

2023

2024



PSCBC

PUBLIC SERVICE CO-ORDINATING BARGAINING COUNCIL

ANNUAL REPORT





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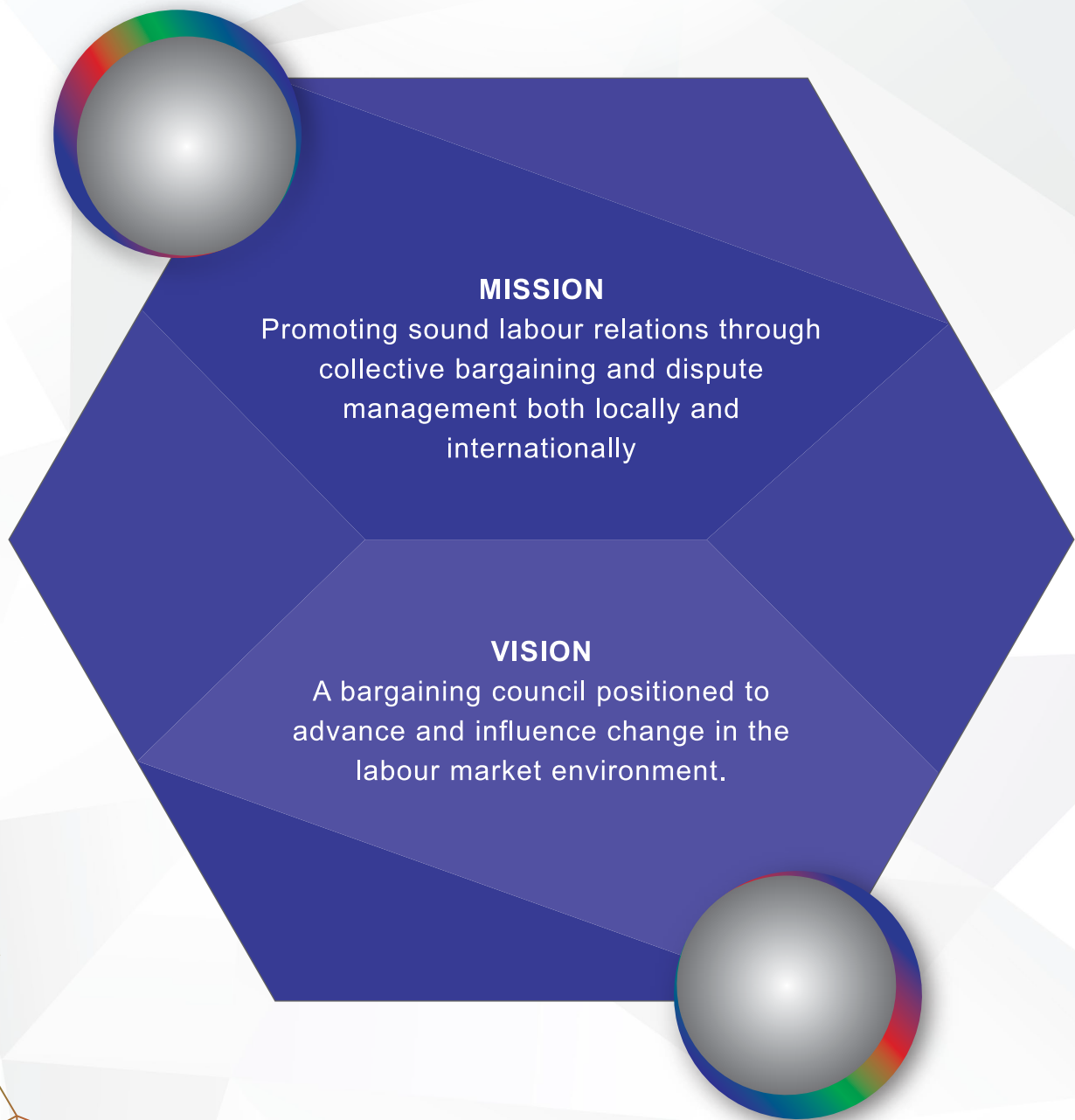
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SECTION A

General Information







Mr. Mompoti Galorale



Ms. Ingrid Dimo



Mr Aubrey Zungu

“We would also like to thank and to appreciate the Council stakeholders who continue to support and also collaborate with the PSCBC.”

CHAIRPERSONS REPORT

It is with great honour that we present the 27th Annual report of Council for 2023/2024 financial year. In this period we reflect on activities and efforts undertaken by council during the period under review in fulfilling its mandate.

During the period under review, Council has successfully concluded two agreements i.e. Resolution 3 of 2023 (Enforcement Procedure) and Resolution 1 of 2024 (Rules for the conduct of proceedings before the PSCBC). Implementation of the Public Service Summit Declaration will remain one of the major focuses of Council and we are happy to report that notable progress has been made in this regard. In implementing the Public Service Summit declaration Council once again continued to invest in empowering female negotiators, enhancing their negotiations skills.

The achievement of an unqualified report for the past decades alludes to a competent and tenacity of the PSCBC management and corporate governance structure in the face of trying economic forecasts.

In the next financial year Council will enter into a new round of salary negotiations also preparing for the for the New Strategic Cycle of Council as the current five year Strategic plan is coming to the end of the cycle. We also aspire to strengthen the relationships in the continent through the ILO and create opportunities for the PSCBC to contribute in breaking the boundries that exist within collective bargaining space as we guard against attack on collective bargaining. The PSCBC during the reporting period mourned the untimely loss of the Council ex-Vice Chairperson for Labour, EXCO member and SADTU's Chief negotiator Me Kgopana Christian (KC) Matome on 25 December 2023. Cde KC played an important strategic role in the governance and management of the PSCBC. Rest well our dear comrade. This annual report will further report on the achievements of PSCBC.

Acknowledgements

It is comforting to know that we have a capable and competent EXCO and Council supported by a dedicated General Secretary and his team. In this regard, we would like to extend our thanks to all the Council members, EXCO members, the General Secretary and his team who provide professional assistance, for tirelessly giving their time, skills and guidance to ensure that the Council runs smoothly in fulfilling its mandate and achieving its strategic objectives.

EXECUTIVE SUMMARY

It is my pleasure to present this Annual Report, highlighting the major activities that the PSCBC has embarked on during the 2023/2024 financial year, in accomplishing its mandate of promoting labour peace in the public service, as clearly stated in our mission statement, promotion of labour peace in the public service through Collective Bargaining and Dispute Management remains our top priority.

During this reporting period, through collective bargaining, Council facilitated and ensured the successful conclusion of the following collective agreements:

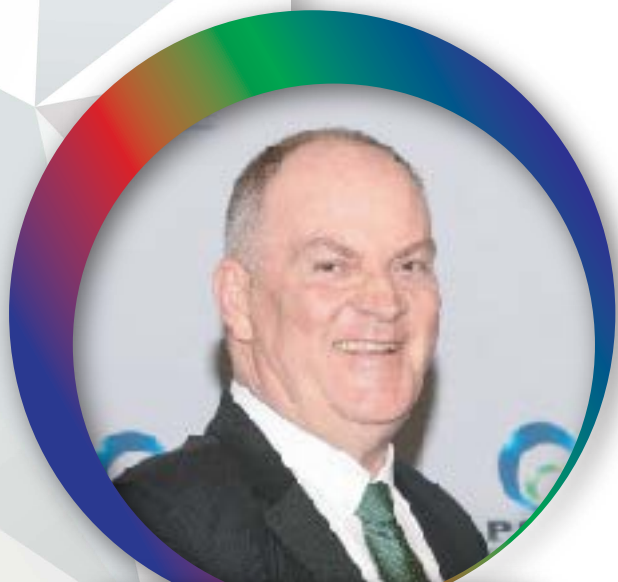
PSCBC Resolution 3 of 2023: Resolution on Enforcement of collective agreements in the public service. This Resolution was to monitor and enforce the collective agreements of Council in line with the provisions of section 33A of the Labour Relations Act 66 of 1995 as Amended and the constitution of Council. The Agreement enjoyed 55.23% majority status on 13 July 2023.

Council also concluded PSCBC Resolution 1 of 2024: Resolution on Rules for the conduct of proceedings before the PSCBC. The Resolution replaced PSCBC Resolution 4 of 2005 and established a new set of rules in the conduct of proceedings before the PSCBC. The Agreement enjoyed 76.73% majority status on 01 March 2024.

Council continued to implement the Public Service Summit Declaration, a National Task Team to see to the implementation was established, to speed up the implementation the task team went further to establish four workstreams (Collective Agreements, Professionalisation, 4IR and). The Workstreams finalised their work during the reporting period.

Consistent with the practice of Council, the PSCBC undertakes a debriefing session after every wage negotiation process to reflect on the previous process with a view to improve and strengthen the procedure and to develop an implementation plan for future wage negotiations. The 2023/2024 debriefing was held on 14-15 October 2024 at Rivera Hotel in Vereeniging.

Council honoured its constitutional obligation by convening a series of Executive Committee and Council meetings.



General Secretary
Mr Frikkie De Bruin

We also convened the Annual General Meeting (AGM) on 29 June 2023, during which the Annual Report for the previous financial year was presented and endorsed by parties to Council. Furthermore, the AGM pleasantly welcomed the appointment of the new vice-chairperson for Labour, Mr Aubrey Zungu who has since played a crucial role in propelling the interests of Council.

This also gives me an opportunity to extend our gratitude to Ms Matome, who unfortunately passed on last year in December for the meaningful role she played in maintaining sound governance during her tenure as PSCBC Vice-Chairperson (Labour), May Her Soul Rest in Peace. In the same spirit, I convey my gratitude to members of the Executive Committee, who served Council meticulously in the previous year.

A successful launch of a user-friendly e-referral platform which is accessible from the PSCBC website was launched.

In its role to enforce collective agreements and attain labour peace in the public service, the PSCBC dispute management unit recorded a 2% increase in the number of cases referred during the reporting period, in comparison to the previous reporting period.

In terms of financial performance, the Finance Committee (FINCOM) has provided effective oversight of financial activities of Council, thus ensuring that the financial position of Council is in a sound state. This was attested by our independent auditors, PriceWater House Coopers, which confirmed the accuracy of the PSCBC financial statements for this fiscal year.

The PSCBC has also in this reporting period made good progress in developments towards building a new office park for PSCBC, the Council advanced with the onerous town planning processes of rezoning and consolidation right approval with the City of Tshwane.

The Executive Committee was presented with stage two of the office park development, which is the architectural concept design, as well as the space planning needs of the proposed new office park development. We anticipate rapid progress on this project in the upcoming year.

A further commendable area is the investment towards capacity development for Council members through strategic trainings and workshops. In this reporting period, members of Council and some members of the secretariat attended and participated at the following events:

- Workshop on the POPI Act.
- SASLAW conference.
- Labour Law Conference
- Juta Conference
- GENES women negotiators empowerment program.

Investment in capacity development for members of the secretariat is crucial to enhance employee performance boost employee productivity and retain talent. It is a pleasure to report that a few staff members who were funded by the Council's bursary scheme have successfully completed their qualifications. Furthermore, we have maintained positive feedback from the Public Service Sector Education and Training Authority (PSETA) with an approved workplace skills plans (WSP) for 2023/4 and National Certificate in Public Administration (NCPA), funded by the PSETA.

In terms of Corporate Social Responsibility (CSR) Initiatives, Council identified critical areas and groups that needed intervention during these dreadful times. The details of the CSI activities are elaborated under the Communications section of this report.

This report also offers an opportunity to highlight the critical role that our Communications unit has played in ensuring the effectiveness of the PSCBC website, the use of social media, and the promotion of the Council's Brand. Also, elaboration on the various events/projects and engagements with strategic partnerships.

In closing this Executive Summary, I acknowledge the leadership of Council for demonstrating their commitment to fulfilling the Council's mandate. A huge thank-you as well to members of the Executive Committee, Council, stakeholders and staff, who have been an integral part of the milestones and success stories achieved by Council.



SECTION B

Our Organisation

OUR ORGANISATION

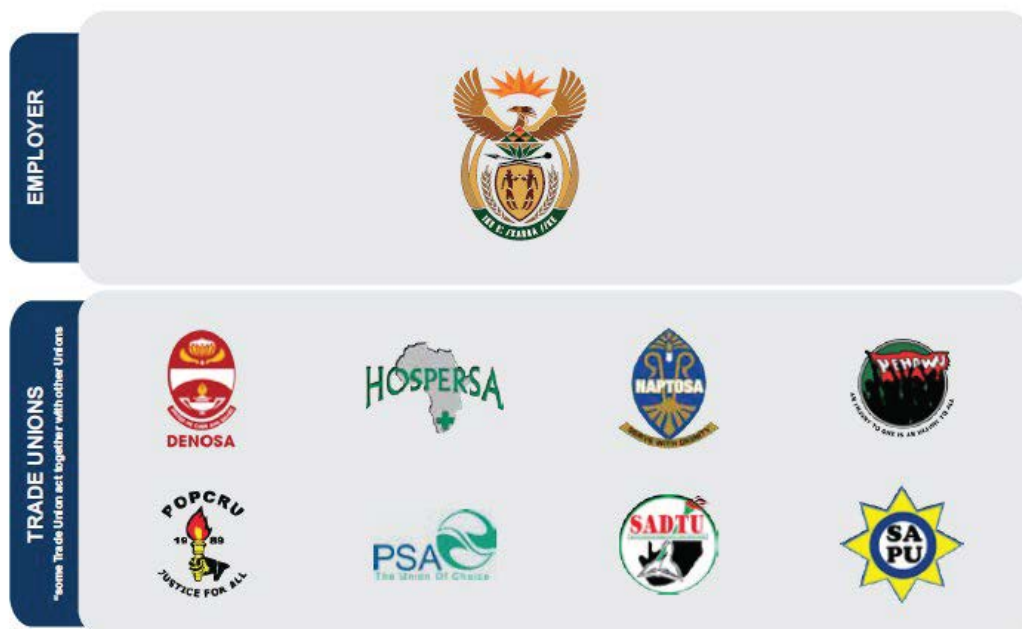
The PSCBC operates under the governance structures of Council and EXCO. These comprise equal representation of Employer and Labour. The operations of Council are executed through 6 units/departments:

- Collective Bargaining
- Dispute Management
- Resident Panellist
- Strategic Monitoring & Evaluation
- Corporate Services
- Communications & Media

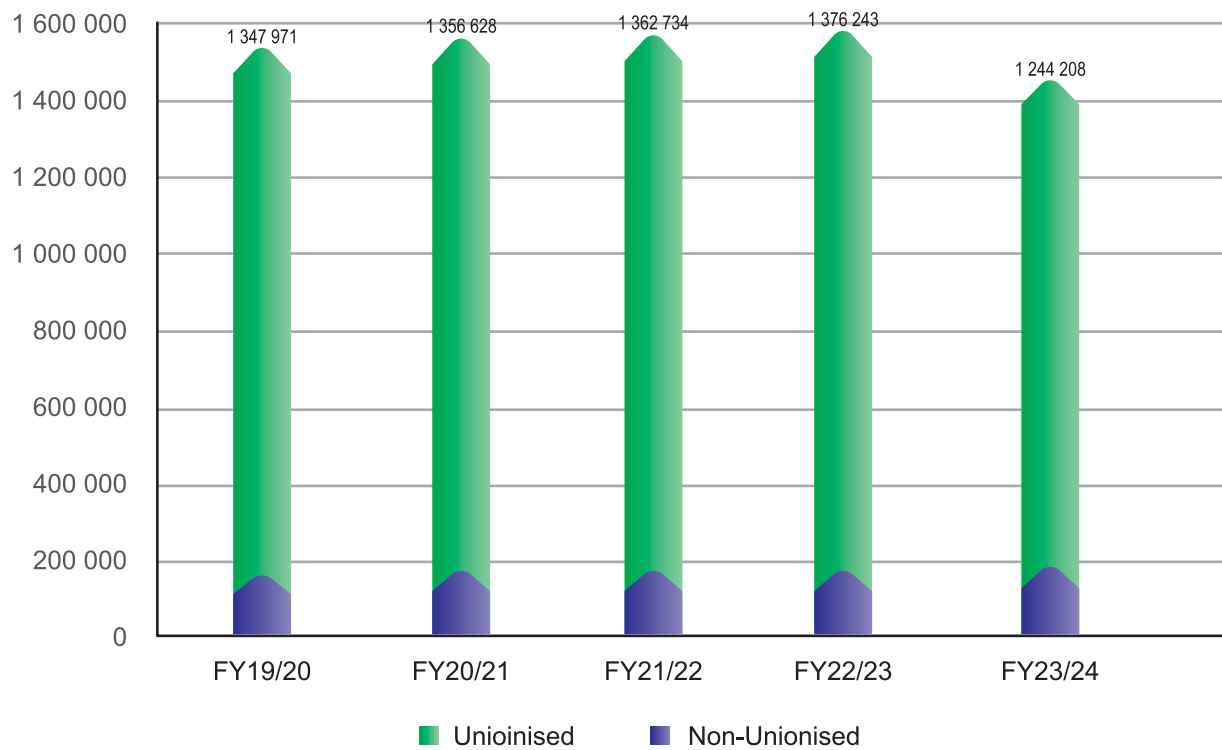
Our stakeholder landscape:

The parties to the PSCBC consist of 50% representation by both the employer and labour (trade unions). This ensures that the PSCBC always remains impartial. Some trade unions act together with other unions.

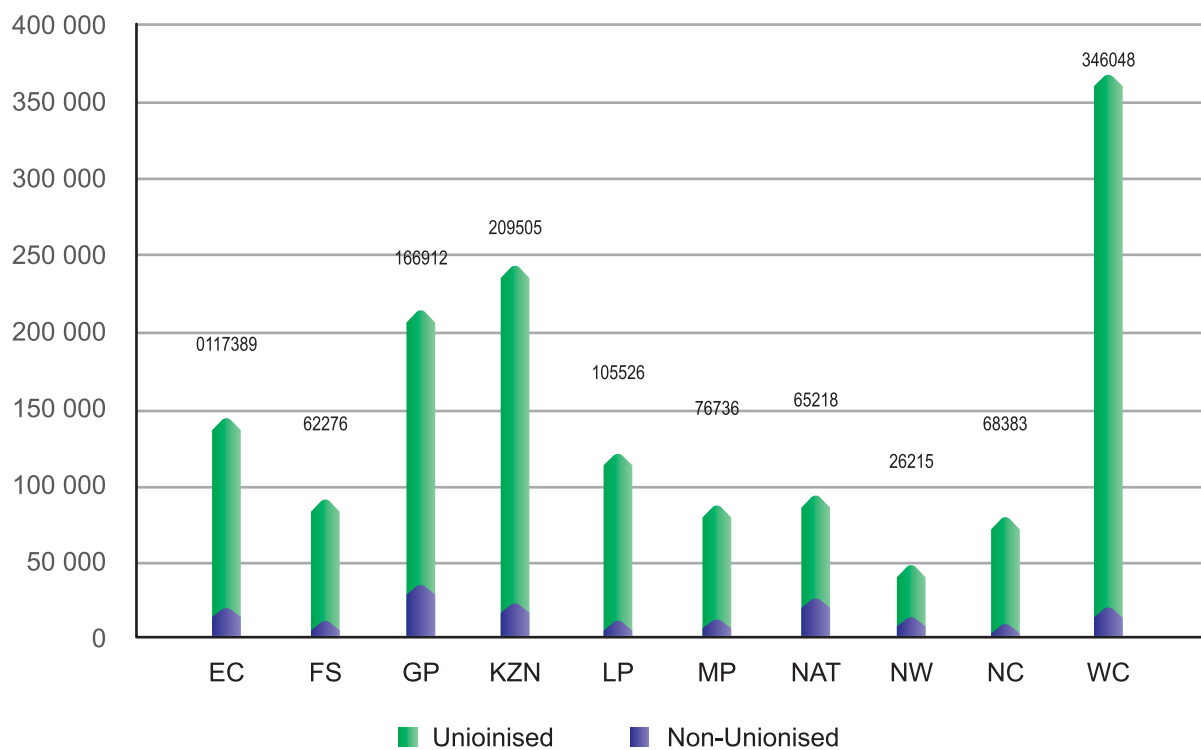
The main trade unions are represented below.



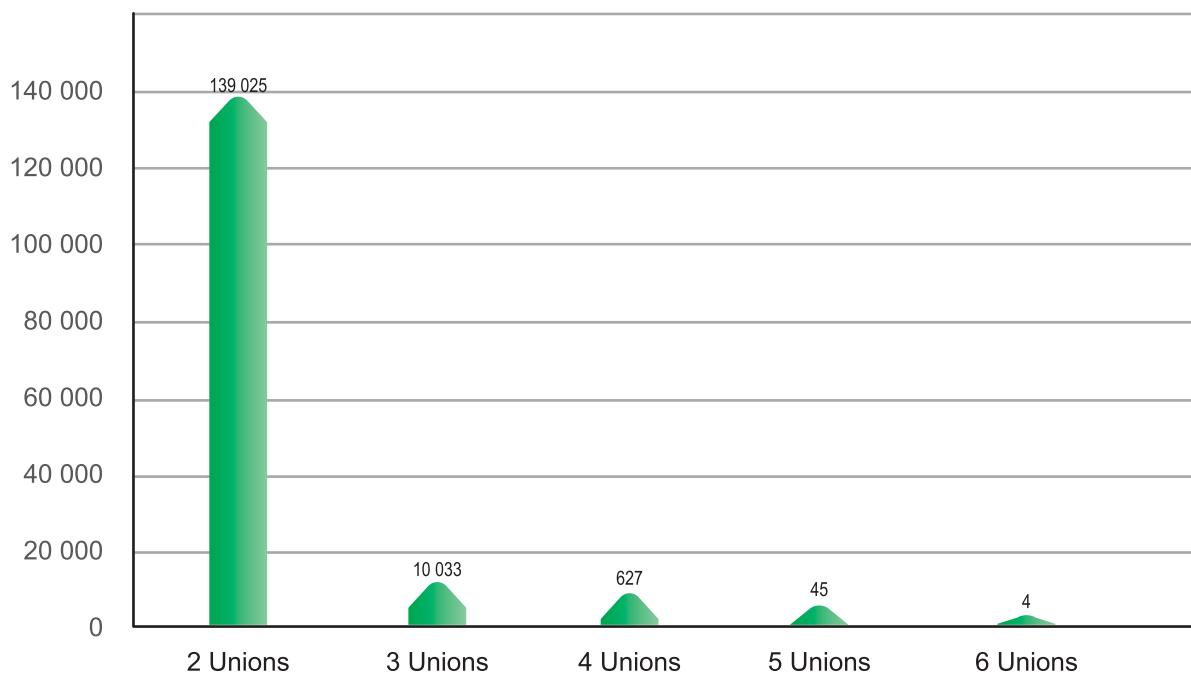
This report provides an analysis of membership data for the year 2023/24, based on a series of graphs illustrating various metrics such as agency fee payers, unionisation by province, dual membership and agency fee payers:



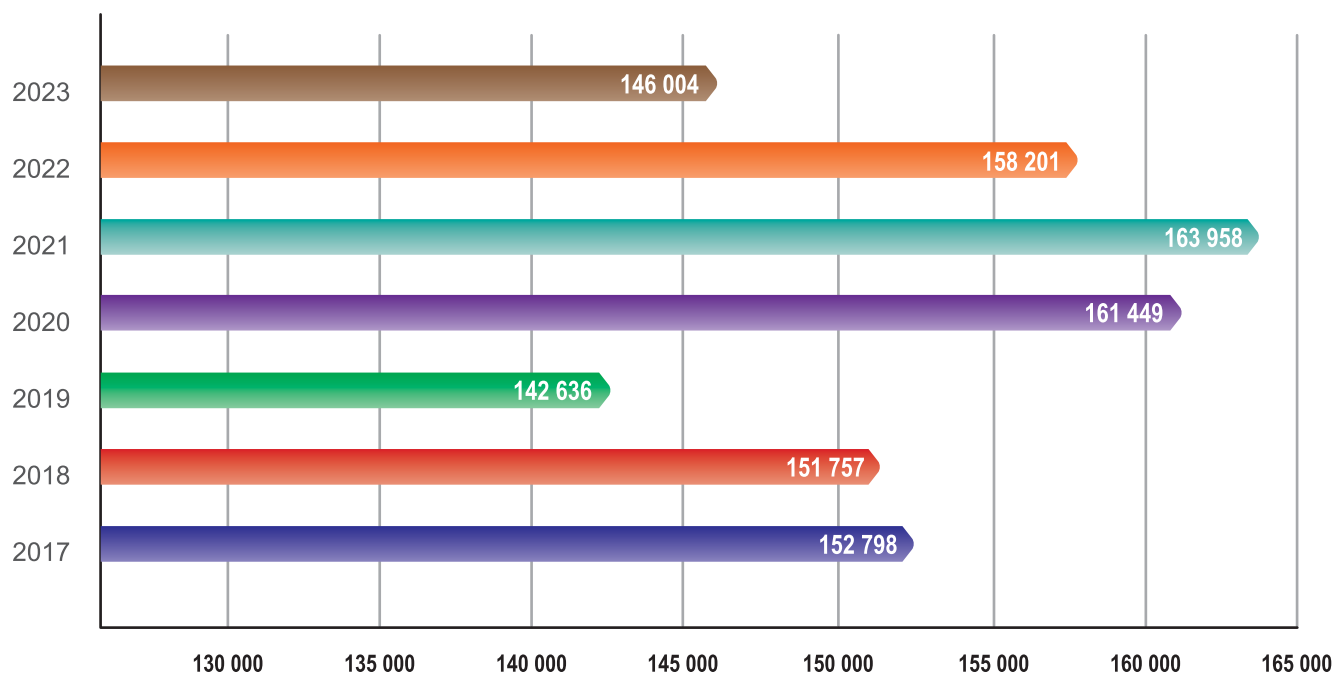
1. Unionisation of the public service



2. Unionisation by province



3. Dual/ multiple membership



4. Agency fee payers

AN OVERVIEW OF OUR ORGANISATION



UNIT	MANDATE
COLLECTIVE BARGAINING	To provide effective and efficient platforms through which the structures of the PSCBC (Council, Executive Committee and provincial Co-ordinating Chambers) can bargain and conclude agreements on matters of mutual interest within the public service
DISPUTE MANAGEMENT	To perform dispute resolution functions in terms of Section 127 of the LRA
RESIDENT PANELLIST	To provide in-house legal expertise in support of the dispute management unit
STRATEGIC MONITORING AND EVALUATION	To provide a technical support function through the monitoring and tracking of all activities across different structures of the council the (Council, the Executive Committee, Chambers, Committees and Units). This includes the development of implementation plans, tracking of associated timelines and reporting on these. The unit also guides research and the strategic initiatives of the organisation
CORPORATE SERVICES	To enable the PSCBC to achieve its core mandate through the provision of finance, human capital, procurement and IT services
COMMUNICATIONS AND MEDIA	To create a unified and sustainable brand image by communicating clear and concise messages using relevant communication channels. This is with the aim to craft a strong brand for the council and promote it strategically, both nationally and internationally

EXECUTIVE COMMITTEE (EXCO)

Clause 19.1 of the PSCBC Constitution provides for the appointment of the EXCO. The EXCO is responsible for the day-to-day management of the Council. The following members served on the Executive Committee for the reporting period:



Mkhululi Mntuyedwa
Main member



Mr. Lesley Letsatsi
Alternate



Brig. Johan Griesel
Main member



Mr. Maile Ngake
Alternate



Ms. Mandisa Matyila
Main member



Mr. Basie Malwane
Alternate



Ms. Louise Esterhuyse
Main member



Ms. Thereza Swartz
Alternate



Mr. Sean McGladdery
Main member



Mr. Given Mabuza
Alternate



Mr. Gregory Masondo
Main member



Mr. Basil Manuel
Alternate



Mr. Clauder Naiker
Main member



Mr Pat Mphela
Alternate



Mr. David Phala
Main member



Ms. Maipato Morake
Alternate

SECTION C

Collective Bargaining



COLLECTIVE BARGAINING

OVERVIEW

Collective Bargaining Unit (the Unit) is an operational structure within the PSCBC responsible for facilitating collective bargaining by PSCBC structures (Council, Executive Committee, and Provincial Coordinating Chambers). The Unit achieves this by providing efficient platforms for negotiating and concluding agreements on mutually beneficial matters within the public service.

The PSCBC's new structure brought exciting changes to the Unit. The Research section relocated to the Monitoring and Evaluation Unit, while the Unit gained responsibility for "Management of Trade Union Membership." This addition aims to contribute to the objective to strengthen and defend centralized collective bargaining by promoting union membership within the public service. The Unit is actively establishing processes for this new section.

The successful negotiation of a two-year salary agreement in 2023 freed up Council resources to focus on other priorities, particularly implementing the strategic objectives outlined in the March 2022 Emperors Palace Summit Declaration.

This report summarizes the Unit's activities during the reporting period, and focuses on the following:

- EXCO and Council meetings
- 2023/2024 Resolutions
- Reports of Co-ordinating Chambers of the PSCBC
- Reports from Committees
- Capacity Building for Parties to Council
- Management of Trade Union Membership
- The Year Ahead



MEETINGS

The Executive Committee and Council convened more frequently during this reporting period compared to the previous one. This was due to the absence of salary negotiations, as the two-year agreement reached in 2023 extends until 2025.

This reprieve from salary talks provided an opportunity to prioritize other Council processes and activities that were previously overshadowed by the two rounds of negotiations conducted in the preceding reporting period.

This reporting period saw several initiatives aimed at strengthening the Executive Committee and Council's functionality.

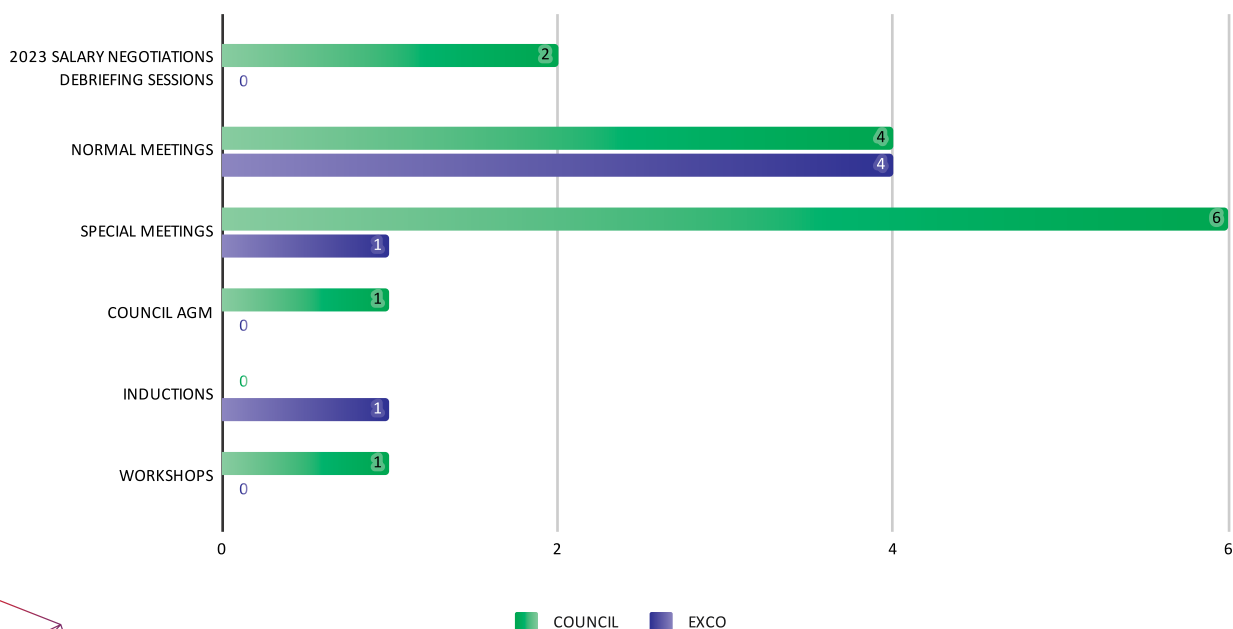
Executive Committee:

New members participated in an induction session to familiarize themselves with ongoing projects and processes of both the Committee and Council.

Council:

Two debriefing sessions were held to analyse the 2023 salary negotiations and develop strategies for more efficient future negotiations. In addition, a workshop was convened to explore the COFI Bill and Two-Pot System, thereby equipping Council members with a comprehensive understanding of these critical processes. These efforts position both the Council and Executive Committee for greater efficiency and effectiveness.

EXCO & COUNCIL PROCESSES 2023/2024



RESOLUTIONS 2023/2024

Council concluded two resolutions in the reporting period:

PSBC RESOLUTION	PURPOSE	OBJECTIVE	RESULT
3 of 2023	Enforcement of collective agreements in the public service	To monitor and enforce the collective agreements of Council in line with the provisions of section 33A of the Labour relations Act 66 of 1995 as amended (the Act) and the constitution of Council.	The agreement obtained a 55.23% majority status on July 13, 2023, and was signed by: • The Employer • DENOSA, • HOSPERSA • NAPTOSA, • NEHAWU • PSA
1 of 2024	Rules for the conduct of proceedings before the PSCBC	To replace PSCBC Resolution 4 of 2005 and establish a new set of rules in "The Conduct of Proceedings before the PSCBC To align the rules for the conduct of proceedings before the PSCBC to the applicable legislation, precedent setting judgements and the process of digitization within the Council.	The agreement obtained a 76.73% majority status on March 01, 2024, and was signed by: • The Employer • DENOSA • HOSPERSA • NAPTOSA • NEHAWU • PSA • SADTU

COMMITTEES/ TASK TEAMS

In their role supporting Council's collective bargaining processes, the following committees convened during the reporting period and a summary of their work is provided below:

NAME OF COMMITTEE	ESTABLISHMENT/ LEGISLATIVE MANDATE	KEY FOCUS AREAS	KEY HIGHLIGHTS	STATUS AS AT 31 MARCH 2023
Working Committee on GEHS	Established in line with the PSCBC Resolution 7 of 2015 and following the decision taken in October 2020 to bring GEHS matters back to Council.	To develop and implement a roadmap on the GEHS. To approach the GEPF and PIC to conduct a feasibility study on a funding model for affordable and accessible housing products for public servants	The Committee received presentations on the following: • GEHS Roadmap • GEPF Funding Model Feasibility Study • PIC Housing Solution Following the presentations, the Committee acknowledged the significant number of qualifying public servants who were not receiving the housing allowance. As a result, the Committee agreed to establish a process to ensure that all qualifying public servants receive this benefit.	The GEPF and the PIC are finalizing their tasks assigned from the Committee. They will provide an update to the Committee upon completion
PSCBC GEMS Working Committee	Established in terms of Resolution 4 of 2017 to consider the performance of the Government Employees Medical Scheme (GEMS) on an ongoing basis.	To give effect to the transformation of GEMS allowing the board to reflect the demographics of the membership of the scheme. To improve the healthcare benefits of members and funding for those benefits should be prioritised from the savings incurred by the scheme	2024 Contribution and Benefit Design Feedback The Scheme announced a 9.5% contribution increase for 2024, alongside enhancements to member benefits. Feedback on Board Composition Rules (Transformation) Council intends to submit a formal application under the PAIA to the board of GEMS. medical schemes' operations.	Concerns have been raised regarding operational challenges within the Committee. Labour intends to bring these concerns before

NAME OF COMMIT-TEE	ESTABLISHMENT/ LEGISLATIVE MANDATE	KEY FOCUS AREAS	KEY HIGHLIGHTS	STATUS AS AT 31 MARCH 2023
			GPAA Post Medical Assistance Update The GPAA reported successful implementation of system changes to automatically transfer funds to GEMS for eligible employees exiting on pension. However, initiating the actual payment process hinges on finalizing the MoU with GEMS The Committee agreed to participate in a workshop on the MoU before its final approval. To expedite Council's decision on hosting a workshop, a proposal was made to invite an industry specialist to educate the Council on relevant medical scheme legislation. This workshop would equip the Council with a comprehensive understanding of medical schemes' operations. GEMS as an authorised FSP. GEMS announced its successful registration as an authorized Financial Service Provider (FSP) under the Financial Advisory and Intermediary Services Act of 2002. This accreditation unlocks new possibilities for both GEMS and its members. Notably, Client Liaison Officers will now be empowered to offer financial advice regarding GEMS' services and available benefit options	

NAME OF COMMIT-TEE	ESTABLISHMENT/ LEGISLATIVE MANDATE	KEY FOCUS AREAS	KEY HIGHLIGHTS	STATUS AS AT 31 MARCH 2023
National Implementation Task Team (NITT)	Established in terms of Clause 8.1.1 of the PSCBC Resolution 1 of 2019	To monitor the 2019 reconfiguration of government departments.	The NITT received a close-out on the reconfiguration of government departments and agreed to recommend to Council to regard PSCBC Resolution 1 of 2019 as implemented.	The reconfiguration of government departments as envisaged by PSCBC Resolution 1 of 2019 was concluded. The NITT was dissolved as it had completed its mandate.

NAME OF COMMITTEE	ESTABLISHMENT/ LEGISLATIVE MANDATE	KEY FOCUS AREAS	KEY HIGHLIGHTS	STATUS AS AT 31 MARCH 2023
Border Management Authority Task Team (BMATT)	Established by decision of the Council in October 2022 following the signing of Proclamation 89 of 2022 by the President on 15 August 2022.	To oversee and consult on all matters leading up to formal roll out of the BMA and report the developments thereof to Council.	The Task Team has successfully addressed several issues, including: • Conclusion of the BMA Agreement (PSCBC Resolution 1 of 2023) • Identification of staff to be transferred from DHA, DoH, DFFE and DALRRD • Definition of the organisational structure of the BMA • Consultation of affected staff • Identification and transfer of relevant collective agreements from the PSCBC, GPSSBC and PHSDSBC to the BMA • Definition of transitional arrangements during staff transfer • Determination of Trade union membership amongst transferred staff • Development of a draft organisational rights document which was taken for further processing within the structures of the BMA.	The BMA is now operational and functioning as an independent entity. The role of the BMATT was deemed complete and all engagements between the Employer and Labour migrated from the PSCBC to the BMA. Residual issues from the processes will be dealt with in terms of the settlement agreement reached. The BMATT was dissolved as it had completed its mandate.

NAME OF COMMITTEE	ESTABLISHMENT/ LEGISLATIVE MANDATE	KEY FOCUS AREAS	KEY HIGHLIGHTS	STATUS AS AT 31 MARCH 2023
Public Service Summit Declaration Task Team (PSSDTT)	Established by decision of the Council to oversee the implementation of the PSCBC Resolution 1 of 2022/Summit Declaration	To ensure the implementation of the four key objectives/ focus areas in the Summit Declaration Objective 1 Strengthen and defend collective bargaining. Objective 2 Professionalisation of the public service Objective 3 The use of the 4th Industrial Revolution in the public service Objective 4 Enhancement of the role of women, youth and people with disabilities	The setting up of 4 workstreams aligned to the key objectives of the Summit Declaration. The workstreams were to identify potential actions to implement the objectives and recommend these to the PSSDTT for consideration.	The workstreams completed their work and submitted final reports. The PSSDTT is to convene to review the workstreams reports and make recommendation to Council

CO-ORDINATING CHAMBERS OF PSCBC

The PSCBC has a structure (a chamber) in each province for addressing provincial administration issues. These structures are referred to as the Co-ordinating Chambers of the PSCBC and are obligated to convene at least four times in a reporting period, with additional meetings as needed.

Each chamber is led by a management committee composed of a chairperson, an employer vice-chairperson, a labour vice-chairperson, and a chamber secretary. This structure ensures that the chambers remain focused on their designated areas of responsibility and operate within their established mandate.

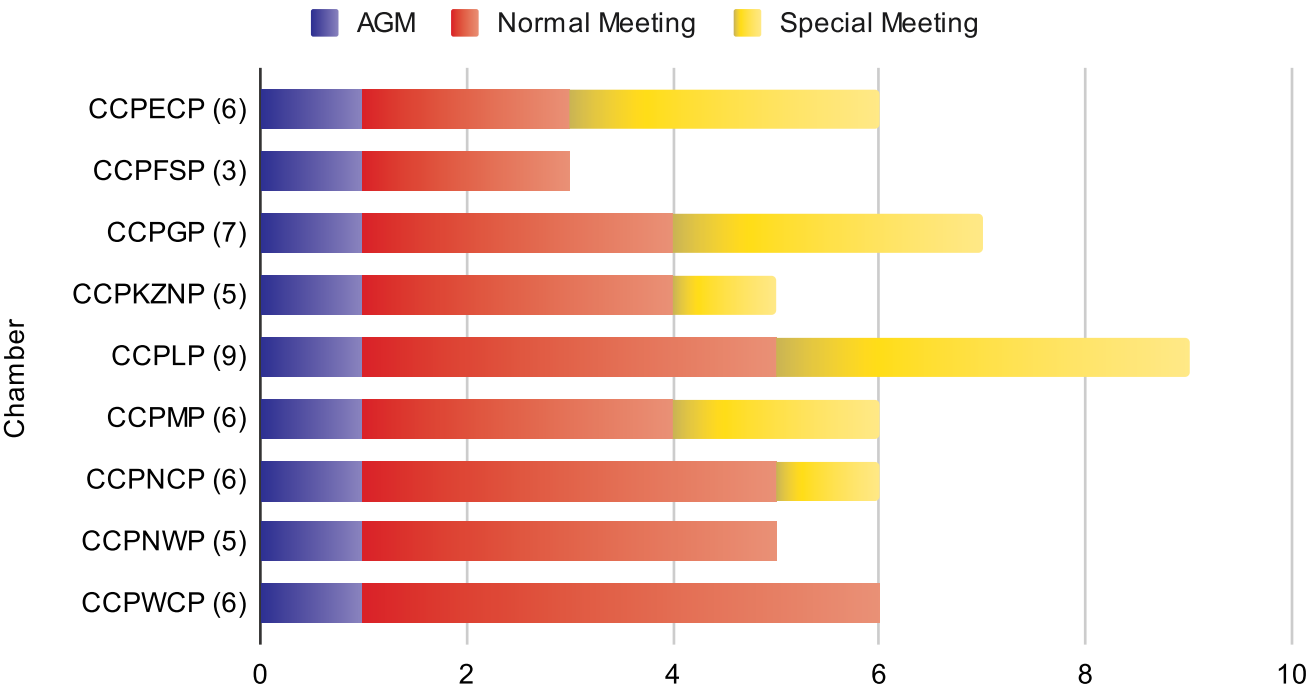
The table below shows the management committees in all nine provinces in the reporting period:

PROVINCE	MANAGEMENT COMMITTEE MEMBERS
Eastern Cape (CCPECP)	Chairperson: Mr. T Koya Vice Chairperson - Employer: Ms. L Sigabi Vice Chairperson - Labour: Mr. K. Fitoyi Secretary: Mr. T. Tshinavha
Free State (CCPFSP)	Chairperson: Ms A Matiwane Vice Chairperson - Employer: Ms NP Maqina Vice Chairperson - Labour: Ms K Frank Secretary: Mr R Thurston (Seconded by Employer)
Gauteng (CCPGP)	Chairperson: Mr. V Mbense Vice Chairperson - Employer: Vacant Vice Chairperson - Labour: Ms. J James. Secretary: Mr. T. Tshinavha
KwaZulu-Natal (CCPKZNP)	Chairperson: Ms. F Zwane Vice Chairperson - Employer: Ms. L Nkosi Vice Chairperson - Labour: Mr. N Ndlovu Secretary: Mr. T. Tshinavha
Limpopo (CCPLP)	Chairperson: Mr M Chilwane Vice Chairperson - Employer: Mr L Munyai Vice Chairperson - Labour: Mr T Monyai Secretary: Mr T Mphahlele
Mpumalanga (CCPMP)	Chairperson: Mr ML Matume Vice-Chairperson - Employer: Mr P Jiyane Vice -Chairperson -Labour: Mr B Mdluli Secretary: Mr T Mphahlele
Northern Cape (CCPNCP)	Chairperson: Mr D Disipi Vice Chairperson - Employer: Ms N Rowan Vice Chairperson - Labour: Ms Palesa Mathe Secretary: Mr T Mphahlele
North West (CCPNWP)	Chairperson: Ms. C Kwalate Vice Chairperson - Employer: Ms. L Sifumba-Booyesen Vice Chairperson - Labour: Mr T Suping Secretary: Mr. T. Tshinavha
Western Cape (CCPWCP)	Chairperson: Mr D Basson Vice Chairperson - Employer: Ms D Syster Vice Chairperson - Labour: Ms A Mosetic Secretary: Mr T Mphahlele

The following schedule shows the meetings held by the respective Co-ordinating Chambers:

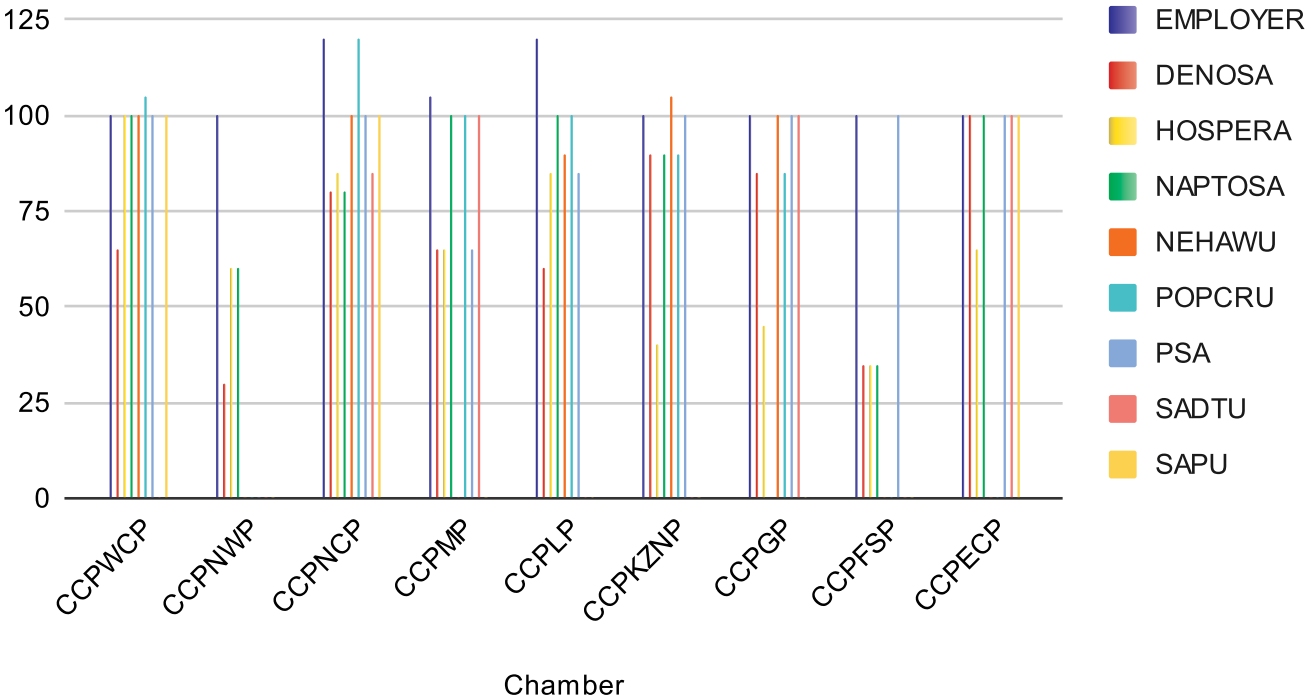
PROVINCE	MEETING DATES
Eastern Cape (CCPECP)	19 May 2023 - Normal Meeting 12 July 2023 - Special Meeting 29 August 2023 - AGM 16 October 2023 - Special Meeting 16 November 2023 - Normal Meeting 09 February 2024 - Special Meeting
Free State (CCPFSP)	19 May 2023 - Normal Meeting 17 August 2023 - AGM 13 March 2024 - Normal Meeting
Gauteng (CCPGP)	07 June 2023 - Normal Meeting 19 June 2023 - Special Meeting 06 September 2023 - Special Meeting 26 September 2023 - AGM 26 September 2023 - Normal Meeting 11 February 2024 - Special Meeting 29 February 2024 - Normal Meeting
KwaZulu-Natal (CCPKZNP)	26 May 2023 - Normal Meeting 07 June 2023 - Special Meeting 31 August 2023 - AGM 31 August 2023 - Normal Meeting 16 February 2024 - Normal Meeting
Limpopo (CCPLP)	15 May 2023 - Special meeting 20 June 2023 - Normal meeting 02 August 2023 - Normal meeting 15 August 2023 - Special meeting 29 September 2023 - AGM 16 October 2023 - Special meeting 17 November 2023 - Normal meeting 12 February 2024 - Normal meeting 22 March 2024 - Special meeting
Mpumalanga (CCPMP)	09 May 2023 - Normal meeting 17 October 2023 - Special meeting 17 October 2023 - AGM 14 November 2023 - Normal meeting 20 February 2024 - Normal meeting 11 March 2024 - Special meeting
Northern Cape (CCPNCP)	21 April 2023 - Normal meeting 18 August 2023 - Normal meeting 14 September 2023 - Normal Meeting 14 September 2023 - AGM 27 November 2023 - Normal meeting 25 January 2023 - Special meeting
North West (CCPNWP)	09 June 2023 - Normal Meeting 21 September 2023 - AGM 21 September 2023 - Normal Meeting 08 December 2023 - Normal Meeting 08 March 2024 - Normal Meeting
Western Cape (CCPWCP)	13 June 2023 - Normal meeting 19 September 2023 - AGM 19 September 2023 - Normal meeting 20 October 2023 - Normal meeting (Continuation) 20 November 2023 - Normal meeting 18 March 2024 - Normal meeting

Number of meetings held.



Co-ordinating Chambers' Meetings

Attendance of meetings by parties in the respective Provincial Chambers:



CCPECP Meeting Attendance Chart

The following are matters that were considered by the respective Co-ordinating Chambers in the reporting period:

PROVINCE	AGENDA
Eastern Cape (CCPECP)	- Filling of Vacant Funded Posts - Provincial Human Resource Status Report - Occupational Health and Safety Report - Equitable Representation in the Chamber - Implementation of PSCBC Resolution 1 of 2019- Transfer of Early Childhood Development from the Department of Social Development to the Department of Basic Education - Moratorium on the Implementation of service delivery models and organisational structures by the departments of the Eastern Cape Provincial Administration.
Free State (CCPFSP)	- Implementation of PSCBC Resolution 1 of 2019- Transfer of Early Childhood Development from the Department of Social Development to the Department of Basic Education - Year Calendar: CCPFSP 2024 - Non-Compliance of PSCBC Resolution 7 of 2000 - Failure by various Provincial departments to invite the PSA to the Shortlisting and Interview processes 1991 BHISHO Public Service Strike - Nomination of Employer/ Labour Representatives in the chamber
Gauteng (CCPGP)	- Conditions of Buildings in Gauteng Province - Provincial PMDS Report - Delays in E-Government Processes - Project Nasi Ispani - Appointment of Public Servant (PS) staff at the Department of Education and Update on unpaid salaries
KwaZulu-Natal (CCPKZNP)	- Reviewed Provincial Framework on Transfer and Secondments - Reviewed Provincial Policy Framework on Special Leave - Reviewed Provincial Policy Framework on Overtime - Reviewed Provincial Policy Framework on the Management of Bereavement in the Workplace - Water Challenges at various departmental buildings/ offices in KwaZulu Natal Province - Draft Policy on Strengthening Research and Policy Implementation Capacity in the KwaZulu Natal-Provincial Government - Provincial Policy Framework on Government Employees Housing Scheme
Limpopo (CCPLP)	- Progress tracking shortage of Staff/Filling of Vacant Posts as per PSCBC Resolution 1 of 2007 - Implementation of the Electronic Document Delivery (EDD) System for Electronic Delivery of Salary Advice and IRPS in all 11 Provincial Departments - Dilapidated Buildings causing health hazard and risk to safety in Limpopo workplaces - Rental Management Policy - Amendments to the Provincial Human Resources and Development Policy Manual - Application for Scheme B Vehicle Subsidy - Salary Disparity of EPWP'S Employed within Departments of Limpopo Province - Malfunctioning Transport Committees - Departments are restructuring and engaging policy related matters outside the chambers - Departments to stop forcing drivers to undergo driver-testing as this is not their mandate in terms of the law - Departments to establish OHS committees, train and recognise them and to ensure that they submit list of dilapidated buildings and their progress report on renovation, including any other safety risk and health hazard conditions report on a quarterly basis in chamber as well as measures taken to remedy such conditions

PROVINCE	AGENDA
Mpumalanga (CCPMP)	• Review of the Provincial Bursary Policy • Establishment of District Offices for the Department of Health and the Department of Social Development in the Bohlabela Region • Disposal of State Houses • Status of Organograms of all Departments • Number of abolished posts since 2013/14 after imposed moratorium • Vacancy rate in all Departments reflecting All Levels • COE Budgets of All Departments from 2013 FY to 2018 FY • - Implementation of PSCBC Resolution 1 of 2019- Transfer of Early Childhood Development from the Department of Social Development to the Department of Basic Education • Provincial Incentive Policy • Declaration of the Mpumalanga provincial labour summit held on 17 - 18 November 2022 at nutting house lodge in Mbombela • Vetting of employees in relation to NRSO and NCPR • Loadshedding • Referral of danger allowance for all community development workers (CDW's) • Employee health and wellness policy framework Mpumalanga provincial government • Policy frameworks for consultation at the provincial chamber
Northern Cape (CCPNCP)	• List of shop stewards/ Trade Union Representatives serving in the Northern Cape • Implementation of PSCBC Resolution 1 of 2019- Transfer of Early Childhood Development from the Department of Social Development to the Department of Basic Education • Point 14 (14.1.4) of Resolution No. 1 of 2007(PSCBC): Filling of Funded Vacant Posts • Workshopping of PSCBC Resolution 14 of 2002 • Occupational Health and Safety (OHS) Terms of Reference • Union-Management Meetings at Departmental Level • Current Approved Structures of each Department and Personnel Costs/Compliance by the Provincial Departments with the 2016 Directive • Which Services had been outsourced and the cost of such services • The Amount spent on Labour Related Cases, such as Litigations from January 2015 to June 2019, the Report must give yearly Breakdowns of such Amounts • Amounts indicated by the Auditor General to be ruitless and Wasteful Expenditure for the Financial Year 2018/2019 • The roll out of the Provincial Organisational Design (OD) Strategy • Continuous use or contracting of OHS non-compliant and dilapidated offices by departments across the Province • Insourcing of security personnel - DTSL
North West (CCPNWP)	• Provincial PMDS Report • Report on Resolution 1 of 2007
Western Cape (CCPWCP)	• Policy Guideline on the Management of Immovable Assets, Including Parking Bays • Safety of Staff in all Provincial Government Departments • Code of Conduct- social media • Conversions: Probationary Employees • Strategic Planning Session • Western Cape Education Department (WCED): Chief Directorate People Management Practices: Organisation and Staff Establishment Intervention • Transport from Ceres to Paarl – Transport + Public Works • GEHS • The Western Cape Government Work Arrangement Guide • Request That No Budget Cuts Be Implemented Within EMS, Nursing and Teachers for The Next Financial Year • National Treasury: Cost containing measures • Equal work for equal pay: Transversal approach

CAPACITY BUILDING FOR PARTIES TO COUNCIL AND CHAMBERS

The Council hosted the following workshops during the reporting period:

Workshop on the COFI Bill and the Two-Pot System:

The workshop focused on two significant proposals from the National Treasury; the first proposal involved bringing the GEPF under the purview of the Conduct of Financial Institutions (COFI) Bill. Council sought to understand the rationale behind this proposal and its potential impact on public service employees.

The second topic focused on National Treasury's paper exploring a two-pot system for pension benefits. Council recognized the widespread interest among public servants in accessing a portion of their retirement savings early. This discussion aimed to clarify the principles of the two-pot system and its potential consequences for public sector employees.

The workshop was held on June 13, 2023 at the Maslow Time Square Hotel in Pretoria, it was well attended, very interactive and informative.

Workshop on the Rules and Procedures for Chamber

At the request of the Co-ordinating Chambers from the Eastern and Western Cape provinces, workshops were held to induct new members and refresh the knowledge of existing members on chamber rules and procedures. This comprehensive session, focusing on jurisdiction, composition, powers, functions, and meeting protocols, aimed to ensure all chamber members possess a strong foundation in their roles.

The workshops were well-attended and well-received, with sessions held in Cape Town's Pepperclub Hotel on September 13, 2023, for the Western Cape, and in East London's Border Cricket Club on February 16, 2024, for the Eastern Cape.

UPCOMING COUNCIL-SANCTIONED PROGRAMS AND WORKSHOPS

Council has approved a roster of workshops and congresses scheduled for the first quarter of the next reporting period:

- ILERA 10th African Regional Congress: April 3-4, 2024, Zambia (Preparations finalized)
- Workshop on National Health Insurance (NHI): April 16, 2024, Kievits Kroon Wine Estate (Preparations finalized)
- Follow-up Workshop: Two-Pot Retirement System: April 24, 2024, Hybrid format (PSCBC Offices & Zoom)
- ILERA 20th World Congress: June 27-30, 2024, New York

Looking ahead, preparations for all events were underway by the end of the reporting period.

Follow-Up on the Two-Pot System

Developments surrounding the Two-Pot System, following the June 13, 2023 workshop, have caused confusion among public service employees. To address these concerns and ensure clear understanding, Council has scheduled a follow-up workshop dedicated solely to the Two-Pot System. This session, planned for April 24, 2024, will provide updated information and clear up any uncertainties regarding the system.

Comprehensive details on all programs and workshops will be included in the next annual report.

MANAGEMENT OF TRADE UNION MEMBERSHIP

This newly established section is a direct result of a strategic planning session decision in 2019. Back then, Council endorsed the exploration of centralizing membership administration within the PSCBC structure. The successful restructuring of the PSCBC has now made this initiative possible.

To ensure a seamless implementation, technical teams from both sides have participated in focused discussions. These discussions aimed to gain a deeper understanding of the process and identify any potential challenges that might arise.

Throughout the reporting period, focus has been on:

- clearly explaining the concept to trade unions whenever necessary,
- guaranteeing that any envisioned responsibilities for the section comply with legal and constitutional requirements,
- developing procedures for operation of the section, and
- developing a system specifically designed to manage trade union membership.

While the section is not yet staffed, existing staff within the Collective Bargaining Unit are currently handling its tasks. By the end of the reporting period, processes to determine the vote weights and agency fee were well underway. These will be presented at the next Council AGM.

We look forward to piloting the technical system in the next reporting period.

THE PERIOD AHEAD

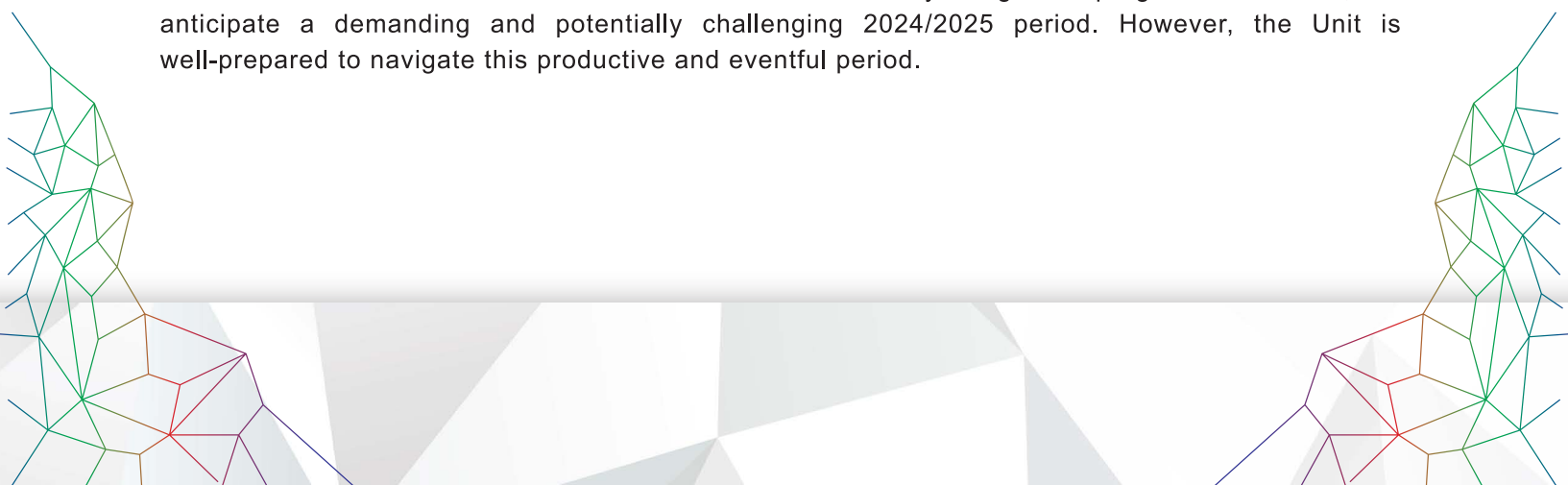
The successful conclusion of a two-year agreement on salary increases has freed up the Council to tackle other critical projects previously placed on hold. Moving forward, we expect the implementation of the Summit Declaration to be the focus, with workstream reports driving major activities, including discussions on revising public service collective bargaining structures, preparations for a public sector summit, upskilling Council and chamber members, and solidifying the PSCBC's coordinating role.

We eagerly anticipate the upcoming AGM and the next round of salary negotiations.

Focusing on the chambers, the Unit has initiated a review of the resolution establishing chambers (PSCBC Resolution 2 of 2005). We hope to finalize and workshop an agreement in the next reporting period. Provincial summits are also in the planning stages. We will present a proposal to Council for endorsement and rollout in the next reporting period.

As Council's five-year strategic cycle concludes in 2024, preparations for the next strategic planning session will begin in the next reporting period. The Unit will collaborate with other Units for this session.

With national elections scheduled for 2024 and the already congested program of Council, we anticipate a demanding and potentially challenging 2024/2025 period. However, the Unit is well-prepared to navigate this productive and eventful period.



SECTION D

Dispute Resolution



DISPUTE RESOLUTION

The Council is accredited to perform dispute resolution functions in terms of section 127 of the Labour Relations Act 66 of 1995 as amended. The functions performed by the Council include resolving and preventing disputes; and maintaining labour peace.

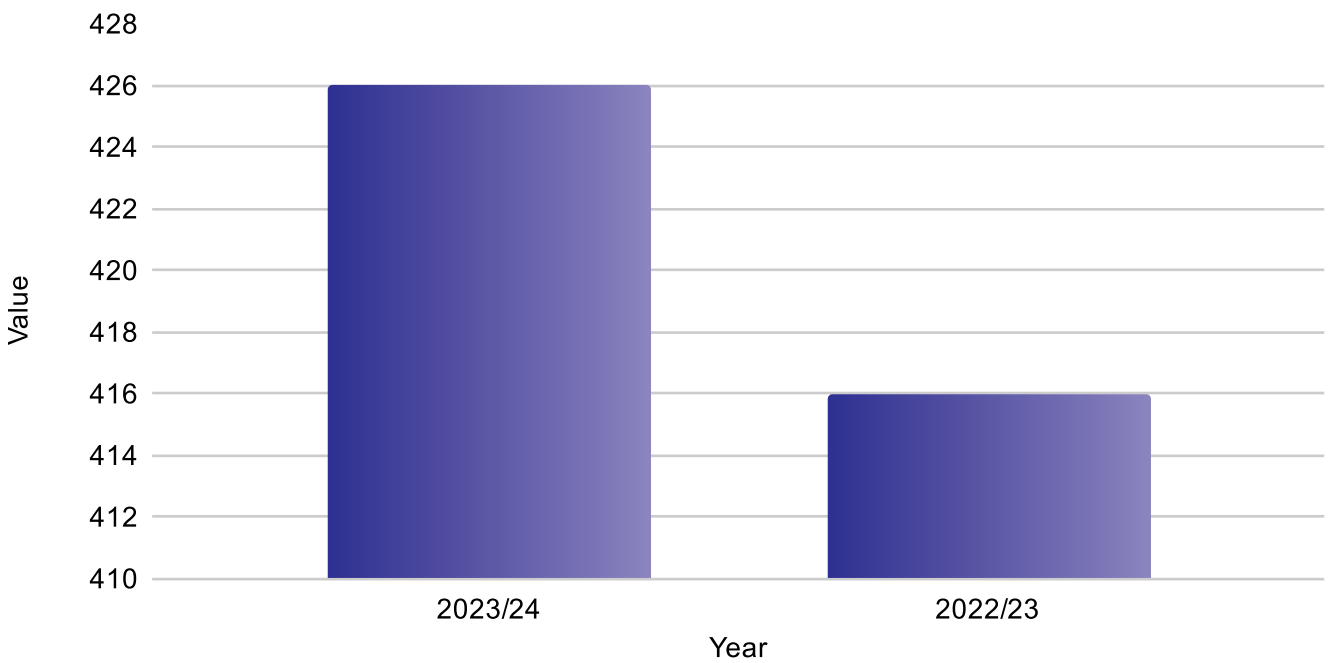
The fast-paced technological innovation has led to various projects implemented within the Council. A successful launch of a user-friendly e-referral platform which is accessible from the PSCBC website. Further, the upcoming roll-out of the PSCBC Portal to parties. The PSCBC Portal is an advancement to the Council's automated business management systems. The Portal extends to functions which allow panellists and parties to connect to the internal business management system and interact with processes in real-time.

The Council is empowered to monitor and enforce the collective agreements, concluded a collective agreement regulating the enforcement of collective agreement in the public service, namely, Resolution 3 of 2023.

Furthermore, the Council has replaced Resolution 4 of 2005, 'Rules for the conduct of proceedings before the PSCBC' with the new Rules – Resolution 1 of 2024. During the reporting period, one national and one provincial workshop were conducted. These workshops are aimed at educating and creating awareness among stakeholders regarding the recently signed resolutions and the technological advancements made within the Council's processes. Looking ahead, nine workshops are planned for the financial year, 2024/25. These workshops will cover the remaining eight provinces and include an additional national workshop.

Number of referrals received

A total number of 426 referrals were received from 01 April 2023 to 31 March 2024 in comparison to 416 referrals received in the previous reporting period (01 April 2022 to 31 March 2023), resulting in a 2% referral rate increase.

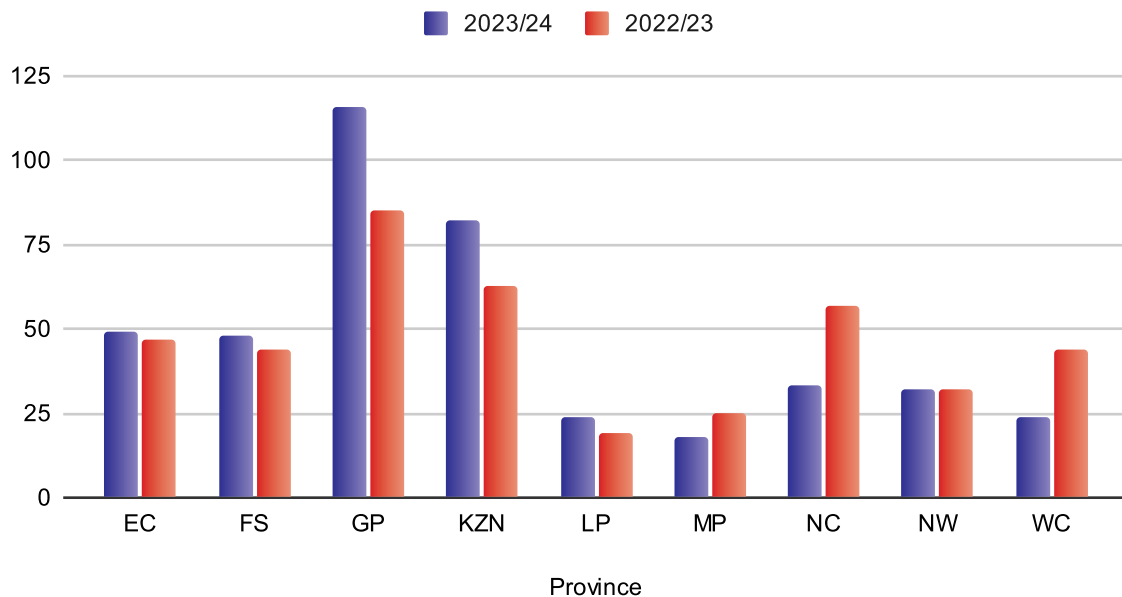


Graph One: Comparison of the number of referrals received

A breakdown of cases referred by Provinces

A slight increase in the referral rate of the cases referred is recorded, with a significant increase in the referral rate in the Gauteng and the KwaZulu Natal Provinces. The Northern Cape and Western Cape Provinces recorded a decline in the number of referrals received.

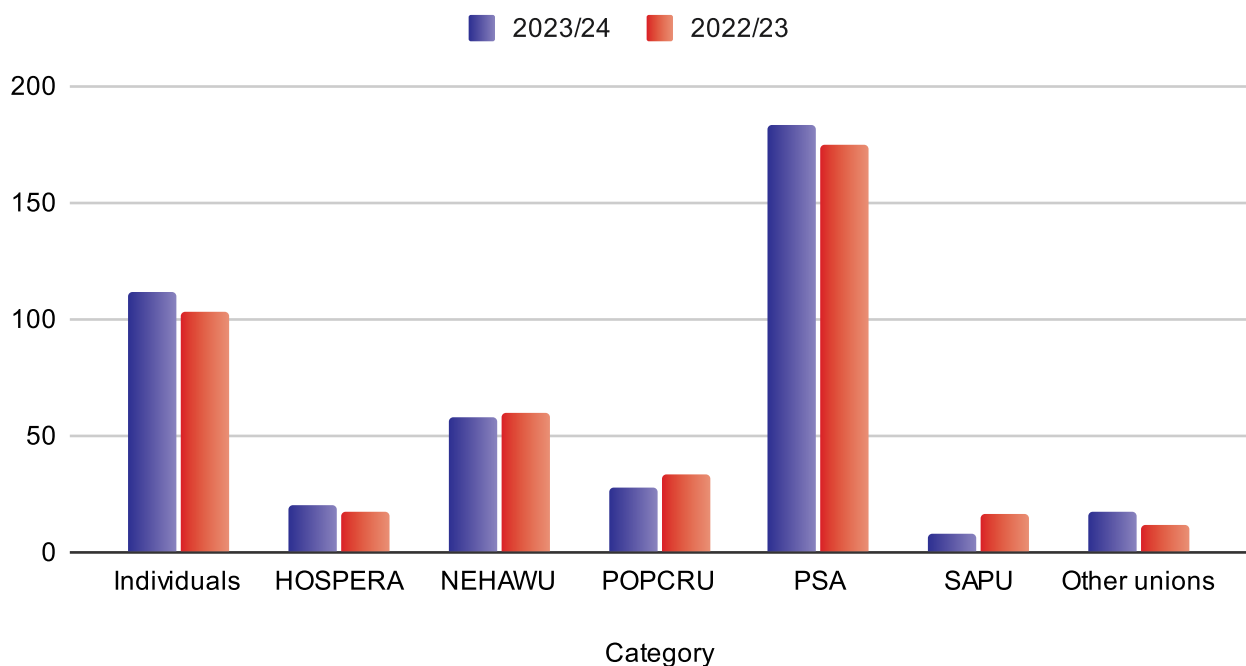
The Gauteng Province received the highest number of cases referred, accounting for 27% of cases referred, followed by the Kwa-Zulu Natal Province at 19%. Mpumalanga and Limpopo remain the least referring Provinces.



Graph Two: Breakdown of referrals by Provinces

Referrals by trade unions/individuals

The PSA referred 43% of the total referrals received and which was at the same rate in the previous reporting period. The disputes referred by individuals were at 26% and 25% in the previous reporting period.

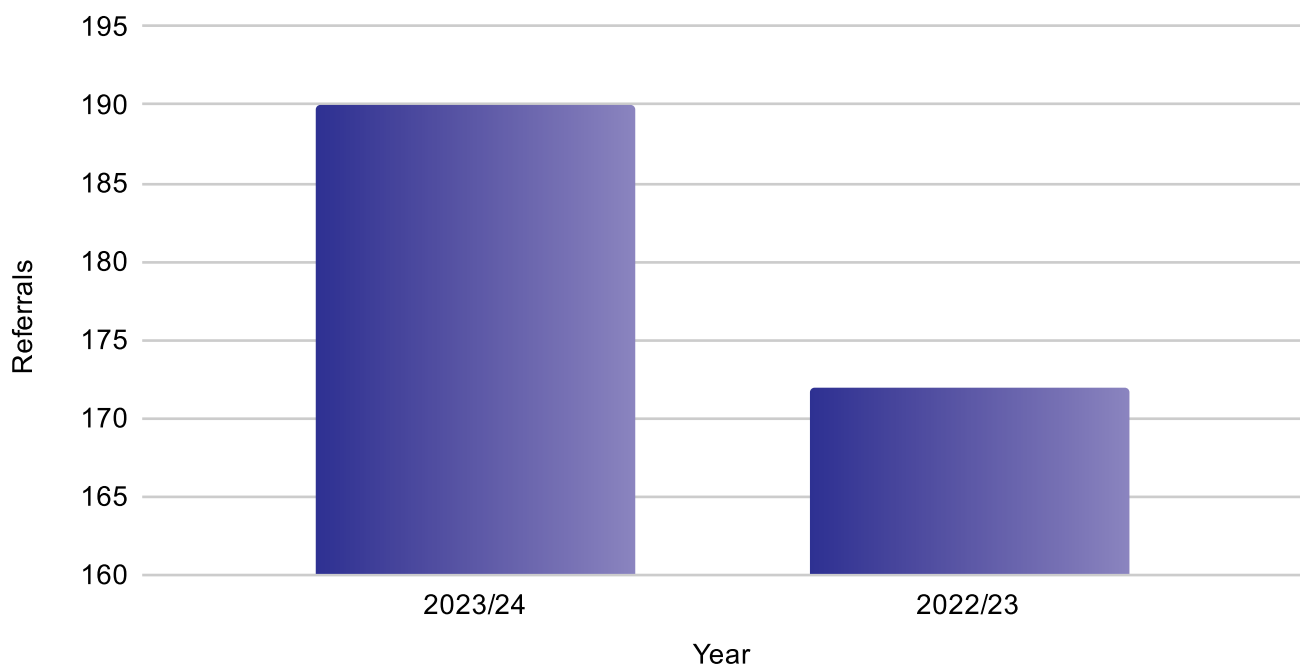


Graph Three: Referrals by unions/individuals

Out of jurisdiction referred cases

Out of the 426 referrals received, 44% of the referred cases were screened out of jurisdiction before any process as opposed to the period 2022/23 where 41% of the 416 received referrals were screened out of jurisdiction.

The reasons for referrals being 'out of jurisdiction', inter alia nature of the disputes such as the unilateral change to terms and conditions of employment, mutual interest, alleged unfair dismissals, alleged unfair labour practices and referrals which are not properly/defectively referred whereby the conditions in the Dispute Resolution rules have been met. (i.e. proof of services, date of the dispute, referral not signed, etc.).



Graph Four: Out of jurisdiction

Cases referred (not properly referred and out of jurisdiction) period.

A total of 190 referrals were screened and to be found out of jurisdiction or not properly referred.

- Not properly referred – 95 (out of the 95 defective referrals, 50 were re-referred correctly resulting in an overall of only 45 defective referrals).
- Out of Jurisdiction – 95 were referred out of the jurisdiction of the PSCBC.

1. Disputes relating to unfair labour practices, unfair dismissals, unilateral change to terms and conditions of employment, sector resolutions and not properly/correctly referred, etc.

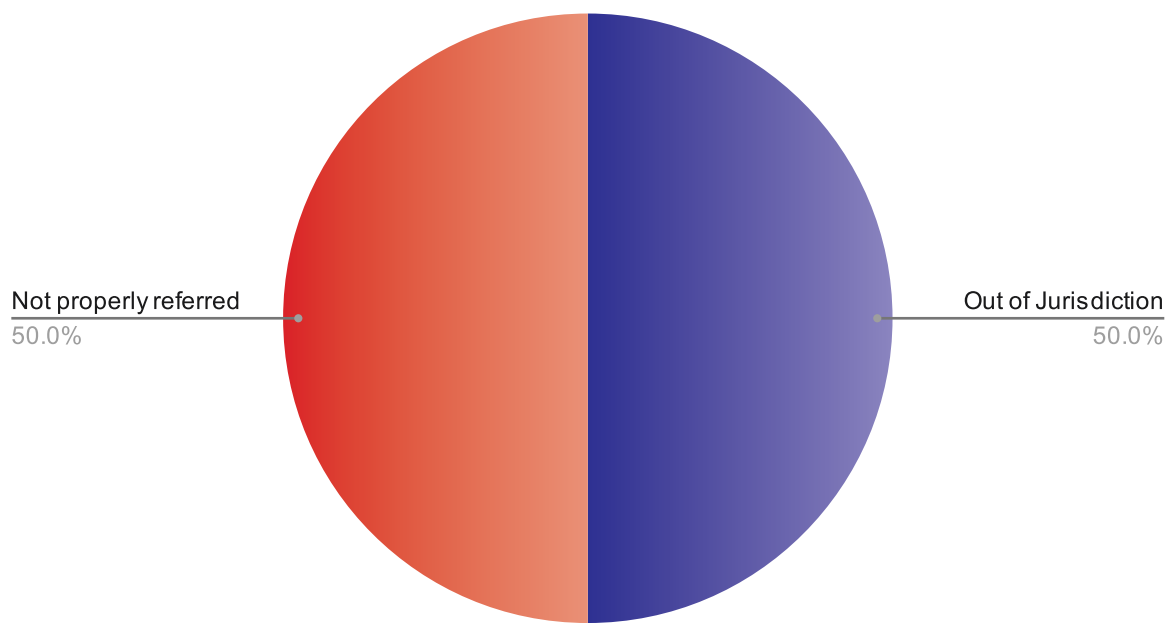


Diagram A: Cases referred out of jurisdiction/not properly referred

A breakdown of cases referred – out of jurisdiction by individuals and trade unions

Out of the 190 referrals which were screened and found to be out of jurisdiction or not properly referred; 98 referrals were referred by the trade unions (72 were not properly referred and 26 were referred outside of the PSCBC jurisdiction) and 92 referrals were referred by individuals (23 not properly referred and 69 referred outside of the PSCBC jurisdiction).

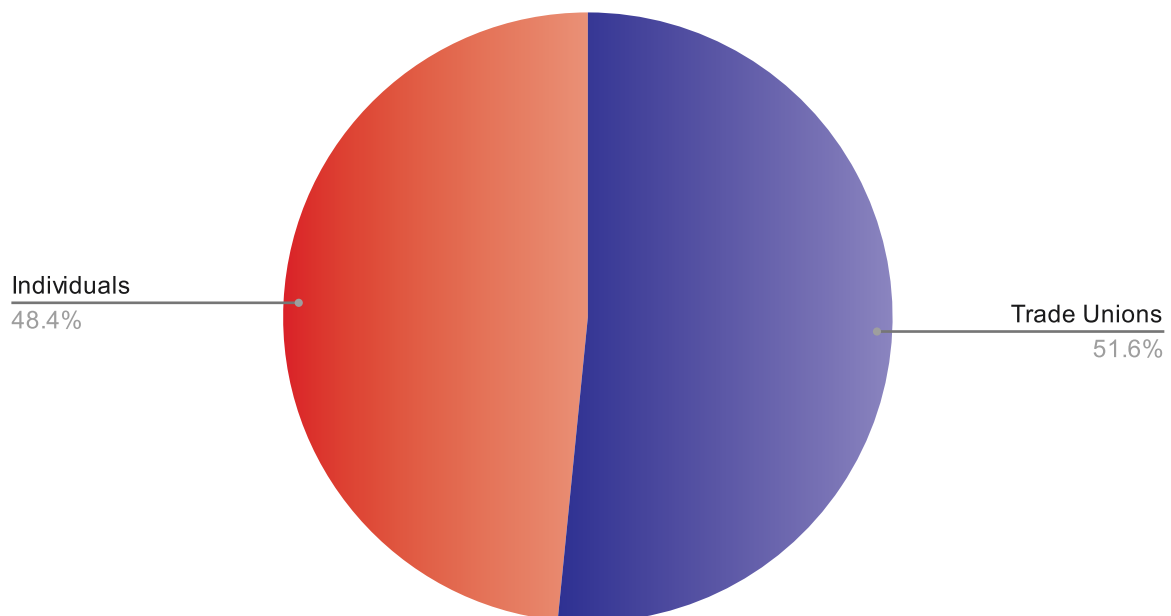


Diagram B: Cases referred by individuals/trade unions out of jurisdiction/not correctly referred

Disputes referred to conciliation by issue

The following PSCBC Resolutions are major contributors in the cases referred:

- Disputes referred in terms of Resolution 1 of 20032 constitute 19% of the caseload in comparison to 5% in the previous reporting period.
- Disputes referred in terms of Resolution 14 of 20023 constitute 13% of the caseload in comparison to 19% in the previous reporting period.
- Disputes relating to Resolution 7 of 20004 account for 10% against 11% in the in previous reporting period.
- Disputes relating to Resolution 1 of 20075 account for 8% and 15% in the previous reporting period.



Graph Five: Referrals by issue

Referrals by the issue in Provinces

Disputes relating to Resolution 1 of 2003; the disciplinary code and procedure are referred in the Gauteng, Eastern Cape, and Kwa-Zulu Natal Provinces.

Disputes relating to Resolution 14 of 2002; the grievance rules are largely referred in the Gauteng and Northern Cape Provinces.

Disputes relating to Resolution 7 of 2000; improved conditions of service (leave provisions) are received in the Gauteng and Kwa-Zulu Natal Provinces.

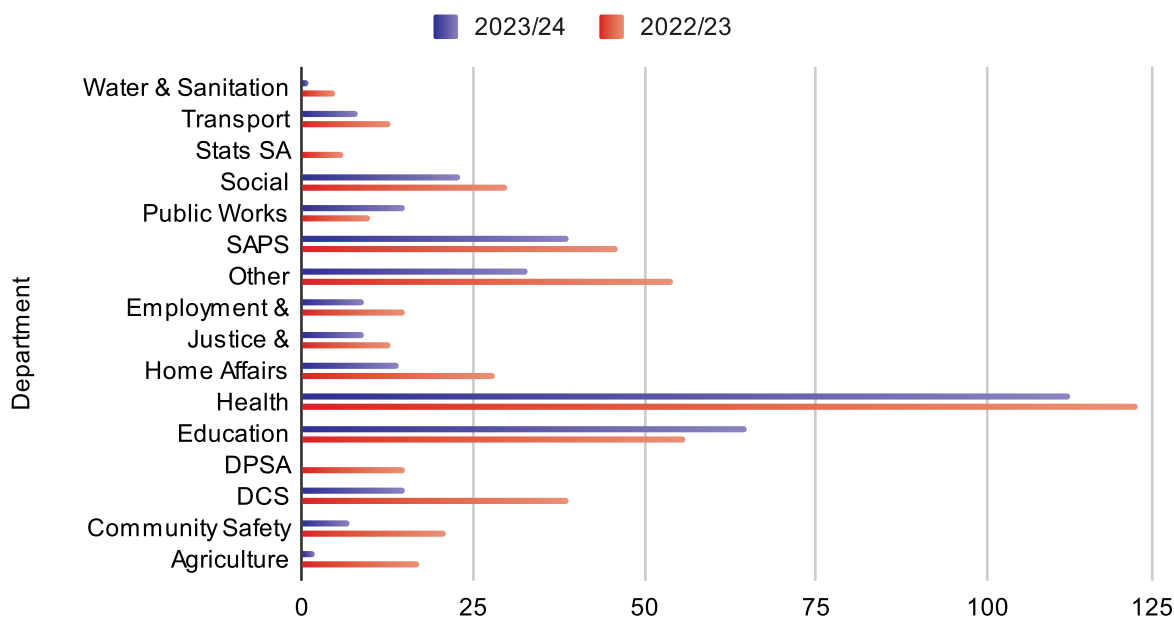
Disputes relating to Resolution 1 of 2007; improved conditions of service (payment of overtime) are received in the Gauteng and Kwa-Zulu Natal Provinces

Table A: A breakdown of referrals by Issue in Provinces

Issue	EC	FS	GP	KZN	LP	MP	NC	NW	WC	Total
1 of 2003	12	9	37	12	5	2	2	3	2	12
1 of 2007	4	5	11	6	5	0	1	1	2	4
1 of 2012	2	0	2	0	1	0	2	1	0	2
3 of 1999	2	0	4	5	3	2	5	1	2	2
3 of 2009	4	2	13	27	0	2	1	3	2	4
7 of 2000	3	8	9	9	0	0	3	2	8	3
7 of 2015	6	5	7	3	1	2	1	4	1	6
14 of 2002	8	6	16	4	2	1	12	4	1	8
OTHER	8	13	17	16	7	9	6	13	6	8
TOTAL	49	48	116	82	24	18	33	32	24	49

Referrals received within the Department

Below is a breakdown of referrals received within the Departments. The highest number of referrals is received within the Department of Health accounting for 29% of the cases referred.



Graph Six: Referrals received within the Departments

2. Disciplinary Code and Procedures of the Public Service
3. Grievance rules for the Public Service
4. Improvement in the conditions of service of the Public Service employees – leave provisions.
5. Improvement of salaries and other conditions of service of the Public Service employees – payment of overtime

Processes conducted/scheduled

A total number of 499 processes were scheduled/conducted in comparison to 400 in the previous reporting period resulting in a 25% increase.

The following processes were conducted/scheduled:- 7 rescissions in terms of section 144 of the LRA, 51 in limine6, 225 conciliations and 216 arbitrations.

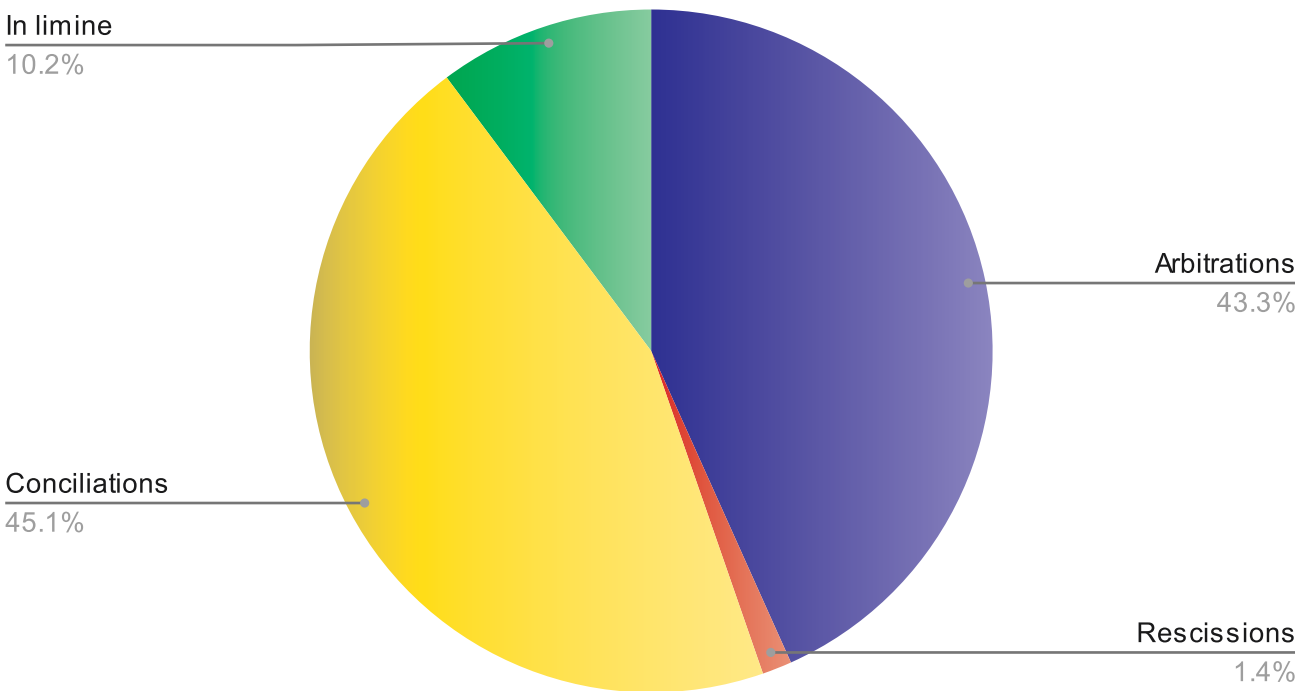
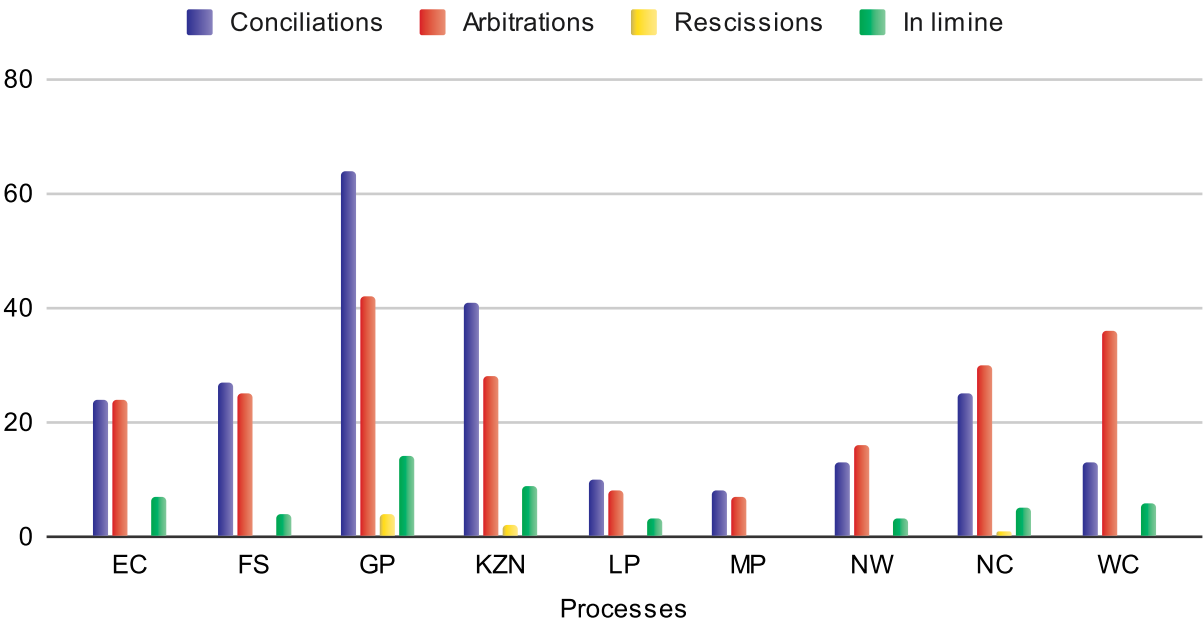


Diagram C: A breakdown of processes conducted

Number of processes scheduled/conducted by Provinces

Of the 225 conciliations conducted, 64 conciliations were conducted in Gauteng, 41 in Kwa-Zulu Natal, 27 in Free State and 25 in Northern Cape.

Of the 216 arbitrations conducted, 42 arbitrations were conducted in Gauteng, 30 in Northern Cape, 28 in Kwa-Zulu Natal and 24 in Eastern Cape.

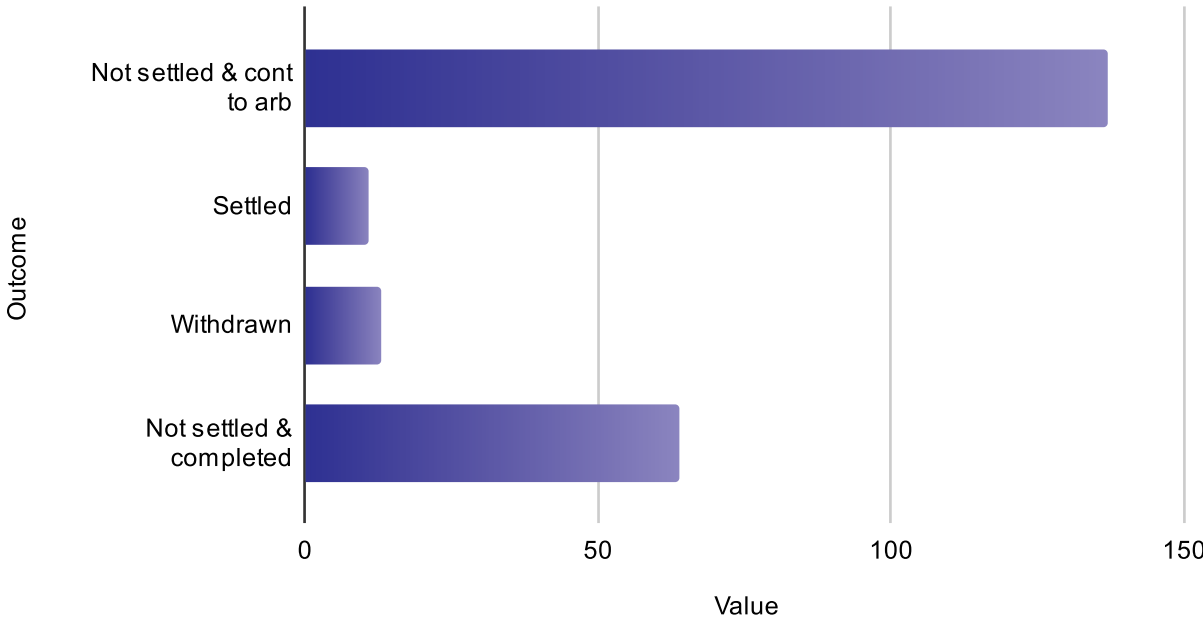


Graph Seven: Number of Processes by Provinces

Process outcomes

Conciliation outcomes

At the conciliation phase, 89% of the conciliations remain unresolved. The rate of matters withdrawn is at 6% and settled at 5% at the conciliation phase.



Graph Eight: A breakdown of conciliation process outcomes

6. A hearing on a specific legal point, which takes place before the actual case referred could be heard.

Arbitration outcomes

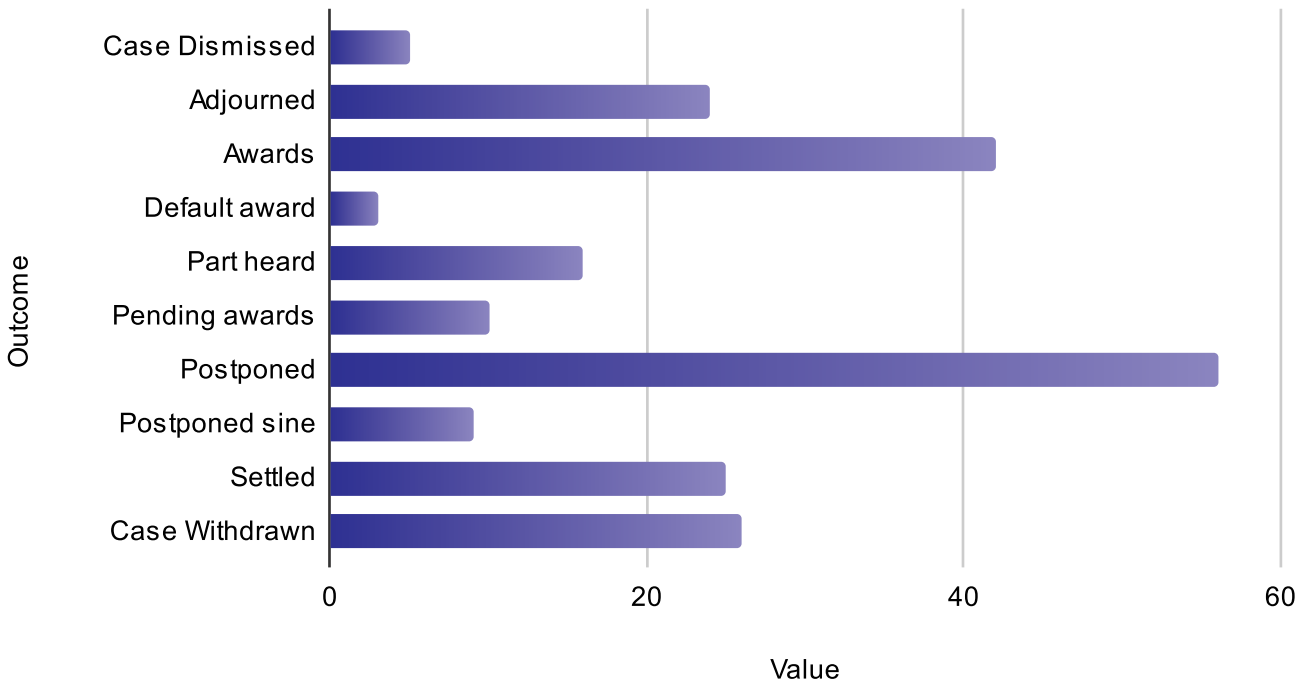
The Council scheduled/conducted 216 arbitrations, 42 arbitrations awards were rendered, however, a total of 57 awards were rendered in the reporting period (April to March 2024) irrespective of the date the cases were heard and finalised, 65 postponements, 26 withdrawals and 25 settlements.

It is to be noted that 12% of the disputes were withdrawn at the arbitration level.

The stats indicate a 30% rate of postponement. The reasons for postponements occasioned by parties and panellists range from the following:

- Postponed due to limited or poor connectivity on virtual platforms and/or load-shedding.
- By agreement between the parties.
- Postponed pending discussions between the parties in attempts to settle.

The pre-arbitration process as envisaged in the DR Procedure is barely used by the parties⁷. An exceptionally low usage of less than 1% has been recorded.



Graph Nine: The graph below illustrates the outcomes of the arbitrations scheduled/conducted

7. Clause 5.4 of the PSCBC DR Procedure

Table B: A breakdown of arbitration outcomes by Provinces

OUTCOMES	EC	FS	GP	KZN	LP	MP	NC	NW	WC	Total
Adjourned	4	2	4	5	0	0	3	2	4	24
Awards	4	4	8	8	1	1	7	5	4	42
Default award	0	0	1	0	0	0	0	2	0	3
Part heard	0	0	1	1	0	2	1	1	10	16
Pending awards	1	1	5	2	0	0	1	0	0	10
Postponed	5	12	13	5	1	1	5	2	12	56
Postponed sine die	1	1	2	1	0	0	2	0	2	9
Settled	2	3	4	2	4	2	9	1	0	25
Case Withdrawn	6	1	2	3	2	1	2	3	4	26
Case Dismissed	1	1	2	1	0	0	0	0	0	5
TOTAL	24	25	42	28	8	7	30	16	36	216

Arbitration awards in favour of employee, employer and out of jurisdiction

A total of 42 arbitration awards were rendered out of the 216 arbitrations conducted in the reporting period. However, a total of 57 awards were rendered from April to March 2024 irrespective of the period the arbitrations were heard and finalised.

31 awards were found in favour of the union/employee party, which represents 54% of the awards rendered, 24 awards in favour of the employer party which makes up 42% of the awards rendered and 2 awards were ruled neither in favour of the employer nor the union/employees, herewith in labelled as ("other" – ruled out of jurisdiction) amounts to 4% of the awards rendered.

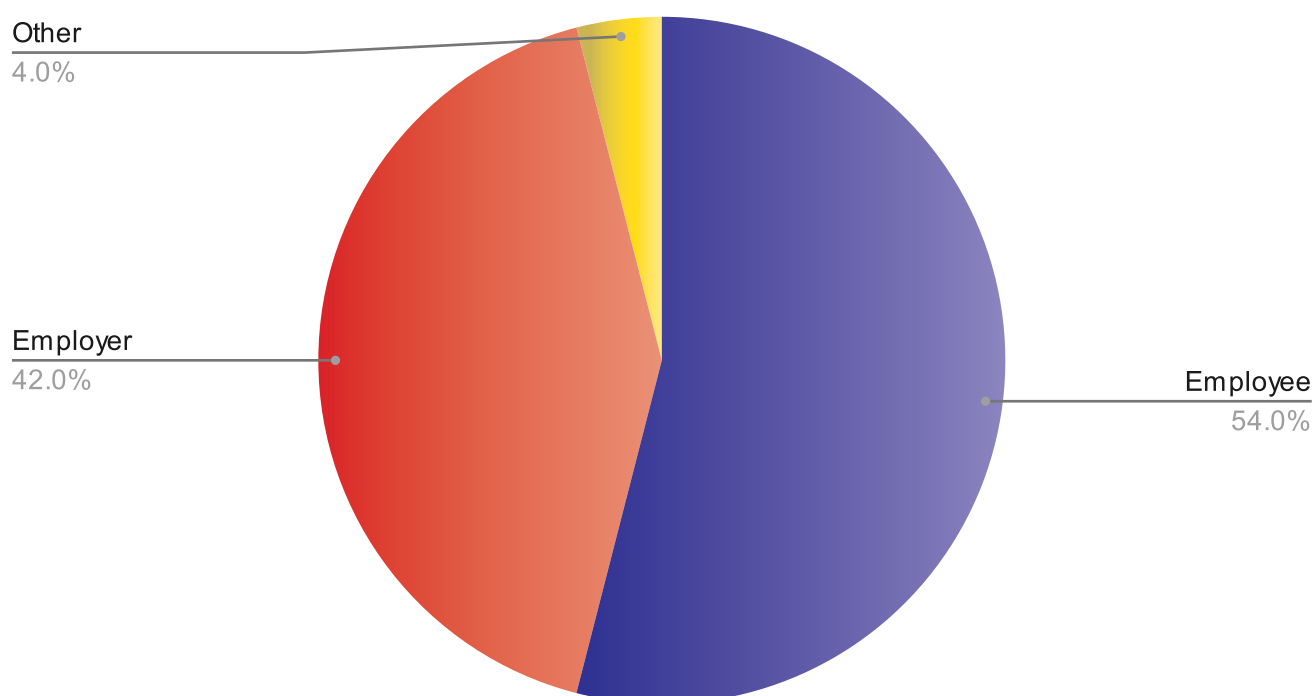


Diagram D: Awards rendered in favour of

A highlighted breakdown of the awards rendered by issue.

- 13 awards were issued concerning Resolution 3 of 2009 – revised salary structure of employees not covered by the OSD on level 1 to 12 – grade progression; 10 awards were in favour of the employer party and 3 awards were found in favour of the employee party.
- 12 awards were issued in relation to Resolution 1 of 2003 – disciplinary procedure; 10 awards were found in favour of the employee party and 2 awards were found in favour of the employer party.
- 10 awards were issued in relation to Resolution 1 of 2007 – improved in salaries and other conditions of service – payment of overtime; 6 awards were in favour of the employee party, 3 awards were found in favour of the employer party and 1 award was found neither in favour of the employee party nor the employer party but was found out of jurisdiction (“other”).
- 9 awards were issued concerning Resolution 7 of 2000/Res 5 of 2001 - improvement in the conditions of service – leave provisions; 5 awards were found in favour of the employee party and 4 awards were found in favour of the employer party.
- 6 awards were issued in relation to Resolution 14 of 2002 – grievance rules; all 6 awards were found in favour of the employee party.
- 3 awards were issued in relation to Resolution 07 of 2015 – housing allowance, all the awards were found in favour of the employer party.
- 2 awards were issued concerning Resolution 1 of 2012 – revised salary structure of employees not covered by the OSD on levels 1 to 12 – clause 18.1; 1 award was in favour of the employee party and 1 award was found in favour of the employer party.

Outcomes of in limine processes

Out of the 51 in limine processes conducted in this reporting period, 40 were ruled out of jurisdiction and 11 were found to be in jurisdiction of the council.

Outcomes of rescission processes

Out of the 7 rescissions filed in terms of Section 144 of the LRA that were conducted, 1 was rescinded, 3 was not rescinded and 3 were not in line with Section 144 of the Act.

Cases on review

A total of 18 cases have been taken on the review process at the Labour Court. From the total cases, 13 of the review processes were initiated by the applicant/employee party and 5 were initiated by the respondent/employer in this reporting period.



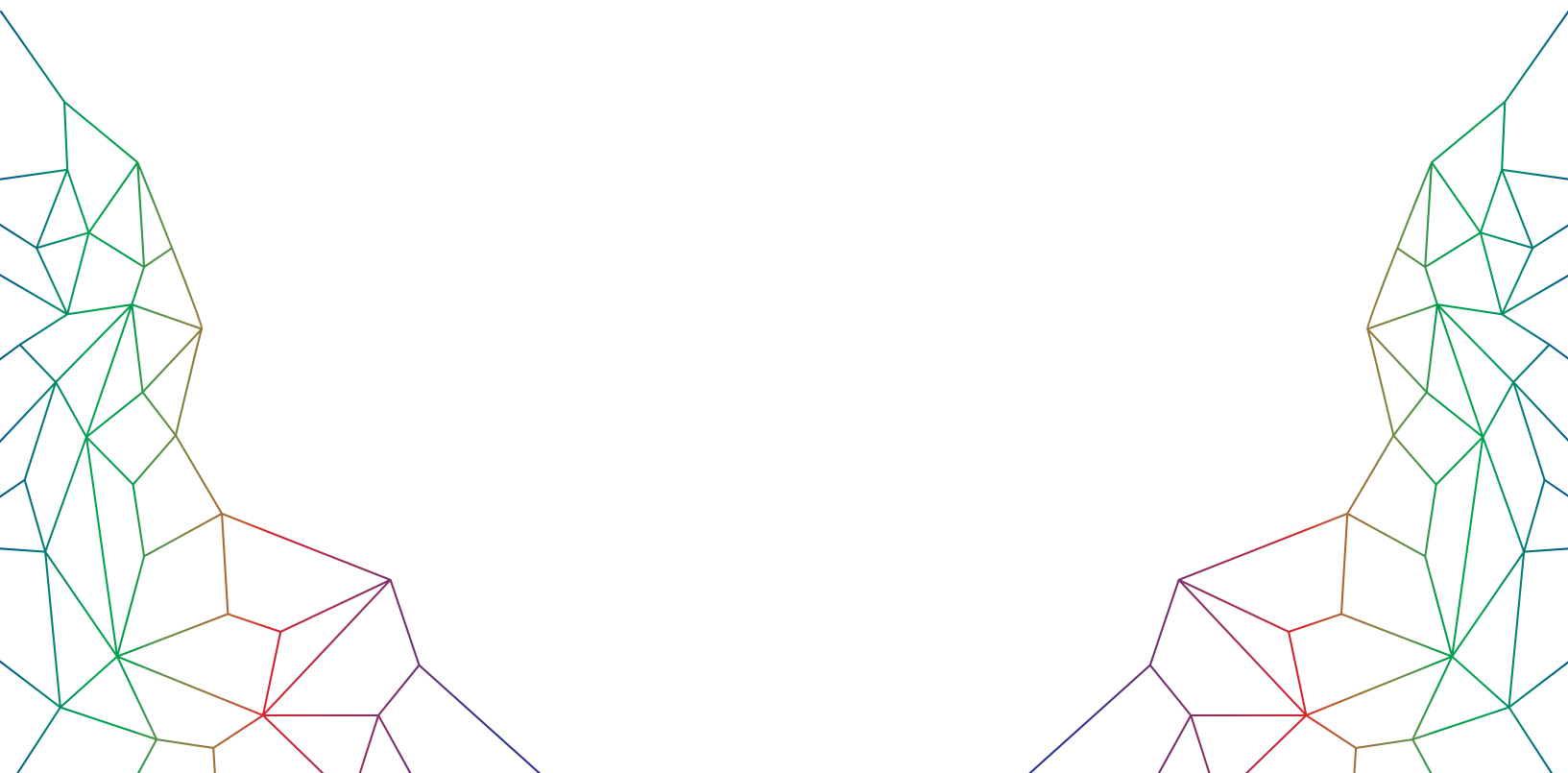
Table C: Matters on review at the Labour in the period 2023/24.

CASE NUMBER	STATUS	LC REF. NO.	PSCBC	REVIEWED BY
PSCBC1 59-22/23	Pending Labour Court Appeal	JR150/23	Res 03 of 2009 (grade progression)	Employee
PSCBC5 9-22/23	Pending Labour Court Appeal	PR70/23	Res 07 of 2000 (leave provisions); Res 01 of 2007 (conditions of service)	Employee
PSCBC2 47-21/22	Pending Labour Court Appeal	C261/2023	Res 03 of 2009 (grade progression)	Employer
PSCBC6 95-19/20	Pending Labour Court Appeal	JR2746/22	Res 01 of 2012 (revised salary structures)	Employee
PSCBC1 80-22/23	Pending Labour Court Appeal	P57/23	Res 01 of 2012 – jurisdictional ruling (revised salary structures)	Employee
PSCBC3 78-22/23	Pending Labour Court Appeal	JR1544/23	Res 01 of 2003 (disciplinary code & procedure)	Employer
PSCBC0 01-22/23	Pending Labour Court Appeal	JR1595/23	Res 01 of 2003 (disciplinary code & procedure)	Employer
PSCBC6 9-23/24	Pending Labour Court Appeal	JR1873/23	Res 03 of 2009 (grade progression)	Employee
PSCBC6 2-23/24	Pending Labour Court Appeal	JR1879/23	Res 01 of 2003 (disciplinary code & procedure)	Employee
PSCBC9 5-23/24	Pending Labour Court Appeal	JR2129/23	Res 01 of 2003 (disciplinary code & procedure)	Employee
PSCBC2 17-23/24	Pending Labour Court Appeal	JR2307/2023	Res 01 of 2012 (revised salary structures)	Employee
PSCBC1 98-20/21	Pending Labour Court Appeal	PR249/23	Res 07 of 2000 (leave provisions)	Employee
PSCBC5 40-19/20	Pending Labour Court Appeal	JR2427/2023	Res 01 of 2012 (revised salary structures)	Employee
PSCBC1 88-23/24	Pending Labour Court Appeal	JR727/2023	Res 03 of 2009 (grade progression)	Employee
PSCBC2 23-23/24	Pending Labour Court Appeal	JR172/24	Res 01 of 2007 (improvements in salaries/other cond. of service)	Employee
PSCBC5 64-23/24	Pending Labour Court Appeal	JR130/24	Res 01 of 2003 (disciplinary code & procedure)	Employer
PSCBC5 68-23/24	Pending Labour Court Appeal	JR160/24	Res 01 of 2003 (disciplinary code & procedure)	Employer
PSCBC3 53-20/21	Pending Labour Court Appeal	JR1841/22	Res 01 of 2007 (improvements in salaries/other cond. of service)	Employee

Way forward

It is without a doubt that technology and its advancement have become an integral and important part of the dispute resolution and prevention processes, thereby contributing to improved accessibility, quality, cost-effectiveness, and efficient dispute resolution.

Furthermore, the ongoing capacitation of the parties remains key in the promotion and ensuring social justice and labour peace to match the advancing and dynamic technological domain.



SECTION E

Resident Panellist



RESIDENT PANELLIST UNIT

Overview

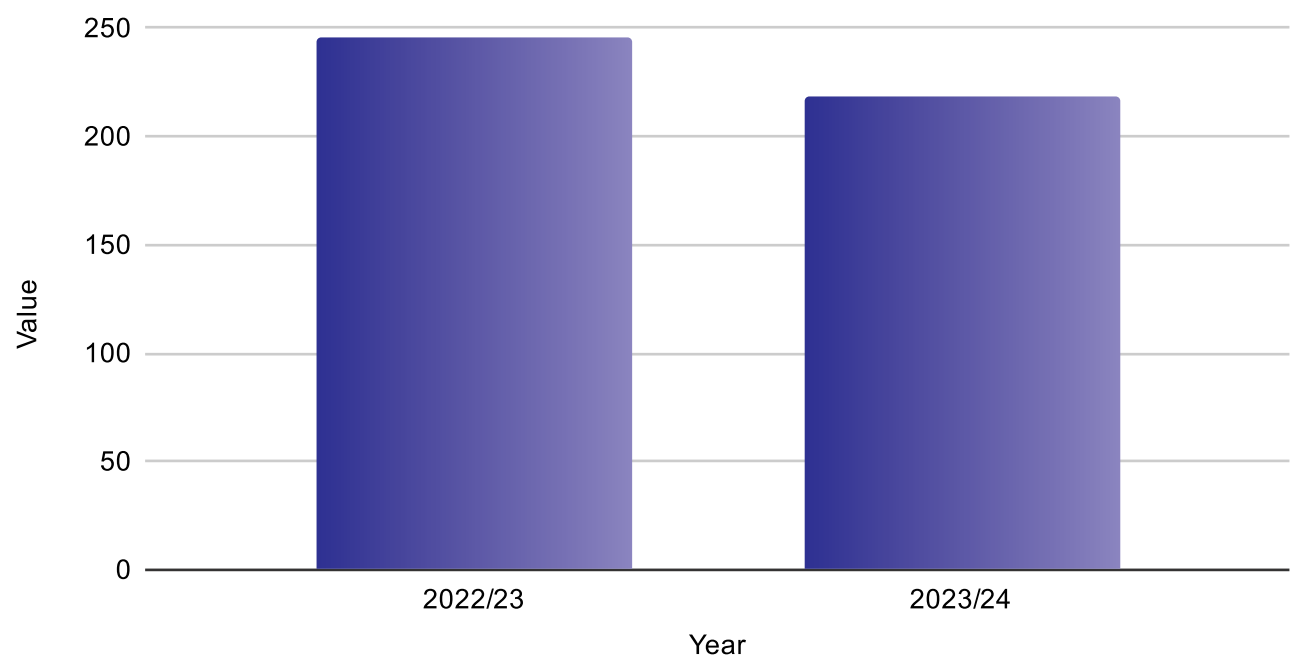
Dispute resolution and prevention are core functions to attaining labour peace. The Resident Panellist Unit provides essential support to the Council towards achieving its strategic objectives.

This report reflects on the conciliations and arbitrations conducted by the Resident Panellists from 01 April 2023 to 31 March 2024 with a comparison of the processes conducted in the previous reporting period.

It should be noted that the cases referred to in this report and the subsequent statistics are solely based on the cases that sat before the Resident Panellists, meaning that if a case was withdrawn before the hearing date it would not form part of this report. Therefore, the number of conciliations and arbitrations conducted in this report and the number of conciliations and arbitrations conducted in the Dispute Resolution Unit's report will not always be similar.

Number of Conciliations Conducted

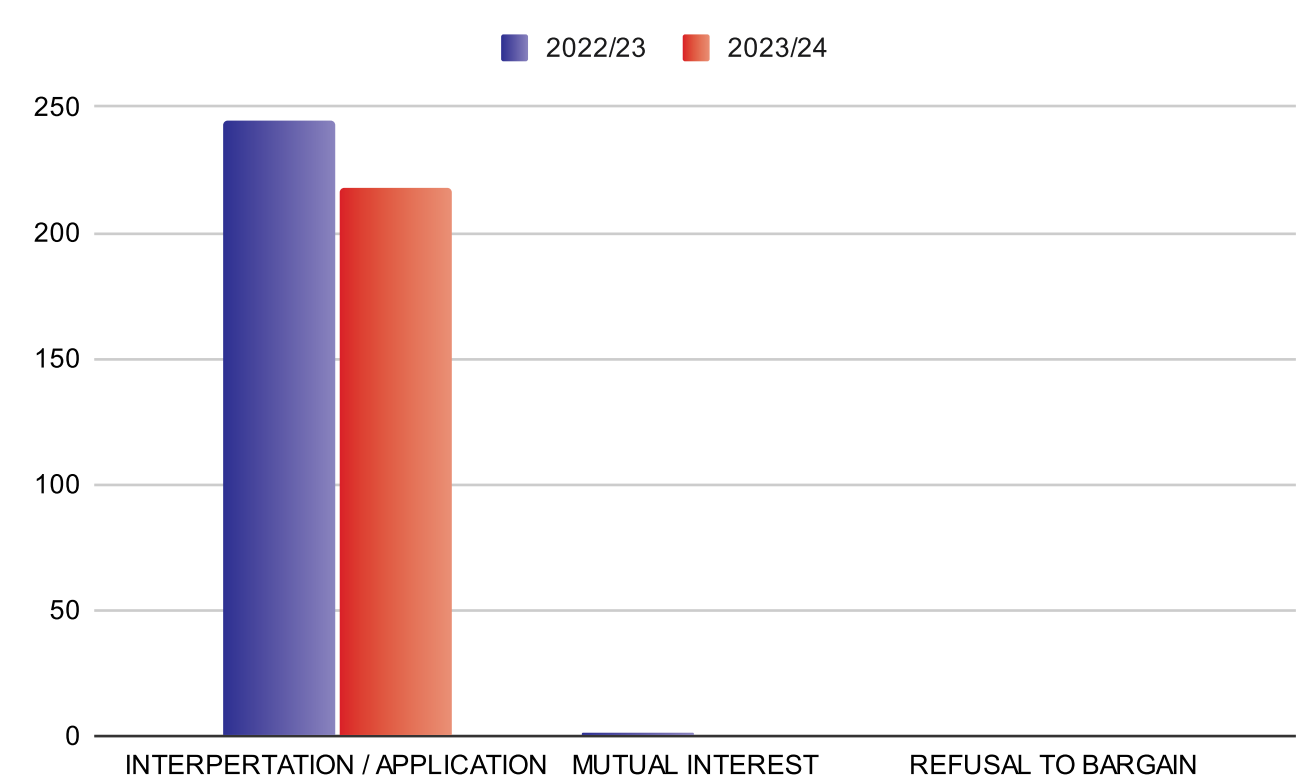
The Council received 218 properly referred referrals for the current reporting period. A total number of 218 conciliations were set down and conducted from 01 April 2023 to 31 March 2024 in comparison to 246 conciliations conducted in the previous reporting period (01 April 2022 to 31 March 2023), resulting in a 11% decrease in the conciliations conducted.



Graph One: Comparison of the number of conciliations conducted.

Nature of Dispute

During the current reporting period, all the conciliations that were conducted were interpretation and/or application disputes.



Graph Two: Comparison of the nature of disputes

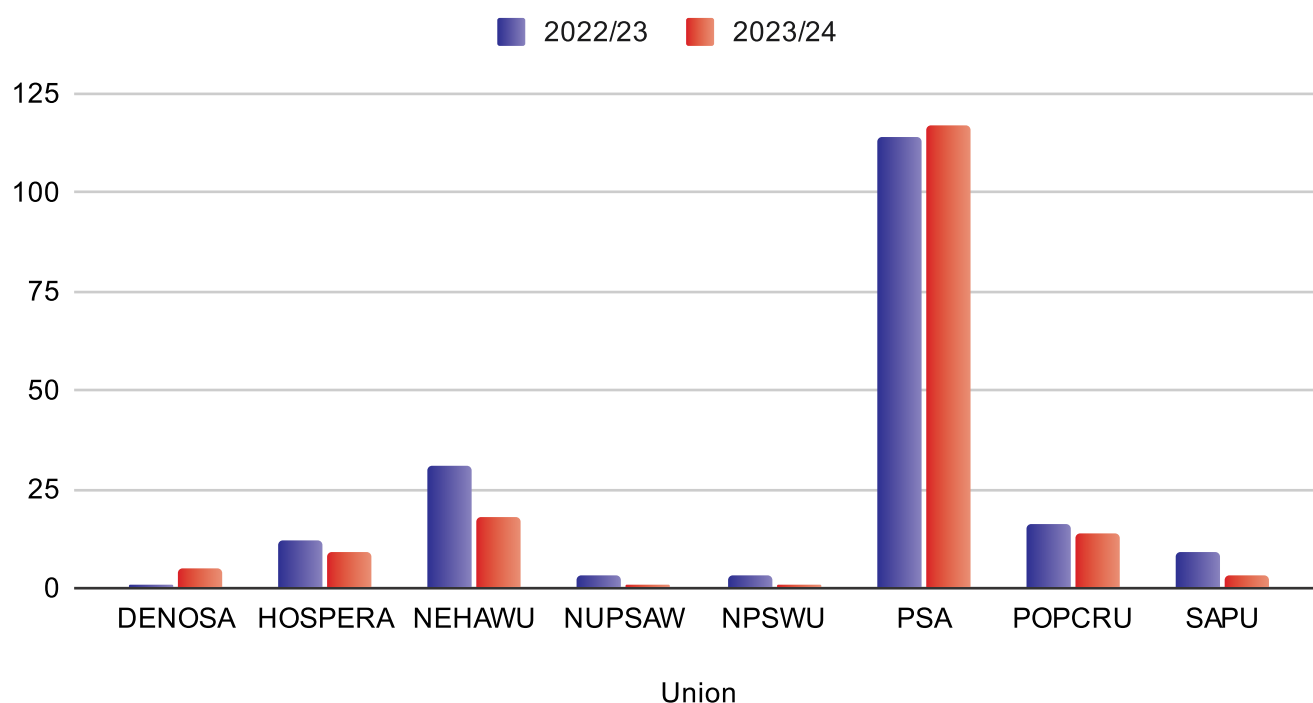
Cases Attended by Representatives of Unions

There is an overall decrease in attendance by Unions at the conciliations conducted from 88% to 86%, with a slight attendance decrease from NEHAWU (attended 18 out of 24 cases - 11% decrease from the previous reporting period) and POPCRU (attended 14 out of 16 cases - 6% decrease from the previous reporting period).

However, in the last three months of the current reporting period there has been an improvement in attendance that can be attributed to the virtual processes that we are now utilizing, and a departure from the telephonic conciliations that the Council resorted to after the Covid-19 state of disaster was declared.

Table A: A breakdown of attendance of representatives of Unions (only parties to conciliations in the current reporting period)

TRADE UNION	TOTAL CASES	CASES ATTENDED	CASES NOT ATTENDED	ATTENDANCE PERCENTAGE
SADTU	1	1	0	100%
SADTU	1	1	0	100%
SOLIDARITY	2	2	0	100%

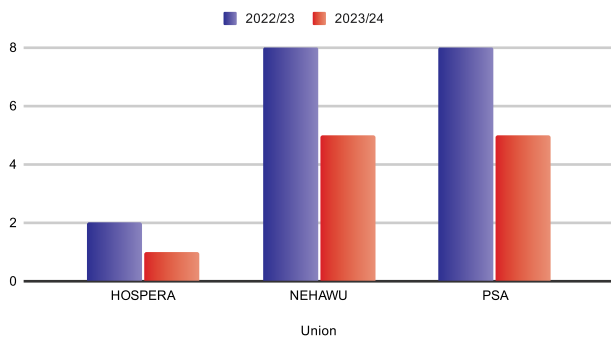


Graph Three: A breakdown of attendance of representatives of Unions

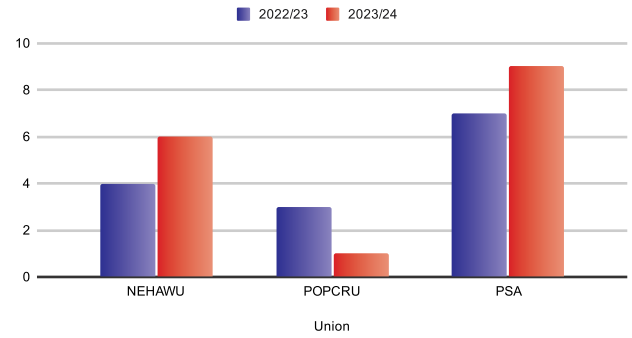
Cases Attended by Representatives of Unions per Province

Please note: The graphs indicate trade unions that were parties to conciliations in both financial periods. The trade unions indicated below the graphs were only parties in the current financial year (the number of cases attended is indicated in brackets).

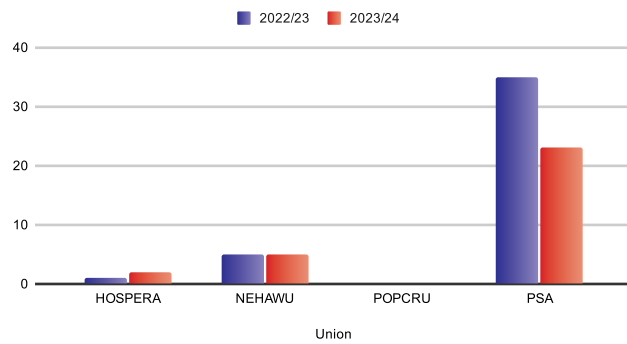
Number of conciliations attended by representatives of unions.



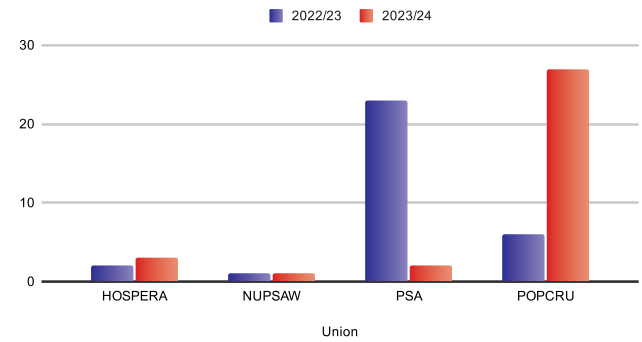
Graph Four: Eastern Cape



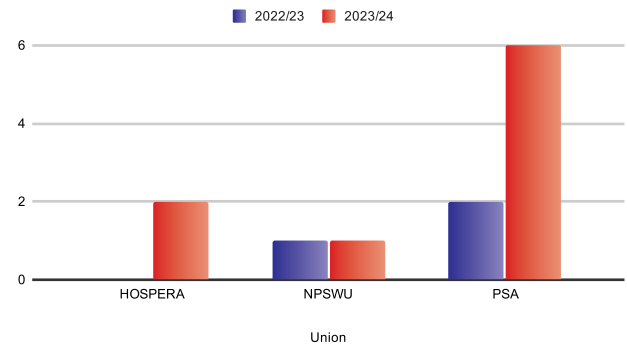
Graph Five: Free State



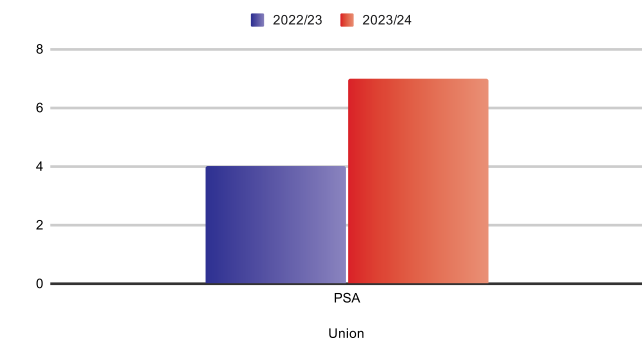
Graph Six: Gauteng



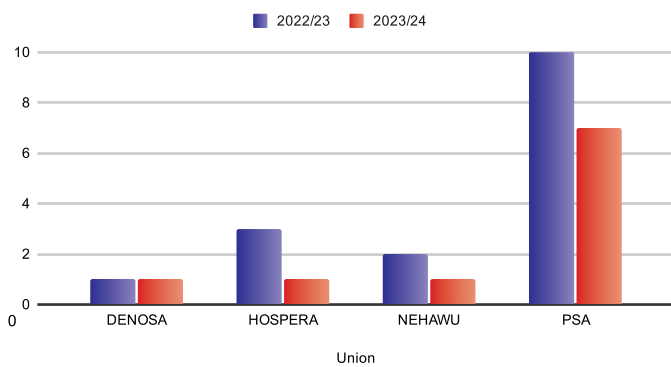
Graph Seven: KwaZulu-Natal



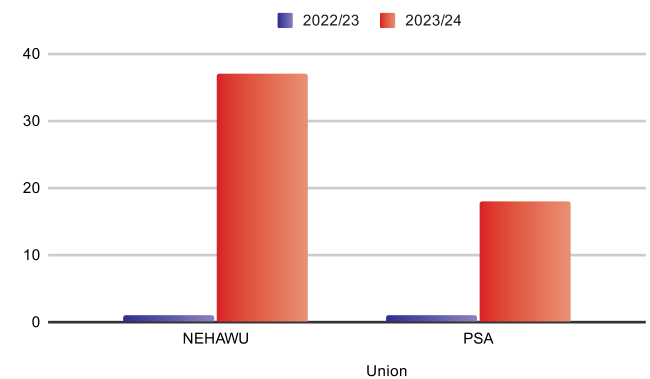
Graph Eight: Limpopo



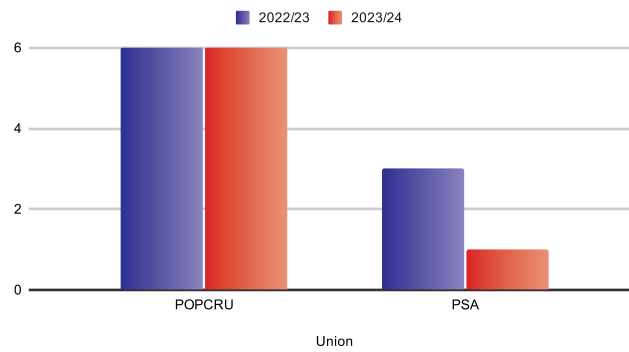
Graph Nine: Mpumalanga



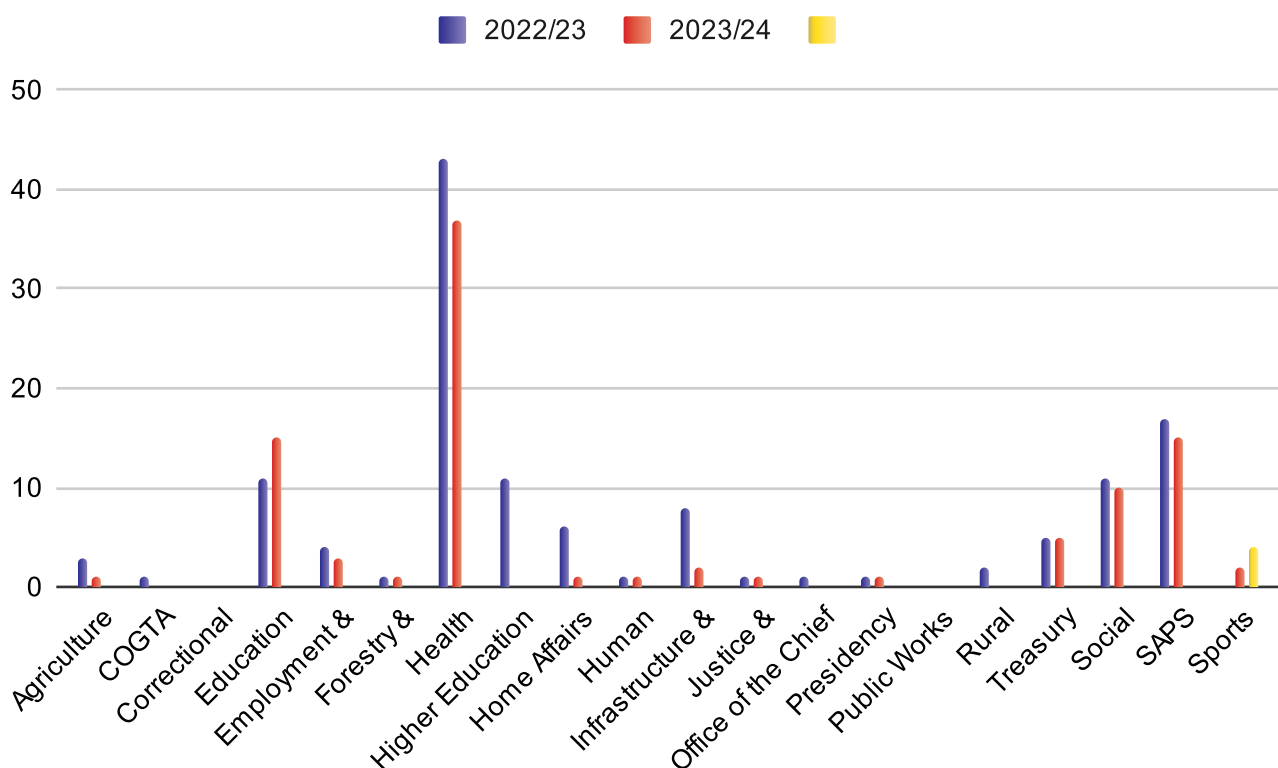
Graph Ten: North West



Graph Eleven: Northern Cape



Graph Twelve: Western Cape

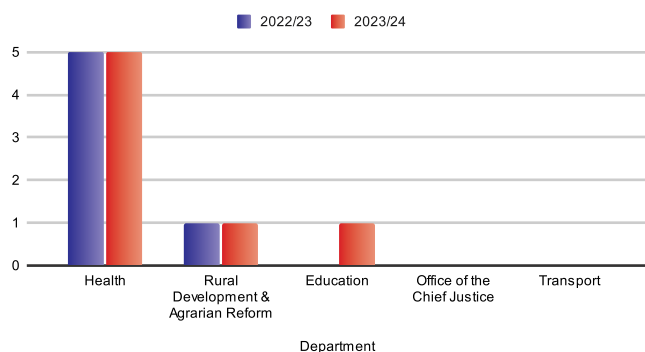


Graph Thirteen: A breakdown of attendance of representatives of Departments

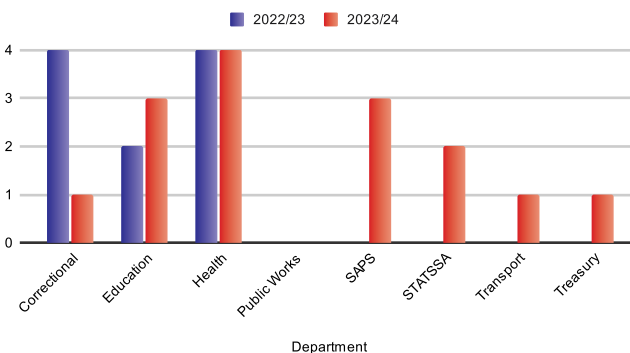
Cases Attended by Representatives of Departments per Province

Please note: The graphs indicate departments that were parties to conciliations in both financial periods. The departments indicated below the graphs were only parties in the current financial year (the number of cases attended is indicated in brackets).

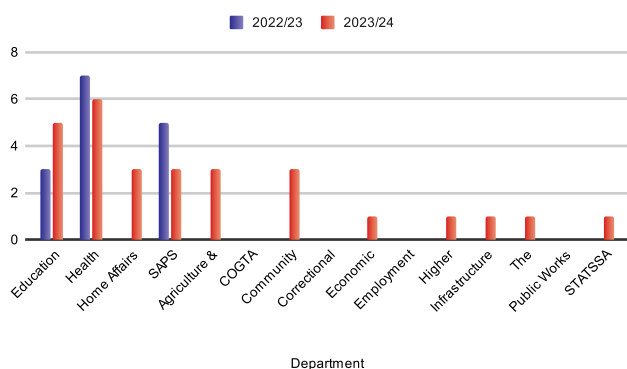
Number of conciliations attended by representatives of Departments.



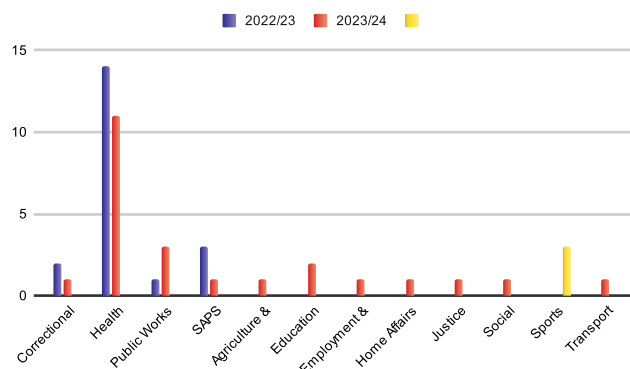
Graph Fourteen: Eastern Cape



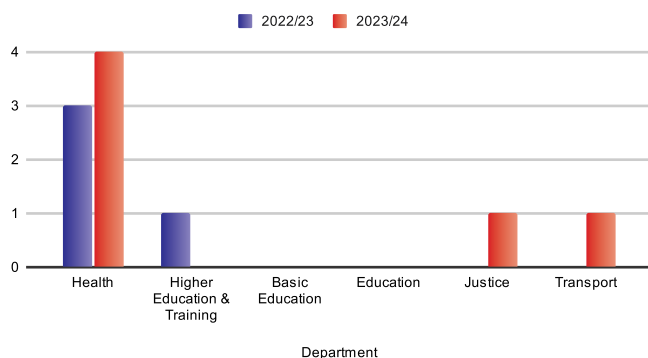
Graph Fifteen: Free State



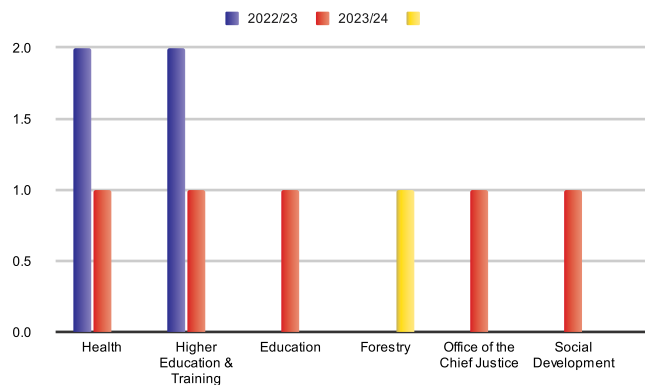
Graph Sixteen: Gauteng



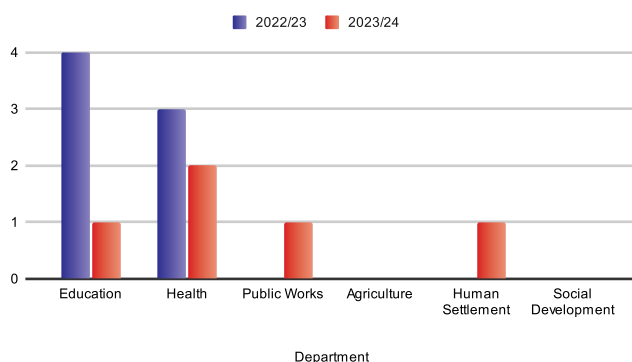
Graph Seventeen: KwaZulu-Natal



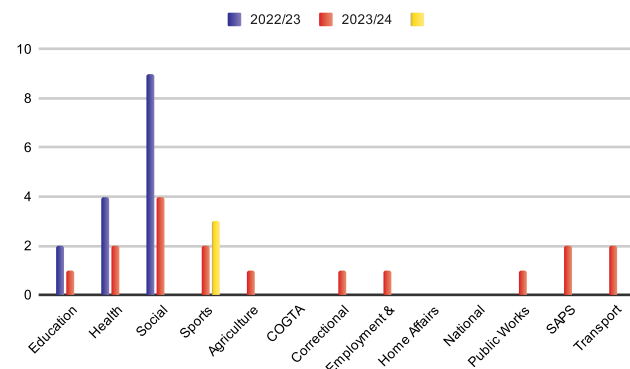
Graph Eighteen: Limpopo



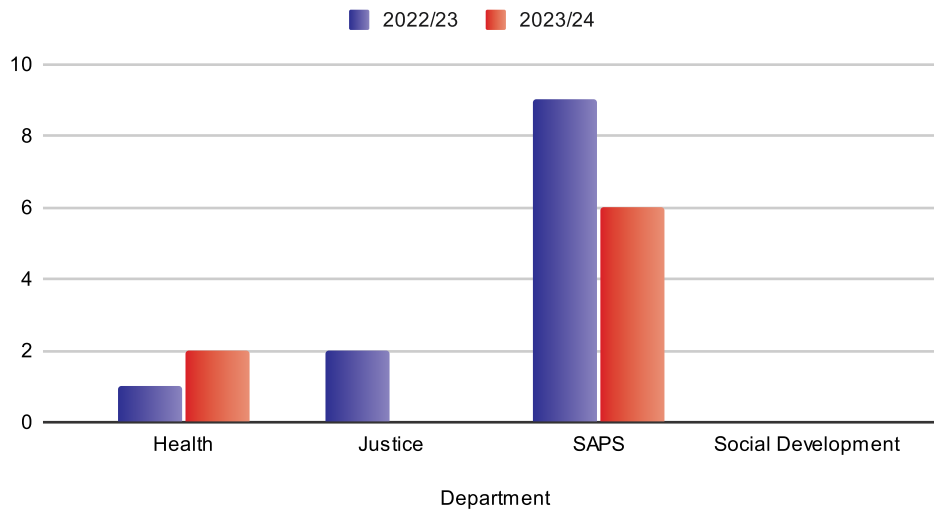
Graph Nineteen: Mpumalanga



Graph Twenty: North West



Graph Twenty-One: Northern Cape

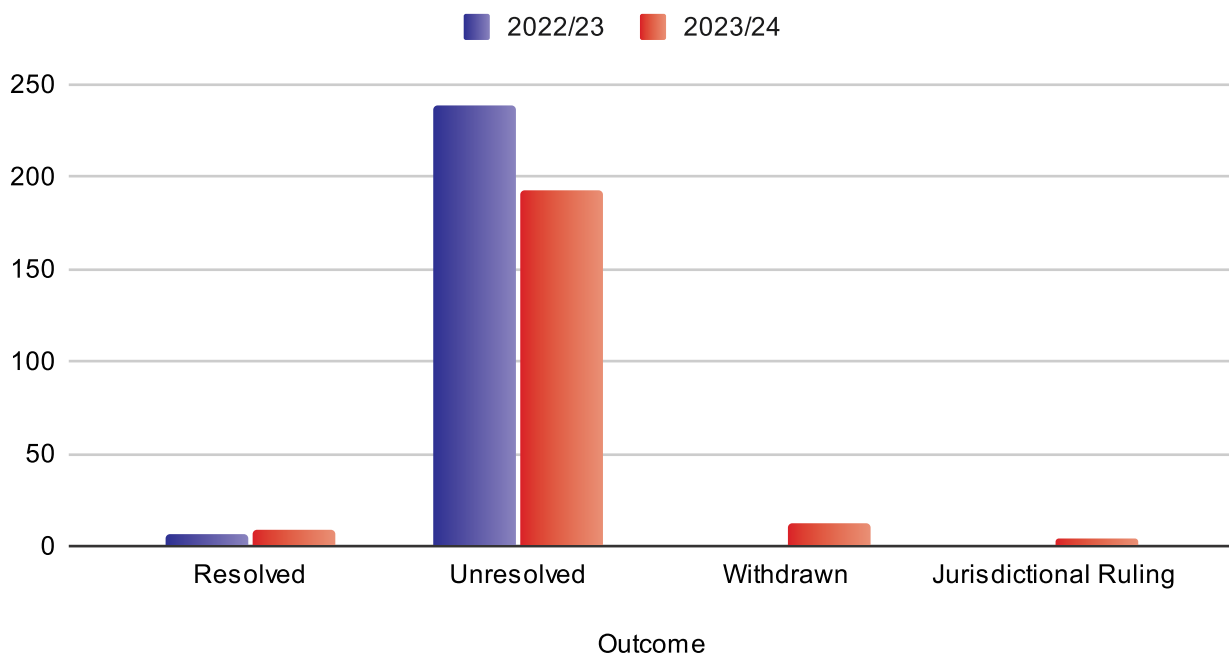


Graph Twenty-Two: Western Cape

Outcomes of the Conciliations Conducted

There has been an increase of 1% in the number of matters that have been resolved at conciliation. This is a slight increase but unfortunately there is still mistrust between parties. In some cases, there are settlements between parties, but the Applicant will opt to receive a certificate stating that the matter remains unresolved. This affords the Applicant the opportunity to refer the matter to arbitration in the event of the Respondent not complying with the proposed settlement.

There has been an increase of 6% in the number of matters that have been withdrawn at conciliations. There has also been an increase of 2% in jurisdictional rulings that have been made at conciliations, this is due to an increase in parties raising jurisdictional issues at conciliation. Naturally the increase in settlements, withdrawn matters and the increase in jurisdictional rulings has led to a decrease of 9% in matters that remain unresolved.



Graph Twenty-Three: Outcomes of the conciliations conducted.

Cases Attended by Representatives of Departments

There is an overall decrease in attendance of the conciliations conducted from 61% to 56%, with a significant attendance decrease from Higher Education & Training (attended 1 out of 4 cases - 75% decrease from the previous reporting period), Rural Development (attended 1 out of 3 cases - 67% decrease from the previous reporting period) and Home Affairs (attended 4 out of 18 cases - 32% decrease from the previous reporting period).

However, there were significant attendance increases from Transport (attended 5 out of 6 cases - 83% increase from the previous reporting period) and Sports, Arts & Culture (attended 4 out of 4 cases - 33% increase from the previous reporting period).

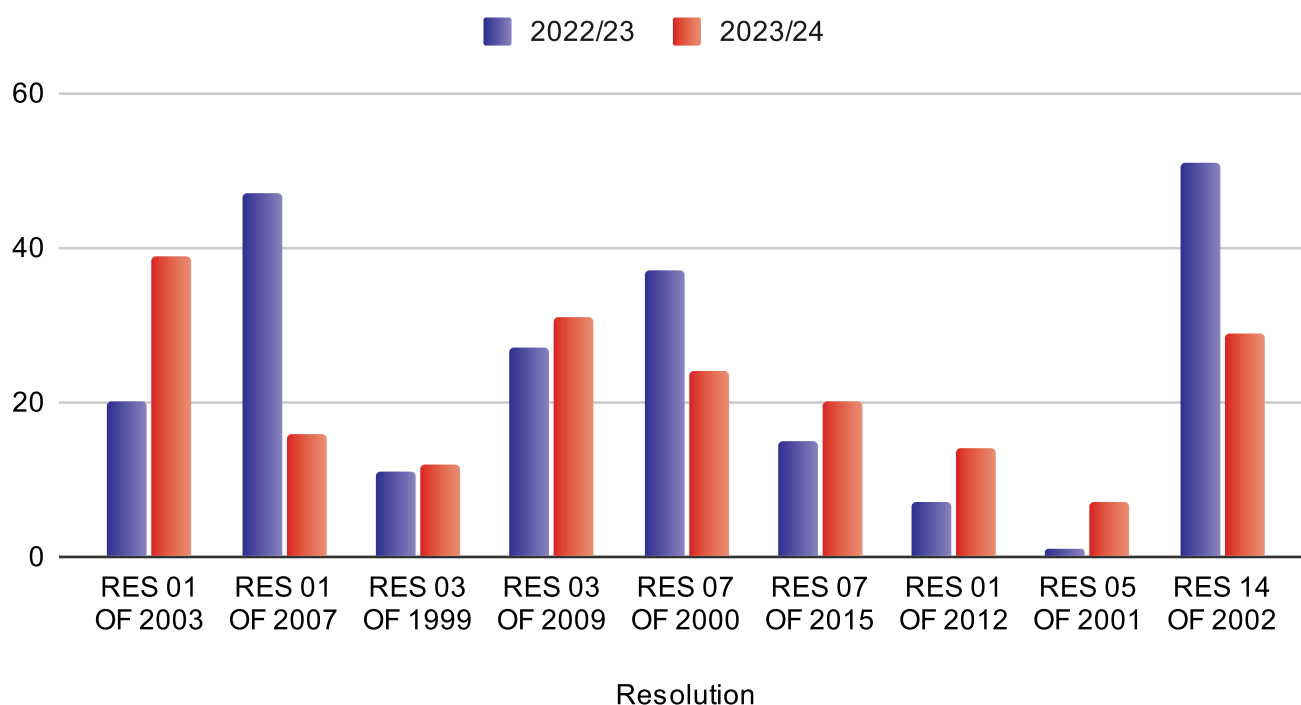
Table B: A breakdown of attendance of representatives of Departments (only parties to conciliations in the current reporting period)

DEPARTMENT	TOTAL CASES	CASES ATTENDED	CASES NOT ATTENDED	ATTENDANCE PERCENTAGE
Basic Education	1	0	0	0%
COGHSTA	1	0	0	0%
Community Safety	4	3	1	75%
Economic Development	1	1	0	100%
National Prosecuting	1	0	1	0%
STATSSA	4	3	1	75%

Resolutions

The following PSCBC Resolutions are major contributors in the conciliations conducted but remained unresolved: -

- Disputes relating to Resolution 01 of 20038 - 14% increase from the previous reporting period.
- Disputes relating to Resolution 7 of 20009 - 50% decrease from the previous reporting period.
- Disputes referred in terms of Resolution 14 of 200210 - 100% increase from the previous reporting period.
- Disputes relating to Resolution 1 of 200711 - 75% decrease from the previous reporting period.
- Disputes relating to Resolution 3 of 200912 - there was no change from the previous reporting period.

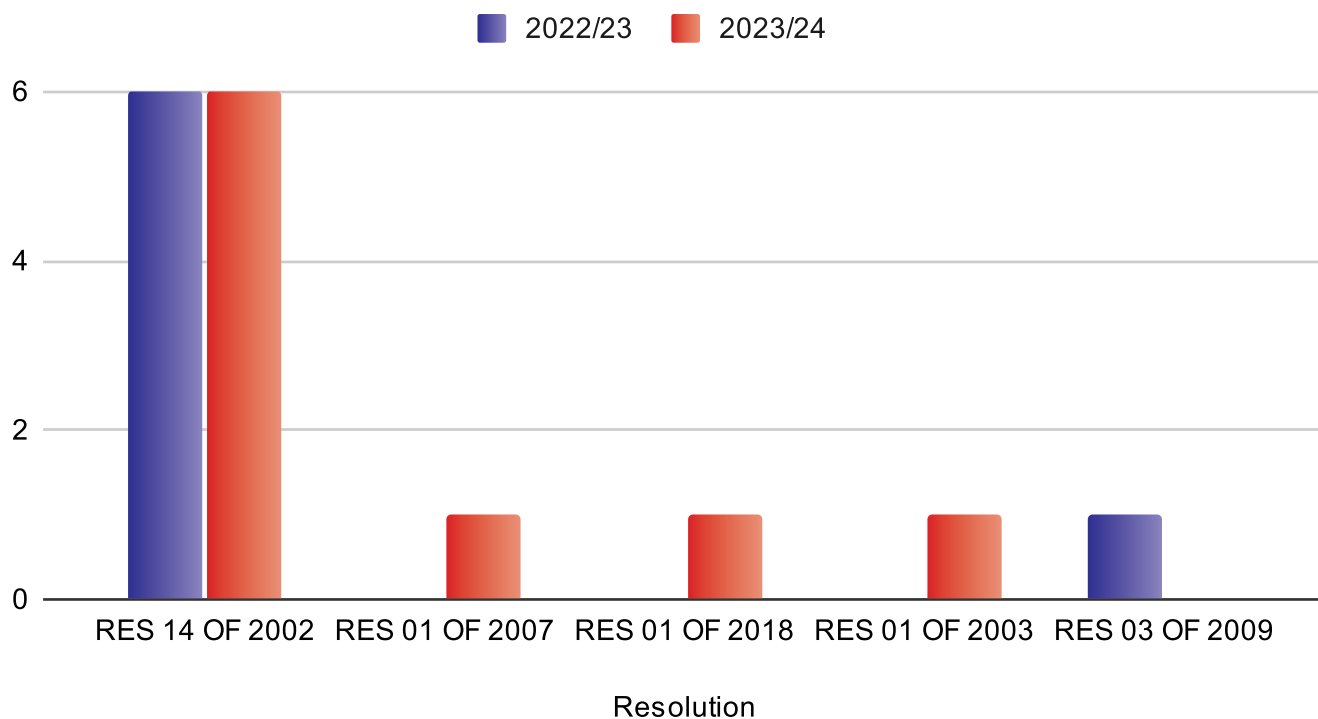


Graph Twenty-Four: Resolutions that remain unresolved.

The following PSCBC Resolutions are major contributors in the conciliations conducted that have been resolved:

- Disputes relating to Resolution 01 of 200313 - 100% increase from the previous reporting period.
- Disputes referred in terms of Resolution 14 of 200214 - there was no change from the previous reporting period.

8. Disciplinary Code and Procedures for the Public Service.
 9. Improvement in the conditions of service of the Public Service employees – leave provisions.
 10. Grievance rules for the Public Service.
 11. Improvement of salaries and other conditions of service of the Public Service employees – payment of overtime.
 12. Revised salary structure for employees on salary levels 1-12 not covered by OSD.
 13. Disciplinary Code and Procedures for the Public Service.
 14. Grievance rules for the Public Service.



Graph Twenty-Five: Resolutions that have been resolved.

Costs of Conducting Conciliations

Below is a breakdown of the costs of conducting conciliations from 01 April 2023 to 31 March 2024 totaling R 13 832.49 in comparison to R 15 609.14 in the same period in the previous year which accounts for a 11.38% decrease in the costs due to the decrease in the number of cases conducted.

The table below also indicates the estimated costs for the reporting period if the conciliations were to be done by our external panel of commissioners. It also indicates the estimated savings that have been made due to the conciliations done by the Resident Panellist Unit.

Table C: A breakdown of the costs of conducting conciliations

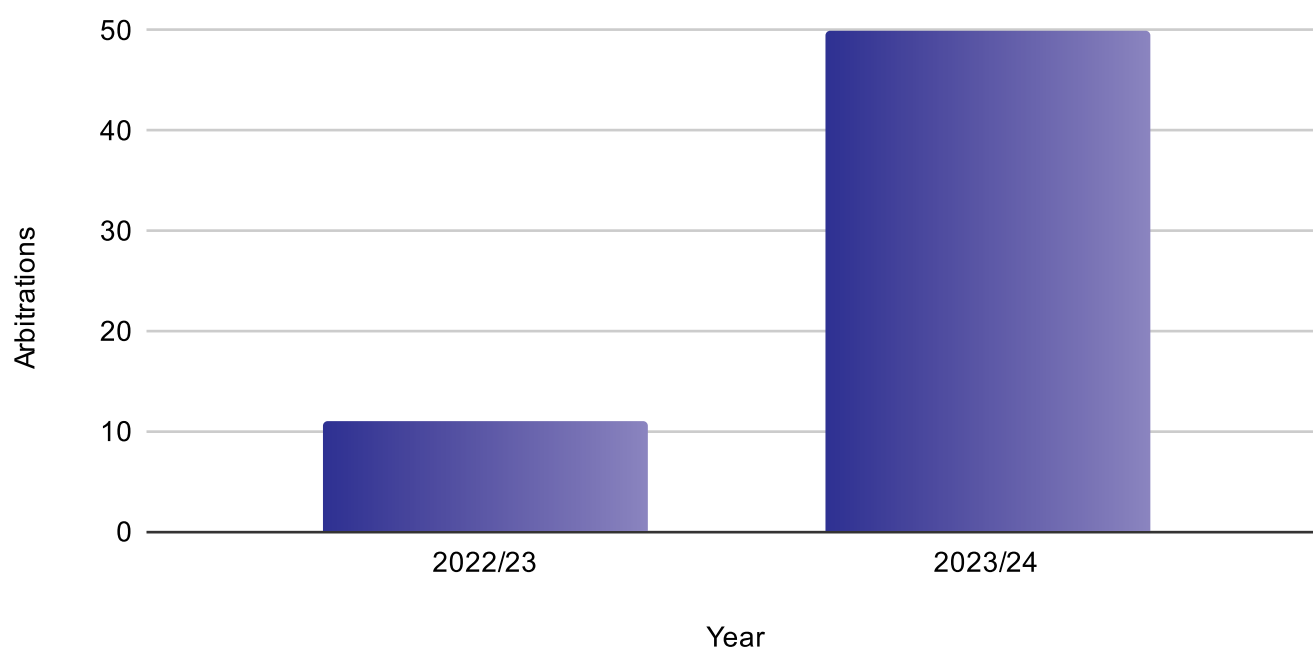
NUMBER OF CASES	COST PER CASE	ESTIMATED COST*	ACTUAL COST^	ESTIMATED SAVINGS
2023/24 – 218	R 1 850.00	R 403 300.00	R 13 832.49	R 289 467.51
2022/23 – 246	R 1 850.00	R 455 100.00	R 15 609.14	R 439 490.86

* Estimated cost: Number of cases x cost per case.

^ Actual cost: Amount of conciliations / Working hours in reporting period x Salaries for Panellists for the reporting.

Number of Arbitrations Conducted

A total number of 50 arbitrations were conducted from 01 April 2023 to 31 March 2024 in comparison to 10 arbitrations conducted in the previous reporting period (01 April 2022 to 31 March 2023), resulting in an 80% increase in the arbitrations conducted.



Graph Twenty-Six: Comparison of the number of arbitrations conducted.

Costs of Conducting Arbitrations

The table below also indicates the estimated costs for the reporting period if the arbitrations were to be done by our external panel of commissioners. It also indicates the estimated savings that have been made because the arbitrations were done by the Resident Panellist Unit.

Table B: A breakdown of the costs of conducting arbitrations

NUMBER OF CASES	DOCUMENT FEE	DAILY FEE	ESTIMATED COST*	DOCUMENT FEE	ESTIMATED SAVINGS
Adjournment Ruling – 4	(4 x 500.00) R 2 000.00	(4 x 3 500.00) R 14 000.00	R 16 000.00	R 2 030.46	R 13 969.54
Award - 8	(8 x 1 000.00) R 8 000.00	(8 x 3 500.00) R 28 000.00	R 36 000.00	R 4 060.91	R 31 939.09
Dismissal Ruling – 3	(3 x 500.00) R 1 500.00	(3 x 3 500.00) R 10 500.00	R 12 000.00	R 1 522.84	R 10 477.16
Jurisdictional Ruling – 7	(7 x 500.00) R 3 500.00	(7 x 3 500.00) R 24 500.00	R 28 000.00	R 3 553.30	R 24 446.70
Postponment – 10	(10 x 1 500.00) R 15 000.00	(10 x 3 500.00) R 35 000.00	R 50 000.00	R 5 076.14	R 44 923.86
Settled – 12	(12 x 500.00) R 6 000.00	(12 x 3 500.00) R 42 000.00	R 48 000.00	R 6 091.37	R 41 908.63
Withdrawals – 6	-	(6 x 3 500.00) R 21 000.00	R 21 000.00	R 3 045.68	R 17 954.32
			R 211 000.00	R 25 380.70	R 185 619.30

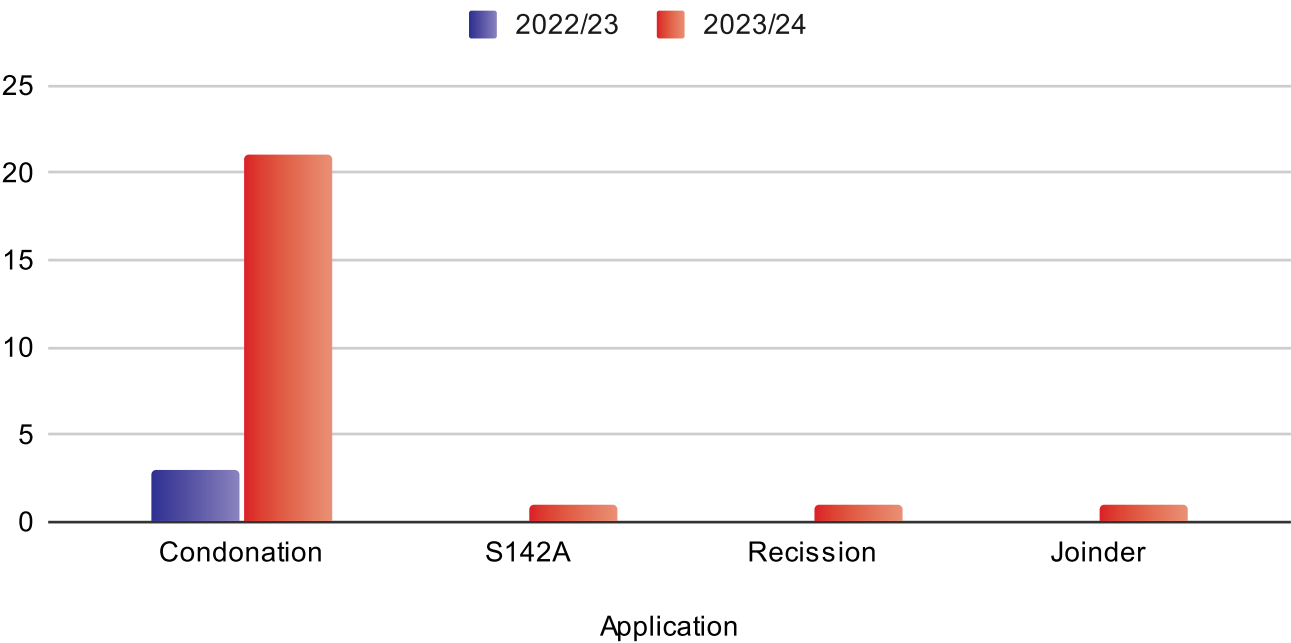
* Estimated cost: (Number of cases x document fee) + (number of cases x daily fee)

^ Actual cost: Number of cases x estimated hours the Panellist would have spent / Working hours in reporting period x Salaries of Resident Panellists during reporting period.

Applications

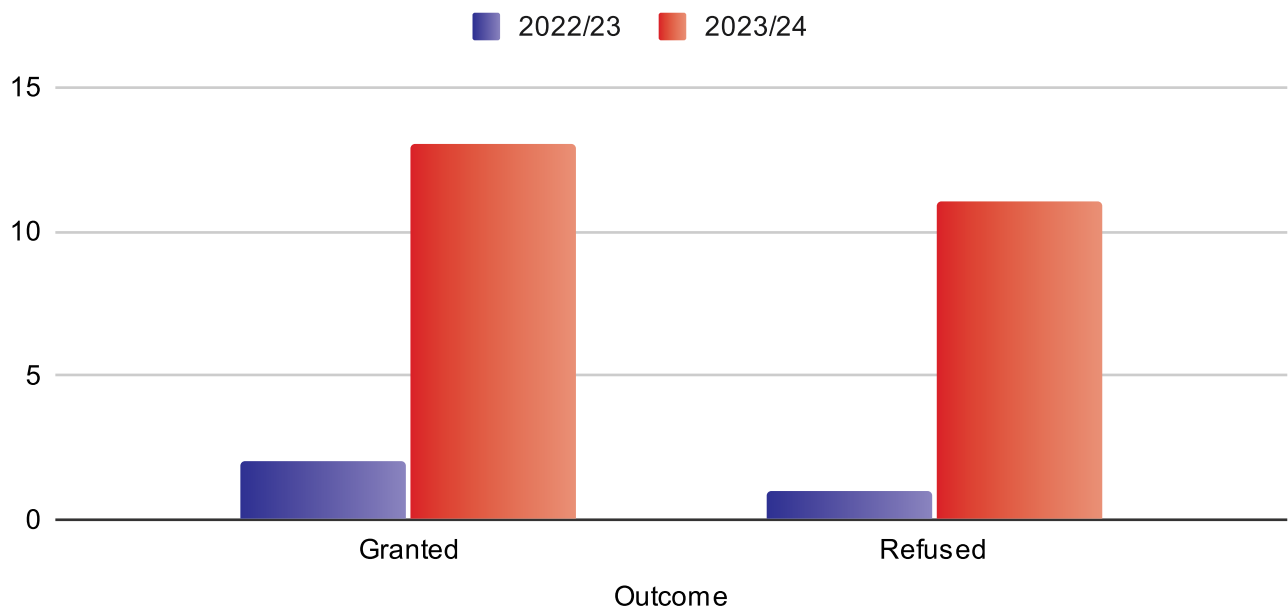
The Resident Panelist Unit is tasked with dealing with some of the applications received by the Council. These applications include condonation applications, Labour Relations Act 66 of 995 Section 142A (LRA S142A) applications and recission applications, to name a few.

Compared to the previous reporting period the number of condonation applications has increased by 86%. LRA S142A applications, recission applications and joinder applications have increased by 100%.



Graph Twenty-Eight: Number of applications dealt with by the Resident Panellist Unit

There has been an increase of 85% in the number of applications granted and a 91% increase in the number of applications refused. This increase is due to the increase in the number of applications dealt with by the Resident Panelist Unit.

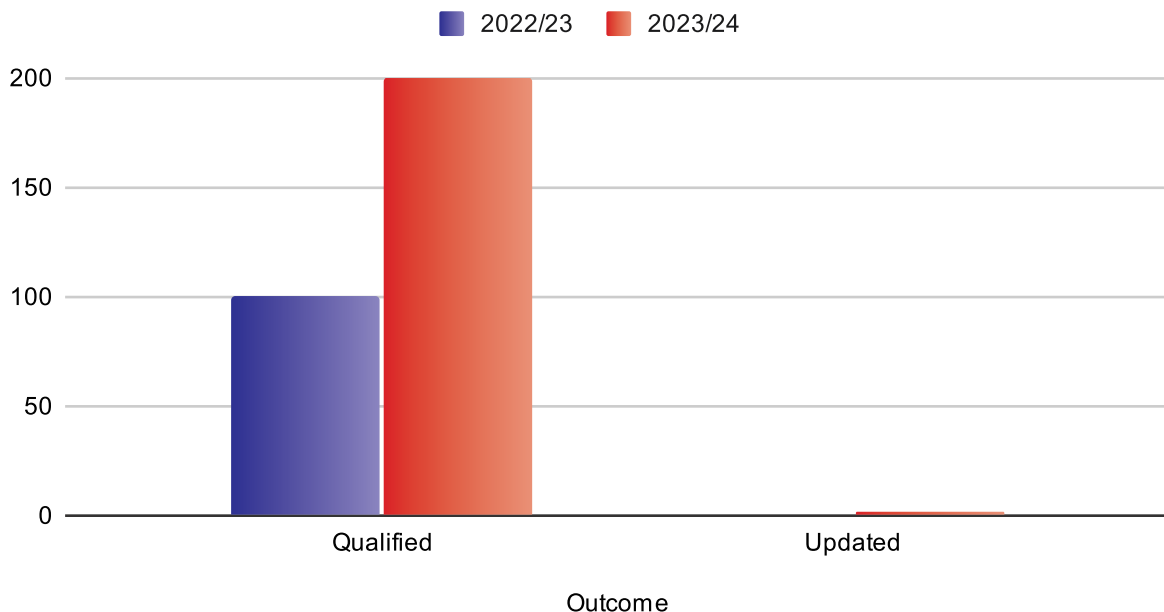


Graph Twenty-Nine: Outcomes of applications dealt with by the Resident Panelist Unit

Quality Control

There has been a significant increase in the number of rulings that have been perused by the Resident Panelist Unit during the quality checking process. There has been a 50% increase in rulings from the previous reporting period to the current reporting period.

There has been a slight decrease in the number of awards that have been perused by the Resident Panelist Unit during the quality checking process – a 2.9% decrease.



Graph Thirty-Two: Rulings - Outcome of Quality Check

Summary

Out of the 218 properly referred referrals that the Council has received, all 218 were set down and conducted by the Resident Panellist Unit, within the statutory timeframes. There was an 11% decrease in the conciliations conducted in the current reporting period compared to the previous reporting period.

Most of the disputes that are referred to the Council are interpretation and/or application disputes, this is clear when looking at both reporting periods, with all but one dispute being an interpretation and/or application dispute. There was only one mutual interest dispute in the previous reporting period.

There is an overall decrease in attendance by parties at the conciliations conducted. However, in the last three months of the current reporting period there has been an improvement in attendance that can be attributed to the virtual processes that we are now utilizing, and a departure from the telephonic conciliations that the Council resorted to after the Covid-19 state of disaster was declared.

The implementation of the virtual processes has led to even further cost savings. The increased attendance of parties and the increase in matters that are resolved could be an indication that parties are respecting the process and possibly that trust between the parties is improving. Resolution 01 of 2003 continues to be the most unresolved resolution, with Resolution 14 of 2002 holding steady as the most resolved resolution.

The number of applications that have been received by the Resident Panellist Unit has also increased, presumably due to more stringent screening procedures being followed by the Dispute Management Unit. When it comes to the quality checking of awards and rulings the trends seem to be unchanging and the number of awards and rulings that need to be updated are at a very low rate.

In conclusion, the Unit has been tasked with a greater case load and more applications to consider, however, all regulatory timeframes have been adhered to and operational improvements have been implemented that has led to efficient management of all tasks and significant cost savings.

Recent Case Law relevant to PSCBC Dispute Resolution

NTEU obo Moeketsi v CCMA (JR1157 [2022] ZALAC JHB 226

The question in this matter was when does the dispute arise giving rise to the referral to the CCMA or bargaining council?

Facts in brief, Moeketsi applied for a promotional post with his employer Tshwane University of Technology (TUT) and when he learnt in February 2017, that the recruitment process was not handled properly, and that he was not successful in his application he filed an internal grievance.

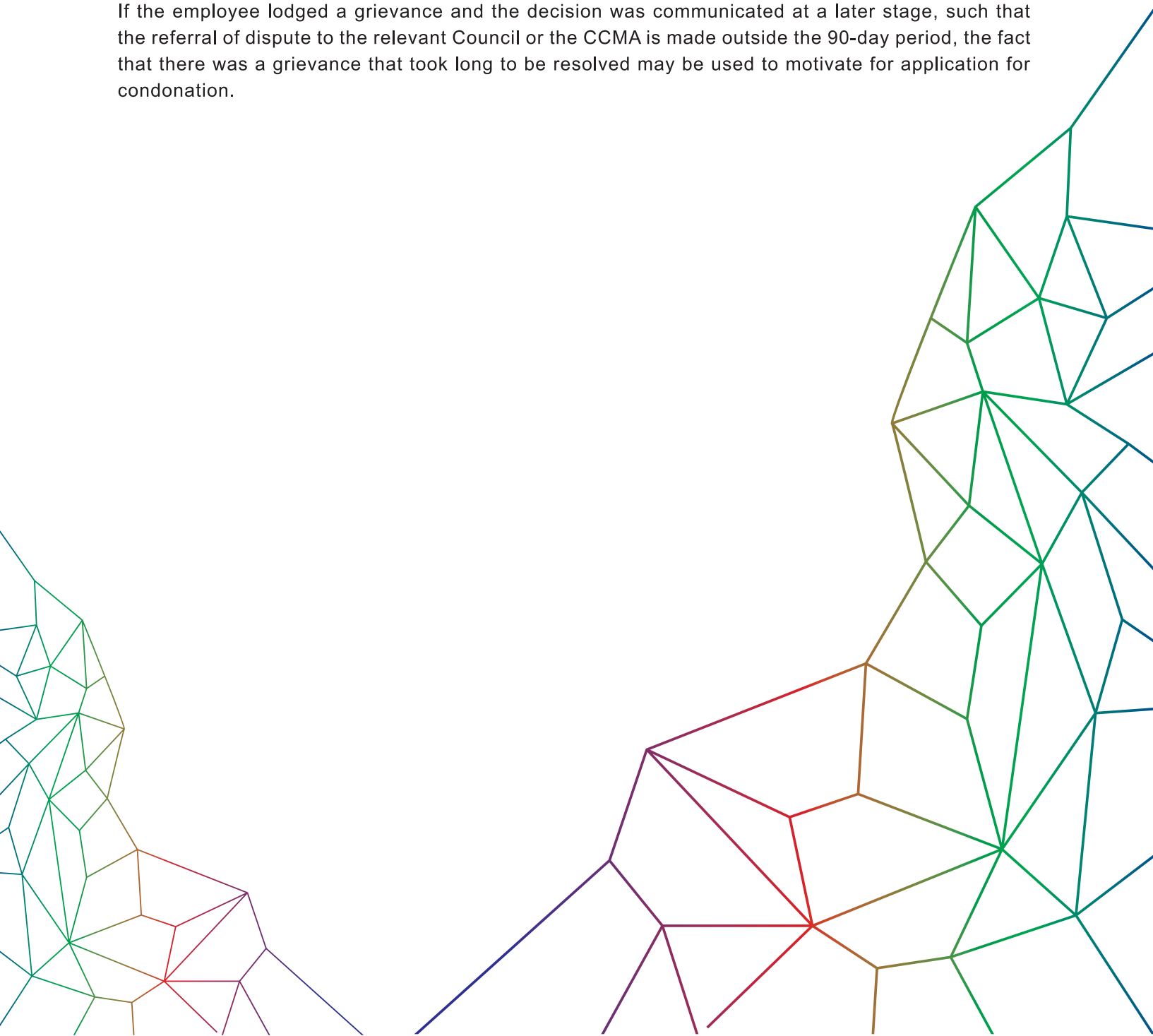
The grievance had three stages and when the applicant exhausted the last stage, he referred a dispute of unfair labour practice relating to promotion to the CCMA. The employer then raised a jurisdictional point that the dispute was referred outside the 90-day timeframe, and without condonation, the CCMA had no jurisdiction.

When the matter came before the Labour Court, the issue was when did the dispute arise? Did it arise when the applicant became aware of the act or omission giving rise to the dispute or when parties failed to resolve the internal grievance procedure? The Labour Court held that the 90-day period commences to run from an act or omission alleged to be an unfair labour practice and not from the date parties failed to achieve internal resolution to the act or omission. Simply put, the filing of an internal grievance does not interrupt the running of the 90-day period from the date when the employee became aware of an act or omission by the employer.

Previously we reported that in *HOSPERSA obo Tshambi v MEC of Health KZN* [2016] 7 BLLR 649 (LAC), it was held that interpretation and application dispute must be referred within reasonable time upon becoming aware of the act or omission, and that 90-day is regarded as the yardstick to test if the dispute was referred within reasonable time.

In *Department of Military Veterans v J Moche and Others* [2022] ZALC JHB 44, the Labour Court came to the same conclusion that on reading section 191 (1) (b) of the LRA, the 90-day period cannot be said to run from the date the employer communicates its decision of either the grievance referred by the employee or the demands or request made by the employee.

If the employee lodged a grievance and the decision was communicated at a later stage, such that the referral of dispute to the relevant Council or the CCMA is made outside the 90-day period, the fact that there was a grievance that took long to be resolved may be used to motivate for application for condonation.



SECTION F

Strategic Monitoring and Evaluation



Strategic Monitoring and Evaluation

Introduction

This unit is a technical support function that enables the set strategic objectives of the PSCBC and standards to be met across units and council. This was achieved through catalytic support to units and the Office of the General Secretary (OGS).

Unit's Strategic objectives

To promote effective and efficient coordination of labour relations

Annual deliverables

Implementation of the PSCBC Strategy (2020-2025)

The PSCBC implemented its 2020-2025 strategy. The strategic priorities and targets were met in most strategic imperatives

Strategic Partnerships (ILO, PSETA, NEDLAC)

The Council participated in different conferences that included (South African Labour Law in Mauritius and African Labour Law Society). This included the development of conference papers for National Association Bargaining Council, African Labour Law Conference in Mauritius.

In developing a strategic partnership with NEDLAC, despite the 2022 engagement meeting further engagements were yet to be explored during the implementation of the 2022 Public service summit declaration in 2023.

Partnership with PSETA: Partnerships were made in research to assist with the post training public administration longitudinal study.

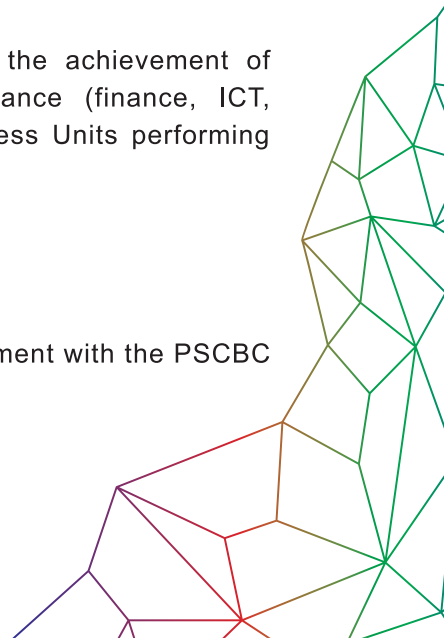
Engagement with PSETA on the development of Policy and planning curriculum was achieved with the curriculum developed.

Strategy Implementation

The implementation of strategic objectives in the PSCBC 2023/24 led to the achievement of outcomes in the collective bargaining, dispute management and governance (finance, ICT, monitoring). The 2023/24 business plan was implemented with all the Business Units performing based on the programmes and projects.

Business UNIT plans Development

The PSCBC units were supported in developing unit Operational plans in alignment with the PSCBC Business case and strategic direction.



Business Unit Support

All units developed weekly monitoring reports that informed the PSCBC Monthly report.

Policy Development

POPIA policy was finalised and approved and staff were capacitated. The Information officer and assistant information officers were appointed to ensure the PSCBC adheres to POPIA.

Monitoring and Evaluation

In the financial year 2023/2024 business units strengthened monitoring Unit's deliverables. This improved accountability in the PSCBC.

Support to Provincial Chambers

Mpumalanga Provincial chambers was supported to develop operational plans and arrange for a skills audit.

Monitor Implementation of Collective Agreements

The collective agreements from 2010 to 2023 were monitored quarterly and semi-annually to track progress in the implementation of the agreements.

Most of the Collective agreements were implemented fully, while some were partially implemented with some clauses not yet implemented. A few collective agreements are yet to be implemented from 2010 to 2022.

The monitoring of collective agreements also includes monitoring resolutions made in 2023:

- Council Resolution 1 of 2023
- Council Resolution 2 of 2023
- Council Resolution 3 of 2023

Automated Monitoring System:

Progress was made towards the design of the automated system.

Risk Management

The PSCBC Risk Register was developed.

Research development

Various research projects were conducted and concluded as outlined below:

Development of concept notes, research papers and research proposals

1. Council Gender mainstreaming assessment report
2. African Labour law conference report 2023
3. Multiple union membership report 2023
4. Decent work and challenges in the South African public service
5. Collective bargaining in the public service: unveiling lessons for the future.
6. Agency payers report
7. Levy payers report.
8. Implementation Evaluation of Public Summit Declaration concept
9. Dispute management research concept.

Conference Papers

10. NHI in South Africa paper
11. Youth unemployment in South Africa paper
12. Challenges facing dispute resolutions in South Africa's Public service paper.
13. The labour and social security rights of migrant workers in Africa paper
14. Social Determinants of health paper

Research conducted.

1. Public administration graduates' longitudinal study
2. Analysis of the high court ruling on parental leave
3. Assessing the City of Tshwane Strike and its implications
4. Mid Term Budget Policy Statement Speech

Research planned but not conducted.

1. Assessment of Arbitration/Conciliation Referral Systems in PSCBC and Sector Councils: An In-depth Exploration of Trade Union Perspectives and Empowerment Strategies
2. Pay gap research.
3. Dispute management.
4. Trade union membership

Implementation of the Public summit Declaration

Coordination of the Professionalisation workstream

The Workstream was well-coordinated and the roadmap was developed and implemented.

Key achievements

DELIVERABLES	ACHIEVEMENT
Meetings held	2
Professionalisation framework	Discussed and progress presented
Public service charter	Discussed and progress presented

Parliamentary Monitoring Group

Submissions made to parliament in 2023/24 by the PSCBC on bills related to public service relations were monitored whether they were considered before the final amendment or approval of bills by parliament and the president.

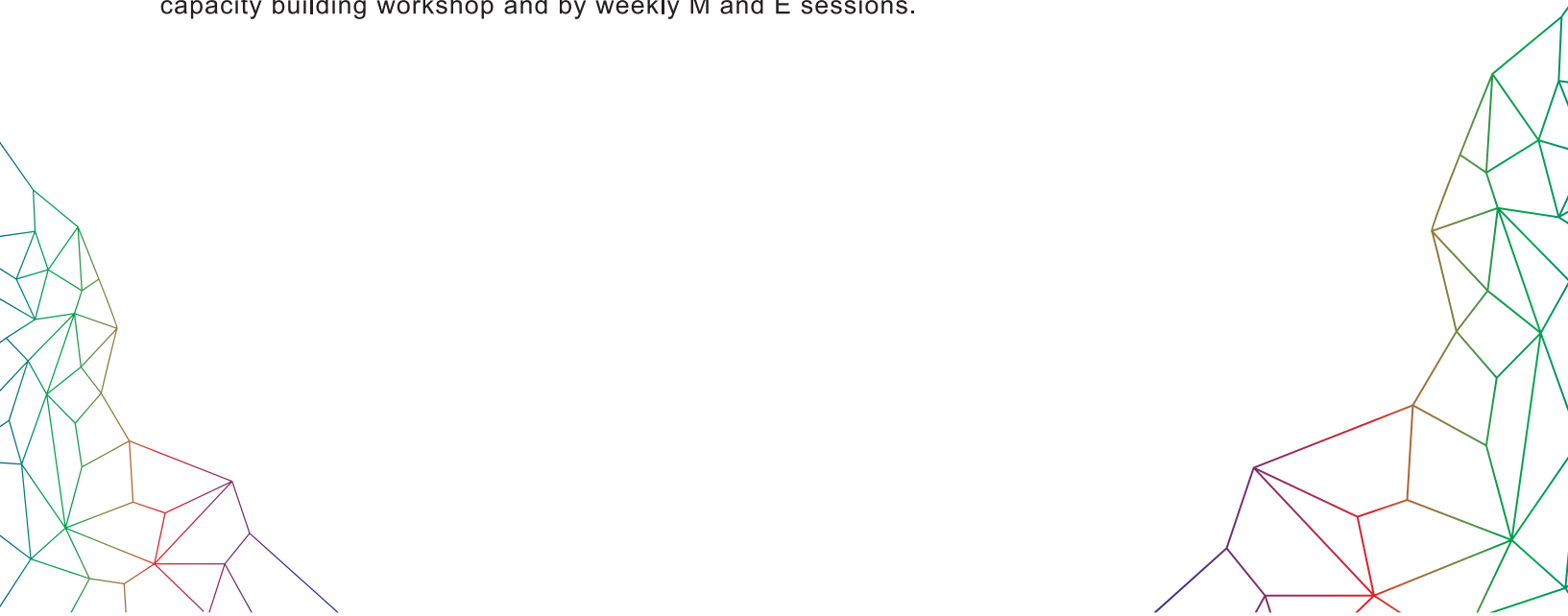
SUBMISSIONS MADE TO PARLIAMENT
None

Parliamentary Bills Monitored

- Public administration bill
- Public service amendment bill

Staff capacity building on Research, Monitoring and Evaluation

The Strategic M and E Research team were empowered through M and E conference and internal capacity building workshop and by weekly M and E sessions.



Year Ahead 2024/25

Focus Areas:

The unit will focus on the following areas in the new financial year:

Research Projects

- • Pay gap
- • Dispute referral system
- • Dispute conciliation and arbitration
- • PSETA Public Administration graduate Longitudinal study
- • Current affairs research
- • Conference papers

Partnerships

- • Partnership with PSETA
- • Partnership with NEDLAC

Monitoring

- • Automation of Monitoring system
- • Monitoring collective agreements
- • Summit declaration implementation evaluation

PSCBC Strategy review

- Review of the PSCBC strategy
- • Development of PSCBC Annual Performance plan

SECTION G

Corporate Services



Corporate Services

Overview

The Constitution of the Public Service Co-ordinating Bargaining Council provides for the functions and powers of the Council in relation to the finances, which are as follows:

- Establish and administer a fund to be utilized for resolving disputes, collective bargaining and general administration of the Council.
- Raise, borrow, lend, levy and invest funds

Financial Committee

The Financial Committee has been established as a sub-Committee of the Council. The role of the Finance Committee is to scrutinise the financial activities of the Council and to make recommendations to the Executive Committee on these activities.

The Duties of the Financial Committee listed below are found in the Finance Policy and Procedure Manual

- Formulate financial policies and procedures;
- Recommend practical ways of implementing these policies;
- Review budgets and recommend to the Council;
- Review financial statements and ensure that financial policies and procedures are adhered to;
- Discuss the audited financial statements and management report with the auditors;
- Consider and recommend the acquisition of capital expenditure items within the budget;
- Discuss and manage the expenditure of special projects; and
- Cash flow management (including treasury functions).

Meetings

The Financial Committee held three meetings during financial year, with attendance as follows:

	02 MAY 2023	23 OCTOBER 2023	19 MARCH 2024
Ms I. Dimo (Chairperson)	✓	✓	✓
Ms K C Matome (Vice-Chairperson Labour)	✓	✓	
Ms A. Portland (DENOSA)	✓	✓	
Mr P. Sekutu (NEHAWU)	✓	✓	✓
Mr S. Masemola (POPCRU)	✓	✓	
Ms L. Motshwane (SADTU)	✓	✓	✓
Mr H. Brynard (DPSA)Chairperson)	✓	✓	✓
Ms K. Masemola (National Treasury)	✓	✓	
Mr A. Mnone (DPSA)	✓	✓	✓

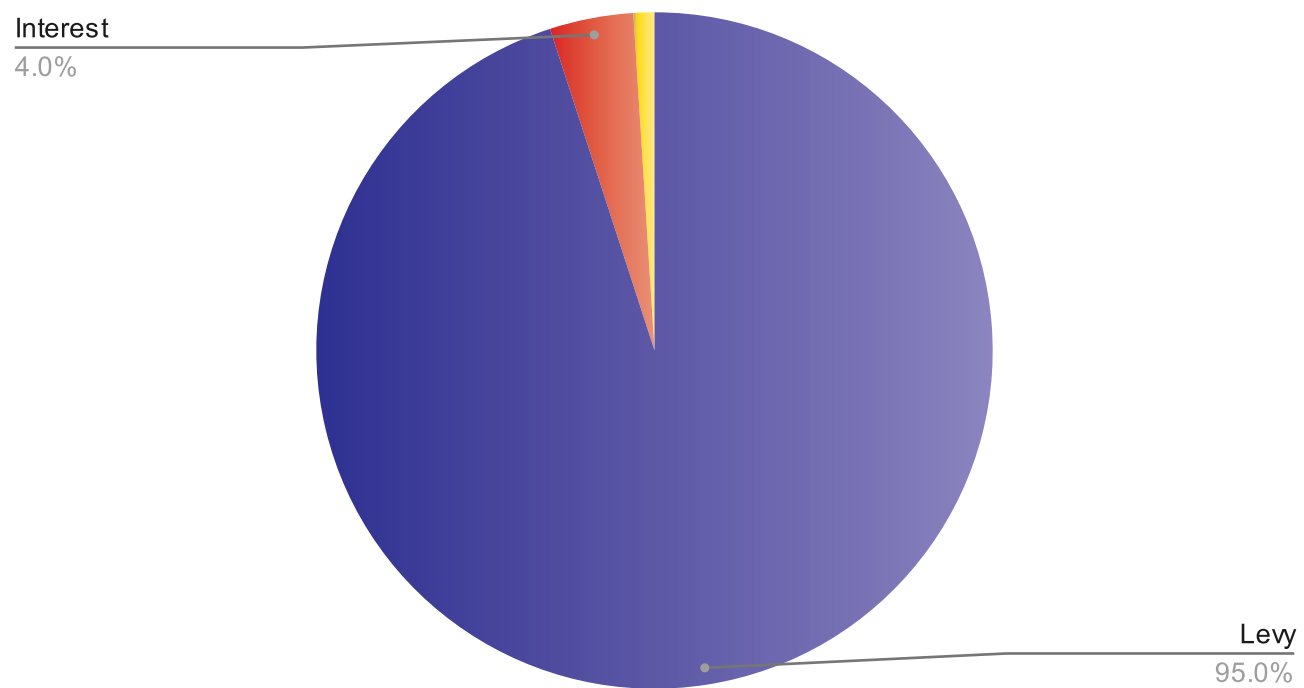
Financial analysis

Total Income – Levy Account

The overall income for the Council during the 2023/2024 financial year was R 51,462,766.76 of which:

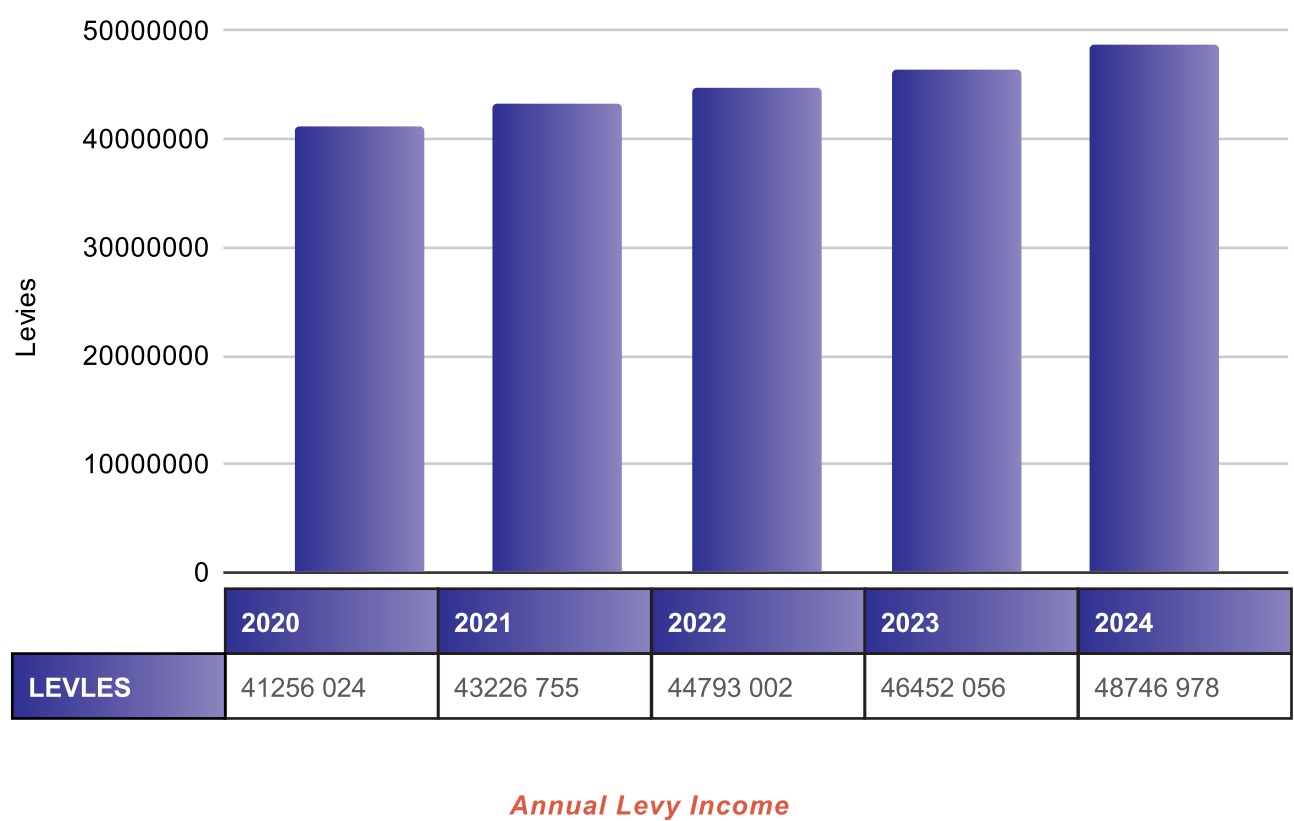
- 95% was generated out of the levies from the public service as per Resolution 2 of 2013,
- 4% was generated from interest earned on levies and reserves,
- 1% was generated from other income.

The levies received of R 48,746,978.18 were slightly lower than the projected income of R46,279,118,00. Other income total of R359,481.25 was higher than the projected of R131,275 due to the PSETA income received in the current year. Interest income received is also higher than budget due to the higher repo rate in the current year.



Total Income for the period 1 April 2023 to 31 March 2024

The graph below illustrates annual increases to the PSCBC Levy, based on National Treasury's year-on-year projected Consumer Price Index (CPI) as per Resolution 2 of 2013.

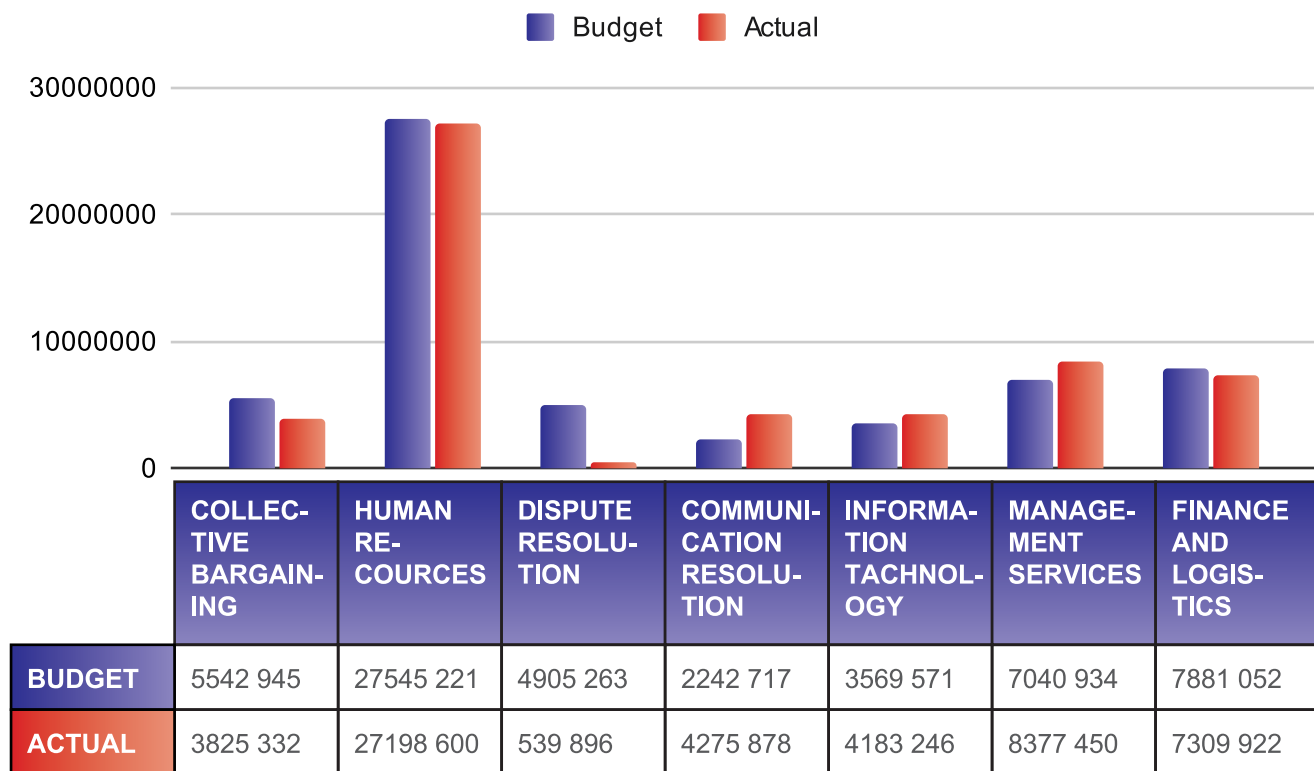


Total Expenditure – Levy Account

The overall expenditure for the Council during the 2023/2024 financial year amounts to R55,710,324 which was lower than the projected expenditure of R 58,727,703.

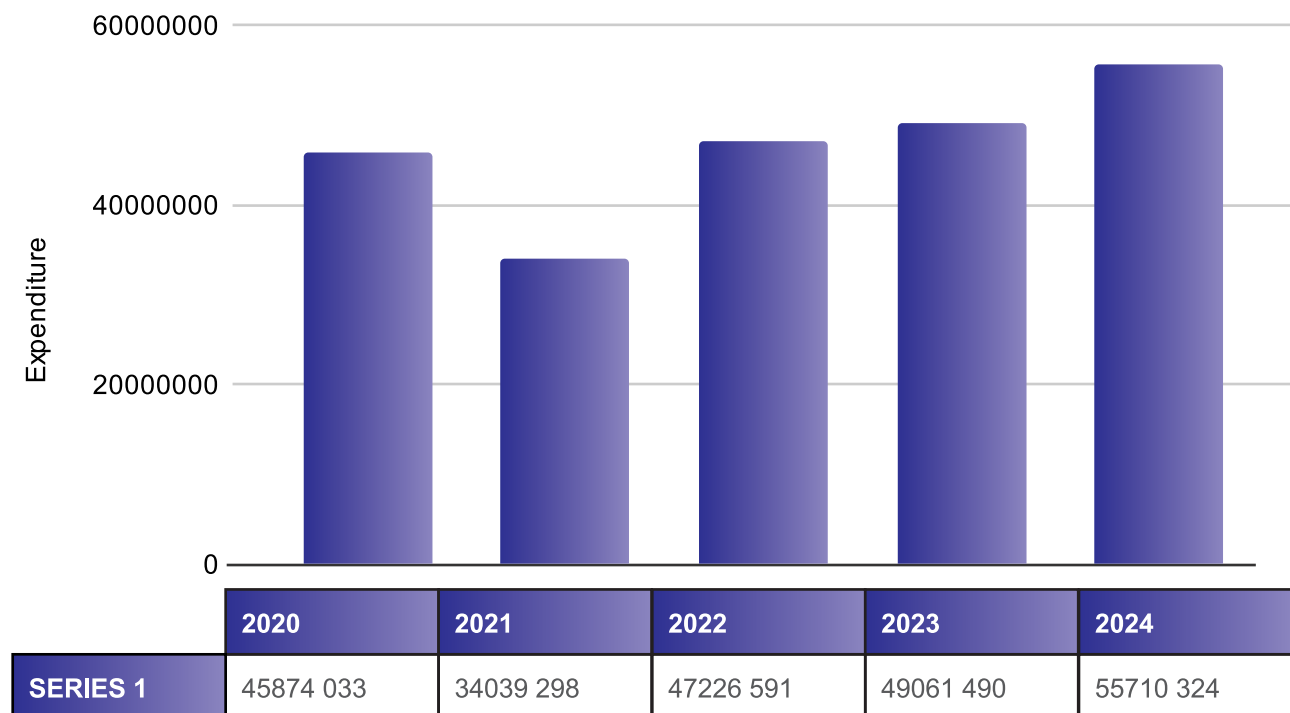
The graph below depicts the departmental expenditures:

Actual expenses per department were lower than budget, except for Communications and Media, as well as Management Services. Included in the Communications and Media expenditure are the following Council approved events, 25th Anniversary Provincial Celebrations, CSR and Trade Union congresses. Management Services actual expenditure includes the Women Empowerment and the PSETA National Certificate in Public Administration programmes. Corporate Services budget understated by the non-inclusion of depreciation amount of R1,707,457 being a non-cash item.



Budget versus Expenditure YE2024

The graph below indicates the annual expenditure over the last five years. A decrease in the expenditure graph in 2020/2021 is expected, due to the COVID19 pandemic and the Government's regulation protocol thereon.



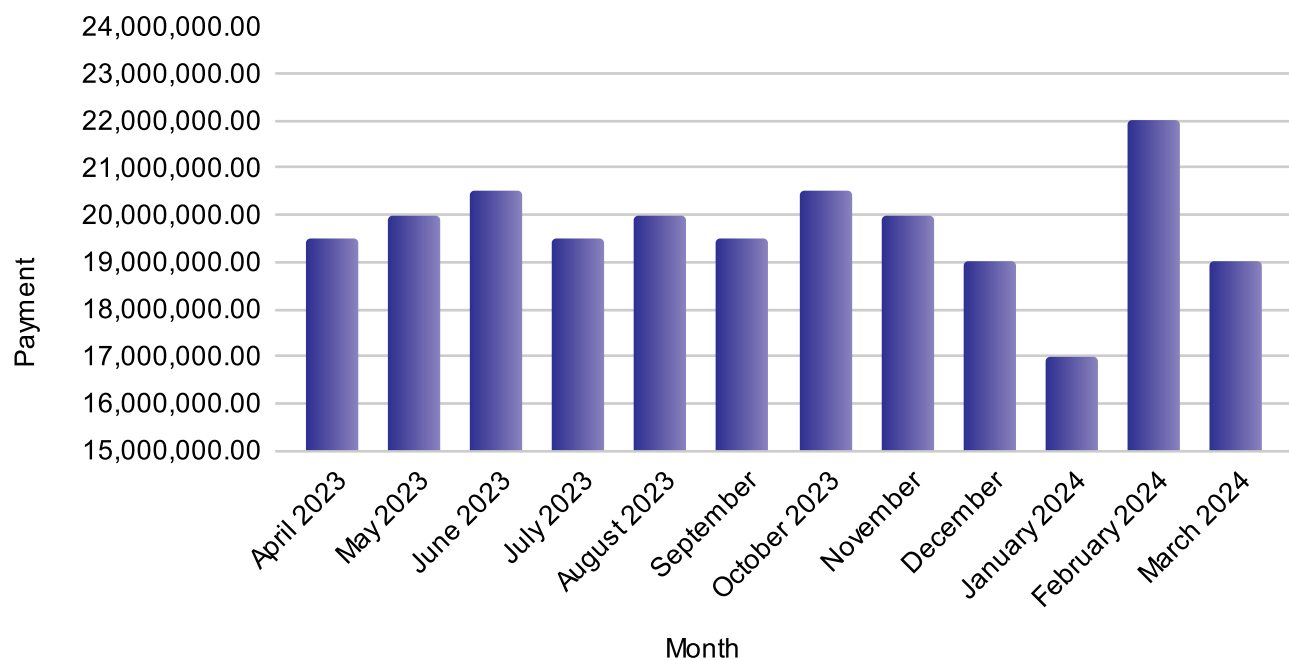
Annual Expenditure

Agency Shop Fee Account – Disbursements to Admitted Trade Unions

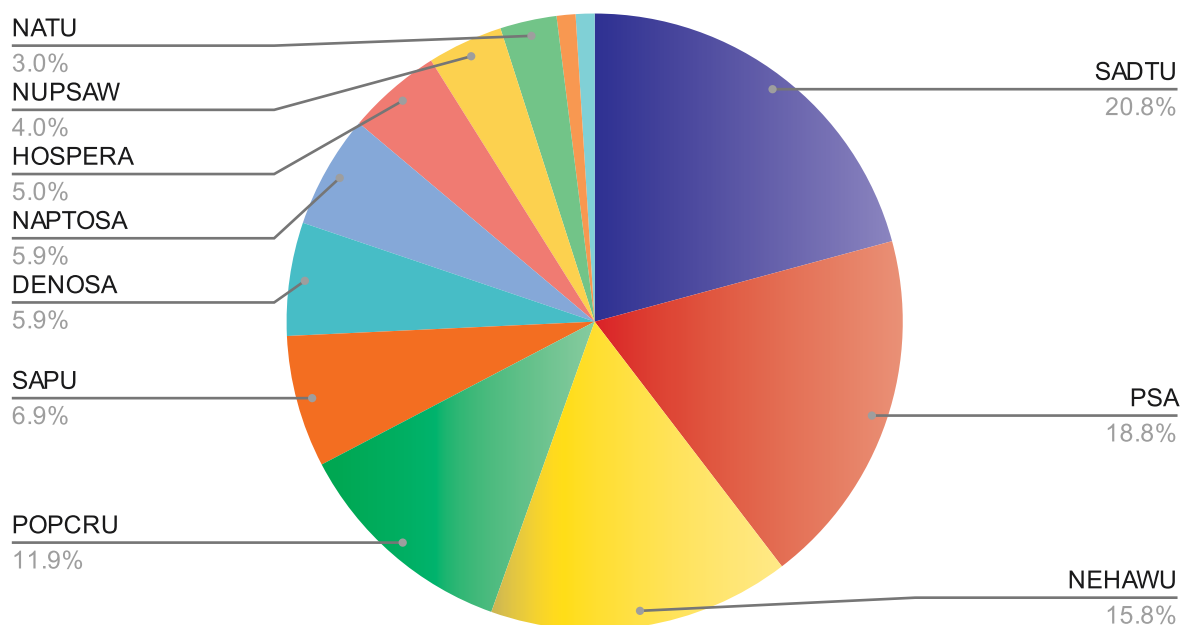
An amount of R232,307,207.78 was received for the 2024 financial year for distributions to the unions. The following legislation and collective agreements, regulate the payment of agency fees.

- Provisions of section 25 of the Labour Relations Act (66 of 1995) as amended.
- Agency Shop Agreement- PSCBC Resolution 1 of 2005
- Agency Fee Agreement- PSCBC Resolution 2 of 2010
- Agency Fee Agreement PSCBC Resolution 1 of 2011

The graph below illustrates the total amount distributed to unions per month in terms of Resolution 1 of 2011. The variance in the agency fee payment graph is due to funds which were withheld from trade unions due to the non-submission of Agency Fee audited financial statements:



Agency Fee Payments



The graph below depicts the agency fees paid in accordance to the vote weights:

The PSCBC requires Trade Unions to submit audited financial statements of the separate agency fee accounts by June of each year. Those Unions which do not meet the deadline are entitled to request an extension until the end of September. Should Unions not submit such statements, agency fee payments are withheld until such statements are submitted to the Council.

The Trade Unions audited financial statements are submitted to the Council's auditors. Council auditors report on the usage of funds, to ensure compliance with Section 25 (3) (d) of the Labour Relations Act and PSCBC Resolution 1 of 2005.

Property Development; Die Hoewes Ext 213

During the 2024 financial period, the progress in developing the new PSCBC building following the advertisement, invitation and appointment of a project manager, as well as professional service providers in the built environment industry, the Council advanced with the onerous town planning processes of rezoning and consolidation right approval with the City of Tshwane.

Architectural Concept Design and Space Planning Needs on the new PSCBC Office Park Development

The PSCBC Executive Committee was presented with stage two of the office park development, which is the architectural concept design, as well as the space planning needs on the proposed new office park development.

Property Development Project Funding

Council had previously approved for the project to be financed by investment savings. Any additional funding will be submitted by the Accounting Authority for the Executive Committee's consideration and approval.

Property Development Project Commencement Date

It is envisaged that the project will commence within the third quarter of the 2024/2025 fiscal year. The Council is currently in the process of finalizing the bill of project costs, as well as the appointment of building contractor.

HUMAN RESOURCES UNIT

Overview

For the period under review Council concluded the Organisational Work Study that was aimed at aligning the Council's strategy to its workforce structuring. The work study included;

- Assessment and gap analysis of the current organisational structure
- Redesign and optimisation of the organisational structure.
- Development of aligned job descriptions
- Evaluation of each position and
- Placement of staff into each defined position.

All staff members were consulted on their placement and the evaluation outcome of their roles within the new structure. Implementation of all outcomes took effect on the 1st of April 2023.

Staff Retention

The PSCBC celebrated Mr. Frikkie De Bruin, the General Secretary, and Ms. Valencia Kola, Senior Manager Collective Bargaining, in recognition of their two decades of dedicated service to the Council. Their unwavering commitment over the past 20 years has been instrumental in shaping the organization's success and advancing its mission.

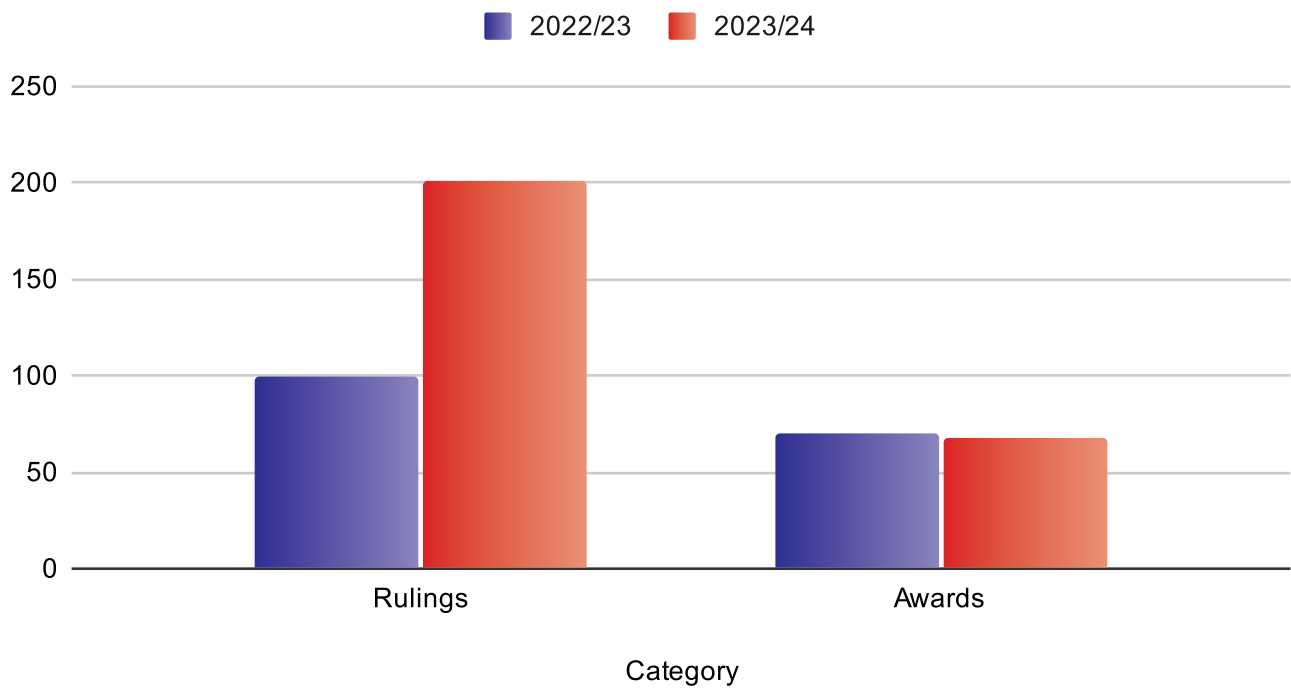
Furthermore, four staff members, Mr Sonnyboy Manyane, Mr Phillip Kgoadi, Ms Jemina Kutumela and Ms Bianca Singh, celebrated 15 years of continued service with the Council.

Staff members who have served the Council for over a decade has increased to 40% in the reporting period, 2023/2024.

Resignations

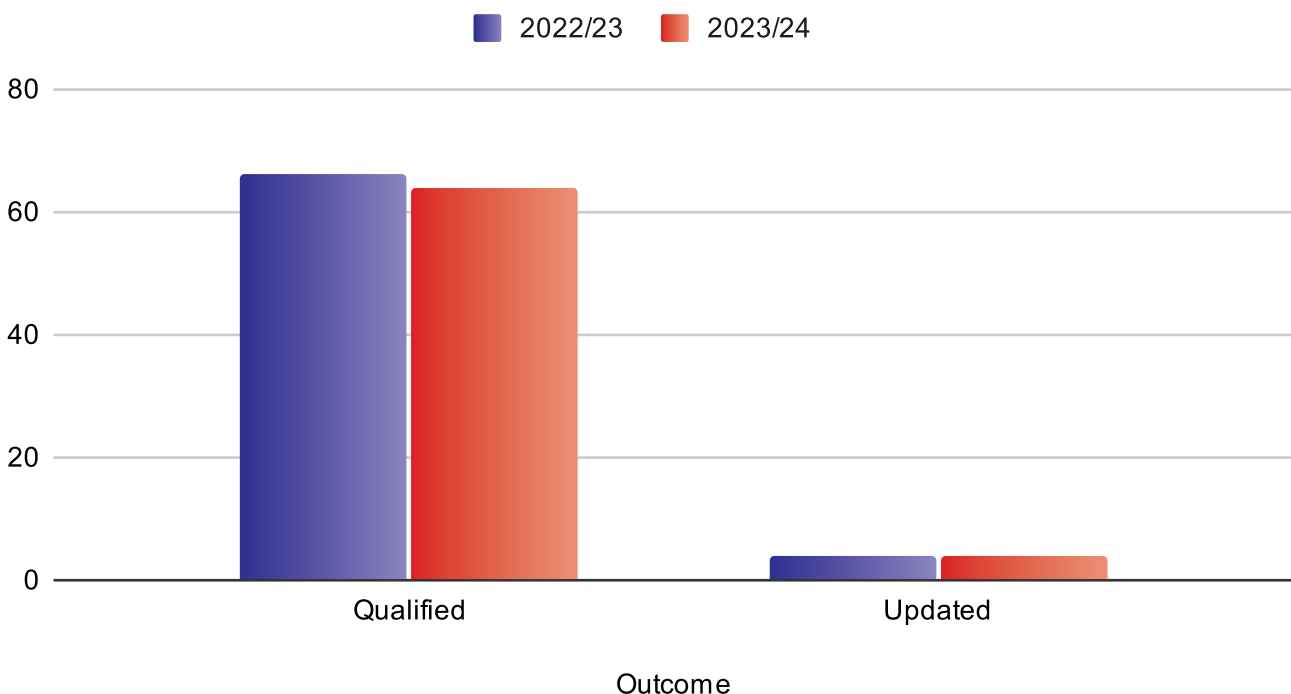
The following resignations were received by the Council during the period under review.

NAME	POSITIONS AND REASON	TERMINATION DATE
Kitso Malefane	Intern: Graphic Design - Resignation	30 June 2023
Olumuyiwa Olomo	Senior Officer: IT - Resignation	31 August 2023
Thathane Bopape	Security Officer - Contract lapsed	31 January 2024
Shana Keough	Officer: Marketing - Resignation (Emigrating to Australia)	29 February 2024
Makwena Ramaru	Officer: Research - Resignation	15 March 2024



Graph Thirty: Number of Rulings and Awards Perused

The decrease in the number of awards perused has led to a decrease of 3% in the number of awards that have been qualified (found that the award was in order). The number of awards that had to be updated (an external panelist was requested to make changes) has stayed the same between the two reporting periods.



Graph Thirty-One: Awards - Outcome of Quality Check

The increase in the number of rulings perused has led to an increase of 50% in the number of rulings that have been qualified (found that the award was in order). The number of rulings that had to be updated (an external panelist was requested to make changes) has by a 100% between the two reporting periods.

Appointments

We are thrilled to unveil our fruitful collaboration with the Public Service Sector Education and Training Authority (PSETA), underscoring our steadfast dedication to fostering opportunities for recent graduates to embark on their professional journeys and gain valuable work experience. The PSCBC has initiated a 24-month internship program, resulting in the following appointments.

NAME	POSITIONS AND REASON	TERMINATION DATE
Oregopotse Molete	Intern: Human Resources	30 June 2023
Mmapula Sekoboane	Intern: Communications – Personal Assistant to the General Secretary	01 September 2023
Thandekile Sindane	Intern: Assistant Administrator, Marketing, IR and Strategic Partnerships	01 September 2023
Lebogang Mawaya	Intern: Information Technology	01 September 2023
Lindokuhle Ngwenya	Senior Officer: IT - Resignation	31 August 2023
Lesedi Serumula	Intern: Assistant Resident Panelist	01 October 2023
Clifford Ntshetjeng	Intern: Information Communications and Technology	01 October 2023
CONTRACTUAL APPOINTMENTS		
Kitso Malefane	Graphic Design and Administrative Support	05 June 2023
Priyanka Kisten	Personal Assistant to the General Secretary	01 November 2023
Thathane Bopape	Security Officer to the General Secretary	10 November 2023

Vacant positions

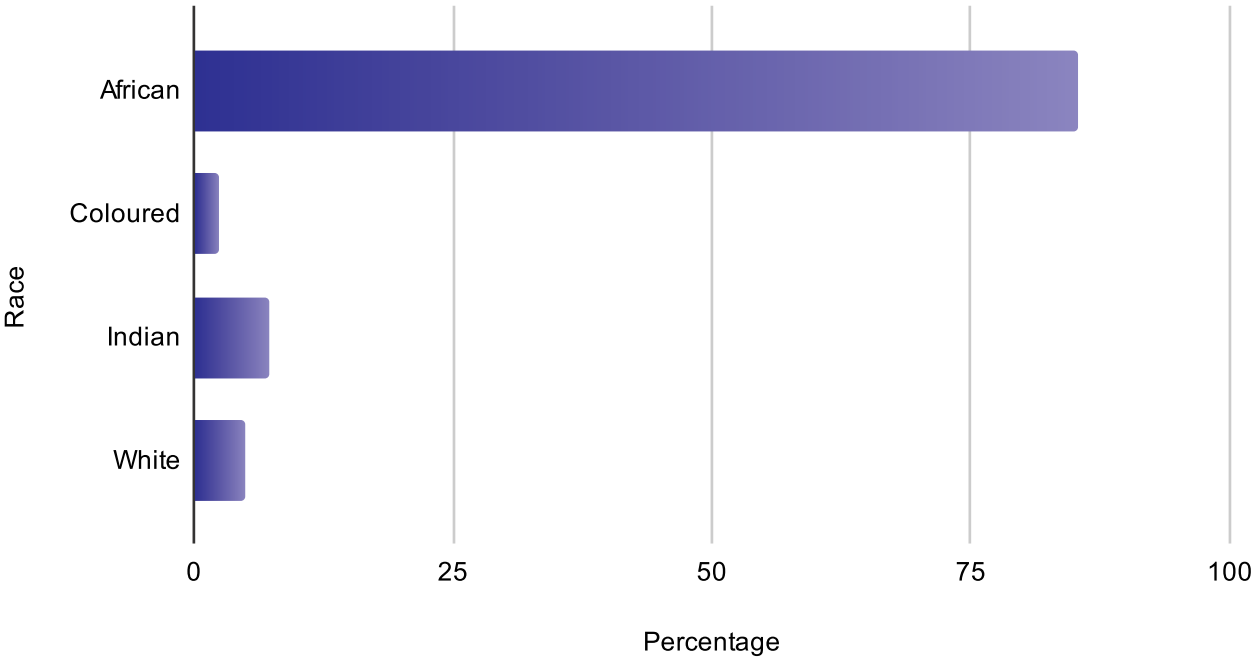
As a result of the organizational review process and the adoption of a new organizational structure and the resignations received, the below positions remain vacant. The filling of the vacancies will be performed on a phased approach, provision being made for the most minimal and sustainable process for such a structure, while meeting the strategic and operational needs of the organization. Below is a list of all vacant positions in the Council.

UNIT	VACANT POSITIONS
Office of the General Secretary	- Executive Office Manager - Legal Specialist - Personal Assistant to the General
Collective Bargaining	- Senior Officer: Trade Unions - Officer: Trade Unions - Administrator: Trade Unions x 2
Dispute Management	- Officer: Dispute Management - Officer: Enforcement x 2
Strategic Monitoring, Evaluation and Research	- Officer: Research - Administrator: Research
Information, Communications and Technology	- Senior Officer: Information Technology - Officer: Marketing, IR and Strategic Partnerships

Profile Representation

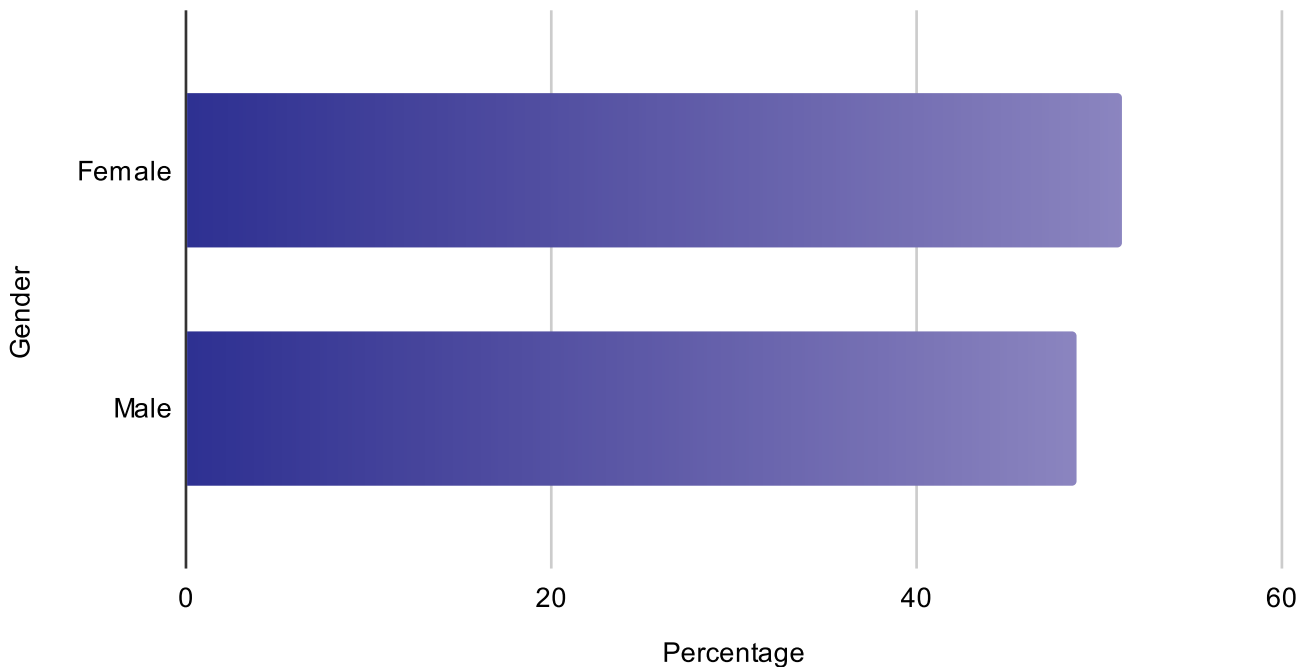
Employment Equity Profile

The PSCBC has a staff complement of 41 and below are the demographics in terms of race and gender.



Graph indication race

The graph below illustrates the total amount distributed to unions per month in terms of Resolution 1 of 2011. The variance in the agency fee payment graph is due to funds which were withheld from trade unions due to the non-submission of Agency Fee audited financial statements:



Graph indication gender

Skills Development

The Council has continued to focus on training and development of staff through provision of and exposure to training programs, bursaries and the provision of National Qualifications Framework (NQF) aligned programs. Below is a list of all active bursaries in the Council.

The following bursaries were awarded

BURSARIES AWARDED	EMPLOYEE(S)
Bachelor of Laws, University of South Africa (UNISA)	Thathane Bopape
Master of Arts in English Studies, University of Limpopo (UL)	Tseke Mphahlele
Diploma in Public Administration and Management, University of South Africa (UNISA)	Deogracia Mathabe
Master of Arts in Strategic Communication, University of Johannesburg (UJ)	Mmathapelo Mongwe
Doctor of Business Leadership, University of South Africa (UNISA)	Oomang Parag

The following funded staff members have completed their qualifications.

FUNDED STAFF MEMBERS WHO COMPLETED THEIR QUALIFICATIONS	EMPLOYEE(S)
Bachelor of Arts in Communication Science	Kwena Manamela

The following short courses were attended

SHORT COURSES ATTENDED	EMPLOYEE(S)
Toastmaster – Speechcraft, Institute of Directors South Africa (IoDSA)	Petunia Bhengani
Sage Business Cloud Accounting System Training (SAGE)	Wandile Mgobhozi Portia Seeletso Zanele Zane Bianca Singh Rekha Sooknunan
Monitoring and Evaluation Workshop, Intelligence Transfer Centre (ITC)	Christopher Phiri Mbuso Mdingi Mmathapelo Mongwe Makwena Ramaru
Microsoft 365 Training, Hatfield City College	All staff members

The following workshops and seminars were attended

WORKSHOPS AND SEMINARS	EMPLOYEE(S)
GovTech 2023 Conference, State Information Technology Agency (SITA)	Oomang Parag Cwayita Mbaba
Labour Law Conference	Valencia Kola Petunia Bhengani Oomang Parag Mbulaheni Netshifhefhe Koketso Mocheke Cyla Kok Priyanka Kisten
Sage Annual Tax Webinar (SAGE)	Wandile Mgobhozi Xolani Magagula Zanele Zwane Oregopotse Molete
SASLAW Conference	Valencia Kola Petunia Bhengani

The Council has maintained positive feedback from the PSETA with an approved workplace skill plan (WSP) for FY2023/24 and approved annual training report (ATR) for FY2022/23.

The below staff members are enrolled in the 12 months program in Public Administration: Procurement, funded by the PSETA and in Collaboration with the GPSSBC.

QUALIFICATION	EMPLOYEE(S)
National Certificate in Public Administration – Procurement	Rekha Sooknunan Lebogang Papo Phillip Kgoadi Divine Ngwenya Innocent Madlala Busisiwe Makgaretsa Dineo Nhlapo Setshaba Mashifane Refilwe Msiza

Employee Wellness

For the year under review, Council facilitated an integrated wellness and staff year-end function. The event was aimed at introducing the fresh staff members to the organization's culture and rebuilding team relationships which remain essential to developing understanding amongst colleagues.

The event was a resounding success and amongst the activities facilitated was archery and interactive drumming, both these activities require intense team support and team structures to amass maximum points. Our teams performed exceptionally well.

Staff members also engaged in the Councils traditional exchange of gifts, this is aimed at breaking any barriers amongst staff members, increasing team cohesion and the appreciation of one another as valuable members of the PSCBC team.

The Council also facilitated the PSCBC Annual Family Day, the event was further extended to sector Councils. Families came in their numbers and honored the invitation to enjoy a day that was loaded with fun activities for all age groups. The General Secretary expressed his gratitude to the families for being available to enjoy the occasion. He further commended families' support which he attributed to the growth and success of the PSCBC. It was interesting to see the General Secretary and various staff members battle it out in the field over the tug of war, and a cherry on top was the arrival of Santa and the presentation of gifts to the jubilant, young generation which the General Secretary always refers to as "PSCBC Babies"

The Year Ahead

The year ahead will be focused on aligning our processes to ensure proper fit with the outcome of the organisational work-study and job evaluations. This will include ensuring that all policies are reviewed and are aligned with current work processes. Focus will also be put on the automation of work processes, to ensure staff members are enabled to perform some Human Resource functions. We remain compliant with all statutory provisions and seek to maintain a good standing with regards to Skills Development and Health and Safety of the PSCBC's staff complement.

SECTION H

Information Communications Technology



INFORMATION COMMUNICATIONS AND TECHNOLOGY SECTION

OBJECTIVE

The objective of the Information Communications and Technology (ICT) section is to cultivate a unified and sustainable brand image for the Council by conveying clear and concise messages through relevant communication channels. This initiative aims to forge a robust brand presence for the Council, bolstering its visibility both nationally and internationally.

For the reporting period of 2023/24, the ICT section is subdivided into two key components: communications and information technology.

The communications aspect encompasses a diverse range of components essential for achieving our set objectives; communication, branding, media relations, advertising, strategic brand communication, social media, corporate social responsibility (CSR), the resource centre, events management, stakeholder relations and strategic partnerships.

The technology aspect focuses on two primary areas; Maintenance of information technology and equipment (hardware and software components) and technological innovation by addressing technological gaps while fostering a culture of innovation to propel the Council forward.

This report will provide a comprehensive overview of the activities undertaken within the communications section, followed by an in-depth exploration of the information technology section. By delineating these components separately, we aim to offer clarity and transparency regarding our efforts and achievements in both communication and technology domains.

Through strategic communication initiatives and technological advancements, we endeavour to strengthen the Council's brand presence, foster stakeholder engagement, and drive sustainable growth and impact in the communities we serve.

The Information Communication Technology (ICT) unit was formed by combining the Communication and Information Technology units as part of the PSCBC's structural design. This report evaluates the unit's impact on the Council's overall objectives, reach, and visibility. This section of the report will outline the key activities that were achieved by the Information Communication and Technology Unit.

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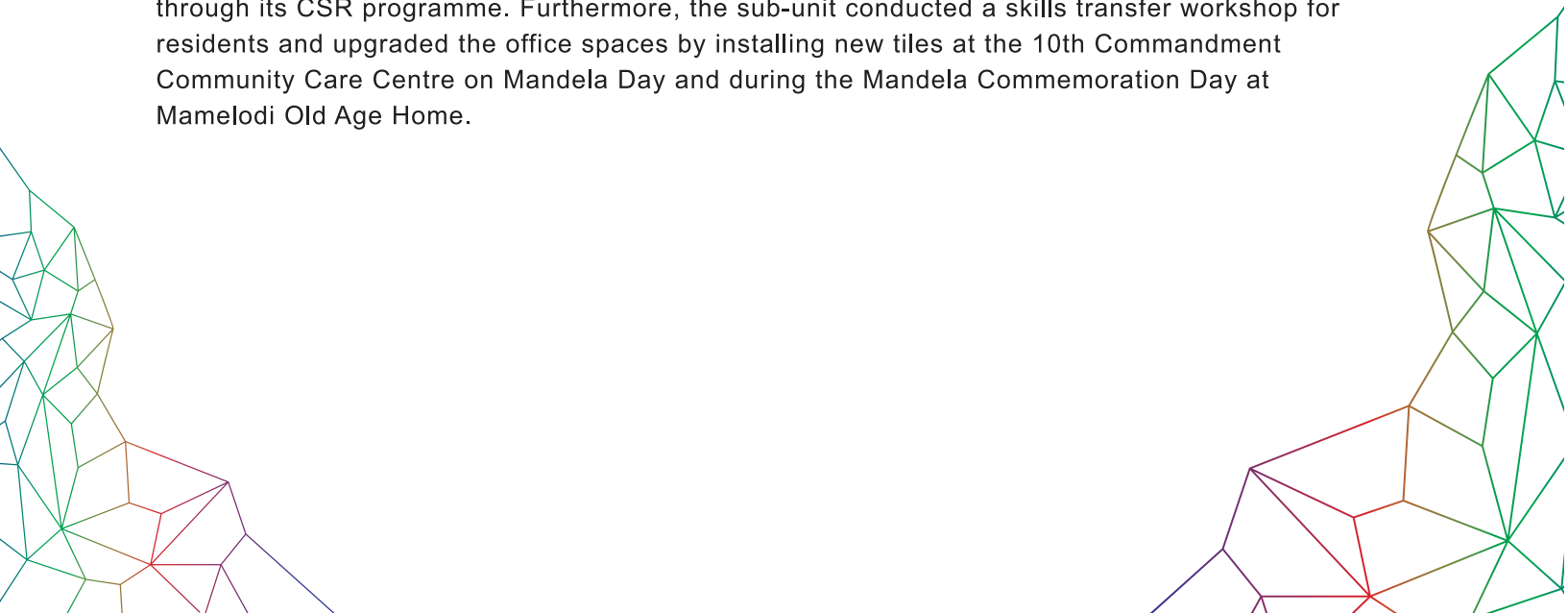
COMMUNICATIONS

During the fiscal year 2023/2024, the sub-unit achieved the following amongst others; designed and produced quarterly newsletters, compiled weekly social media plans, designed, and implemented monthly e-mail banners, re-branded the PSCBC buildings, procured PSCBC branded promotional materials, procured the container for on-site storage, printed information brochures.

The sub-unit attended and exhibited at various trade union events to maintain and build quality stakeholder relationships. These events include SADTU Choral Festival, HOSPERSA National Congress, POPCRU National Congress, NATU Policy Conference, SAPU 30th Anniversary Celebration, PEU Education & Gender Conference, SAPU 7th Provincial Congresses and DENOSA Gauteng Shop Stewards Induction.

Due to the collaboration with media houses, the PSCBC was featured in several newspapers and TV following the announcement of the 2024/25 salary increment. The coverage included The Citizen, Sowetan, Business Day, Business Tech, SABC News, and IOL.

The sub-unit successfully held several events, including PSCBC Women Empowerment, Nurses Day, Bargaining Council Sports Day, Mandela Commemoration Day, and Training on POPIA. It also launched the PSCBC Development & Empowerment program, which hosted 16 learners from Stanza Bopape Secondary School, and assisted the Marshalltown fire victims in Johannesburg through its CSR programme. Furthermore, the sub-unit conducted a skills transfer workshop for residents and upgraded the office spaces by installing new tiles at the 10th Commandment Community Care Centre on Mandela Day and during the Mandela Commemoration Day at Mamelodi Old Age Home.

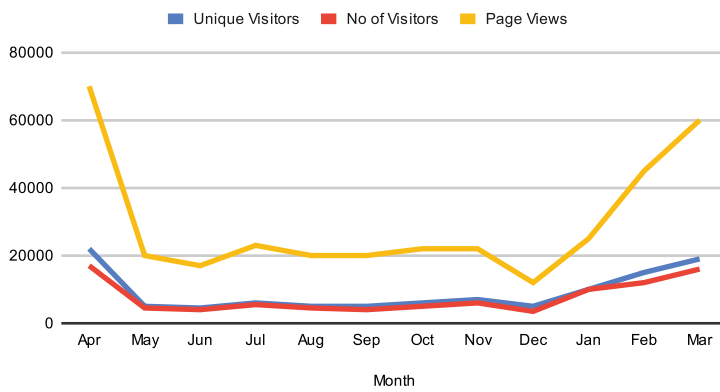


WEBSITE

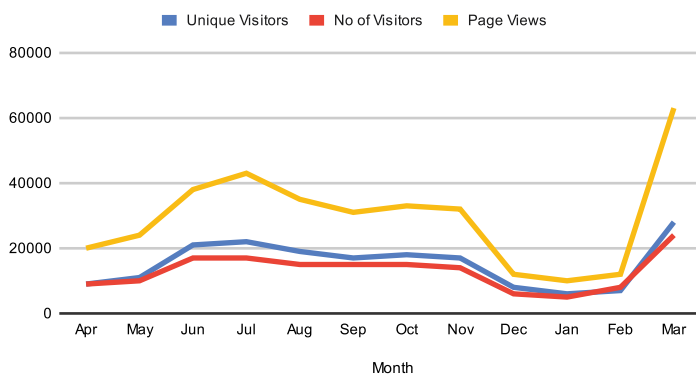
During the financial reporting period, the website stood as the central hub and repository for all online visitors in search of information concerning the PSCBC. Its significance was paramount in the dispersion of all PSCBC-related data and materials. An intentional and unified endeavour was made to uphold uniformity across all communication channels employed, including social media platforms and the website.

The tables and graphs below provide statistics on website usage and highlight the importance of the website. These include the number of unique visitors, number of visits, and pages viewed. A unique visitor is a term used in web analytics to refer to a person who visits a site at least once within the reporting period. Each visitor to the site is only counted once during the reporting period, so if the same IP address accesses the site many times, it still only counts as one visitor. Visitors refer to the total number of people who have accessed the website. Pages refer to the number of pages opened within the website, including links that are contained within pages.

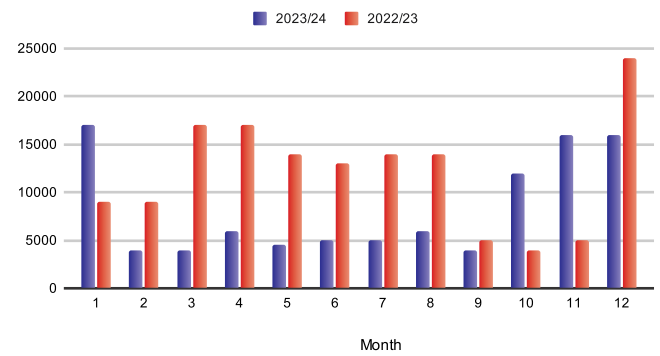
2023/2024	UNIQUE VISITORS	NO OF VISITORS	PAGE VIEWS
APR	22000	17000	70000
MAY	5300	4200	20000
JUN	4600	3800	17000
JUL	6700	5700	23000
AUG	5100	4300	20000
SEP	5200	4500	20000
OCT	5800	5000	22000
NOV	6800	5900	22000
DEC	4500	3900	13000
JAN	8300	7200	23000
FEB	14000	12000	41000
MAR	19000	16000	60000
TOTAL	107 300	89500	351000



2023/2024	UNIQUE VISITORS	NO OF VISITORS	PAGE VIEWS
APR	9232	7582	19320
MAY	11018	9050	23619
JUN	20851	17261	39121
JUL	22441	16690	43722
AUG	20263	14162	36288
SEP	16162	12496	30967
OCT	17258	13084	33460
NOV	17477	13778	31924
DEC	6438	4945	11668
JAN	4669	3705	9312
FEB	5875	4939	13042
MAR	27733	24667	63003
TOTAL	179 417	142 359	355 446



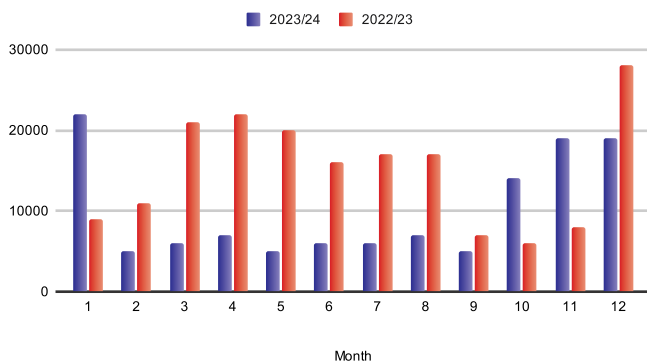
Website Statistics 2022/2023



Website Statistics 2022/2023

Summary of Unique Visitors

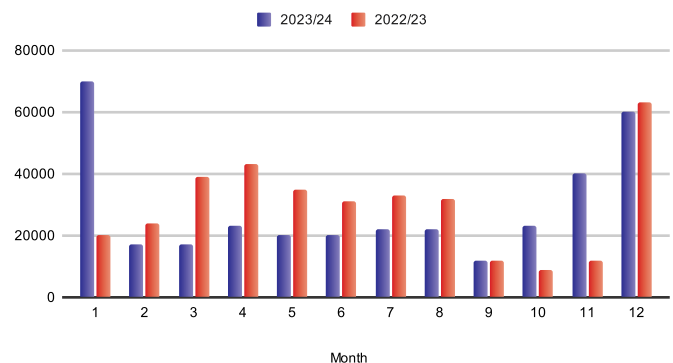
The graph below shows the number of unique visitors to the website for the 2023/2024 and 2022/23 Financial Years



Unique Visitors Comparison

Summary of pages

The graph below shows the number of pages accessed for the 2023/2024 and 2022/23 Financial Years.



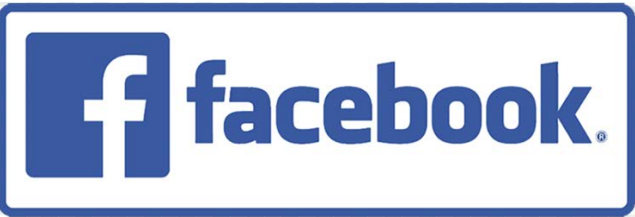
Page Views Comparison

SOCIAL MEDIA

In recent years, social media has revolutionised the way people interact with each other and how businesses communicate with their stakeholders and clients. Its power and influence are undeniable, as evidenced by the impact it has on platforms like Facebook and Twitter, where a single post can generate extensive discussions. Over the past year, we have seen Twitter rebrand itself as X, which has had a significant impact on users and organisations like PSCBC. X introduced a subscription model that offers individuals and organisations the opportunity to earn money, access more features, become verified, and become creators.

During the reporting period, we continued to maintain a planned posting schedule, which involved a weekly social media plan that included daily posts designed to inform, educate, promote, and increase the number of followers. The wage negotiations and resolutions were the topics that generated the most interest on these platforms.

We have considered the number of followers, impressions, and demographics while evaluating our social media performance for the 2023/24 versus 2022/23 budget years. The following statistics and performance data have been presented diagrammatically to demonstrate the performance of different social media platforms:

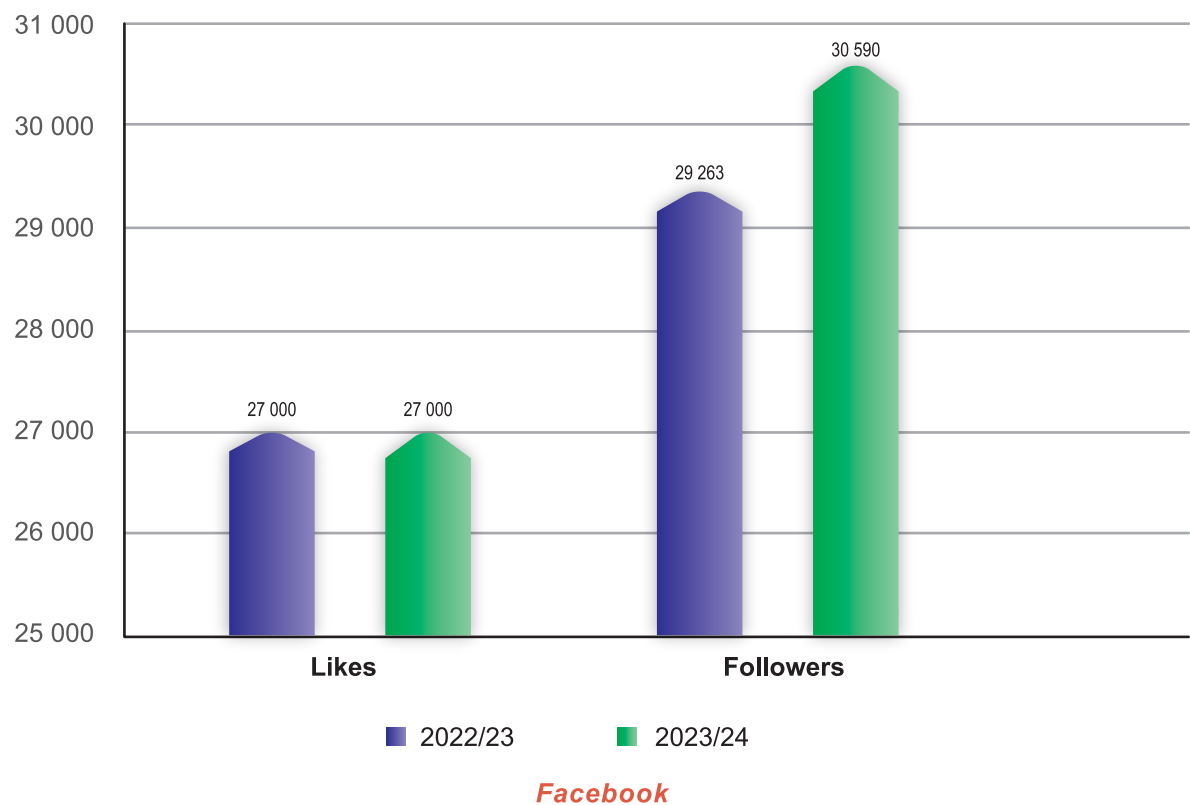


Listed below are the number of likes and followers on our Facebook page for the 2023/2024 and 2022/2023 fiscal years:

<https://www.facebook.com/pscbc.council?fref=ts>

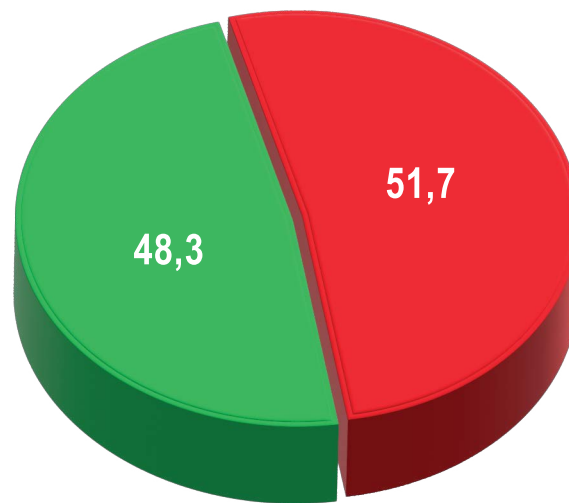
Facebook	2022/23	2023/24
Likes	27 000	27 000
Followers	29 263	30 590

The graph below illustrates the comparison between likes and followers for the 2023/2024 and 2022/2023 budget years



Summarised below is the aggregate demographic data of people who like the PSCBC Facebook page. Countries of origin and cities within South Africa are also included. This is based on the age and gender information that subscribers to social media provide in their user profiles:

Ages	Male	Female	Total
18-24	0.8%	0.7%	1.5%
25-34	10.2%	8.3%	18.5 %
35-44	19.4%	16.9%	36.3%
45-54	10.4%	10.2%	20.6%
55-64	3.4%	3.9%	7.3%
65+	7.5%	8.3%	15.8%
Total	51.7%	48.3%	100%



Demographic

■ Female ■ Male

Top Countries	PSCBC Followers
South Africa	98.2%
Botswana	0.6%
India	0.2%
Nigeria	0.2%
Lesotho	0.1%
Saudi Arabia	0.1%
United Arab Emirates	0.1%
United Kingdom	0.1%
United States	0.1%
Vietnam	0.1%

Top Cities	PSCBC Followers
Pretoria, South Africa	8.2%
Cape Town, South Africa	8.1%
Durban, South Africa	4.6%
Johannesburg, South Africa	2.9%
Soweto, South Africa	2.8%
Bloemfontein, South Africa	2.5%
Polokwane, South Africa	2.3%
Port Elizabeth, South Africa	2.3%
East London, South Africa	2.2%
Pietermaritzburg, South Africa	1.8%



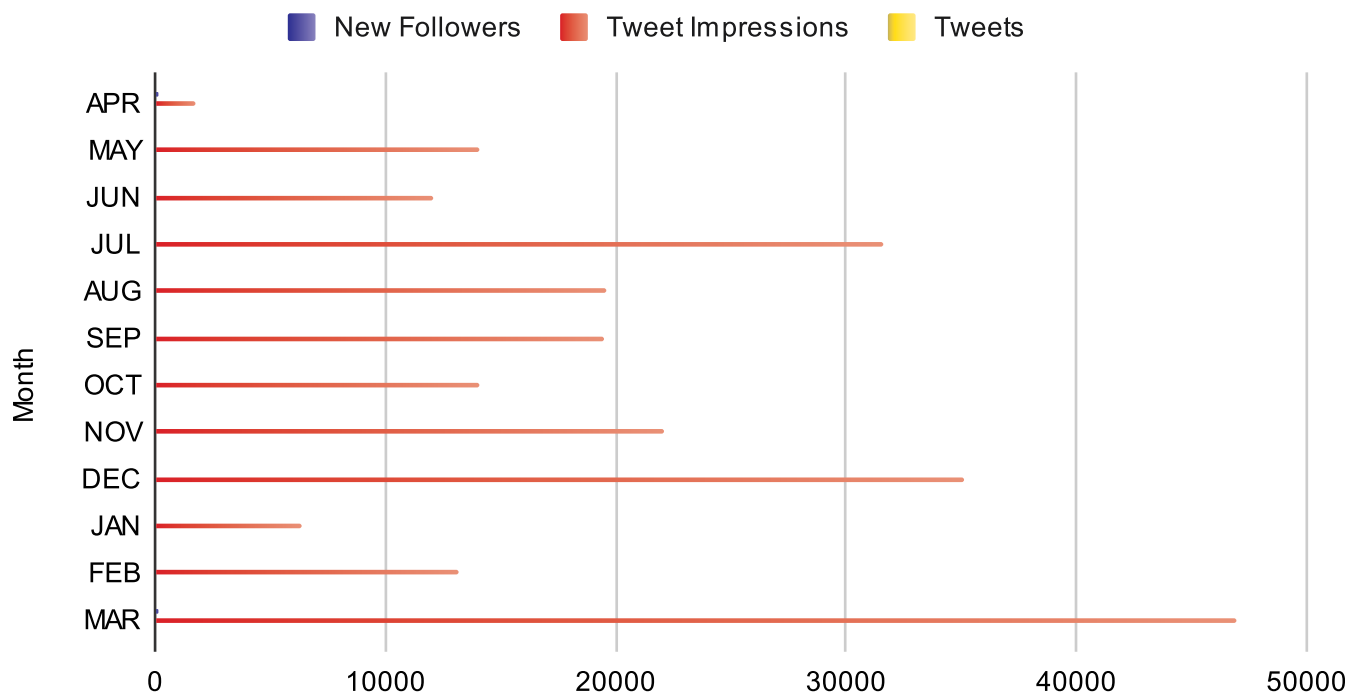
X /Twitter
@pscbcnews
<https://twitter.com/pscbcnews>

Listed below are the number of followers on our Twitter page for the 2023/2024 and 2022/2023 financial years:

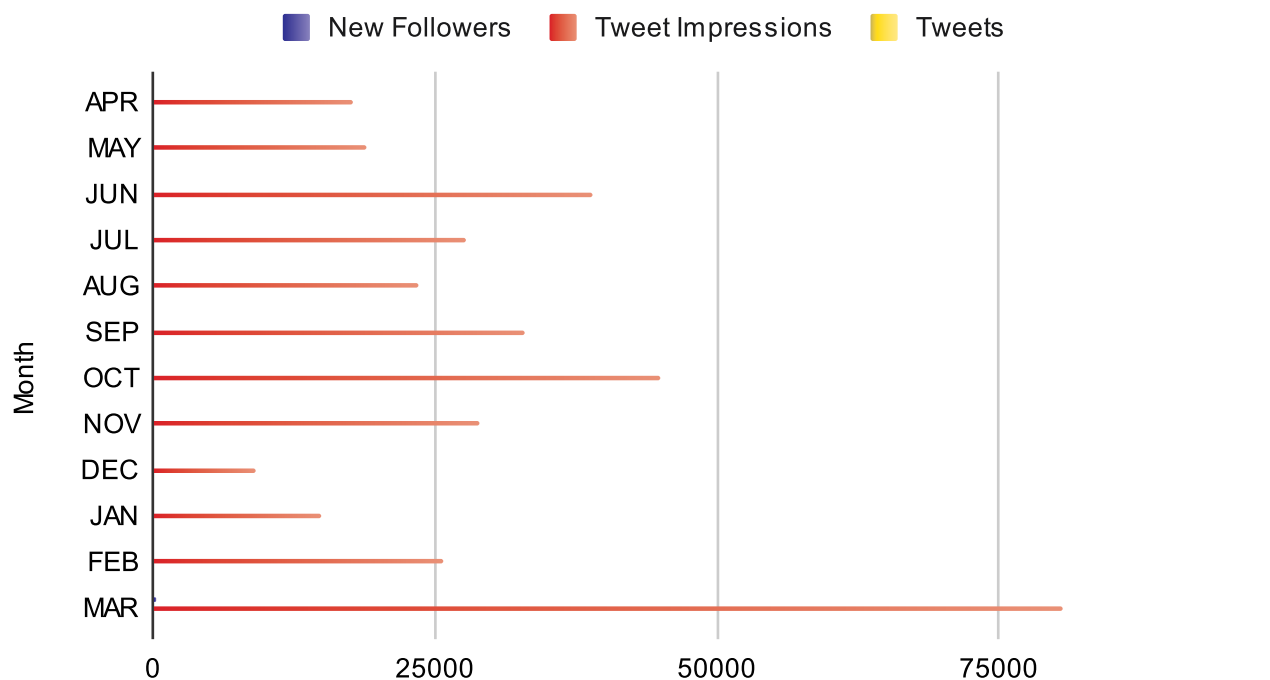
Twitter	2023/24	2022/23
Followers	8 220	7 841

The statistics below highlight the number of tweets, tweet impressions (number of times users saw the tweet on Twitter) and new followers of the PSCBC page for the 2023/2024 and 2022/2023 financial years:

2023/2024 Tweets	Tweets	Tweets Impressions	New Followers
APR 2023	24	1 700	129
MAY 2023	40	14 100	-
JUN 2023	29	12 100	-
JUL 2023	33	31 600	64
AUG 2023	36	19 600	4
SEP 2023	44	19 500	12
OCT 2023	49	14 100	5
NOV 2023	76	22 100	-
DEC 2023	59	35 100	-
JAN 2024	14	6 396	12
FEB 2024	35	13 200	11
MAR 2024	28	46 900	108
Total	467	236 396	345



2022/2023 Tweets	Tweets	Tweets Impressions	New Followers
APR 2022	33	17 820	29
MAY 2022	34	18 910	37
JUN 2022	30	39 000	76
JUL 2022	37	27 700	52
AUG 2022	26	23 550	31
SEP 2022	36	33 000	65
OCT 2022	28	45 000	113
NOV 2022	23	28 950	94
DEC 2022	18	9 030	21
JAN 2023	27	14 973	12
FEB 2023	48	25 844	41
MAR 2023	33	80 600	380
Total	373	364 377	951



Tweets: Number of tweets posted each month. In the 2023/2024 financial year, we conducted 467 tweets versus 373 tweets undertaken in the 2022/2023 financial year.

Tweet Impression: The number of times the tweet was displayed, no matter whether it was clicked on or not (retweets would play a leading role in this).

Profile Visits: Number of times the profile is clicked on & visited.

New Followers: Number of new followers each month.

Please note that: If the number of tweets posted is high, impressions will be high, leading to more profile visits & followers (We become more relevant in terms of Twitter algorithms).



LinkedIn

Listed below is the comparison of the number of followers following our LinkedIn page for the 2023/2024 and 2022/2023 financial years:

LinkedIn	2023/2024	2022/2023
Followers	511	200

Summarised below is the aggregate statistic of professional people and companies/organisations following our LinkedIn page and the industries they work in. Countries of origin and cities within South Africa are also included. This is based on the age and gender information that subscribers to social media provide in their user profiles:

Industry	Total
Government Administration	16%
Legal Services	7.4%
Law Practice	6.9%
Law Enforcement	4.1%
Higher Education	3.5%
Human Resources Services	3.3%
Government Relations Services	2.8%
Education Administration Programs	2.3%
Alternative Dispute Resolution	2%
Financial Services	1.8%
IT Services and IT Consulting	1.7%
Transportation, Logistics, Supply Chain and Storage	1.6%
Motor Vehicle Manufacturing	1.6%
Hospitals and Health Care	1.5%
Business Consulting and Services	1.5%
Public Relations and Communications Services	1.4%
Insurance Carriers	1.4%
Public Policy Offices	1.1%
Telecommunications	1.1%
Other	37%
Total	100%

Location	PSCBC Followers
Johannesburg, South Africa	31.6%
Pretoria, South Africa	18%
Durban, South Africa	6.8%
City of Cape Town, South Africa	5.9%
Germiston Metropolitan Area, South Africa	3.1%
Port Elizabeth, South Africa	2.8%
Bloemfontein, South Africa	2.5%
Polokwane, South Africa	2.1%
East London, South Africa	1.8%
Other	25.4%
Total	100%



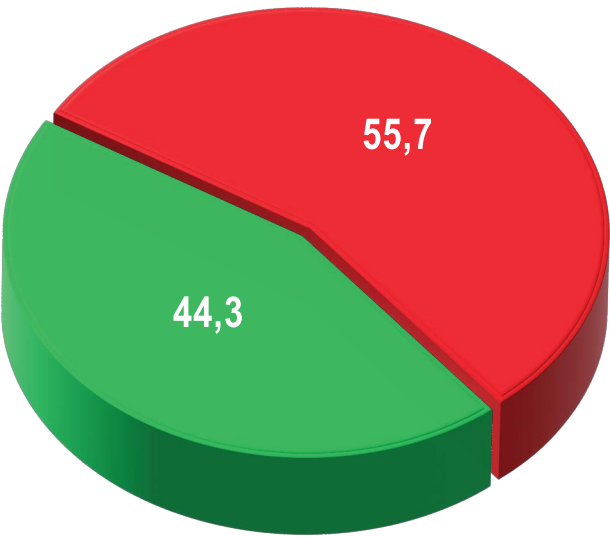
Instagram

LListed below is the comparison of the number of followers following us on our Instagram page for the 2023/2024 and 2022/2023 financial years:

Instagram	2023/24	2022/23
Followers	564	471

Summarised below is the aggregate demographic data of people who follow our Instagram page. Countries of origin and cities within South Africa are also included. This is based on the age and gender information that subscribers to social media provide in their user profiles:

Ages	Male	Female	Total
18-24	2.8%	3.5%	6.3%
25-34	11.3%	8.9%	20.2%
35-44	16.1%	14.4%	30.5%
45-54	14.4%	9.8%	24.2%
55-64	5.9%	3.3%	9.2%
65+	5.2%	4.4%	9.6%
Total	55.7%	44.3%	100%



Female Male

Demographic

Top Countries	PSCBC Followers
South Africa	87.4%
Nigeria	6.4%
Zimbabwe	0.7%
Kenya	0.5%
Democratic Republic of the Congo	0.4%

Top Cities	PSCBC Followers
Cape Town, South Africa	20.7%
Pretoria, South Africa	11.7%
Johannesburg, South Africa	6.7%
Centurion, South Africa	6%
Bloemfontein, South Africa	3.2%

EVENTS & CORPORATE SOCIAL RESPONSIBILITY

As a unit, we continue to engage and promote the services of PSCBC through various communication vehicles such as events, CSR initiatives and attending and exhibiting at stakeholder events. Below are the activities engaged in this year:

PSCBC Events and Stakeholder Engagements

• SAPU 7th Provincial Elective Congresses

As part of the PSCBC's efforts to maintain good relationships with all stakeholders, the PSCBC actively participated in and exhibited at the SAPU (South African Policing Union) 7th provincial elective congresses held in all nine provinces. These congresses were held under the theme "Revolution against CORRUPTION, DRUGS, and GENDER BASED VIOLENCE within our societies starts with us – The Working Class!!".

The PSCBC were given an opportunity to deliver a message of support at the various sessions. The General Secretary, Mr. De Bruin, along with the delegated senior managers, executed this task excellently and delivered a robust message of support.

The message conveyed by the PSCBC highlighted the recognition of the collective power of SAPU and the working class in fostering solidarity. It emphasized that through this unity, it becomes possible to drive social change and create a more just and inclusive society. SAPU was acknowledged as one of the key trade unions affiliated with the PSCBC, positioning itself as a significant contributor to improvement within the labour sector by fulfilling its legislative mandate effectively.

The PSCBC congratulated all the newly elected provincial leadership of SAPU and extended well wishes in their endeavours to strengthen the union and combat corruption, drugs, and gender-based violence within communities.

The PSCBC's exhibition at these congresses provided an opportunity to interact with the various delegates and various promotional material was distributed. The leadership and delegates expressed their appreciation to the PSCBC for attending and contributing to the congresses, recognizing the value of its presence and involvement



• 10th POPCRU National Congress

The PSCBC was honoured to participate in and support the 10th Police and Prisons Civil Rights Union (POPCRU) Congress, which took place from November 6 to 10, 2023, at the ICC in Durban, KwaZulu Natal. The theme of the congress was “Building a sustainable organisation in defence of collective bargaining.”

The congress was well attended, with representation from several notable individuals, including the President of South Africa, Honourable Cyril Ramaposa, the Minister for Police, Honourable Bheki Cele, the Minister for Justice and Correctional Services, Ronald Lamola, the Premier of KwaZulu Natal, Nomusa Dube-Ncube, the National Police Commissioner, Sehlahle Fannie Masemola, the President of COSATU, Zingiswa Losi, the President of NEHAWU, Mike Shingage, the General Secretary of PSCBC, Frikkie De Bruin, and several other dignitaries from local and international destinations.

The PSCBC hosted an exhibition during the five-day congress to promote the Council’s scope and engage with the 1300 delegates from SAPS, Correctional Services, Traffic, and Community Safety. The PSCBC has offered their congratulations to the newly elected leadership of POPCRU. The leadership comprises of President Thulani Ngwenya, 1st Deputy President Mosadiwamaje Veronica Mokokong, 2nd Deputy President Zamikhaya Skade, General Secretary Jeffrey Dladla, 1st Deputy General Secretary Chakale Amelia Mahlatsi, 2nd Deputy General Secretary Boitumelo Pheleo, and National Treasurer Thulani Nsele. The PSCBC wishes the new leadership all success in their roles. The council expressed its gratitude to Dr Zizamele Cebekhulu-Makhaza, the outgoing President, for his outstanding leadership and for successfully guiding the union for the past 27 years. Additionally, the PSCBC congratulated POPCRU on its 34th anniversary. The PSCBC expressed thanks to the leadership of POPCRU for allowing engagement with their members. The involvement of the PSCBC in the congress reflects its commitment to engaging with stakeholders and supporting collective bargaining efforts.



• HOSPERSA National Congress

Healthcare and Other Personal Services Workers' Union of South Africa (HOSPERSA) hosted their National Congress at Emperors Palace, from November 28 to 30, 2023. This marked a significant event in the calendar of HOSPERSA, with the involvement of various organisations, including the PSCBC.

The PSCBC, hosted an exhibition stand to promote its scope to the delegates. The General Secretary delivered the keynote address during the congress. He highlighted the crucial role of unions, and the need to adapt to changes in technology, demographic and processes within industrial relations.

A new leadership team was elected, comprising President Greg Rafferty, Structures and Recruitment (Comrade Thabo Raphadu), Gender HIV & AIDS (Comrade Mbuso Shoji), National Treasurer (Comrade Joseph May), and Education & Training (Comrade Basil Pillay). The PSCBC conveyed its best wishes to the new leadership of HOSPERSA, expressing hope for their success in leading the union to greater heights.

The HOSPERSA General Secretary, Waheed Hoosen, expressed his gratitude to the PSCBC for its significant contribution and participation in making the congress a remarkable success. The collaboration between the PSCBC and HOSPERSA at the National Congress reflects the importance of unions working together to address common goals and challenges within the context of the broader labour movement in South Africa.



• PSCBC Women's Day Celebration

The PSCBC held an inspiring Women's Celebration event on 26 September 2023, in Gauteng. The theme for the event, "Womandla: Celebrating Women Representation, Inclusivity & Empowerment in The Public Service," encapsulated the essence of the event beautifully as it signified a celebration of women's achievements, their increasing representation, and the efforts to create an inclusive and empowering environment for women within the public service. The event was graced by high-profile guests, including the Deputy Minister for DPSA, Dr Chana

Pilane-Majake, the General Secretary of the PSCBC, Mr Frikkie De Bruin, the PSCBC Chairperson, Ms Ingrid Dimo, the PSCBC Vic-chairperson Labour, Mr Aubrey Zungu, and the General Secretary of GPSSBC, Ms Sharlaine Oodit, as well as the special ladies from PSCBC, GPSSBC, PHSDSBC, and SSSBC.

The programme director of the day was Ms. Koketso Mocheko. The event included opening and welcome addresses by Ms. Ingrid Dimo and Mr. Frikkie De Bruin. Attendees were treated to two engaging presentations; the first presentation focused on 'Mental Wellness in the Workplace' and was delivered by Ms. Priyanka Kirsten. The second presentation, titled 'Work-Life Balance,' was presented by Ms. Zanele Mbhele. These interactive sessions set the scene for Ms. Farah Fortune, who empowered and inspired women with her talk on 'Unleashing Her Power: Empowering Women for Success.' The event's keynote address was delivered by the Deputy Minister for the DPSA, Dr. Chana Pilane-Majake, who spoke eloquently about the significance of women and their potential to lead in the crucial areas of government.

The event featured the recognition of the first cohort of women who attended and completed the Governance, Ethics, Negotiations and Strategy (GENES) Women Leadership Programme, members who completed the programme were awarded with certificates of achievement. The attendees thoroughly enjoyed the event and expressed their appreciation for the Council's well-coordinated and memorable function. The PSCBC's Women's Celebration event underscored the council's commitment to empowering and celebrating women in the Public Service. It served as a testament to the council's dedication to promoting gender equality and inclusivity in the workplace.



• Celebration of International Nurses Day

On Friday, May 19, 2023, the PSCBC celebrated International Nurses Day (IND) with the nurses at Olievenhoutbosch Clinic. IND is a globally recognized and commemorated day that honours the hard work, passion, resilience, and compassion of nurses worldwide. The event at the clinic was held under the theme 'Our Nurses, Our Future', and it was attended by the General Secretary of the PSCBC, Mr. Frikkie De Bruin together with members of the PSCBC MANCO (Management Committee).

The atmosphere in the hall was filled with excitement, and the nurses expressed their gratitude in their speeches. The General Secretary, Mr. De Bruin, acknowledged and appreciated the nurses for their outstanding work in saving lives and contributing to the future of the nation daily. Ms. Kutumela, the Operational Manager of the clinic, also conveyed her gratitude towards the PSCBC for its continued support over the years.

In response to the theme 'Our Nurses, Our Future', the PSCBC donated digital blood pressure machines and other medical equipment to the clinic. This gesture aimed to support the nurses in their important work and contribute to the improvement of healthcare services at the clinic. The celebration of International Nurses Day provided an opportunity for the PSCBC to recognize and appreciate the invaluable contributions of nurses and to demonstrate its support for their crucial role in the healthcare system.



• SADTU Choral Festival

The Council had the pleasure of attending and exhibiting at the SADTU choral festival, which took place from 5 - 6 October 2023, at the Durban ICC exhibition centre in KwaZulu-Natal. This event coincided with World Teachers' Day and was organised by the South African Democratic Teachers Union (SADTU). The choirs from all provinces, featuring soloists, quartets, and male and female choirs, captivated the audience with their melodious and harmonious performances.

The festival was graced by the presence of esteemed guests, including the Minister for Basic Education, Honourable Angie Motshekga, Minister of Sports, Arts and Culture, Hon. Zinzi Kodwa, and KwaZulu-Natal Premier Nomusa Dube-Ncube, alongside the SADTU President, Mr Lucas Maphila, General Secretary, Mugwena Maluleke and leadership from the 9 provinces.

The PSCBC's Chairperson, Ms. Dimo, and the Senior Manager of Collective Bargaining, Ms. Kola were present at the event. The Council also hosted an exhibition stand, where they had the opportunity to interact with the approximately 2,000 delegates who attended the festival.

The presence of the PSCBC at the event was warmly received by the leadership of SADTU and all the delegates. The PSCBC expressed its delight in being part of this exceptional celebration of music and education and look forward to participating in more such events in the future and conveyed its congratulations to the union for organizing a successful festival.



• NATU Policy Conference

As a stakeholder-driven organisation, the PSCBC places a strong emphasis on building and maintaining robust relationships with its primary stakeholders. These relationships are vital to the organisation's success, especially considering its 26-year history. The PSCBC has achieved this by proactively engaging in education and communication efforts to ensure that its stakeholders are well-informed about policies and changes that impact them.

One significant example of this commitment to engagement and education was the PSCBC's participation in the NATU policy conference, held at the Imbizo Conference Centre in Empangeni, KwaZulu Natal, from 27-28 July 2023. The conference revolved around the theme of 'Deepening Unity, Building a Solid Machinery for Growth and Development through the Renewal of Organisational Principles and Culture.'



On 27th July 2023, Mr. Oomang Parag, the Senior Manager of Information and Communication Technology (ICT), represented the PSCBC and delivered a message of support that was assertive and appreciated by the conference attendees. Additionally, the General Secretary of the PSCBC, Mr. Frikkie De Bruin, conducted an insightful workshop session on the proposed retirement reforms. He informed the delegates that, under the proposed changes, members would contribute one-third of their contributions to a savings pot at the point of implementation, with the remainder going to the retirement pot. Mr. De Bruin also highlighted that the draft bill was still in the consultation phase.

The PSCBC's active participation in the conference highlighted its dedication to fostering strong relationships with its stakeholders and ensuring that they are well-informed about issues that directly impact them. The leadership and conference attendees were highly engaged throughout the event and expressed their appreciation for the PSCBC's sponsorship, and the comprehensive information provided. The PSCBC's commitment to actively engaging with its stakeholders and staying at the forefront of policy changes that impact them was evident in its participation in the NATU policy conference.

• PEU Conference

The Professional Educators' Union (PEU) held their Annual Education and Gender Conference, on the 25 August 2023 in Pretoria under the theme "Artificial Intelligence (AI) in Education." This theme indicates a growing interest in the role of artificial intelligence in the field of education and the PSCBC was honoured to be invited to participate in such a topical conference. This development highlights the importance of collaboration and discussion in the education sector to adapt to the evolving technology landscape and provide the best possible learning experiences for students.

During the event, Ms. Valencia Kola, the Senior Manager of Collective Bargaining, delivered a message of support on behalf of the PSCBC. The PSCBC hosted an exhibition stand at the conference and its branded materials were well-received by the attendees. The PSCBC had the privilege of interacting with over 200 delegates during the event, who were enthusiastic about engaging with the PSCBC on the current resolutions that were signed at the council.

The PSCBC expressed its gratitude to the leadership of PEU for providing this wonderful opportunity to address and engage with its members. The conference was deemed a resounding success, and the PSCBC expressed its excitement about the future of Artificial Intelligence in Education. This initiative-taking engagement with stakeholders reflects the PSCBC's commitment to staying at the forefront of educational developments and supporting educators in all their endeavours

• SAPU 30th Anniversary

SAPU (South African Policing Union) held its 30th birthday celebration on November 16, 2023, at the Elangeni Hotel in Durban, Kwa-Zulu Natal. The event was graced by prominent figures, including the Minister of Police, Hon Bheki Cele, the National Commissioner of Police, General Fanie Masemola, and the leadership of SAPU led by President Thabo Matsose and General Secretary Comrade Tumi Mogodiseng. The Minister of Police, Hon Bheki Cele, expressed appreciation to SAPU for their unwavering support and their significant role in combatting crime.

Mr. Frikkie de Bruin, on behalf of the PSCBC, conveyed a congratulatory message to SAPU for reaching their 30th anniversary and wished SAPU many more years of advancing the interests of the working class. The celebration was described as a joyous occasion that brought together relevant stakeholders to commemorate a significant milestone in SAPU's history.

The attendance of prominent figures, such as government officials and the General Secretary of PSCBC, serves to emphasize the ongoing importance and recognition of SAPU's contributions over the past 30 years in the domains of policing and workers' interests.



• DPSA National Labour Relations

We are delighted to share with you the highlights from the recent Department of Public Service and Administration (DPSA) National Labour Relations Conference, held in Pretoria from 22nd to 23rd February 2024.

The conference, held under the theme "Growing South Africa together for a capable and ethical Public Service," brought together key stakeholders from the public service. Among the attendees were distinguished figures including our very own PSCBC Chairperson, Ms. Ingrid Dimo, and Acting Manager in the office of the GS, Ms. Valencia Kola.

Notable speakers also included the Honourable Minister for Public Service & Administration, Minister Noxolo Kievet, Public Service Trade Unions leadership, Ms. Yoliswa Makhasi (DG- DPSA), and Ms. Sharlaine Oodit, GS of General Public Service Sector Bargaining Council (GPSSBC). Mr. Dumisani Hlophe, Acting Deputy Director-General of Negotiations, Labour Relations, and Remuneration Management, set the tone with his opening address, emphasizing the need to enhance mutual benefits in the public sector workspace.

Minister Kievet urged delegates to engage robustly and truthfully, focusing on critical topics such as Strengthening Collaboration with Labor, Professionalization of the Labor Relations function, and the elimination of Gender-Based Violence (GBV) in the public service.



On the second day of the conference, the PSCBC Chairperson, Ms. Ingrid Dimo, delivered a compelling presentation on the state of Collective Bargaining in the Public Service. Her insights into current trends and challenges sparked meaningful discussions among attendees, enriching their understanding of the subject matter.

The PSCBC congratulates the DPSA for orchestrating a well-organized and fruitful event, providing a platform for constructive dialogue and collaboration within the public service sector.

• DENOSA Gauteng Shop Stewards' Induction

On 08 August 2023, the PSCBC organized an induction program for the Gauteng Shop Stewards of the Democratic Nursing Organisation of South Africa (DENOSA) at the PSCBC Offices. The primary objective of this program was to inform key stakeholders about the role of the council within the public service and provide an overview of Councils latest developments and Resolutions.

The program covered critical topics, including the history of the PSCBC, Resolution 01 of 2022 (PS Summit), Resolution 03 of 2023 Enforcement, and the Proposed Pensions Reforms (2 pot system). The DENOSA Gauteng Shop Stewards received a well-compiled and detailed presentation by Mr. Parag, who facilitated the induction. The General Secretary (GS) provided in-depth information on the Proposed Pensions Reforms (2 pot system).

The Gauteng DENOSA provincial leadership conveyed their gratitude to the PSCBC for hosting the program and providing such comprehensive presentations. This session demonstrates the PSCBC's commitment to engaging with stakeholders and ensuring they are well-informed about critical issues affecting the public service.



• Labour Law Conference

On the 29th of February 2024, the PSCBC attended the Labour Laws News Conference, which was held in Modderfontein, Johannesburg. The conference provided a platform for various stakeholders to share insights and experiences on the latest developments in labour law. The PSCBC General Secretary, Mr. Frikkie De Bruin, delivered a presentation on Collective Bargaining in the Public Service.

During his presentation, Mr. De Bruin provided valuable insights on the challenges and opportunities inherent in collective bargaining in the public service. His talk covered topics such as the legal framework for collective bargaining in the public service, the role of trade unions and employer organisations in the bargaining process, and the challenges faced by both parties during the bargaining process.

Mr. De Bruin's presentation was well-received by the delegates, who appreciated his practical guidance on navigating the collective bargaining process in the public service. The delegates engaged thoroughly with Mr. De Bruin, asking questions, and seeking clarification on various issues. Overall, the presentation left the delegates with a deeper understanding of the complexities involved in collective bargaining in the public service and the importance of collaboration and effective communication in achieving mutually beneficial outcomes.



• Bargaining Council's Sports Day

The PSCBC, GPSSBC, PHSDSCBC, and SSSBC collaboratively organised a sports day on 27 October 2023, in recognition and promotion of well-being among staff members. The chosen venue, Hennops Hiking Trails in Hartbeespoort, provided a serene and picturesque backdrop for the event, contributing to the overall positive atmosphere of the event.



Over 60 enthusiastic staff members participated in hiking trails of varying lengths, ranging from 2.5km to 10km, designed to accommodate different fitness levels and ensure an inclusive experience for everyone. The primary goal was to raise awareness about the importance of physical activity and sports in fostering a healthy mind and body, creating a perfect blend of exercise and social engagement.

The event's success was evident in the deep sense of camaraderie among the participants, highlighting the positive impact on both mental and physical health.

CSR INITIATIVES

The main aim of the CSR programme is to create a positive impact and bring about sustainable development in various communities across the country. Through this programme, the PSCBC strives to initiate and support different projects that address critical social, economic, and environmental issues. The goal is not only to leave a long-lasting legacy but also to promote social equity, inclusivity, and overall well-being of the local communities. Below are some of the initiatives undertaken:

• Launch of the PSCBC Development and Empowerment Programme (DEP)

On June 23, 2023, the PSCBC hosted 16 grade 12 learners (8 boys and 8 girls) from Stanza Bopape Secondary School as part of the launch of the PSCBC Development and Empowerment Programme (DEP). The DEP is a program designed to assist school children by exposing them to the world of work and showcasing various career opportunities available to them.

Mr. Oomang Parag, the Senior Manager of ICT, welcomed the learners on behalf of the General Secretary and provided an overview of the day. The various divisions within the PSCBC conducted presentations on their various sections, the learners were introduced to information about different career paths such as information technology, human resource management, collective bargaining, dispute resolution, labour law, logistics, fiscal management, monitoring and evaluation, and communication and marketing.

To make the visit fun and educational, the learners were taken on a tour of the sector bargaining councils (GPSSBC and PHSDSBC). They also had the opportunity to visit the server room to learn more about information technology and the importance of servers and IT in organisations.

The day concluded with a ceremony where the learners were presented with certificates of attendance. The learners, along with their life orientation teacher expressed their delight and gratitude to the PSCBC for providing them with an eye-opening experience. During their visit, the learners were provided with sumptuous meals, they were also transported to and from school. Additionally, they received a gift hamper containing branded merchandise from the PSCBC and the respective sectors.

The PSCBC's hosting of the learners from Stanza Bopape Secondary School through the DEP demonstrates their commitment to empowering and exposing young individuals to various career possibilities, aiming to inspire and guide them as they prepare for their future paths.



• Food and Clothes Drive (Marshalltown Fire Victims)

A devastating fire at the Usindiso building had resulted in one of the worst tragedies experienced by the Gauteng community, claiming the lives of 77 individuals and leaving many families and communities in a state of shock and despair. The tragic event that occurred on 31 August 2023, in



Marshalltown, Gauteng left many people destitute, the Council therefore conducted a food and clothing drive in response to assist this Community.

A call for assistance was made to all stakeholders was well heeded and the response was overwhelming, resulting in the collection of substantial donations. On 03 October 2023, the PSCBC delivered the donated foodstuff, clothing, diapers, and toiletries to the Hope SA Foundation, which distributed these items on behalf of the PSCBC to the affected victims. The PSCBC expressed its deep gratitude to various organizations, including PSA, PEU, HOSPERSA, GPSSBC and staff members, for their generous contributions. This collective effort reflects positively on our community's unity and compassion in times of need and crisis.

• Mandela Day

Mandela Day holds a special place as an occasion for organizations and individuals to exemplify the spirit of ubuntu and demonstrate support for charitable causes. The PSCBC has wholeheartedly embraced this opportunity and has over the years made significant contributions to the refurbishment of the 10th Commandments Community Care Centre (CCCC) in Tembisa. The 10th CCCC is an organisation that cares for rehabilitating drug addicts and believes that everyone deserves a second chance.

Over the years, the PSCBC has undertaken various projects to enhance the facilities at the 10th CCCC. These projects have included installing new toilets and showers, constructing a wall to provide increased privacy and security, and donating blankets and mattresses to improve the comfort of those in need. These projects were carried out in phases between 2019 and 2022, with the most recent milestone being the installation of tiles in the main building on 24 July 2023.

The PSCBC has adopted an approach to empower young people and contribute to their development by giving them the skill to sustain them. To this end, we engaged African Mamas Crafts to conduct a skills development workshop for the youth at the 10th CCCC. This workshop aimed to equip them with valuable skills that would be beneficial in teaching them beadmaking skills.

These contributions by the PSCBC exemplify the power of collective action and the significance of taking a proactive approach to addressing societal challenges. These efforts have left a legacy in the community, inspiring positive change and taking action to support those in need.



• Mandela Commemoration Day

The 5 December is of profound significance globally as it marks the passing of our beloved former President Nelson Mandela. The world celebrates this day in remembrance of his values and the legacy that he left behind.

To honour this day, the PSCBC organised a special event at the Mamelodi Old Age Home which provides care for underprivileged and elderly individuals. As part of the PSCBC's charitable initiatives, staff members dedicated their time to preparing meals for the home's residents and presented thoughtfully chosen care packs, aiming to bring comfort and joy to the elderly residents.

The Management and staff at the Mamelodi Old Age Home expressed sincere appreciation for the PSCBC's ongoing support, acknowledging the positive impact of such gestures on the lives of the elderly. Through Corporate Social Responsibility (CSR) programs, the PSCBC remains committed to empowering communities and leaving a legacy, pledging to collaborate with NGOs to continue making a positive impact in various societies.



STRATEGIC PARTNERSHIPS

The ICT Unit continues to provide administrative support to the National Association of Bargaining Councils (NABC) and, Labour and Employment Relations Organisation of South Africa (LERASA) and we also assisted the African Labour Law Society (ALLS) with their Congress.

INFORMATION TECHNOLOGY

OVERVIEW

The PSCBC IT unit plays a role in enabling the organisation to achieve its objectives by providing efficient and effective IT systems. Our support and maintenance services assist in ensuring the smooth operation of the organisation's objectives. The objective is to minimise downtime and disruptions, allowing staff to remain productive and focused on their tasks. Please see listed below achievements of the section that needs to be highlighted.

During the reporting period, the ICT unit underwent a significant operational transformation, transitioning from a traditional server-based environment to a fully integrated cloud-based infrastructure. This radical change represents a strategic shift in our approach to managing and delivering ICT services, with a focus on harnessing the capabilities of cloud technology to enhance efficiency, scalability, and flexibility.

The transition to a fully cloud-integrated environment represents a transformative milestone for the ICT unit, positioning us to deliver more agile, efficient, and scalable ICT services to support the organization's objectives. By embracing cloud technology, we are better equipped to adapt to evolving business needs, drive innovation, and achieve operational excellence in the digital era.

USER SUPPORT

Throughout the reporting period, the IT team has demonstrated outstanding responsiveness and efficiency in addressing a multitude of calls logged by users. With a commitment to timely resolution and customer satisfaction, we attempted to promptly address each request, troubleshoot issues, and provide applicable solutions.

We proactively identified cases that fell outside our scope of work and escalated them to the relevant service providers, ensuring that users received thorough support and resolution for their issues.

ACTIVITIES & ACCOMPLISHMENTS

Throughout the year, the IT unit has engaged in activities that encompassed a wide range of initiatives aimed at enhancing the efficiency, reliability, and security of our systems.

We completed several infrastructure upgrades, including network enhancements and server optimizations, to ensure the scalability and performance of our IT environment. Furthermore, we continued to conduct regular audits to safeguard sensitive data and mitigate cyber threats.

The staff component of the IT unit has expanded with the recent employment of an IT intern by the organization.

APPLICATIONS

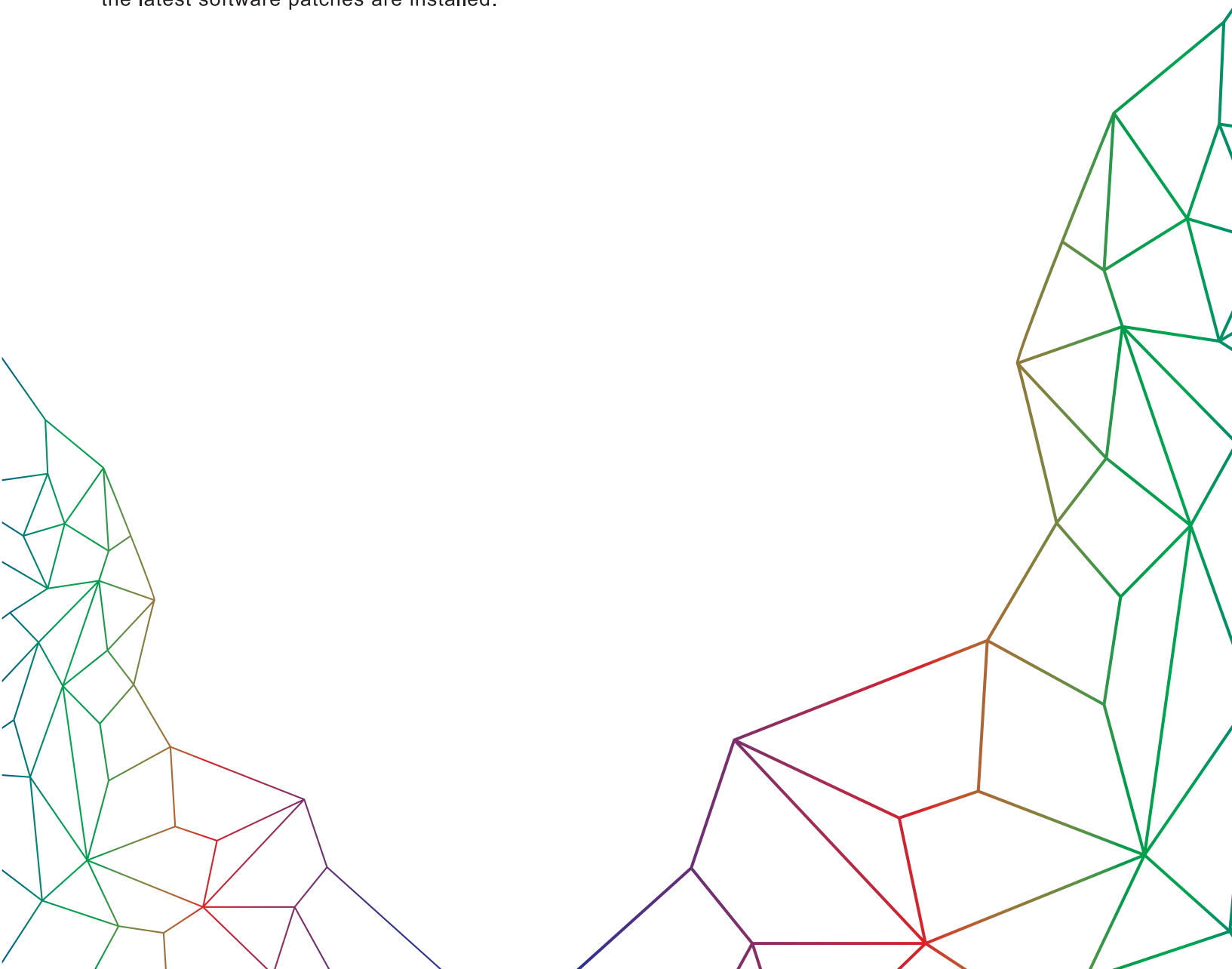
The organization achieved a seamless transition to Microsoft 365 applications and Exchange services with minimal disruptions. The adoption of Microsoft 365 has empowered employees with enhanced collaboration tools, productivity applications, and secure email services.

Additionally, the migration of Pastel Accounting services to a web-based system enhanced accessibility, flexibility, and scalability in managing financial processes, ensuring smooth and efficient operations within the Finance unit.

To uphold confidentiality in our open-plan office environment, we implemented a more secure printing process on each user's machine. This setup requires users to manually release their print jobs when they are physically present at the printer. Furthermore, by integrating user authentication into the printing process, we ensure that only authorized individuals have access to sensitive documents, thereby strengthening our organization's overall security and adhering to the POPIA.

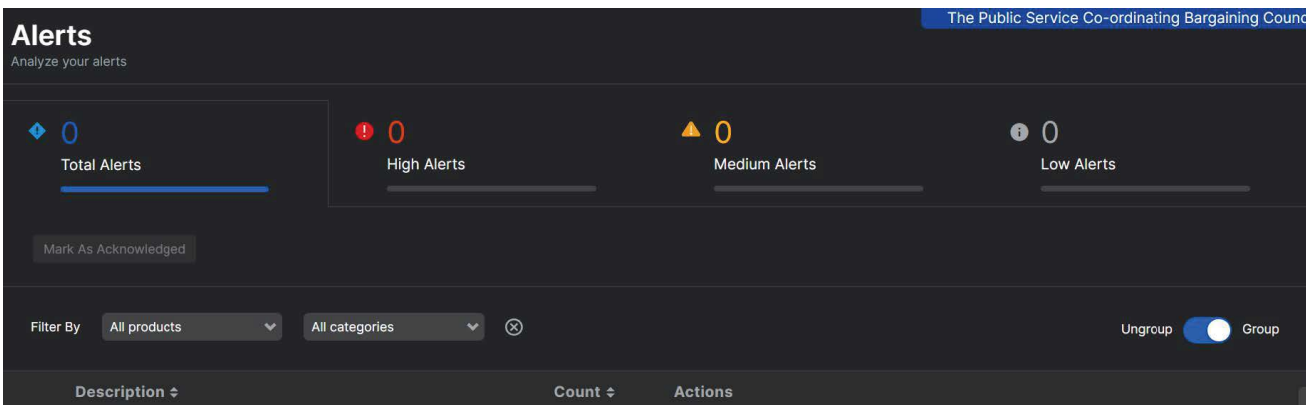
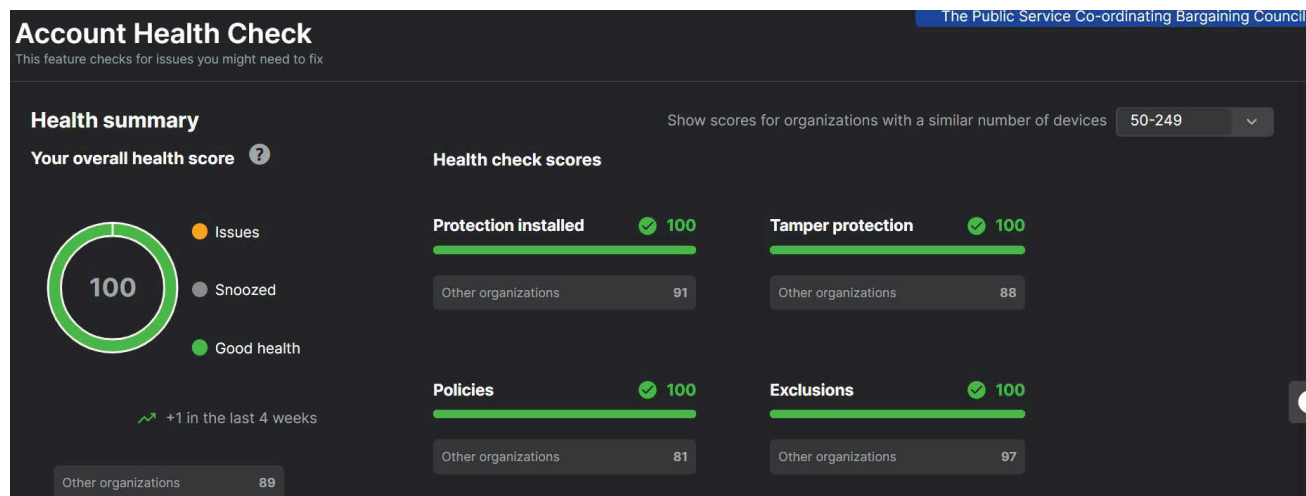
USER WORKSTATIONS

Eight new laptops were procured as replacements for outdated and damaged machines. This investment is part of the unit's commitment to maintaining effective IT infrastructure that supports the productivity and effectiveness of employees. User workstations were upgraded to the latest operating system and Windows updates are continuously checked and downloaded to ensure that the latest software patches are installed.



SECURITY

The PSCBC Sophos Antivirus is deployed on all workstations and servers within the organization, providing comprehensive protection against viruses, malware, ransomware, and other security threats. Below is the overview of the Central management console that is utilized for monitoring antivirus security activities across the entire network.



The Endpoint Protection - Computers dashboard includes the following controls and data:

Navigation: Computers (selected), Unmanaged computers, Computer Groups

Actions: Manage Endpoint Software, Turn on tamper protection, Reset health status, Delete, Export to CSV

Filters: All Computers, Show all computers, Any protection types, Search bar

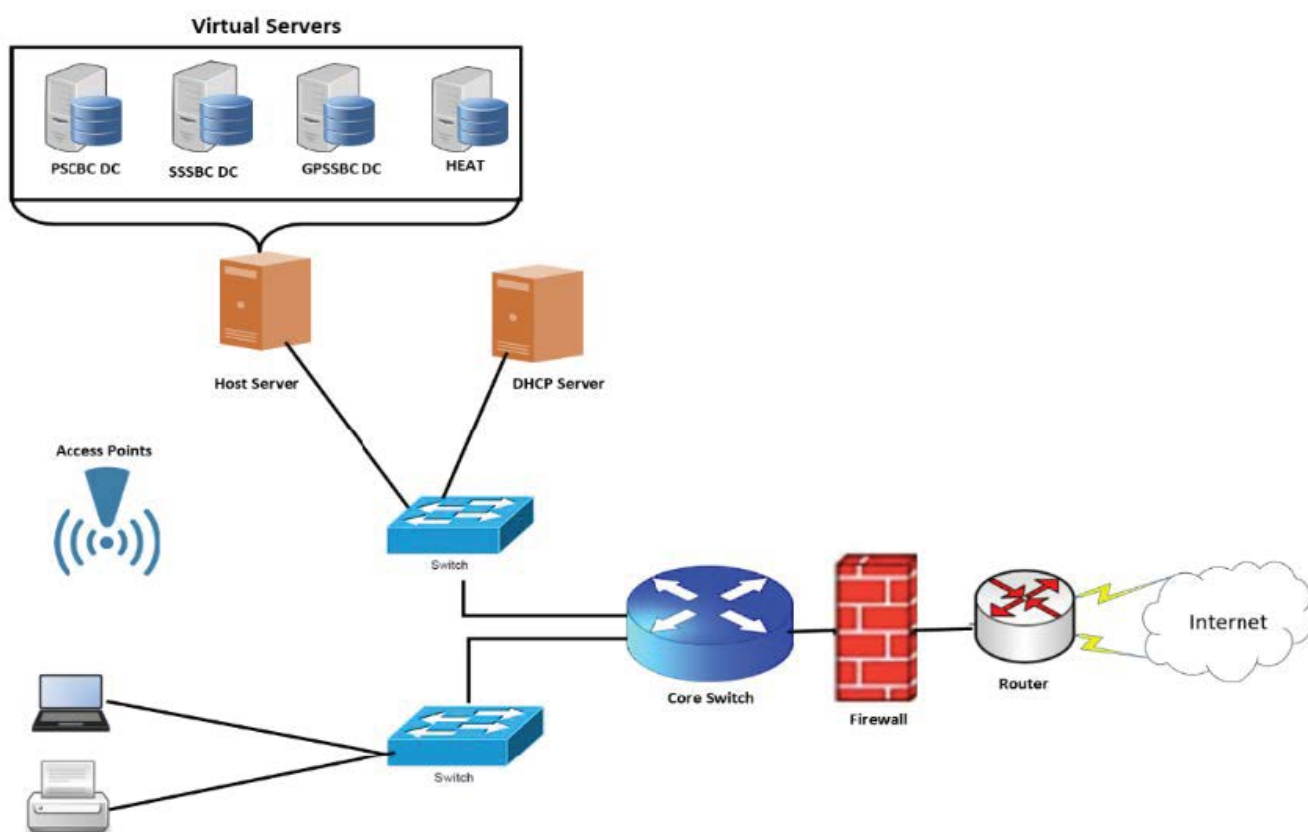
	Name	IP	OS	Protection
☐	PSC105LT	192.168.226.251	Windows 11 Pro	Intercept X Advanced
☐	PSC011DT	192.168.20.20	Windows 11 Pro	Intercept X Advanced

NETWORK

Throughout the reporting period, a significant milestone was achieved with the upgrade of our organization's fibre connection link from 100Mbps to 200Mbps speed, facilitated by Ignite South Africa (now known as Dimension Data). This enhancement marks a significant improvement in our network infrastructure, enabling faster and more reliable internet connectivity for all users across the organization.

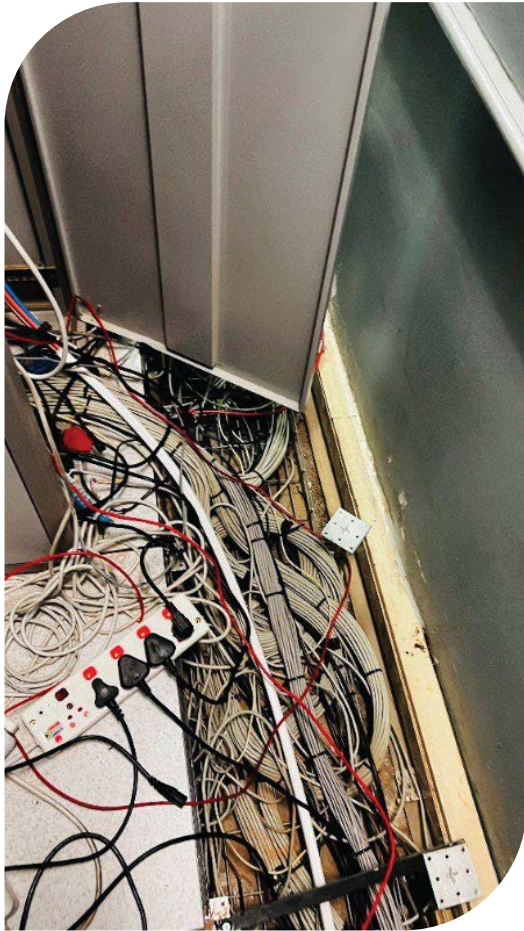
Following the completion of building renovations, our IT unit took proactive steps to ensure that new network points were installed in Building B to accommodate the needs of our users and improve accessibility to network resources.

- Below is the visual representation of the PSCBC network topology, illustrating the placement and interconnection of routers, switches, wireless access points, and the firewall.



The server room clean-up project to ensure the elimination of clutter and optimization of space was completed successfully. Below are the visuals of how it was before and after.

Before



After



- The installation of Wi-Fi access points on the ceiling was completed successfully to enhance signal distribution and improve wireless connectivity throughout our organization and assists to provide a clutter-free environment.



TRAINING, WORKSHOPS AND CONFERENCES

The unit personnel had the valuable opportunity to attend the 2023 GOVTECH conference, a premier event showcasing the latest innovations and trends in government technology.

The IT unit conducted a comprehensive OneDrive training session for users within the SSSBC (Social Security Services and Benefits Corporation) department, aimed at enhancing their proficiency and utilization of the cloud storage platform. These training sessions provided users with in-depth knowledge of OneDrive's features, functionalities, and best practices for efficient file management and collaboration.

The unit in collaboration with Business Engineering organized comprehensive training sessions for unaccustomed users on the collaborator system, the training designed to familiarize them with the platform's functionalities.

WORK IN PROGRESS

We endeavour to undertake the following projects (Network Monitoring System, Call Logging System, Proxy Server, Audio System) which is aimed at further enhancing our organization's technological capabilities and operational efficiency.

BACKUP MANAGEMENT

User workstations have been configured to automatically back up work data to their OneDrive accounts.

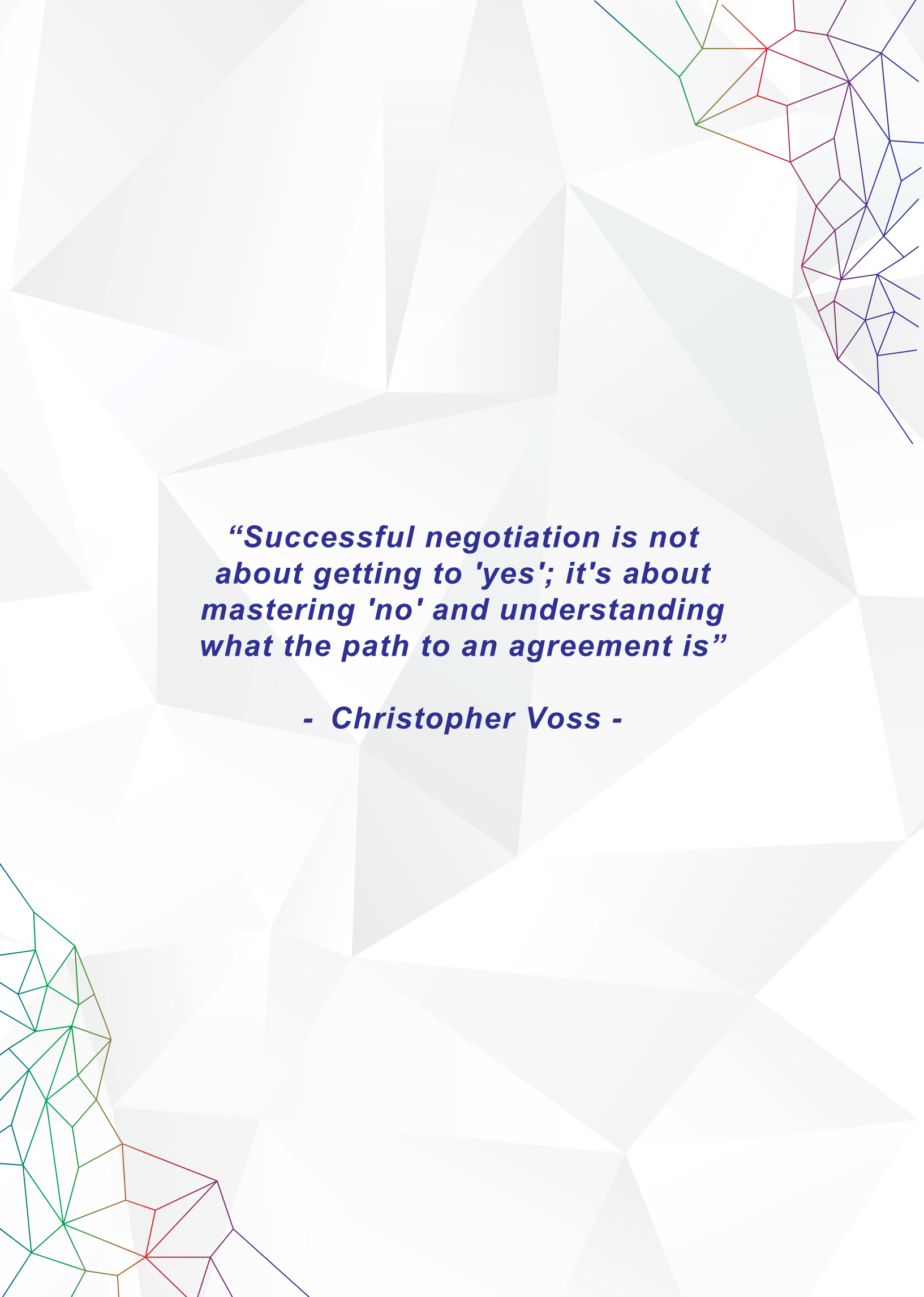
CONCLUSION

The Year Ahead

In the upcoming financial year, the Information Communication Technology (ICT) Unit plans to leverage artificial intelligence (AI) and work on various digital initiatives. These include designing a mobile application, building a digital/online information library, exploring new social media strategies, and enhancing the website's user experience. The Unit will also focus on corporate social responsibility initiatives to support underprivileged communities and build a unified and sustainable brand in 2024/25.

To keep up with the latest trends and technologies, the Unit will prioritise the training and development of its staff members. The team will attend training sessions on the Adobe Creative Suite and engage in continuous development programs related to event management, strategic brand communication, social media, electronic conferencing, webinars, graphic design, information technology, and other emerging technologies to better reach the target audience.





“Successful negotiation is not about getting to 'yes'; it's about mastering 'no' and understanding what the path to an agreement is”

- Christopher Voss -



PSCBC

PUBLIC SERVICE CO-ORDINATING BARGAINING COUNCIL

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