MetronHR

# Shift roster for call centres

Week from: _____ Area: _____ Created on: _____

Enter start and end for each day (e.g. 06:00–14:00). Examples: E Early shift 07:00–15:30 M Mid shift 10:00–18:30 L Late shift 13:30–22:00

| Employee | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Hrs |
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Check before posting: at most ten hours a day (section 3 ArbZG), breaks of 30 or 45 minutes (section 4), eleven hours of rest between two shifts (section 5(1)). The Excel version checks this automatically.

Screen work has to be interrupted regularly with other tasks or recovery time (annex no. 6.1(2) ArbStättV). These interruptions are not rest breaks under section 4 ArbZG and do not count towards them if work is done during them.

Sunday: call centres are not among the exceptions in section 10 ArbZG; the Federal Administrative Court declared a Hessian state ordinance invalid on 26 November 2014 insofar as it permitted them (6 CN 1.13). Sunday duty needs an exception for the specific work or a permit from the supervisory authority (section 13 ArbZG).

Section 17 MiLoG: for mini-jobbers, the start, end and duration of daily working time have to be recorded by the end of the seventh calendar day after the working day and kept for two years.