

## Planning Annualised Hours with Partially Individualised Holiday Weeks



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*The seasonal demand for staff in service industry can be met using a labour contract with annualised hours (AH). Under AH, contracted working hours are irregularly distributed per year. This paper proposes a MILP model to solve an annualised working hours planning problem in which workers are assumed to be cross-trained, and the weekly working hours belong to a previously agreed finite set. Worker's holiday weeks are individualised to certain extent but, the total number of holiday weeks are same for all. The model leads to reduced capacity shortages. The present work also analyses the effect of number of types of working week on capacity shortages.*