



a world class African city

EMPLOYEE CIRCULAR

SERVICE DELIVERY ETHOS

BATHO PELE REVISITED

Dear Colleagues,

The City of Joburg is committed to *world-class excellence* in all its activities and endeavours in striving to achieve the *best quality of life* possible for our City's citizens.

In this circular, we highlight the key aspects of the desired behaviours and conduct of employees from the perspective of the national **Batho Pele** strategy that has overarching application in all spheres of government.

All employees and management of the City of Joburg are requested to study this document carefully and to embrace and implement the principles and values that underpin **Batho Pele** so that they become integral to the very organisational culture and behaviours of the staff and management of the City, and by extension our service delivery efforts. They would also have application in how we serve and treat each other within the City.

This is especially true considering that our employees make the City what it is.

Most importantly, in light of the challenge that **Batho Pele** is for us, both management and employees alike, are implored to do some honest soul searching/introspection about our personal ethos/work ethics, to ask ourselves do we do justice to our respective roles and purposes for which we are employed with the City? Do we add real value to the City and its Citizens/customers, and if not, what do we need to do individually and collectively, to do so?

Do we conduct ourselves with the necessary moral and ethical integrity to be able to meet this challenge and to take the City to where it needs to be to fulfill its world-class vision? Ultimately, it is our communities, families and friends that depend on us to give them the best value and service that we can, and would expect for ourselves. Most of us are residents, ratepayers and customers of the City and how do we experience the quality and value of service? Do you not wish you could do something to improve things? Yes, you can!

Management must please ensure that this strategy is operationalised within their respective Departments by encapsulating or integrating the broader **Batho Pele** values, principles and objectives into Departmental Visions, Missions, Strategies and values as well as business and operational management plans, systems and methodologies, and ultimately management approaches/behaviour. Similarly, we need to ensure that the appropriate organisational and policy changes are implemented that facilitate enabled, knowledgeable, competent, capable, invigorated and committed service orientated employees.

TO BE DISTRIBUTED AND EXPLAINED
TO ALL EMPLOYEES/MANAGEMENT

Circular No: ____
12 Pages

"BATHO PELE"

A BETTER LIFE FOR ALL SOUTH AFRICANS BY PUTTING PEOPLE FIRST

Vision

"To continually improve the lives of the People of South Africa by a transformed public service, which is representative, coherent, transparent, efficient, effective, accountable and responsive to the needs of all"

Mission

"The creation of a people-centred and a people-driven public service that is characterised by equity, quality, timeousness and a strong code of ethics."

Objectives

Batho Pele Strategy on service delivery is developed to meet the following strategic objectives:

- To introduce a new approach to service delivery which *puts people at the centre* of planning and delivering services;
- To improve the face of service delivery by *fostering new attitudes such as increased commitment, personal sacrifice, dedication*;
- To improve the image of the Public Service (The City);

It has been noted that many public servants (City Employees) have not yet internalised **Batho Pele** as part of their day-to-day operation while providing services to members of the public. In order to deal with this, the Department of Public Service and Administration has developed a "**Batho Pele** revitalisation strategy" whose aim it is to inculcate the **Batho Pele** culture among the public servants (City Employees) and improve service delivery in the public service (The City).

Belief set

In order for the revitalization of **Batho Pele** to succeed, *organizational culture has to be changed* to accommodate **Batho Pele** as a way of life. This means that departments should *take stock of their values, as well as behaviours and attitudes of managers and employees*. Departments would then be able to take necessary steps to prepare public servants for the revitalized **Batho Pele** Culture of *responsiveness, efficiency and effectiveness* in delivering services to the public.

The New Belief Set namely "**we belong, we care, we serve**" clearly captures the revitalized **Batho Pele** culture. The Belief Set is intended to endorse the eight **Batho Pele** Principles. A belief set is a value system, which serves as a *relatively permanent ideal that should influence and shape the general nature of public servants' (City Employees') behaviour*. For it to have maximal impact, a

Belief Set should be an *integral part of any service delivery operations, strategic planning and implementation strategy of all programmes* and not an "add-on".

We belong - Public servants are social-beings whose needs should be *recognised and fulfilled*. This *recognition of needs will instill a sense of belonging* to the public service family. We belong because we are *recognized and rewarded* for living **Batho Pele**. Citizens who feel satisfied, will certainly develop a spirit of patriotism towards the country (our City) and will also feel a sense of belonging. In practical terms, this part of the belief set underscores the *importance of the human resources function*. It is their responsibility (with City line management) to ensure that practices, processes, systems such as conditions of service, rewards and recognition as well as training and development among others, *foster a sense of belonging among public servants*.

Furthermore, this Belief Set is also about:

- *Encouraging a spirit, culture and practice of collaboration, teamwork and collegiality* among all public servants thereby fostering effective intergovernmental relations.
- *Building a learning Public Service*. (City)
- Fostering partnerships with the recipients and beneficiaries of public services and thus ensuring that the public service is *responsive to people's needs* in line with the notion of "Putting People First".

We care - Public servants *should be courteous* when providing services to the public by listening to their problems, apologising when necessary, and *serving people with a smile*. We care because we are *devoted to doing a job to the end, ensuring that we deliver beyond customer expectations*. Public servants *should respect all citizens* irrespective of background, gender, colour or creed.

We serve - In order to have a sense of service; the public service should develop service standards, provide information, seek service delivery solutions and *go beyond the call of duty* -. We serve by *delivering quality services* and making citizens look forward to *receiving world-class integrated service delivery*. This could be achieved by:

- *Anticipating customer needs* through the introduction of regular customer surveys on the type of services citizens would want to receive.
- Offering integrated service delivery through institutions like Multi-Purpose Community Centres and Call Centres (MPCCs) and other innovative forms of service delivery in communities.
- *Going beyond the call of duty* even under difficult circumstances where there are limited resources.

Principles

Eight **Batho Pele** principles were developed to serve as acceptable policy and legislative framework regarding service delivery in the public service. These principles are aligned with the Constitutional ideals of:

- Promoting and maintaining *high standards of professional ethics*;
- Providing service *impartially, fairly, equitably and without bias*;
- Utilising resources *efficiently and effectively*;
- *Responding to people's needs*; the citizens are encouraged to participate in policy-making;

- and
- *Rendering an accountable, transparent, and development-oriented public administration*

The Batho Pele principles are as follows:

1. Consultation

There are many ways to consult users of services including conducting customer surveys, interviews with individual users, consultation with groups, and holding meetings with consumer representative bodies, NGOs and CBOs. Often, more than one method of consultation will be necessary to *ensure comprehensiveness and representativeness*. Consultation is a powerful tool that enriches and shapes government policies such as the ***Integrated Development Plans (IDPs) and its implementation in Local Government sphere***.

2. Setting service standards

This principle reinforces the need for benchmarks to constantly *measure the extent to which citizens are satisfied with the service or products they receive from departments*. It also plays a critical role in the development of service delivery improvement plans to *ensure a better life for all South Africans*. Citizens should be involved in the development of service standards.

Required are *standards that are precise and measurable* so that users can judge for themselves whether or not they are receiving what was promised. Some standards will cover processes, such as the length of time taken to authorise a housing claim, to issue a passport or identity document, or even to respond to letters.

To *achieve the goal of making South Africa and the City globally competitive*, standards should be benchmarked (where applicable) against those used internationally, taking into account South Africa's current level of development.

3. Increasing access

One of the prime aims of **Batho Pele** is to provide a framework for making decisions about delivering public services to the many South Africans who do not have access to them. **Batho Pele** also *aims to rectify the inequalities* in the distribution of existing services. Examples of initiatives by government to improve access to services include such platforms as the Gateway, Multi-Purpose Community Centres and Call Centres.

Access to information and services *empowers citizens and creates value for money, quality services*. It reduces unnecessary expenditure for the citizens.

4. Ensuring courtesy

This goes beyond a polite smile, 'please' and 'thank you'. It requires service providers to ***empathize with the citizens (City customers and colleagues) and treat them with as much consideration and respect, as they would like for themselves***.

The public service (City) *is committed to continuous, honest and transparent communication* with the citizens. This involves communication of services, products, information and problems, which may hamper or delay the *efficient delivery of services to*

promised standards. If applied properly, the principle will help demystify the negative perceptions that the citizens in general have about the attitude of the public servants (City Employees).

5. Providing information

As a requirement, available information about services should be at the point of delivery, but for users who are far from the point of delivery, other arrangements will be needed. In line with the definition of customer in this document, managers and employees should regularly seek to make information about the organization (City), and all other service delivery related matters available to fellow staff members.

6. Openness and transparency

A key aspect of openness and transparency is that the public should know more about the way national, provincial and local government institutions operate, how well they utilise the resources they consume, and who is in charge. It is anticipated that the public will take advantage of this principle and make suggestions for improvement of service delivery mechanisms, and to even make government employees accountable and responsible by raising queries with them.

7. Redress

This principle emphasises a need to identify quickly and accurately when services are falling below the promised standard and to have procedures in place to remedy the situation. This should be done at the individual transactional level with the public, as well as at the organisational level, in relation to the entire service delivery programme.

Public servants (City Employees) are encouraged to welcome complaints as an opportunity to improve service, and to deal with complaints so that weaknesses can be remedied quickly for the good of the citizen (and City).

8. Value for money

Many improvements that the public would like to see often require no additional resources and can sometimes even reduce costs. Failure to give a member of the public a simple, satisfactory explanation to an enquiry may for example, result in an incorrectly completed application form, which will cost time to rectify.

Definition

Batho Pele, a Sotho translation for 'People First', is an initiative to get public servants (City Employees) to be *service orientated*, to *strive for excellence in service delivery* and to *commit to continuous service delivery improvement*. It is a simple and transparent mechanism, which allows citizens to hold public servants accountable for the level of services they deliver (**Batho Pele Handbook - A Service Delivery Improvement Guide**).

Batho Pele is not an "add-on" activity. It is a way of delivering services by putting citizens at the centre of public service planning and operations. It is a major departure from a dispensation, which excluded the majority of South Africans from government machinery to the one that seeks to

include all citizens for the achievement of a better-life-for-all through services, products, and programmes of a democratic dispensation.

History

Batho Pele has its roots in a series of policies and legislative frameworks. These policies and legislative frameworks have been categorised into three themes namely: those that are overarching or transversal, those that deal with access to information and those that deal with transformation of service delivery.

Overarching/transversal legislative frameworks:

- The Constitution of the Republic of South Africa of 1996 (as amended).

Section 32 of the Constitution provides for the universal right of access to information held by the State to facilitate the exercise or protection of any right by citizens. E.g. the right to access public services in an equitable, convenient and cost-effective manner.

- The White Paper on the Transformation of the Public Service of 1995 (WPTPS)
- Public Service Regulations of 1999 and 2001

These two legislative frameworks seek to transform a culture of Public Service delivery from prescribing service packages to citizens, to putting citizens at the centre of service delivery.

Accordingly, all government departments both national and provincial are compelled to align their service delivery mandates and service delivery improvement plans with the overall service delivery priorities of the government based on the needs of the citizens.

They call for the setting up of service standards, defining outputs and targets, and benchmarking performance indicators against international standards. Similarly, it also calls for the introduction of monitoring and evaluation mechanisms and structures to measure progress on a continuous basis. Other requirements include:

1. The alignment of staffing plans, human resources development processes and organisational capacity building with the needs of citizens;
2. The development of financial plans that link budgets directly to service needs and personnel plans;
3. Identifying and entering into partnership agreements with the private sector, non-governmental organisations (NGOs) and Community-Based Organisations (CBOs) which will provide more effective forms of service delivery;
4. The development, particularly through training, of a culture of customer care and sensitivity towards the diversity of citizens in terms of race, gender and disability;

Access to information

These legislative frameworks are intended to give effect to the Constitutional right of the citizen to have access to any information held by the State and binds government institutions to have information available and regularly updated to meet the changing needs of the citizens. They include:

- Open Democracy Act of 2000
- Promotion of Access to Information Act of 2000
- Electronic Communications and Transactions Bill of 2002
- E-Government Strategy of 2001

The legislative prescripts promote the harnessing of innovative IT based solutions to make service as well as information on services within and across government departments more accessible in an integrated manner, particularly to people in under-serviced areas. These include e-government services, electronic communications and transactions with public/private bodies, institutions and citizens and development of electronic transactions services, which are responsive to the needs of citizens and consumers.

Transforming Public Service Delivery

These legislative prescripts provide for the progressive increase of access to public services and promote efficient administration and good governance in the public sector. They include:

- White Paper on Transforming Public Service Delivery of 1997
- Promotion of Administration Justice Act (AJA) of 2000
- Public Finance Management Act of 1999

These legislative prescripts also cover the creation of a culture of accountability, openness and transparency in public administration. The AJA prescribes that in order to give effect to the right to procedurally fair administrative action, the public should be consulted. It also emphasizes the citizens' rights to redress.

PFMA emphasises accountability in public administration and advocates value for money in procurement of goods and services within the public service. In this regard the Act prohibits fruitless, wasteful and unauthorised use of public funds.

***** FOOTNOTE*****

CITY EMPLOYEE'S ATTENTION IS ALSO DRAWN TO THE FOLLOWING EXTRACT FROM THE JOBURG CONDITIONS OF SERVICE, THAT IS OF TANTAMOUNT IMPORTANCE TO HOW WE CONDUCT OURSELVES ON A DAY-TO-DAY BASIS IN THE COURSE OF OUR DUTIES/RESPONSIBILITIES.

ETHICAL STANDARDS

1.2.1 The following ethical values/standards will apply to all employees of the City of Johannesburg Metropolitan Municipality:

- They will be *accountable to the community that they serve and act on behalf of the residents of the City* by focusing their efforts in *discovering and meeting their customers' needs*;
- They will be *transparent and open to scrutiny in all that they do*;

- They will be *honest and uncompromising in producing work that meets the service delivery requirements of the City*;
- They will be *committed to the transformation of our society and our workplace and will ensure equity and anti-discrimination* in all that they do;
- They shall show concern for people, support and respect their colleagues and encourage the growth and development of everyone they work with;
- They will value and ensure the fair and consistent treatment of staff and customers; and
- They will support transparent participation promoting fair, yet efficient, decision-making while encouraging individuals to accept responsibility for their work and contribution to the City.

1.3 CODE OF CONDUCT (MSA Schedule 2 Clause 2)

1.3.1 GENERAL CONDUCT

All employees of the City of Johannesburg Metropolitan Municipality must at all times-

- *loyally execute the lawful policies* of the metropolitan municipal council;
- perform the functions of office in *good faith, diligently, honestly and in a transparent manner*;
- act in such a way that the spirit, purport and objects of section 50 (Which reads “...Local public administration is governed by the democratic values and principles embodied in section 195(1) of the Constitution.”) of the Local Government Municipal Systems Act (as amended) are promoted;
- *act in the best interest of the City* and in such a way that the credibility and integrity of the City are not compromised; and
- *act impartially and treat all people, including other staff members, equally without favour or prejudice.*

1.4 COMMITMENT TO SERVING THE PUBLIC INTEREST (MSA Schedule 2 Clause 3)

1.4.1 Employees of the City of Johannesburg Metropolitan Municipality are public servants in a developmental local system, and must accordingly-

- Implement the provisions of section 50 (2) (Which reads “...In administering its affairs a municipality must strive to achieve the objects of local government as set out in section 152(1) of the Constitution, and comply with the duties set out in sections 4(2) and 6.”) of the Local Government Municipal Systems Act);
- *Foster a culture of commitment to serving the public* and a collective sense of responsibility for performance in terms of standards and targets;
- *Promote and seek to implement the basic values and principles of public administration* described in section 195 (1) of the Constitution;
- As far as possible within the ambit of the employee’s job description, *seek to implement the objectives set out in the City’s integrated development plan, and achieve the performance targets set for each performance indicator*; and
- *Participate in the overall performance management system of the City, as well as the employee’s individual performance appraisal and reward system*, if such exists, in order to maximise the ability of the municipality as a whole to achieve its objectives and improve the quality of life of its residents.

- As far as possible within the ambit of the employee's job description, *seek to implement the objectives set out in the City's integrated development plan, and achieve the performance targets set for each performance indicator as it relates to them;* and

1.5 PERSONAL GAIN (MSA Schedule 2 Clause 4)

1.5.1 Employees of the City of Johannesburg Metropolitan Municipality may not-

- Use the position or privileges of an employee, or confidential information obtained as an employee, for private gain or to improperly benefit another person; or
- Take a decision on behalf of the City concerning a matter in which that employee, or that employee's spouse, partner or business associate, has a direct or indirect personal or private business interest.

1.5.2 Where relevant *employees must be aware of and comply with any City of Johannesburg Metropolitan Municipality Financial Policies, Procedures and/or regulations relating to Supply Chain Management {Procurement of Consulting Services, Products, and Expenditure etc.}* e.g. Applicable provisions of the Municipal Finance Management Act.

1.5.3 *Except with the prior consent of the Council* of the City of Johannesburg Metropolitan Municipality employees of the City may not-

Be a party to a contract for-

- The provision of goods or services to the City; or
- The performance of any work for the City otherwise than as an employee;
- Obtain a financial interest in any business of the City of Johannesburg Metropolitan Municipality; or

be engaged in any business, trade or profession other than the work of the City of Johannesburg Metropolitan Municipality.

1.5.4 *No employee of the City shall perform remunerative work outside the service of the City without the prior permission of the Municipal Manager (City Manager) or the equivalent or any official to whom the authority has been delegated.*

Such permission may be granted provided that -

1.5.4(1) *Remunerative work performed outside normal hours of work for themselves or for an outside employer shall in no way give rise to, or have the potential to give rise to a conflict of interest between the outside employer and the City;*

1.5.4(2) *The performance of remunerative work outside normal hours of work for themselves or for an outside employer shall in no way be detrimental to or adversely affect the performance by the official concerned of work for the City or have the potential to do so.*

1.6 DISCLOSURE OF BENEFITS (MSA Schedule 2 Clause 5)

1.6.1 Employees of the City of Johannesburg Metropolitan Municipality who, or whose spouses, partners, businesses associates or close family members, acquired or stand to acquire any direct benefit from a contract concluded with the City of Johannesburg Metropolitan Municipality *must disclose in writing full particulars of the benefit to the Council of the City of Johannesburg Metropolitan Municipality.*

1.6.2 This item does not apply to benefits which employees, or spouses, partners, businesses associates or close family members have or acquire in common with all other residents of the City of Johannesburg Metropolitan Municipality.

1.7 UNAUTHORISED DISCLOSURE OF INFORMATION (MSA Schedule 2 Clause 6)

1.7.1 Employees of the City of Johannesburg Metropolitan Municipality *may not without permission disclose any privileged or confidential information obtained as employees of the City to any unauthorised person.*

1.7.2 For the purpose of this item “privileged or confidential information” includes any information-

- Determined by the City of Johannesburg Metropolitan Municipality Council or any structure or functionary of the Council, City and/or municipality to be privileged or confidential;
- Discussed in closed session by the City of Johannesburg Metropolitan Municipality Council or a committee of the Council;
- Disclosure of which would violate a person’s right to privacy; or
- Declared to be sensitive, privileged, confidential or secret in terms of any law.

1.7.3 This item does not derogate from a person’s right of access to information in terms of national legislation.

1.8 UNDUE INFLUENCE (MSA Schedule 2 Clause 7)

1.8.1 Employees of the City of Johannesburg Metropolitan Municipality may not-

- *Unduly influence or attempt to influence the council of the municipality, or a structure or functionary of the council, or a councillor, with a view to obtaining any appointment, promotion, privilege, advantage or benefit, or for a family member, friend or associate;*
- *Mislead or attempt to mislead the council, or a structure or functionary of the council, in its consideration of any matter; or*
- *Be involved in a business venture with a Councillor of the Municipality without the prior written consent of the Council of the municipality.*

1.9 REWARDS, GIFTS AND FAVOURS (MSA Schedule 2 Clause 8)

1.9.1 Employees of the City of Johannesburg Metropolitan Municipality *may not request, solicit or accept any rewards, gifts or favours for-*

- Persuading the council of the municipality, or any structure or functionary of the council, with regard to the exercise of any power or the performance of any duty;
- Making a representation to the council, or any structure or functionary of the council;
- Disclosing any privileged or confidential information; or
- Doing or not doing anything within that employee’s powers or duties.

1.9.2 *Employees must without delay report to superior officials or to the Speaker of the Council any offer that, if accepted by staff members, would constitute a breach of the above.*

1.10 THE CITY OF JOHANNESBURG METROPOLITAN MUNICIPALITY COUNCIL PROPERTY/ASSETS (MSA Schedule 2 Clause 9)

1.10.1 Employees of the City of Johannesburg Metropolitan Municipality *may not use, take, acquire, or benefit from any property or asset owned, controlled or managed by the City to which staff members have no right.*

1.11 PAYMENT OF ARREARS (MSA Schedule 2 Clause 10)

1.11.1 Employees of the City of Johannesburg Metropolitan Municipality *may not be in arrears to the municipality for rates and service charges for a period longer than 3 months*, the municipality may automatically deduct any outstanding amounts from employees' salary after this period.

1.12 PARTICIPATION IN ELECTIONS (MSA Schedule 2 Clause 11)

1.12.1 Employees of the City of Johannesburg Metropolitan Municipality *may not participate in elections of the Council of the municipality, other than in an official capacity or pursuant to any constitutional right.*

1.13 SEXUAL HARASSMENT (MSA Schedule 2 Clause 12)

1.13.1 Employees of the City of Johannesburg Metropolitan Municipality *must not embark on nor be party to any action amounting to sexual harassment* as defined by Legislation. (In compliance with the City's Sexual Harassment Policy and the legislated Code of Good Practice or the related procedures, would apply to any contravention)

1.14 REPORTING DUTIES OF EMPLOYEES (MSA Schedule 2 Clause 13)

1.14.1 Whenever staff members of the City of Johannesburg Metropolitan Municipality have reasonable grounds for believing that there have been breaches of this Code, **staff members must without delay report the matter to superior officers or utilise the Whistle blowing mechanism/procedure as allowed for in terms of the Anti-fraud/anti-corruption policy of the City**, in conformity with the provisions of the Protected Disclosures Act whereupon employees would enjoy the full protections as allowed for in that law, otherwise if good cause can be shown, they may report their concerns to the Speaker of the Council.

1.15 BREACHES OF CODE (MSA Schedule 2 Clause 14)

1.15.1 *Breaches of this Code must be dealt with in terms of the Disciplinary Procedures and policies of the City of Johannesburg Metropolitan Municipality* as envisaged in section 67 (1) (h) of the Local Government Municipal Systems Act, such breaches are considered to be forms of serious misconduct.

2 GENERAL

2.1 *All parties shall comply with all published Standing Orders and/or City's approved Policies applicable within a particular Department, Sub- Department, Section or Function, or organisational unit of the City and they shall be binding upon such parties.*

2.2 *Employees shall not, unless duly authorised or instructed thereto by the Municipal Manager (City Manager) or their equivalent or nominee, comment in or to the Press or other public communications media upon the business of the City and Municipal Council of the City of Johannesburg Metropolitan Municipality.*

2.3 (1) *Employees shall not, unless duly authorised or instructed thereto by the Municipal Manager or equivalent or nominee or official with the delegated authority, use for any purpose other than the discharge of their official duties, information gained by or conveyed to them in the course of their employment with the City of Johannesburg Metropolitan Municipality and/or its Municipal Council.*

2.3 (2) *Employees shall not, unless duly authorised or instructed thereto by the Municipal Manager or equivalent or nominee or official with the delegated authority, divulge, publish or communicate any information or document concerning the City of Johannesburg Metropolitan Municipality and/or its Metropolitan Council or any of its activities which was gained or came into their possession in the course of their employment, except insofar as it may be required for the purposes of the proper discharge of their official duties or performance of their functions, and then only to persons entitled to receive it.*

If there is any doubt or confusion concerning the interpretation and application of the above the employee is obliged to obtain confirmation of their authority from the relevant delegated official and/or their management.

2.4 *Employees shall notify their overall Heads of Department, their nominees or equivalent whichever the case may be, as well as their Human Resources Departments of their residential and postal addresses and home telephone number, if any, and of any change thereof within 14 days of any such change, or when requested to do so, failing which the latest details submitted by employees in any official documents/records will be deemed to be correct and the City will utilise the same for any official documents and or communication relating to employees, and should the information prove to be incorrect will accept no liability for damages/losses or negative consequences arising from the use and/or dependence thereon.*

2.5 *Except in the discharge of their official duties, employees shall not use or cause to be used property or goods of the City or remove or cause them to be removed from the City's premises without the prior approval of the overall Heads of Department or nominees or equivalent or relevant responsible officials with the delegated authority whichever the case may be.*

2.6 (1) *Employees may not receive any presents, pecuniary, or valuables, from or on account of any person or persons that either have or seek to have any business relations with the City and/or its Council. This prohibition shall apply not only to employees themselves but also to their families, employees shall be held responsible for the observance of these provisions by their families.*

2.6 (2) The provisions of section 2.6 (1) shall not apply to remuneration for special services rendered by employees with the consent of the Council Management Committee or equivalent governance structure, nor to ordinary gifts from personal friends or gifts not made as a result of their positions as employees of the City.

2.7 Employees shall assign to the City their copyright in all works to which the Copyright Act, 98 of 1978 (as amended) is applicable, produced or to be produced by such employees in the course of their employment and shall for this purpose sign documents of assignment in terms of section 22(3) of the said Act. For the purpose of this section "course of their employment" shall mean work that forms part of the normal work for which employees have been appointed.

2.8 *Employees shall not be unfairly discriminated against on any grounds whatsoever either directly or indirectly by the City, its agents, officials or other employees, unless allowed for by applicable legislation. Some examples of grounds for discrimination are race, gender, sex, pregnancy, marital status, ethnic or social origin, colour, sexual orientation, age, disability, religion, conscience, belief, culture, language or birth, etc.*

THE COMPLETE SET OF CURRENT CONDITIONS OF SERVICE FOR CITY OF JOBURG EMPLOYEES IS AVAILABLE ON THE JOZINET (INTRANET) UNDER THE EMPLOYEE SERVICES BUTTON (LINK).

ANY ADVICE ON THE INTERPRETATION AND APPLICATION OF THE CONDITIONS OF SERVICE OR LABOUR RELATIONS ISSUES/POLICY, AND LABOUR RELATIONS TRAINING, IS AVAILABLE THROUGH THE LABOUR RELATIONS DIRECTORATE AT:

TEL NO: 011 407 6793 OR FAX 011 339 5721 or PER E-MAIL: labour@joburg.org.za