§20 AZG Exceptional cases

General

According to the Austrian Working Hours Act (AZG), the maximum daily working time is currently 12 hours. Exceeding this maximum working time is only permitted in justified exceptional cases (see §20 Working Hours Act[1]).

> WARNUNG
>
> Please also note that work performed in exceptional cases where this rule cannot be complied with must be reported to the labor inspectorate in writing (within 10 days)!

The maximum daily working time in a company may therefore not exceed 12 hours. However, it is also possible to define any lower time as the maximum working time for the company's employees, e.g., 10 hours.

For this reason, Personalwolke by default caps (cuts off) any time that exceeds this company-specific limit of at most 12 hours and shows it in the journal as unvalued time.

The request **§20 AZG Exceptional cases** can be used to claim back this unvalued working time, which had to be worked due to a valid exceptional case.

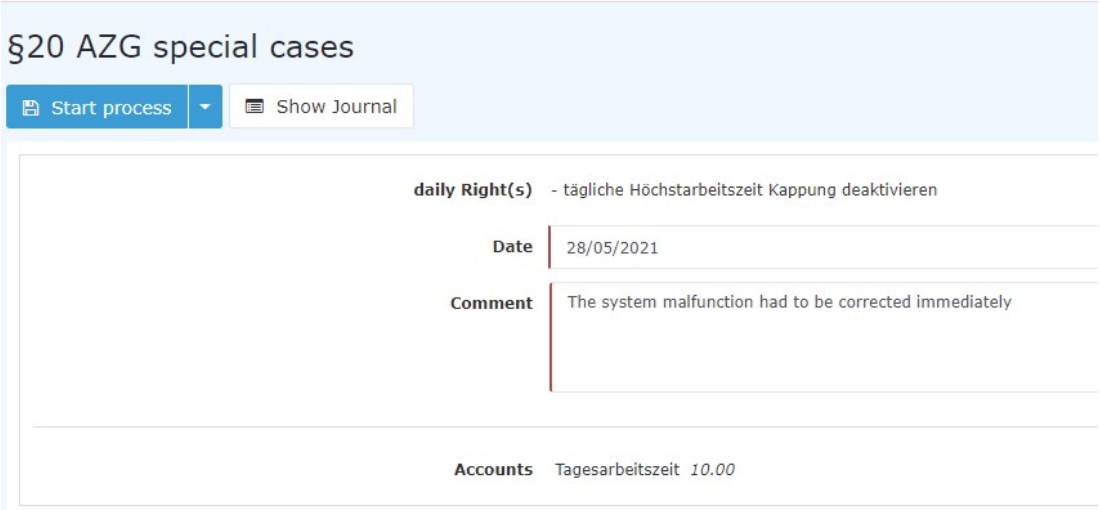
- **Date**
  The date for which the exceeding of the maximum daily working time is to be justified
- **Comment**
  The type of exceptional case must be stated here
- **Daily working time**
  Depending on whether the request has already been approved or not, the capped or uncapped **actual time** appears here

Exceeding the maximum daily working time is shown in the journal as in the following example:

- Maximum daily working time in the company: 10 hours
- An employee's booking: 06:00 to 20:00 = 13:30 hours of working time (14 hours minus a 30-minute lunch break) - due to the capping, only 10:00 hours are shown as **actual time**, and the missing 3:30 hours are shown as unvalued working time.

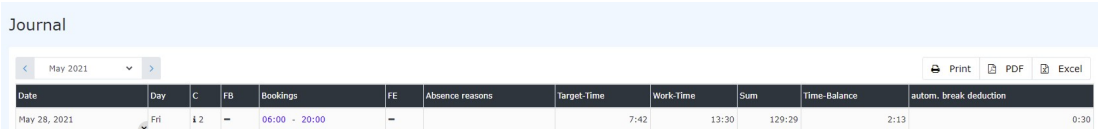


To have the unvalued (capped) time of 3:30 hours credited, the employee must complete the request and forward it to the supervisor for approval by clicking the **Start process** button:



After starting the process, you are forwarded to the **Open requests** overview, where you see all your own open requests sorted chronologically by the time they were created (for more information see Open requests[2]).

Once the supervisor approves the request, the actual time is immediately visible in the journal - the automatic break deduction remains.



Approval process

Requester --> **Supervisor** for approval

1. http://www.jusline.at/20._Au%C3%9Fergew%C3%B6hnliche_F%C3%A4lle_AZG.html
2. /daisy/webdesk-manual-admin/5878-dsy.html?language=4