



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

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1. Agreement Title

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

2. Commencement Date of Agreement and Period of Operation

- 2.1 This Agreement is an Enterprise Agreement in accordance with the *Fair Work Act 2009* (Cth).
- 2.2 This Agreement will commence operation seven (7) days after the date it is approved by the Fair Work Commission (“FWC”). The nominal expiry date of this Agreement is 7 June 2027. Notwithstanding anything else contained in this Agreement, it shall remain in force until such time as it is superseded, rescinded, or replaced.

3. Coverage of Agreement

- 3.1 This Agreement outlines the conditions of employment for employees of DHL Supply Chain (Australia) Pty Limited in the Company's Victorian operations involving warehousing and supply chain functions as detailed in clause 42 – Classification Structure.
- 3.2 The Agreement shall apply to employee’s performing warehousing and distribution tasks at any location throughout Victoria where the work covered by the Agreement is performed, including but not limited to work covered by the Agreement at DSC facilities at:
- a) 26-28 Harcourt Road, Altona, Victoria
 - b) 33 Jordan Close, Altona, Victoria
 - c) 1 Botero Place, Truganina, Victoria
 - d) Unit 4 20 Network Drive, Truganina Victoria
 - e) Unit 5 20 Network Drive, Truganina Victoria
 - f) 80 Melbourne Drive, Truganina Victoria
 - g) 32 Titan Drive, Mickleham Victoria
 - h) Gate 2, 679 Springdale Road, Mulgrave Victoria
- 3.3 For avoidance of doubt this Agreement will apply at any new location for new work within the state of Victoria or at any new location where the work performed at the location is an extension of the work already performed at a facility covered by this agreement (the rates of pay and conditions in ATTACHMENT 1 - RATES OF PAY will apply as the minimum rates of pay and conditions for such work).
- 3.4 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 e.g., aviation.
- 3.5 This Agreement shall apply to employees of the Company 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.

4. Parties Bound

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 (“the Company”, “DSC”, “DHL”).

4.2 For the purposes of this Agreement reference to the United Workers Union includes any registered industrial organisation replacing the United Workers Union through amalgamation and/or registration in accordance with Chapter 3 - Amalgamation and withdrawal from amalgamation of the *Fair Work (Registered Organisations) Act 2009* (Cth).

5. Relationship to Parent Award and National Employment Standards

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. For avoidance of doubt, DSC policies, procedures, processes, federal/state laws (including the *Fair Work Act 2009* (Cth) referenced and abovementioned awards are not incorporated into this Agreement.

6. Exclusions

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 Business Services - VIC Enterprise Agreement 2021
- b) DHL Supply Chain Parkwest Services - VIC Enterprise Agreement 2021
- c) DHL Supply Chain Workplace Logistics Services - VIC Enterprise Agreement 2021
- d) DHL Supply Chain High-End Fashion, Accessories and Sports Retail - VIC Enterprise Agreement 2022

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

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 s.408 of the *Fair Work Act 2009* (Cth).

8. Renegotiation

- 8.1 The parties agree to commence negotiations for a new Agreement to succeed this Agreement at least three (3) months before the nominal expiry date of this Agreement. The parties intend to conclude these negotiations prior to the nominal expiry date.
- 8.2 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.

9. Shared Values

9.1 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.

9.2 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

9.3 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; and
- Recommendation concerning improvements to processes.

9.4 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 unpresentable 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).

9.5 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.

9.6 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.

10. Workplace Health & Safety

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

10.2 The Company 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.

10.3 Management and staff at all levels of the Company 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.

10.4 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 housekeeping 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 mobile phones, iPods or MP3 players while 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.

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

11. Workers Compensation

11.1 The Company will provide workers compensation in accordance with the *Safety, Rehabilitation and Compensation Act 1988 (Cth)* (as amended). DSC supports injured workers through its early intervention process, wellbeing programs, warm up stretching exercises and other health and safety initiatives.

12. Equal Employment Opportunity

12.1 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
- Breastfeeding
- Race, colour, decent, 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

12.2 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

12.3 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.

13. Introduction of Major Change in the Workplace

13.1 Company's duty to notify

- a) Where the Company 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 Company shall notify the employees who may be affected by the proposed changes and the Union and/or an appointed representative.
- b) Significant effects include termination of employment, major changes in the composition, operation, or size of the Company'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.

13.2 Company's duty to discuss change

- a) The Company shall discuss with the employees affected, an appointed representative and the Union, the introduction of the changes referred to in (a), 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 Company to make the changes referred to in (a).
- c) For the purposes of such discussion, the Company 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 Company shall not be required to disclose confidential information the disclosure of which would be inimical to the Company's interests.

13.3 If for the purposes of this clause (Introduction of Major Change in the Workplace including subsection 13.4):

- a) A relevant employee appoints, or relevant employees appoint, a representative for the purposes of consultation; and

- b) The employee or employees advise the Company of the identity of the representative (appointed representative);

then the Company must recognise the representative

13.4 Change to regular roster or ordinary hours of work

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

- a) The Company 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 Company 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 Company reasonably believes will be the effects of the change on the employees; and
 - 3. information about any other matters that the Company 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 Company is not required to disclose confidential or commercially sensitive information to the relevant employees;
- e) The Company must give prompt and genuine consideration to matters raised about the change by the relevant employees.

14. Grievance Procedure

14.1 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.

14.2 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 Company of the identity of the representative (appointed representative);

the Company must recognise the representative.

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

- a) 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.

- b) 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 employee representative.
- c) 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.
- d) Any employee involved in the dispute procedure steps shall be released on paid time.
- e) 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 an UWW Union Organiser, to be involved in the discussions.
- f) If the matter in dispute remains unresolved, the Company may refer it to a more senior level of management. The employee may invite, an appointed representative an employee representative, including a more senior UWW union official, to be involved in the discussions. The provisions of this sub-clause need not apply unless either party requests otherwise.
- g) 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 the Fair Work Commission ('the Commission') for conciliation, and, if necessary, arbitration. Any dispute referred to the Tribunal 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.
- h) The decision of the Commission will bind the parties, subject to either party exercising a right of appeal against the decision to a Full Bench.
- i) Until the matter in dispute is determined, work will continue as directed by the Company.
- j) The Commission 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.
- k) The powers in j) 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.
- l) An appointed representative may consist of (but not limited to) a fellow employee located on the same worksite or a UWW official.

15. Guarantee of Services

- 15.1 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.

16. Flexibility Arrangements

- 16.1 The Company and an employee covered by this enterprise agreement may agree to make an individual flexibility arrangement to vary the effect of terms of the agreement if the agreement deals with 1 or more of the following matters:
- Allowances.
- 16.2 The Company 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 Company.
 - b) The individual flexibility arrangement must be genuinely agreed to by the employee and the Company. In order to ensure genuine agreement, the Company 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 Fair Work Act 2009 (Cth).
 - d) The individual flexibility arrangement must not include a term that would be unlawful under section 194 of the Fair Work Act 2009 (Cth).
 - 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 Company and the employee (and, if the employee is under 18, by their parent or guardian)
 - h) The Company must give the employee a copy of the individual flexibility arrangement within 14 days after it is agreed to.
 - i) The individual flexibility arrangement must be able to be terminated by either party, by giving 7 days written notice, or at any time by mutual written agreement.

17. Probation

- 17.1 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 probationary, the duration of the probationary period, and that the probationary period also constitutes the qualifying period of employment. Probationary employment forms part of an employee's period of continuous service.
- 17.2 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.

18. Full Time Employment

- 18.1 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.
- 18.2 The ordinary hours for a full-time employee shall be an average 38 hours per week, averaged over a maximum of four (4) weeks.

19. DHL Supply Chain Casuals

- 19.1 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.
- 19.2 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 23.33% casual loading (this loading is inclusive of any loadings provided in lieu of annual leave i.e., one twelfth (1/12th) of ordinary time earnings). Casual rates compensate employees for the casual nature of the engagement as well as all leave entitlements.
- 19.3 A casual employee will not be paid the casual loading when he or she receives payment for overtime. A casual employee who works on a public holiday and receives a public holiday penalty will be paid the casual loading.
- 19.4 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.
- 19.5 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.
- 19.6 Should a casual employee be transitioned to either a full time or part time employee, accruals will only commence from the first day that the change takes effect and as per the new letter of appointment.

20. Fixed Term Employees

- 20.1 An employee may be engaged as a Fixed Term employee for up to a maximum of four (4) months. Ordinary hours for Fixed Term employees will be:
- a) 38 hours per week;
 - b) Up to 7.6 hours per day; and
 - c) Monday to Saturday.
- 20.2 Fixed term employees will accrue annual and personal/carer's leave during the term of their engagement. 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.
- 20.3 Continuity of service will be recognised should a permanent position be offered.
- 20.4 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.

21. Permanent Part Time

- 21.1 The Company may employ employees on a permanent part-time basis. For permanent part-time employees, clauses of this Agreement shall be applied on a pro-rata basis. Hours of work will be agreed between the Company and the employee in writing.
- 21.2 The minimum daily hours of work are four (4) 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 the Company may agree to change the employee's working days, without the provision of five (5) days' notice or penalty payment.
- 21.3 Hours of work will be agreed between the Company and the employee in writing. From time to time, due to operational and other requirements DSC and the employee may agree to vary these hours. The additional hours worked in excess of those agreed between the Company and the employee (or varied by mutual agreement) will be paid at the appropriate overtime rates.
- 21.4 Notwithstanding the above, DSC agrees to accrue pro rata annual leave and personal/carer's leave entitlements for any additional ordinary hours worked.

22. Relocation

- 22.1 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.
- 22.2 Where the Company requires an employee to temporarily perform work at another location/customer and that location/customer is covered by a different enterprise agreement, the employee will receive their existing rate of pay or the rate of pay applicable to the location/customer to which they have been temporarily relocated, whichever is the higher. All other conditions of employment will remain unchanged.
- 22.3 Clause 46 - 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.

23. Stand Down

- 23.1 The Company may stand down an employee without pay during a period for which the employee cannot usefully be employed because of industrial action, breakdown of machinery or equipment, or any other cause for which the Company cannot reasonably be held responsible.

24. Discipline Procedure

24.1 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:

24.2 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.

24.3 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; and
- What further action will be taken if the desired improvement does not occur.

In the case of more serious misconduct 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 employee may have an employee representative present.

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; and
- 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 Disciplinary Interview

If there is no improvement, or a further offence is committed, the supervisor/manager will conduct an investigation and a disciplinary interview with another manager present. The employee will have the opportunity to explain their position and have an employee representative present if desired.

Stage 4 - Termination of Employment

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

24.4 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. If the case is exceptionally serious, dismissal will be immediate. Serious misconduct will have its ordinary meaning. 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 supervisor/manager can suspend from duty the employee on full pay.

The General Manager authorises termination of employment.

Procedure

1. 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.
2. If the supervisor/manager considers that termination of employment is warranted, a recommendation for this action is made to the General Manager.
3. If a dispute arises out of the application of this clause it will be dealt with in accordance with clause 14 – Grievance Procedure.

25. Job Abandonment

- 25.1 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.
- 25.2 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.
- 25.3 This clause will operate subject to the National Employment Standard of the *Fair Work Act 2009* (Cth).

26. Termination of Employment

26.1 Employment may be terminated by either party giving the appropriate notice in writing as shown in the table below.

Length of Service	Under 45 Years of Age	45 Years of Age 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

26.2 Where the Company terminates the employment, payment in lieu of notice may be made.

26.3 The Company 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.

26.4 The Company will follow the Disciplinary Procedure prior to terminating employment due to unsatisfactory performance or behaviour.

27. Redundancy

27.1 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 Company is under no obligation to accept volunteers.

27.2 Notice Period

The notice provisions as per clause 26 - Termination of Employment shall apply.

27.3 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.

Years of Service	Under 45 Years of Age Entitlement	45 Years and Over Entitlement
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

- a) In addition, the Company agrees to pay out any unused Personal (Sick) 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.
- b) 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.
- c) 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.

28. Working Hours

- 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 General Logistics – VIC Enterprise Agreement 2021 at as at 14 December 2021 or employed under other Victorian DHL Agreement with such an arrangement will not be obligated to but may agree to work their ordinary working hours on any five (5) days, Monday to Sunday.

29. Span of Hours

- 29.1 The day work span of working hours shall be 5am to 7pm.

30. Changing Ordinary Hours of Work

- 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

- 31.1 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 of this Agreement.
- 31.2 The Company may change an employee's shift on seven (7) days' notice or earlier by agreement with the employee.
- 31.3 Hours of Shift
 - a) Early Morning Shift:

a shift which commences after 12.30am but prior to 5am. A loading of 12.5% of base rate will apply for all ordinary hours of early morning shift.
 - b) Afternoon Shift:

a shift which commences on or after 11 am but at or prior to 5pm. A loading of 15% of base rate will apply for all ordinary hours of afternoon shift.
 - c) Night Shift:

a shift which commences after 5pm but at or prior to 12.30am. A loading of 25% of base rate will apply for all ordinary hours of night shift.

31.4 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.

32. Saturdays and Sundays

- 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 Employees engaged under the DHL Supply Chain General Logistics - VIC Enterprise Agreement 2021 as at 14 December 2021 will not be required but may opt to work ordinary hours on Saturday and/or Sunday.
- 32.3 For the avoidance of doubt, all employees engaged under the DHL Supply Chain General Logistics - VIC Enterprise Agreement 2021 as at 14 December 2021 when 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 post the date of approval 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 four (4) hours.
- 32.6 Meal times 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

- 33.1 An unpaid meal break of thirty (30) minutes shall be taken each shift. No employee will be required to work for more than five hours without a meal break.
- 33.2 In addition, all employees are allowed fifteen (15) minutes as a rest period any time before or after the lunch break as aligned to operational requirements. This is counted as time worked. Employees completing shift work as defined by clause 31 – Shift Work – 38 Hour Week are allowed twenty (20) minutes as a rest period any time before or after the lunch break as aligned to operational requirements, in lieu of the abovementioned fifteen (15) minute rest period.
- 33.3 Employees are responsible for ensuring that they take their meal break times as described above each day. It is a requirement that these employees plan their day to include the unpaid and paid meal and rest times.
- 33.4 Rest Break

An employee working overtime shall be allowed a 20-minute rest break without deduction of pay after each four (4) hours of overtime worked. The rest break only applies when the employee continues to work after the four (4) hours of overtime.

34. Requirement to Work Reasonable Overtime

- 34.1 Because of the need to provide an on-time service, cooperation with the flexible working of overtime is essential, therefore:
- a) People 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.
- 34.2 When requesting an employee undertake reasonable overtime, the following will be taken into consideration:
- Any risk to the employee's health and safety that might reasonably be expected to arise if the employee worked the additional hours;
 - The employee's personal circumstances (including family responsibilities);
 - Any notice given by the Company of the requirement or request that the employee work the additional hours;
 - Any notice given by the employee of the employee's intention to refuse to work the additional hours; and
 - The employee's hours of work over the 4 weeks ending immediately before the employee is required or requested to work the additional hours.

35. Overtime

35.1 Hours Worked - Overtime

- a) Hours worked in excess of 7.6 per day when hours are organised in accordance with clause 28 – Working Hours (except in the situation referred to in clause 37 – 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.
- b) Hours worked in excess of 10 per day when hours are organised in accordance with clause 37– Flexible Time or hours worked outside ordinary hours as defined by clause 29 - Span of Hours shall be overtime and paid at the rate of time and one half for the first two (2) hours and double time thereafter.
- c) Overtime on Saturday shall be paid at time and one half for the first two (2) hours and double time thereafter.
- d) For the purposes of overtime calculation each day / shift shall stand alone.

35.2 Rest Period Prior to Overtime

Where an employee has been requested by DSC to work overtime, the employee shall be allowed a ten (10) minute paid break prior to the commencement of overtime. This break will be paid at ordinary time rates of pay.

36. Minimum Break

- 36.1 An employee must have a ten (10) hour break between the work on consecutive days. If so much overtime is worked that a ten (10) hour break is not possible, then all work performed

until a ten (10) hour break is possible shall be at the rate of double time for ordinary hours performed.

37. Flexible Time

- 37.1 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 37.1 to 37.6.
- 37.2 By mutual agreement and the provision of two weeks' notice by the Company, the 38 ordinary hours per week may be worked over any four (4) days (Monday to Saturday inclusive) by the working of 9.5 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.
- 37.3 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.
- 37.4 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/carer's leave.
- 37.5 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 pay by mutual agreement.
- 37.6 All paid leave shall be counted as ordinary time worked for the purpose of calculating overtime.

38. Call Back

- 38.1 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; or
 - c) The work was completed immediately after the completion of the employee's normal shift.
- 38.2 Rostered After Hours Call Out
- a) When a rostered employee receives an after-hour call and is required to attend the site they will receive a minimum payment of three (3) hours at the appropriate rate.
 - b) If an employee receives another call out during the initial three (3) hour period or multiple calls during the initial three (3) hour period, they will not receive more than one (1) minimum payment of three (3) hours.
 - c) If the work they are required to perform extends beyond three (3) hours they will be paid for the hours so worked.
 - d) 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;
 - e) 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.

39. Time Off in Lieu of Overtime

- 39.1 An employee may elect to take time off 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. Time off shall be taken with mutual agreement between management and the employee and be coordinated with work requirements at all times.
- 39.2 If, having elected to take time as leave in accordance with subclause 39.1, the leave is not taken for whatever reason, payment for the time accrued at overtime rates shall be made at the expiry of the three (3) month period or on termination.
- 39.3 Where no election is made in accordance with the said subclause 39.1, the employee shall be paid overtime rates in accordance with clause 35 - Overtime.

40. Incentive Plan

- 40.1 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 addition income.
- 40.2 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.
- 40.3 Any incentive plan will be introduced with one (1) months' notice. Should the incentive plan not be continuing the Company will advise employees giving one (1) months' notice.

41. Productivity Agreement

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

42. Classification Structure

42.1 Production Person / Production Person (Preserved)

A Production Person is expected to perform any of the following functions.

- Packaging, picking, 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;
- 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.

42.2 Storeperson Level 1

A Storeperson is expected to perform any of the following warehouse functions.

- 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 material handling equipment;
- Ad hoc use of licensed material handling equipment;
- Basic computer operation associated with the above roles;
- Administration duties associated with the above roles;
- Principles and responsibilities for WHS;
- Other duties as required.

A Storeperson reports to a Team Leader, Coordinator or Supervisor.

A level 1 Storeperson may be eligible to move to a level 2 Storeperson 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.

42.3 Storeperson Level 1A / Storeperson Level 1A (Preserved Group B)

A Storeperson Level 1A is an employee who, in addition to performing any of the warehouse functions outlined in clause 42.2 - Storeperson Level 1, performs forklift operation as part of their primary duties and meets the criteria as defined in clause 48 - Material Handling Equipment (MHE) Allowance.

42.4 Storeperson Level 2 / Storeperson (Preserved Group A)

A Storeperson is expected to perform any of the following warehouse functions.

- 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 material handling equipment;
- Ad hoc use of licensed material handling equipment;
- Basic computer operation associated with the above roles;
- Administration duties associated with the above roles;
- Principles and responsibilities for WHS;
- Other duties as required.

A Storeperson Level 2 reports to a Team Leader, Coordinator or Supervisor.

42.5 Storeperson Level 2A / Storeperson A (Preserved Group A)

A Storeperson Level 2A / Storeperson A (Preserved) is an employee who, in addition to performing any of the warehouse functions outlined in clause 42.4 - Storeperson Level 2 / Storeperson (Preserved Group A), performs forklift operation as part of their primary duties and meets the criteria as defined in clause 48 - Material Handling Equipment (MHE) Allowance.

42.6 Leading Hand

The Leading Hand will be paid an allowance of \$70.00 per week above the Storeperson Level 2 wage rates in line with ATTACHMENT 1 - RATES OF PAY.

A Leading Hand will have in-depth knowledge of processes of the base functions of the warehouse and guides 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;
- The day-to-day direction and productivity of store people and production people under their 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.

42.7 Team Leader / Team Leader (Preserved)

A Team Leader 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 their control;
- Principles and responsibilities for WHS; and
- Other duties as required.

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

42.8 Preserved Production Persons, Storepersons, Leading Hands and Team Leaders

- a) Only employees whose names are listed in ATTACHMENT 3 - PRESERVED RATES OF PAY or ATTACHMENT 4 - PRESERVED RATES OF PAY - GROUP B (the preserved rates of pay attachments) will be entitled to preserved classification rates of pay (corresponding to the employee's classification listed in the relevant attachment) set out in ATTACHMENT 1 - RATES OF PAY.
- b) Where an employee whose name is listed in the preserved rates of pay attachments changes their classification, they will be eligible to the preserved rates of pay corresponding to their new classification, provided the new role is covered under this Agreement. Where an employee whose name is listed in the preserved rates of pay attachments accepts a role covered by another Agreement, they will no longer be entitled to the preserved rates of pay set out in this Agreement.
- c) For example where a storeperson L1 whose name appears in the preserved rates of pay attachments successfully applies for a team leader position covered by the DHL Supply Chain Parkwest – VIC Enterprise Agreement 2021, they will be paid as a team leader as per that Agreement and will no longer be entitled to the preserved team leader rates of pay under this Agreement.

42.9 Mixed Functions

Where an employee is formally appointed to perform duties at a classification higher than their normal classification, the terms of this period of higher duties will be as per the DHL Supply Chain Mixed Function Policy.

43. Payment of Wages

- 43.1 Wages, as per ATTACHMENT 1 - RATES OF PAY, 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.
- 43.2 Employees employed prior to 1 October 2011 will have their wages paid on a weekly basis. Employees engaged prior to 1 October 2011 may request to be converted from a weekly to a fortnightly pay structure.
- 43.3 The Company may convert employees to a fortnightly pay structure by giving effected employees three (3) months' notice.
- 43.4 Employees converted from weekly pay to fortnightly pay structure will not have a loss of pay through the conversion process.

44. Meal Allowance

- 44.1 An employee who works greater than one (1) hour of overtime on any day after their fixed finish time shall be paid a meal allowance of \$20.18.

44.2 A meal allowance will not be paid if the effected employee was notified on the previous day that overtime would be worked.

45. First Aid

45.1 A permanent DSC employee who has been trained to render first aid and who is the current holder of appropriate first aid qualifications and has been nominated and accepts the first aider duties shall be paid a weekly allowance of \$15.57 if nominated and available to provide first aid.

46. Travel

46.1 If an employee is requested to work at a place other than their normal place of work, which increases their travelling distance by 15 kilometres or more for less than one (1) week, they shall be paid ordinary time rates for the increased travel time.

46.2 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 of \$1.07 per kilometre for the kilometres travelled in excess of the normal journey including any toll charges.

This does not include an employee who is transferred to a new location.

46.3 Use of Own Vehicle

The use of an employee's vehicle will only occur by mutual agreement, under normal circumstances, and wherever possible, a Company provided vehicle is the preferred option. If an employee is required to use their own vehicle to work at a location other than the normal place of work, the Company will pay a kilometre allowance of \$1.07 per kilometre.

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

46.4 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, all additional fares will be reimbursed by the Company upon production of receipts or tickets.

47. Dangerous Goods Allowances

47.1 Consigning Declarations

A DHL permanent Employee who is required by the Company to consign and/or sign off on load plans for transportation of Dangerous Goods by Air (Air Dangerous Goods), Road (Road Dangerous Goods) or Sea (Sea Dangerous Goods) and is accredited to consign Dangerous Goods by IATA shall receive the below weekly allowance.

Allowance	Rate (\$)
Dangerous Goods by Air	\$24.27
Dangerous Goods by Road	\$13.36
Dangerous Goods by Sea	\$24.27

47.2 Packing Group 1

A DHL permanent employee who has been nominated by the Company to complete specialised training to support DHL in facilitating safe working practices in relation to “Packing Group 1” products as defined by the Australian Dangerous Goods Code shall be entitled to a weekly allowance of \$10.00. It is at the Company’s discretion to determine the number of DHL employees required to complete this training.

- 47.3 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.
- 47.4 An Employee that is no longer required to consign or pack Dangerous Goods will be notified by the Company and payment of the applicable Dangerous Goods Allowance(s) will cease.
- 47.5 Dangerous Goods Allowances are not payable when an employee is on any type of leave (paid or unpaid).
- 47.6 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.
- 47.7 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.

48. Material Handling Equipment (MHE) Allowance

- 48.1 This clause comes into effect on the first full pay period on or after 3 February 2025.
- 48.2 An employee who has been formally appointed and directed by the Company to operate Material Handling Equipment (MHE) requiring a licence as part of their primary duties will be appointed to a Storeperson Level 1A or Storeperson Level 2A / Storeperson A (Preserved Group A/Preserved Group B) classification and will receive a weekly allowance of \$15.58. This allowance is paid for all purposes to an employee who is entitled to this allowance, including when calculating any penalties or loadings or on payments for paid leave. This excludes payments made in line with ATTACHMENT 2 - DHL SUPPLY CHAIN INCENTIVE PROGRAM.
- 48.3 All duties in line with the employee’s role as set out in Clause 42 - Classification Structure (Storeperson Level 1 or Storeperson Level 2 / Storeperson (Preserved Group A/Preserved Group B)) must be performed in conjunction with this clause.
- 48.4 Employees required to perform these duties and to receive an allowance will be at the discretion of the Company in accordance with business, operational and customer requirements.
- 48.5 DSC may at its discretion, suspend or withdraw the provision of a MHE Allowance where an Employee is found to have breached relevant Workplace Health and Safety requirements and/or if the employee no longer holds a valid licence.
- 48.6 Where an employee is requested by the Company to perform these duties on an ad-hoc basis in accordance with the employee’s role as set out in Clause 42 - Classification Structure (Storeperson Level 1 or Storeperson Level 2 / Storeperson (Preserved Group A/Preserved

Group B)) to meet specific requirements that do not form part of their primary duties this MHE Allowance is not payable.

49. Cold work allowance

- 49.1 This clause comes into effect from the date of approval of the Agreement by the employees.
- 49.2 An employee who has been formally appointed and directed by the Company to work in a temperature-controlled area of 2-8 degrees Celsius (cool room) and/or a temperature-controlled area that is at minus 15-25 degrees Celsius (freezer room) as part of their duties will receive a weekly allowance of \$7.50.
- 49.3 All duties in line with the employee's role as set out in Clause 42 - Classification Structure must be performed in conjunction with this clause.
- 49.4 Employees required to perform these duties will be determined at the discretion of the Company in accordance with business, operational and customer requirements. In addition to their usual uniform, employees working in the freezer room will be provided with Personal Protective Equipment in the form of a high neck hooded freezer jacket and thermal gloves.
- 49.5 An Employee that is no longer required to work in a temperature-controlled area will be notified by the Company and payment of the applicable Cold Work Allowance will cease. If this is the case, Employees will be provided with one (1) weeks' notice. Following this, the Employee will receive the weekly payment due and following this the payment of the allowance will cease.
- 49.6 This Cold Work Allowance is payable when an employee is on any form of paid Annual Leave or paid Personal/Carer's Leave.
- 49.7 This Cold Work Allowance is a standalone allowance.

50. Superannuation

- 50.1 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.

51. Annual Leave

- 51.1 A full time employee is entitled to four (4) weeks paid annual leave per year.
- 51.2 DHL Supply Chain and the employees see annual leave as being important to the health and wellbeing of the individual and their families. Therefore, DSC will ensure that all employees take their annual leave entitlements on the calendar year the leave falls due taking into consideration customer and operational requirements.
- 51.3 An employee who is a shift worker for the purpose of the NES (as defined in clause 31 – Shift Work – 38 Hour Week) is entitled to 5 weeks' paid annual leave per year of service.
- 51.4 Employees will be required to manage their annual leave balances. Employees in consultation with their supervisor/manager will be required to plan for taking period(s) of annual leave.

- 51.5 Where the employee and DSC are unable to reach agreement on taking sufficient annual leave, DSC has the right to direct the employee to take a period of annual leave with the provision of four (4) weeks' notice.
- 51.6 Applications for annual leave must be made in writing on the approved form not less than two (2) calendar weeks prior to starting date of the requested annual leave, unless otherwise agreed by DHL Supply Chain. 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.
- 51.7 The authorised manager or supervisor is responsible for the approval of annual leave. 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, the public holiday will not be considered as annual leave.

52. Annual Leave Loading

- 52.1 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 all fully accrued annual leave paid out on upon termination.

53. Personal (Sick) Leave

- 53.1 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.
- 53.2 Taking the above into account, a permanent employee who is absent from work due to personal illness or injury accrues 10 days 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 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 has had already had 3 single day absences in a 12-month period;
 - If an employee is absent on a Monday or Friday; 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 within two (2) hours of the commencement of the shift.
 - 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.

54. Carer's Leave

54.1 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. The employee must have responsibility for the care of the family member who must be a partner, child or a relative who is a member of the employee's household:

- 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 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 off ordinary hours to care for an immediate family member or partner and work them at a later time during the spread of hours in this agreement, at the ordinary rate of pay.
- e) Leave Without Pay: The employee may elect to take unpaid leave to care for an immediate family member or partner with the consent of management.

54.2 "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 lives with the employee as husband or wife on a bona fide domestic basis;
- Child or adult child (including adopted child, step-child, or ex nuptial child);
- Parent, parent-in-law;
- Grandparent;
- Grandchild or step grandchild;
- 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.

54.3 Wherever practical the employee should notify the Company prior to the intention to take 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 certificate from a duly authorised medical practitioner for all instances of carer's leave.

55. Compassionate Leave

- 55.1 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 when:
- 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;
 - 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.
- 55.2 Where an employee is required to travel overseas, they will receive a maximum two (2) additional days without loss of pay (a total of seven (7) days of compassionate leave) upon the production of satisfactory evidence for an immediate family member.
- 55.3 When an employee takes paid compassionate leave, the Company must pay the employee the amount of ordinary hours the employee would have worked had the employee not been on compassionate leave.
- 55.4 The term immediate family includes:
- a) 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 lives with the employee as husband or wife on a bona fide domestic basis, or
 - b) Child or adult child (including adopted child, step-child, or ex nuptial child), or
 - c) Parent, parent-in-law, or
 - d) Grandparent, or
 - e) Grandchild, step grandchild or
 - f) Sibling of the employee or of the employee's spouse, or
 - g) Any other person who immediately prior to that person's death, lived with the employee as a member of the employee's family.

56. Long Service Leave

- 56.1 The Company will provide long service leave in accordance with the relevant *Long Service Leave Act 2018* (VIC) (as amended).

57. Jury Service

- 57.1 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.
- 57.2 Staff must notify their manager as soon as possible of the date that they are required to attend.
- 57.3 Documentation of attendance, duration and amounts received are to be submitted.

58. Parental Leave

58.1 Permanent and casual employees with at least twelve (12) months of regular and systematic service are entitled to up to 52 weeks unpaid parental leave at the birth of a child or adoption of a child under the age of 16 years. Parental Leave will be provided in accordance with the *Fair Work Act 2009* (Cth).

58.2 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.

58.3 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.

If an employee wishes to extend their period of parental leave for a further period of up to twelve (12) months, 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 Senior Vice President and Vice President HR. The employee will receive written advice as to outcome of their application in accordance with legislative requirements.

58.4 Continuity of service

For the purpose of this clause, parental leave does not break an employee's continuity of service. However, annual leave, personal/carer's leave and long service leave do not continue to accrue during a period of parental leave. Further, the period of parental leave does not count towards length of service.

58.5 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.

58.6 Both partners

In the case that both parents seek parental leave, only one parent may take parental leave at any one time, except for eight (8) weeks around the time of birth or at the time of adoption. The total combined leave must not to exceed 52 weeks.

59. Leave Without Pay

59.1 Leave without pay will only be granted at the Company's discretion in specific circumstances where there is an urgent matter when other forms of leave have been exhausted.

60. Public Holidays

- 60.1 Employees are entitled to the following gazetted public holidays set out under the *Fair Work Act 2009* (Cth) without loss of pay: New Year's Day, Australia Day, Good Friday, Easter Saturday, 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.
- 60.2 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.
- 60.3 An employee may by arrangement with the Company take another working day off in lieu of a public holiday on an hour for hour basis.
- 60.4 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).
- 60.5 The minimum payment for work on a public holiday is four (4) hours (at applicable public holiday rates).
- 60.6 Work on a public holiday will be on a voluntary basis.

ATTACHMENT 1 - RATES OF PAY

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

Classification	Base Rate	Early Morning Shift	Afternoon Shift	Night Shift
Weekly	Permanent \$/Wk	Permanent \$/Wk	Permanent \$/Wk	Permanent \$/Wk
Production Person	\$1,066.25	\$1,199.53	\$1,226.19	\$1,332.81
Storeperson Level 1	\$1,082.45	\$1,217.76	\$1,244.82	\$1,353.07
Storeperson Level 2	\$1,147.66	\$1,291.12	\$1,319.81	\$1,434.58
Team Leader	\$1,253.18	\$1,409.83	\$1,441.16	\$1,566.47
Hourly	\$/hr	\$/hr	\$/hr	\$/hr
Production Person	\$28.06	\$31.57	\$32.27	\$35.07
Storeperson Level 1	\$28.49	\$32.05	\$32.76	\$35.61
Storeperson Level 2	\$30.20	\$33.98	\$34.73	\$37.75
Team Leader	\$32.98	\$37.10	\$37.93	\$41.22
DHL Casual Production Person	\$34.61	\$38.11	\$38.81	\$41.62
DHL Casual Storeperson Level 1	\$35.13	\$38.69	\$39.40	\$42.25
DHL Casual Storeperson Level 2	\$37.25	\$41.02	\$41.78	\$44.80
DHL Casual Team Leader	\$40.67	\$44.79	\$45.62	\$48.92

Table 1a: Material Handling Equipment (MHE) allowance as per clause 42 - Classification Structure effective 3 February 2025.

All-Purpose Weekly MHE Allowance	
Storeperson Level 1A Storeperson Level 2A	\$15.58

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

Classification	Base Rate	Early Morning Shift	Afternoon Shift	Night Shift
Weekly	Permanent \$/Wk	Permanent \$/Wk	Permanent \$/Wk	Permanent \$/Wk
Production Person	\$1,108.90	\$1,247.51	\$1,275.23	\$1,386.12
Storeperson Level 1	\$1,125.75	\$1,266.47	\$1,294.61	\$1,407.19
Storeperson Level 2	\$1,193.57	\$1,342.76	\$1,372.60	\$1,491.96
Team Leader	\$1,303.31	\$1,466.22	\$1,498.80	\$1,629.13
Hourly	\$/hr	\$/hr	\$/hr	\$/hr
Production Person	\$29.18	\$32.83	\$33.56	\$36.48
Storeperson Level 1	\$29.63	\$33.33	\$34.07	\$37.03
Storeperson Level 2	\$31.41	\$35.34	\$36.12	\$39.26
Team Leader	\$34.30	\$38.58	\$39.44	\$42.87
DHL Casual Production Person	\$35.99	\$39.64	\$40.37	\$43.29
DHL Casual Storeperson Level 1	\$36.54	\$40.24	\$40.98	\$43.94
DHL Casual Storeperson Level 2	\$38.74	\$42.66	\$43.45	\$46.59
DHL Casual Team Leader	\$42.30	\$46.59	\$47.44	\$50.87

Table 2a: Material Handling Equipment (MHE) allowance as per clause 42 - Classification Structure effective 7 June 2025.

All-Purpose Weekly MHE Allowance	
Storeperson Level 1A Storeperson Level 2A	\$15.58

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

Classification	Base Rate	Early Morning Shift	Afternoon Shift	Night Shift
Weekly	Permanent \$/Wk	Permanent \$/Wk	Permanent \$/Wk	Permanent \$/Wk
Production Person	\$1,142.17	\$1,284.94	\$1,313.49	\$1,427.71
Storeperson Level 1	\$1,159.52	\$1,304.46	\$1,333.45	\$1,449.40
Storeperson Level 2	\$1,229.37	\$1,383.05	\$1,413.78	\$1,536.72
Team Leader	\$1,342.41	\$1,510.21	\$1,543.77	\$1,678.01
Hourly	\$/hr	\$/hr	\$/hr	\$/hr
Production Person	\$30.06	\$33.81	\$34.57	\$37.57
Storeperson Level 1	\$30.51	\$34.33	\$35.09	\$38.14
Storeperson Level 2	\$32.35	\$36.40	\$37.20	\$40.44
Team Leader	\$35.33	\$39.74	\$40.63	\$44.16
DHL Casual Production Person	\$37.07	\$40.83	\$41.58	\$44.58
DHL Casual Storeperson Level 1	\$37.63	\$41.45	\$42.21	\$45.26
DHL Casual Storeperson Level 2	\$39.90	\$43.94	\$44.75	\$47.99
DHL Casual Team Leader	\$43.57	\$47.98	\$48.87	\$52.40

Table 3a: Material Handling Equipment (MHE) allowance as per clause 42 - Classification Structure effective 7 June 2026.

All-Purpose Weekly MHE Allowance	
Storeperson Level 1A Storeperson Level 2A	\$15.58

ATTACHMENT 2 - DHL SUPPLY CHAIN INCENTIVE PROGRAM

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 4.0% (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 15th 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 14 - 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

ATTACHMENT 3 - PRESERVED RATES OF PAY – GROUP A

Only employees whose names are listed below will be entitled to preserved classification rates of pay (corresponding to the employee’s classification) set out in this attachment.

Where an employee whose name is listed below changes their classification, they will be entitled to the preserved rates of pay corresponding to their new classification, provided the new role is covered under this Agreement.

Where an employee whose name is listed below accepts a role covered by another Agreement, they will no longer be entitled to the preserved rates of pay set out in this Agreement.

For example: Where a Storeperson whose name appears in this attachment successfully applies for a team leader position covered by the DHL Supply Chain Parkwest - VIC Enterprise Agreement 2021, they will be paid as a Team Leader as per that agreement and will no longer be entitled to the preserved Team Leader rates of pay under this Agreement.

First Name	Surname	Classification
Rakesh	Naidu	Storeperson
James	Parthimos	Storeperson

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

Storeperson Preserved Group A	Base Rate	Early Morning Shift	Afternoon Shift	Night Shift
Weekly	\$1,223.54	\$1,376.48	\$1,407.07	\$1,529.42
Hourly	\$32.20	\$36.22	\$37.03	\$40.25

Table 1a: Material Handling Equipment (MHE) allowance as per clause 42 - Classification Structure effective 3 February 2025.

All-Purpose Weekly MHE Allowance	
Storeperson A (Preserved)	\$15.58

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

Storeperson Preserved Group A	Base Rate	Early Morning Shift	Afternoon Shift	Night Shift
Weekly	\$1,272.48	\$1,431.54	\$1,463.35	\$1,590.60
Hourly	\$33.49	\$37.67	\$38.51	\$41.86

Table 2a: Material Handling Equipment (MHE) allowance as per clause 42 - Classification Structure effective 7 June 2025.

All-Purpose Weekly MHE Allowance	
Storeperson A (Preserved)	\$15.58

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

Storeperson Preserved Group A	Base Rate	Early Morning Shift	Afternoon Shift	Night Shift
Weekly	\$1,310.66	\$1,474.49	\$1,507.25	\$1,638.32
Hourly	\$34.49	\$38.80	\$39.66	\$43.11

Table 3a: Material Handling Equipment (MHE) allowance as per clause 42 - Classification Structure effective 7 June 2026.

All-Purpose Weekly MHE Allowance	
Storeperson A (Preserved)	\$15.58

ATTACHMENT 4 - PRESERVED RATES OF PAY - GROUP B

Only employees whose names are listed below will be entitled to preserved classification rates of pay set out in this Attachment.

Where an employee whose name is listed below changes their classification, they will be entitled to the preserved rates of pay corresponding to their new classification, provided the new role is covered under this Agreement. Where an employee whose name is listed below accepts a role covered by another Agreement, they will no longer be entitled to the preserved rates of pay set out in this Agreement.

For example: Where a Storeperson whose name appears in this Attachment successfully applies for a team leader position covered by the DHL Supply Chain Parkwest - VIC Enterprise Agreement 2021, they will be paid as a Team Leader as per that agreement and will no longer be entitled to the preserved Team Leader rates of pay and preserved conditions under this Agreement

First Name	Surname	Classification
Arbor-Day Aofia	Vagana	Storeperson
Mathew John	Woodhouse	Storeperson

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

Storeperson Preserved Group B	Base Rate	Early Morning Shift	Afternoon Shift	Night Shift
Weekly	\$1,099.45	\$1,236.88	\$1,264.36	\$1,429.28
Hourly	\$28.93	\$32.55	\$33.27	\$37.61

Table 1a: Material Handling Equipment (MHE) allowance as per clause 42 - Classification Structure effective 3 February 2025.

All-Purpose Weekly MHE Allowance	
Storeperson B (Preserved)	\$15.58

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

Storeperson Preserved Group B	Base Rate	Early Morning Shift	Afternoon Shift	Night Shift
Weekly	\$1,143.42	\$1,286.35	\$1,314.94	\$1,486.45
Hourly	\$30.09	\$33.85	\$34.60	\$39.12

Table 2a: Material Handling Equipment (MHE) allowance as per clause 42 - Classification Structure effective 7 June 2025.

All-Purpose Weekly MHE Allowance	
Storeperson B (Preserved)	\$15.58

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

Storeperson Preserved Group B	Base Rate	Early Morning Shift	Afternoon Shift	Night Shift
Weekly	\$1,177.73	\$1,324.94	\$1,354.39	\$1,531.05
Hourly	\$30.99	\$34.87	\$35.64	\$40.29

Table 3a: Material Handling Equipment (MHE) allowance as per clause 42 - Classification Structure effective 7 June 2026.

All-Purpose Weekly MHE Allowance	
Storeperson B (Preserved)	\$15.58

ATTACHMENT 5 - PRESERVED CONDITIONS

Only employees whose names are listed below will be entitled to the preserved conditions set out in this Attachment.

Where an employee whose name is listed below changes their classification, they will be entitled to the preserved conditions, provided the new role is covered under this Agreement. Where an employee whose name is listed below accepts a role covered by another Agreement, they will no longer be entitled to the preserved conditions set out in this Agreement.

For example: Where a Storeperson whose name appears in this Attachment successfully applies for a Team Leader position covered by the DHL Supply Chain Parkwest - VIC Enterprise Agreement 2021, they will be paid as a Team Leader as per that agreement and will no longer be entitled to the preserved Team Leader rates of pay and preserved conditions under this Agreement.

First Name	Surname	Classification
Alan	Lee	Storeperson Level 2
Arbor-Day Aofia	Vagana	Storeperson Level 1
Arturo	Marin Pena	Storeperson Level 2
Emmanuel	Garcia	Storeperson Level 2
Ezio	Taddeo	Team Leader
Hung Van	Le	Storeperson Level 2
Kresta	Wilson	Team Leader
Logan	Swann	Storeperson Level 2
Marina	Sengdara	Storeperson Level 2
Mathew John	Woodhouse	Storeperson Level 1
Nicholas	Alivrouvas	Leading Hand
Pawan Kumar	Rana	Storeperson Level 2
Phillip	Tokatlidis	Storeperson Level 2
Richard	Mapusaga	Storeperson Level 2
Yu Hui	Huang	Storeperson Level 2

1. Rostered After Hours Call Out

- 1.1 This clause is to be read in conjunction with clause 38.2(a), (b) and (c) - Rostered After Hours Call Out.
- 1.2 When an employee is rostered to be on call, they shall receive \$110 per week for the actual week they are rostered to be on call.
- 1.3 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.
- 1.4 Employees required to use their vehicle in accordance with their work when they are on call shall receive up to a maximum \$65 per week (reimbursement) upon the production of petrol receipts directly related to their petrol usage associated with the call out.

ATTACHMENT 6 - EMPLOYEE REPRESENTATIONAL MATTERS

DIRECT DEBIT ARRANGEMENT

Where an employee authorises the Company to do so, the Company 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 Company and employees in writing if there are any increases to the fees.

THE COMPANY'S OBLIGATION

Where written authority is provided by the employee, the Company 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 Company 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 VIC, DHL will need to coordinate for no more than 20 of the employee representatives across VIC DHL agreements being 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 representatives.

REPRESENTATION AND COMMUNICATION WITH EMPLOYEES

Up to two (2) authorised Union organisers will be entitled to enter the Company's facility at one time. Union Organisers are 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 organiser 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 Company'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 representatives s 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.

The Company 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.

The Company 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.

The Company agrees that work performed by persons who are not directly employed by the Company 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 8 - Renegotiation, 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

The Company 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	Samantha Weir	Date	31/10/2024
Signature			
Address	1 Botero Place		
	Truganina Vic 3029		
Position	Senior HR Business Partner		

Witnessed by	Ashley Chuah		
Signature		Date	31/10/2024
Address	1 BOTERO PLACE		
	TRUGANINA VIC 3029		

SIGNED FOR AND ON BEHALF OF THE EMPLOYEES

Name	JUANITO ESPINOSA	Date	31/10/2024
Signature			
Address	1 BOTERO PLACE		
	TRUGANINA VIC 3029		
Position	STORE PERSON		

Witnessed by	GURPREET SINGH		
Signature		Date	31/10/2024
Address	1 BOTERO PLACE, TRUGANINA		
	VIC 3029		