



**DHL SUPPLY CHAIN  
GENERAL LOGISTICS - NSW  
ENTERPRISE AGREEMENT 2024**

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## 1. Agreement Title

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- 1.1 This Agreement shall be known as the DHL Supply Chain General Logistics – NSW Enterprise Agreement 2024 (“Agreement”).

## 2. Commencement Date of Agreement and Period of Operation

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- 2.1 This Agreement is an Enterprise Agreement in accordance with the *Fair Work Act 2009* (Cth) (“the Act”).
- 2.2 This Agreement will operate seven (7) days after it is approved by Fair Work Commission (“FWC”). The nominal expiry date of this Agreement is 7 June 2027.
- 2.3 Notwithstanding anything else contained in this Agreement, it shall remain in force until such time as it is superseded, rescinded, or replaced.
- 2.4 The parties to the Agreement agree that negotiations for a replacement agreement shall begin no later than three (3) months before the nominal expiry date of the Agreement. The parties agree that the United Workers Union (UWU) will provide the Company a finalised Log of Claims with required detail at least three (3) months prior to the nominal expiry date of this agreement so that negotiations can commence for a new Agreement within the timeframes detailed in this clause.

## 3. Coverage of Agreement

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- 3.1 This Agreement outlines the conditions of employment for employees of DHL Supply Chain (Australia) Pty Limited (“the Company”, “DSC”, “DHL Supply Chain” or “DHL”) in the company’s operations involving warehousing and supply chain functions as detailed in clause 44 - Classification Structure.
- 3.2 This Agreement shall apply to employees who perform warehousing and distribution tasks at any location throughout New South Wales where the work covered by the Agreement is performed, including but not limited to work performed at DSC facilities at:
- a) 2 Millner Avenue, Horsley Park NSW 2175 (other than employees covered by the DHL Supply Chain Consumer Western Sydney – NSW Enterprise Agreement 2021);
  - b) 4 Millner Avenue, Horsley Park NSW 2175;
  - c) 6 Millner Avenue, Horsley Park NSW 2175;
  - d) 2A Johnston Cres, Horsley Park, NSW 2175;
  - e) 16 Picrite Close, Greystanes NSW 2145 (other than employees covered by the DHL Supply Chain Branch – NSW Enterprise Agreement 2021).
  - f) 68 Lockwood Road, Erskine Park NSW 2759; and
  - g) 100 Lockwood Road, Erskine Park NSW 2759.
- 3.3 This Agreement shall apply to employees of the employer within this Agreement’s classification structure who perform work in or in connection with:
- a) Warehouse tasks (which includes the direct supervision or performance of the physical receiving, storing, locating, picking, assembling, and dispatching of goods in the warehousing, logistics operation and 3PL environment); and
  - b) Supply chain activities.

- c) For avoidance of doubt, this Agreement will apply at any location for new work within the state of New South Wales or at any location where the work performed at the location is an extension of the work already performed at a facility covered by this Agreement.
- d) In the event the Company identifies new or different work, whether the coverage is subject to or does not have the coverage of this Agreement, the parties mutually agree to identify an alternative agreement to cover the new or different work.

#### 4. Parties Bound

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##### 4.1 The parties to this Agreement are:

- a) Employees whose employment or engagement is, at any time when the agreement is in operation, subject to this Agreement; and
- b) DHL Supply Chain (Australia) Pty Limited.

#### 5. Relationship to Parent Award and National Employment Standards

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- 5.1 This Agreement shall be read and interpreted in conjunction with the National Employment Standards (NES) provided that where there is any inconsistency between this Agreement and the NES, the more beneficial provision to an employee shall take precedence.
- 5.2 The terms of this agreement deal comprehensively with those matters contained in Awards and previous Agreements covering the employees. As the Agreement replaces all of these terms, all terms of the Awards are wholly excluded by this Agreement. For the purpose of maintaining a record, the *Storage Services and Wholesale Award 2020* is the Award that historically covered this work.
- 5.3 All employees subject to the conditions of the Agreement are also bound by all current DHL Supply Chain (Australia) Pty Limited policies and procedures (as amended) that are not directly referred to in this Agreement.

#### 6. Exclusions

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- 6.1 This agreement will not apply to employees covered by any other agreements, including but not limited to the following:
  - a) DHL Supply Chain Branch - NSW Enterprise Agreement 2021;
  - b) DHL Supply Chain Business Services - NSW Enterprise Agreement 2021;
  - c) DHL Supply Chain Consumer Oakdale Close - NSW Enterprise Agreement 2021;
  - d) DHL Supply Chain Consumer Western Sydney - NSW Enterprise Agreement 2021;
  - e) DHL Supply Chain DSO – NSW Enterprise Agreement 2021;
  - f) DHL Supply Chain Horsley Park - NSW Enterprise Agreement 2021;
  - g) DHL Supply Chain Ingleburn - NSW Enterprise Agreement 2021;
  - h) DHL Supply Chain Multi-Purpose - NSW Enterprise Agreement 2021;
  - i) DHL Supply Chain Sydney Logistics Solutions Enterprise Agreement 2021;
  - j) DHL Supply Chain Western Sydney - NSW Enterprise Agreement 2021;
  - k) DHL Supply Chain Workplace Logistics Services - NSW Enterprise Agreement 2021; and

l) Any other agreement to which the Company is a party to.

6.2 Employees who are covered by any other agreement, as mentioned above, and apply for roles that are covered within this Agreement, will be covered by the terms and conditions of this agreement if appointed to such roles.

## 7. No Extra Claims

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7.1 This Agreement provides for all wages, salary, allowances, and loadings increases during the life of the Agreement. It is a term of this Agreement that neither party shall pursue any extra claims during the nominal life of this Agreement and that the Agreement will cover all matters or claims regarding the employment of the employees, which could otherwise be the subject of protected action pursuant to s408 of the *Fair Work Act 2009* (Cth).

## 8. Shared Values

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### 8.1 Continuous Improvement

The parties to this Agreement recognise the need to continue to build workplace arrangements that contribute to the ongoing viability of the company in a highly competitive market. Flexibility in the deployment of labour is extremely important to ensure the long-term future of the company and its employees. The parties to this Agreement recognise that the company is a third-party Distribution Company. Our success is dependent upon our ability to demonstrate cost of living increases, productivity gains and improved levels of customer service.

The objectives of this agreement are to:

- a) Maximise the efficiency and prosperity of the company for the benefit of employees, customers, shareholders, and the community;
- b) Provide a high-quality distribution service to fully meet customer requirements;
- c) Continue to develop and maintain the most productive, safe, cooperative, and harmonious working relationships possible by promoting trust and continually striving to improve communications at all levels; and
- d) Develop a “learning environment” where all employees are willing and encouraged to develop to their maximum potential, and to continually update their skills and knowledge to meet their personal objectives and the objectives of the company.

### 8.2 Company Success Factors

The ability of the company to retain existing business and gain new clients will depend upon our ability to perform in and improve upon the following:

- Order timeliness
- Pick accuracy
- Stock accuracy
- Warehouse damages
- Labour productivity
- GMP compliance
- Safety and accident rates
- Absenteeism
- Facilities and equipment damage

- Customer satisfaction ratings
- Delivery timeliness
- Fatigue Management programs/practices are implemented
- Hold current licences for the vehicles operated
- Run times & on time delivery reports compiled
- Pre-start vehicle safety checks compiled
- Presentation of vehicles & uniforms is to a high standard
- Delivery Service Schedules achieved
- Behaviours on the road are positive & professional
- Customer Service Standards are ethical & professional
- All documentation is completed accurately/correctly
- Safe systems of work are implemented
- Safe driving programs/practices are implemented
- Incidents/accidents reported & corrective actions undertaken
- Driver errors, non-conformance reports are compiled.

### 8.3 Quality

The parties are committed to the achievement and maintenance of ISO 9001, AS/NZS4801 and ISO 14001 and/or other appropriate standards. This will require ongoing creation and maintenance of operational procedures at all stages of processing. Employees will continue to assist in the creation of written job descriptions and/or procedures for operation in which they are involved.

Employees will accept training in quality / Work Health Safety / Environment & Welfare assurance and accept responsibility for the quality of their own work.

Employees will participate in the quality / Work Health Safety / Environment & Welfare management process. Typical employee actions will include, but not be limited to, the following:

- Inspection of incoming and outgoing goods to ensure that no damaged goods are despatched to customers.
- Stock rotation.
- Clear identification of goods in the warehouse.
- Assistance in the assessment of the accuracy of work.
- Assistance in the preparation of non-conformance reports relating to faulty products and faulty processes.
- Recommendation concerning improvements to processes.

### 8.4 Presentation

The Company is a customer driven organisation. Customers and suppliers frequently visit our premises. For these reasons it is important that our uniforms and employees are presentable and the standard of housekeeping in our workplace be high at all times. Uniforms are supplied, they must be worn and kept clean. Employees who report to work in an unrepresentable uniform or fail to wear uniform as supplied may be sent home without pay.

The uniform issue will include an option or combination of 5 shirts, 2 Shorts, 2 Trousers, 2 Windcheater jumpers, 1 beanie/hat and 1 bomber jacket. The Company will supply steel capped safety boots. Replacement of all uniform items will be on a fair wear and tear (exchange) basis. All uniforms items, including safety boots must be returned when leaving

the Company, prior to final payment being received. Steel capped safety boots must be worn at all times whilst working in the Warehouse.

In the interest of safety and image, employees are required to present themselves in a neat and hygienic manner ensuring long hair is tied back for their safety as well as removing any jewellery that may be unsuitable to the warehousing and distribution environment (e.g., risk of causing bodily harm if caught or pulled).

#### 8.5 Multiskilling

The parties to this Agreement accept and will embrace the introduction of multi-skilling in the areas of packing, receipt, despatch, picking of product, stock control, warehouse administration, assembling, driving, delivery and pick up of products, and other tasks as required, the object being a fully mobile and flexible workforce. This flexibility is not linked to wage outcomes.

Specifically, Warehouse employees will be trained in the areas of packing, receipt, despatch, picking, stock control and warehouse administration.

#### 8.6 Training

The company's aim is to provide appropriate on the job training to endeavour to ensure that staff are able to perform their tasks to the required standard.

#### 8.7 Respect in the workplace

The parties to this Agreement agree that when in our workplace, everyone will conduct themselves in a manner that continues to keep our workplace free from any inappropriate conduct and behaviour. This means treating each other with respect and courtesy.

DSC has a zero-tolerance policy to any form of behaviour that is intended to intimidate or harass others. All concerns will be investigated in accordance with this agreement and the DSC grievance procedure.

The company commits to continuing to work on promoting a workplace free of any inappropriate conduct, behaviour, or activity, including providing appropriate training and instruction on the above.

### 9. Work Health & Safety

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9.1 Workplace Health & Safety is everyone's responsibility and requires appropriate behaviours and practices at all levels to ensure we have a proactive Safety Culture.

9.2 As a Company, DSC aims to ensure all reasonable steps are taken to identify, eliminate or control potential risks and hazards in the workplace. By adopting a planned and systematic approach to workplace safety we can develop a preventative safety culture.

9.3 As a Company, management and staff at all levels are responsible for ensuring:

- a) Adoption of pro-active behaviours to identifying hazards/risks & implementing corrective actions for improvement;
- b) Communicating awareness across the businesses – by holding team briefings, training etc;
- c) Developing our culture – through policies, procedures, KPI's, consultation mechanisms, proper instructions, training etc.; and



- d) Introduction and maintenance of safe systems of work – by establishing KPI's, monitoring and auditing our processes/KPI variances etc. and taking corrective actions across the business to improve the business and our culture.

9.4 Basic safety standards for employees to comply with are as follows:

- Wear a high visibility uniform/vest at all times;
- Do not drive around the warehouse or yard area on any Manual Handling Equipment (MHE) with tynes raised;
- Wear all Personal Protective Equipment (PPE) as required;
- Wear appropriate clothing, hats, sun glasses & sun screen when in the sun
- Do not tamper with any safety equipment and/ or device / guards;
- Do not come to work under the influence of alcohol or drugs;
- No speeding in vehicles/equipment (watch for pedestrians & sound the horn);
- No climbing over vehicles or product;
- Working at heights is not permitted without the use of approved fall restraint system;
- Keep all aisles and exits clear from any obstructions;
- Maintain good House Keeping in work area(s) to ensure we have a clean site;
- Treat individuals with mutual respect & honesty (i.e.: no smutty jokes, sexually offensive comments/taunts, unwelcome behaviours, no bullying/aggressive behaviour);
- Do not bring or show in a workplace pornographic or other offensive material;
- Comply with all safety warning signage and notices;
- Comply with relevant laws (i.e.: Speed signs, Fatigue Management, load restraints, licensing laws etc); - please keep your MHE licence on you at all times;
- Report all Incidents and/or Hazards immediately in writing;
- High reach are only to be operated within the warehouse;
- Pedestrians & MHE are to maintain a safe distance from each other (this is a dual responsibility) – alert each other to your presence as a preventative measure;
- Do not use mobiles, ipod's, MP3's whilst operating MHE;
- Wear seat belts / harnesses on MHE, where fitted;
- Do not engage in reckless or other unsafe activities; and
- Comply with all company policies and procedures.

9.5 Failure to comply with these requirements may result in disciplinary action including the termination of the employee's employment.

## 10. Workers Compensation

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10.1 The Company is self-insured and will provide injured employees with Workers Compensation in accordance with DHL WorkCare policies and procedures and the *Safety, Rehabilitation and Compensation Act 1988* (Cth) (as amended).

## 11. Equal Employment Opportunity

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11.1 The Company is an equal opportunity employer. All people have a right to fair and equal treatment in all aspects of their employment. It is unlawful to treat people differently or to harass them on the basis of, for example:

- Sex or gender.

- Pregnancy or potential pregnancy.
- Breast feeding.
- Race, colour, descent, national or ethnic origin, immigration status.
- Marital status, relationship status.
- Family responsibilities, status as a parent or carer.
- Sexual orientation, lawful sexual activity.
- Gender identity, gender history, intersex status.
- Religious belief, affiliation, or activity, ethno-religious status.
- Union membership, participation in union activities.
- Political belief, affiliation, or activity.
- Disability, impairment (physical or mental).
- Age.

11.2 Equality of opportunity particularly applies to, for example:

- Recruitment and promotion.
- Terms and conditions of employment.
- Allocation of tasks.
- Dismissal or redundancy.
- Retirement.
- Enterprise Agreements.

11.3 Employees who feel that they have suffered discrimination or harassment on one of the above grounds should report the matter to their supervisor. The matter will be dealt with in accordance with the relevant Company procedures.

## 12. Introduction of Major Change in the Workplace

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### 12.1 Employer's duty to notify

- a) Where the employer has made a definite decision to introduce major change in production, program, organisation, structure, or technology that is likely to have significant effects on employees, the employer shall notify the employees who may be affected by the proposed changes, the Union and/or an appointed representative.
- b) Significant effects include termination of employment, major changes in the composition, operation, or size of the employer's workforce or in the skills required; the elimination or diminution of job opportunities, promotion opportunities or job tenure; the alteration of hours of work; the need for retraining or transfer of employees to other work or locations and the restructuring of jobs. Where the Agreement makes provision for alteration of any of the matters referred to herein an alteration shall be deemed not to have significant effect.

### 12.2 Employer's duty to discuss change

- a) The employer shall discuss with the employees affected, a appointed representative and the Union, the introduction of the changes referred to in subclause 12.1, the effects the changes are likely to have on employees, measures to avert or mitigate the adverse effects of such changes on employees and shall give prompt consideration to matters raised by the employees, an appointed representative and/or the Union in relation to the changes.

- b) The discussions shall commence as early as practicable after a definite decision has been made by the employer to make the changes referred to in subclause 12.1.
- c) For the purposes of such discussion, the employer shall provide in writing to the employees concerned, an appointed representative and the Union relevant information about the changes including the nature of the changes proposed, the expected effects of the changes on employees and any other matters likely to affect employees. The employer shall not be required to disclose confidential information the disclosure of which would be inimical to the employer's interests.

12.3 If for the purposes of this clause (Introduction of Major Change in the Workplace including subclause 12.4):

- a) A relevant employee appoints, or relevant employees appoint, a representative for the purposes of consultation; and
- b) The employee or employees advise the employer of the identity of the representative (appointed representative)  
DSC must recognise the representative.

12.4 Change to regular roster or ordinary hours of work

Where the employer proposes to introduce a change to the regular roster or ordinary hours of work of employees:

- a) The employer must notify the relevant employees of the proposed change.
- b) The relevant employees may appoint a representative for the purposes of the procedures in this term.
- c) As soon as practicable after proposing to introduce the change, the employer must:
  - i. Discuss with the relevant employees the introduction of the change; and
  - ii. For the purposes of the discussion—provide to the relevant employees:
    - 1. All relevant information about the change, including the nature of the change; and
    - 2. Information about what the employer reasonably believes will be the effects of the change on the employees; and
    - 3. Information about any other matters that the employer reasonably believes are likely to affect the employees; and
  - iii. Invite the relevant employees to give their views about the impact of the change (including any impact in relation to their family or caring responsibilities).
- d) However, the employer is not required to disclose confidential or commercially sensitive information to the relevant employees.
- e) The employer must give prompt and genuine consideration to matters raised about the change by the relevant employees.

## 13. Grievance Procedure

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13.1 A dispute or claim as to conditions of employment of any of the employees covered by this Agreement or the National Employment Standards shall be settled in accordance with this clause.

13.2 If for the purposes of this clause:

- a) A relevant employee appoints, or relevant employees appoint, a representative for the purposes of consultation; and
- b) The employee or employees advise the employer of the identity of the representative (appointed representative)

Then DSC must recognise the representative.

13.3 The Employee who has the problem should discuss the matter with the appropriate supervisor.

13.4 In the first instance, the parties will attempt to resolve the matter in dispute at the workplace by discussions between the effected employee(s) concerned and the relevant supervisor.

13.5 If the Employee does not receive an answer after a reasonable period, or is not satisfied with the answer received, the Employee is to raise the matter with the manager. The Employee may choose to be accompanied by an appointed representative.

13.6 The appointed representative may interview the employee(s) concerned and the supervisor. The representative shall have reasonable access to resources (including photocopier, telephone, fax machine and notice board) to perform their role.

13.7 Any employee involved in the dispute procedure steps shall be released on paid time.

13.8 If such discussions do not resolve the matter in dispute, the parties will arrange further discussions involving more senior levels of management as appropriate. The employee may invite an appointed representative, which may include a United Workers Union Organiser, to be involved in the discussions.

13.9 If the matter in dispute remains unresolved, the employer may refer it to a more senior level of management. The employee may invite an appointed representative, including a more senior United Workers Union official, to be involved in the discussions. The provisions of this subclause need not apply unless either party requests otherwise.

13.10 If the matter in dispute is unable to be resolved at the workplace, and all agreed steps for resolving it have been taken, either party may refer the dispute to FWC for conciliation, and, if necessary, arbitration. Any dispute referred to the FWC should be dealt with by a member agreed by the parties at the time or, in default of agreement, a member of the relevant panel.

13.11 A party to the dispute may appoint a person, organisation, or association to support and/or represent them in any discussion or process.

13.12 The decision of the FWC will bind the parties, subject to either party exercising a right of appeal against the decision to the Full Bench.

13.13 Until the matter in dispute is determined, status quo remain, and work shall proceed normally. "Status quo" shall mean the situation existing immediately prior to the dispute and/or matter giving rise to the dispute.

13.14 Until the matter in dispute is determined, work will continue as directed by the company.

13.15 The FWC shall have the power to do all such things as are necessary for the just resolution or determination of the matter in dispute. This includes the exercising of procedural powers in relation to directions, hearings, witnesses, evidence, and submissions which are necessary to make the arbitration effective. Arbitration will only deal with matters arising from the operation and / or application of the Agreement.

- 13.16 The powers in clause 13.15 do not include the power to require the attendance of officers or employees of a client as witnesses or the production of documents or records that are the property of a client.
- 13.17 An appointed representative may consist of (but not limited to) either a fellow employee located on the same worksite or a United Workers Union official.

#### 14. Guarantee of Services

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- 14.1 During any grievance or dispute, Employees will guarantee that hospital orders and Ethical drug orders (excluding Over the Counter (OTC) products) are not affected by any industrial action, bans or limitations. This Guarantee of Service will cover all aspects of work including and not limited to, loading, and unloading of trucks, receiving of deliveries, picking, and packing.

#### 15. Flexibility Arrangements

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- 15.1 This agreement recognises that the *Fair Work Act 2009* (Cth) seeks to promote workplace flexibility through the use of individual flexibility agreements. These flexibility agreements are designed to allow for variation to this agreement in order to meet the genuine needs of the employer and employee while ensuring that the entitlements which are contained within this agreement are not undermined.
- 15.2 Upon mutual agreement a Flexibility Agreement may be entered into and vary the following terms:
- a) Allowances.
- 15.3 The Employer will not make an individual flexibility arrangement unless the following conditions are satisfied:
- a) The individual flexibility arrangement must meet the genuine needs of an employee and the employer;
  - b) The individual flexibility arrangement must be genuinely agreed to by the employee and the employer. In order to ensure genuine agreement, the employer must advise the employee representative prior to an individual flexibility arrangement being entered into and the employee has the option to seek advice from the Union;
  - c) The individual flexibility arrangement must be about permitted matters under section 172 of the Act;
  - d) The individual flexibility arrangement must not include a term that would be unlawful under section 194 of the Act;
  - e) The individual flexibility arrangement must result in the employee being better off overall than if no individual flexibility arrangement had been made;
  - f) Arrangements may only be made with existing employees and must not be made a condition of engagement;
  - g) The individual flexibility arrangement must be recorded in writing and signed by the employer and the employee (and, if the employee is under 18, by their parent or guardian);
  - h) The employer must give the employee a copy of the individual flexibility arrangement within 14 days after it is agreed to;

- i) The individual flexibility requirements must be approved by Business Unit Vice President and Vice President of Human Resources; and
- j) The individual flexibility arrangement can be terminated by either party, by giving 28 days written notice or if the employer and employee agree in writing at any time.

## 16. Probation

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- 16.1 Notwithstanding anything else contained in this Agreement, all permanent employees are engaged on probationary period for the first six (6) months of their employment. The employee must be advised in writing in advance that the employment is subject to a probationary period and the duration of the probationary period. Probationary employment forms part of an employee's period of continuous service.
- 16.2 Prior to the end of the probationary period of employment, each employee's ongoing employment will be confirmed. Thereafter, each employee will be required, as a condition of employment, to continue to meet company requirements with respect to work obligations.

## 17. Full Time Employment

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- 17.1 Any employee not specifically engaged as being a part time, casual or fixed term is for the purposes of the agreement a full-time employee, unless otherwise specified in the agreement.
- 17.2 The ordinary hours for a full-time employee shall be an average 38 hours per week.

## 18. DHL Supply Chain Casuals

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- 18.1 The role of casuals is to cater for peaks in demand for labour. Casual employment will not be used to replace full time or permanent part time employment.
- 18.2 Casual employees are employed by the hour and paid as such for a minimum of four (4) hours on any one day. A casual is paid the hourly rate for the position plus a 15% casual loading. In addition, an amount of one twelfth (1/12th) of ordinary time earnings is paid in lieu of annual leave. Casual rates compensate employees for the casual nature of the engagement as well as all leave entitlements.
- 18.3 A casual employee will not be paid the casual loading when he or she receives payment for overtime or works on a public holiday and receives a public holiday penalty.
- 18.4 For DHL Supply Chain casuals engaged for more than three (3) months, who are offered continuous employment as a permanent employee, a four (4) week probationary period will apply.
- 18.5 DHL Supply Chain casuals employed on a regular and systematic basis for a period of longer than six (6) months will be deemed to be permanent employees. This is subject to their preference to remain as a casual employee.
- 18.6 Should a casual employee be transitioned to either a full time or part time employee, leave accruals will only commence from the first day that the change takes effect and as per the new letter of appointment.

## 19. Fixed Term Employees

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- 19.1 An employee may be engaged as a Fixed Term employee for up to a maximum of four (4) months. Ordinary hours of work for Fixed Term employees will not exceed:

- a) 38 hours per week; and
  - b) 7.6 hours per day.
- 19.2 The ordinary hours of work may be worked Monday to Saturday inclusive for anyone appointed under the DHL Supply Chain (Australia) Pty Limited General Logistics Agreement - New South Wales 2020 prior to 21 December 2020, unless they agree to work their ordinary hours over Monday to Sunday.
- 19.3 Anyone appointed under the Agreement from 21 December 2020 may have their ordinary hours worked Monday to Sunday inclusive.
- 19.4 Fixed term employees will accrue annual and personal/carer's leave during the term of their engagement, in accordance with clause 48 - Annual Leave and clause 49 - Personal (Sick) Leave. Unused annual leave will be paid out at the conclusion of the term of employment unless the employee is offered and accepts a permanent position with DHL Supply Chain.
- 19.5 Continuity of service will be recognised should a permanent position be offered.
- 19.6 In circumstances where the fixed term employee is replacing an employee on parental leave an employee may be engaged as a fixed term employee for a maximum of up to twelve (12) month period.

## 20. Permanent Part Time

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- 20.1 The Company may employ employees on a permanent part-time basis. For permanent part-time employees, benefits provided under this Agreement shall be applied on a pro-rata basis. Hours of work will be agreed between the Company and the employee in writing.
- 20.2 The minimum daily hours of work are three (3) hours on any one day. If a change to the hours of work is required, the employee will be provided with five (5) working days' notice. An employee and DHL Supply Chain may agree to change the employee's working hours, without the provision of five (5) days' notice or penalty payment.
- 20.3 The additional hours worked in excess of those agreed between the Company and the employee will be paid at the appropriate overtime rates

## 21. Relocation

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- 21.1 Employees shall comply with all reasonable requests to transfer to another location provided that the change does not involve greater than an additional forty (40) minutes travel to work from the employee(s) usual home address.
- 21.2 Clause 46.3 - Travel does not apply in the event that an employee accepts a transfer to an alternative site or is transferred to an alternative site due to operational / customer requirements. In both circumstances 21 days' notice period will be provided.
- 21.3 Where the Company requires an employee to temporarily perform work at another location/agency and that location/agency is covered by a different enterprise agreement, the employee will receive their existing rate of pay or the rate of pay applicable to the site/agency to which they have been temporarily relocated, whichever is the higher. All other conditions of employment will remain unchanged.

## 22. Stand Down

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- 22.1 The employer may deduct payment for time lost during which the employee cannot be usefully employed by reason of any strike, breakdown of machinery, or other cause for which the employer cannot reasonably be held responsible.

## 23. Discipline Procedure

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### 23.1 Policy

Disciplinary action in the event of poor performance, breaches of policy, or other undesirable actions, is to be fair and uniform.

The circumstances of any breach of performance or behaviour will be investigated fully by the immediate supervisor/manager. The employee will always be given the opportunity to respond and state their case.

All warnings will be noted on the Employees file, while the warnings will not be removed from the employees file, they will be taken into account for a period of twelve (12) months, after the issuing of the most recent warning.

Disciplinary action may be taken for unsatisfactory behaviour or job performance. Repetition of minor incidents will be dealt with as follows:

### 23.2 Responsibilities

The employee's supervisor/manager in conjunction with the effected employee and or their chosen employee representative is responsible for following the disciplinary procedure.

The General Manager authorises termination of employment.

### 23.3 Procedure

#### Stage 1 – First Written Warning

A written warning will be given by the immediate supervisor/manager and recorded on the employee's file. The employee will be given the opportunity to explain their position. The employee is to sign the warning as acknowledgement of its receipt.

The warning will clearly state:

- The nature and circumstances of the breach or offence.
- The improvements to be made, or behaviour which must change.
- An agreed specific time in which to improve.
- What further action will be taken if the desired improvement does not occur.

In the case of more serious disciplinary matters Stage 1 may be omitted and a written warning issued as in Stage 2.

#### Stage 2 – Second Written Warning

If the conduct or performance does not improve within the stated time, or in the event of a repeated or more serious offence, the employee's supervisor/manager will interview the employee and, if necessary, issue a written warning.

The warning will clearly state:

- The nature and circumstances of the breach or offence.
- The improvements to be made, or behaviour which must change.
- An agreed specific time in which to improve.



- What further action will be taken if the desired improvement does not occur. The warning may indicate that it is a final warning, which could result in dismissal if the breach is repeated, or the desired improvement is not made.

#### Stage 3 – Final Written Warning

Where an employee has repeatedly failed to improve their performance/conduct or single instances where their unsatisfactory performance/conduct is sufficiently serious they may be issued with a final warning. The final written warning will clearly state that the failure to improve the performance/conduct is likely to result in termination of their employment.

Prior to taking of any disciplinary action, DHL Supply Chain will take all reasonable steps to investigate the alleged conduct/unsatisfactory performance and the employee will have an opportunity to respond to the alleged conduct/unsatisfactory performance.

The employee may also have a support person present to assist them any disciplinary meetings.

#### Stage 4 - Termination of Employment

If the supervisor/manager considers that termination of employment is warranted, a recommendation for this action is made to the Manager. The General Manager must authorise termination.

#### 23.4 Termination of Employment Without Notice (Summary Dismissal)

In event of serious misconduct an employee may be stood aside on full pay while the matter is investigated. Employees found to have engaged in serious misconduct will have their employment terminated without the provision of notice specified in clause 25 - Termination of Employment. Whilst not an exhaustive list, the following are examples of misconduct which may result in termination without notice:

- Falsification of records including but not limited to timesheets, customer records, consignment notes, orders, and invoices;
- Acts of violence or threatening behaviour towards other employees or members of the public;
- Acts of dishonesty such as theft, serious misuse of company assets;
- Giving or accepting a bribe;
- Unauthorised disclosure of company confidential information;
- Acts of indecency;
- The inability to carry out normal duties as a result of the use of intoxicants;
- Consuming alcohol or illegal drugs during work;
- Wilful damage to company property;
- Serious breach of safety procedure;
- Serious breach of DSC policies and procedures;
- Any form of workplace bullying, intimidation, or harassment;
- Serious breach of GMP, SOP's or QA procedures; or
- Any criminal activity committed on company premises.

#### Responsibility

The employee's manager can suspend from duty the employee on full pay.

The General Manager authorises termination of employment.

## Procedure

- The employee’s supervisor/manager conducts an investigation and a disciplinary interview. Another manager representative is to be present at the disciplinary interview. The employee must have the opportunity to explain their position and may have a representative present if desired.
- If the supervisor/manager considers that termination of employment is warranted, a recommendation for this action is made to the General Manager.
- If a dispute arises out of the application of this clause it will be dealt with in accordance with Clause 13 - Grievance Procedure.

## 24. Job Abandonment

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- 24.1 If an employee is absent from work for a period of three (3) consecutive working days without the consent of the Company and without notifying the company, that person will be deemed to have abandoned employment.
- 24.2 Unless the person is able to satisfy the Company that there is a reasonable cause for the absence, the contract will be terminated from the date of last attending work, or the last day’s absence for which consent was given – whichever is the latter.
- 24.3 This clause will operate subject to the National Employment Standards within the *Fair Work Act 2009* (Cth).

## 25. Termination of Employment

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- 25.1 An employee’s employment may be terminated by the Company with the provision of notice in writing as shown in the table below.

Years of Service	Notice Period by Age of Employee	
	Under 45	45 Years and Over
Less than 1 year	1 week	1 week
1 year and less than 3 years	2 weeks	3 weeks
3 years and less than 5 years	3 weeks	4 weeks
5 years and over	4 weeks	5 weeks

- 25.2 Where the Company terminates an employee’s employment, payment in lieu of notice may be made.
- 25.3 The notice of termination required to be given by an employee is the same as that required of DHL Supply Chain, except that there is no requirement on the employee to give additional notice based on the age of the employee concerned.
- 25.4 The employer shall, upon receipt of a request from an employee whose employment has been terminated, provide to the employee a written statement specifying the period of his or her employment and the classification of or the type of work performed by the employee.
- 25.5 The Company will follow the Disciplinary Procedure prior to terminating employment due to unsatisfactory performance and/or behaviour.

## 26. Redundancy

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26.1 The company will seek to avoid redundancies. However, in the event of redundancy, the company will communicate with employees at the earliest opportunity. Subject to the retention of necessary skills and any operational requirements, consideration will be given to volunteers before forced redundancies. The employer is under no obligation to accept volunteers.

### 26.2 Notice Period

The notice provisions as per clause 25 - Termination of Employment shall apply.

### 26.3 Redundancy Pay

Where an employee is to be terminated due to redundancy, the Company shall pay the following redundancy pay in respect of a continuous period of service. The following scale will apply in the event of retrenchment for permanent employees only.

<b>Years of Service</b>	<b>Under 45 Years of Age Entitlement</b>	<b>45 Years and Over Entitlement</b>
Less than 1 year	Pro Rata	Pro Rata
1 year and less than 2 years	4 weeks	5 weeks
2 years and less than 3 years	7 weeks	9 weeks
3 years and less than 4 years	10 weeks	13 weeks
4 years and less than 5 years	13 weeks	17 weeks
5 years and less than 6 years	16 weeks	21 weeks
6 years and less than 7 years	19 weeks	25 weeks
7 years and less than 8 years	22 weeks	28 weeks
8 years and less than 9 years	25 weeks	32 weeks
9 years and less than 10 years	28 weeks	36 weeks
10 years and over	31 weeks	40 weeks

26.4 In addition, the Company agrees to pay out any unused Personal/Carer's Leave, to a maximum of 228 hours (equivalent to six (6) weeks), to any employee terminated due to redundancy. This is in recognition of their good attendance record.

26.5 The employees affected will be provided with assistance in future employment through training in preparation of letters of application, resumes and interview skills. Reasonable time will be made available, by mutual agreement, for employees to attend interviews.

26.6 Upon receipt of a request from an employee whose employment has been terminated, the Company will provide the employee with a written statement specifying the period of his or her employment and the classification of the type of work performed by the employee.

## 27. Redeployment by DHL

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27.1 In the event redeployment is required, DHL will aim and take steps to find suitable acceptable roles for the affected employees. In doing so, DHL will ensure that employees covered by this

Agreement will not be required to accept a role with a lower hourly base rate of pay, at those sites nominated by the company, meaning their base rate of pay (at the time of relocation) will be guaranteed (all other terms and conditions relevant to the new site will apply). Note in the event that an employee chooses or volunteers to apply for a role at an alternative site, the employee will accept the relevant hourly base rate of pay and terms and conditions applicable to that site.

## 28. Ordinary Working Hours

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- 28.1 The ordinary working hours shall average 38 hours per week averaged over four (4) weeks.
- 28.2 Ordinary hours are worked on any five (5) days, Monday to Sunday.
- 28.3 All existing employees who were employed under the DHL Supply Chain (Australia) Pty Limited General Logistics Agreement - New South Wales 2021 as at 21 December 2020 will not be obligated to but may agree to work their ordinary working hours on any five (5) days, Monday to Sunday. This clause is to be read in conjunction with clause 29 - Span of Hours and clause 31 - Shift Work – 38-hour week.

## 29. Span of Hours

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- 29.1 The day work span of working hours shall be 6:00am to 6:30pm.
- 29.2 By agreement, and in writing the span of hours may be extended by up to one (1) hour at either side of the span.

## 30. Changing Ordinary Hours of Work

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- 30.1 Notification for the change of hours of work must be at least two (2) weeks unless otherwise agreed.

## 31. Shift Work – 38-hour week

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- 31.1 As per clause 28 - Ordinary Working Hours the ordinary hours of work of shift workers who were employed under the DHL Supply Chain (Australia) Pty Limited General Logistics Agreement - New South Wales 2021 at 21 December 2020 will not exceed 38 hours per week to be worked over not more than five (5) days of the week, Monday to Saturday unless an employee appointed under the DHL Supply Chain (Australia) Pty Limited General Logistics Agreement - New South Wales 2021 at 21 December 2020 elects to work Monday to Sunday.
- 31.2 A shift worker appointed under the Agreement after 21 December 2020 may be required to work their ordinary working hours over not more than five days Monday to Sunday inclusive.
- 31.3 Employees required to work shift work will be paid the penalty rate outlined below, in addition to the base rate detailed in ATTACHMENT 1 - RATES OF PAY and ATTACHMENT 3 – PRESERVED RATES OF PAY of this Agreement.
- 31.4 The company may change an employee's shift on seven (7) days' notice or earlier by agreement with the employee.
- 31.5 Hours of Shift
  - a) Early Morning Shift:  
a shift which commences on or after 2am but prior to 6am. A loading of 12.5% of base rate will apply for all ordinary hours of the early morning shift.

b) Afternoon Shift:

a shift finishing after 6.30pm and at/or before 12.00am: A loading of 15% of base rate will apply for all ordinary hours of the afternoon shift.

c) Night Shift:

a shift finishing after midnight but prior to 7am. A loading of 25% of base rate will apply for all ordinary hours of the night shift.

## 32. Saturday and Sunday Work

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- 32.1 In the event that the Company has positions available for employees to be rostered on any five (5) days, Monday to Sunday as part of their ordinary hours the Company will seek volunteers in the first instance. This will be subject to employees having the suitable skills, competencies, and knowledge to perform the required work. Where employees are not selected for weekend work due to skills, competency, or knowledge, upon request the Company will endeavour to provide opportunities where possible for employees to be upskilled, so that they can be considered for weekend work in the future.
- 32.2 For the avoidance of doubt employees engaged under the DHL Supply Chain (Australia) Pty Limited General Logistics Agreement - 2021 as at 21 December 2020 will not be required but may opt to work ordinary hours on a Sunday.
- 32.3 For the avoidance of doubt all employees engaged under the DHL Supply Chain (Australia) Pty Limited General Logistics Agreement - 2020 as at 21 December 2020 working ordinary time on a Saturday prior to midday (12pm) shall be paid at time and one half of the base rate of pay and any ordinary time worked after midday (12pm) shall be paid at double time of the base rate of pay regardless of any arrangement that they have opted into. All ordinary hours worked on a Sunday shall be paid at double time of the base rate of pay.
- 32.4 Employees who are appointed under this Agreement after 21 December 2020 who are rostered to work ordinary hours on any five (5) days, Monday to Sunday will be paid time and one half of the base rate of pay for all ordinary hours worked on a Saturday. All ordinary hours worked on a Sunday will be paid at double time of the base rate of pay.
- 32.5 The minimum paid time for work occurring on a Saturday or Sunday shall be three (3) hours.
- 32.6 Meal breaks, as specified in clause 33 - Meal Times shall apply for all work occurring on a Saturday or Sunday in excess of five (5) hours.

## 33. Meal Times

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- 33.1 An unpaid meal break of thirty (30) minutes shall be taken each shift. However, no employee will be required to work for more than five (5) hours without a meal break.
- 33.2 In addition, all day work employees working within the span of hours as defined by clause 29 - Span of Hours are allowed fifteen (15) minute paid rest break any time before or after the lunch break as aligned to operational requirements. This is counted as time worked.
- 33.3 Shift workers who work a pattern of work defined by clause 31 - Shift Work – 38-hour week are entitled to a twenty (20) minute paid rest break in lieu of the abovementioned fifteen (15) minute paid rest break to be taken any time before or after the lunch break as aligned to operational requirements.
- 33.4 Employees are responsible for taking breaks stipulated in this Agreement. The timing of the abovementioned meal breaks, and rest periods will be determined by DSC site management.

## 34. Rest Break

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- 34.1 If an employee is required to work beyond 2 hours of overtime after completing their ordinary hours of work that employee will be provided with a ten (10) minute paid rest break.
- 34.2 If that employee is required to work in excess of 2 hours which is further to the 2 hours mentioned above, they will be entitled to an additional twenty (20) minute paid rest break.
- 34.3 Rest breaks only apply to overtime worked immediately adjacent to (prior to the commencement or after finishing) an ordinary hours shift.

## 35. Requirement to Work Reasonable Overtime

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- 35.1 Because of the need to provide an on-time service, cooperation with the flexible working of overtime is essential, therefore:
  - a) Employees may be required to work reasonable overtime at overtime rates. The company is committed to ensuring that all employees cooperate equally in the sharing of the overtime workload.
  - b) Employees may be required to work on weekends.
  - c) The assignment of overtime will be based on specific work requirements.
- 35.2 When requesting an employee undertake reasonable overtime, the following will be taken into consideration:
  - a) Any risk to the employee's health and safety that might reasonably be expected to arise if the employee worked the additional hours;
  - b) The employee's personal circumstances (including family responsibilities);
  - c) Any notice given by the employer of the requirement or request that the employee work the additional hours;
  - d) Any notice given by the employee of the employee's intention to refuse to work the additional hours; and
  - e) The employee's hours of work over the 4 weeks ending immediately before the employee is required or requested to work the additional hours.

## 36. Overtime

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- 36.1 Hours worked in excess of 7.6 ordinary hours per day (except where hours are arranged in accordance with clause 38 - Flexible Time) shall be overtime and paid at the rate of time and one half for the first two (2) hours and double time thereafter. DSC undertakes to pay overtime to shift workers who work outside of the span of their allocated and defined shift as detailed in clause 31 - Shift Work – 38-hour week.
- 36.2 Ordinary hours worked in excess of 9.5 per day when hours are organised in accordance with clause 38 - Flexible Time shall be overtime and paid at the rate of time and one half for the first two (2) hours and double time thereafter. For the purposes of overtime calculation each day / shift shall stand alone.
- 36.3 Any overtime worked on a Sunday shall be paid at double time.
- 36.4 Overtime will be made available in line with customer and operational requirements. Where the working of overtime is necessary, the opportunity to work overtime will be offered in a fair manner. Consistent with historical practice, after taking into account the required skills,

competencies, and knowledge to complete the task/s, DHL employees allocated to the team where the overtime is to be worked will be given first preference to work overtime.

### 37. Minimum Break

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37.1 An employee must have an eight (8) hour break between the work on consecutive days. If so much overtime is worked that an eight (8) hour break is not possible, then all ordinary hours worked until an eight (8) hour break is provided shall be paid at the rate of double time.

### 38. Flexible Time

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- 38.1 The company will work with its employees, managers and supervisors to identify opportunities and or arrangements that take into consideration the company's operational and customer needs and the matters detailed below in subclauses 38.2 to 38.7.
- 38.2 For employees employed under the DHL Supply Chain (Australia) Pty Limited General Logistics Agreement - New South Wales 2020 as at 21 December 2020 by mutual agreement and the provision of two weeks' notice by the employer, the 38 ordinary hours per week may be worked over any four (4) days (Monday to Saturday inclusive) by the working of 9.5 ordinary hours per day at ordinary rates of pay provided that any ordinary hours worked on a Saturday shall be paid at time and one half of the ordinary rate of pay.
- 38.3 Employees appointed under the agreement as at 21 December 2020, by mutual agreement and the provision of two weeks' notice by the employer, the 38 ordinary hours per week may be worked over any four (4) days (Monday to Sunday inclusive) by the working of 9.5 ordinary hours per day at ordinary rates of pay provided that any ordinary hours worked on a Saturday shall be paid at time and one half of the ordinary rate of pay and any ordinary hours worked on a Sunday shall be paid at double time of the ordinary rate of pay. These rates of pay for ordinary hours worked on a Saturday and Sunday will also apply to any employee employed under the DHL Supply Chain (Australia) Pty Limited General Logistics Agreement - New South Wales 2020 as at 21 December 2020 of this Agreement that elects to work their ordinary hours of work over the span of Monday to Sunday in accordance with clause 28 - Ordinary Working Hours.
- 38.4 An employee working under the above arrangements, that has approved Personal/Carer's Leave, will receive payment for the ordinary hours they would have worked had the employee not been absent due to illness or injury.
- 38.5 If the employee is not rostered to work ordinary hours on a day when they are injured or unwell, they will not be entitled to paid personal leave.
- 38.6 Where an employee is engaged on a four (4) day roster, and a public holiday falls on a day, Monday to Friday, when they are not normally rostered to work, then they shall receive a day off in lieu or 7.6 hours at ordinary rates of pay by mutual agreement.
- 38.7 All paid leave shall be counted as ordinary time worked for the purpose of calculating overtime.

### 39. Call Back

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- 39.1 An employee recalled to work overtime after leaving the premises (whether notified before or after leaving the premises) shall be paid a minimum of three (3) hours work at the appropriate rate, unless:
- a) The person ceased work without authority;

- b) The work was done immediately prior to the employee's normal shift starting time; and/or
- c) The work was completed immediately after the completion of the employee's normal shift.

#### 40. Rostered After Hours Call Out

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- 40.1 When an employee rostered to be on call receives an after-hours callout and is required to attend the site, they will receive a minimum payment of three (3) hours at the appropriate rate.
- 40.2 If an employee receives another call out during the initial three (3) hour period or multiple callouts during the initial three (3) hour period, they will not receive more than one (1) minimum payment of three (3) hours.
- 40.3 If the work, they are required to perform extends beyond three (3) hours they will be paid for the hours so worked.
- 40.4 When an employee is rostered to be on call, they shall receive \$100 per week for the actual week they are rostered to be on call;
- 40.5 In order to effectively participate in the rostered after hours call out, the employee must have their own vehicle available for their use and be an appropriately licensed driver. Employees required to use their vehicle in accordance with their work when they are on call shall receive up to a maximum \$50 per week (reimbursement) upon the production of petrol receipts directly related to their petrol usage associated with the call out.

#### 41. Time Off in Lieu of Overtime

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- 41.1 An employee may elect to take time off during ordinary working hours in lieu of payment of overtime on an hour for hour basis i.e., work two (2) hours overtime, elect to take two (2) hours' time off in lieu of payment. Such time off must be approved by DSC management prior to taking the leave. While reasonable efforts will be made to accommodate an employee's individual preferences for time off, any time taken off will be subject to workloads and other operational requirements of DSC.
- 41.2 An employee who has time off in lieu of overtime, accrued in accordance with paragraph (a) of this subclause and not taken for whatever reason with three (3) months of its accrual, may elect to have such time paid out at the expiration of the three (3) months. Where an employee elects to have any accrued time of in lieu paid out, this payment will be made at the overtime rates pay applicable to the overtime hours worked in accordance with clause 36 - Overtime.
- 41.3 Where no election is made by the relevant employee in accordance with the above paragraph 41.2 within three (3) months of accruing time off in lieu of overtime, the employee will be provided with payment in satisfaction of the accrued time. This payment will be made at the overtime rates pay (as per clause 36 - Overtime) applicable to the overtime hours worked.

#### 42. Incentive Plan

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- 42.1 In addition to your base rate of pay, the Company from time to time may be in a position to implement an incentive plan that will allow DSC employees to earn additional income.



42.2 ATTACHMENT 2 - DHL SUPPLY CHAIN INCENTIVE PROGRAM sets out the details of how any such incentive plan would operate. The incentive plan is based on customer agreement, without customer support no incentive plan can be agreed to.

42.3 Any incentive plan will be introduced with one (1) months' notice. Should the incentive plan not be continuing the Company will advise employees by giving one (1) months' notice.

#### 43. Productivity Agreement

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43.1 The employees agree to work with management to assist in increasing productivity gains in order to offset cost increases incurred by this agreement.

#### 44. Classification Structure

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##### 44.1 Production Person

A Production Person is expected to perform the following functions.

Skills/Duties:

- Packaging, kitting, co packing, assembling, bagging of stock items in accordance with the specific product requirements, standard operating procedures, and batch packaging documents;
- Good Manufacturing Practice and Quality;
- Housekeeping of work area;
- Loading and unloading of product;
- Use of non-licensed material handling equipment;
- Basic computer operation associated with the above tasks;
- Principles and responsibilities for WHS; and
- Other duties as required.

A Production Person reports to a Team Leader, Coordinator or Supervisor. The production person may apply for Storepersons positions as they arise within the company and may be appointed to such positions if they have the necessary skills and experience, and they are the most suitable applicant for the position.

##### 44.2 Storeperson Level 1/Storeperson Level 1 (Preserved)

A Storeperson Level 1/Storeperson Level 1 (Preserved) is expected to perform the following warehouse functions.

- Skills/Duties: Receiving, picking, and despatching stock into and from the warehouse;
- Use of pick to light, pick to voice and RF Scanning devices;
- Good Manufacturing Practice and Quality;
- Stock counting and control;
- Responsible for warehouse housekeeping of work area;
- Use of non-licensed and licensed material handling equipment;
- Basic computer operation associated with the above roles;
- Administration duties associated with the above roles;
- Principles and responsibilities for WHS;
- Forklift operation; and
- Other duties as required.

A Storeperson Level 1/Storeperson Level 1 (Preserved) reports to a Team Leader, Coordinator or Supervisor.

A Storeperson Level 1/Storeperson Level 1 (Preserved) may be eligible to move to a Storeperson Level 2 role based on the employees' skills and business requirements, however, the key to this move will be based on availability of positions. This is at the discretion of the company's business needs and requirements.

#### 44.3 Storeperson Level 2/Storeperson Level 2 (Preserved)

A Storeperson Level 2/Storeperson Level 2 (Preserved) is expected to perform the following warehouse functions.

Skills/Duties:

- Receiving, picking, and despatching stock into and from the warehouse;
- Use of pick to light, pick to voice and RF Scanning devices;
- Liaison with suppliers and customers;
- Good Manufacturing Practice and Quality;
- Stock counting and control;
- Responsible for warehouse housekeeping of work area;
- Use of non-licensed and licensed material handling equipment;
- Basic computer operation associated with the above roles;
- Administration duties associated with the above roles;
- Principles and responsibilities for WHS;
- Forklift operation; and
- Other duties as required.

A Storeperson Level 2/Storeperson Level 2 (Preserved) reports to a Team Leader, Coordinator or Supervisor.

#### 44.4 Leading Hand

In addition to their regular wages, an employee appointed as a Leading Hand will be paid an allowance of \$87.13 per week above the Storeperson Level 2 wage rates in line with wage increases.

A Leading Hand will have in-depth knowledge of processes of the base functions of the warehouse and guides their team in relation to:

Skills/Duties:

- Despatch;
- Inwards;
- Stock control;
- Quality control systems operation;
- Use of pick to light, pick to voice and RF Scanning devices;
- Good Manufacturing Practice and Quality;
- Responsible for warehouse housekeeping of work area;
- Use of non-licensed and licensed material handling equipment;
- Computer operation;
- Administration duties;

- The day-to-day direction and productivity of store people and production people under his/her control;
- Client liaison;
- Principles and responsibilities for WHS; and
- Other duties as required.

The Leading Hand reports to a Team Leader, Coordinator, Supervisor or Manager.

#### 44.5 Team Leader/Team Leader (Preserved)

A Team Leader/Team Leader (Preserved) will have in-depth knowledge of processes of the base functions of the warehouse and takes on responsibility for the performance of their team in relation to:

- Despatch;
- Inwards;
- Stock control;
- Quality control systems operation;
- Use of pick to light, pick to voice and RF Scanning devices;
- Good Manufacturing Practice and Quality;
- Responsible for warehouse housekeeping of work area;
- Use of non-licensed and licensed material handling equipment;
- computer operation;
- Administration duties;
- Client liaison;
- The day-to-day direction and productivity of Storepersons and Production Persons under his/her control;
- Principles and responsibilities for WHS; and
- Other duties as required.

A Team Leader reports to a Coordinator, Supervisor or Site Manager.

### 45. Payment of Wages

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- 45.1 Wages are paid weekly into permanent employee's nominated bank account every Thursday for work performed during the previous week. Casual employees will be paid on Thursday of each week for work performed during the previous week. If the Thursday is a public holiday, payment will be made one (1) day earlier.
- 45.2 Employees covered by the DHL Supply Chain (Australia) Pty Limited General Logistics Agreement – New South Wales 2014 as at 13 April 2018, may elect to remain on fortnightly pay. In which case, wages will be paid fortnightly into the employee's nominated bank account every second Thursday for work performed during the previous fortnight.

### 46. Allowances

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#### 46.1 Meal Allowance

An employee required to work greater than one (1) hour overtime on any day after their fixed finish time shall be paid a meal allowance of \$17.02.

This allowance is not payable where the employee is provided notification of the requirement to work overtime no later than on the day prior to the day the overtime is worked.

#### 46.2 First Aid

A permanent DSC employee who holds a current first aid qualifications (as required by the Company), undertaken the relevant training and has been nominated and accepts the first aider duties shall be paid a weekly allowance of \$16.30 if nominated and available to provide first aid.

#### 46.3 Travel

If an employee is requested to work at a place other than their normal place of work for less than one week, which increases their travelling distance by 15 kilometres or more, they shall be paid ordinary time rates for the increased travel time.

Where an employee is required to temporarily perform work at another work location and is required to use their motor vehicle, they will be provided an allowance of \$0.99 for each additional kilometre travelled when compared with the distance travelled to and from their normal location of work.

This clause does not apply to situations where the additional travel is associated with overtime work that the employee has volunteered to undertake.

For purposes of this clause distances/travel times will be measured in reference to the most direct and/or practical route(s) between the employee's residence and work location(s).

Whether during normal working hours or for overtime, other than overtime that an employee volunteers to undertake, where the distance to the alternative location is greater than that route normally taken to work and the employee is required to use their own vehicle, the company will pay a kilometre allowance for the kilometres travelled in excess of the normal journey including any toll charges.

This clause does not apply to an employee who is transferred to a new location of work.

#### 46.4 Use of Own Vehicle

The use of an employee's vehicle will only occur by mutual agreement, a Company provided vehicle is the preferred option for work related travel. If an employee is required to use their own vehicle, the company will pay an allowance of \$0.99 per kilometre.

All insurances and the roadworthiness of an employee's vehicle remains the responsibility of the employee at all times.

#### 46.5 Public Transport

If the employee incurs additional public transport fares because the employee is required to work at a place other than their normal place of work for less than one (1) week, all additional fares will be reimbursed by the company upon production of receipts or tickets.

#### 46.6 Dangerous Goods Allowance – Consigning Declarations for Air & Road

A DHL permanent Employee who is required by the Company to consign/ sign off on load plans for transportation of Dangerous Goods by Air (Air Dangerous Goods) and is accredited to consign Dangerous Goods by IATA shall receive a weekly allowance of \$24.27.

A DHL permanent Employee who is trained (maintains ADG certification) and then subsequently is required to consign or sign off on load plans for the transportation of Dangerous Goods by road (Road Dangerous Goods) will receive a below weekly allowance of \$13.36.

Failure to fulfil and meet the compliance requirements for Dangerous Goods (such as failure to meet Air Acceptance and Declaratory requirements or failure to have the most current IATA Regulation Booklet or maintain ADG requirements) will lead to the allowance being withdrawn by the Company.

An Employee that is no longer required to consign Dangerous Goods (either type) will be notified by the Company and payment of the applicable Dangerous Goods Allowance(s) will cease.

Dangerous Goods allowances are not payable when an Employee is on any type of leave (paid or unpaid).

Employees are not eligible to receive more than one type of Dangerous Goods allowance. Where an employee, in a given week is required to consign/sign off on load plans for Dangerous Goods by different modes of transport, they will be eligible only to be paid the highest applicable Dangerous Goods allowance. For instance, where an employee who is trained and required to consign Dangerous Goods by Air transportation is also required to consigning Dangerous Goods by Road transportation, they will only be eligible for the payment of the Air Dangerous Goods allowance.

An Employee that is required by the Company to consign Dangerous Goods/sign off on load plans (either Air Dangerous Goods or Road Dangerous Goods or both), for part of the time (such as part of the working week) will be paid the allowance on a pro rata basis based on five (5) working days in a week.

## 47. Superannuation

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47.1 In accordance with the *Superannuation Guarantee (Administration) Act 1992* (Cth) the Company will contribute on a monthly basis in arrears 11.5% of the employees' ordinary time earnings (or the minimum statutory contribution if higher than 11.5%) into the employee's nominated account. Where an employee does not nominate a superannuation fund, superannuation contributions will be made in line with Australian Taxation Office or legislative requirements. This may involve superannuation contributions being made to the Company's nominated Superannuation Fund.

## 48. Annual Leave

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48.1 A full-time employee is entitled to four (4) weeks of paid annual leave for each year of service. The company sees annual leave as being important to the health and wellbeing of the individual and their families and therefore encourages all employees to take their annual leave each year. Annual leave accrues on a pro-rata basis for part time employee, based on ordinary hours worked.

48.2 Applications for annual leave must be made in writing on the approved form not less than two (2) weeks prior to starting date of the requested annual leave, unless otherwise agreed by the company. An employee can elect to be paid as the leave falls or for the whole period of approved annual leave in the week prior to the leave being taken.

48.3 The authorised manager or supervisor is responsible for the approval of annual leave.

48.4 If a public holiday falls within an employee's annual leave, as prescribed in the Agreement, and is on a day which would have been an ordinary working day, then extra time equivalent to the public holiday is added to the employee's annual leave.

48.5 The Company reserves the right to ensure that your total annual leave balance is kept to an acceptable level i.e., up to a maximum of twenty (20) days balance. Notwithstanding this, the

Company reserves the right to request you to take annual leave to support customer and/or operational downtime.

- 48.6 An employee can obtain approval from their General Manager and HR to accrue a higher balance of annual leave than the twenty (20) days prescribed above. This approval will be based on the employees' ability to provide details in relation to why they need to accrue more than the twenty (20) days prescribed above and when they intend to take the leave.
- 48.7 It is not the intent of this clause to prevent an employee from accruing annual leave in excess of 20 days for a pre planned and legitimate purpose (such as an extended overseas holiday) where such accrual or taking of annual leave has been approved by the relevant manager and can be accommodated by the relevant operation.

#### Annual Leave - Seven Day Shift Workers

- 48.8 For the purposes of the National Employment Standards, a shift worker is a seven-day shift worker who is regularly rostered to work on Sundays and public holidays.
- 48.9 An employee who is a shift worker for the purpose of the NES (as defined above) is entitled to 5 weeks' paid annual leave per year of service.

#### Annual Leave Loading

- 48.10 Annual leave loading equal to the greater of shift loading or 17.5% of the weekly rate for the period of the annual leave, will be paid to the employee in conjunction with their leave payment. Annual leave loading is payable on accrued annual leave, including any pro-rata component of leave, paid out on upon termination.

### 49. Personal (Sick) Leave

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- 49.1 Employees should not attend work when they are sick, due to the potential personal and public health implications. However, abuse of personal (sick) leave has a serious impact on the ability of the business to provide a reliable distribution service to our customers. It also places additional pressure on fellow employees; each DSC employee has a responsibility to be reliable in their attendance at work. The company reserves the right to implement measures to prevent the abuse of personal (sick) leave.
- 49.2 Taking the above into account, a permanent full-time employee who is absent from work due to personal illness or injury accrues ten (10) days of personal (sick) leave each year of service as provided under the *Fair Work Act 2009* (Cth) and the following must be complied with:
- a) Absences: DSC will request that an employee provide a certificate from a duly qualified medical practitioner for personal (sick) leave absences:
    - If an employee has established a pattern of personal (sick) leave absences;
    - If an employee is absent on the day before or after a public holiday;
    - If an employee is absent on a Monday and/or Friday;
    - Either side of a non-working day(s); and/or
    - For absences of greater than one (1) day.
  - b) The employee shall make verbal contact with their Supervisor/Manager to inform them of their inability to attend for duty before the commencement of the shift or as soon as practicable (which may be a time after the leave has started).
  - c) If the employee is unable to personally make verbal contact with their Supervisor/Manager, the employee's spouse or close family member can contact the Supervisor / Manager to advise of the absence.

- d) The employee shall advise that he/she is unfit for work and the estimated duration of the absence.
- e) The Supervisor / Manager will advise the employee at the time the employee makes contact of the requirement to provide a medical certificate upon their return to work.
- f) The number of hours the employee was rostered for (excluding overtime) will be subtracted from the employee's personal (sick) leave entitlement in the event of a whole day absence.
- g) If an employee does not comply with the procedures detailed above without reasonable excuse, they will forfeit any right to payment for the absence.
- h) If the employee is not rostered to work ordinary hours on a day when they are injured or unwell, they will not be entitled to paid personal (sick) leave.

## 50. Carer's Leave

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50.1 Note that this is not additional leave entitlement, but a way of allowing greater flexibility in the use of entitlements to assist employees in balancing their work and family commitments. Employees may use one of the following methods to provide care for an immediate family member who is ill. Employees will be entitled to access carer's leave from their personal (sick) accruals as above to provide care or support to a member of the employee's household, or a member of their immediate family, who requires care or support because of:

- A personal illness, or personal injury, affecting the member; or
- An unexpected emergency affecting the member.

a) Use of Personal (Sick) Leave:

A permanent employee may use their personal (sick) leave entitlements to care for an immediate family member who is ill.

b) Use of Annual Leave:

An employee may use up to 38 hours of their annual leave entitlements each year to care for an immediate family member or partner.

c) Time off in Lieu of Overtime:

An employee may, with the consent of management, elect to take accrued time off in lieu of overtime worked to care for an immediate family member or partner.

d) Make up Time:

An employee may, with the consent of management, elect to take time off during ordinary hours work to care for an immediate family member or partner. Such time off must be made up at a later time by working equivalent amount of time within the spread of ordinary hours in this agreement (clause 28 - Ordinary Working Hours), at the ordinary rate of pay.

e) Leave Without Pay:

Employees are entitled to unpaid carers leave in accordance with the *Fair Work Act 2009* (Cth). The employee may elect to take unpaid leave, additional to that provided under the *Fair Work Act 2009* (Cth), to care for an immediate family member or partner with the consent of management.

50.2 "Immediate family" means:

The employee's spouse (including former spouse, de facto spouse, former de facto spouse, or same sex partner). De facto spouse means a person who, although not legally married to the employee, lives with the employee in a relationship as a couple on a genuine domestic basis (whether the employee and the person are of the same sex or different sexes), or

- Child or adult child (including adopted child, step-child, or ex nuptial child), or
- Parent, parent-in-law, or
- Grandparent, or
- Grandchild, step grandchild or
- Sibling of the employee or of the employee's spouse, or
- Any other person who immediately prior to that person's death, lived with the employee as a member of the employee's family.

50.3 Wherever practical the employee should notify the employer prior to taking carer's leave. If this is not possible then as soon as possible on the first day of the absence. The employee must provide their Supervisor/Manager with an appropriate medical certificate from a duly authorised medical practitioner for all instances of carer's leave.

## 51. Compassionate Leave

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51.1 An employee will be entitled to a maximum of five (5) standard days leave without loss of pay on each occasion, and upon production of satisfactory evidence:

- a) a member of the employee's immediate family or household:
  - i. Contracts or develops a personal illness that poses a serious threat to his or her life; or
  - ii. Sustains a personal injury that poses a serious threat to his or her life; or
  - iii. Passes away
- b) a child is stillborn, where the child would have been a member of the employee's immediate family, or a member of the employee's household, if the child had been born alive; or
- c) the employee, or the employee's spouse or de facto partner, has a miscarriage.

51.2 In the event of the death of an immediate family member overseas and the employee attends the funeral and/or related matters overseas, the employee will be eligible for two (2) additional days of compassionate leave without loss of pay (a total of seven (7) days of compassionate leave). The employee will be required to provide satisfactory evidence pertaining to the death and/or funeral arrangements.

51.3 When an employee takes paid compassionate leave, the employer must pay the employee for any ordinary hours of work falling within the period of compassionate leave.

51.4 The term immediate family includes:

The employee's spouse (including former spouse, de facto spouse, former de facto spouse, or same sex partner). De facto spouse means a person who, although not legally married to the employee, lives with the employee in a relationship as a couple on a genuine domestic basis (whether the employee and the person are of the same sex or different sexes), or

- Child or adult child (including adopted child, step-child, or ex nuptial child); or
- Parent, parent-in-law; or



- Grandparent; or
  - Grandchild, step grandchild; or
  - Sibling of the employee or of the employee's spouse; or
- a) Any other person who immediately prior to that person's death, lived with the employee as a member of the employee's family.

## 52. Long Service Leave

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- 52.1 The company will provide long service leave in accordance with the *Long Service Leave Act 1955* (NSW) as amended.

## 53. Jury Service

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- 53.1 Permanent DSC employees required to attend for jury service during ordinary working hours shall be reimbursed the difference between their normal pay for ordinary hours and the amount received for attendance for jury service.
- 53.2 Staff must notify their manager as soon as possible of the date that they are required to attend.
- 53.3 Employees must provide all relevant documentation supporting attendance, duration and amounts received for jury service.

## 54. Parental Leave

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- 54.1 DHL employees are entitled to parental leave as set out under the *Fair Work Act 2009* (Cth).
- 54.2 Permanent and DHL casual employees with at least twelve (12) months continuous service are entitled to up to 12 months of unpaid parental leave at the birth of a child or adoption of a child under the age of 16 years.

### 54.3 Notice

An employee must provide written notice to their direct manager/supervisor of their intent to commence parental leave at least ten (10) weeks prior to the expected date of confinement or, in the case of adoption as soon as written approval is given by the adoption agency.

This notice must be supported by a medical certificate registered by a duly qualified medical practitioner stating the expected date of birth or, in the case of adoption, written evidence from the adoption agency of the expected day of placement.

### 54.4 Variation

If an employee on parental leave wishes to shorten their period of leave, they must provide four (4) weeks' notice to their supervisor/manager.

In accordance with the *Fair Work Act 2009* (Cth) an employee may apply to further extend the period of unpaid parental leave. If an employee requests to extend their period of parental leave in accordance with the *Fair Work Act 2009* (Cth) they must submit an application to their manager/supervisor at least four (4) weeks before their current period of leave ceases.

An application to extend parental leave must be considered having regard to operational requirements. Applications will be reviewed by the Company – DSC Australia. The employee will receive written advice as to outcome of their application in accordance with legislative requirements.

#### 54.5 Continuity of service

For the purpose of this clause, parental leave does not break an employee's continuity of service. A period of parental leave does not count for the purposes of accruing annual leave, personal (sick) leave and long service leave entitlements, however a period of approved unpaid parental leave will count as services for the purpose of calculating notice on termination.

#### 54.6 Return to work

The employee must notify the company at least four (4) weeks before the end of the period of parental leave of their intended return to work date.

The employee is entitled to return to the same position that they held before taking leave. If that position no longer exists, they are entitled to a position as close as possible, but at no less pay.

#### 54.7 Both partners

In the case that both parents take a period of parental leave, the parent that is not the primary caregiver may take a period of concurrent leave of up to eight (8) weeks in total. Concurrent leave will operate in accordance with the *Fair Work Act 2009* (Cth).

### 55. Leave Without Pay Pro-rata

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Other than unpaid carers leave provided under the *Fair Work Act 2009* (Cth), leave without pay will only be granted at the company's discretion under exceptional circumstances and when other forms of leave have been exhausted.

### 56. Public Holidays

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- 56.1 Employees, subject to the *Fair Work Act 2009* (Cth), are entitled to the following public holidays without loss of pay: New Year's Day, Australia Day, Good Friday, Easter Saturday, Easter Sunday, Easter Monday, Anzac Day, Queens Birthday, Labour Day, Christmas Day and Boxing Day or any other day/part day declared or prescribed as a public holiday.
- 56.2 If, under relevant state law, a day or part-day is substituted for a day or part-day that would otherwise be a public holiday because of paragraph a, then the substituted day or part-day is the public holiday.
- 56.3 One (1) additional paid holiday will be observed each calendar year on a date agreed between the company and each permanent DSC employee, after successful completion of their probationary period.
- 56.4 An employee may with the agreement of the Company, substitute another day for any public holiday provided under this clause. Such time must be taken on an hour for hour basis.
- 56.5 All time worked on Christmas Day and Good Friday is paid at the rate of three (3) times the ordinary rate. All time worked on other public holidays is at the rate of double time (unless another day has been substituted for the holiday on an hour for hour basis).
- 56.6 An employee may elect to take time off during ordinary working hours in lieu of payment for work performed on a Public Holiday on an hour for hour basis. Such time off must be approved by DSC management prior to taking the leave and will be subject to the operational requirements of DSC.
- 56.7 The minimum payment for work on a public holiday is four (4) hours (at applicable public holiday rates).

56.8 Work on a public holiday will be on a voluntary basis.

## **ATTACHMENT 1 - RATES OF PAY**

The rates of pay outlined in the below tables apply to any employee hired from the date of approval of this Agreement by the Fair Work Commission (FWC).

Table 1: Rates of pay payable from the date of approval of the Agreement by the employees.

<b>Classification</b>	<b>Base Rate</b>	<b>Early Morning Shift</b>	<b>Afternoon Shift</b>	<b>Night Shift</b>
<b>Weekly</b>	<b>Permanent \$/Wk</b>	<b>Permanent \$/Wk</b>	<b>Permanent \$/Wk</b>	<b>Permanent \$/Wk</b>
Production Person	\$1,016.50	\$1,143.56	\$1,168.98	\$1,270.63
Storeperson Level 1	\$1,045.00	\$1,175.63	\$1,201.75	\$1,306.25
Storeperson Level 2	\$1,186.39	\$1,334.69	\$1,364.35	\$1,482.99
Team Leader	\$1,295.07	\$1,456.95	\$1,489.33	\$1,618.84
<b>Hourly</b>	<b>\$/hr</b>	<b>\$/hr</b>	<b>\$/hr</b>	<b>\$/hr</b>
Production Person	\$26.75	\$30.09	\$30.76	\$33.44
Storeperson Level 1	\$27.50	\$30.94	\$31.63	\$34.38
Storeperson Level 2	\$31.22	\$35.12	\$35.90	\$39.03
Team Leader	\$34.08	\$38.34	\$39.19	\$42.60
DHL Casual Production Person	\$35.56	\$40.00	\$40.89	\$44.45
DHL Casual Storeperson Level 1	\$36.00	\$40.51	\$41.41	\$45.01
DHL Casual Storeperson Level 2	\$38.50	\$43.31	\$44.28	\$48.13
DHL Casual Team Leader	\$42.04	\$47.29	\$48.34	\$52.55

Table 2: Rates of pay payable from the first full pay period on or after 7 June 2025.

<b>Classification</b>	<b>Base Rate</b>	<b>Early Morning Shift</b>	<b>Afternoon Shift</b>	<b>Night Shift</b>
<b>Weekly</b>	<b>Permanent \$/Wk</b>	<b>Permanent \$/Wk</b>	<b>Permanent \$/Wk</b>	<b>Permanent \$/Wk</b>
Production Person	\$1,057.16	\$1,189.31	\$1,215.73	\$1,321.45
Storeperson Level 1	\$1,086.80	\$1,222.65	\$1,249.82	\$1,358.50
Storeperson Level 2	\$1,233.85	\$1,388.08	\$1,418.92	\$1,542.31
Team Leader	\$1,346.87	\$1,515.23	\$1,548.90	\$1,683.59
<b>Hourly</b>	<b>\$/hr</b>	<b>\$/hr</b>	<b>\$/hr</b>	<b>\$/hr</b>
Production Person	\$27.82	\$31.30	\$31.99	\$34.78
Storeperson Level 1	\$28.60	\$32.18	\$32.89	\$35.75
Storeperson Level 2	\$32.47	\$36.53	\$37.34	\$40.59
Team Leader	\$35.44	\$39.87	\$40.76	\$44.31
DHL Casual Production Person	\$36.98	\$41.60	\$42.53	\$46.22
DHL Casual Storeperson Level 1	\$37.44	\$42.13	\$43.06	\$46.81
DHL Casual Storeperson Level 2	\$40.04	\$45.05	\$46.05	\$50.05
DHL Casual Team Leader	\$43.72	\$49.18	\$50.28	\$54.65

Table 3: Rates of pay payable from the first full pay period on or after 7 June 2026.

<b>Classification</b>	<b>Base Rate</b>	<b>Early Morning Shift</b>	<b>Afternoon Shift</b>	<b>Night Shift</b>
<b>Weekly</b>	<b>Permanent \$/Wk</b>	<b>Permanent \$/Wk</b>	<b>Permanent \$/Wk</b>	<b>Permanent \$/Wk</b>
Production Person	\$1,088.87	\$1,224.98	\$1,252.21	\$1,361.09
Storeperson Level 1	\$1,119.40	\$1,259.33	\$1,287.31	\$1,399.26
Storeperson Level 2	\$1,270.86	\$1,429.72	\$1,461.49	\$1,588.58
Team Leader	\$1,387.28	\$1,560.69	\$1,595.37	\$1,734.10
<b>Hourly</b>	<b>\$/hr</b>	<b>\$/hr</b>	<b>\$/hr</b>	<b>\$/hr</b>
Production Person	\$28.65	\$32.24	\$32.95	\$35.82
Storeperson Level 1	\$29.46	\$33.14	\$33.88	\$36.82
Storeperson Level 2	\$33.44	\$37.62	\$38.46	\$41.80
Team Leader	\$36.51	\$41.07	\$41.98	\$45.63
DHL Casual Production Person	\$38.09	\$42.85	\$43.80	\$47.61
DHL Casual Storeperson Level 1	\$38.57	\$43.39	\$44.35	\$48.21
DHL Casual Storeperson Level 2	\$41.24	\$46.40	\$47.43	\$51.55
DHL Casual Team Leader	\$45.03	\$50.66	\$51.78	\$56.29

## **ATTACHMENT 2 - DHL SUPPLY CHAIN INCENTIVE PROGRAM**

### *FRAMEWORK DOCUMENT*

#### PREAMBLE

This document details the basis for payment of an incentive bonus upon the achievement of agreed Key Performance Indicators (KPI's). The targets detailed can be in line with the company's commercial and contractual obligations (service level agreement) with its clients. This document details the opportunity for the company's employees to earn an incentive payment upon the achievement of KPI's.

Critical to the implementation of KPI's is recognising that not all employees are directly linked to a specific client. Employees can be engaged in the provision of services across a number of clients or operations. In such cases KPI's may be task based and will be set in advance. For example: cleaner (preventative maintenance schedule being met, hygiene schedule achieved daily).

This incentive program is not a guarantee its introduction or continuation is based on the following:

- Customer Agreement
- One (1) month's written notice to commence
- One (1) month's written notice to discontinue
- Failure to achieve the set KPI's will result in zero incentive payment

#### TERMS & CONDITIONS

The KPI's are agreed as part of the company's contractual relationship and its service level agreement (SLA) with the client (where they exist). The indicators will be agreed between the DHL Supply Chain manager representing the DSC business in consultation with the operations or sector team. The KPI's that have been agreed and that are contained within the SLA, as they apply to each client specifically, will be communicated to the employees who will be performing that work.

When a new client is implemented within the DSC business the team will receive the payment of their bonus during the first three (3) months of the contract even if not all KPI's are achieved as a component of the productivity build.

#### PROCESS

- A 3.5% (of base ordinary time rate of pay, this excludes allowances and overtime payments) incentive payment will be paid monthly, upon the achievement of specified team based KPI's. This payment is subject to normal income tax treatment.
- The Supervisor / Manager will be responsible for working with their team to ensure that all employees are provided all necessary support and the opportunity to achieve the agreed KPI's.
- Payment of the incentive payment following the achievement of KPI's is designed to reward those employees that make an effort to positively influence the accurate and timely completion of work within the team.
- When circumstances outside of an employee's control negatively impact on the team's ability to achieve their KPI's the team will not be penalised. For example:
  - IT system failure which result directly in service failures.
- The KPI's that operate within each team can be changed and or amended as required by the company and /or the client. The company will communicate, discuss, and seek the involvement of employees regarding any such change. The existing KPI will continue in operation for one (1) month to allow a smooth transition to the new KPI's.

- Information collected as part of the analysis regarding the achievement of KPI's will not be counted more than once in the determination of bonus payments. Therefore, one error cannot negatively impact more than one indicator.
- If indicators for a particular month are met the incentive bonus will be paid by the 15<sup>th</sup> of the following month, unless the client has not provided the information required. In this case, employees will be notified in advance.
- Any problems which arise shall be dealt with in accordance with Clause 13 - Grievance Procedure of this Agreement.

The below represents an indicative example list of KPI's that may form part of the incentive bonus, this list is not exhaustive:

- ❖ Despatched on time
- ❖ RMA processing on time
- ❖ Inventory Accuracy
- ❖ Pick Accuracy
- ❖ Delivered on time
- ❖ Received on time
- ❖ Putaway accuracy

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### **ATTACHMENT 3 – PRESERVED RATES OF PAY**

DHL employees covered by this Enterprise Agreement before the date it is approved by the Fair Work Commission (FWC) will be entitled to the rates of pay specified below. Only employees listed in this Table 4 of this attachment will be entitled to either Storeperson (Preserved) or Production Person (Preserved) rates of pay set out in ATTACHMENT 3 – PRESERVED RATES OF PAY. These lists are exhaustive and will not be added to.

Where an employee who is entitled to preserved rates of pay changes their work location to another DSC work location covered by this Agreement, they will be eligible for preserved rates of pay corresponding to their new classification.

Where an employee who was entitled to preserved rates of pay voluntarily accepts a role covered by another Agreement (other than through redeployment by DSC), they will no longer be entitled to the preserved rates of pay set out in this Agreement. This also applies if an employee resigns from their employment with DSC and is subsequently re-employed by DSC.

For the avoidance of doubt, the preserved rates of pay in this Agreement do not apply to labour hire employees.

Table 1: Rates of pay payable from the date of approval of the Agreement by the employees

<b>Classification</b>	<b>Base Rate</b>	<b>Early Morning Shift</b>	<b>Afternoon Shift</b>	<b>Night Shift</b>
<b>Weekly</b>	<b>Permanent \$/Wk</b>	<b>Permanent \$/Wk</b>	<b>Permanent \$/Wk</b>	<b>Permanent \$/Wk</b>
Production Person	\$1,095.49	\$1,232.43	\$1,259.82	\$1,369.37
Storeperson Level 1	\$1,109.33	\$1,247.99	\$1,275.73	\$1,386.66
Storeperson Level 2	\$1,186.39	\$1,334.69	\$1,364.35	\$1,482.99
Team Leader	\$1,295.07	\$1,456.95	\$1,489.33	\$1,618.84
<b>Hourly</b>	<b>\$/hr</b>	<b>\$/hr</b>	<b>\$/hr</b>	<b>\$/hr</b>
Production Person	\$28.83	\$32.43	\$33.15	\$36.04
Storeperson Level 1	\$29.19	\$32.84	\$33.57	\$36.49
Storeperson Level 2	\$31.22	\$35.12	\$35.90	\$39.03
Team Leader	\$34.08	\$38.34	\$39.19	\$42.60
DHL Casual Production Person	\$35.56	\$40.00	\$40.89	\$44.45
DHL Casual Storeperson Level 1	\$36.00	\$40.51	\$41.41	\$45.01
DHL Casual Storeperson Level 2	\$38.50	\$43.31	\$44.28	\$48.13
DHL Casual Team Leader	\$42.04	\$47.29	\$48.34	\$52.55

Table 2: Rates of pay payable from the first full pay period on or after 7 June 2025.

<b>Classification</b>	<b>Base Rate</b>	<b>Early Morning Shift</b>	<b>Afternoon Shift</b>	<b>Night Shift</b>
<b>Weekly</b>	<b>Permanent \$/Wk</b>	<b>Permanent \$/Wk</b>	<b>Permanent \$/Wk</b>	<b>Permanent \$/Wk</b>
Production Person	\$1,139.31	\$1,281.73	\$1,310.21	\$1,424.14
Storeperson Level 1	\$1,153.70	\$1,297.91	\$1,326.75	\$1,442.12
Storeperson Level 2	\$1,233.85	\$1,388.08	\$1,418.92	\$1,542.31
Team Leader	\$1,346.87	\$1,515.23	\$1,548.90	\$1,683.59
<b>Hourly</b>	<b>\$/hr</b>	<b>\$/hr</b>	<b>\$/hr</b>	<b>\$/hr</b>
Production Person	\$29.98	\$33.73	\$34.48	\$37.48
Storeperson Level 1	\$30.36	\$34.16	\$34.91	\$37.95
Storeperson Level 2	\$32.47	\$36.53	\$37.34	\$40.59
Team Leader	\$35.44	\$39.87	\$40.76	\$44.31
DHL Casual Production Person	\$36.98	\$41.60	\$42.53	\$46.22
DHL Casual Storeperson Level 1	\$37.44	\$42.13	\$43.06	\$46.81
DHL Casual Storeperson Level 2	\$40.04	\$45.05	\$46.05	\$50.05
DHL Casual Team Leader	\$43.72	\$49.18	\$50.28	\$54.65

Table 3: Rates of pay payable from the first full pay period on or after 7 June 2026.

<b>Classification</b>	<b>Base Rate</b>	<b>Early Morning Shift</b>	<b>Afternoon Shift</b>	<b>Night Shift</b>
<b>Weekly</b>	<b>Permanent \$/Wk</b>	<b>Permanent \$/Wk</b>	<b>Permanent \$/Wk</b>	<b>Permanent \$/Wk</b>
Production Person	\$1,173.49	\$1,320.18	\$1,349.52	\$1,466.87
Storeperson Level 1	\$1,188.31	\$1,336.85	\$1,366.56	\$1,485.39
Storeperson Level 2	\$1,270.86	\$1,429.72	\$1,461.49	\$1,588.58
Team Leader	\$1,387.28	\$1,560.69	\$1,595.37	\$1,734.10
<b>Hourly</b>	<b>\$/hr</b>	<b>\$/hr</b>	<b>\$/hr</b>	<b>\$/hr</b>
Production Person	\$30.88	\$34.74	\$35.51	\$38.60
Storeperson Level 1	\$31.27	\$35.18	\$35.96	\$39.09
Storeperson Level 2	\$33.44	\$37.62	\$38.46	\$41.80
Team Leader	\$36.51	\$41.07	\$41.98	\$45.63
DHL Casual Production Person	\$38.09	\$42.85	\$43.80	\$47.61
DHL Casual Storeperson Level 1	\$38.57	\$43.39	\$44.35	\$48.21
DHL Casual Storeperson Level 2	\$41.24	\$46.40	\$47.43	\$51.55
DHL Casual Team Leader	\$45.03	\$50.66	\$51.78	\$56.29

Table 4: Eligible employees

Employee ID	Name	Employee ID	Name
10098310	Aaliyah Shanelle Afu	10031799	Brien Singh
10291240	Aaron Siliai	10031667	Brooke Macdonald
10229756	Abdullah Falah Dhedan Oudah	10249522	Brooke Michelle Beaton
10084597	Ader Makuei Ador	10283663	Byron Murphy
10304492	Adiba Meheka	10220243	Cameron Douglas Walker
10031373	Ailigi Sifaheone	10057057	Caroline Susann O'Brien
10033220	Ajita Dayal	10030804	Charles Andrew Smith
10033242	Aldon James McLean	10030426	Chau Khau Duong
10289790	Alicia Loli	10302499	Chelsea Wharepapa
10055575	Allison Heke	10283470	Cheryl Jones
10078848	Amanpreet Kaur Sandhu	10097927	Chona Yabut
10070150	Andrew Bohdan Petriw	10240646	Chotirat Nedsawang
10239908	Angelic Easter Tito	10241794	Chris Souvisa Doi
10030107	Angelos Vasilios Mnimatidis	10030453	Christine Anne Houliston
10102382	Anneka Gibbons	10249298	Christopher Ryan Banton
10251768	Anubhav Bam	10247194	Claire Louise Steadman
10032614	Ariel Adriano	10246891	Claudia Zin Ann Mounगतonga
10033162	Ariel Sombiro	10031162	Clemente Jnr Aguilar
10297600	Aron Aiomalaga	10248257	Corey Dwayne Hayes
10041887	Arthur Gan Ong	10252554	Cynthia Gacuma
10032922	Asude Ozbal	10030383	Dani John Jamo
10248827	Athor Oshana Oshana	10298239	Daniel Pham
10030735	Atoaana Vaega	10032783	Daniel Robert Bigg
10032101	Azad Alosachi	10030676	Daniel Santok Singh
10031197	Azaria Renee Houia	10031208	Dariusz Bryl
10233153	Babandeeep Kaur	10081818	Delilah Filipina Siasaga
10097373	Bernadette Murphy	10301911	Dhruvaben Patel
10032069	Binh Phuong Nguyen	10233156	Dhruvitkumar Kamleshkumar Shah
10041418	Bong Nyu Ko	10031305	Diana Rachael Zammit
10240310	Bongkot Chayhong	10250061	Dilupa Sepali Dias

Employee ID	Name	Employee ID	Name
10219831	Brett Gerald Miller	10246617	Editha Bandong
10033504	Eduardo Asuncion	10032094	Hetal Prakash Patel
10246072	Eirenei Fahey	10081747	Hulita Moala Charley
10033605	Elaine Sheryl Flynn	10253540	Ida Rosaren Soalo
10252940	Eleanor Tuna Leota	10031598	Iffat Jahan Ety
10234952	Elijah Vaafai	10291098	Ilyas Jama
10030385	Elisapeta Halatokoua	10033101	Imelda Cayabyab
10255560	Ellias Loui Eid	10031658	Inderjit Singh
10031585	Eric Portillo Gamlanga	10033182	Ioane Sanele Penese
10055647	Esperidion Oyangurin	10032567	Ira Elaine Pardoe
10222114	Esther Tamala	10103300	Iulia Koro
10291533	Ethan Colwell	10233027	Iupeli Saua Tulua
10235636	Ethelbert Flores	10245587	Jack Mcilwrath
10255931	Fainuu Alavaa	10290041	Jackson Philpott
10086000	Fetu Hana Ati	10032790	Jagath Chandrakumara Edirisinghe
10032801	Filipina Piliae	10246625	Jake Joan Maloney
10282742	Gaafer Musa	10031831	James Francis Concepcion
10031415	Gargiben Patel	10032014	James Stephen Wilde
10239071	Gavin Lenard Jorgensen	10082047	Jane-Haven Katrina Tangi
10252862	Gbassay Kanu	10225509	Janice Florento
10246706	Genalyn Tantong Galicha	10248261	Jasmeet Kaur
10231748	Genelyn Lintag	10031353	Jasmina Tursunovic
10231725	Gopi Chirag Varde	10251770	Jason Connor
10032788	Gorica Djokic	10031510	Jason John Prior
10030873	Graeme Glover Fooks	10249848	Jatinder Singh
10033140	Graham Stewart Micheal Taylor	10247211	Jayaprakash Bangalore Manjunath
10251821	Gregory Stephen Cutler	10299466	Jazmin Isaac
10221091	Gulsah Dombayci	10032394	Jennifer Gay Sprod
10275718	Ha Le	10033171	Jennifer Uy Oliva
10032426	Harriet Taylor	10254907	Jerome Christopher Viay Ordonez
10221089	Harshul Shah	10042737	Jessica Margaret Tuaoi

Employee ID	Name	Employee ID	Name
10281294	Heather Pritchard	10247779	Jhoanna Gabon
10302490	Helen Toniga Sakaio	10249305	Jitarporn Tharnsupan
10249855	Joanne Dominello	10057357	Liekina Vea
10098313	Joanne Leatuavao	10033143	Lilendra Kumar Mallathakuri
10053580	Joe Patrick Green	10240047	Liza Eternity Lemusu
10031786	Joel Imlay	10299624	Logan Grice
10246319	Joel Ribeiro	10224603	Lomi Les Sio
10254209	Johnaiya Ngawi Kukutai	10033343	Luis Duarte Bonito Viegas
10241981	Josephine Medina Mercado	10033189	Lu'lsa Foote
10054364	Julia Camo Marasigan	10248564	Luka Al Moaiel
10031587	Julia Varga	10032401	Ma Erna Quizon Tiamzon
10031108	Juna Nabatar Tan	10245734	Madona Redito
10032203	June Marie Driver	10031069	Malia Senevivi Mafi
10244643	Justin Lindsay Dougherty	10031980	Manpreet Kaur
10250265	Kacy Musinasina Sufia	10097202	Margerie Sierra
10247969	Kamini Lata Ranjan	10055638	Maria Suzette Tan
10235137	Kanchni Kaushal	10098270	Maricel Dalao Sunga
10032571	Katrina Jean Thomas	10031438	Marie Perez
10032103	Kavita Gorakashnath Sarode	10032296	Marilou Melanie Firmeza
10248951	Kawther Mohammed Tuqi Alkhalkhali	10032902	Marites Vega
10302178	Keakea Matini	10097674	Mark Dalusong
10236144	Kelly Houghton	10248566	Mark Gerald Samonte
10296464	Kent Llacuna	10032703	Mary Tran
10033407	Kerrie Anne McIvor	10033678	Matalena Vaeau
10242944	Khanh Phuong Thi Phan	10253821	Matthew Fleming
10081751	Kiriti Martha Taia	10296977	Mehari Bogale
10253463	Kshitiz Rupakheti	10255061	Meharo Teaniwiniwa Marshall
10030742	Kulwinder Kaur Pooni	10291292	Melany Custodio
10249845	Kylie Anne Mcalpine	10031876	Melissa Anne Batiste
10032931	Kylie Lloyd	10229710	Memory Astrid Christensen Tuatoru
10243284	Latisha Toia	10032079	Michael Nguy

Employee ID	Name	Employee ID	Name
10252938	Lesieli Taufa	10245589	Michael Paul Fields
10247955	Lesitala Tumaalii	10246992	Michelle Ann Byrne
10031645	Lesley Anne Taylor	10033063	Michelle Eliza Hill
10243927	Mohammad Ajmal	10289786	Paramjit Kaur Gill
10233957	Mohammad Hossain Pishgar	10032484	Pareshkumar Govindbhai Patel
10030575	Mohammed Ali	10241977	Patricia Vicky Tiava'asu'e
10030843	Mona Bastawrous	10097187	Paul Stewart Altamirano
10238363	Monemeanleap Kao	10033608	Paul Tanti
10255429	Muneeb Ahmed	10030760	Pelenatita Tupou
10031265	Naaz Hasan	10239918	Pepetinovao Lesatele
10225230	Nanette Vale	10030731	Petronilo Buhat
10248960	Naomi Agustina Wempi	10298240	Phuong My Ngoc Dong
10239069	Natalie Tamala	10031768	Po Horng Ea
10033027	Natasha Lee Trudgett	10248572	Prabhjot Kaur
10250578	Navuth Kun	10247333	Pragnaben Vipulkumar Patel
10246812	Neeta Dhiman	10030277	Pratixaben Somsinh Vaghela
10033548	Neu Jun Hidayat	10226821	Princess Jerry
10057061	Ngatokorua Kavana	10033115	Punitkumar Dharamshibhai Malavia
10031327	Ngoc Lien Ha	10098448	Rachel Maopulu Tuliloa
10229674	Ngoc Nghi Lam	10247963	Rajlaxmi Devendra Naidu
10033475	Ngoc Tai Vu	10297244	Ramoni Taito
10239920	Ngoc Trieu Nguyen	10032040	Ranjeeta Nand
10031198	Nguyen La	10030116	Ranjila Devi Naidu
10245593	Nicholas Peter Amey	10070066	Rao Muhammad Azhar Khan
10031892	Nihal Nacakli	10249052	Raymund Diaz
10248570	Nilbert Payopay	10242122	Rekha Sharma
10289789	Ninab Marco	10032584	Restie Bautista
10243846	Nino Rommel Domingo	10033449	Ria Deang Ocampo
10031487	Nishanthi Thevarajah	10244598	Ricardo Custodio
10031905	Ofa-Ki-Faite Vehikite	10030346	Rj Nasser Chico Dimla
10242394	Ofelia Joy Mangion	10058312	Robert Debicki

Employee ID	Name	Employee ID	Name
10098302	Oscar Jr Aparejado Resoles	10229693	Roberta Tualuga Taaga
10239914	Palepa Taufaanuu Aukuso	10031039	Robyn Lea McMahon
10233160	Pania Malama Christina Tomui	10072612	Rose Gileine Flores
10287699	Pankaj Kumar	10229535	Ross John Ianni
10097377	Rowena Crisostomo Roque	10246818	Sridhar Nangunoori
10301906	Rushika Trivedi	10249065	Steven Francis
10030454	Ruza Zorica	10031148	Steven George Great
10062631	Sagarkumar Pravinbhai Patel	10075550	Steven Muryadi
10252661	Sakib Mian	10225664	Suliana Fekeila
10031846	Sam Maatouk	10033431	Sumedha Kishor Gujare
10297598	Samuel Aukuso	10246821	Susie Christina Scanlan
10030143	Sandra Kozul	10031678	Suzana Taskovska
10057345	Sanh Kien Le	10030432	Tamaa Mele Toa
10032594	Santiago Rodrigues	10030487	Tamara Naomi Guff
10284395	Sapeti Tufuga	10216291	Tanisha Reedy
10069142	Sara Ketu	10241979	Taryn Ashley Hamilton
10032944	Sarah Beth Lacambra	10249072	Te Mona Enea Faleika Kuresa-Rimoni
10248579	Satafi Tuitupou Kutu	10250263	Tepola Kakala Fotofili Toli
10223533	Scott McAlister	10252717	Tereise Olivia Paese
10032939	Sefo Aiono	10247785	Tessema Buta Gaga
10304495	Serena De Oliveira	10229672	Theavy Hout
10299462	Sharath Chandra Akkenepally	10259944	Thi Hue Le
10230419	Sharlene Visesio	10248592	Thi Kim Phung Nguyen
10301907	Sharmaine Navidad	10246701	Thi Mai Chi Dong
10032674	Shaun Abela	10242736	Thi Thanh Truc Lam
10243848	Shimal Shivgani Lingam	10032144	Thi Thuy Linh Tran
10229975	Shukrie Gashi	10030357	Thi Yim Ly
10032424	Siaki Stanley	10030492	Thiphida Vongphosy
10031385	Silvia Rosiana Wibowo	10042733	Tiulipe Taukeiaho
10298023	Simaima Ah see	10052980	Tommy Pham
10033447	Simerjit Kaur	10242740	Tran Bich Thi Pham



Employee ID	Name	Employee ID	Name
10251271	Sineenut Teeramitr	10031495	Tuarau Teara Terekia
10249608	Sisilia Finau	10077402	Tupe Sheila Longtime
10249850	Sisiula Peo	10241308	Tylah Rita Gambin
10298024	Sohail Abdul Aziz	10229542	Umeshkumar Labhshankar Ramwani
10033223	Sonia Reyes	10221087	Umran Nacakli
10220245	Usufono Rarawa	10301904	Virginia Morrell
10304497	Vanessa Veras Pogosa	10229086	Wade Hatch
10056852	Velantin Ishaq	10061832	Waltin Eesho
10032095	Victoria Amurao	10087580	Wannamon Wannadao
10053587	Vijay Kapoor	10030510	Winefreda Tubungbanua
10241776	Vinay Satia	10249187	Yadin Nou
10031017	Vinel Satendra Chandra	10098307	Yamile Ayde Cadavid Vasquez
10281984	Viraphone Chittranh	10246880	Zankhana Patel
10249941	Virginia Anne Potoae Pula	10031545	Zi Sui Huang

## **ATTACHMENT 4 – COLLECTIVE NEGOTIATIONS & EMPLOYEE REPRESENTATIONAL MATTERS**

### **COLLECTIVE NEGOTIATIONS**

The parties are committed to collective negotiations. Accordingly, employees' terms and conditions of employment will be governed by a collective agreement between the employees and the UWU.

The parties agree to commence negotiations for a new collective agreement to succeed the Collective Agreements at least three (3) months before the nominal expiry date of the Collective Agreements. The parties intend to conclude these negotiations prior to the nominal expiry date or within three (3) months of the nominal expiry date.

In the event that negotiations for a new collective agreement are not finalised prior to the nominal expiry date of a Collective Agreement, the rates of pay and the conditions prescribed by the collective agreement will continue to be observed for all employees by the parties.

### **FREEDOM OF ASSOCIATION**

The Employer recognises and supports the rights of employees to have choice, covered by the Collective Agreement to join the UWU and exercise all rights pertaining to their union membership.

### **DIRECT DEBIT ARRANGEMENT**

Where an employee authorises the Employer to do so, the Employer shall within seven (7) days send to the UWU such details as are necessary to permit the establishment of a direct debit arrangement for the payment of the employee's union fees. This authority may take the form of a UWU membership card completed by an employee authorising the release of such details.

### **PAYROLL DEDUCTIONS**

The Union will from time to time, determine the amount of the fees payable to become and remain a member of the UWU (fees). Those fees will be required to be paid by members on a monthly basis. The employee agrees to variation of the fees when the employee first completes the UWU membership card. The Union will advise the Employer and employees in writing if there are any increases to the fees.

### **THE EMPLOYER'S OBLIGATION**

Where written authority is provided by the employee, the Employer will deduct United Workers Union (UWU) membership fees from the employee's wages or salary and remit them, along with a schedule of such contributions, to the Union at monthly intervals. The employee authorises the Employer to deduct fees when the employee completes a UWU membership card authorising payroll deductions.

### **EMPLOYEE REPRESENTATIVE ON-SITE BUSINESS**

At sites that have less than fifty (50) DSC employees that is covered by one (1) Enterprise Agreement, two (2) UWU employee representatives will be recognised. At sites that have fifty (50) or more DSC employees that is covered by one (1) Enterprise Agreement up to three (3) employee representatives will be recognised. At sites in which there is more than (1) Enterprise Agreement providing coverage for a site, DSC will recognise up to four (4) UWU employee representatives, split evenly across the relevant Enterprise Agreements. Employee representatives are elected by the employees as the on-site employee representatives.

The recognised elected UWU representative/s will be allowed (not concurrently), subject to prior approval by their supervisor, reasonable paid time to conduct legitimate on-site Union business with workers including collection of information from workers. UWU delegates will not be unreasonably refused time and shall have reasonable access to resources to perform their role, including a private space and access to a telephone, email, intranet, and photocopier.

The recognised elected Employee representative/s will be released (subject to business, operational and customer requirements), without loss of pay, to undertake five (5) days union training leave each

calendar year (a maximum of three (3) days on each occasion). The UWU will provide the Company with written notification at least seven (7) days prior to the day the recognised elected Employee representative is to attend the training. Upon a request from the Company the union agree to confirm that the recognised elected Employee representative did attend the approved training.

Due to business, operational and customer requirements it is not possible to release all employee representative/s at the same time. On the five (5) days noted above per year, DHL will endeavour to facilitate the release of employee representative/s covering this enterprise agreement at the same time. For the avoidance of doubt, DHL will not release all employee representative/s at same time. Due to the large number of enterprise agreements in NSW, DHL will need to coordinate for no more than 50% of total employee representative/s across NSW DHL agreements to be released at the same time.

The company will also allow the elected employee representative/s to be released to attend the annual UWU delegates conference without loss of pay (maximum 2 days). The UWU will provide the Company with written notification at least seven (7) days prior to the day. Upon a request from the Company the union agree to confirm that the elected employee representative/s did attend the conference.

The Company will not allow any undue abuse of this arrangement.

#### WELCOME OF NEW EMPLOYEES

DHL will introduce the site employee representative to each new DHL employee, and each new labour hire worker commencing work on a DHL site, as part of the DHL site welcome, and allow a fifteen (15) minute paid time meeting (every effort will be made to complete this task on the employees first day at the site). From time-to-time DHL acknowledges that the duly appointed UWU official will attend the fifteen (15) minute welcome session and will advise DHL prior to their attendance.

#### GENERAL BUSINESS UPDATE MEETINGS

The nominated UWU official, DHL site employee representative and nominated DHL site leader and DHL HR Business Partner will agree on a quarterly date for a face-to-face meeting to occur onsite for a general update. Having regard to customer and operational requirements, the site manager will confirm best available date. A site employee representative is a duly appointed UWU Delegate.

#### REPRESENTATION AND COMMUNICATION WITH EMPLOYEES

The authorised Union representative will be entitled to enter the Company's facility via the main entry with available access to the employee meal room area, during meal breaks unless there are pre-arranged agreed meetings outside of site meal breaks times. The authorised union representative agrees to provide reasonable notice to the Company prior to attending the site and having regard to operational and customer requirements, provided the representative does not interfere with the Employer's business including adherence to all site entry policies, procedures, and entry requirements, for the following purposes:

- Inductions of new employees or casual workers;
- Involvement under the disputes procedure of this Agreement; and
- Distributing written information to Union delegates or employees.

These purposes are separate from right of entry under the Act to investigate suspected contraventions or to hold discussions.

#### JOB SECURITY

It is an objective of this agreement to provide job security for all employees.

In order to enhance employee job security, it is an objective of this Agreement to maximise the use of permanent employment at the enterprise.

DHL is committed to maintaining its track record of maximising a permanent workforce on all of its sites (as a guide only an annualised percentage ratio of circa 75/25 nationally, and this is influenced by seasonal requirements and sector disruption). Notwithstanding this, DHL must also use supplementary labour to support its business, customer, and operational requirements.

The objective is to ensure that we provide job security and ensure we satisfy customer, productivity, and efficiency requirements.

DHL will continue to place all available job advertisements on notice boards as to ensure that supplementary labour have an opportunity to apply for these roles. The DHL's recruitment process will apply in all cases however DHL cannot guarantee labour hire casual's the choice of sites for such employment.

DHL Supply Chain agrees that work performed by persons who are not directly employed by DHL Supply Chain that would otherwise be covered by this Agreement, will be covered by wage rates in this agreement (i.e. Production Rate, new entry rate). This clause does not apply to contracted work associated with loading, unloading and breakdown of pallets from containers/vehicles.

#### UNION MEETINGS – GENERAL MATTERS

The Employer will confirm with the union a date and time for four (4) separate thirty (30) minute paid on-site meetings per annum to discuss general matters. The time and date must suit business, operational and customer requirements and will be set and confirmed by the Company. Satisfactory arrangements are to be made for the maintenance of essential services during the meeting.

#### UNION MEETINGS – ENTERPRISE AGREEMENT RENEWALS

The Employer will confirm with the union a date and time for at least one, but no more than two (2) thirty (30) minute paid on-site meetings prior to EA meetings commencing to discuss the upcoming EA bargaining. These meetings are intended for the production and finalisation of logs of claims. The time and date must suit business, operational and customer requirements and will be set and confirmed by the Company. Satisfactory arrangements, as determined by the company are to be made for the maintenance of essential services during the meeting. These meetings must be requested by the UWU and planned ahead of the commencement of negotiations, in line with negotiations commencing prior to the nominal expiry date or within three (3) months of the nominal expiry date.

In addition, upon receipt of the Log of Claims in line with Clause 2 - Commencement Date of Agreement and Period of Operations, DHL Supply Chain (DSC) will facilitate the release of employee representative/s to attend paid report back/progress meetings with the UWU of thirty (30) minutes. Due to the scale, DSC will facilitate these meetings based on the site and/or Enterprise Agreements covering the affected employees.

The timing and duration of such meetings will be scheduled by DSC considering operational and customer requirements. For the avoidance of doubt, these arrangements only apply once the Log of Claims has been provided to DSC no less than three (3) months of the expiry of the Agreement and in no other circumstances.

In addition to the above, DSC will facilitate paid site report back meetings, of up to thirty (30) minutes per shift. DSC will facilitate this process by providing UWU with a schedule for these meetings to occur. The timing and duration of such meetings will be scheduled by DSC considering operational and customer requirements.

DSC will provide meeting spaces for all meetings. DSC will ensure meetings are communicated to all employees in advance.

The Employer will confirm with the union a date and time for all attendees to attend a maximum one (1) thirty (30) minute paid on-site meetings after each EA negotiation meetings for the purposes of attending report back mass meetings conducted by UWU Officials and/or delegates where there are matters of substance to discuss as determined by the company. The time and date must suit business, operational and customer requirements and will be set and confirmed by the Company. Satisfactory arrangements, as determined by the company are to be made for the maintenance of essential services during the meeting.

DHL will provide a venue for negotiations.

#### NOTICE BOARD

DHL Supply Chain shall supply and erect a notice board in the site meal room enabling the UWU or UWU elected employee representative to post notices in connection with this Agreement or other matters related to the employment of the employees or their union membership.

#### RELATIONSHIP TO THE AWARD

In addition to the above, the Company will observe its obligations as noted in Clause 29A - Workplace Delegates' Rights clause of the current *Storage Services and Wholesale Award 2020* [MA000084] in operation at the date of approval of this Agreement by the Fair Work Commission.

**DECLARATION AND AGREEMENT**

**SIGNED FOR AND ON BEHALF OF DHL SUPPLY CHAIN (AUSTRALIA) PTY LIMITED**

Name	Natalie Sinclair	Date	09/08/24
Signature			
Address	4 Millner Ave, Horsley Park NSW		
	2175		
Position	Employee Relations Specialist		

Witnessed by	ANDREW CROOKARD		
Signature		Date	9/8/2024
Address	16 PICKITE CLOSE GREYSTANES		
	NSW 2145		

**SIGNED FOR AND ON BEHALF OF THE EMPLOYEES**

Name	Natasha Trudgrett	Date	09-8-2024
Signature			
Address	<del>14</del> 16 picrite close Gregstanes		
	NSW 2145		
Position	Storeperson (Employee representative)		

Witnessed by	Katrina Thomas		
Signature		Date	09.08.2024
Address	<sup>KT</sup> <del>14</del> 16 Picrite Close Greystanes		
	NSW 2145		