

Collective Bargaining Agreement: Tourism Industry

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

SCHEDULE

NATIONAL EMPLOYMENT COUNCIL FOR THE TOURISM  
INDUSTRY

COLLECTIVE BARGAINING AGREEMENT: TOURISM  
INDUSTRY

SALARIES AND WAGES

This agreement made and entered into in accordance with the provisions of the Labour Act [*Chapter 28:01*] between the Employers Association for Tours and Safari Operators of the Tourism Industry and the Boating Association of Zimbabwe (hereinafter referred to as "the employer" or "the employers organisation") of the one party and the National Museums, Monuments, Travel, Tourism, Game Parks and Wildlife Workers Union of Zimbabwe and the Zimbabwe Tourism and Allied Workers Union (hereinafter referred to as "the employees" or "the trade unions") of the other party being parties to the National Employment Council for the Tourism Industry (hereinafter referred to as "the council").

This Agreement is endorsed by the employers and employees in the spirit of good faith, and shall be deemed to have come into effect on 1st of October, 2012 and is applicable up to the 28th of February, 2013.

Grade minimums have been agreed for the period and are reflected below. It is further agreed by the council that the basic wage of an employee will exclude any allowances that may be payable to an employee. In addition, it has been agreed by the council that this does not preclude the employer and employees at company Works Council to improve on conditions of service.

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Notwithstanding the minimum set out below, no employee in receipt of a wage in excess of the minimum shall have his or her wage reduced.

### *Grading and Wages for Sector I (Leisure Sector)*

1. The rates below are monthly wages and should be converted as stipulated in section 4 where applicable.

*Grade 1: Wage: US\$225*

Boiler hand  
Ban saw operator  
Camp attendant/Cleaner  
Crocodile pen attendant  
General hand/Worker/Labourer  
Grounds and Garden hand  
Internal messenger  
Loader  
Office cleaner  
Porter—kitchen  
Porter—rafting  
Stable hand

*Grade 2: Wage: US\$235*

Airfield fuelling attendant  
Bar hand  
Bedroom hand  
Canteen worker  
Caretaker  
Commercial travellers assistant  
Community events assistant  
Croc egg incubator attendant  
Crocodile egg collector  
Dispatch clerk assistant  
Doorman  
Driver (Class A)  
Filing clerk  
Fuel attendant  
Gatekeeper  
Groom (Class 1)

Ground crew  
Hand engraver  
Hand ironer  
Head gardener/grounds man  
Invoice clerk  
Laundry hand  
Messenger  
Office cleaner—senior  
Porter—night  
Rough polisher jewellery  
Senior cleaner/general hand  
Servicing hand  
Pump attendant  
Spotter  
Stall attendant/food vendor  
Store man—assistant  
Ticket issuer  
Valet  
Waiter—Trainee  
Warehouse—assistant  
Watchman  
Workshop assistant junior

*Grade 3: Wage: US\$245*

Bedroom hand—senior  
Canteen cook  
Canteen scullion  
Chief airfield attendant  
Commis cook  
Commis waiter  
Driver (Class B)  
Dry cleaning and washing machine operator  
Gate checker  
Guard—in-house security senior  
Head groom  
Kitchen porter—head  
Linen supervisor  
Office machine controller  
Photographic preparation and finishing operator  
Picture frame maker (class one)

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Porter—kitchen—supervisor

Porter—rafting—supervisor

Scout—junior

Skinner—learner

Trainee flower arranger

Workshop assistant senior

*Grade 4: Wage: US\$255*

Aircraft fuelling attendant and Loader

Barman/cook

Launch master Class 2 (coxswain)

Caddie master

Collection and delivery driver

Colour processor operator

Cook

Customs clearing agent

Data capture operative

Driver (Class C)

Grader ornamental stones

Hostess

Ivory shaper

Junior clerk

Junior teller

Loader

Messenger—driver

Motorbike/scooter driver

Picture frame maker (Class 2)

Radio operator

Receptionist

Scout—senior

Self-service till operator—learner

Shampooist

Shop salesman—learner

Skinner—senior

Stationery clerk

Switchboard operator

Ticket office clerk

Ticket seller/Agent

Travel booking clerk

Waiter

Workshop assistant  
Yard supervisor junior  
Invoice clerk junior  
Crocodile skin flayer  
Crocodile meat packer  
Black and white photographic film printer and presser

*Grade 5: Wage: US\$265*

Accounts clerk  
Analysis clerk  
Barman/senior bar hand  
Cashier  
Counter hand  
Data audit clerk  
Dispatch clerk  
Flower arranger (Class 1)  
Game monitor—junior  
Handyman  
Head cook/launch master (Class 2)  
Human resources clerk  
Invoice clerk—senior  
Operations Clerk  
Orderman/order taker  
Packer and dispatch clerk  
Pastry cook  
PAYE clerk  
Plumber  
POD clerk  
Pricing clerk  
Ranger—junior  
Security supervisor  
Senior section cook  
Shop keeper  
Shop salesman  
Stationery clerk  
Stores clerk  
Teller  
Ticket writer (Class 2)  
Trekker—junior  
Wages clerk

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Workshop assistant senior

Workshop clerk

*Grade 6: Wage: US\$275*

Accounts machine operator

Activity video/photographer—junior

Administrative assistant

Book out clerk

Black and white photographer, enlarger and processor

Bridge crew rescuer—trainee

Buyer

Canoeing guide—trainee

Canteen supervisor

Car hire driver/taxi driver

Costume jeweller

Data capture clerk

Debtors clerk

Driver/Courier/Mechanic

Driver (staff run/equipment truck)

Flower arranger (Class 2)

Gate checker supervisor

General accounts clerk

Horse master—junior

Launch master

Overland consultant—junior

Reservationist—Junior

River rafting guide—trainee

Safari guide (game drive)—junior

Safety kayaker—trainee

Sales office consultant

Senior cashier

Skilled worker junior

Statistics clerk

Store man or warehouseman

Tours consultant—junior

Travel consultant—junior

*Grade 7: Wage: US\$285*

Activity interpreter

Activity video/photographer

Assistant fleet controller  
Boat maintenance hand  
Bridge crew rescuer  
Buffalo/Lion handler junior  
Cash collections superintendent  
Chief wages clerk  
Colour printer operator  
Coxswain (houseboat)—junior  
Driver (Class One) transfer  
Driver guide junior  
Ecologist Officer  
Elephant handler junior  
Equipment supervisor  
Field officer  
Game monitor—senior  
High wire instructor  
Horse handler  
International driver  
Jump master—learner  
Launch master—class 1  
Master—restricted  
Ranger—senior  
Risk controller—assistant  
Secretary  
Selector mounter setter  
Skilled worker class 3  
Systems support clerk  
Tracker—senior  
Wildlife officer

*Grade 8: Wage: US\$295*

Boat captain (Kariba)  
Builder  
Chief master  
Commercial artist (class one)  
Community events operator  
Credit controller  
Display artist (Class 2)  
Electrician Class 1  
Higher wire instructor senior

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Ivory carver  
Jewellery cutting machine operator  
Ladies Hairdresser or hair stylist  
Risk controller  
Senior overland consultant  
Senior rentals consultant  
Senior reservationist  
Senior sales office consultant  
Senior travel consultant  
Senior tour consultant  
Skilled worker (Class 2)  
Welder operator

*Grade 9: Wage: US\$305*

Colour photo finishing inspector  
Captain (other)  
Customer service centre agent  
Driver controller  
Driver instructor/Inspector  
Driver guide (game drive)  
Editor/website designer junior  
Engineering clerk  
Fleet administrator  
Ivory engraver  
Personal assistant  
Sign writer  
Skilled worker (Class 1)  
Yard supervisor senior  
Vehicle breakdown operator—semi-skilled

*Grade 10: Wage: US\$325*

Accounting officer (Class 3)  
Activity interpreter  
Arrivals controller  
Bookkeeper  
Bungi jump master  
Canoeing guide—senior  
Commercial artist (Class 2)  
Computer programmes  
Coxswain (houseboat)—senior



Customer care supervisor  
Cutter  
Freelance guide  
Freight controller  
Hardware support technician  
Head Captain  
Head reservationist  
Inspector (private security occupation)  
Learner professional guide  
Overland supervisor  
Photographic guide  
River rafting guide—senior  
River rafting trip leader—trainee  
Safari guide (game drive)—senior  
Safety kayaker—senior  
Senior elephant handler  
Senior horse handler  
Senior lion handler  
Stores supervisor  
Systems operator  
Systems support clerk  
Tracking and dispatch controller  
Video editor  
Website designer

*Grade 11: Wage: US\$345*

Accounting officer (Class 2)  
Artisan mechanic—journeyman  
Canoe safari guide (professional)  
Computer programmer senior  
Fishing guide (professional)  
Fleet controller supervisor  
Jewellery designer  
Journeyman/Artisan—Electrician senior  
Operations controller supervisor  
Rafting trip leader  
Systems support analyst  
Tour guide (professional)

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*Grade 12: Wage: US\$365*

Accounting officer (Class 1)  
Charge hand  
Chef—in 3\* and above establishments  
Chef, Class 1  
Computer programme supervisor  
Duty officer  
Hub operator  
IT technician  
Lecturer/Trainer  
Quality inspector  
Security officer  
Systems administrator  
Warden

### *Sector II (Conservancies, Safari Operators and Natural Resources Preservation)*

2. (1) The rates below are monthly wages and should be converted as stipulated in section 4 where applicable—

*Grade 1: Wage: US\$70*

General hand/worker/labourer  
Gardener  
Fence guard  
House cleaner  
Camp attendant/cleaner  
Cleaner (general)  
Trainee skinner  
Trainee bedroom/laundry hand  
Porter  
Game capture attendant—class 3

*Grade 2: Wage: US\$75*

Bar hand (no cash)  
Bedroom/Laundry hand—class 2  
Builders' assistant  
Butchery assistant  
Fence guard (senior)  
Game capture attendant—class 2

Junior scout (trainee)  
Junior tracker (trainee)  
Junior tractor driver  
Kitchen assistant  
Maintenance assistant  
Messenger  
Office orderly  
Pump/Engine attendant  
Plumbing assistant  
Skinning shed assistant  
Skinner—class 4  
Trainee assistant (general)  
Trainee waiter  
Trainee cook  
Watchman/Guard  
Welder assistant  
Workshop assistant

*Grade 3: Wage: US\$84*

Game capture attendant—class 1  
Game scout—class 2  
Junior waiter  
Senior assistant (general)  
Senior bedroom/laundry hand  
Senior builders assistant  
Senior butchery assistant  
Senior maintenance assistant  
Senior plumbing assistant  
Senior welder assistant  
Senior workshop assistant  
Senior skinning shed assistant  
Skinner—class 3  
Tracker—class 2

*Grade 4: Wage: US\$98*

Assistant handy man  
Builder/Brick layer  
Driver  
Game scout—class 1  
Junior cook

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Labour gang leader  
Light vehicle driver  
Plumber  
Skinner—class 2  
Tracker—class 1  
Tractor driver  
Welder  
Waiter—class 3

### *Grade 5: Wage: US\$117*

Accounts/operations clerk  
Barman (cash)  
Block man  
Cook—class 3  
Handy man  
Heavy duty driver (Class 2 licence)  
Junior foremen  
Secretary  
Senior game scout—class 2  
Senior tracker—class 2  
Shop attendant  
Skinner—class 1  
Stores keeper  
Waiter—class 2

### *Grade 6: Wage: US\$136*

Builder—multi skilled  
Cook—class 2  
Driver (Class 1 licence)  
Senior plumber  
Senior welder  
Senior workshop attendant  
Senior game scout—class 1  
Skilled handy man  
Senior tracker—class 1  
Senior skinner  
Thatcher  
Waiter—class 1

*Grade 7: Wage: US\$165*

Builder foreman  
Cook—class 1  
Foreman  
Heavy machinery operator  
Senior block man  
Scout sergeant  
Senior waiter  
Welding foreman  
Workshop foreman

*Grade 8: Wage: US\$185*

Apprentice guide/hunter (no licence)  
Apprentice cameraman  
Camp supervisor  
Chef  
Senior foreman  
Senior scout sergeant

*Grade 9: Wage: US\$215*

Artisan (skilled)  
Apprentice guide/hunter (with learner's licence)  
Bookkeeper

(2) A monthly lights allowance shall be \$10 per month where no lighting facilities are provided.

(3) A cooking fuel allowance shall be \$10 per month where there are no cooking facilities.

*Allowances for all sectors*

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

(2) Transport allowance shall be \$35 per month where transport has not been provided.

*Conversion of rates*

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

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- (1) To obtain the daily rate, the monthly rate shall be divided by 26;
- (2) to obtain the fortnightly rate, the monthly rate should be divided by two and one sixth;
- (3) to obtain the weekly rate, the monthly rate should be divided by four and one third;
- (4) to obtain the hourly rate for Sector I, the daily rate should be divided by eight. To obtain the hourly rate for Sector II the daily rate should be divided by eight and a half:

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

### *Council dues*

5. For the purposes of meeting the expenses of the council every employer shall each month make a deduction of council dues equivalent to 1.25 percent from basic wages of each of his employees for whom wages are prescribed in this agreement. To the amount so deducted, the employer shall contribute an equivalent amount and shall remit it to council before the sixteenth of the following month.

### *Declaration*

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

C. MUKWASI,  
*for and on behalf of the Employers Organisation.*

B. KOLOSA,  
*for and on behalf of the Trade Union.*

G. PANGETI,  
Chairman of the Council.

K. HOVE,  
General Secretary.