

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 |