



A Better Place for All

Main Street
Creighton, 3263
P.O Box 62
Creighton 3263
Phone: +27 39 833 1038
Fax: +27 39 833 1179
Email: mailbox@ndz.gov.za
www.ndz.gov.za

DR NKOSAZANA DLAMINI ZUMA LOCAL MUNICIPALITY

WORKING HOURS AND PUNCTUALITY POLICY

Date Approved:	28 May 2026
Effective Date:	2026-2027

1. PREAMBLE

All staff members shall work such hours and days in accordance with the operational needs and requirements of the Municipality. The Municipality also commits to ensuring that its staff members are able to balance their private and professional demands, enhance their quality of life and increase their job satisfaction.

2. PURPOSE

The purpose is to regulate and manage normal working hours as well as flexible work hours for staff members in order to balance working hours with personal commitments.

3. SCOPE OF APPLICATION

This policy applies to all permanent, fixed term contract staff members, EPWPs and Interns of the Municipality.

4. LEGISLATIVE AND POLICY FRAMEWORK

- Constitution of the Republic of South Africa Act, 1996 (Act No. 108 of 1996)
- Municipal Systems Act, 2000 (Act No. 32 of 2000)
- Municipal Structures Act, 1998 (Act No. 117 of 1998)
- Municipal Finance Management Act, 2003 (Act No. 56 of 2003)
- Labour Relations Act, 1995 (Act No. 66 of 1995)

- Basic Conditions of Employment Act, 1997 (Act No. 75 of 1997)

5. DEFINITIONS

All terminology used in this policy shall bear the same meaning as in the Regulations or applicable legislation.

6. PROBLEM STATEMENT

The non-punctuality of staff is associated/attached with monetary value and service delivery.

7. POLICY PROVISIONS

7.1 EPWPs Employees

The working hours for the EPWP employees are regulated by the provisions contained in their contracts of employment, as may be varied in writing from time to time.

7.2 Permanent Staff members

7.2.1 Normal Working Hours

- (a) Normal working hours are **from 08h00 to 16h30**, from Monday to Thursday, and **08:00 am to 16:00** Friday
- (b) Staff members are required to work a minimum of eight (8) hours, and up to a maximum of nine (9) hours, daily as per the nature of their appointment.
- (c) Staff members shall take a 30-minute lunch break daily, which does not accumulate.
- (d) The lunch hour break shall not be used instead of leaving work early or coming to work late.
- (e) To ensure sufficient office operations, lunch breaks shall be scheduled flexibly between 12:00 pm and 15h00pm, depending on the operational arrangements from department to department.
- (f) Time off for personal matters shall be worked in by all staff members and arrangements in this regard shall be agreed to by line managers and/or the Municipal Manager before time off for personal matters are taken.

7.2.2 Flexible Work Arrangements

- (a) The Municipality may, by mutual agreement, make arrangements with a staff member to work flexible hours, provided the nature of the staff member's work and the Municipality's operational requirements allow for it.
- (b) Staff members who need flexible work arrangements shall present their circumstances to their respective line managers and/or Municipal Manager in order to establish their needs eligibility, and approval.
- (c) Arrangement, agreement to, approval of, and continuation of flexible work arrangements shall be the sole and entire discretion of the Municipality and shall be in writing and consented to by the staff member, line manager, and/or the Municipal Manager, and placed on staff member's personnel file at the HRM Unit.
- (d) The minimum working hours for a normal working day shall apply throughout, and approval may be withdrawn should the staff member fail to comply with it.

7.2.3 Absence due to Sickness

Leave of absence shall apply to working from home in the same manner that it applies to working normally from the office.

7.2.4 Deliverables

Working from home does not allow direct, full-time supervision, and therefore the management of deliverables shall apply through the use of project schedules, key milestones, regular status reports, and team reviews in order to evaluate the staff member's performance.

7.2.5 Qualifying criteria

On receiving a request to work from home, the line manager shall assess the staff member's application against the following criteria:

- (a) work that does not require frequent input from other colleagues;
- (b) ability to cope with additional pressures or working at home where the demands of family life are hard to ignore;
- (c) self-motivation;

- (d) self-reliance and discipline to work towards deadlines;
- (e) initiative, flexibility, and time management skills;
- (f) ability to deal with reduced social contact and isolation;
- (g) a high degree of written rather than manual work; and
- (h) work is to be performed on an individual basis or with clearly defined areas of individual work which has clearly defined objectives and can be subject to performance measurement.

8 Equipment

The Municipality shall provide staff members working from home with the following tools and/or resources to enable them to execute their tasks effectively:

- (a) Laptop / Notebook / Tablet.
- (b) Mobile data device / card / router.
- (c) Technological device providing them legal remote access to the Municipality server.
- (d) Mobile phone (Cellular phone).
- (e) Software that enables virtual meetings, uploading of documents, and collaboration on documents.

9 Hours of work

- (a) When a staff member working from home reports at the permanent place of work, he/she shall do so by normal working hours.
- (b) Staff members working from home shall not be eligible for overtime pay.

10. Extraordinary circumstances

Remote working may be allowed when extraordinary circumstances in the Municipality, province, or the whole country prevail. Such circumstances shall be officially pronounced by the Council and shall include but not be limited to, the highest alert levels accompanying the declarations of the state of national or provincial disasters, cross-border detached duty, and so on.

11. Time clocking for all staff members

11.1. Official time of records

- (a) The electronic timekeeping system and or associated work records shall become the official basis for recording hours worked for all staff members of the Municipality.
- (b) The HRM Unit shall submit staff member information to the Payroll Unit when a staff member is newly appointed, or when a staff member has a change in employment status (e.g. exempt from clocking), has resigned, or has been terminated.
- (c) To ensure consistency of treatment of all staff members, the data recorded in the time, together with the hand-written time sheets, shall be considered as the "official" record of the workday.
- (d) All staff members shall cooperate to clock in at the beginning of the working day/shift and clock out at the end of the working day/shift.
- (e) The attendance register shall be maintained at workplaces where electronic clocking readers have not been installed or are not functional.

11.2. Staff member time of reports

- (a) The electronic timekeeping system or attendance register shall be used to record all hours/days worked and leave taken during the reporting period for all personnel.
- (b) The time and attendance reports shall reflect all regular as well as additional hours worked during the period, including leave, compensatory time, holidays, etc.
- (c) Meal intervals are not regarded as working time and shall therefore be excluded when calculating time worked.

11.3. Daily clocking-in / out requirements

- (a) All staff members shall "clock-in" in the morning and "clock-out" at the end of the workday, or end of overtime, at their place of work.
- (b) Under certain conditions, such as training at an off-site location, extra-curricular events, etc., the staff member shall report time worked to the line Manager and or immediate supervisor so

that their time worked can be manually entered in the departmental time register.

- (c) Working outside the stipulated working times, either intentionally or carelessly, shall not be allowed unless pre-authorized by management.
- (d) Staff members shall not be allowed to clock out before the end of the workday, or before stopping work and non-compliance will be dealt with accordingly in terms of disciplinary procedures.

11.4. Tampering with the clocking system

HRM Unit shall review incidents of tampering with the clocking system, and institute appropriate disciplinary or corrective measures. Incidents in this regard are, but not limited to:

- (a) Tampering, or attempting to tamper, with the clocking/time-keeping hardware or software
- (b) Clocking in for an absent or late staff member or colleague (also known as "buddy clocking").
- (c) Unauthorised changes to any staff member's clocking times.

11.5. Clocking/Signing problems

- (a) If a staff member is unable to clock in or out because of a time clock malfunction or the attendance register is not in place or full, it shall be the staff member's responsibility to immediately inform the HR unit/immediate supervisor in the responsible department.
- (b) The time keeping official in the responsible department shall then notify the HRM Unit of the clocking problems experienced or inadequate attendance register.
- (c) Staff members shall be required to report the clocking system's memory loss, and loss of fingerprint contact, to HRM Unit.

11.6. Monitoring

- (a) Heads of Department and supervisors shall monitor and verify the attendance records of all subordinates in their respective departments.

11.7. Absence

Staff members are considered absent from work when not available for the assigned work schedule and or without adhering to the Leave Management Policy.

11.8. Tardiness

- (a) A staff member shall be considered tardy when he/she fails to report to the assigned work area at the scheduled time. This includes returning from body breaks and lunch breaks.
- (b) Departments shall define punctuality standards for their operations and are responsible for communicating them to staff members.
- (c) Staff members who expect to be late shall notify their supervisors in line with department-specific work procedures.
- (d) Staff members shall not extend a normal working day to make up for being tardy without supervisors' approval.

12. Roles and responsibilities

12.1 The Municipal Manager or his / her delegated assignee(s) accept overall responsibility for the implementation and monitoring of the policy.

12.2. Heads of Department, or their assignees, shall:

- (a) Appoint timekeeping officials in their respective departments to process time sheets.
- (b) Authorise timekeeping officials in their respective departments to change/edit or review time sheets daily, where necessary.
- (c) Print out the time and attendance reports regularly check for any irregularities or suspicious patterns and investigate them on time where warranted.
- (d) Report any change of status of a staff member (e.g. absence without leave, absconding, death, etc.) to the HRM Unit.

13. POLICY MONITORING AND EVALUATION

13.1. This policy shall be implemented and effective once approved by the Council.

13.2. Non-compliance to the stipulations contained in this policy shall be regarded as a breach of the Council Policy.

13.3. Head of Corporate Services shall carry out the monitoring and evaluation of the policy's implementation.

14. POLICY APPROVAL

Approval of Policy by Council and Effective date: 01/07/26

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ACTING MUNICIPAL MANAGER

28 May 2026
DATE