# REGISTER OF ENTERPRISE AGREEMENTS

**ENTERPRISE AGREEMENT NO: EA99/277** 

TITLE: Boral Energy LPG NSW (Non-Metropolitan) Enterprise Agreement 1999

LR.C. NO:

99/4743

DATE APPROVED/COMMENCEMENT: 29 October 1999

TERM:

24 Months

**NEW AGREEMENT OR** 

**VARIATION:** 

New

**GAZETTAL REFERENCE:** 

DATE TERMINATED:

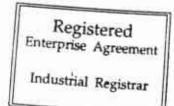
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**COVERAGE/DESCRIPTION OF** 

EMPLOYEES: Applies to employees engaged as Clerk Grades 1-5 and Transport Workers Grades 1-8 at the following locations; Queanbeyan, Tamworth, Moree, Newcastle, Coffs Harbour, Lightning Ridge, Glen Innes, Eden, Eden, Inverell, Port Macquarie, Parkes, Wellington and Wagga Wagga

PARTIES: Boral Energy LPG Ltd -&- Federated Clerks' Union of Australia, New South Wales Branch, Transport Workers' Union of Australia, New South Wales Branch



# BORAL ENERGY LPG NSW (NON METROPOLITAN) ENTERPRISE AGREEMENT 1999

#### INTRODUCTION AND BACKGROUND

Boral *Energy LPG* Ltd recognises in conjunction with the unions named as parties to this agreement, that significant changes in workplace practices are required in order that the Boral Purpose and Values can be achieved.

The Boral Purpose statement establishes what the Company wants to be and what we have to do to get there. The Values describe how Boral must operate in order to achieve the Purpose.

#### **PURPOSE**

Boral's aim is to be a world leader in the building and construction materials industry and a major force in energy in Australia and the Pacific, particularly in the sourcing and distribution of gas.

We will strive to provide shareholders with higher returns than comparable companies by:

- Pursuing focussed strategies that create and build on competitive advantage.
- Providing customers with better value and service than our competitors.
- Investing in people so that we have the best in our industries.
- Encouraging and implementing innovation to further improve our processes, products and services.

#### **VALUES**

#### Leadership

Creating and contributing to an environment in which our people can excel through a management style which is participative, encouraging, demanding and supportive.

#### Respect

Ensuring the impact and integrity of our operations and actions on employees, customers, the communities and environment in which we operate, meet both the spirit and letter of the law and community expectations.

#### **Focus**

Making critical choices on priorities, making timely, insightful fact-based decisions, and being determined to pick the right things and do them well.

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#### **Performance**

Getting on with the job, setting challenging goals and standards, measuring results, providing honest feedback on individual contribution and rewarding achievement.

#### Persistence

Striving to be the best at what we do, being relentless in our pursuit of improvement and of increasing targets, never being satisfied with the status quo.

### 2 TITLE

This Enterprise Agreement shall be referred to as the Boral Energy LPG NSW (Non Metropolitan) Enterprise Agreement 1999.

### 3 ARRANGEMENT

This Enterprise Agreement is arranged as follows:

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#### 4 PARTIES BOUND

The parties bound by this agreement are:

- (i) Boral Energy LPG Ltd (hereafter referred to as "the Company").
- (ii) The Transport Workers' Union of Australia (NSW Branch) (hereafter referred to as "the TWU").
- (iii) The federated Clerks Union of Australia NSW Branch (hereafter referred to as "the FCU").

# 5 RELATIONSHIP TO RELEVANT PARENT AWARDS

This Enterprise Agreement shall be read and interpreted wholly in conjunction with the following awards:

- Transport Industry Mixed Enterprise (State) Award
- Clerical and Administrative Employees (State) Award

provided that where there is any inconsistency between the Enterprise Agreement and the respective awards, this Enterprise Agreement shall take precedence to the extent of the inconsistency.

#### 6 APPLICATION

This Enterprise Agreement shall apply to all employees covered by the above mentioned awards employed by the Company in Queanbeyan, Tamworth, Moree, Newcastle, Coffs Harbour, Lightning Ridge, Glen Innes, Eden, Inverell, Port Macquarie, Parkes, Wellington and Wagga Wagga.

### 7 DATE AND PERIOD OF OPERATION

This Enterprise Agreement shall operate from the beginning of the first pay period to commence on or after the date of ratification by the Industrial Relations Commission of New South Wales and shall remain in force for a period of *two years*. The parties agree to review the Agreement three months prior to its expiration.

#### 8 AIMS AND OBJECTIVES

Create an environment where the organisation operates at a state wide competitive standard.

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a) Recognise a framework, which provides a flexible and multi-skilled workforce allowing a "team" approach to all activities. The team approach allows any person to perform any task at the workplace provided it is logical, legal and safe. The duties, as described by the *relevant* job description, will be treated as a minimum task

appraisal.

b) Recognise that *employees* have the opportunity to improve and expand their skills through training in a formal and portable way in the context of the organisation's skill needs.

In order to develop skills relevant to the employee and the Company and in order to provide career opportunities, either internal resources or accredited educational institutions will conduct courses.

In most cases training will be undertaken in normal working hours however, should such training be outside what is determined to be the span of hours, overtime rates will apply.

The Company will continue the practice of paying for skills attained and required to be used.

- c) Recognise a workforce, which embraces continuous improvement.
- d)
- e) Allow the workforce to determine working arrangements to suit the enterprise.
- f) Encourage a consultative approach to problem solving and decision making.
- g) Multi Skill employees to ensure flexibility for management ie. To train back up staff.
- h) It is the joint understanding of the parties that customers are the focus of the business and they must be treated with courtesy and respect. The joint focus will be on the current and future business needs of our customers, with the intention of satisfying them with service and innovation at a competitive price.

#### 9 DISPUTES RESOLUTION PROCEDURE

- (a) This Disputes Resolution Procedure is to allow all parties a system to discuss and resolve all matters of grievance and dispute.
- (b) All parties agree to undertake all necessary steps to ensure that all issues receive prompt attention and are resolved by conciliation, preferably by the internal settlement of issues.
- Where a dispute arises, the status quo existing immediately prior to the matter giving rise to the dispute will remain. Work will proceed without stoppage or the imposition of any ban, limitation or restriction; provided that where industrial action is agreed between the parties is as a result of occupational health and safety concerns, this clause shall not apply.
- (d) The agreed procedure is as follows:-

Stage 1: The employee and/or delegate will contact the Supervisor and attempt to settle the matter at that level.

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- Stage 2: If the matter is not settled at stage 1, the employee and the delegate will discuss with the Supervisor and his/her Manager and Human Resources Manager, if necessary.
- Stage 3: If the matter is not settled at stage 2, the organiser of the appropriate union(s) involved will meet with the Manager and Human Resources Manager, if necessary.
- Stage 4: If the matter is not settled at stage 3, the State Secretary of the appropriate union(s) involved will be advised. If the State Secretary considers it appropriate, additional assistance will be provided in order to settle the matter.
- Stage 5: If stage 4 is unsuccessful, it is agreed that the matter will then be referred to the Industrial Relations Commission of NSW.

#### 10 NO FURTHER CLAIMS

The parties undertake that during the period of operation of this Enterprise Agreement, there shall be no further wage increases sought, or granted, except where consistent with State Wage Case decisions.

#### 11 NOT TO BE USED AS A PRECEDENT

The parties agree that the terms and conditions of this Enterprise Agreement will not be used as a basis to progress a claim against any other business unit or division of Boral Ltd.

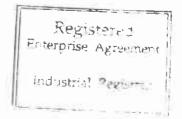
### 12 KEY PERFORMANCE INDICATORS (KPI'S)

A number of KPI's have been established in order to provide for clear and concise measurement of the employee performance. These KPI's are those agreed to and represented as the EMPLOYEE PERFORMANCE AND DEVELOPMENT ASSESSMENT, (EPDA).

The KPI's established by the parties and which shall continue during the life of this Enterprise Agreement are attached as Appendix A.

In developing the above mentioned KPI's the parties have adopted the following criteria:

- 1 They must be RELEVANT to the business unit.
- They must be able to be MEASURED.
- They must be ACHIEVABLE.



### 13 EMPLOYEES COUNCIL

Two employees shall be elected at each location to assist their supervisor review the

operational efficiency of their work location.

The *Employees Council* will also address issues arising from the introduction of this agreement.

The *Employees* Council will be called upon to assist in examining work flows, procedures and proposed new equipment. The *Employees* Council's objectives are to;

- a) Facilitate teamwork
- b) Improve service quality to both internal and external customers.
- c) Improve productivity.

### 14 TERMS AND CONDITIONS OF EMPLOYMENT

- a) Full Time Employment Except as provided in sub-clause (b) of this clause, employment shall be full time.
- b) An Employee may be engaged on a Part Time, Temporary (Fixed Term Clerical Contracts) or Casual Basis.

This does not apply to existing full-time employees unless by mutual agreement.

i) Part – time Employment. An employee may be engaged by the week to work on a part time basis for a constant number of hours.

The regular nature of the work typically occurs on fixed days and for fixed hours during each week, being at least four hours per day to a maximum of thirty hours in any one week.

Part time employees shall be payed per hour one thirty eighth of

the weekly rate prescribed for the classification in which the employee is engaged.

Part-time employees receive the benefits of full time employees but on a pro-rata basis depending on the number of hours contracted to work each week.

All forms of leave including annual leave, sick leave and bereavement leave will be payable to part time employees on a pro-rata basis based on the average hours worked by that employee each week,

Notice of termination conditions of this agreement will apply.

occurs when an employee is engaged for a specific period of time for specific clerical or administration project works to a maximum of twelve (12) months in any one engagement. The contract duration is nominated and agreed between the parties. Failure to offer an extension of the contract is not considered to be dismissal.

The Temporary/Fixed Term Contract employee will receive benefits of weekly employees in accordance with this agreement.

All leave provisions apply on a pro-rata dependent on the length of Service.

Each employee employed in any of the categories above is to serve a probationary period of up to three months. However during that time either party is at liberty to terminate the contract by giving one weeks notice.

iii) Probationary Employment each employee employed in any of the categories above is to serve a probationary period of up to three months

Upon expiration of the first 3 months of employment, each employee will be advised by management about the ongoing employment subject

to that employee's successful completion of the probationary period. However during that time either party is at liberty to terminate the contract by giving one weeks notice.

iv) Casual Employment is one engaged and paid as such. A casual employee for working ordinary time shall be paid per hour one thirty eighth of the weekly rate prescribed for the classification for which the employee is engaged, plus a loading of 15% to compensate for the absence of sick leave, annual leave, public Holiday plus long service leave provisions. The provisions of the Transport Industry – Mixed Enterprise (State) and Administrative employees (State) Award will apply in regard to minimum payment for casuals.

Employment is by the hour and therefore notice of termination is not required

Redundancy provisions do not apply to casual employees

Overtime penalty rates are payable in excess of normal working hours and outside the ordinary span of hours.

## c) Termination of Employment:

h) Except in circumstances of redundancy, when Clause 16 will apply, termination of employment shall be by the giving of notice or payment in lieu of notice in the case of the company, or by the giving of notice or the forfeiture of monies in the case of an Employee. Termination may be by part notice and part payment of forfeiture

1) The following notice periods shall apply:

- with service of less than one year one week
- with service of one to three years two weeks
- with service of three to five years three weeks
- with service of more than five years four weeks

In the case of an *Employee* over 45 years of age with more than two years of continuous service, an additional one week of notice, or payment in lieu will be given by the company.

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- ii) Termination of employment in accordance with provision (i) of this subclause shall not be harsh, unjust or unreasonable.
- Nothing in this sub-clause shall affect the right of the company to dismiss an *Employee* without notice for neglect of duty or misconduct and in such cases, the wage will be paid up to the time of the dismissal only.
- c) **Probationary Period -** the company may engage an *Employee* on probation for a period not exceeding three (3) months.

### 15 HOURS OF WORK

The parties acknowledge a responsibility to cover the requirements of the business.

At each location hours of work will be determined by the Supervisor in consultation with the employees, having regard to the needs of the business, health and safety issues and any legal requirements.

◆Day shift shall be worked between 5.00am - 5.00pm Monday to Friday inclusive.

#### 16 REDUNDANCÝ

Redundancy provisions are attached as Appendix C.

# 17 EMPLOYEE PERFORMANCE AND DEVELOPMENT ASSESSMENT (EPDA)

A consistent method of appraising employees will be introduced across all of the Company's locations covered by this Enterprise Agreement.

The EPDA will be linked to wage increases but shall not exceed 1% of negotiated annual remuneration increases.

- a) Each Employee shall have regular quarterly individual performance appraisals and potential assessment interviews with his/her Supervisor. When warranted, in cases of poor performance the interval between performance appraisals may be reduced at the Company's discretion
- b) Matters appraised shall include such things as job performance, commitment to occupational health and safety, attitude, skills application, attendance history, training needs,

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career path opportunities as well as the employees own career path aspirations, and other concerns of either the Company or the *Employee*.

- c) The EPDA system shall be used for all classifications in the new Agreement as it incorporates sections for monitoring skill acquisitions/usage and performance against objectives/special challenges.
- f) If an *Employee* has been raised to a *higher grade and* cannot maintain that standard, the *Employee* shall have the opportunity to resume *his/her* previous role with the appropriate salary reduction. Prior to any *Employee* returning to a lower grade, he/she shall be counselled in respect to his/her performance and given an opportunity to correct any shortcomings. The Union would be informed and may be requested to provide poor performance remediation suggestions before any ordinary rate is downgraded. The *Employee* would then be subject to the normal quarterly performance reviews and would have the opportunity to improve *his/her* performance and move to the next *grade*.

### 18 WAGES ADJUSTMENT STRATEGY

The Company is committed to improving workplace efficiencies through developing its employees by appropriate training and skill development. The parties to the Enterprise Agreement accept that workplace reform through technological change will require employees to alter the way in which they perform their duties.

As a consequence the parties believe that the most effective approach to the successful implementation of workplace reform is by a four-phase implementation process.

#### 19 WAGE INCREASES

#### Phase 1

The Company will apply an average percentage increase equivalent of 4% to employees covered by this Enterprise Agreement. This percentage increase will be effective from the date of approval of the Enterprise Agreement in the Industrial Relations Commission of NSW. In addition to the 4% increase. Where grade 4 and 5 tanker drivers are driving vehicles that have an identical GVM, grades 4 and 5 shall be combined as grade 5.

The wage increase referred to above reflects workplace practices, which have been achieved during discussions with employees and management at each *location*. These include:

# [i] Computer based training

Ongoing CBT will continue to be undertaken by all employees covered by this Enterprise Agreement.



# [ii] Vehicle Monitoring

Vehicle Monitoring Systems with enhanced functionality will interface with the in-cab billing system during the life of the Enterprise Agreement. These systems will allow a wider range of performance data to be collected for each vehicle.

### [iii] Vehicle Maintenance

Minor maintenance of vehicles is to *continue to* be undertaken by drivers. The drivers in consultation with the area manager or his nominee will arrange all major repairs.

### [iv] Multiskilling

All employees covered by this Enterprise Agreement will continue to undertake a range of duties without additional payment.

Those duties include but are not limited to.

- LPG Cylinder Filling
- LPG Cylinder Testing (if qualified)
- Operation of Regional LPG Depot equipment
- Loading and Unloading of LPG Tankers at Regional LPG Depots
- Recording of legislative and Statutory information in relation to duties
- Transporting and delivery of LPG cylinders

#### [v] Alternate Duties

Alternate duties will continue to be implemented in each location to rehabilitate injured employees.

# [vi] Paperwork and checklists

All paperwork and checklists will be completed in a timely fashion.

# [vii-a] TWO PERSON COMMERCIAL

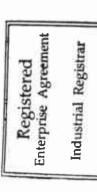
All parties acknowledge that two man Commercial customers will be converted to a single man operation and that the amount of work available will reduce accordingly.

# [VII-b] ONE PERSON DOMESTICS

All parties commit to actively participating, where domestic insitu cylinder filling operations exist, in a trial of single man filling of domestic insitu customers in accordance with Company requirements and in compliance with requirements of AS/NZ 1596.1997

#### Phase 2

A further increase of 1% effective 6 months from the date of approval of the Enterprise



Agreement in the Industrial Relations Commission of NSW will apply to each classification, that further increase will be reliant on successful achievement of an average 4 plus rating of the Employee Performance and Development Assessment, (EPDA) for the previous 6 month period.

The Company will monitor the progress of the agreed EPDA and discuss the results with all employees.

If required, remedial action will be undertaken by the parties to correct any areas of concern.

#### Phase 3

An increase of 4% effective 12 months from ratification of the Enterprise Agreement in the Industrial Relations Commission of NSW will apply to each classification.

#### Phase 4

A further increase of 1% effective 18 months from the date of ratification of the Enterprise Agreement in the Industrial Relations Commission of NSW will apply to each classification, that further increase will be reliant on successful achievement of an average 4 plus rating of the Employee Performance and Development Assessment, (EPDA) for the previous 6 month period.

In addition the parties will commence discussions on a range of issues which have the potential to achieve long term efficiencies in the workplace.

These include but are not limited to:

- Rationalisation of skill based classifications and introduction of competency based training
- Annualised salaries
- Removal of rostered days off
- Absorption of allowances
- Standardising public holidays
- Seasonality
- Review of span of hours
- Review of call-out practices and allowances

Prior to any changes being implemented all parties agree to participate in discussions in an open and fair manner which will lead to a positive outcome resulting in improved efficiency and enhanced job security. The parties acknowledge that a reorganisation process may need to be implemented in the current life of the agreement, it is therefore acknowledged that the parties may need to seek amendments to the agreement during its tenancy to facilitate these changes. Any amendments must be by mutual consent.

### 20 Wages Schedule

A schedule of rates of pay is attached as Appendix B.

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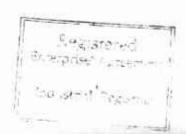
Grades are as per the relevant award and attachment to **Phase 1**, except that any driver normally making more than forty (40) commercial/industrial drops per day shall be graded one (1) grade higher than the award grade applicable for the size of truck driven.

### 21 WITHOUT DURESS

The parties to this Enterprise Agreement have entered into negotiations in a meaningful and positive manner and without duress or threat of disputation of any kind.

#### 22 UNTAKEN SICK LEAVE BONUS

An untaken sick leave bonus is offered to every employee on a worksite basis. Conditions and Bonus value is as shown at appendix A.2. The members of the Employees Council will oversee administration, records and redemption of bonus.



# 23 SIGNATORIES TO THE AGREEMENT

Date: 21. 10 99

Signed for and on behalf of Boral Energy LPG Ltd

Q.,	Just Bague	
Date:	e: 12.10.99	
_	ned for and on behalf of the Transport Workers' Union of Austra W Branch	lia,
D	raleax	Ħ.
Date:	e: 7.10.99	2
Signe	ned for and on behalf of the Federated Clerks Union of Australia	, NSW branch
	Dow-	

#### APPENDIX B

### WAGES SCHEDULE

Classification	Existing	Current	Current	Plus Initial	Plus Phase 3	Plus Phase 4
	Award	EBA	Rate Plus	1% EPDA	4% Increase	1% EPDA
	Rate	Rate	4% Phase	Phase 2		Increase
			1 Increase	Increase		
Driver Grade 1	420.40	449.58	467.56	472.06	490.94	495.66
Driver Grade 2	434.00	465.32	483.93	488.59	508.13	513.02
Driver Grade 3	443.00	476.20	495.25	500.01	520.01	525.01
Driver Grade 4	451.60	485.70	505.13	509.99	530.38	535.48
Driver Grade 5	472.70	510.12	530.52	535.63	557.05	562.41
Driver Grade 6	478.00	516.25	536.90	542.06	563.75	569.17
Driver Grade 7	494.40	534.89	556.29	561.63	584.10	589.72
Driver Grade 8	526.90	572.86	595.77	601.50	625.56	631.58
Clerk Grade 1	412.60	449.80	467.79	472.29	491.18	495.90
Clerk Grade 2	433.50	474.00	492.96	497.70	517.61	522.59
Clerk Grade 3	465.20	493.00	512.72	517.65	538.36	543.53
Clerk Grade 4	506.90	522.20	543.09	548.31	570.24	575.73
Clerk Grade 5	567.50	572.80	595.71	601.44	625.50	631.51

### APPENDIX C REDUNDANCY

### C.1 NOTICE OF TERMINATION OF EMPLOMENT

- C.1.1 (i) The Company shall give the employee the following notice or payment in lieu of notice:-
  - (ii) In addition employees over 45 years of age at the time of the giving of notice with not less than two years continuous service shall be entitled to additional payment in lieu of notice of one week.

# C.1.2 Statement of Employment

The Company shall, upon receipt of a request from an employee whose employment has been terminated, provide to the employee a service certificate specifying the period of his or her employment and the classification of or the type of work performed by the employee.

C.2 **REDUNDANCY** 

# KEY PERFORMANCE INDICATORS

### EMPLOYEE PERFORMANCE AND DEVELOPMENT ASSESSMENT

See Attached Spreadsheet.

Appendix A.2.

## **UNTAKEN SICK LEAVE BONUS**

A sick leave bonus is available to every employee within a workgroup based on the average of every employees annual sick leave record in that worksite and in accordance with the following

Sick Leave Taken pa	Bonus
Nil	\$250
Average of up to 1 day	\$200
Average of up to 2 days	\$150
Average of up to 3 days	\$100
Average exceeding 3 days	\$Nil

Individual employees will be eligible, where the workgroup average exceeds 2 days, for an INDIVIDUAL sick leave bonus which will be paid to the employee based on the individual's sick leave record and in accordance with the following. The INDIVIDUAL sick leave bonus, if taken, is in replacement for the group bonus and not in addition to the group bonus.

Sick Leave Taken pa	Bonus
Nil	\$150
1day	\$100
2 days	- \$50
3 days or more	\$Nil

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# C.2.1 Definition

An employee's job is considered to be redundant if:

- The Company has made a definite decision that it no longer wishes the job the employee has been doing to be done by anyone;
- That decision is not due to the ordinary and customary turnover of labour;
- That decision led to the termination of the employee's employment.

# C.2.2 Voluntary Redundancy

- (i) Depending on the circumstances, before a system of involuntary redundancy is applied to any employee or group of employees, the Company shall offer voluntary redundancy for a specific period.
- (ii) Rules relating to offers of voluntary redundancy are as follows:
  - Should an insufficient number of employees apply for voluntary redundancy the Company may apply involuntary redundancy;
  - should an excessive number of employees apply for voluntary redundancy the employees with the longest period of continuous service with the Company shall be accepted first

# C.2.3 Involuntary Redundancy

In cases where an insufficient number of employees in surplus positions apply for voluntary redundancy and the Company wishes to apply involuntary redundancy the Company shall nominate those employees who are to receive involuntary redundancy.

# C.2.4 <u>Discussions before Terminations</u>

Where the Company has made a definite decision to make employees redundant, the local manager shall have discussions as soon as practicable with the employees directly affected and with the union. Discussions shall cover, among other things, the reasons for the proposed terminations, measures considered to mitigate the adverse effects of any terminations on the employees concerned, the number and categories of employees likely to be affected, the effect on the workers remaining in employment and the period over which the terminations are likely to be carried out.

Provided that any employee or the union shall not disclose confidential information which could be against the Company's interests.

# C.2.5 Notification to Local Employment Service

Where a decision has been made to terminate the employment of an employee, or of employees, on account of redundancy, the Company shall notify the local Employment Service thereof as soon as possible, giving relevant information including a written statement of the reason(s) for the termination(s), the number and categories of the employees likely to be affected, and the period over which the termination(s) are intended to be carried out.

### C.2.6 Severance Payments

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(i) In addition to the period of notice payments prescribed for termination in Clause C1, an employee whose employment is terminated by reason of redundancy shall be entitled to the following severance pay in respect of a continuous period of service calculated on the employees ordinary rate of pay:-

Three (3) weeks pay for each year of service. Pro rata payment will be made for the final year.

- (ii) If the Company offers an alternative position within the Boral Group for all or some of the employees and the employees willingly accept the position the severance payments referred to above will not apply for those employees for whom an alternative position has been obtained.
- iii) Period of Notice and Severance payments shall be at the "Ordinary Rate", which is defined as the normal weekly rate as prescribed in Appendix B.
- iv) Allowances shall not be included in any payments.
- v) The total of payment for Period of Notice and Severance payments shall not exceed seventy eight (78) weeks pay.

#### vi)

# C.2.7 Additional Payments

- 1) Accrued annual leave and annual leave loading up to the date of termination shall be paid in full
- 2) Pro-rata long service leave up to the date of termination shall be paid in accordance with state provisions
- 3) Payment of superannuation in accordance with the Trust Deed.

#### C.2.7 Written Notice

The Company shall, as soon as practical, but prior to the termination of the employee's employment, give to the employee a written notice containing, among other things, the following:-

- (a) The date of the proposed termination of the employee's employment.
- (b) Details of the monetary entitlement of the employee upon the termination of employment including the manner and method by which those entitlements have been calculated.

# C.2.8 Additional Benefits

- Financial planning assistance up to a maximum of \$300
- General outplacement service if required

