



**DHL SUPPLY CHAIN
INGLEBURN - NSW
ENTERPRISE AGREEMENT 2024**

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1. Title of the Agreement

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

2. Coverage of Agreement

2.1 This Agreement outlines the conditions of employment for employees of DHL Supply Chain (Australia) Pty. Limited (“the Company”, “DSC”) in the company’s operations involving warehousing, distribution and related support functions as detailed in clause 13 - Classification Structure.

2.2 This Agreement, subject to clause 2.3, shall apply to employees that perform warehousing and distribution work at the DSC facility at 93 Williamson Road, Ingleburn, NSW 2565.

2.3 This Agreement shall apply to employees of the employer within this Agreement’s classification structure who perform work in or in connection with warehouse tasks (which includes the direct supervision or performance of the physical receiving, storing, locating, picking, assembling, and dispatching of all parts in the warehousing and logistics operation and 3PL environment).

3. Parties Bound and Application

3.1 This Agreement is binding on:

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

4. Exclusions

4.1 This Agreement will not apply to employees covered by any other agreements, including but not limited to the following:

- a) DHL Supply Chain Branch - NSW Enterprise Agreement 2021
- b) DHL Supply Chain Business Services - NSW Enterprise Agreement 2021
- c) DHL Supply Chain Consumer Oakdale Close - NSW Enterprise Agreement 2021
- d) DHL Supply Chain Consumer Western Sydney - NSW Enterprise Agreement 2024
- e) DHL Supply Chain DSO - NSW Enterprise Agreement 2021
- f) DHL Supply Chain General Logistics - NSW Enterprise Agreement 2024
- g) DHL Supply Chain Horsley Park - NSW Enterprise Agreement 2021
- h) DHL Supply Chain Multi-Purpose - NSW Enterprise Agreement 2021
- i) DHL Supply Chain Sydney Logistics Solutions Enterprise Agreement 2021
- j) DHL Supply Chain Western Sydney - NSW Enterprise Agreement 2024
- k) DHL Supply Chain Workplace Logistics Services - NSW Enterprise Agreement 2021
- l) Or any other agreement.

4.2 Employees who are covered by the agreements described 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. Employees that are covered by the terms and conditions of this Agreement and apply for roles that are covered within the agreements described above will be covered by the terms and conditions of that agreement.

5. Relationship with Award Conditions

- 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 *Storage Services and Wholesale Award 2020* is the Award that historically covered this work.
- 5.3 All Employees subject to the conditions of the Agreement are also bound by all current DHL Supply Chain (Australia) Pty Limited policies and procedures (as amended) that are not directly referred to in this Agreement.

6. Operation of Agreement

- 6.1 This Agreement will operate 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.
- 6.2 The parties to the Agreement agree that negotiations for a replacement agreement shall begin no later than 3 months before the nominal expiry date of the Agreement.
- 6.3 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.

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 (including monies or allowances) 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 435 of the Act.

8. Grievance Procedure

- 8.1 A dispute or claim as to conditions of employment of any of the employees covered by this Agreement, including matters relation to the National Employment Standards shall be settled in accordance with this clause.
- 8.2 If for the purposes of this clause:
- a) A relevant employee appoints, or relevant employees appoint, a representative for the purposes of consultation; and

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

DSC must recognise the representative.

- 8.3 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. The employee may appoint another person to represent them, including a union delegate or an appointed representative.
- a) The 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.
 - b) Any employee involved in the dispute procedure steps shall be released on paid time.
- 8.4 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 a representative, including the union organiser, to be involved in the discussions.
- 8.5 If the matter in dispute remains unresolved, the employer may refer it to a more senior level of management. The employee may invite a representative, including a more senior union official, to be involved in the discussions. The provisions of this sub-clause need not apply unless either party requests otherwise.
- 8.6 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 FWC for conciliation, and, if necessary, arbitration. Any dispute referred to the FWC should be dealt with by a member agreed by the parties at the time or, in default of agreement, a member of the relevant panel.
- 8.7 A party to the dispute may appoint a person, organisation, or association to support and/or represent them in any discussion or process.
- 8.8 The decision of the FWC will bind the parties, subject to either party exercising a right of appeal against the decision to a Full Bench.
- 8.9 Until the matter in dispute is determined, the status quo will remain, and work shall proceed normally. "Status quo" shall mean the situation existing immediately prior to the dispute and/or matter giving rise to the dispute.
- 8.10 The FWC shall have the power to do all such things as are necessary for the just resolution or determination of the matter in dispute. This includes the exercising of procedural powers in relation to directions, hearings, witnesses, evidence, and submissions which are necessary to make the arbitration effective. Arbitration will only deal with matters arising from the operation and / or application of the Agreement.
- 8.11 The powers in 8.10 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.

9. Guarantee of Essential Services

- 9.1 When a matter is being dealt with under clause 8 - Grievance Procedure, employees will guarantee that any delivery that contains product or service, the absence of which will result in medical, personal or financial hardship for the general public, will not be affected by industrial action. This guarantee of service will cover all aspects of work including, but not

limited to, loading, and unloading of vehicles, driving of vehicles, receiving of deliveries, picking, packing, and despatching.

10. Introduction of Change in the Workplace

10.1 If for the purposes of this clause:

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

DSC must recognise the representative.

10.2 Employer's duty to notify

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

10.3 Employer's duty to discuss change

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

10.4 Change to regular roster or ordinary hours of work

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

- a) the employer must notify the relevant employees of the proposed change
- b) The relevant employees may appoint a representative for the purposes of the procedures in this term.
- c) As soon as practicable after proposing to introduce the change, the employer must:

- i. discuss with the relevant employees the introduction of the change; and
 - ii. for the purposes of the discussion-provide to the relevant employees:
 - 1. all relevant information about the change, including the nature of the change; and
 - 2. information about what the employer reasonably believes will be the effects of the change on the employees; and
 - 3. information about any other matters that the employer reasonably believes are likely to affect the employees; and
 - iii. Invite the relevant employees to give their views about the impact of the change (including any impact in relation to their family or caring responsibilities).
- d) However, the employer is not required to disclose confidential or commercially sensitive information to the relevant employees;
- e) The employer must give prompt and genuine consideration to matters raised about the change by the relevant employees.

11. Flexibility Arrangements

11.1 An employer and employee covered by this enterprise agreement may agree to make an individual flexibility arrangement to vary the effect of terms of the agreement if:

- a) the agreement deals with 1 or more of the following matters:
 - i. arrangements about when work is performed;
 - ii. overtime rates;
 - iii. penalty rates;
 - iv. allowances;
 - v. leave loading; and
- b) the arrangement meets the genuine needs of the employer and employee in relation to 1 or more of the matters mentioned in paragraph (a); and (c) the arrangement is genuinely agreed to by the employer and employee.

11.2 The employer must ensure that the terms of the individual flexibility arrangement:

- a) are about permitted matters under section 172 of the *Fair Work Act 2009*; and
- b) are not unlawful terms under section 194 of the *Fair Work Act 2009*; and
- c) result in the employee being better off overall than the employee would be if no arrangement was made.

11.3 The employer must ensure that the individual flexibility arrangement:

- a) is in writing; and
- b) includes the name of the employer and employee; and
- c) is signed by the employer and employee and if the employee is under 18 years of age, signed by a parent or guardian of the employee; and
- d) includes details of:

- i. the terms of the enterprise agreement that will be varied by the arrangement; and
 - ii. how the arrangement will vary the effect of the terms; and
 - iii. how the employee will be better off overall in relation to the terms and conditions of his or her employment as a result of the arrangement; and
 - e) states the day on which the arrangement commences.
- 11.4 The employer must give the employee a copy of the individual flexibility arrangement within 14 days after it is agreed to.
- 11.5 The employer or employee may terminate the individual flexibility arrangement:
- a) by giving no more than 28 days written notice to the other party to the arrangement; or
 - b) if the employer and employee agree in writing — at any time.

12. Shared Values

12.1 Continuous Improvement

The parties to this Agreement recognise the need to continue to build workplace arrangements that contribute to the ongoing viability of DHL Supply Chain in a highly competitive market. Flexibility in the deployment of labour is extremely important to ensure the long-term future of DHL Supply Chain and its employees. The parties to this Agreement recognise that DHL Supply Chain is a third-party Logistics 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 DHL Supply Chain 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;
- 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 DHL Supply Chain.

12.2 Workplace Safety Culture

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

DHL aims to ensure all reasonable steps are taken to identify, prevent and eliminate where possible the risk of injury and disease to employees and other persons by adopting a planned and systematic approach to the proactive management of health, safety, and environmental matters by providing the appropriate resources for its successful implementation.

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

- a) Adoption of pro-active behaviours: - by identifying hazards/risks & implementing corrective actions;
- b) Communicating awareness across the businesses – by holding team briefings etc.;

- c) Developing our culture – through policies, procedures, KPI's, consultation mechanisms, proper instructions, training etc.;
- d) Introduction and maintenance of safe systems of work – by monitoring and auditing our processes/KPI's etc. and taking corrective actions across the business to improve the culture.

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 tyres raised;
- Wear all Personal Protective Equipment (PPE) as required;
- Do not tamper with any safety equipment and/ or device / guards;
- Do not come to work under the influence of alcohol or drugs;
- No speeding in vehicles/equipment (watch for pedestrians & sound the horn);
- No climbing over vehicles or product.
- Working at heights is not permitted without the use of approved fall restraint system;
- Keep all aisles and exits clear from any obstructions;
- Maintain good House Keeping in work area(s) to ensure we have a clean site;
- Treat individuals with mutual respect & honesty (i.e., no smutty jokes, sexually offensive comments/taunts, unwelcome behaviours, no bullying/aggressive behaviour);
- Do not bring or show in a workplace pornographic or other offensive material;
- Comply with all safety warning signage and notices;
- Comply with relevant laws of the road (i.e., Speed signs, Fatigue Management, load restraints, licensing laws etc.);
- Report all Incidents and/or Hazards immediately in writing;
- Comply with all company policies and procedures.

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

12.3 Company Success Factors

The ability of DHL Supply Chain 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

12.4 Equal Employment Opportunity

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

- sex or gender
- pregnancy or potential pregnancy
- breast feeding
- race, colour, descent, national, or ethnic origin, immigration status
- marital status, relationship status
- family responsibilities, status as a parent or carer
- Sexual orientation, lawful sexual activity
- Gender identity, gender history, intersex status
- religious belief, affiliation, or activity, ethno-religious status
- union membership, participation in union activities
- political belief, affiliation, or activity
- disability, impairment (physical or mental)
- age

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

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

12.5 Quality

Quality underpins the company's strategy to win and grow our business, and is key to retaining our existing customer base, by delivering the desired performance for our customers. This creates pride and fulfilment in our employees when we enable them to deliver a quality service and assists the company to achieve best in class within the 3PL environment.

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

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

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

- inspection of incoming and outgoing goods to ensure that no damaged goods are despatched to customers;
- stock rotation;
- clear identification of goods in the warehouse;
- assistance in the assessment of the accuracy of work;
- assistance in the preparation of non-conformance reports relating to faulty products and faulty processes;
- recommendation concerning improvements to processes.

13. Classification Structure

13.1 Production Person

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

Skills/Duties: across all facets of warehousing activities:

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

A Production Person reports to a Team Leader, Leading Hand, Supervisor or Manager. The Production Person may apply for Storeperson positions as they arise within DHL Supply Chain 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.

13.2 Production Person (Preserved)

A Production Person (Preserved) is expected to perform the following functions.

Skills/Duties: across all facets of warehousing activities:

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

A Production Person (Preserved) reports to a Team Leader, Leading Hand, Supervisor or Manager. The production person (Preserved) may apply for Storepersons positions as they arise within DHL Supply Chain 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.

13.3 Production Leading Hand

A Production Leading Hand, in addition to the duties of a production person/production person (preserved) will have in-depth knowledge of processes of the base functions of the warehouse and guides their team/performs tasks in relation to:

- Across all facets of warehousing activities including Packaging, kitting, co packing, assembling, bagging of stock items in accordance with the specific product requirements, standard operating procedures, and batch packaging documents;
- Good Manufacturing Practice and Quality;
- Housekeeping of work area;
- Use of non-licensed material handling equipment;
- Computer operation associated with the above tasks;
- Principles and responsibilities for WHSE&W;
- Stock reconciliation,
- Administration activities,
- QA and ISO requirements;
- Actively comply with WH&S Responsibilities and early intervention;
- Controlling Inventory
- Day to day direction and productivity of area under his/her control;
- Liaise with Clients; and
- Other related tasks as required

The Production Leading Hand will be paid an allowance of \$85.00 per week above the Production Person/ Production Person (Preserved) wage rate.

13.4 Storeperson

A Storeperson is expected to perform the following warehouse functions.

Skills/Duties:

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

A Storeperson reports to a Leading Hand, Team Leader, Supervisor or Manager.

13.5 Storeperson A

A Storeperson A is an employee who, in addition to performing any of the warehouse functions outlined in clause 13.4 - Storeperson, performs forklift operation as part of their

primary duties and meets the criteria as defined in clause 42 - Material Handling Equipment (MHE) Allowance.

13.6 Storeperson Level 1 (Preserved)

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

Skills/Duties:

- Receiving, picking, and despatching stock into and from the warehouse;
- Use of pick to light, pick to voice and RF Scanning devices;
- Good Manufacturing Practice and Quality;
- Stock counting and control;
- Responsible for warehouse housekeeping of work area;
- Use of non-licensed 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 WHSE&W;
- Other duties as required.

A Storeperson Level 1 (Preserved) reports to a Leading Hand, Team Leader, Supervisor or Manager.

13.7 Storeperson Level 1A (Preserved)

A Storeperson Level 1A (Preserved) is an employee who, in addition to performing any of the warehouse functions outlined in clause 13.6 - Storeperson Level 1 (Preserved), performs forklift operation as part of their primary duties and meets the criteria as defined in clause 42 - Material Handling Equipment (MHE) Allowance.

13.8 Storeperson Level 2 (Preserved)

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

Skills/Duties:

- Receiving, picking, and despatching stock into and from the warehouse;
- Use of pick to light, pick to voice and RF Scanning devices;
- Liaison with suppliers and customers;
- Good Manufacturing Practice and Quality;
- Stock counting and control;
- Responsible for warehouse housekeeping of work area;
- Use of non-licensed 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 WHSE&W;
- Other duties as required.

A Storeperson Level 2 (Preserved) reports to a Leading Hand, Team Leader, Supervisor or Manager.

13.9 Storeperson Level 2A (Preserved)

A Storeperson Level 2A (Preserved) is an employee who, in addition to performing any of the warehouse functions outlined in clause 13.8 - Storeperson Level 2 (Preserved), performs

forklift operation as part of their primary duties and meets the criteria as defined in clause 42 - Material Handling Equipment (MHE) Allowance.

13.10 Leading Hand

The Leading Hand will be paid an allowance of \$85.00 per week above the Storeperson/Storeperson Level 2 (Preserved) wage rates. The Leading Hand will remain \$85.00 ahead of the Storeperson/Storeperson Level 2 (Preserved) wage rates in line with ATTACHMENT 1 - RATES OF PAY/ATTACHMENT 3 – PRESERVED RATES OF PAY wage increases.

A Leading Hand, addition to the duties of a Storeperson/Storeperson Level 2 (Preserved), 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 Storepersons and Production Persons under his/her control;
- Client liaison;
- Principles and responsibilities for WHSE&W;
- Other duties as required.

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

13.11 Team Leader

A Team Leader, addition to the duties of a Storeperson/Storeperson Level 2 (Preserved), will have in-depth knowledge of processes of the base functions of the warehouse and takes on responsibility for the performance of their team in relation to:

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

A Team Leader reports to a Supervisor or Manager.

14. Higher Duties

- 14.1 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 Temporary Placement Policy or as replaced.

15. Working Hours

- 15.1 Subject to clause 16 – Span of Hours below and other stated flexibility within the agreement, the ordinary working hours shall average 38 hours per week averaged over four (4) weeks.
- 15.2 Ordinary hours are worked over not more than five days Monday to Sunday inclusive. All ordinary hours worked on Saturday shall be paid at time and one half of the base rate. All time worked on Sunday shall be paid at double time.

16. Span of Hours

- 16.1 The day work span of working hours shall be 6am to 7pm. Notification for the change of hours of work must be at least ten (10) working days unless otherwise agreed.

17. Flexible time

- 17.1 DHL Supply Chain will work with its employees, managers and supervisors to identify opportunities and or arrangements that take into consideration DHL Supply Chain's operational and customer needs and the matters detailed below in subclauses 17.2 and 17.3.
- 17.2 By mutual agreement and the provision of two (2) weeks' notice by the employer, the 38 ordinary hours per week may be worked over any four (4) days (Monday to Sunday) inclusive) by the working of 9.5 ordinary hours per day (at ordinary rates of pay). Any ordinary hours worked on a Saturday shall be paid at time and one half and ordinary hours worked on a Sunday shall be paid at double time.
- 17.3 An employee working under the above arrangements, that has approved personal (sick) leave, will receive payment for the ordinary hours they would have worked had the employee not been absent due to illness or injury.
- 17.4 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 (sick) leave.
- 17.5 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.
- 17.6 All paid leave shall be counted as ordinary time worked for the purpose of calculating overtime.

18. Meal Times

- 18.1 An unpaid meal break of thirty (30) minutes shall be taken each shift. However, no employee will be required to work for more than five hours without a meal break.

- 18.2 In addition, employees who are not shift workers as defined by clause 29 - Hours of Work - Shift Workers 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.
- 18.3 Employees completing shift work as defined by clause 29 - Hours of Work - Shift Workers are allowed twenty (20) minutes as a rest period any time before or after their meal break as aligned to operational requirements. This is counted as time worked.
- 18.4 The timing of the above-mentioned meal breaks, and rest periods will be determined by DSC site management.

19. Contract of Employment

- 19.1 All permanent (full time and part time) employment shall be weekly (except in the case of casuals).
- 19.2 An employee will be engaged as a full time, part time or a casual employee.
- 19.3 Casual employees will be engaged on an hourly basis and will be paid weekly. The minimum daily hours of work are four (4) on any one day.

20. Termination of Employment

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

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

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

21. Fixed Term Employees

- 21.1 An employee may be engaged as a Fixed Term employee for up to a maximum of three (3) months. Ordinary hours of work for Fixed Term employees will not exceed:
 - a) 38 hours per week; and
 - b) 7.6 hours per day.
- 21.2 The ordinary hours of work may be worked Monday to Sunday inclusive.

- 21.3 Fixed term employees will accrue annual and personal (sick) leave during the term of their engagement, in accordance with clause 54 - Annual Leave and clause 54 - Annual Leave respectively. Unused annual leave will be paid out at the conclusion of the term of employment unless the employee is offered and accepts a permanent position with DHL Supply Chain.
- 21.4 Continuity of service will be recognised should a permanent position be offered.
- 21.5 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.

22. DHL Supply Chain Casuals

- 22.1 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.
- 22.2 Casual employees are employed by the hour and paid as such for a minimum of four (4) hours on any one day. A casual is paid the hourly rate for the position plus a 15% casual loading. In addition, an amount of one twelfth (1/12th) of ordinary time earnings is paid in lieu of annual leave. Casual rates compensate employees for the casual nature of the engagement as well as all leave entitlements.
- 22.3 Where a casual employee is entitled to any other loadings in addition to the casual loading (such as shift loadings), such loadings will be calculated on the base rate of pay.
- 22.4 For DHL Supply Chain casuals engaged for more than six (6) months, who are offered continuous employment as a permanent employee, a four (4) week probationary period will apply.
- 22.5 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.

23. Permanent Part Time

- 23.1 The Company may employ employees on a permanent part-time basis. For permanent part-time employees, benefits provided under this Agreement shall be applied on a pro-rata basis. Hours of work will be agreed between the Company and the employee in writing.
- 23.2 The minimum daily hours of work are three (3) hours on any one day. If a change to the weekly 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 hours, without the provision of five (5) days' notice or penalty payment.
- 23.3 Hours of work will be agreed between DHL Supply Chain 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.
- 23.4 Annual leave and personal leave will be accrued for all ordinary hours worked.

24. Multiskilling

- 24.1 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.
- 24.2 Specifically, Warehouse employees will be trained in the areas of packing, receipt, despatch, picking, stock control and warehouse administration.

25. Probation

- 25.1 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.
- 25.2 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 DHL Supply Chain's requirements with respect to work obligations.

26. Payment of Wages

- 26.1 All employees are paid weekly into the employees nominated bank account every Thursday for work performed during the previous week.
- 26.2 Employees may request to be paid fortnightly.
- 26.3 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.

27. Stand Down

- 27.1 The Company may, under this clause, stand down an employee during a period in which the employee cannot usefully be employed because of one of the following circumstances:
- a) industrial action (other than industrial action organised or engaged in by the employer);
 - b) a breakdown of machinery or equipment, if the employer cannot reasonably be held responsible for the breakdown;
 - c) a stoppage of work for any cause for which the employer cannot reasonably be held responsible.
- 27.2 If the Company stands down an employee during a period under subclause 27.1 the employer is not required to make payments to the employee for that period.

28. Superannuation

- 28.1 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.

29. Hours of Work - Shift Workers

29.1 As per clause 15 - Working Hours, the ordinary hours of work of shift workers will not exceed 38 hours per week to be worked over not more than five (5) days of the week, Monday to Sunday inclusive.

30. Shift Loadings

30.1 Employees required to work shift work will be paid at the rates detailed in the applicable attachment of this Agreement.

30.2 DHL Supply Chain may change an employee's shift on seven (7) days' notice or earlier by agreement with the employee.

30.3 Rest Break

30.4 Persons working on early morning, afternoon or night shift are entitled to 20 minutes paid break during the shift.

30.5 Hours of Shift:

a) Early Morning Shift:

a shift which commences after 4am but prior to 6am. A loading of 12.5% of base rate will apply for all ordinary hours of the early morning shift.

b) Afternoon Shift:

a shift which finishes after 7.00 pm, but at or prior to midnight. A loading of 15% of base rate will apply for all ordinary hours of afternoon shift.

c) Night Shift:

a shift which finishes after midnight but at or prior to 6.00 am. A loading of 25% of base rate will apply for all ordinary hours of night shift.

31. Definition of a Shift Worker

31.1 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. Overtime

32.1 The following shall be treated as overtime and will be paid at the rate of time and one half for the first two (2) hours and double time thereafter:

a) Hours worked in excess of 7.6 ordinary hours per day when hours are organised in accordance with clause 15 - Working Hours (except where hours are arranged in accordance with clause 17.2);

b) Hours worked in excess of 9.5 ordinary hours per day when hours are organised in accordance with clause 17.2;

c) Hours worked outside of the span of hours provided under the clause 16 - Span of Hours (other than when working shift work as provided under clause 29 - Hours of Work - Shift Workers); or

d) Hours worked in excess of 38 ordinary hours per week

32.2 For the purposes of overtime calculation each day / shift shall stand alone.

32.3 Overtime at different sites

Where an employee covered by this Agreement, performs overtime on another site that is covered by a different agreement, such work will be subject to the terms and conditions of the relevant agreement covering that site.

33. Call Back

33.1 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; and/or

b) The work was done immediately prior to the employee's normal shift starting time.

34. Rostered After Hours Call Out

34.1 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.

34.2 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.

34.3 If the work, they are required to perform extends beyond three (3) hours they will be paid for the hours so worked.

34.4 When an employee is rostered to be on call, they shall receive \$100 per week for the actual week they are rostered to be on call;

34.5 In order to effectively participate in the rostered after hours call out, the employee must have their own vehicle available for their use and be an appropriately licensed driver. Employees required to use their vehicle in accordance with their work when they are on call shall receive up to a maximum \$50 per week (reimbursement) upon the production of petrol receipts directly related to their petrol usage associated with the call out.

34.6 The company recognises that in accordance with clause 36 - Minimum Break employees are to receive a break (as specified in clause 36 - Minimum Break) between shifts. Where an employee receives a callout, an employee must have a ten (10) hour break between shifts, other than on a callout finishing on a Friday after 7pm but at or prior to 12am Saturday. For any callout finishing on Friday after 7pm, but at or prior to 12am Saturday an employee must have an eight (8) hour break between finishing the work and starting the work on the following day.

34.7 In the case where an employee receives a call out and the required break is not possible, the employee is to make contact with the supervisor. Where possible the employee will be allocated the required break by being able to attend for work later than scheduled. Any time that the employee is away from the workplace because of the need for the employee to

receive the required break in accordance with clause 36 - Minimum Break, the employee will receive their normal pay.

35. Time Off in Lieu of Overtime

- 35.1 An employee may elect to take time off during ordinary working hours in lieu of payment of overtime on an hour for hour basis i.e., work two (2) hours overtime, elect to take two (2) hours' time off in lieu of payment. Such time off must be approved by DSC management prior to taking the leave. While reasonable efforts will be made to accommodate an employee's individual preferences for time off, any time taken off will be subject to workloads and other operational requirements of DSC.
- 35.2 An employee who has time off in lieu of overtime, accrued in accordance with paragraph (a) of this subclause and not taken for whatever reason with three (3) months of its accrual, may elect to have such time paid out at the expiration of the three (3) months. Where an employee elects to have any accrued time of in lieu paid out, this payment will be made at the overtime rates pay applicable to the overtime hours worked in accordance with clause 32 - Overtime.
- 35.3 Where no election is made by the relevant employee, in accordance with the above paragraph (b) within three (3) months of accruing time off in lieu of overtime, the employee will be provided with payment in satisfaction of the accrued time. This payment will be made at the overtime rates pay (as per clause 32 - Overtime) applicable to the overtime hours worked. Any accrued but unused time off in lieu of overtime will be paid out on termination of employment

36. Minimum Break

- 36.1 An employee must have a ten (10) hour break between work on consecutive days, other than any work finishing on a Friday after 7pm but at or prior to 12am Saturday. For any work finishing on a Friday after 7pm, but at or prior to 12am Saturday, an employee must have an eight (8) hour break between finishing the work and starting the work on the following day. If so much overtime is worked that the required break as set out above (ten (10)/eight (8) hour break) is not possible, then all work performed until the required break is possible shall be at the rate of double time for ordinary hours performed.

37. Requirement to Work Reasonable Overtime

- 37.1 Because of the need to provide an on-time service, cooperation with the flexible working of overtime is essential, therefore:
- a) Employees may be required to work reasonable overtime at overtime rates. DHL Supply Chain is committed to ensuring that all employees co-operate 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.
- 37.2 When requesting an employee undertake reasonable overtime, the following will be taken into consideration:
- a) Any risk to the employee's health and safety that might reasonably be expected to arise if the employee worked the additional hours;
 - b) The employee's personal circumstances (including family responsibilities);

- c) Any notice given by the employer of the requirement or request that the employee work the additional hours;
- d) Any notice given by the employee of the employee's intention to refuse to work the additional hours; and
- e) The employee's hours of work over the 4 weeks ending immediately before the employee is required or requested to work the additional hours.

38. Rest Break

38.1 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.

39. Meal Allowance

39.1 An employee required to work greater than one (1) hour overtime on any day after the fixed finish time shall be paid a meal allowance of \$17.17. This allowance is not payable where the employee is provided notification of the requirement to work overtime no later than on the day prior to the day the overtime is worked.

40. First Aid

40.1 A permanent DHL Supply Chain employee who holds a current first aid qualification (as required by the Company), undertaken the relevant training, and has been nominated and accepts the first aider duties shall be paid a weekly allowance of \$16.46 at the time of claiming the allowance if nominated and available to provide first aid.

41. Dangerous Goods Allowance – Consigning Declarations

41.1 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

41.2 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.

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

41.4 Dangerous Goods Allowances are not payable when an employee is on any type of leave (paid or unpaid).

- 41.5 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.
- 41.6 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.

42. Material Handling Equipment (MHE) Allowance

- 42.1 This clause comes into effect on the first full pay period on or after 3 February 2025.
- 42.2 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 A, Storeperson Level 1A (Preserved) or Storeperson Level 2A (Preserved) 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.
- 42.3 All duties in line with the employee's role as set out in Clause 13 - Classification Structure must be performed in conjunction with this clause.
- 42.4 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.
- 42.5 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.
- 42.6 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 13 - Classification Structure (Storeperson, Storeperson Level 1 (Preserved) or Storeperson Level 2 (Preserved)) to meet specific requirements that do not form part of their primary duties this MHE Allowance is not payable.

43. Saturdays and Sundays

- 43.1 Ordinary time hours worked on a Saturday shall be paid at time and one half. Overtime on Saturday shall be paid at time and one half for the first two (2) hours and double time thereafter. All time worked on a Sunday shall be paid at double time.
- 43.2 The minimum paid time for work occurring on a Saturday or Sunday shall be three (3) hours. Meal breaks, as specified in clause 18 - Meal Times, shall apply for all work occurring on a Saturday or Sunday in excess of five (5) hours.

44. Public Holidays

- 44.1 Employees are, are entitled to the following gazetted public holidays without loss of pay: New Year's Day, Australia Day, Good Friday, Easter Saturday, Easter Sunday, Easter Monday, Anzac Day, Queens Birthday, Labour Day, Christmas Day and Boxing Day or any other day or part day declared or prescribed as a public holiday.

- 44.2 One (1) additional paid holiday will be observed each calendar year on a date agreed between the company and each permanent DHL Supply Chain employee, after successful completion of their probationary period.
- 44.3 Where an employee is absent from work on the working day or part there of the working day before or the working day or part there of the working day after a public holiday without a medical certificate from a duly qualified medical practitioner or without the consent of the Company, the employee shall not be entitled to payment for the holiday.
- 44.4 An employee may with the agreement of the Company, substitute another day for any public holiday provided under this clause. Such time must be taken on an hour for hour basis.
- 44.5 All time worked on Christmas Day and Good Friday is paid at the rate of three (3) times the ordinary rate. All time worked on other public holidays is at the rate of double time (unless another day has been substituted for the holiday on an hour for hour basis).
- 44.6 An employee may elect to take time off during ordinary working hours in lieu of payment for work performed on a Public Holiday on an hour for hour basis. Such time off must be approved by DSC management prior to taking the leave and will be subject to the operational requirements of DSC.
- 44.7 The minimum payment for work on a public holiday is four (4) hours (at applicable public holiday rates).
- 44.8 Work on a Public Holiday will be on a voluntary basis.

45. Travel

- 45.1 If an employee is requested to work at a place other than their normal place of work for less than one (1) week, which increases their travelling distance by 15 kilometres or more, they shall be paid ordinary time rates for the increased travel time.
- 45.2 Where an employee is required to temporarily perform work at another work location and is required to use their motor vehicle, they will be provided an allowance of \$1.05 for each additional Kilometre travelled when compared with the distance travelled to and from their normal location of work.
- 45.3 This clause does not apply to situations where the additional travel is associated with overtime work that the employee has volunteered to undertake.
- 45.4 For purposes of this clause distances/travel times will be measured in reference to the most direct and/or practical route(s) between the employee's residence and work location(s).
- 45.5 Whether during normal working hours or for overtime, other than overtime that an employee volunteers to undertake, where the distance to the alternative location is greater than that route normally taken to work and the employee is required to use their own vehicle, the company will pay a kilometre allowance for the kilometres travelled in excess of the normal journey including any toll charges.
- 45.6 This clause does not apply to an employee who is transferred to a new location of work.

46. Use of Own Vehicle

- 46.1 The use of an employee's vehicle will only occur by mutual agreement, as a Company provided vehicle is the preferred option for work related travel. If an employee is required to use their own vehicle DHL Supply Chain will pay an allowance of \$1.05 per kilometre

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

47. Public Transport

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

48. Relocation

48.1 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.

48.2 The above circumstances do 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.

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

49. Training

49.1 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.

50. Presentation

50.1 DHL Supply Chain 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 may be sent home without pay.

50.2 The uniform issue will include an option or combination of 5 shirts, 2 Shorts, 2 Trousers, 2 Windcheater jumpers, 1 beanie, 1 cap and 1 bomber jacket. DHL Supply Chain will supply steel capped safety boots.

50.3 Where it is determined by the company that an employee is working in an area where they require hair nets, gloves, or other safety equipment to comply with food safety standards, policies, practices, or legislative requirements the company will provide the relevant safety equipment. Employees must wear the required hair nets, gloves or other safety equipment as determined by the company.

50.4 For safety and security purposes employees provided with a DHL uniform are required to wear the uniform and are not permitted to wear any other item which displays a non-DHL logo, motif, or brand.

50.5 Where an employee is not able to wear the DHL uniform, they must provide their Supervisor / Manager with written medical evidence, from a duly qualified medical practitioner explaining

why they are unable to wear the DHL uniform and the length of time that the employee is unable to wear the uniform.

- 50.6 Replacement of all uniform items will be on a fair wear and tear (exchange) basis.
- 50.7 All uniforms items, including safety boots must be returned when leaving DHL Supply Chain, prior to final payment being received. Steel capped safety boots must be worn at all times whilst working.
- 50.8 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).

51. Redundancy

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

51.2 Notice Period

The notice provisions as per clause 20 - Termination of Employment shall apply.

51.3 Redundancy Pay

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

- 51.4 Where an employee is to be terminated due to their 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.
- 51.5 The employees affected will be provided with assistance in future employment through training in preparation of letters of application, resumes and interview skills. Reasonable time will be made available, by mutual agreement, for employees to attend interviews.
- 51.6 Upon receipt of a request from an employee whose employment has been terminated, DHL Supply Chain 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.
- 51.7 An employee will not be entitled to redundancy pay where the employee is redeployed to a suitable alternative position within DSC or where DSC obtains other acceptable employment for the affected employee and such employment is rejected by the employee.

51.8 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.

52. Discipline Procedure

52.1 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 state their case and seek external assistance if so desired.

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:

52.2 Responsibilities

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

The General Manager authorises termination of employment.

52.3 Procedure

Stage 1 – First Written Warning

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

The warning will clearly state:

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

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

Stage 2 – Second Written Warning

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

The warning will clearly state:

- the nature and circumstances of the breach or offence
- the improvements to be made, or behaviour which must change
- an agreed specific time in which to improve
- what further action will be taken if the desired improvement does not occur. The warning may indicate that it is a final warning, which could result in dismissal if the breach is repeated, or the desired improvement is not made.

Stage 3 – Final Written Warning

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

Stage 4 - Termination of Employment

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

Prior to taking of any disciplinary action, DHL Supply Chain will take all reasonable steps to investigate the alleged conduct/unsatisfactory performance and the employee will have an opportunity to respond to the alleged conduct/unsatisfactory performance. The employee may also have a support person present to assist them any disciplinary meetings.

52.4 Termination Of Employment Without Notice (Summary Dismissal)

In event of serious misconduct an employee may be suspended on full pay while the matter is investigated. Employees found to have engaged in serious misconduct will have their employment terminated without the provision of notice specified in clause 20 - Termination of Employment. Serious Misconduct will have its ordinary meaning and whilst not an exhaustive list, the following are examples of misconduct which may result in termination without notice:

- falsification of DHL Supply Chain 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 DHL Supply Chain assets;
- giving or accepting a bribe;
- unauthorised disclosure of DHL Supply Chain 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 DHL Supply Chain property;
- serious breach of safety procedure;
- serious breach of DHL policies and procedures;
- any form of workplace bullying, intimidation, or harassment;
- serious breach of GMP, SOP's or QA procedures;
- any criminal activity committed on DHL Supply Chain premises; and
- conduct that compromises the security of DHL Supply Chain;

Responsibility

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

The General Manager authorises termination of employment.

Procedure

- a) 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.

- b) If the supervisor/manager considers that termination of employment is warranted, a recommendation for this action is made to the General Manager.
- c) If a dispute arises out of the application of this clause it will be dealt with in accordance with clause 8 - Grievance Procedure.

53. Job Abandonment

- 53.1 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.
- 53.2 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.
- 53.3 This clause will operate subject to the National Employment Standard of the *Fair Work Act 2009* (Cth).

54. Annual Leave

- 54.1 A full time employee is entitled to four (4) weeks of paid annual leave for each year of service. DHL Supply Chain sees annual leave as being important to the health and wellbeing of the individual and their families and therefore encourages all employees to take their annual leave each year. Annual leave accrues on a pro-rata basis for part time employee, based on ordinary hours worked.
- 54.2 An employee who is a shift worker for the purpose of the NES (as defined in clause 31 - Definition of a Shift Worker) is entitled to five (5) weeks paid annual leave per year of service.
- 54.3 Applications for annual leave must be made in writing on the approved form or via the approved electronic (computerised) system not less than two (2) 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.
- 54.4 The authorised manager or supervisor is responsible for the approval of annual leave.
- 54.5 If a public holiday falls within an employee's annual leave, as prescribed in the Agreement, and is on a day which would have been an ordinary working day, then extra time equivalent to the public holiday is added to the employee's annual leave.
- 54.6 Annual Leave Loading
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 annual leave (including any pro rata component) paid out on upon termination.

55. Personal (Sick) Leave

- 55.1 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 DHL Supply Chain 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.

55.2 Taking the above into account, a permanent employee who is absent from work due to personal illness or injury is entitled to 10 days personal (sick) leave per annum subject to the following:

- a) Absences. The Company will request that an employee provide a certificate from a duly qualified medical practitioner for personal (sick) leave absences:
 - if an employee has established a pattern of personal (sick) leave absences; or
 - if an employee is absent on the day before or after a public holiday; or
 - if an employee has had 3 single day absences in a 12-month period; or
 - if an employee is absent on a Monday or Friday; or
 - for absences of greater than one (1) day.
- b) The employee must make verbal contact with their Supervisor / Manager to inform them of their inability to attend for duty as soon as is reasonably practical and prior to the commencement of the first shift on which absence will occur.
- 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, however, the employee is required to make verbal contact with the Supervisor / Manager prior to the completion of ordinary hours on the day of absence.
- d) The employee shall advise that he/she is unfit for work and the estimated duration of the absence.
- e) The Supervisor / Manager will advise the employee at the time the employee makes contact of the requirement to provide a medical certificate upon their return to work.
- f) The number of hours the employee was rostered for (excluding overtime) will be subtracted from the employee's personal (sick) leave entitlement in the event of a whole day absence.
- g) If an employee does not comply with the procedures detailed above without reasonable excuse, they will forfeit any right to payment for the absence.
- h) For the purposes of clarification an established pattern of personal (sick) leave may include, but is not limited to, where an employee takes the same day of the week as personal (sick) leave.
- i) If the employee is not rostered to work ordinary hours on a day when they are injured or unwell, they will not be entitled to paid personal (sick) leave.

56. Carer's Leave

56.1 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 take two (2) days of unpaid carer's leave each year in accordance with the *Fair Work Act 2009* (Cth) to care for an immediate family member or partner.

56.2 "Immediate family" means:

- the employee's spouse (including former spouse, de facto spouse, former de facto spouse, or same sex partner). De facto spouse means a person who, although not legally married to the employee, lives with the employee in a relationship as a couple on a genuine domestic basis (whether the employee and the person are of the same sex or different sexes), or
- child or adult child (including adopted child, step-child, or ex nuptial child), or
- parent, parent-in-law, or
- grandparent, or
- grandchild, step grandchild or
- sibling of the employee or of the employee's spouse, or
- any other person who immediately prior to that person's death, lived with the employee as a member of the employee's family.

56.3 The employee is required to notify the employer soon as is reasonably practical and prior to the commencement of the first shift on which absence will occur. 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.

57. Compassionate Leave

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

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

c) the employee, or the employee's spouse or de facto partner, has a miscarriage.

- 57.2 In the event of the death of an immediate family member overseas and the employee attends the funeral and/or related matters overseas, the employee will be eligible for two (2) additional days of compassionate leave without loss of pay (a total of seven (7) days of compassionate leave). The employee will be required to provide satisfactory evidence pertaining to the death and/or funeral arrangements.
- 57.3 When an employee takes paid compassionate leave, the employer must pay the employee the amount of ordinary hours the employee would have worked had the employee not been on compassionate leave.
- 57.4 The term immediate family includes:
- The employee's spouse (including former spouse, de facto spouse, former de facto spouse, or same sex partner). De facto spouse means a person who, although not legally married to the employee, lives with the employee in a relationship as a couple on a genuine domestic basis (whether the employee and the person are of the same sex or different sexes), or
 - child or adult child (including adopted child, step-child, or ex nuptial child), or
 - parent, parent-in-law, or
 - grandparent, or
 - grandchild, step grandchild or
 - sibling of the employee or of the employee's spouse, or
 - any other person who immediately prior to that person's death, lived with the employee as a member of the employees family.

58. Long Service Leave

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

59. Parental Leave

- 59.1 Permanent (full time and part time) and DHL casual staff with at least twelve (12) months service are entitled to up to 52 weeks parental leave on the birth or adoption of a child under the age of 16 years, which is unpaid. Parental Leave will be provided in accordance with the *Fair Work Act 2009 (Cth)*.

59.2 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 intended start date of the leave.

A doctor's certificate indicating the expected day of confinement must also be provided at least 10 weeks before that date. In the case of adoption, documentation from the adoption agency must be provided at least ten (10) weeks prior to intended start date of the leave confirming that on the day of placement (or the expected day of placement) of the child and that the child is, or will be, under 16 as at the day of placement (or the expected day of placement, of the child).

59.3 Variation

To lengthen or shorten a period of parental leave, four (4) weeks' notice must be given in writing to their Supervisor or 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 Company. The employee will receive written advice as to outcome of their application in accordance with legislative requirements.

59.4 Continuity of service

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

59.5 Return to work

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

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.

59.6 Both partners

Where both partners are employed by DHL, they must take parental leave at different times, except for a maximum period of eight (8) weeks.

60. Leave Without Pay

60.1 Other than unpaid carers leave provided under the *Fair Work Act 2009* (Cth), leave without pay will only be granted at DHL Supply Chain's discretion in specific circumstances where there is an urgent matter and when all other forms of leave have been exhausted.

61. Jury Service

61.1 Permanent DHL Supply Chain 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.

61.2 Staff must notify their manager as soon as possible of the date that they are required to attend.

61.3 Documentation of attendance, duration and amounts received are to be submitted.

62. Incentive Plan

62.1 Refer ATTACHMENT 2 - DHL SUPPLY CHAIN INCENTIVE PROGRAM.

63. Productivity Agreement

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

64. Workers Compensation

- 64.1 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.

ATTACHMENT 1 - RATES OF PAY

The rates of pay outlined in the below tables apply to any employee hired from the date of approval of this Agreement by the employees.

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	\$1,062.30	\$1,195.08	\$1,221.64	\$1,327.87
DHL Storeperson	\$1,179.28	\$1,326.69	\$1,356.17	\$1,474.10
Team Leader	\$1,421.14	\$1,598.78	\$1,634.31	\$1,776.42
Hourly	\$/hr	\$/hr	\$/hr	\$/hr
Production Person	\$27.96	\$31.45	\$32.15	\$34.94
Storeperson	\$31.03	\$34.91	\$35.69	\$38.79
Team Leader	\$37.40	\$42.07	\$43.01	\$46.75
DHL Casual Production Person	\$34.48	\$37.97	\$38.67	\$41.47
DHL Casual Storeperson	\$38.27	\$42.15	\$42.93	\$46.03
DHL Casual Team Leader	\$46.12	\$50.80	\$51.73	\$55.47

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

All-Purpose Weekly MHE Allowance	
Storeperson A	\$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	\$1,104.79	\$1,242.89	\$1,270.51	\$1,380.99
Storeperson	\$1,226.45	\$1,379.75	\$1,410.42	\$1,533.06
Team Leader	\$1,477.98	\$1,662.73	\$1,699.68	\$1,847.48
Hourly	\$/hr	\$/hr	\$/hr	\$/hr
Production Person	\$29.07	\$32.71	\$33.43	\$36.34
Storeperson	\$32.27	\$36.31	\$37.12	\$40.34
Team Leader	\$38.89	\$43.76	\$44.73	\$48.62
DHL Casual Production Person	\$35.86	\$39.49	\$40.22	\$43.12
DHL Casual Storeperson	\$39.80	\$43.84	\$44.65	\$47.87
DHL Casual Team Leader	\$47.97	\$52.83	\$53.80	\$57.69

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

All-Purpose Weekly MHE Allowance	
Storeperson A	\$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	\$1,137.93	\$1,280.17	\$1,308.62	\$1,422.42
Storeperson	\$1,263.24	\$1,421.15	\$1,452.73	\$1,579.05
Team Leader	\$1,522.32	\$1,712.61	\$1,750.67	\$1,902.91
Hourly	\$/hr	\$/hr	\$/hr	\$/hr
Production Person	\$29.95	\$33.69	\$34.44	\$37.43
Storeperson	\$33.24	\$37.40	\$38.23	\$41.55
Team Leader	\$40.06	\$45.07	\$46.07	\$50.08
DHL Casual Production Person	\$36.93	\$40.68	\$41.42	\$44.42
DHL Casual Storeperson	\$41.00	\$45.15	\$45.99	\$49.31
DHL Casual Team Leader	\$49.41	\$54.42	\$55.42	\$59.42

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

All-Purpose Weekly MHE Allowance	
Storeperson A	\$15.58

ATTACHMENT 2 - DHL SUPPLY CHAIN INCENTIVE PROGRAM

FRAMEWORK DOCUMENT

PREAMBLE

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

TERMS & CONDITIONS

The KPI's are agreed as part of DHL Supply Chain'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 DHL Supply Chain 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 DHL Supply Chain 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.
- 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 DHL Supply Chain and /or the client. DHL Supply Chain 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 8 - 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
- Check in
- Replenishment
- Full Picks
- Part Picks
- Truck Loading
- Turnaround times
- Credits
- Unreported Damage
- Damaged in Warehouse

ATTACHMENT 3 – PRESERVED RATES OF PAY

Only employees whose names are listed in the below tables will be entitled to either Storeperson Level 1 (Preserved), Storeperson Level 2 (Preserved) or Production Level 2 (Preserved) rates of pay set out in this attachment. These lists are exhaustive and will not be added to. However, a Storeperson Level 1 (Preserved) may be appointed to the position of Storeperson Level 2 (Preserved) for a temporary or on an ongoing basis through mutual agreement between the relevant employee and DSC.

Where an employee whose name is listed below accepts a role covered by another Agreement or resigns from their employment at DSC and is subsequently reemployed by DSC, they will no longer be entitled to the preserved rates of pay set out in this Agreement. Where an employee whose name is listed below accepts a role covered by another Agreement and later once again accepts a role covered by this Agreement they will no longer be entitled to the preserved rates of pay set out in this Agreement.

For example: Where a preserved Storeperson Level 2 (Preserved) whose name appears in the below table successfully applies for a Storeperson Level 1 position covered by the DHL Supply Chain (Australia) Pty Limited General Logistics Agreement – New South Wales 2024, they will be paid as a Storeperson Level 1 as per that Agreement and will no longer be entitled to the preserved Storeperson Level 2 (Preserved) rates of pay under this Agreement.

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	\$1,224.33	\$1,377.37	\$1,407.98	\$1,530.41
Storeperson Level 1	\$1,264.24	\$1,422.28	\$1,453.88	\$1,580.31
Storeperson Level 2	\$1,329.45	\$1,495.63	\$1,528.87	\$1,661.82
Hourly	\$/hr	\$/hr	\$/hr	\$/hr
Production Person	\$32.22	\$36.25	\$37.05	\$40.27
Storeperson Level 1	\$33.27	\$37.43	\$38.26	\$41.59
Storeperson Level 2	\$34.99	\$39.36	\$40.23	\$43.73

Table 1a: Material Handling Equipment (MHE) allowance as per clause 42 - Material Handling Equipment (MHE) Allowance 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	\$1,273.30	\$1,432.47	\$1,464.30	\$1,591.63
Storeperson Level 1	\$1,314.81	\$1,479.17	\$1,512.04	\$1,643.52
Storeperson Level 2	\$1,382.63	\$1,555.46	\$1,590.03	\$1,728.29
Hourly	\$/hr	\$/hr	\$/hr	\$/hr
Production Person	\$33.51	\$37.70	\$38.53	\$41.88
Storeperson Level 1	\$34.60	\$38.93	\$39.79	\$43.25
Storeperson Level 2	\$36.39	\$40.93	\$41.84	\$45.48

Table 2a: Material Handling Equipment (MHE) allowance as per clause 42 - Material Handling Equipment (MHE) Allowance 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	\$1,311.50	\$1,475.44	\$1,508.23	\$1,639.38
Storeperson Level 1	\$1,354.26	\$1,523.54	\$1,557.40	\$1,692.82
Storeperson Level 2	\$1,424.11	\$1,602.12	\$1,637.73	\$1,780.14
Hourly	\$/hr	\$/hr	\$/hr	\$/hr
Production Person	\$34.51	\$38.83	\$39.69	\$43.14
Storeperson Level 1	\$35.64	\$40.09	\$40.98	\$44.55
Storeperson Level 2	\$37.48	\$42.16	\$43.10	\$46.85

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

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

Eligible Employees

All employees who are entitled to Preserved rates of pay are listed as follows:

Employee ID	Full name	Job Title
360001979	Sauia Tokelau Haapaikaho Sionekuli	Production Level 2
360002654	Andy Loi	Storeperson Level 1
360001957	Asneel Atish Singh	Storeperson Level 1
360003686	Benjamin John Cooley	Storeperson Level 1
360002511	Emile Ngaoa Moosman	Storeperson Level 1
360001228	Greylynn Mahanga	Storeperson Level 1
360000939	Joseph Kago	Storeperson Level 1
360000738	Robert Victor Hammond	Storeperson Level 1
360002343	Shawn Wilkinson	Storeperson Level 1
360002066	Sioeli Tahi	Storeperson Level 1
360003685	Stacey Tehuna	Storeperson Level 1
360001361	Troy Anthony Milne	Storeperson Level 1
360001122	George Leger	Storeperson Level 2
360000703	Glenn Fredrick James Griffin	Storeperson Level 2
360001992	Gregory Smith	Storeperson Level 2
360000470	Mark James Davison	Storeperson Level 2
360002989	Matthew James Coffey	Storeperson Level 2
360000512	Noel Dimasangal	Storeperson Level 2
360001019	Phillip Wayne Kimble	Storeperson Level 2
360001908	Satini Seufatu	Storeperson Level 2
360000601	Toketa Fineanganofa	Storeperson Level 2

ATTACHMENT 4 - EMPLOYEE REPRESENTATIONAL MATTERS

DIRECT DEBIT ARRANGEMENT

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

PAYROLL DEDUCTIONS

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

THE EMPLOYER'S OBLIGATION

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

EMPLOYEE REPRESENTATIVE ON-SITE BUSINESS

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

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

The recognised elected Employee representative/s will be released (subject to business, operational and customer requirements), without loss of pay, to undertake five (5) days union training leave each calendar year (a maximum of three (3) days on each occasion). The UWU will provide the Company with written notification at least seven (7) days prior to the day the recognised elected Employee representative is to attend the training. Upon a request from the Company the union agree to confirm that the recognised elected Employee representative did attend the approved training.

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

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

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

WELCOME OF NEW EMPLOYEES

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

GENERAL BUSINESS UPDATE MEETINGS

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

A site employee representative is a duly appointed UWU Delegate.

REPRESENTATION AND COMMUNICATION WITH EMPLOYEES

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

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

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

JOB SECURITY

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

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

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

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

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

UNION MEETINGS- GENERAL MATTERS

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

UNION MEETINGS – ENTERPRISE AGREEMENT RENEWALS

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

In addition, upon receipt of the Log of Claims in line with clause 6 - Operation of Agreement, DHL Supply Chain (DSC) will facilitate the release of employee representative/s to attend paid report back/progress meetings with the UWU of thirty (30) minutes. Due to the scale, DSC will facilitate these meetings based on the site and/or Enterprise Agreements covering the affected employees.

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

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

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

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

DHL will provide a venue for negotiations.

NOTICE BOARD

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

RELATIONSHIP TO THE AWARD

In addition to the above, the Company will observe its obligations as noted in the Fair Work Act 2009 (Cth) and 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.

ATTACHMENT 5 - EMPLOYMENT PRINCIPLES

With the introduction of the preserved Hourly rates of pay it is important that employees covered by the agreement continue to feel safe, secure, and valued by DHL. In order to achieve these aims, DHL is committed to the following principles:

Overtime: Overtime will be made available in line with customer and operational requirements.

Where the working of overtime is necessary, the opportunity to work overtime will be offered in a fair manner. Consistent with historical practice, after taking into account the required skills, competencies, and knowledge to complete the task/s, DHL employees allocated to the team where the overtime is to be worked will be given first preference to work overtime.

Redeployment by DHL: In the event redeployment is required, DHL will aim and take steps to find suitable acceptable roles for the affected employees. In doing so, DHL will ensure that employees (who are covered by the DHL Supply Chain (Australia) Pty Limited & United Workers Union Ingleburn - New South Wales Agreement 2014 as at 4 May 2017 will not be required to accept a role with a lower hourly base rate of pay, at those sites nominated by the company, meaning their base rate of pay (at the time of relocation) will be guaranteed (all other terms and conditions relevant to the new site will apply). Note in the event that an employee chooses or volunteers to apply for a role at an alternative site, the employee will accept the relevant hourly base rate of pay and terms and conditions applicable to that site.

Performance Management: If required, performance management and disciplinary action will be undertaken in a fair and consistent manner in accordance with the requirements of the *Fair Work Act 2009* (Cth) and DHL performance management policies and procedures.

DHL has a number of enterprise agreements nationally where there is more than one (1) Storeperson classification and hourly rate of pay. In these Agreements, DHL has not used disciplinary processes to reduce the number of employees on higher hourly rates of pay. In line with this commitment, DHL will ensure that the performance management and disciplinary policies and procedures will not be used to reduce the number of employees entitled to the preserved hourly rate of pay.

We understand there are concerns around the introduction of the new Storeperson classification in the proposed DHL Supply Chain (Australia) Pty Limited & United Workers Union Ingleburn - New South Wales Agreement 2017 (Ingleburn Agreement 2017).

The purpose of this letter and the amendments to the above-mentioned Ingleburn Agreement 2017 is to provide further clarity and correct any misunderstandings around the new classification. As you aware the Ingleburn Agreement has one of the highest rates of pay within the DHL Enterprise Agreements, the purpose of the new classification is to assist DHL in remaining competitive in the market and renewing customer contracts into the future whilst not disadvantaging current employees. DHL needs to make decisions to ensure job security and enable future growth, and we are achieving this without disadvantaging current employees and allowing us to continue to increase wages.

The introduction of a new Storeperson classification in Agreements is not a new concept at DHL, and we successfully introduced a new rate in 2016 into our largest Agreement covering in excess of 350 employees. This has operated successfully since its introduction and no employee has been disadvantaged. As you know, two Storeperson classifications (Storeperson level 1 and 2) have existed within the Ingleburn Agreement for a number of years and DHL has not forcibly replaced Storeperson level 2 roles with Storeperson level 1 roles.

DHL is not legally able, nor would we intend, to forcibly replace the existing workforce with employees on the new Storeperson classification. The new classification will only be used to fill Storeperson positions created due to natural attrition (e.g., resignations/retirement) or business growth. Further, DHL hereby provides a firm guarantee that we will not transfer existing team members covered by the Ingleburn Agreement 2017 for the purposes of replacing them with employees on the new Storeperson rate of pay.

As evidence of this we have inserted the new clauses into the Enterprise Agreement covering the above commitments, which will be duly certified by the Fair Work Commission (FWC) upon approval.

We hope this letter and the new commitments contained in the Ingleburn Agreement 2017 have alleviated your concerns and answered any questions raised around the introduction of the new Storeperson rate of pay.

If you have any further questions on anything contained in this letter or the proposed Ingleburn Agreement 2017, please don't hesitate to contact Brett Carrigan, Business Unit Manager.

We hope that you continue to have the confidence in DHL that many of our great employees have had over the last 10 years. We look forward to continuing to create jobs and grow the organisation together; we thank you for commitment to DHL and ongoing support.

A copy of this letter will be placed on your employee file, and will be held on your file for the life of your employment with DHL,

Yours Sincerely,



Rachael McDonald
HR Director



Jonathan Bolton
General Manager - Consumer



Brett Carrigan
Business Unit Manager

DECLARATION AND AGREEMENT

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

Name	Danny Tadros	Date	31/10/2024
Signature			
Address	4 Milliner Ave		
	Horsley Park NSW 2175		
Position	HR Business Partner		

Witnessed by	KURT ROUGHLEY		
Signature		Date	31/10/2024
Address	4 MILLNER AVE		
	HORSLEY PARK NSW 2175		

SIGNED FOR AND ON BEHALF OF THE EMPLOYEES

Name	Marle Gorgan	Date	31/10/24
Signature			
Address	93 Williamson Road, Ingleburn		
Position	Store Person		

Witnessed by	PAUL KEATING		
Signature		Date	31.10.24
Address	93 WILLIAMSON RD		
	INGLEBURN, 2565		