

Contact Handler Shift Pattern (Keytime 22.27 hrs)

	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8
Sunday	RD	RD	RD	14:00 - 20:00	14:00 - 20:00	09:00 - 15:00	09:00 - 15:00	RD
Monday	RD	RD	RD	RD	14:00 - 20:00	14:00 - 20:00	09:00 - 15:00	09:00 - 15:00
Tuesday	09:00 - 15:00	RD	RD	RD	RD	14:00 - 20:00	14:00 - 20:00	09:00 - 15:00
Wednesday	09:00 - 15:00	09:00 - 15:00	09:00 - 17:00	RD	RD	RD	14:00 - 20:00	14:00 - 20:00
Thursday	14:00 - 20:00	09:00 - 15:00	09:00 - 15:00	RD	RD	RD	RD	14:00 - 20:00
Friday	14:00 - 21:00	14:00 - 21:00	09:00 - 15:00	09:00 - 15:00	RD	RD	RD	RD
Saturday	RD	14:00 - 21:00	14:00 - 21:00	09:00 - 15:00	09:00 - 15:00	RD	RD	RD
B Relief	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8
Sunday	09:00 - 15:00	RD	RD	RD	RD	14:00 - 20:00	14:00 - 20:00	09:00 - 15:00
Monday	09:00 - 15:00	09:00 - 15:00	RD	RD	RD	RD	14:00 - 20:00	14:00 - 20:00
Tuesday	14:00 - 20:00	09:00 - 15:00	09:00 - 15:00	RD	RD	RD	RD	14:00 - 20:00
Wednesday	14:00 - 20:00	14:00 - 20:00	09:00 - 15:00	09:00 - 15:00	09:00 - 17:00	RD	RD	RD
Thursday	RD	14:00 - 20:00	14:00 - 20:00	09:00 - 15:00	09:00 - 15:00	RD	RD	RD
Friday	RD	RD	14:00 - 21:00	14:00 - 21:00	09:00 - 15:00	09:00 - 15:00	RD	RD
Saturday	RD	RD	RD	14:00 - 21:00	14:00 - 21:00	09:00 - 15:00	09:00 - 15:00	RD
C Relief	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8
Sunday	14:00 - 20:00	09:00 - 15:00	09:00 - 15:00	RD	RD	RD	RD	14:00 - 20:00
Monday	14:00 - 20:00	14:00 - 20:00	09:00 - 15:00	09:00 - 15:00	RD	RD	RD	RD
Tuesday	RD	14:00 - 20:00	14:00 - 20:00	09:00 - 15:00	09:00 - 15:00	RD	RD	RD
Wednesday	RD	RD	14:00 - 20:00	14:00 - 20:00	09:00 - 15:00	09:00 - 15:00	09:00 - 17:00	RD
Thursday	RD	RD	RD	14:00 - 20:00	14:00 - 20:00	09:00 - 15:00	09:00 - 15:00	RD
Friday	RD	RD	RD	RD	14:00 - 21:00	14:00 - 21:00	09:00 - 15:00	09:00 - 15:00
Saturday	09:00 - 15:00	RD	RD	RD	RD	14:00 - 21:00	14:00 - 21:00	09:00 - 15:00
D Relief	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8
Sunday	RD	14:00 - 20:00	14:00 - 20:00	09:00 - 15:00	09:00 - 15:00	RD	RD	RD
Monday	RD	RD	14:00 - 20:00	14:00 - 20:00	09:00 - 15:00	09:00 - 15:00	RD	RD
Tuesday	RD	RD	RD	14:00 - 20:00	14:00 - 20:00	09:00 - 15:00	09:00 - 15:00	RD
Wednesday	09:00 - 17:00	RD	RD	RD	14:00 - 20:00	14:00 - 20:00	09:00 - 15:00	09:00 - 15:00
Thursday	09:00 - 15:00	RD	RD	RD	RD	14:00 - 20:00	14:00 - 20:00	09:00 - 15:00
Friday	09:00 - 15:00	09:00 - 15:00	RD	RD	RD	RD	14:00 - 21:00	14:00 - 21:00
Saturday	14:00 - 21:00	09:00 - 15:00	09:00 - 15:00	RD	RD	RD	RD	14:00 - 21:00