unlawful destruction of the employer's property/misuse of company property for personal gain.	Dismissal			
20. Theft / Fraud or being an accessory/or making an attempt to steal.	Dismissal			
21. Intoxication	Dismissal			
22. Absence from work for a period of five or more consecutive working days without reasonable excuse or authority	Dismissal			
23. Riotous behaviour	Dismissal			
24. Absence from duty for a period of five or more consecutive working days without reasonable excuse or authority.	Dismissal			

25. Gross incompetence or inefficiency	Dismissal			
26. Gross incompetence or inefficiency in the performance of work.	Dismissal			
27. Gross negligence	Dismissal			
28. Serious negligent damage to Company Property.	Dismissal			
29. Lack of skill which the employee expressly/implied held himself /herself out to possess	Dismissal			
30. Assault	Dismissal			
31. Incitement to violence	Dismissal			
32. Fighting	Dismissal			
33. Illegal industrial action	Dismissal			
32. Sexual harassment	Dismissal			

Declaration:

The parties having arrived at the agreement set for herein, the undersigned officers of the council hereby declare that the foregoing is the agreement arrived at, and affix their signatures hereto

C. MUKWASI

For and on behalf of the Employers Association for Tours and Safari Operators of the Leisure Tourism Industry

I.HARRIS

For and on behalf of the Boating Association of Zimbabwe

B. KOLOSA

For and on behalf of the National Museums, Monuments, Travel, Tourism, Game Parks and Wildlife Workers Union of Zimbabwe

K. MHAZO

For and on behalf of the Zimbabwe Tourism and Allied Workers Union

P. PANGETI

Chairman of the Council

K. HOVE

General Secretary

ANNEXURE 3

NOTIFICATION TO ATTEND DISCIPLINARY HEARING FORM

Name of Employee _____

Company Number _____

Department _____ Division _____

Job Title _____

You are required to appear at a disciplinary hearing on:

Date _____ Time _____

Venue _____

The following charges are being laid down against you in terms of

Section _____ of the Industry Code of Conduct

Dates of alleged offence _____

Place where offence took place _____

If you wish to appoint a Workers Committee or Trade Union member as a representative or any other witness to attend the hearing, you should arrange for them to be present at the hearing.

Signed _____ Date _____

- *Disciplinary Officer
- *Disciplinary Committee/Chairman
- *Appeals Committee Chairman

Received _____ Date _____
Employee

*Delete in appropriate
cc: HOD of the accused
Human Resource Manager
Workers Committee

ANNEXURE 4

OUTCOME OF DISCIPLINARY HEARING FORM

First/Second/Final Written Warning/Dismissal

Name of Employee _____

Company Number _____

Department _____ **Division** _____

Job Title _____

In terms of the provisions of the disciplinary procedure, you are hereby advised that:

Signed _____
*Disciplinary Officer Date
*Chairman Disciplinary Committee

Warning received and understood _____
Employee Date

Witness: _____
Workers Representative Date

ANNEXURE 5

GRIEVANCE COMPLAINT FORM

**Employees should first raise any grievances with their immediate
Manager/Supervisor/Chargehand/Foreman. If the matter is not resolved,**

Complete this grievance form.

Employee's Name _____

Company Number _____

Department _____ **Division** _____

Job Title _____

State precisely what it is that you are unhappy about

Have you brought the matter to the attention of your immediate supervisor?

YES NO

**If you answered YES above, when did you make the matter known to you immediate
Supervisor etc.**

What do you suggest as the best way of addressing the matters

Signed _____
Employee Date

ANNEXURE 6

GRIEVANCE OUTCOME FORM

NB: A member of the Grievance Committee chairing the Grievance Hearing/or the Manager conducting the investigations should complete this form.

Name of Employee with grievance _____

Department _____ **Division** _____

Job Title _____

PLEASE GIVE DETAILS OF THE GRIEVANCE LODGED AS PER GRIEVANCE FORM

After having discussed the above grievance, Please answer the following questions:

Has the grievance been resolved? YES NO

If YES,

When was the grievance resolved? Date _____

How the grievance was resolved (Give full details)

Employee's Response

Do you agree with the above YES NO

Signed: _____

**Manager /*Supervisor/*Foreman
Chargehand/*Grievance Committee Chairman**

Witness _____
Workers Representative

_____ **Date**

ANNEXURE 7

NOTIFICATION OF APPEAL AGAINST DISCIPLINARY ACTION

Name of employee _____

Company Number _____

Department _____ Division _____

Job Title _____

In terms of the Industry Code of Conduct, I hereby lodge an appeal against the decision of the disciplinary hearing at:

Venue _____ Date _____

Nature of offence _____

Disciplinary Action Taken _____

REASONS FOR APPEAL

Employee's Signature _____ Date _____

Name of person receiving form in block letters _____

Signature _____ Date _____

ANNEXURE B

WAGE GRADES AND VALUES RELATING TO SECTOR I (LEISURE SECTOR)

The rates below are monthly wages and should be converted as stipulated in Section 10 where applicable.

Grade 1	US\$ 225
Grade 2	US\$ 235
Grade 3	US\$ 245
Grade 4	US\$ 255
Grade 5	US\$ 265
Grade 6	US\$ 275
Grade 7	US\$ 285
Grade 8	US\$ 295
Grade 9	US\$ 305
Grade 10	US\$ 325
Grade 11	US\$ 345
Grade 12	US\$ 365

Where accommodation is not provided directly or indirectly, the monthly allowance shall be \$45.

Transport Allowance shall be \$35 per month where transport has not been provided

ANNEXURE C

WAGE GRADES AND VALUES RELATING TO SECTOR II (CONSERVANCIES, SAFARI OPERATORS AND NATURAL RESOURCES PRESERVATION)

The rates below are monthly wages and should be converted as stipulated in Section 10 where applicable.

Grade 1	US\$ 70
Grade 2	US\$ 75
Grade 3	US\$ 84
Grade 4	US\$ 98
Grade 5	US\$ 117
Grade 6	US\$ 136
Grade 7	US\$ 165
Grade 8	US\$ 185
Grade 9	US\$ 215

A monthly Lights allowance shall be \$10 per month

A Cooking Fuel allowance shall be \$10 per month

Where accommodation is not provided directly or indirectly, the monthly allowance shall be \$45.

Transport Allowance shall be \$35 per month where transport has not been provided.