



# NEWSLETTER

NATIONAL EMPLOYMENT COUNCIL  
TOURISM AND HOSPITALITY INDUSTRY

DEC 2023

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# GENERAL SECRETARY'S KEY NOTE ADDRESS

I wish to first and foremost extend my sincere gratitude to all of the National Employment Council for the Tourism and Hospitality Industry's Stakeholders. We are better at what we do because of your support. We are delighted to issue the second edition of our Newsletter which is



aimed at increasing visibility and access to information for all employees and employers in our Industry. This Newsletter is a summary of the past year. Our primary focus is on the future, growth and expansion, increasing accessibility and serving all of the players in the Tourism and Hospitality Industry. This is evidenced by the opening of our two offices in Masvingo and Victoria Falls, the outreach programs that we have embarked on as spearheaded by our Designated Agents. NEC Tourism is an institution built on professionalism, accountability, integrity and transparency as its core values and it is a tremendous privilege to lead one such organization and to see the Council evolve into what it has become over the years since its establishment in 2012.

Lastly, I would like to thank the NEC's Board for how well they handle and represent the needs of the organization. The future of the Tourism Industry is in safe hands.





THE NATIONAL  
EMPLOYMENT COUNCIL FOR THE TOURISM AND  
HOSPITALITY  
INDUSTRY ZIMBABWE IS A BIPARTITE LABOUR BOARD  
ESTABLISHED IN 2012  
AND REGISTERED WITH THE REGISTRAR OF LABOUR. OUR  
MAIN MANDATE IS TO  
PROMOTE  
DEMOCRACY, PEACE AND  
HARMONY BETWEEN THE EMPLOYER AND  
EMPLOYEE IN THE TOURISM  
INDUSTRY IN ACCORDANCE WITH THE PROVISION  
OF THE LABOUR ACT (CHAPTER 28:01)



# UNDERSTANDING THE ROLES OF THE NEC

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## LABOUR INSPECTION

Carrying out assessments, investigations, researches and compliance visits to all employers and employees in the Tourism Industry in aspects of Labour Jurisprudence, industry education and statistics.

## WORKER EDUCATION

Training and facilitation of Workers Committee elections, capacity building and workshops, meetings and forums in employee rights and duties.

## DISPUTE RESOLUTION

To ensure minimization and resolution of labour disputes in our industry through inspections, hearings, conciliations, determinations, draft rulings and arbitrations.



# UNDERSTANDING THE ROLES OF THE NEC

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## COLLECTIVE BARGAINING

Assisting employees and employers through their Trade Unions and Employers Associations respectively, in the Tourism Industry to negotiate better employment terms and conditions in aspects of salaries, benefits, employment code etc.

## REGULATION ENFORCEMENT

Ensuring compliance with NEC Tourism and Hospitality Collective Bargaining Agreements, Labour Act, Employment Code of Conduct, Zimbabwe Constitution and other ancillary labour regulations so that unfair labour practices are eliminated.

## ADVOCACY

Engaging with various Zimbabwean socio-economic and political stakeholders for the betterment of the Tourism Industry as a whole and ensuring its sustenance through strategic partnerships and engagements.



# AWARDS



Congratulations to NEC Tourism and Hospitality's General Secretary Mr N. Nhema on bagging a Certificate of Recognition awarded by Centre of Leadership and Development (COLD) for being a direct and indirect influencer and pace-setter of transformational change and development in Zimbabwe; the profile of which is published on March 31, 2023 in the 2023 Transformational Change and Development Handbook. The NEC is honoured to have such a driven and ambitious leader whose achievements and hard work are always being recognized.



# AWARDS



**Congratulations to the General Secretary for bagging the Leadership in Human Resources Development Award (Platinum Award). He continues to fulfil our core mandate which is excellence in service delivery in the Tourism Industry.**



# TRAININGS

## TRAININGS FACILITATED BY THE NEC



## NEC TOURISM DESIGNATED AGENT TRAINING THE VICTORIA FALLS ANTI-POACHING UNIT STAFF

The NEC Designated Agent after training the Victoria Falls Anti-poaching Unit on the Industry Code of Conduct pursuant to Statutory Instrument 124 of 2013. The DA also facilitated Workers Committee elections followed by a thorough training on the duties of this committee.

# TRAININGS

## TRAININGS FACILITATED BY THE NEC

The DA facilitating a training to Shearwater Adventures Workers Committee representatives from all their operational units. The training involved the functions of the NEC, the disciplinary Code of Conduct, functions of the Workers and Works Council, dispute resolution among other topics.



Our mission as the National Employment Council for the Tourism Industry is to champion industry advocacy, promote fair labour standards and industrial harmony through sound and sustainable collective bargaining. One of our ways of ensuring the implementation of this is through worker education.





# TRAININGS

## TRAININGS FACILITATED BY THE NEC



We would like to congratulate those that have been elected into the Shearwater Central and Executive Workers Committee. Through the training that has been facilitated, the team will be objective in the discharge of their mandate of protecting the interests of employees. With the knowledge they obtained from the NEC representative, they now know Grievance Handling Procedures, Disputes of Interests and Disputes of Rights, The Role of Workers Committee members in achieving productivity and industrial harmony in the workplace.

# TRAININGS

## TRAININGS FACILITATED BY THE NEC

The DA engaging with the employees at Verneys Camp in Hwange.



## NEC Tourism DA conducting a worker education training at Robins Camp.





# TRAININGS

## TRAININGS FACILITATED BY THE NEC



NEC Tourism Designated Agent, facilitating an awareness training at Gonarezhou Conservancy Trust (Gonarezhou National Park). His core objective was to help employees and employers at Gonarezhou understand more about the role we play in the Tourism industry and the key services we offer.

# TRAININGS

## TRAININGS FACILITATED BY THE NEC



Our DA conducting a team building activity called “Traffic Jam” at Great Plains Tembo Camp. Team building activities are essential to ensure that employees arrive at a consensus so as to perform and achieve their goals.



The DA fulfilling our mandate through facilitating a Workers Committee training at Great Plains, Tembo Camp.



# VICTORIA FALLS OFFICE

NECTHI is thrilled to advise that we have opened an office in Victoria Falls. We are in Suite 13, Laxmi Building, 1 Clark Road.



# MASVINGO OFFICE



The photograph shows the entrance to the Masvingo office. The glass doors and windows are covered with informational posters. From left to right, the posters are: 'OUR MISSION' featuring an elephant, 'OUR VISION' featuring a rhinoceros, and 'CORE VALUES' featuring a cheetah. The right-hand double doors are white and feature the council's logo at the top, the text 'NATIONAL EMPLOYMENT COUNCIL FOR THE TOURISM & HOSPITALITY INDUSTRY', and two circular images of a cheetah and a giraffe. Below the photograph is a blue banner with the council's logo on the left and the text 'OPENING OF MASVINGO' in large white letters, with 'NECTHI OFFICE' in a grey box below it.

**OUR MISSION**  
To assist the tourism industry in growing, promote fair labor practices and industrial harmony through social and sustainable collective bargaining.

**OUR VISION**  
To be the leading National Employment Council in Stakeholder service delivery.

**CORE VALUES**  
• Professionalism  
• Accountability  
• Integrity  
• Transparency  
• Innovation

**NATIONAL EMPLOYMENT COUNCIL FOR THE TOURISM & HOSPITALITY INDUSTRY**

**OPENING OF MASVINGO**

**NECTHI OFFICE**

The National Employment Council for Tourism and Hospitality Industry is excited to announce the opening of Masvingo Office. The opening has been necessitated by the quest to increase accessibility and reach out to all our stakeholders.

The office is situated on the 2nd Floor, Trade Centre Building, 267 Hofmeyer, Masvingo.

We are confident that the addition of this office will improve service - delivery and interaction between Council and all the stakeholders. All the stakeholders in the province will be invited for the official opening.

We are always grateful for your support.

## FOR MORE INFORMATION

🏠 24 Tait Ave Harare    ✉ info@nectourismzw.org    ☎ +263 392262280

[www.nectourismzw.org](http://www.nectourismzw.org)



## FREQUENTLY ASKED QUESTIONS

### **1. WHAT IS A CBA?**

A CBA is a Collective Bargaining Agreement which according to the Labour Act is negotiated by registered Trade Unions and Employers Associations. Their role is to negotiate instant concerns of the employees in the Tourism Industry. The CBA makes provisions for rates of remuneration for different grades and types of occupations, benefits for employees as well as factors for adjusting rates of pay, dates, times and modes of payment. The CBA also includes deductions which an employer may make from employees wages including deductions which an employer is required to make by order of any competent court of law. All issues pertaining to overtime, piece work, periods of vacation and vacation pay are covered. Section 80 of the Labour Act makes it mandatory for employers and employees to abide by the provisions of the CBA. For all other provisions which are not covered in the CBA, employers and employees are advised to refer to the Labour Act (28:01).

### **2. WHERE ARE YOUR HARARE OFFICES LOCATED ?**

NEC Tourism and Hospitality offices are located at number 24 Tait Avenue, Hillside, Harare

### **3. WHERE ARE YOUR BULAWAYO OFFICES LOCATED?**

We are at Zimdef House, Between 8th and 9th Avenue Fort Street, 4th Floor Est Wing, Office 405.

# CONTACT US

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**HARARE OFFICE RECEPTION : 0242576392/3**

**BULAWAYO OFFICE RECEPTION : 0292882475**

**MASVINGO OFFICE RECEPTION : 0392262280**

**VIC FALLS OFFICE RECEPTION: 0832840362/3**

**CONNECT WITH US :**



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