12. Extended Operating Hours

12.1 During the term of this Award Service NSW may introduce extended operating hours within Contact Centres.

12.2 Extended operating hours where introduced will be worked on the following basis:

a) Contact centre employees already employed as at the date this Award commences to operate may only undertake extended hours by consent of the employee;

b) Contact centre employees commencing employment after the commencement of this Award, may be rostered to undertake extended operating hours on a rotational basis.

c) Extended operating hours will attract the following shift loading from Monday to Friday:

(i) commencing at or after 2.00pm and no later than 3.30pm 12.5%

d) Extended operating hours will attract the following shift loadings for work performed on weekends:

i) Saturday shifts, which are not a public holiday, at the rate of ordinary time and one half;

ii) Sunday shifts, which are not a public holiday, at the rate of ordinary time and three quarters;

provided that extended operating hours on weekends will not extend beyond a finishing time of 11.00pm.

e) Where a contact centre employee works on a public holiday the employee will be paid at two and a half times the ordinary rate for all time worked. Such payment shall be in lieu of any shift loadings, including shift loadings for extended operating hours and weekend work.

13. Additional Leave for Employees Working Extended Operating Hours

13.1 Additional leave will be granted to employees working extended operating hours in accordance with clause 12 of this Award, on the following basis:

Number of ordinary shifts worked on Sunday and/or public holiday during a qualifying period of 12 months from 1 December to 30 November the following year	**Additional leave**
4-10	1 additional day
11-17	2 additional days
18-24	3 additional days
25-31	4 additional days
32 or more	5 additional days

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