



15 September 2025

Circular to all Employers in the Road Freight & Logistics Industry

Re: AWOL Administration Process

This circular serves to notify all Road Freight and Logistics Industry employers and their employees of the administration process for AWOL claims.

AWOL refers to absence without permission or communication, which is generally regarded as misconduct or dereliction of duty.

- Supporting documentation for AWOL applications must include, but is not limited to, the following: Employee Pay-slip with Proof of Payment (Related to the specific claim month).
- Time Sheet/Register entry confirming hours worked.

Should the information above not be available, the following will be required:

1. Proof of Attempted Contact

To demonstrate that the absence was unauthorised and that reasonable efforts were made to confirm the employee's whereabouts.

Examples include:

- Email trails or WhatsApp messages showing communication attempts
- Call/SMS logs with timestamps
- Registered mail or courier acknowledgment slips

2. Employer's Statement on Company Letterhead

This provides a formal declaration of the facts and helps consolidate the employer's position on the absence.

The format should include:

- A brief outline of:
 - The last day the employee reported for duty,
 - Efforts made to contact the employee (with dates and methods),

- Confirmation that the absence was not authorised and no leave was approved
- Printed on company letterhead
- Signed and dated by the relevant employer representative

3. AWOL claims will not be accepted in cases of:

- Temporary disability
- Notice claims
- Unpaid leave
- Deceased refunds

For any queries, please contact your Regional Funds Administration Office.

Head Office Region: "Esmarelda C. Fortuin" esmarelda.fortuin@nbcfrfi.co.za

Gauteng Region: "Irene Mabizela" irene.mabizela@nbcfrfi.co.za

Cape Town Region: "Mziwovuyo Qhingana" mziwovuyo.qhingana@nbcfrfi.co.za

Durban Region: "Geetha Reddy" geetha.reddy@nbcfrfi.co.za

Yours Faithfully

National Secretary

(This document has been sent electronically and is therefore not signed)