



Good to Great Together

INDUSTRY GUIDE

2026-2027

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1. ABOUT MIBCO

‘Service Provider to the Motor Industry’

The Labour Relations Act provides for self-regulation of Industries through the medium of Bargaining Councils. The Motor Industry Bargaining Council (MIBCO) is a Bargaining Council envisaged in the purpose statement of the Act, which is to advance economic development, social justice, labour peace and the democratisation of the workplace by fulfilling the primary objects.



The purpose of the Act feeds through MIBCO like a golden thread and enshrines the purpose of the Council in its ...

- Vision, which is to create a sustainable economy where MIBCO promotes and maintains industrial peace; and
- Mission, in being committed to being a trusted partner in advancing social justice through labour relations for the Motor Industry.

MIBCO provides the following services to over 21 000 employers and over 310 000 employees throughout South Africa, namely,

1. Forum and facilities for collective bargaining in respect of employment conditions i.e. wage / salaries / hours of work etc.
2. Settlement of labour disputes.
3. Provision of social benefits for the upliftment of all persons falling within the industry, i.e. Retirement Funds; Sick, Accident and Maternity Funds; Medical Insurance and Holiday Pay Funds.

It consists of representatives from both employers' and employees' organisations, with equal representation from both groups [see organogram].

The Agreements negotiated by the Council are, where necessary, extended by the State to cover the entire Automotive Retail and Automotive Component Manufacturing Industry, once satisfied that the Parties to the Council are in the majority. It is for this reason that all employers and employees falling within the Motor Industry fall under MIBCO's jurisdiction. MIBCO is a full, national, private bargaining council that is not funded by the State, all employers and their employees pay a levy that contributes to the funding of the Council. This contribution is known as the Council Levies.

2. ABOUT THIS INDUSTRY GUIDE

The MIBCO Industry guide is valid for 12-months and contains information that spans over a period from the month of May to April the following year:

- The Council Levies are based on the annual consumer price index (CPI), which becomes known in February each year, after which the processes are followed to verify and ratify the increase in Council Levies in April each year (published with the monthly Returns Forecast).
- The National Minimum Wage and the National Wage threshold (earnings threshold) are generally published by the Department of Employment and Labour (DEL) in March and April each year respectively, effective from the first day of the following month.

It is for these reasons,(waiting for certain industry events), that the guide is published at a particular time in the year. This guide is applicable to the period 01 May 2026 to 30 April 2027.

The guide contains two annual MIBCO Return Forecast calendars, namely,

- The 2026 Annual Returns Forecast calendar;
- The 2027 Annual Returns Forecast calendar;

and also contains national wage related information, published as supplementary gazettes of the Basic Conditions of Employment Act, Act no. 75 of 1997, as amended (BCEA)

- The National Minimum Wage information for the period; and
- The National Wage Threshold (earnings threshold) for the period.

The guide contains two wage schedules, namely,

- The 22 December 2025 to 31 August 2026 wage schedule; and
- The 01 September 2026 to 31 August 2027 wage schedule.

Full details of MIBCO's structure, benefits, services and reference to salient information of the Collective Agreements will be found in this guide.

All contact details of MIBCO appear on the cover page.

The contact details of Parties to the Council can be obtained from their respective websites. This guide is published in digital format, but can be printed.

The 'Notes' section at the back of the document can be used capture information and retain records (handwritten or digitally)

MIBCO Returns Forecast Calendar 2026

January 2026 - 5 Weeks							Week
Mo	Tu	We	Th	Fr	Sa	Su	
29	30	31	1	2	3	4	1
5	6	7	8	9	10	11	2
12	13	14	15	16	17	18	3
19	20	21	22	23	24	25	4
26	27	28	29	30	31	1	5

February 2026 - 4 Weeks							Week
Mo	Tu	We	Th	Fr	Sa	Su	
2	3	4	5	6	7	8	6
9	10	11	12	13	14	15	7
16	17	18	19	20	21	22	8
23	24	25	26	27	28	1	9

March 2026 - 4 Weeks							Week
Mo	Tu	We	Th	Fr	Sa	Su	
2	3	4	5	6	7	8	10
9	10	11	12	13	14	15	11
16	17	18	19	20	21	22	12
23	24	25	26	27	28	29	13

April 2026 - 4 Weeks							Week
Mo	Tu	We	Th	Fr	Sa	Su	
30	31	1	2	3	4	5	14
6	7	8	9	10	11	12	15
13	14	15	16	17	18	19	16
20	21	22	23	24	25	26	17

May 2026 - 5 weeks							Week
Mo	Tu	We	Th	Fr	Sa	Su	
27	28	29	30	1	2	3	18
4	5	6	7	8	9	10	19
11	12	13	14	15	16	17	20
18	19	20	21	22	23	24	21
25	26	27	28	29	30	31	22

June 2026 - 4 Weeks							Week
Mo	Tu	We	Th	Fr	Sa	Su	
1	2	3	4	5	6	7	23
8	9	10	11	12	13	14	24
15	16	17	18	19	20	21	25
22	23	24	25	26	27	28	26

July 2026 - 5 Weeks							Week
Mo	Tu	We	Th	Fr	Sa	Su	
29	30	1	2	3	4	5	27
6	7	8	9	10	11	12	28
13	14	15	16	17	18	19	29
20	21	22	23	24	25	26	30
27	28	29	30	31	1	2	31

August 2026 - 5 Weeks							Week
Mo	Tu	We	Th	Fr	Sa	Su	
3	4	5	6	7	8	9	32
10	11	12	13	14	15	16	33
17	18	19	20	21	22	23	34
24	25	26	27	28	29	30	35

September 2026 - 4 Weeks							Week
Mo	Tu	We	Th	Fr	Sa	Su	
31	1	2	3	4	5	6	36
7	8	9	10	11	12	13	37
14	15	16	17	18	19	20	38
21	22	23	24	25	26	27	39

October 2026 - 5 Weeks							Week
Mo	Tu	We	Th	Fr	Sa	Su	
28	29	30	1	2	3	4	40
5	6	7	8	9	10	11	41
12	13	14	15	16	17	18	42
19	20	21	22	23	24	25	43
26	27	28	29	30	31	1	44

November 2026 - 4 Weeks							Week
Mo	Tu	We	Th	Fr	Sa	Su	
2	3	4	5	6	7	8	45
9	10	11	12	13	14	15	46
16	17	18	19	20	21	22	47
23	24	25	26	27	28	29	48

December 2026 - 4 Weeks							Week
Mo	Tu	We	Th	Fr	Sa	Su	
30	1	2	3	4	5	6	49
7	8	9	10	11	12	13	50
14	15	16	17	18	19	20	51
21	22	23	24	25	26	27	52

PUBLIC HOLIDAYS

1 January (Thursday): New Year's Day Holiday
21 March (Saturday): Human Rights Day
3 April (Friday): Good Friday
6 April (Monday): Family Day

27 April (Monday): Freedom Day
1 May (Friday): Workers Day
16 June (Tuesday): Youth Day
9 August (Sunday): National Women's Day
10 August (Monday): Public Holiday

24 September (Thursday): Heritage Day
16 December (Wednesday): Day of Reconciliation
25 December (Friday): Christmas Day
26 December (Saturday): Day of Goodwill

MIBCO Returns Forecast Calendar 2027

January 2027 - 5 Weeks							Week
Mo	Tu	We	Th	Fr	Sa	Su	
28	29	30	31	1	2	3	1
4	5	6	7	8	9	10	2
11	12	13	14	15	16	17	3
18	19	20	21	22	23	24	4
25	26	27	28	29	30	31	5

February 2027 - 4 Weeks							Week
Mo	Tu	We	Th	Fr	Sa	Su	
1	2	3	4	5	6	7	6
8	9	10	11	12	13	14	7
15	16	17	18	19	20	21	8
22	23	24	25	26	27	28	9

March 2027 - 4 Weeks							Week
Mo	Tu	We	Th	Fr	Sa	Su	
1	2	3	4	5	6	7	10
8	9	10	11	12	13	14	11
15	16	17	18	19	20	21	12
22	23	24	25	26	27	28	13

April 2027 - 5 Weeks							Week
Mo	Tu	We	Th	Fr	Sa	Su	
29	30	31	1	2	3	4	14
5	6	7	8	9	10	11	15
12	13	14	15	16	17	18	16
19	20	21	22	23	24	25	17
26	27	28	29	30	1	2	18

May 2027 - 4 weeks							Week
Mo	Tu	We	Th	Fr	Sa	Su	
3	4	5	6	7	8	9	19
10	11	12	13	14	15	16	20
17	18	19	20	21	22	23	21
24	25	26	27	28	29	30	22

June 2027 - 4 Weeks							Week
Mo	Tu	We	Th	Fr	Sa	Su	
31	1	2	3	4	5	6	23
7	8	9	10	11	12	13	24
14	15	16	17	18	19	20	25
21	22	23	24	25	26	27	26

July 2027 - 5 Weeks							Week
Mo	Tu	We	Th	Fr	Sa	Su	
28	29	30	1	2	3	4	27
5	6	7	8	9	10	11	28
12	13	14	15	16	17	18	29
19	20	21	22	23	24	25	30
26	27	28	29	30	31	1	31

August 2027 - 4 Weeks							Week
Mo	Tu	We	Th	Fr	Sa	Su	
2	3	4	5	6	7	8	32
9	10	11	12	13	14	15	33
16	17	18	19	20	21	22	34
23	24	25	26	27	28	29	35

September 2027 - 4 Weeks							Week
Mo	Tu	We	Th	Fr	Sa	Su	
30	31	1	2	3	4	5	36
6	7	8	9	10	11	12	37
13	14	15	16	17	18	19	38
20	21	22	23	24	25	26	39

October 2027 - 5 Weeks							Week
Mo	Tu	We	Th	Fr	Sa	Su	
27	28	29	30	1	2	3	40
4	5	6	7	8	9	10	41
11	12	13	14	15	16	17	42
18	19	20	21	22	23	24	43
25	26	27	28	29	30	31	44

November 2027 - 4 Weeks							Week
Mo	Tu	We	Th	Fr	Sa	Su	
1	2	3	4	5	6	7	45
8	9	10	11	12	13	14	46
15	16	17	18	19	20	21	47
22	23	24	25	26	27	28	48

December 2027 - 5 Weeks							Week
Mo	Tu	We	Th	Fr	Sa	Su	
29	30	1	2	3	4	5	49
6	7	8	9	10	11	12	50
13	14	15	16	17	18	19	51
20	21	22	23	24	25	26	52
27	28	29	30	31	1	2	53

PUBLIC HOLIDAYS

- 1 January (Thursday): New Year's Day
- 21 March (Sunday): Human Rights Day
- 22 March (Monday): Public Holiday
- 26 March (Friday): Good Friday
- 29 March (Monday): Family Day

- 27 April (Tuesday): Freedom Day
- 1 May (Saturday): Workers Day
- 16 June (Wednesday): Youth Day
- 9 August (Monday): National Women's Day
- 24 September (Friday): Heritage Day

- 16 December (Thursday): Day of Reconciliation
- 25 December (Saturday): Christmas Day
- 26 December (Sunday): Day of Goodwill
- 27 December (Monday): Public Holiday
- 1 January (Saturday): New Year's Day

3. STRUCTURE

The Council is made up of four Parties, namely:



The Fuel Retailers' Association (FRA):

Tel: +2711 886 2664 / www.fuelretailers.co.za

The FRA is a financially independent and fully autonomous association, registered as an employers' organization under the provisions of the Labour Relations Act, 66 of 1995, ensures the survival and success for all its members who are Fuel Service Station Owners in the retailing of fuel in South Africa.



The Motor Industry Staff Association (MISA):

Tel: +2711 476 3920 / www.misa.org.za

MISA is a registered trade union for employees under the provisions of the Labour Relations Act, 66 of 1995, strives to create a conducive working environment between Employer and Employee without sacrificing on exclusivity, norms, values and ethos.



The National Union of Metalworkers of South Africa (NUMSA):

Tel: +2711 689 1700/1/2/3 / www.numsa.org.za

NUMSA is a registered trade union for employees under the provisions of the Labour Relations Act, 66 of 1995, represent workers in auto, motor, tyre, rubber, electrical, aerospace, electronics and renewable energy industries, committed to building worker unity, justice and equality.



Retail Motor Industry Organisation (RMI):

Tel: +2711 886 6300 / www.rmi.org.za

The RMI is registered as an employers' organization under the provisions of the Labour Relations Act, a member-driven organisation that constantly seeks solutions to concerns raised by members in the day-to-day running of their businesses. The RMI has 7 constituent associations in the Motor Industry that specialises and represent sub-sectors, namely:



ARA (Automotive Remanufacturers' Association)



MIWA (Motor Industry Workshop Association)



NADA (National Automobile Dealers' Association)



SAMBRA (South African Motor Body Repairers' Association)



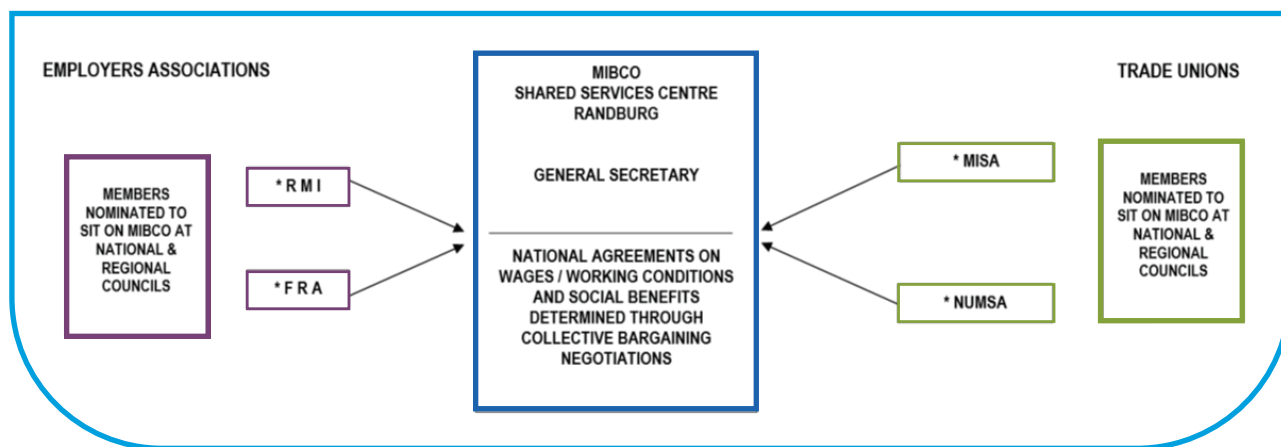
SAPRA (South African Petroleum Retailers' Association)



SAVABA (South African Vehicle and Bodybuilders' Association)



TEPA (Tyre, Equipment, Parts Association)



Industry Scope of Registration and Limitations:

A motor vehicle is any wheeled conveyance propelled by mechanical or electrical power, except steam, rail or aircraft:

Motor Industry activities residing under MIBCO includes the sale (including rent to buy), maintenance, repairs, restoration, reconditioning of motor vehicles and components, or the manufacturing of tier-1 components, or the sale of motor vehicle components', excluding but not to the limited to the sale of agricultural vehicles in the Frances Baard District, or specialised services for which motor vehicles are used, namely, road freight services, transportation of goods, public transportation of people, delivery services, vehicle telemetry, short term vehicle rental, cash in transit, security services, construction services, motor vehicle sport, among others.



3.1. MIBCO Regional Councils and Contacts:

EASTERN CAPE REGION P.O. Box 7270 Gqeberha 6055 Tel: (041) 393-3600 Enquiries: Mr L. Palmer Email: Mibco.EC@mibco.org.za	KWAZULU-NATAL REGION P.O. Box 10230 Ashwood 3605 Tel: (031) 274 0644 Enquiries: Mr N. Soobramoney Email: Mibco.KZN@mibco.org.za
FREE STATE / NORTHERN CAPE REGION P.O. Box 910 Bloemfontein 9300 Tel: (051) 409-4000 Enquiries: Ms B. Stalenberg Email: Mibco.FSNC@mibco.org.za	HIGHVELD REGION P.O. Box 2578 Randburg 2125 Tel: (011) 369-7750 Enquiries: Ms N. Monama Email: highveldregion@mibco.org.za
NORTHERN REGION P.O. Box 13970 Hatfield 0028 Tel: (012) 362-4801 Enquiries: Mr N. Sotsaka Email: Mibco.NR@mibco.org.za	WESTERN PROVINCE REGION P.O. Box 17 Bellville 7535 Tel: (021) 941-7300 Enquiries: Mr B. Jacobs Email: Mibco.WP@mibco.org.za

3.2. MIBCO Office locations:

Shared Services Centre • 2nd Floor, 275 Kent Avenue, Ferndale, Randburg, Gauteng
Highveld Regional Office • 276 Oak Avenue, Ferndale, Randburg (Client Services) • 1st Floor, 275 Kent Avenue, Ferndale, Randburg (Business Administration) • Shop 15, Trident Medical Centre, 17–20 De Jager Street, Ermelo • Room 111, 1st Floor, Jade Square, Corner OR Tambo & Margaretha Prinsloo Street, Klerksdorp • Office 3, Forum Building, 30 Bantjes Street, Lichtenburg • 3rd Floor, Medpark Building, Corner Beaconsfield & Joubert Street, Vereeniging

Northern Region

Regional Office: 2nd Floor, 353 Festival Street (Corner Arcadia Street), Hatfield, Pretoria

- 27 Market Street, Office 7001 GF, Polokwane
- Corner Mandela & Janet Street, President Park Building, Witbank
- 102 Biblio Plaza, Corner Nelson Mandela Street & Thabo Mbeki Street, Rustenburg
- 11 Ferreira Street, Collfin House, Ground Floor, Module 04, Nelspruit

Free State & Northern Cape

Regional Office: Spitskop Building, 86 Kelner Street, Westdene, Bloemfontein

- 26 Lindley Street, Royal Square, Bethlehem
- Shop 63C, North Cape Mall, 62 Memorial Road, Rooydene, Kimberley
- Suite 301 CBD, River City Centre, 48 Scott Street, Upington

Free State & Northern Cape

Regional Office: 10A Caversham Road, Pinetown

- Pinnacle Point, Unit 7, 9 Lira Link, Richards Bay

Eastern Cape

Regional Office: 55 Newton Street, Newton Park, Gqeberha

- Edcot Square, Room 105, 256 Oxford Street, East London
- Office 34, Marketlane Centre, Donaraile Street, George Central, George

Western Cape

Regional Office:

Tyger Terraces 3, Bellville Business Park, D.J. Wood Street (off Mike Pienaar Boulevard), Bellville

3.3. Dispute Resolution Centre (DRC) Information

DRC Head Office

276 Oak Avenue
Ferndale
Randburg

RANDBURG

P.O. Box 3717, Randburg 2194

Tel: (0861) 664-226

Office Hours: 08:15 – 16:30

DRC Highveld, Free State & Northern Cape Regions

276 Oak Avenue

Ferndale

RANDBURG

P.O. Box 3717, Randburg 2194

Tel: (0861) 664-226

Email: DRC.HV@mibco.org.za

Office Hours: 08:15 – 16:30

DRC Western & Eastern Cape Regions

3 Tyger Terraces, Bellville Business Park

Off Mike Pienaar Boulevard

BELLVILLE

P.O. Box 2556, Bellville 7535

Tel: (0861) 664-226

Email: DRC.WC@mibco.org.za

Office Hours: 08:15 – 16:30

DRC KwaZulu-Natal Region

10A Caversham Road, Hagart Road Industrial

PINETOWN

P.O. Box 17263, Congella 17263

Tel: (0861) 664-226

Email: DRC.KZN@mibco.org.za

Office hours: 08:15 – 16:30

DRC Northern Region

1st Floor Prima House,
1119 Burnette Street

HATFIELD, PRETORIA

Postnet Suite #215, Private Bag X15, Menlopark 0102

Tel: (0861) 664 – 226

Email: DRC.NR@mibco.org.za

Office hours: 08:15 – 16:30

There is a DRC rules document to guide employers and employees on all dispute related processes. The rules document can be obtained from the DRC and is also available on the MIBCO website.

3.4. MIBCO Regional Areas:

Services are provided by the respective MIBCO regional and their satellite offices for the various municipal and magisterial areas:

Eastern Cape (EC) Region:

Magisterial Districts- Aberdeen, Adelaide, Albany, Albert, Alexandria, Alice, Aliwal North, Barkly East, Bathurst, Bedford, Bhisho, Calitsdorp, Cathcart, Centane, Cofimvaba, Colesberg, Cradock, Elliot, Engcobo, Fort Beaufort, Fort Hare; Gatyana; Gcuwa / Butterworth; George, Gqeberha, Graaff-Reinet, Hankey, Hanover, Hewu/ Sada; Hofmeyr, Humansdorp, Idutywa; Indwe, Jansenville, Joubertina, Kalanga Cala, Kariega, Kirkwood, Knysna, Komani, Komga, Kwa bhaca, Makhanda / Mount Frere, Lady Grey, Libode, Lusikisiki, Maclear, Middelburg (C.P.), Mdantsane, Middledrift / Keiskamma Hoek, Makhanda, Molteno, Mosselbay, Mount Fletcher, Mpofu / Seymore, Mquanduli, Murraysburg, Ngqeleni, Noupoort, Nqamakwe, Oudtshoorn, Pearston, Peddie, Qonce, Qumbu, Siphagenu / Flagstaff, Somerset East, Sterkstroom, Steynsburg, Steytlerville, Stockenström, Stutterheim, Tabankulu, Tarkastad; Tsolo, Tsomo, Umtata, Umzimvubu/ Port St Johns, Uniondale, Venterstad, Willowmore, Whittlesea, Wodehouse Xhora, Zwelitsha and Zwentsha; and

Municipal areas- Despatch, Gqeberha and Kariega.

Free State & Northern Cape (FS & NC) Region:

Magisterial Districts- Barkly West, Bloemfontein, Bloemhof, Britstown, Christiana, De Aar, Ganyesa, Gordonia, Hartswater, Hay, Herbert, Hopetown, Kenhardt, Kimberley, Kuruman, Ntshu, Phillipstown, Postmasburg, Prieska, Schweizer Reneke, Taung, Thaba, Upington, Vryburg and Warrenton, Witsieshoek/Phuthaditjhaba; and

Municipal areas- of Kimberley and Welkom.

KwaZulu-Natal (KZN) Region:

Magisterial Districts- Amajuba District; eThekweni Metropolitan; Harry Gwala District; iLembe District; King Cetshwayo District; Ugu District; uMgungundlovu District; uMkhanyakude District; uMzinyathi District; uThukela District; Zululand District, and

Municipal areas- AbaQulusi, Alfred Duma, Big 5 Hlabisa, City of uMhlathuze, Dannhauser, Dr Nkosazana Dlamini Zuma, eDumbe, eMadlangeni, Endumeni, eThekweni, Greater Kokstad, Impendle, Inkosi Langalibalele, Jozini, KwaDukuza, Mandeni, Maphumulo, Mkhambathini, Mpofana, Msunduzi, Mthonjaneni, Mtubatuba, Ndwedwe Local, Newcastle, Nkandla, Nongoma, Nquthu, Okhahlamba, Ray Nkonyeni, Richmond, Ubuhlebezwe, Ulundi, Umdoni, uMfolozi, uMhlabyalingana, uMlalazi, uMshwathi, uMngeni, uMsinga, Umuziwabantu, Umvoti, Umzimkhulu, Umzumbi, uPhongolo.

Highveld (HVLD) Region:

Magisterial Districts- Amersfoort, Amsterdam, Balfour, Bethal, Breyten, Coligny, Davel, Delareyville, Delmas, Ditsobotla, Ermelo, Fochville, Heidelberg, Lichtenburg, Nigel, Orkney, Ottosdal, Piet Retief, Standerton, Stilfontein, Volksrust, Wolmaransstad, Wakkerstroom, and the municipal areas of Amalia, Armadene, Bank, Biesiesvlei, Bosfontein, Claudina, Chrissiesmeer, Dasville, De Deur, Devon, Ebner-on-Vaal, Eendracht, Eikenhof, Eloff, Evander, Evaton, Glenharvie, Gollel, Grasmere, Greylingstad, Grootvlei, Hartebeesfontein, Hekpoort, Holmdene, Kinross, Klipdrift, Kliprivier, Klipvalley, Leeudoringstad, Leslie, Lothair, Magaliesberg, Makokskraal, Makwassie, Migdol, Molopo/Mahikeng, Moolman, Moosrivier, Morgenstern, Muldersdrift, Oberholzer, Paardekraal, Perdekop, Plat Rand, Randfontein, Redan, Residensia, Rykaartspoor, Sannieshof, Setla-kgobi, Sundra, Sebokeng, Trichardt, Val, Van Wyksrust, Venterspost, Vermaas, Walkerville, Welbekend, Welverdiend, Westonaria, Zuurbekom; and

Municipal areas- Alberton, Amalia, Armadene, Bank, Bedfordview, Benoni, Biesiesvlei, Boksburg, Bosfontein, Brakpan, Claudina, Chrissiesmeer, Dasville, De Deur, Devon, Ebner-on-Vaal, Edenvale, Eendracht, Eikenhof, Eloff, Elsburg, Evander, Evaton, Germiston, Glenharvie, Gollel, Grasmere, Greylingstad, Grootvlei, Hartebeesfontein, Heidelberg (Gauteng), Hekpoort, Holmdene, Johannesburg, Kempton Park, Kinross, Klerksdorp, Klipdrift, Kliprivier, Klipvalley, Krugersdorp, Leeudoringstad, Leslie, Lothair, Magaliesberg, Makokskraal, Makwassie, Meyerton, Midrand, Migdol, Molopo/Mahikeng, Moolman, Moosrivier, Morgenstern, Muldersdrift, Nigel, Oberholzer, Paardekraal, Perdekop, Potchefstroom, Plat Rand, Randburg, Randfontein, Redan, Residensia, Roodepoort-Maraiburg, Rykaartspoor, Sandton, Sannieshof, Sasolburg, Setla-kgobi, Springs, Sundra, Sebokeng, Trichardt, Val, Vanderbijlpark, Van Wyksrust, Venterspost, Vereeniging, Vermaas, Walkerville, Welbekend, Welverdiend, Westonaria and Zuurbekom.

Northern (NR) Region” means –

Magisterial Districts- Akasia, Barberton, Belfast, Bochum, Bolobedu, Brits, Bronkhorstspuit, Carolina, Centurion, Cullinan, Dzanani, Eerstehoek/Badplaas, Ellisras, Ga-Rankuwa, Giyani, Groblersdal, Hlanganani, Koster, KwaMhlanga, Letaba (includes Tzaneen), Lulekani, Madikwe, Lydenburg, Malamulela, Mankweng, Mapulaneng, Marico (includes Zeerust), Mdibana, Mdotjana, Messina, Mhala, Middelburg (Mpumalanga), Mkobola, Mokerong, Moretele, Moutse, Mutali, Namakgale, Naphuno, Nebo, Nelspruit, Nkomazi, Nsikazi, Phalaborwa, Pilgrims Rest (includes Graskop and Sabie), Piet Retief, Polokwane, Pretoria, Ritai, Rustenburg, Segosese, Sekhukhuneland, Seshego, Sibasa, Soshanguve, Soutpansberg (includes Louis Trichardt), Swartruggens, Temba, Thabamooipo, Thabazimbi, Thoyandou, Vuwani, Warmbaths, Waterval Boven, Witbank, White River and Waterberg (includes Nylstroom).

Western Cape (WP) Region:

Magisterial Districts- Beaufort West, Bellville, Bredasdorp, Caledon, Calvinia, Carnarvon, Ceres, Clanwilliam, Fraserburg, Goodwood, Heidelberg (Western Province), Hermanus, Hopefield, Kuils River, Ladismith, Laingsburg, Malmesbury, Montagu, Moorreesburg, Namaqualand, Paarl, Piketberg, Prince Alfred, Riversdale, Robertson, Simon's Town, Somerset West, Stellenbosch, Strand, Sutherland, Swellendam, The Cape and Wynberg, Tulbagh, Vanrhynsdorp, Victoria West, Vredenburg, Vredendal, Wellington, Williston and Worcester; and

Municipal areas- Paarl, Somerset West, Stellenbosch and Strand.



4. SUMMARY OF THE COLLECTIVE AGREEMENTS

This section provides an outline of the conditions and provisions in the respective MIBCO Collective Agreements. Copies of the Agreements can be obtained from the MIBCO website and should be referred to and used to get detailed insight and information.

Where employers feel that they are unable to comply with any of the provisions of the Collective Agreements due to unique circumstances, they may seek and apply for an exemption from any provision from the relevant MIBCO structure, in accordance with the exemption condition provided in the Collective Agreements.

It is important to know what conditions and provisions are in the Collective Agreements, which you are then able to refer to, to get the necessary detail and information.

4.1. MAIN COLLECTIVE AGREEMENT:

Deals with the substantive issues subject to regular negotiations between the parties. The Main Agreement is derived from centralized bargaining negotiations. There is no two-tier bargaining on any matter of mutual interest, other than in Sector 6 where the Parties may engage in plant level negotiations on actual wages.

4.1.1. Divisions:

The Main Agreement is divided into four divisions, as follows:

Division A: Definitions and provisions applying to all establishments falling within the scope of the Council.

Division B: Provisions relating to all office, stores, sales and clerical employees.

Division C: Provisions relating to all other employees and is divided into five chapters:

Division D: Provisions specific to certain job grades, Sectors or Chapters.

4.1.2. Sectors:

The Industry is categorised into seven into seven Sectors.

Sector 1:

Manufacturing establishments i.e. vehicle body builders; trailers and caravan manufacturers and warranty repairs; vehicle components and accessories; fibreglass component manufacturers; repairs and sales.

Sector 2:

Remanufacturing (production) establishments i.e. component re-manufacturers; brake, clutch and radiator re-manufacturers; drive-train re-manufacturers; and steering re-manufacturers;

Sector 3:

Reconditioning establishments, i.e. automotive engineers; fuel injection/diesel pumps; gearbox/transmission; turbochargers; and spring-smiths;

Sector 4:

Service and repair establishments, i.e. motor cycle sales and repairers; battery sales and repairers; tyre sales, repairs and wheel alignment , tyre re-treaders; exhaust, tow-bar and shock-absorber fitters; radio, alarms and immobiliser fitters; sun roof fitters; air-conditioning fitters; body repairers; upholsterer and motor trimmers, auto electrical repairers; auto valet and steam cleaners; prop-shaft and CV joint repairers; motor plastic component repairers, glass fitters; carburettor sales and repairers; drive train fitters and repairers; steering fitters and repairers; motor vehicle, bus, truck and tractor repairers;

Sector 5:

Fuel dealers, service stations and related establishments;

Sector 6:

Dealer sales and distribution establishments, i.e. used motor vehicle, bus, truck and tractor sales and repairers; franchised motor vehicle, bus, truck, tractors and parts sales and repairers; caravan sales and repairers; and agricultural equipment sales and repairers;

Sector 7:

Automotive parts, accessories, equipment and tools establishments, i.e. motor parts, accessories, equipment and tools, auto-breakers and used parts dealer establishments.

4.1.3. Chapters:

The Industry can be further categorised into four Chapters to provide special provisions, which are subject to special registration after the initial registration with the Council. Chapter II to V establishments must comply with a schedule of standards approved by the Council.

Application for registration as a Chapter establishment shall be made by the employer to the Council or the Regional Council having jurisdiction in such form as may be prescribed. The Council may in its discretion register the establishment applying for Chapter II to V status and issue the employer with a certificate to the effect.

The effects of achieving Chapter status may have on payment rates, hours of work and employee ratios, which are subject to the provisions contained for that Chapter in the Main Collective Agreement.

The merits of a schedule of standards are used to determine that an establishment is using state of the art equipment and artisan skills to perform industrial activities as follows:

Chapter I:

Establishments not specially registered under Chapters II to V below.
No schedule of standards (Retains Sector status)

Chapter II:

Vehicle Body Building Establishments

Build or restore- Armoured vehicles; Battle carrier bodies; Buses; Butterfly canopies; Camping trailers; Caravans; Cattle trucks / trailers; Dropside bodies; Fibreglass canopies; Flatbed bodies; Flatbed trailers; Luxury trailers; Penttechnicon bodies; Refrigerated bodies; Steel canopies; Tankers; Truck cabs; Tipper; Truck bodies; Utility trailers; Other super structures:

Chapter III:

Manufacturing Establishments

Manufacture of tier-1 automotive components- Truck roller doors; Car / Bus seats; Vehicle seat frames; Exhaust systems; Exhaust pipe fasteners; Silencers; Catalytic converters; Shock absorbers; Suspension springs; Boot spoilers; Tow bars; Roll bars; Bull bars; Brake discs / pads; Filters (air / fuel / oil); Spark plugs; Bumpers; Door panels; Door hinges / handles; Speedometer cables; Electrical harnesses; Gaskets / seals; Fuel pipes; Other automotive vehicle components that fall within the category of a Motor Vehicle.



Chapter IV:

Automotive Engineering Establishments

Refurbishing of automotive vehicle components and sub-assemblies- Complete internal combustion engines; Cylinder heads; Cylinder /engine blocks; Engine cranks shafts; Engine cam shafts; Engine conrods; Engine cylinder sleeves; Engine pistons; Engine turbo chargers; Stationary engines; Fuel injection services; Other unconventional rotary or gas combustion mechanisms.

Chapter V:

Repetitive Reconditioning Establishments

Reconditioning of automotive vehicle components and sub-assemblies; Brake shoes; Clutch plates; Pressure plates; Brake drum machining; Alternators; Starter motors; Fuel tanks; Radiators; Propshafts / Driveshafts; Air brake components; CV Joints; Steering racks; Other like automotive air compressors and automotive electric motors.

Provisions and page numbers:

PREAMBLE

Contains the period of operation, which shall remain in force until 31 August 2028.

Refers to the process of centralized bargaining, applications of the Basic Conditions of Employment Act (Act No. 75 of 1997), the manner in which the peace clause will apply, recognition of the traininxg lay-off scheme and recognition of Employment Equity Act (equal work for equal pay)

DIVISION A

(What is contained in Division A)

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Only certain provisions of the Main Agreement are applicable to employees earning above the national Wage Threshold (excluding commission).

Employees earning in excess of the above shall not be required to work overtime other than on a voluntary basis, free from any form of coercion, intimidation or victimisation.

All employees shall pay Council Levies.

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4.2. ADMINISTRATIVE AGREEMENT:

Applies to all establishments falling within the scope of the Council and deals with the administrative issues not subject to regular negotiations between the parties.

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4.3. AUTOWORKERS AND MOTOR INDUSTRY PROVIDENT FUND AGREEMENTS

"AWPF" means the Auto Workers' Provident Fund, applicable to grade 1 to 6 employees, including any amendments thereto (Registration no. 12/8/32783 as of 03 July 1995) and the "MIPF" means the Motor Industry Provident Fund, applicable to Division B, Apprentices; grade 7 and grade 8 employees, including any amendments thereto (Registration no. 12/8/36666 as of 31 December 2004).

The Fund Collective Agreements contains information with regard to conditions of the Funds, administrative provisions and rates.

CLAUSE 1: PERIOD OF OPERATION

CLAUSE 2: SCOPE OF APPLICATION OF AGREEMENT

CLAUSE 3: DEFINITIONS

CLAUSE 4: ESTABLISHMENT AND OBJECTS OF THE FUND

CLAUSE 5: MEMBERSHIP

CLAUSE 6: CONTRIBUTIONS

CLAUSE 7: ADMINISTRATION

CLAUSE 8: LIQUIDATION OR DISSOLUTION

CLAUSE 9: AGENTS

CLAUSE 10: EXEMPTIONS

CLAUSE 11: REMITTANCE

CLAUSE 12: INDEPENDENT BOARD

CLAUSE 13: RESOLUTION OF DISPUTES

NOTE: The Provident Fund Agreements must be read with the Fund Rules.

The Fund Rules can be obtained from www.mirf.co.za

4.4. SICK ACCIDENT AND MATERNITY FUND AGREEMENT:

“SAMF” means the Sick, Accident and Maternity Fund.

The SAMF Agreement contains information with regard to conditions of the fund and administrative provisions.

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NOTE: The SAMF Agreement must be read with the SAMF Fund Rules.

The SAMF Fund Rules can be obtained from www.mibco.org.za

5. BENEFITS & HOW IT WORKS:

5.1. SICK ACCIDENT AND MATERNITY FUND BENEFIT:

The Retail Motor Industry Organisation (RMI) created the Sick, Accident and Maternity Pay Fund (SAMF) to provide employees at RMI-affiliated companies with enhanced benefits according to the SAMF Collective Agreement.

The SAMF benefit is paid by the employer on behalf of the employee.

Sick and accident

- The period of cover is for 12-month cycles.
- 15 days sick leave benefit per cycle (Monday to Friday)
- First 10 days paid at 100% of the basic wage.
- Last 5 days paid at 50% of the basic wage.
- The employer pays the member and claims from the Fund (MIBCO or MISA) for accident payment conditions:
 - a) Accidents outside the workplace.
 - b) 40 days accident leave.
 - c) 75% payment of basic wage.
- One day of benefits accrued for every 30 days worked within 6-months of employment (then full).
- Claims must be submitted within 6 months.
- Members become eligible for any benefit after being defined as a member for 13 weeks.
- Principals of the Fund may require members to do medical and dental examinations (at Fund costs).

Maternity

Maternity benefit is 30% of the members daily basic wage for a period up to 17-weeks

Death:

- Eligible after 8 consecutive weeks of contributing to the Fund.
- Paid according to the SAMF Agreement and Rules.

Funeral:

- Limited to 3 claims per annum (Member + Dependents- Spouse and children). Must nominate a beneficiary in event of member's death.
- Paid according to the SAMF Agreement and Rules.
- This is not restricted to other death and funeral benefits the member may have.
- Claims must be submitted within 26 weeks from the death.

Claims process:

- Claim forms can be obtained from MISA or MIBCO.
- MISA administers claims for MISA members and non-union members in Sectors 2, 3, 4, 6 and 7, who contribute to the SAMF benefit.

Claims forms can be obtained from MISA and sent to Saf@ms.org.za.

Enquiries can be made online at www.misa.org.za.

- MIBCO administers claims for NUMSA members and non-union members in Sectors 1 and 5, who contribute to the SAMF benefit.

Claim forms can be accessed from MIBCO or obtained and submitted digitally via the MIBCO Self-Service Portal (SSP) on www.mibco.org.za.

Exemptions:

- RMI employer members can apply to the RMI for any exemption with regards to the SAMF Agreement; and
 - MISA members or any voluntary member can apply to MISA for any exemption with regards to the SAMF Agreement,
- according to the exemption clauses of the SAMF Agreement and Main Collective Agreement.

NOTE:

Employers must deduct fringe benefit tax from employees for AHP and pay such benefits over to the South African Revenue Service (SARS).



5.2. PROVIDENT FUND BENEFIT:

The Auto Workers' Provident Fund (AWPF) and the Motor Industry Provident Fund (MIPF) are MIBCO negotiated employer participating retirement benefit schemes provided by the Motor Industry Retirement Fund (MIRF) for employees of the Motor Industry.

5.2.1. Contributions

- Contributions are made according to the Provident Fund Agreements, namely, 8% of pensionable remuneration by the employer; and 7.5% of pensionable remuneration by the employee.
- The contributions are deducted by the employer and paid to MIBCO via the Returns system.

5.2.2. The funds provide benefit payout to employees as follows:

a) Retirement:

When the employee qualifies for retirement by reaching retirement age and opts to retire or is put onto retirement by the employer according to the contract of employment.

Early retirement age: 55

Normal retirement age: 65

Late retirement age: 70 -- Can only be extended if the employer agrees.

- Contributory membership cannot extend beyond the age of 70.
- Disability Benefit falls away between ages 65 and 70.
- Death Benefit remains between ages 65 and 70.

b) Termination of Employment:

A member may withdraw provident funds if employment is terminated and the employee is no longer employed in the Motor Industry. Payout benefits are subject to provisions of the Pension Fund Act and SARS tax provisions.

c) Ill Health:

When it is medically proven that a member of an Industry Fund is continuously or permanently unable to perform his/her usual work due to an illness or a disability. The ill health benefit is nil in the first year of membership; 20% in the second year; 40% in the third year; 60% in the fourth year; 80% in the fifth year and 100% upon the completion of five years as a member, which is equal to –

- three times his last determined annual remuneration; and
- plus his/her Fund Credit should the member go onto early retirement due to ill health, subject to the Fund Rules.

(d) Death Benefit:

When there is a death of a member before retirement or withdrawal from the Industry Funds. The death benefit is equal to –

- three times his/her last determined annual remuneration; and
- plus his/her Fund Credit at the date of his/her death,

paid to the death benefit beneficiary/s in accordance with the Fund Rules.

(e) Two-pot:

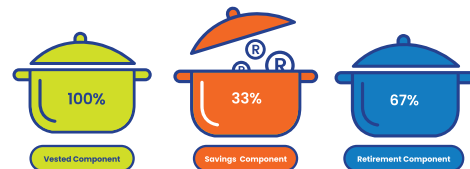
The Two-pot Retirement System is a South African reform that came into effect on 01 September 2024, that splits retirement contributions into a "Savings Pot" (one-third, accessible annually for emergencies) and a "Retirement Pot" (two-thirds, preserved until retirement). It aims to increase long-term savings while providing immediate financial flexibility.

How does two pot work at MIBCO:

- Members have access to the two-pot savings for the AWPF and MIPF.



Two-Pot Savings Withdrawal



The two-pot retirement system allow members to access a portion of their retirement contributions for emergency needs, while protecting long-term retirement savings.

Savings-pot withdrawal rules

	One-third of your monthly contributions goes into your savings pot		Minimum withdrawal: R2 000		One withdrawal per tax year
	Maximum withdrawal is the available savings pot balance		PAYE tax and a R172,50 (incl. VAT) administration fee apply		Withdrawals are optional and do not affect your employment

How to withdraw from your savings pot using the MIFA App

1. Download the MIFA App - Google Play or App Store
2. Log in to the MIFA App with your ID/Passport
3. Forgot password? Follow OTP steps on the app
4. Check your details - cell phone number +bank details
5. Select 'Two-pot Savings withdrawals
6. Enter your withdrawal amount
7. Accept the terms and benefit counselling material
8. Confirm your bank details
9. Submit your request
10. Paid in 1-2 working days



When should MIRF members visit a MIBCO branch?

Members should visit a kiosk if:

-  They cannot download the MIFA App
-  They need help verifying their identity for cellphone changes
-  You are using a passport to register on the MIFA App

Use the MIFA App for your **Two-Pot savings withdrawal**

The Two-Pot Retirement System allows you to access part of your retirement once per tax year – without resigning.

How do I make a withdrawal?

MIRF members, can submit their withdrawal applications from their savings pot using the MIFA App. Download the MIFA App, or visit your nearest MIBCO branch for assistance.

Benefits of the MIFA App

- View your savings pot balance
- Submit withdrawal requests
- Track the status of your application

Where can I download the MIFA App?

- Google Play Store
- Apple App Store



Registering on the MIFA App

How do I register as a new user?

- Download the MIFA App
- Register using your SA ID number or Passport number
- Create a password

What if I'm registering with a passport?

If you use your passport number, you must first register at your nearest MIBCO office.



Login issues & updating details

What if I forgot my password?

Follow these steps:

- Tap **forgot password**
- Enter your ID/Passport number and tap **submit**
- Confirm your cellphone number to receive OTP
- Enter OTP, create and confirm new password
- Tap **reset** and log in

What if my cellphone number has changed?

- Tap **forgot password**
- Enter ID/Passport > **submit**
- When asked to confirm your cellphone number, tap **no**
- Allow camera access for biometric verification
- Capture a clear selfie
- Update your cellphone number and email address
- Enter OTP > create new password > log in

What if my bank details have changed?

- ✎ Login to the MIFA App – navigate to banking details, insert new banking details and click update – your new bank details will save automatically.
- ✎ Non-SA Members should follow the same process as for SA Members – your saved details will be sent to the MIFA team for verification before it can be updated.

How to apply for a savings withdrawal (Steps)

What are the steps to submit a withdrawal?

- 1 Log in to the MIFA App
- 2 Select **Two-Pot savings withdrawals**
- 3 Enter the withdrawal amount
- 4 Accept the terms and benefit counselling information
- 5 Confirm bank details
- 6 Submit your request

What should I check before applying?

Ensure your:

Cellphone number and **Bank details** are up to date in the app. Incorrect details will cause delays.

Important rules & reminders

Key rules to remember

- ✎ You can withdraw once per tax year
- ✎ You do not need to resign to access your savings
- ✎ Tax and admin fees apply
- ✎ Money not withdrawn stays invested for retirement

What if my details change?

Update them before applying.

Bank validation failures or tax directive rejections may delay processing.

How long does processing take?

Withdrawals are typically processed within 1–2 working days, if all information is correct.

MIBCO branch assistance

When should members visit a MIBCO branch?

Members should visit a kiosk if:

- ✎ They cannot download the MIFA App
- ✎ They need help verifying identity for cellphone changes
- ✎ You are using a **passport to register on the App**

5.3. HOLIDAY BONUS:

- Holiday Bonus is a prescribed benefit of the Main Collective Agreement and is payable for all employees, excluding motor vehicles salesperson, supply salespersons and employees for whom additional holiday pay is prescribed in terms of the Agreement.
- The bonus is payable to qualifying employees by their employers.
- The amount of the holiday bonus referred shall be two weeks' wages, with a maximum payment prescribed in the Agreement.
- Payment of the bonus shall be made as follows by mutual Agreement between employer and employee:
 - a) on completion of 12 month's service; or
 - b) at commencement of the employee's annual leave; or
 - c) not later than the 20th day of December each year
 - d) The holiday bonus shall become due and payable at the same date as the annual leave falls due.
 - e) Provided that in the event of an agreement not having been reached between the employer and the employee, the bonus shall be payable to the employee on completion of his leave cycle.
- This fund was created to provide for leave pay and accommodates for employees who have worked during the year.
- The amount of the holiday bonus referred shall be reduced by one fifty-second for each week during which the employee does not work a full five shifts.
- Where an employee leaves the service of his employer before qualifying for a leave bonus, such employee shall be paid a pro rata portion of his leave bonus on termination of service on certain provisos.

NOTE:

Employers must deduct fringe benefit tax from employees for AHP and pay such benefits over to the South African Revenue Service (SARS).

5.4. ADDITIONAL HOLIDAY PAY:

- Additional Holiday Pay (AHP) is a prescribed benefit of the Main Collective Agreement and is payable for Apprentices, Grade 7 and Grade 8 employees.
- This fund was created to provide for leave pay and accommodates for employees who have worked during the year.
- Contributions towards Additional Holiday Pay (AHP) are made by the employer via the MIBCO Returns during the year.

This is in lieu of the leave pay entitlement in the Main Collective Agreement.

- Where an employee leaves the service of his/her employer before qualifying for an Additional Holiday Pay, such employee shall be paid a pro rata portion of his/her Additional Holiday Pay, as the case may be, on termination of service.
- MIBCO administers all Additional Holiday Pay Claims.
- Claim forms can be accessed from MIBCO or obtained and submitted digitally via the MIBCO Self-Service Portal (SSP) on www.mibco.org.za

NOTE:

Employers must deduct fringe benefit tax from employees for AHP and pay such benefits over to the South African Revenue Service (SARS).

5.5. MIBCO HEALTH INSURANCE:

MIBCO introduced a medical insurance scheme for Sector 5 Chars, Cashiers and Forecourt Attendants (qualifying employees) from 01 February 2026 up to 31 August 2028, when benefits will be re-negotiated.

- The medical insurance cover and administration services are provided by Affinity Health.
- The qualifying employees who join the Motor Industry can –
 - a) Can Opt-in at any time if they are not part of the medical insurance scheme;
 - b) New employees who join the Motor Industry have 60 days to consider joining the medical insurance scheme and may opt-out; and
 - c) Employees who have opted-in and who are still members of the scheme after the initial 60-day period can only opt-out by applying for an exemption, which will be considered by the Regional Council.
- Sector 5 employers must pay qualifying employees a medical insurance allowance of –
 - Year-1: From 01 October 2025 to 31 August 2026, an allowance of R85.00 per month or R19.62 per week.
 - Year-2: From 01 September 2026 to 31 August 2027, an allowance of R90.00 per month or R20.77 per week.

Employers must pay the allowance to employees whether or not they are members of the MIBCO Health Insurance.

- All medical aid contributions form part of the MIBCO Returns, must be deducted from the employee by the employer and must be paid to MIBCO by the employer.
- As at the date of publication of this guide, the cost of MIBCO health insurance is R250.00 per month for qualifying employers only (the scheme does not cater for other beneficiaries). Any amendments to the cost of MIBCO medical Insurance will be communicated to Sector 5 employers and qualifying employees.
- Members of the scheme must contact Affinity Health for any medical cover claims, consultation or enquiries.
- All members are issued with a virtual membership card and certificate. Hard copies are also shared with employers of members.
- All forms and information can be obtained from the MIBCO Health Insurance website at www.mibcohealth.co.za.

NOTE:

Employers must deduct fringe benefit tax from employees for AHP and pay such benefits over to the South African Revenue Service (SARS).



AFFINITY HEALTH



MIBCO
Good to Great Together

⚠ Contact us 24/7 to utilise benefits and to ensure you are referred to the appropriate medical professional for consultation and confirmation of benefits. Waiting periods are effective from the Commencement Date. Terms and Conditions apply. Subject to Formulary and Benefit Sub-limits.



HEALTHCARE PACKAGE

Day-to-Day Healthcare



Principal Member

R259pm

	24/7 Telephonic Medical Consulting Hotline	Unlimited telephonic consultations with a Nurse, Doctor or Mental Health Professional. Includes Acute Medication recommended by the Nurse or Doctor subject to the Affinity Formulary.
	In-Person Nurse Consultations	Unlimited, managed visits at a Medical Society Centre. Includes all medication dispensed by the nurse practitioner subject to the Affinity Formulary.
	Medical Society Lite Centres	Members have access to the conveniently located Lite Centres, where they will receive assistance and support with Telehealth consultations.
	Virtual GP Consultations	Unlimited telephonic consultations with a virtual GP within the Affinity Provider Network, when referred by a designated nurse practitioner.
	GP Consultations	Unlimited, managed General Practitioner consultations within the Affinity Provider Network when referred by a designated nurse practitioner.
	In-Room GP Procedures	Unlimited cover for minor procedures that can be performed in a Network GP's rooms, subject to the Affinity Formulary.
	Acute Medication	Unlimited and linked to the Doctor consultation, medication dispensed by the Network Provider or obtained on script from a pharmacy subject to the Affinity Formulary.
	Over-the-Counter Medication	Over-the-Counter Medication up to R500 per member policy per Year, pre-authorised through the 24/7 Telephonic Medical Consulting Hotline.
	Chronic Medication	This benefit covers 24 specific Chronic Conditions according to the Affinity Chronic Medication Formulary.
	Chronic Disease Management	Available for members that are registered for the Chronic Management Programme, through support we assist you in bringing your condition under control to live a healthier life.
	Radiology	Unlimited basic radiology according to the Affinity Formulary if referred by a Network Doctor.
	Pathology	Unlimited basic pathology according to the Affinity Formulary if referred by a Network Doctor.
	Dentistry	Cover for basic dental procedures, within the Affinity Provider Network, that can be performed in the Dentist's Rooms. Up to a limit of R800 per insured person per defined event, up to R2 400 per insured person per 18 (eighteen) month period.
	Optometry	One eye test and one set of standard frames and lenses per member per 24 months. This benefit is only available through a Affinity Network Optometrists.
	Maternity Scans & Blood Tests	Two growth sonars and relevant blood tests as referred by a GP within the Affinity Provider Network, subject to the Affinity Formulary.
	HIV & TB Management Programme	The programme caters to the medical and lifestyle needs of members living with HIV and/or TB and provides them with suitable treatment and tools to live a healthier life.
	WhatsApp 067 421 2028	
		
		Toll Free 0800 16 30 73
		Email Address for General Enquiries info@mibcohealth.co.za
 Affinity Health is a product of the Insurer, Affinity Life Limited (Registration Number 1952/001635/06), a registered Life Insurer and authorised Financial Services Provider (FSP 49986). This policy shall be voidable in the event of misrepresentation, misdescription or non-disclosure of any particular material fact to this insurance by or on behalf of an insured person. Terms and conditions as contained in the policy document shall apply. 		



24/7 Emergency Services



Trauma Support Services

24/7 Telephonic trauma support counselling and mental health wellness support by qualified and dedicated professionals for traumatic events such as sexual assault, crime, gender-based violence, death, attempted suicide, and domestic violence.



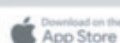
Emergency Medical Response

24/7 Emergency medical advice, ambulance services and hospital pre-authorisation.



As an Affinity Health member you have access to Integrated Emergency Response or iER.

iER is an emergency app designed to connect users to thousands of medical and non-medical response units, direct to their location, 24/7, nationwide! Users can connect to: Emergency Response Services, Roadside Assistance, Search and Rescue Services, Disaster Relief Management, Child Welfare and Social Services and so much more.



The App is available to download from Google Play, the Apple App Store and Huawei AppGallery and has no in-app purchases or adverts!



Hospital Benefits



Accidental Hospital and Casualty Benefit

For actual costs of emergency casualty private hospitalisation if admitted due to an accident including Post Hospital Rehabilitation up to the benefit limit of **R100 000**.



Post Hospital Private Home Nursing

Up to **R11 000** per single member policy for the assistance of a private nurse following a stay in a Hospital.



Hospital Care Plan

This benefit includes a personal care package to make a patient's stay more comfortable while in a state hospital for an illness admission.



Value Added Services



Road Accident Claim Assistance

This benefit offers assistance with claiming from the Road Accident Fund. Affinity has a network of attorneys that will assess the accident at no cost to the member and will facilitate any reimbursement from the Road Accident Fund on behalf of the member.



Workmen's Compensation Claims Assistance

Affinity offers third-party recovery services, such as advice and administrative assistance, keeping the member updated on the progress of the claim.



WhatsApp
067 421 2028



Toll Free
0800 16 50 73



Email Address for General Enquiries
info@mibcohealth.co.za

Disclaimer: This is not a medical scheme and the cover is not the same as that of a medical scheme. This policy is not a substitute for medical scheme membership. Subject to Demarcation regulations, the Insurer does not refuse membership on the basis of any means of discrimination.



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V1.0.2026





AFFINITY HEALTH



Good to Great Together



WhatsApp
067 421 2028



Toll Free
0800 16 30 73

HOW TO ACCESS YOUR BENEFITS

Please send us a **WhatsApp** or call us on the **Toll Free** number to access any of your unique MIBCO Health Insurance benefits.



WhatsApp
067 421 2028



Toll Free
0800 16 30 73

All benefits are accessed by calling the above numbers. For Hospital pre-authorisation make use of the below number.



Hospital Pre-Auth
(Follow the prompts for the
Pre-auth department)



Hospital Pre-Auth
WhatsApp (24 Hours)
0800 16 30 73

WHATSAPP PROCESS

Step 1 Save our Number

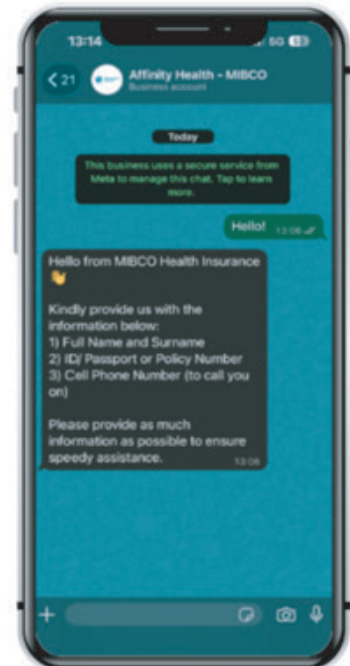
Add our official WhatsApp number to your contacts:
067 421 2028

Step 2 Send Us a Message

Open WhatsApp, search for our contact, and send us a "Hello!"

Step 3 Receive a Quick Response

Our support team will reply promptly, ensuring you get the assistance you need.





**AFFINITY
HEALTH**



Good to Great Together

Did you know?

MIBCO Health offers employers with **Workmen's Compensation Claims** Assistance.

Navigating the Compensation for Occupational Injuries and Diseases (COID) process can be complex and time-consuming for employers. Our COID assistance service is designed to take the administrative burden off your business while ensuring full compliance with legislative requirements.

Benefits of partnering with MIBCO Health for all your occupational related issues:

-  Assist employers who are registering for the first time to ensure they are correctly linked with the Commissioner from the start.
-  Provide Compensation Fund (COID) training.
-  Provide a list of private healthcare facilities that accept employees injured on duty.
-  Assist with registering pre-existing COID claims that are not older than 12 months.
-  Help employers write delay reports for pre-existing cases.
-  Facilitate inter-hospital transfers where required, including the coordinated transfer of injured employees from state facilities to private healthcare facilities.
-  Coordinate and secure appointments with relevant medical practitioners for injured employees where required.

Simplifying Compliance. Reducing Risk. Supporting Your Workforce.



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6. WAGE SCHEDULES & RELATED INFORMATION

6.1. 2026 Wages Schedules and related Information:

Allowance rates that appear throughout the Main Agreement for the period 22 December 2025 to 31 August 2026:

• MIBCO Health Insurance Allowance	R85.00 pm / R19.62 pw
• Standby Allowance	R94.10
• Call-out Allowance	R100.82
• Tool Allowance per week:	R34.39
• Tool Allowance:	
ASP (Apprentice Spray Painter) -	R0.85
Maximum allowance over 3-year period -	R5 158.87
• Travelling Allowance:	
- All other employees:	
Per night not at home	R75.97
Per night S&T	R141.84
- Chapter 3 employees:	
Per night not at home	R76.69
Per night S&T	R143.10
• Watchman search allowance	
- All other establishments	R5.85
- Chapter III establishments	R5.90
• Setting Bonus (Chapter II and V)	R5.85
• Vernier / micrometer (Chapter III)	R16.28
• Tape / Ruler / square	R10.85
• Operative supervisor (Chapter V)	R11.69
• Additional Holiday Bonus (Excluding Chapter III):	
With a maximum annual payment of -	R6 664.01
• Additional Holiday Pay Rates per week:	
- All Other Establishments:	
Grade 7 (per week)	R116.66
Grade 8 (per week)	R133.34
- Chapter III Establishments:	
Grade 7 (per week)	R117.77
Grade 8 (per week)	R134.61
Apprentice first year (3 and 4 year contract)	R65.82
Apprentice year-2 (4 year contract)	R72.17
Apprentice year-2 (3 year contract)	R73.49
Apprentice year-3 (4 year contract)	R81.55
Apprentice year last year (3 and 4 year contract)	R100.24

WAGE TABLES FROM 22 DECEMBER 2025 UP TO 31 AUGUST 2026:

PRESCRIBED MINIMUM & GUARANTEED WAGE SCHEDULE : 22 December 2025 to 31 Aug 2026						
DIVISION B & D, Wages - All Chapters & Sectors						
Employee Class	Minimum Wages		Minimum Wages		Guaranteed Increases	
	Sectors 1,2,3,4,5 & 7		Sector 6 only		Sectors 1,2,3,4,5 & 7	
	PW	PM	PW	PM	PW	PM
a) Office, stores sales and Clerical employee-						
during 1st year of experience	1708.83	7404.93	1744.05	7557.55	81.37	352.6
during 2nd year of experience	1949.82	8449.22	1986.88	8609.81	92.85	402.35
during 3rd year of experience	2245.55	9730.72	2289.96	9923.16	106.93	463.36
thereafter	2607.05	11297.22	2654.42	11502.49	124.15	537.98
b) Motor vehicle sales person-						
during 1st year of experience	2061.8	8934.47	2061.8	8934.47	98.18	425.45
thereafter	2658.29	11519.26	2658.64	11520.77	126.59	548.56
c) Bookkeeper	3351.88	14524.81	3380.92	14650.65	159.61	691.64
d) Accountant	5702.1	24709.1	5777.48	25035.75	271.53	1176.63
e) Parts salesperson -						
during 1st year of experience	2149.05	9312.55	2157.91	9350.94	102.34	443.47
thereafter	2639.9	11439.57	2639.9	11439.57	125.71	544.74
f) Traveller -						
during 1st year of experience	2157.91	9350.94	2157.91	9350.94	102.76	445.29
thereafter	2639.9	11439.57	2639.9	11439.57	125.71	544.74
g) Supply sales person -						
during 1st year of experience	2157.91	9350.94	2157.91	9350.94	102.76	445.29
during 2nd year of experience	2471.78	10711.05	2472.32	10713.39	117.7	510.03
during 3rd year of experience	2770.76	12006.63	2770.76	12006.63	131.94	571.74
thereafter	2973.53	12885.3	2973.53	12885.3	141.6	613.6
h) Part-time employees	*	*	*	*	*	*
* One eleventh of the minimum weekly wage as prescribed for clerical employees in (a) hereof, for ordinary time worked on each day on any one week, or one forty-fifth of such prescribed minimum weekly wage for each hour or part of an hour of ordinary time worked in any one week, whichever is the greater.						



PRESCRIBED MINIMUM & GUARANTEED WAGE SCHEDULE : 22 December 2025 to 31 Aug 2026												
DIVISION C & D, Wages/Apprentices/Learners/Operative Provisions & Bonusses												
Employee Class				Minimum Wages		Guaranteed Increases		Apprentices/Learners (All Chapters)				
	Sector	Chapter	PW	PH	PW	PH		PW	PH			
Grade 1								3 Year Trade				
Forecourt Attendant	5	1	2060.55	45.79	98.1	2.18	First Year	2012.85	44.73			
Char	5	1	1558.8	34.64	69.75	1.55	Second Year	2496.15	55.47			
Parking Garage Attendant	4;7	1	1360.35	30.23	64.8	1.44	Third Year	3068.1	68.18			
Grade 1	1;2;3;4;7	1;2;4;5	1360.35	30.23	64.8	1.44	4 Year Trade					
Grade 1	6	1	1412.1	31.38			First Year	2012.85	44.73			
Grade 1	1	3	1539	34.2			Second Year	2207.7	49.06			
Grade 2							Third Year	2496.15	55.47			
Cashier	5		2038.5	45.3	96.75	2.15	Fourth Year	3068.1	68.18			
Grade 2	1;2;3;4;5;7	1;2;4;5	1810.35	40.23	86.4	1.92	NQF Learnership					
Grade 2	6	1	1892.7	42.06			Level 1	2012.85	44.73			
Grade 2	1	3	2026.35	45.03			Level 2	2207.7	49.06			
Grade 3	1;2;3;4;5;7	1;2;4;5	1959.75	43.55	93.15	2.07	Level 3	2496.15	55.47			
Grade 3	6	1	2031.75	45.15			Level 4	3068.1	68.18			
Grade 3	1	3	2191.95	48.71			CBMT					
Grade 4	2;3;4;7	1;4;5	2140.65	47.57	102.15	2.27	Level 1	1919.25	42.65			
Grade 4	6	1	2218.5	49.3			Level 2	2397.15	53.27			
Grade 4	1	3	2394	53.2			Level 3	2881.8	64.04			
Grade 5	1;2;3;4;7	1;2;4;5	2386.8	53.04	113.85	2.53	Level 4	3354.3	74.54			
Grade 5	6	1	2460.15	54.67								
Grade 5	1	3	2670.3	59.34								
Grade 6	1;2;3;4;7	1;2;4;5	2866.5	63.7	136.35	3.03						
Grade 6	6	1	2929.5	65.1								
Grade 6	1	3	3204.45	71.21								
Grade 7	1;2;3;4;7	2;4;5	3570.75	79.35	170.1	3.78						
Grade 7	6	1	3613.05	80.29								
Grade 8	1;2;3;4;7	1;2;4;5	4081.95	90.71	194.4	4.32						
Grade 8	6	1	4127.85	91.73								
Grade 8	1	3	4565.7	101.46								
Watchman	1;2;3;4;5;7	1;2;4;5	1649.15	*	78.53	*						
Watchman	6	1	1708.17	*								
Watchman	1	3	1811.53	*								
Provisions for Operatives	Sector	Chapter	PW	PH	PW	PH				Bonuses		PW
Operative Engine Assembler										Setting Bonus(Chapter2;5)		5.85
1st 18 Months Experience	3	4	2386.8	53.04	113.85	2.53	Measuring Instrument(Chapter3)		16.28			
thereafter	3	4	3570.75	79.35	170.1	3.78	Vemier/micrometer					
Operative Grade A							Tape/rule/square/sets			10.85		
1st 18 Months Experience	3	4	2386.8	53.04	113.85	2.53	Measuring Bonus(Chapter5)		11.69			
thereafter	3	4	2866.5	63.7	136.35	3.03						
Operative Grade B												
1st 6 Months Experience	3	4	1959.75	43.55	93.15	2.07						
thereafter	3	4	2140.65	47.57	102.15	2.27						
Notes:												
The medical insurance allowance for Forecourt Attendants, Cashiers and Chars is R0.44 per hour (R19.62 per week)												
Sector 1 - Chapter 3 : 6.00% wage and salary increase on actual rates of pay across the board (Excluding Apprentices)												

6.2. 2027 Wages Schedules and related Information:

Allowance rates that appear throughout the Main Agreement for the period 01 September 2026 to 31 august 2027:

• MIBCO Health Insurance Allowance	R90.00 pm / R20.77 pw
• Standby Allowance	R98.81
• Call-out Allowance	R105.86
• Tool Allowance per week:	R35.42
• Tool Allowance:	
ASP (Apprentice Spray Painter) -	R0.88
Maximum allowance over 3-year period -	R5 313.64
• Travelling Allowance:	
- All other employees:	
Per night not at home	R79.77
Per night S&T	R148.84
- Chapter 3 employees:	
Per night not at home	R80.52
Per night S&T	R150.26
• Watchman search allowance	
- All other establishments	R6.14
- Chapter III establishments	R6.20
• Setting Bonus (Chapter II and V)	R6.14
• Vernier / micrometer (Chapter III)	R17.09
• Tape / Ruler / square	R11.39
• Operative supervisor (Chapter V)	R12.27
• Additional Holiday Bonus (Excluding Chapter III):	
With a maximum annual payment of -	R6 997.21
• Additional Holiday Pay Rates per week:	
- All Other Establishments:	
Grade 7 (per week)	R122.49
Grade 8 (per week)	R140.01
- Chapter III Establishments:	
Grade 7 (per week)	R123.66
Grade 8 (per week)	R141.34
Apprentice first year (3 and 4 year contract)	R67.79
Apprentice year-2 (4 year contract)	R74.34
Apprentice year-2 (3 year contract)	R75.69
Apprentice year-3 (4 year contract)	R84.00
Apprentice year last year (3 and 4 year contract)	R103.25

WAGE TABLES FROM 22 DECEMBER 2025 UP TO 31 AUGUST 2026:

PRESCRIBED MINIMUM & GUARANTEED WAGE SCHEDULE : 01 Sep 2026 to 31 Aug 2027						
DIVISION B & D, Wages - All Chapters & Sectors						
Employee Class	Minimum Wages		Minimum Wages		Guaranteed Increases	
	Sectors 1,2,3,4,5 & 7		Sector 6 only		Sectors 1,2,3,4,5 & 7	
	PW	PM	PW	PM	PW	PM
a) Office, stores sales and Clerical employee- during 1st year of experience	1794.27	7775.17	1831.25	7935.42	85.44	370.24
during 2nd year of experience	2047.31	8871.68	2086.22	9040.29	97.49	422.46
during 3rd year of experience	2357.83	10217.26	2404.46	10419.33	112.28	486.55
thereafter	2737.4	11862.07	2787.14	12077.61	130.35	564.85
b) Motor vehicle sales person- during 1st year of experience	2164.89	9381.19	2164.89	9381.19	103.09	446.72
thereafter	2791.2	12095.2	2791.57	12096.8	132.91	575.94
c) Bookkeeper	3519.47	15251.04	3549.97	15383.2	167.59	726.22
d) Accountant	5987.21	25944.58	6066.35	26287.52	285.11	1235.48
e) Parts salesperson - during 1st year of experience	2256.5	9778.17	2265.81	9818.51	107.45	465.62
thereafter	2771.9	12011.57	2771.9	12011.57	132	572
f) Traveller - during 1st year of experience	2265.81	9818.51	2265.81	9818.51	107.9	467.57
thereafter	2771.9	12011.57	2771.9	12011.57	132	572
g) Supply sales person - during 1st year of experience	2265.81	9818.51	2265.81	9818.51	107.9	467.57
during 2nd year of experience	2595.37	11246.6	2595.94	11249.07	123.59	535.56
during 3rd year of experience	2909.3	12606.97	2909.3	12606.97	138.54	600.34
thereafter	3122.21	13529.58	3122.21	13529.58	148.68	644.28
h) Part-time employees	*	*	*	*	*	*
* One eleventh of the minimum weekly wage as prescribed for clerical employees in (a) hereof, for ordinary time worked on each day on any one week, or one forty-fifth of such prescribed minimum weekly wage for each hour or part of an hour of ordinary time worked in any one week, whichever is the greater.						



DIVISION C & D, Wages/Apprentices/Learners/Operative Provisions & Bonusses

Notes:	
	The medical insurance allowance for Forecourt Attendants, Cashiers and Chars is R0.46 per hour (R20.77 per week)
	Sector 1 - Chapter 3 : 5.00% wage and salary increase on actual rates of pay across the board (Excluding Apprentices)

6.3. Basic wage related calculations:

Note: The number of weeks is selected according to the annual Returns Forecast Calendar.

6.3.1. Conversion from Monthly Salary to Weekly Wage

- 2026:

Weekly Wage = (Monthly Salary × 12) ÷ 52 (weeks)

Example

Monthly salary	=	R8,236.80
$R8,236.80 \times 12$	=	R98,841.60
$R98,841.60 \div 52$	=	R1,900.80
Weekly Wage	=	R1,900.80

- 2027:

Weekly Wage = (Monthly Salary × 12) ÷ 53 (weeks)

Example

Monthly salary	=	R8,236.80
$R8,236.80 \times 12$	=	R98,841.60
$R98,841.60 \div 53$	=	R1,864.94
Weekly Wage	=	R1,864.94

6.3.2. Accrued Leave Pay (Weekly Formula)

- 2026:

Accrued Leave Pay = (Leave entitlement × Weeks worked) × Weekly wage ÷ 52

Example 1

o Leave entitlement: 3 weeks per annum		
o Period worked: 26 weeks		
o Weekly wage: R1,900.80		
3×26	=	78
$78 \times 1,900.80$	=	R148,262.40
$R148,262.40 \div 52$		
Accrued Leave Pay	=	R2,851.20

- 2027:

Accrued Leave Pay = (Leave entitlement × Weeks worked) × Weekly wage ÷ 53

Example 1

o Leave entitlement: 3 weeks per annum		
o Period worked: 26 weeks		
o Weekly wage: R1,900.80		
3×26	=	78
$78 \times 1,864.94$	=	R145465.32
$R145465.32 \div 53$		
Accrued Leave Pay	=	R2,744.63

Notes:

- Chapter III, employees shall be entitled to 4 weeks annual leave on full pay after 5 years of service (on the date after the completing of 5 years of service).
- The accrued leave pay formula is only applied where an employee has not completed a full year of service before going on leave, or where an employee's services are terminated and annual leave has accrued to their credit.
- In the case of motor vehicle salespersons and supply salespersons, weekly earnings must include the average commission earned over the period for which leave pay is due.

6.3.3. Pro-rata Bonus Calculation

- 2026:

Pro-rata Bonus = (Bonus entitlement × Weeks worked) × Weekly wage ÷ 52

Bonus Entitlement = 2 weeks per annum

Example 1

- o Leave entitlement: 2 weeks per annum

- o Period worked: 26 weeks

- o Weekly wage: R1,900.80

$$2 \times 26 = 52$$

$$52 \times 1,900.80 = R98,841.60$$

$$R98,841.60 \div 52$$

Pro-rata Bonus Pay = R1,900.80 (Shall not exceed the maximum payment prescribed in sub-clause 6.1 of the Main Collective Agreement).

- 2027:

Pro-rata Bonus = (Bonus entitlement × Weeks worked) × Weekly wage ÷ 53

Bonus Entitlement = 2 weeks per annum

Example 1

- o Leave entitlement: 2 weeks per annum

- o Period worked: 26 weeks

- o Weekly wage: R1,900.80

$$2 \times 26 = 52$$

$$52 \times 1,900.80 = R98,841.60$$

$$R98,841.60 \div 53$$

Pro-rata Bonus Pay = R1 864.94 (Shall not exceed the maximum payment prescribed in sub-clause 6.1 of the Main Collective Agreement).

Notes:

- The leave bonus entitlement for employees at Chapter III establishments is 3 weeks.
- The pro-rata bonus uses the same calculation method as accrued leave pay; only the entitlement differs depending on the applicable rule.

6.4. National Minimum Wage:

The increase of the National Minimum Wage (NMW) was effective on 01 March 2026 for every ordinary hour of work in terms of Government Gazette 54075, Notice no. R.7083 of 03 February 2026.

The NMW is R30.23 per hour for all employees and R16.62 per hour for workers employed on expanded public works programmes.

The NMW rate for learners engaged on non-accredited programmes should be paid according to sponsorship stipends, or those engaged in non-accredited Youth Employment Services Programmes (YES Programmes) will be set at national minimum wage of R30.23 per hour.

6.5. National Wage Threshold (Earning Threshold):

The increase of the National Wage Threshold (Earnings Threshold) was effective on 01 May 2026 in terms of Government Gazette 54544, Notice No. R.7384 of 17 April 2026. The income of earnings threshold before deductions for all Sectors and Chapters in the Motor Industry is R269 600.90 (Two hundred and sixty-nine thousand, and six hundred rand, ninety cents) per annum.

This equates to –

- An increase of R7 852.45 from the previous year (3%).
- An earnings threshold of approximately R22 466.74 per month for employees earning a monthly salary.
- An earnings threshold of approximately R5 184.63 per week for employees earning weekly wages.



7. EMPLOYER ACTIVITY CODES

ACTIVITY CODE	ACTIVITY DESCRIPTION	ACTIVITY CODE	ACTIVITY DESCRIPTION
1	PETROL SALES	38	BATTERY REPAIRS
2	USED CAR SALES	39	MOTOR TRIMMING
3	NEW CAR SALES	40	FUEL INJECTION SERVICES
4	AGRICULTURAL EQUIPMENT SALES	40	FUEL INJECTION SERVICES (CHAPTER 04)
5	MOTOR CYCLE SALES	40	FUEL INJECTION SERVICES (CHAPTER 05)
6	CARAVAN SALES	41	GEARBOX REPAIRS
7	BATTERY SALES	42	DIESEL PUMP REPAIRS
8	ACCESSORIES AND SPARES SALES	43	WHEEL ALIGNMENT
8	ACCESSORIES AND SPARES SALES (CHAPTER 03)	44	TRAILER REPAIRS
8	GEARBOX SALES	45	TYRE REPAIRS
9	TYRE SALES	46	AUTO VALET AND STEAM CLEANING
10	TYRE RETREADING	47	MOTOR VEHICLE STORAGE
11	VULCANISING	48	AGRICULTURAL EQUIPMENT REPAIRS
12	SCRAP YARD	49	TRACTOR SALES
13	SPRING SMITH	50	TRACTOR REPAIRS
13	SPRING SMITH (CHAPTER 03)	51	CYLINDER HEAD REPAIRS
13	SPRING SMITH (CHAPTER 05)	51	CYLINDER HEAD REPAIRS (CHAPTER 04)
14	PARKING GARAGE	52	TURBO CHARGER REPAIRS
15	KIOSK/GENERAL STORES	52	TURBO CHARGER REPAIRS (CHAPTER 04)
16	EXHAUST FITTING	52	TURBO CHARGER REPAIRS (CHAPTER 05)
17	TOW BAR FITTING	53	PROP SHAFT REPAIRS
18	RADIO FITTING	53	PROP SHAFT REPAIRS (CHAPTER 05)
19	ALARMS AND IMMOBILISER FITTING	54	CV JOINT REPAIRS
20	SUNROOF FITTING	54	CV JOINT REPAIRS (CHAPTER 05)
21	AIR-CONDITIONING FITTING	55	MOTOR PLASTIC COMPONENT REPAIRS
22	PANEL BEATING	56	FIBRE GLASS COMPONENT MANUFACTURING REPAIRS AND SALES
23	SPRAY PAINTING	56	FIBRE GLASS COMPONENT MANUFACTURING REPAIRS AND SALES (CHAPTER 02)
24	UPHOLSTERING	57	CAR, TRUCK AND BUS RENTALS
24	UPHOLSTERING (CHAPTER 02)	58	TOWING SERVICE
24	UPHOLSTERING (CHAPTER 03)	59	LABOUR BROKING
25	VEHICLE BODY BUILDING	60	OTHER
25	VEHICLE BODY BUILDING (CHAPTER 02)	61	BUS SALES AND REPAIRS
26	TRAILER MANUFACTURING	62	TRUCK SALES AND REPAIRS
26	TRAILER MANUFACTURING (CHAPTER 02)	63	GLASS FITMENT
27	VEHICLE COMPONENT MANUFACTURING	64	CARBURETTOR SALES AND REPAIRS
27	VEHICLE COMPONENT MANUFACTURING (CHAPTER 02)	65	SUSPENSION WORKSHOP
27	VEHICLE COMPONENT MANUFACTURING (CHAPTER 03)	66	4X4 FITMENT CENTRE
28	ACCESSORY MANUFACTURING	67	DIESEL DEPOT
28	ACCESSORY MANUFACTURING (CHAPTER 03)	68	HEAD OFFICE / ADMIN FUNCTIONS TO GROUP SITES
29	AUTOMOTIVE ENGINEERING	69	MAG WHEEL REPAIRS (ALL WHEEL RIMS)
29	AUTOMOTIVE ENGINEERING (CHAPTER 04)	70	RUBBERIZING (PICKUP LOAD BAY LINERS FITTED / SPRAYED)
30	ARMATURE RECONDITIONING	71	TRACKING DEVICES (SALE & FITMENT)
30	ARMATURE RECONDITIONING (CHAPTER 05)	72	WORKSHOP EQUIPMENT & TOOL SALES
31	BRAKE RECONDITIONING	73	TRAINING ACADEMY (EST. ACCREDITED TO TRAIN)
31	BRAKE RECONDITIONING (CHAPTER 05)	74	WINDOW TINTING / VPS (VINYL BODY WRAPPING)
32	CLUTCH RECONDITIONING	75	SHOCK FITMENT CENTRE (SOLE ACTIVITY)
32	CLUTCH RECONDITIONING (CHAPTER 05)	76	DISTRIBUTOR RECONDITIONING
33	RADIATOR RECONDITIONING	76	DISTRIBUTOR RECONDITIONING (CHAPTER 05)
33	RADIATOR RECONDITIONING (CHAPTER 05)	77	ELECTRICAL COMPONENT RECONDITIONING
34	AUTO ELECTRICAL REPAIRS	77	ELECTRICAL COMPONENT RECONDITIONING (CHAPTER 05)
35	MOTOR VEHICLE REPAIRS	78	EXHAUST MANUFACTURING (CHAPTER 03)
36	MOTORCYCLE REPAIRS	79	CHASIS STRAIGHTNING (CHAPTER 02)
37	CARAVAN REPAIRS	80	FIBREGLASS COMPONENT MANUFACTURING (CHAPTER 03)

8. OCCUPATIONAL CODES & GRADES

OCCUPATIONAL CODE	OCCUPATION DESCRIPTION	OCCUPATIONAL CODE	OCCUPATION DESCRIPTION	OCCUPATIONAL CODE	OCCUPATION DESCRIPTION
BC	CASHIER	QL	WHEEL ALIGNMENT WORKERS	TJ	SUPPLY SALES PERSONS
BD	PARKING ATTENDANT	QM	OPERATIVE AIR CONDITIONER FITTERS	XA	AUTOMOTIVE BODY REPAIRER
BE	CHARS	QN	OPERATIVE EXHAUST FITTERS	XB	AUTOMOTIVE ELECTRICIAN
BG	GENERAL WORKERS	QO	TRAINEE SUSPENSION FITTER	XC	AUTOMOTIVE ENGINE FITTER
BH	HANDYMAN	QP	OPERATIVE GEARBOX DISMANTLER	XD	AUTOMOTIVE MACHINISTS
BP	FORECOURT ATTENDANTS	QQ	OPERATIVE SUNROOF FITTERS	XE	AUTOMOTIVE TRIMMERS
BT	DRIVER - TOW TRUCK (UP TO 3500KG)	QR	OPERATIVE RADIO/ALARM FITTERS	XF	DIESEL MECHANICS
BU	DRIVER - TOW TRUCK (> 3500 KG)	QS	SUPERVISOR (NON CLERICAL)	XG	FITTERS & TURNERS
BW	WATCHMEN	QT	BODY SHOP ASSISTANTS	XH	INJECTION PUMP MECHANICS
BX	DRIVER MOTOR CYCLE	QU	OPERATIVE UPHOLSTERER GRADE 4	XI	MOTOR MECHANICS
BY	DRIVER LIGHT VEHICLE	QV	VULCANISER WITHOUT WHEEL BALANCING	XJ	SPRAY PAINTERS
BZ	DRIVER HEAVY VEHICLE	QW	OPERATIVE WHEEL BALANCERS	XL	TRACTOR & AGRIC. MACHINERY MECHANICS
DI	DIRECTOR/CLERICAL	QX	SUPERVISORS VULCANISING ONLY	XM	WORKSHOP MANAGER
DQ	DIRECTOR/WORKSHOP	QY	CLUTCH & BRAKE OPERATIVE	XN	VEHICLE BODY BUILDERS
DU	SOLE PROPRIETOR	QZ	VULCANISER OPERATIVE	XP	TOOL
DX	PARTNER	RA	OPERATIVE UPHOLSTERER GRADE 3	XQ	PART TIME EMPLOYEE - TECHNICAL
DY	MEMBER OF CC	RB	AUTOMOTIVE TINTER	XR	SERVICE SUPPLY SALESMEN
EL	EXPERIENTIAL LEARNER	RC	DRIVESHIFT REPAIRER	XS	MOTOR CYCLE & SCOOTER MECHANICS
KC	CHOPPER OUTS CHAPTER 3	TA	ACCOUNTANT	XT	SERVICE ADVISOR - TECHNICAL
KD	MACHINE SETTERS CHAPTER 3	TB	CLERICAL EMPLOYEES (WORKSHOP)	XU	FOREMAN W/SHOP-UNQUALIFIED
KE	PATTERN CUTTER MAKERS CHAPTER 3	TC	STOREKEEPERS	XV	ARTISAN-TRADES OUTSIDE INDUSTRY
KF	SENIOR QUALITY CONTROLLER	TD	MOTOR VEHICLE SALES PERSONS	XX	UNQUALIFIED EMP. DOING ARTISANAL WORK
KG	SEAMING MACHINIST GRADE 5	TE	MANAGERS	XY	EXEMPTED ARTISAN
KH	CUTTERS CHAPTER 3	TF	TRAVELLERS	XZ	PR ARTISAN
KJ	OPERATIVE SUPERVISORS CHAPTER 3	TH	SERVICE ADVISOR - NON TECHNICAL	YA	APPRENTICE AUTO BODY REPAIR (4 YEAR)
KK	OPERATIVE GRADE 1 CHAPTER 3	TL	SUPERVISOR (CLERICAL CAPACITY)	YB	4Y APPRENTICE AUTO ELECTRICIAN
KL	CHAP 3 QUALITY CONTROLLER	TM	PART TIME EMPLOYEES	YC	4Y APPRENTICE AUTO ENGINE FITTER
KN	OPERATIVE GRADE 2 CHAPTER 3	TP	SHOP ASSISTANT	YD	APPRENTICE AUTO MACHINISTS (3 YEAR)
KP	OPERATIVE GRADE 3 CHAPTER 3	TR	BOOKKEEPER	YE	3Y APPRENTICE AUTO TRIMMERS
KQ	OPERATIVE GRADE 4 CHAPTER 3	TS	CLERICAL EMPLOYEES	YF	4Y APPRENTICE DIESEL MECHANICS
KR	OPERATIVE GRADE 5 CHAPTER 3	TT	WORKSHOP MANAGER (CLERICAL)	YG	4Y APPRENTICE FITTERS & TURNERS
KS	SUPERVISOR GRADE 3	TU	SALES MANAGER	YH	3Y APPRENTICE FUEL INJECTION PUMP MECHANICS
KT	SUPERVISOR GRADE 4	TV	GENERAL MANAGER	YI	APPRENTICE MOTOR MECHANICS (4 YEAR CBMT)
KU	SENIOR QUALITY CONTROLLER	TW	PART SALESPERSON	YJ	APPRENTICE SPRAY PAINTERS (3 YEAR)
KV	SUPERVISOR GRADE 5	UA	ARMITURE WINDERS CHAPTER 5	YL	4Y APPRENTICE TRACTOR AGRIC. MACH. MECHANIC
KW	SEAMING MACHINIST GRADE 3	UB	BRAKE DRUM SKIMMERS CHAPTER 5	YM	3Y APPRENTICE MOTOR MECHANICS
NC	NON CONTRIBUTORY MEMBER	UD	CLUTCH COVER ASS. SETTERS CHAPTER 5	YN	4Y APPRENTICE VEHICLE BODY BUILDERS
NL	NOF LEARNER	UE	OPERATIVE SUPERVISOR CHAPTER 5	YP	4Y APPRENTICE TOOL
PK	GENERAL OPERATIVES CHAPTER 2	UF	OPERATIVE GRADE AR CHAPTER 5	YQ	4Y APPRENTICE MOTOR MECHANICS (NOF)
PL	OPERATIVE GRADE BV CHAPTER 2	UG	OPERATIVE GRADE BR CHAPTER 5	YR	3Y APPRENTICE AUTO ELECTRICIAN
PM	OPERATIVE GRADE CV CHAPTER 2	UH	OPERATIVE GRADE CR CHAPTER 5	YS	4Y APPRENTICE M/CYCLE & SCOOTER MECHANICS
PQ	OPERATIVE GRADE DV CHAPTER 2	UL	UNEMPLOYED LEARNER	YT	3Y APPRENTICE AUTO ENGINE FITTER
QA	AUTO ELECTRICIANS ASSISTANT	VB	OPERATIVE C (GRADE 3) CHAPTER 4	YU	3Y APPRENTICE FITTERS & TURNERS
QB	BATTERY REPAIRER	VD	GRADED EMPLOYEE	YV	3Y APPRENTICE TRACTOR AGRIC. MACH. MECHANIC
QC	SUSPENSION FITTER	VE	OPERATIVE ENGINE ASSEMBLER CHAPTER 4	YW	3Y APPRENTICE VEHICLE BODY BUILDERS
QD	DIESEL PUMP ROOM ASSISTANTS	VF	OPERATIVE A (GRADE 6) CHAPTER 4	YX	3Y APPRENTICE TOOL
QE	MOTOR CYCLE MECHANICS ASSISTANTS	VG	OPERATIVE B (GRADE 4) CHAPTER 4	YY	3Y APPRENTICE M/CYCLE & SCOOTER MECHANICS
QF	ASSEMBLERS NEW MOTOR VEH. M/CYCLE & 3CYC	WH	GEARBOX REPAIRER	YZ	3Y APPRENTICE DIESEL MECHANICS
QG	RADIATOR REPAIRERS				
QH	REPAIR SHOP ASSISTANTS				
QI	TOW BAR FITTER (NO WIRING)				
QJ	SCOOTER WORKERS				
QK	TOW BAR FITTER (WIRING)				

9. JOB GRADING SCHEDULE

Grade 1 Employees	Grade 2 Employees
• Char; • Forecourt attendant; • Parking garage attendant.	• Automotive tinter • Cashier; • Driver of motorcycle and scooter; • General operative; • General worker; • Grade D employee; • Vulcaniser's operative, without wheel balancing.
Grade 3 Employees	Grade 4 Employees
• Battery repairer; • Chopper out; • driver of motor vehicles with a gross vehicle mass of up to 3 500 kg, including forklifts and tractors; • New motor vehicle, motorcycle and tricycle assembler; • Operative gearbox dismantler; • Operative, grade 1; • Operative, grade C; • Scooter worker; • Operative upholsterer grade-3; • Seaming machinist grade-3.	• Cutter; • driveshaft repairer; • Operative exhaust fitter; • Operative, grade 2; • Operative, grade 3; • Operative, grade AR • Operative, grade B; • Operative, grade BR; • Operative sunroof fitter; • Operative upholsterer grade 4; • Operative wheel balancer; • Pattern cutter maker; • Supervisor, grade 3; • Vulcaniser's operative with wheel balancing.
Grade 5 Employees	Grade 6 Employees
• Armature winder; • Auto electrician's assistant; • Body shop assistant; • Brake drum skimmer; • Clutch cover assembly setter; • Diesel pump-room assistant; • Driver of motor vehicles with a gross vehicle mass of over 3 500 kg; • Motorcycle mechanic's assistant; • Operative air-conditioner fitter; • Operative, grade 4; • Operative, grade 5; • Operative, grade BV; • Operative, grade CR; • Operative, grade CV; • Operative, grade DV; • Operative radio/alarm fitter; • Operative supervisor; • Quality controller; • Radiator repairer; • Repair shop assistant; • Seaming machinist grade-5 • Supervisor; • Supervisor, grade 4; • Tow-bar fitter (excluding electrical wiring).	• Clutch and brake operative; • Gearbox repairer • Machine setter; • Operative, grade A; • Senior quality controller; • Supervisor, grade 5; • Wheel alignment worker.
	Grade 7 Employees
	• PR artisan; • Exempted artisan; • Operative engine assembler; • Suspension fitter; • Tow-bar fitter (including electrical wiring).
	Grade 8 Employees
	• Artisan; • Service supply salesman.

10. RETURNS AND RELATED INFORMATION

10.1. Return Contribution Types:

The Motor Industry uses the forecast system to facilitate the rendering of contributions to the Council in respect of the following:

- Council Levies (for the funding of the Council);
- Union Fees for MISA and NUMSA
- Sick, Accident and Maternity Pay contributions (to reimburse workers for pay lost due to illness or maternity);
- Provident Fund contributions;
- Additional Holiday Pay (Holiday Bonus Scheme); and
- MIBCO Health Insurance contributions.

10.2. Contribution Rates:

Council Levies:

- | | |
|------------------------------|---|
| • Employer portion per week: | R3.84 (three rand and eighty-four cents) |
| • Employee portion per week: | R3.84 (three rand and eighty-four cents) |
| • Total weekly contribution: | R 7.68 (seven rand and sixty-eight cents) |

Deducted and paid by the employer

NUMSA Union Fees:

1% of the member's income of earning

Deducted and paid by the employer

MISA Union Fees:

- | | |
|------------------|------------------|
| • Bronze Option: | R26.00 per week |
| • Silver Option: | R44.00 per week |
| • Gold Option: | R 51.00 per week |

Deducted and paid by the employer

SAMF:

- R20.30 per week for every employee.
- An additional R7.82 for females (to cover maternity benefits) = R28.12.
- Any additional amount that met be introduced to cover benefits from time to time.

Paid by the employer

Provident Fund:

- Employer- 8% of pensionable remuneration.
- Employee- 7.5% of pensionable remuneration.

Deducted and paid by the employer

- Risk Cover where contributions are not made and contributions are in arrears = 1.5% of the total contribution.

Paid by the employer.

Additional Holiday Pay (Holiday Bonus Scheme):

Refer to the wage tables herein.

MIBCO Health Insurance contributions.

Refer to the wage tables herein.

NOTE:

A circular will be sent to Industry should contribution rates change.

10.3. How the Returns System works:

NOTE:

It is required by law for all employers residing under the scope of the Motor Industry to register with MIBCO.

- Upon registration of an establishment, the employer will complete the MIBCO Administrative Agreement Annexure-A form and submit the form and all supporting documents to a Designated Agent of the Council.
- The said Annexure-A document can be found in the Administrative Agreement and must contain the following information:
 - a) Employer's Name;
 - b) Employer's Phone Number and Address;
 - c) Employer's Email;
 - d) Company Registration Number;
 - e) Copy of Company Registration Documents- the Commissioner of Companies & Intellectual Property Commission (CIPC) 14.3 form;
 - f) Business Activity Code;
 - g) Date of Commenced Trading;
 - h) Identity Number and Identity Docs of Owners/Directors;
 - i) Full Names and Residential Addresses of Owners/Directors (in the denotation field provided on the second page of the form);
 - j) Signature of Owners/Directors (in the denotation field provided on the second page form);
 - k) Certified copies of Identify Documents of Owners/Directors;
 - l) Preferential Mode of Correspondence (if possible state e-mail address or telephone number)';
 - m) Contact Person; and
 - n) Signed by the owner or authorised Representative (The authorisation of the representative is validated by the information of the owner/s provided on the second page of the form),the forms and all supporting documents must be submitted within 30 days

- The Designated Agent will register the employer establishment administratively, all employees and will create an initial Return on the MIBCO Online Returns System, or assist the employer in preparing a return on the return forms supplied by the Council, with full details of all employees together with their respective contribution values being allocated to a specific contribution.
- Towards the end of the same month a subsequent forecast or estimate of contributions payable is then prepared on the Council's computer and sent to the employer, via Online Returns or manually in hardcopy.
- This is then submitted with remittance to be received at the Council's office on or before the 10th day of the month following that for which the monies are due.
- Manual Returns can be submitted to [Returns@mibco.org.za](mailto>Returns@mibco.org.za)
- The Council receipts the remittance, captures details of all the employees on its computer and pays over contributions to partner stakeholders where applicable, the respective amounts to the various organisations and/or funds on whose behalf it has collected the money.

MIBCO Bank account details for remittance of Returns:

Bank: Standard Bank

Reference Number: MIBCO Council Number

Account Numbers:

Region	Account Name	Branch Code	Account Number
Eastern Cape	Mibco - Eastern Cape	018 005	023 135 646
Free State and Northern Cape	Mibco - Free State	018 005	023 135 913
Highveld	Mibco - Highveld	018 005	023 135 360
Kwa Zulu Natal	Mibco - Kwa Zulu Natal	018 005	023 135 530
Northern	Mibco - Northern	018 005	023 135 387
Western Cape	Mibco - Western Province	018 005	023 135 689

- The cycle then repeats itself each month thereafter.
- The employer then uses this forecast to prepare the next return and submits it to the Council with a remittance. This return does not require the re-listing of all employees but merely the changes for the month.
- Failure by an employer to make changes will result in over/under payments.

NOTE:

The Monthly Return Conciliation, Monthly Return Amendment Form and Bulk Contribution Changes Form can be obtained on the MIBCO website.

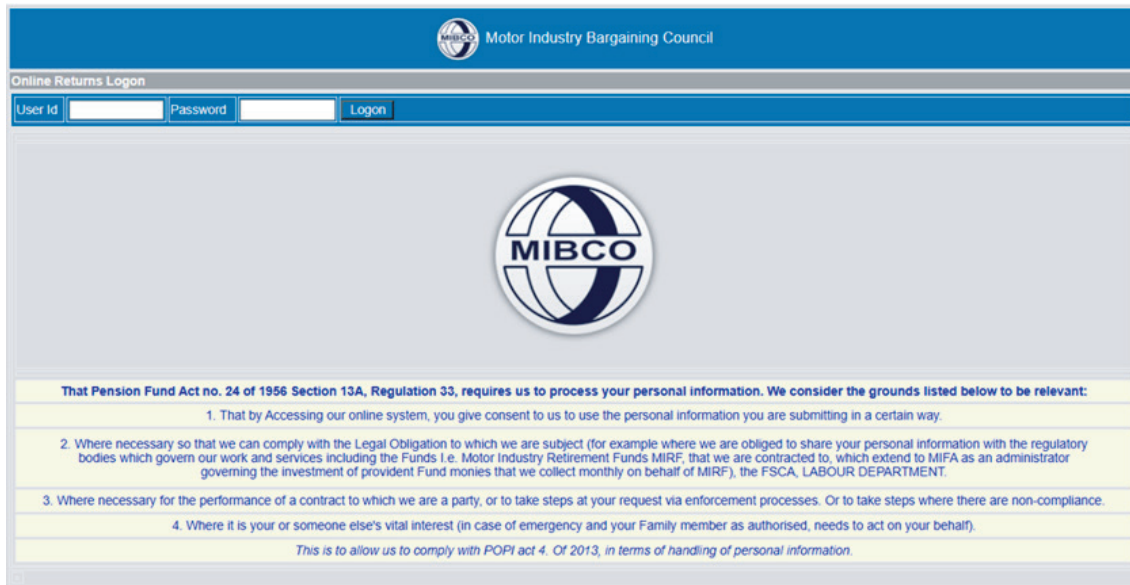
10.4. How the MIBCO Online Returns Work

After registering, Online users get an e-mail with two attachments, the *Remote App* and the *Installation instructions*. The e-mail also gives the *Username and password* for the Remote App credentials and the *User ID and password* for the Returns login.

Below are the simple steps to login and start using the MIBCO Online Returns System:

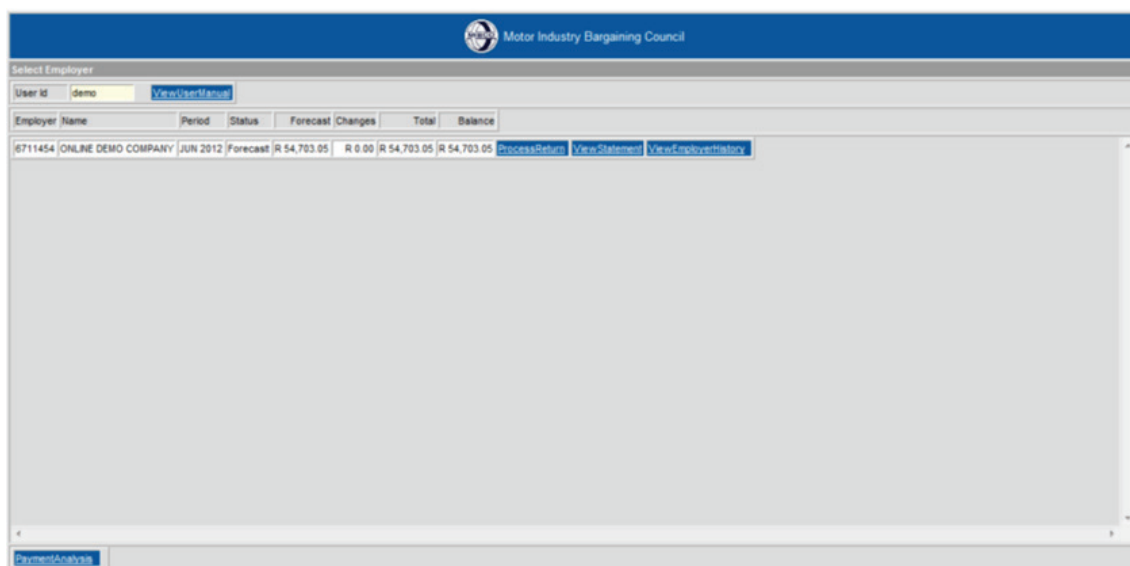
Online Users - Logging onto the MIBCO website

- After using the Remote App on your desktop to connect to the MIBCO server the Online Returns Logon page on the MIBCO web site displays.
- Enter your User Id and Password and click on Logon.



Online users – Processing employers

- After logging in the Select Employer page displays.
- The User Id and the link to view the user manual displays on top.
- The forecasts available for processing for all the employers of the user are shown.
- Use these links to execute the functions available for each employer.
- The link to show the Payment Analysis page displays.



NOTE:

Refer to the user guide of the MIBCO website after registering.

10.5. Updating employee records:

- Employers must use the Self-service Portal and Employee Personal Information Application on the MIBCO website to update employee information; or
- Complete the Administration Agreement Annexure-B form.



11. INSPECTIONS & RELATED INFORMATION

Routine Inspections are done by Designated Agents at all establishment at least once in every 18-months.

NOTE:

It is required by law for all employers and employees who are registered with MIBCO to comply with the inspection processes commissioned by a Designated Agent in so far as –

- a) Allowing a Designated Agent without warrant or notice at any reasonable time, enter any workplace or any other place where an employer carries on business or keeps employment records, that is not a home, in order to monitor or enforce compliance.
- b) Allowing a Designated Agent to enter a home –
 - i) with the consent of the owner or occupier; or
 - ii) if authorised to do so by the Labour Court
- c) permitting a Designated Agent to enter such establishment, institute and complete such enquiries and to examine such documents, books, wage sheets, time sheets and pay tickets, question such individuals and to do all such acts as may be necessary for the purpose of ascertaining whether the provisions of the Council Collective Agreement and any other collective agreement observed by the Council;
- d) disclosing information, either orally or in writing, and either alone or in the presence of witnesses, on a matter to which a Collective Agreement relates, and require that disclosure to be under oath or affirmation;
- e) permitting a Designated Agent copy any record or document referred to in paragraph (c) or remove these to make copies or extracts;
- f) delivering to a place specified or manner specified by the Designated Agent any record or document referred to in paragraph (c) for inspection;
- g) permitting a Designated Agent to inspect, question a person about, and if necessary remove, an article, substance or machinery present at a place allowed to inspect; and
- h) permitting a Designated Agent to question a person about any work performed.

11.1. Routine Inspections:

Employers will be required to undergo an Onsite Routine Inspection, or a Desktop Routine Inspection, or a Self-assessment Routine Inspection which are done according to the employer profile rating.

a) **Onsite Routine Inspection**

- The onsite routine inspection is a physical visit done by a Designated Agent.
- A MIBCO Designated Agent will contact the responsible person at the employer establishment to schedule an onsite routine inspection.
- Pre-inspection arrangements will be made prior to the scheduled date of the inspection, and the Designated Agent will advise the employer of the following –
 - i) that a host is required to accompany the Designated Agent through the inspection process, and for the employer to confirm who the host will be;
 - ii) the employer, the shop-steward or employee representative be available for the meet and greet and interview discussion;
 - iii) the responsible person is advised of the personnel required to partake in the inspection;
 - iv) information that must be prepared for inspection; and (the responsible person is advised of information that must be prepared for inspection).
- The responsible person and officials must comply with all the requirements of the Designated Agent, before, during and after the inspection.
- The Designated Agent will issue a report to the employer representative and shop-steward or employee representative to sign after the inspection and while onsite.
- Outstanding information and contraventions will be highlighted to the responsible person for the organisation to provide or comply with in 14-days.
- The designated Agent will issue the employer with a compliance notice should information still be outstanding or contraventions not be addressed within the first fourteen days and afford the employer with another 14-days to attend to matters on the compliance notice, failing the Designated Agent will create a case and escalate it to the MIBCO legal department for legal processes to follow.

b) **Desktop Routine Inspection**

- The desktop routine inspection is a virtual inspection done by a Designated Agent through the use of telephone discussions, online meeting discussions and email correspondences.
- The same processes of the onsite routine inspection are followed with the exception that –
 - i) That interviews are done virtually by telephone or as online meetings;
 - ii) The post inspection report is issued via email, signed by the employer representative and shop-steward or employee representative offline and returned to the Designated Agent via email.
- Outstanding information and contraventions will be highlighted to the responsible person for the organisation to provide or comply with in 14-days.
- The designated Agent will issue the employer with a compliance notice should information still be outstanding or contraventions not addressed within the first fourteen days and afford the employer with another 14-days to attend to matters on the compliance notice, failing the Designated Agent will create a case and escalate it to the MIBCO legal department for legal processes to follow.

- c) Self-assessment Routine Inspection
- The self-assessment routine is done by virtue of written instructions issued to the responsible person of the employer.
 - The same processes of the onsite routine inspection are followed with the exception that –
 - i) Consent is obtained from the employer;
 - ii) A self-assessment outreach form is issued to the employer to issue to the employees, which should be signed by the shop-steward or employee representative and returned to the MIBCO Designated Agent within 14 days.
 - iii) The shop steward and the employees are advised that they can reach out to the Agent should they wish to discuss or report on prescribed working conditions (this is optional);
 - iv) The post inspection report is issued via email, signed by the employer representative and shop-steward or employee representative offline and returned to the Designated Agent via email.
 - Outstanding information and contraventions will be highlighted to the responsible person for the organisation to provide or comply with in 14-days.
 - The designated Agent will issue the employer with a compliance notice should information still be outstanding or contraventions not addressed within the first fourteen days and afford the employer with another 14-days to attend to matters on the compliance notice, failing the Designated Agent will create a case and escalate it to the MIBCO legal department for legal processes to follow.



11.2. Take on Inspection:

This is an onsite inspection that will be followed after the administrative registration of an employer establishment and done to verify that the establishment has been registered correctly or to update the registration status of the employer establishment if need be.

- A MIBCO Designated Agent will contact the responsible person at the employer establishment to schedule the Take-on inspection.
- Pre-inspection arrangements will be made prior to the scheduled date of the inspection, and the Designated Agent will advise the employer of the following –
 - i) that a host is required to accompany the Designated Agent through the inspection process, and for the employer to confirm who the host will be;
 - ii) the employer and the shop-steward or employee representative be availed for the meet and greet and interview discussion;
 - iii) the responsible person is advised of processes and information required for the inspection.
 - iv) the responsible person is advised of information that must be prepared for the inspection.
- The responsible person and officials must comply with all the requirements of the Designated Agent, before, during and after the inspection.
- The Designated Agent will issue a report to the employer representative and shop-steward or employee representative to sign after the inspection and while onsite.
- Outstanding information and contraventions will be highlighted to the responsible person for the organisation to provide or comply with in 14-days.
- The designated Agent will issue the employer with a compliance notice should information still be outstanding or contraventions not addressed within the first fourteen days and afford the employer with another 14-days to attend to matters on the compliance notice, failing the Designated Agent will create a case and escalate it to the MIBCO legal department for legal processes to follow.

11.3. Other Designated Agent Engagements

Designated Agents may reach out or visit an employer to conduct administrative exercises, handle complaints or conduct investigations.

12. HOW TO GET IN TOUCH WITH MIBCO

You can contact the Client Services support team if you have any questions or need assistance via –

	0861 664 226 / +2711 369 7500
	customerservice@mibco.org.za
	MIBCO - Shared Services Centre, PO Box 2578, Randburg, 2125



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