

**REGISTER OF  
ENTERPRISE AGREEMENTS**

**ENTERPRISE AGREEMENT NO:** Ea00/16

**TITLE:** Corporate Express Australia Limited Enterprise Agreement, Warehouse Staff Epsom Road Rosebery Enterprise Agreement

**I.R.C. NO:** 99/1339

**DATE APPROVED/COMMENCEMENT:** Approved 9 April 1999 and commenced 1 January 1999

**TERM:** 1 January 2001

**NEW AGREEMENT OR  
VARIATION:**

New

**GAZETTAL REFERENCE:**

**DATE TERMINATED:**

**NUMBER OF PAGES:**

15



**COVERAGE/DESCRIPTION OF**

**EMPLOYEES:** Applies to employees employed by Corporate Express Australia Limited

**PARTIES:** Corporate Express Australia Limited -&- National Union of Workers, New South Wales Branch

**Corporate Express Australia Limited  
Enterprise Agreement, Warehouse Staff  
Epsom Road, Rosebery, NSW**

**February 1999**



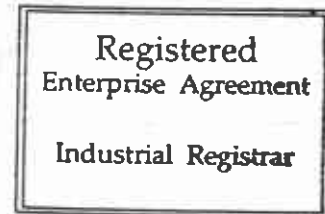
**1. General**

**1.1 Parties**

The parties to this agreement are:

- Corporate Express Australia Limited CAN 000 728 398 ("CEAL")
- National Union of Workers, New South Wales Branch ("Union")

This agreement shall apply to all employees as defined in clause 1.3



**1.2 Term of the Agreement**

This Agreement will commence on 1 January 1999 and continue until 1 January 2001.

The parties may agree to extend operation of this Agreement for an additional year. Negotiations to do so, and the amount of any wage increase, shall be discussed at least 3 months prior to expiration of this Agreement.

**1.3 Definitions**

In this Agreement, unless the context otherwise requires:

"Award" means the Storeman and Packers General (State) Award.

"Casual Employee" means an Employee of CEAL who is employed on an hourly basis, as the case may be, from period to period, with no continuing expectation of employment.

"Committee" means the Committee referred to in Clause 11.

"Union Delegate" means an Employee who has been appointed by the majority of Employees who are Union members as their representative in Union related matters.

"Distribution Centre" means the warehouse and distribution facilities located at 67-77 Epsom Road, Rosebery, New South Wales.

"Employees" means employees of CEAL who are members of or are eligible to be members of the Union and who are covered by the Storeman and Packers General (State) Award, including all such existing and future employees, and employees sourced externally through labour hire agencies.

"Ordinary Pay" means the ordinary time rate of pay for an Employee's normal hours of work, all amounts payable to the Employee in respect of those hours (eg: shift allowance, team leader allowance, first aid allowance) and all amounts payable under an Employee's contract of employment, but does not include overtime and other allowances referable to overtime.

"Probationary Employee" means a new Employee whose continued employment is subject to a probationary period.

"Standard Hourly Rate" means the applicable rate specified in clause 3 (according to the relevant classification or grade of the Employee), as increased in accordance with clause 4.

"Union Meeting" is the organised collective gathering of employees of CEAL who are members of the Union.

Corporate Express Australia Limited  
Enterprise Agreement, Warehouse Staff  
Epsom Road, Rosebery, NSW

2

February 1999

"CEAL Fiscal Year" means CEAL's Financial Year which is presently the period between 1 February to approximately 31 January each year.

"Overtime" means work performed outside ordinary hours at CEAL's direction.

"Authorised Meeting" is a meeting which complies with the guidelines in clause 14.1.

"Acquired Company" means any company acquired by CEAL.

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#### 1.4 Interpretation

In this Agreement:

- a) Clause headings are for convenience only and do not affect interpretation;
- b) Words importing the singular include the plural and vice versa; and
- c) Words importing a gender include other genders.

#### 1.5 No Further Claims

During the term of this Agreement, neither the Union nor the Employees or CEAL shall make any further claim in relation to the conditions of employment, unless such claim is:

- a) agreed to by all parties; and
- b) ratified by the NSW Industrial Relations Commission.

#### 1.6 Whole Agreement

This Agreement shall be read and interpreted wholly in conjunction with the Storeman and Packers General (State) Award, provided that if a matter is dealt with by this Agreement and the Award, this Agreement shall prevail, not the Award.

## 2. Work Hours & Shifts

### 2.1 General Work Requirements

Unless an Employee and CEAL agree to the contrary after the commencement of this Agreement, full time permanent and Probationary Employees will be required to work 5 shifts per week, Monday to Friday.

In the case of Casual Employees, work hours and days will be as specified by CEAL from time to time, having regard to work requirements.

### 2.2 Work Hours, Shift Allowances

The ordinary working hours exclusive of Meal times shall be 37.5 hours per week Monday to Friday, that is 7.5 hours per day, worked as follows;

- a) The hours to be worked will be between the span of hours 6am to 6pm;
- b) Once having been fixed, the time for commencing and finishing work shall not be altered without at least 6 days notice to the Employees concerned.

**Corporate Express Australia Limited  
Enterprise Agreement, Warehouse Staff  
Epsom Road, Rosebery, NSW**



**February 1999**

A day worker, that is, an Employee who works his or her ordinary hours between 6am to 6pm, Monday to Friday, will not be entitled to any additional shift allowance. A shift worker may be assigned hours outside standard day hours, but will be paid the appropriate shift allowance as specified below, on the basis of when a shift starts or finishes, as the case may be:

Shift Description	Shift Allowance
Early Morning Shift (starts between 4 am and 6 am)	12.5% of Standard Hourly Rate
Day Shift	Nil
Afternoon Shift (finishes between 6pm and midnight)	15% of Standard Hourly Rate
Evening Shift (finishes between 12 midnight and 8am)	30% of Standard Hourly Rate

**2.3 Meal Allowance**

On every day that an Employee works 1.5 hours or more Overtime, the Employee will also be entitled to a meal allowance of \$7.30.

**2.4 Shift Breaks**

During each shift, each Employee will be entitled to the following work breaks, to be taken at the times advised by CEAL from time to time, provided that no Employee will be required to work more than five hours without taking a work break:

- Tea Break: 2 x 10 minute breaks
- Meal Break: 1 x 30 minute break

Each Employee will be entitled to a 10 minute paid rest break before each 1.5 hours of Overtime worked provided that the Employee is required to work after completion of the rest break. If the Overtime period of 1.5 hours is not completed the Employee will not be paid for the 10 minute rest break.

**2.5 Other Allowances Payable**

Type of Allowance	Application of Allowance
Single Employee	Per provisions contained in Clause 10 (IV) of the Award
Dirty Work Hot Places Wet Places	Per provisions contained in Clause 19 of the Award
Obnoxious Materials	Per provisions contained in Clause 20 of the Award

No other allowances are to be paid, unless specifically dealt within this Agreement.

**Corporate Express Australia Limited  
Enterprise Agreement, Warehouse Staff  
Epsom Road, Rosebery, NSW**

February 1999



**3. Job Proficiency Classifications and Rates**

**3.1 Grading**

At the commencement of employment for all Employees, and every July and January thereafter for permanent Employees, and at such other times as CEAL may consider necessary, the skills, performance and job classifications of each Employee will be reviewed by CEAL. Each Employee will be classified by CEAL, based on this review, into one of the following levels:

Description	Minimum Skills Required	Gross Standard Hourly Rate of pay at 1/12/98
Casual Employee	N/A	\$14.20 per hour
Storeperson Grade 1, Job Proficient	The ability to work accurately and proficiently without supervision or assistance in the Area to which the Employee is assigned	\$13.27 per hour (\$497.63 per week)
Storeperson Grade 2, Job Proficient Plus	The ability to work accurately and proficiently without supervision or assistance in 75% of the Areas in the Department to which the Employee is assigned	\$13.79 per hour (\$517.13 per week)
Storeperson Grade 3, Multiskilled	The ability to work accurately and proficiently without supervision or assistance in all Areas in the Department to which the Employee is assigned	\$14.32 per hour (\$537.00 per week)
Storeperson Grade 4, Multiskilled Plus	The ability to work accurately and proficiently without supervision or assistance in:  a) all Areas in the Department to which the Employee is assigned; and b) in 3 Areas in each of 2 additional Departments, that is 6 additional Areas.	\$15.12 per hour (\$567.00 per week)
Storeperson Grade 5, Broadband	The ability to work accurately and proficiently without supervision or assistance in all Areas in 3 Departments including the Department to which the Employee is assigned	\$15.91 per hour (\$596.63 per week)

Corporate Express Australia Limited  
Enterprise Agreement, Warehouse Staff  
Epsom Road, Rosebery, NSW



February 1999

For the purposes of this clause:

"Area" means a job or function within a Department such as picking, credits, put away, country dispatch, as specified in CEAL's training passport.

"Department" means each of the following functional areas of the Distribution Centre: Goods Inwards, Order Processing, Dispatch, Operations and Inventory.

In reviewing and classifying Employees, CEAL will apply the following rules:

- a) An Employee must have not less than 4 months in a particular grade before being eligible to progress to the next grade.
- b) In order to maintain a grading of Storeperson 3 and above, in each 12 month period, an Employee must work / train in each Area in which he or she is skilled for at least one week. CEAL will use its best endeavours to ensure that an Employee is able to do so without having to change the shift times that he or she regularly works. If an Employee refuses to work / train in the Area required by this clause or is otherwise unable to perform the work / training required of a particular grading, an Employee may be reclassified to a lower grade. If CEAL has not provided the Employee with reasonable opportunity to comply with this clause, the Employee will suffer no consequence.
- c) An Employee may advise CEAL of his or her wish to step down to a lower grade at any time. If an Employee does so, he or she will not be eligible to be re-assessed and returned to a higher grade until the next July or January, as the case may be.
- d) Whilst a skilled workforce is to be encouraged, an Employee may refuse any offer by CEAL to upgrade the Employee to a higher grade.
- e) If CEAL introduces a new process, CEAL may require Employees to undergo additional training and testing in order to retain their grading.
- f) All Employees will be given equal opportunity to ascend through the classification structure by means of formal training.
- g) Regardless of the provisions contained in this clause, an Employee who was previously employed by an Acquired Company, shall not suffer a reduction in the hourly rate of pay they received whilst employed by that Acquired Company.
- h) If an Employee is relocated or transferred into another Department or Area, the Employee will suffer no reduction in their hourly rate, except for the provisions in (b) and (c) above.

Any change in the Standard Hourly Rate which arises as a result of a change in the classification of an Employee will be reflected in the first full pay period occurring thereafter.

### 3.2 Training

CEAL will develop specific and detailed Training Guidelines for Employees and submit same for approval and sign off by the Committee. The Training Guidelines will be agreed and implemented by 1 June 1999.

Corporate Express Australia Limited  
Enterprise Agreement, Warehouse Staff  
Epsom Road, Rosebery, NSW

6

Registered  
Enterprise Agreement  
Industrial Registrar

February 1999

#### 4. Increases to Hourly Rate

The Hourly Rates will be increased annually, such increase to take effect during the first full pay period occurring after 1 July each year.

The increase will be an increase on the preceding year's Standard Hourly Rate of 5% each year.

#### 5. Attendance Bonus

##### 5.1 Eligibility to Receive Bonus

This clause does not apply to Casual Employees and Probationary Employees.

##### 5.2 Calculation of Bonus

An Employee will be entitled to an Attendance Bonus up to a maximum of \$1,050 in the first year of this Agreement, and \$1,200 in each and subsequent year of operation of this Agreement. The entitlement to receive the Attendance Bonus will be based on monthly attendance figures, as set out in the table below, provided that no Employee will be entitled to any further Attendance Bonus if he or she takes a total of more than 5 days of Leave in a CEAL Fiscal Year.

No. of Days Leave taken by Employee in the relevant month	No. of Days Leave taken by Employee in the preceding months*			Bonus Entitlement
	3 Months prior	2 Months prior	1 Month prior	
Nil	Nil	Nil	Nil	\$100
Nil	1 or more	Nil	Nil	\$75
Nil	N/A	1 or more	Nil	\$50
Nil	N/A	N/A	1 or more	\$25
1 or more	N/A	N/A	N/A	Nil

\* All Employees will start in January 1999 with a "clean slate". No previous history will be taken into account. Accordingly, any Employee who takes no leave in January 1999, will receive an Attendance Bonus of \$25. The Attendance Bonus will increase as he or she completes more consecutive months without Leave being taken.

##### 5.3 Statement

Employees will be provided with a monthly progress report in respect of leave taken.

##### 5.4 Definition of Leave for the Purpose of Attendance Bonus Calculation

For the purposes of this clause "Leave" means sick leave and personal carer's leave (whether paid or unpaid), parental leave, authorised or unauthorised leave without pay and any other unauthorised absences from work.

**Corporate Express Australia Limited  
Enterprise Agreement, Warehouse Staff  
Epsom Road, Rosebery, NSW**

**February 1999**



**5.5 Payment of Attendance Bonus**

The Attendance Bonus will be calculated quarterly in respect of the proceeding 3 month period and paid to all Employees employed on the last day of the quarter. Payment will be effected on the second normal payday following the last day of the quarter.

**6. Other Allowances**

**6.1 Team Leader Allowance**

An Employee who has been appointed to the position of Team Leader, shall receive an allowance of \$50.00 per week or, if for a period of less than a week a pro-rate payment. An Employee may have their Team leadership taken away from them for the following reasons:

- a) CEAL no longer requires anyone to fulfil that position;
- b) If the Employee receives two or more written warnings for the same reason within a three month period;
- c) In regards to work performance, no Employee shall lose this allowance, if they have not been provided with a written job description / role expectation;
- d) This allowance supersedes the existing hourly amount, which will be removed.

**6.2 First Aid Allowance**

From time to time CEAL may appoint appropriately qualified Employees as First Aid Attendants. During any period in which an Employee holds the position of First Aid Attendant and / or is fulfilling the duties of a First Aid Attendant, the Employee will be entitled to a First Aid Attendant Allowance of \$10.00 per week.

CEAL may appoint and revoke the appointment of a First Aid Attendant at its discretion.

**7. Payment Mechanism**

**7.1 Timing**

All amounts to be paid to the Employees will be paid by electronic funds transfer to a bank account nominated by the Employee.

All Employees will be paid their wages and other amounts due to them under the Agreement on a weekly basis.

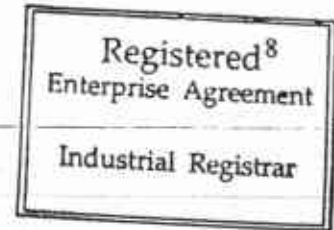
All termination payments in lieu of notice of termination made under this Agreement will be made on the next regular weekly pay date following the date of termination.

**7.2 Errors**

Any error or mistake by CEAL in calculating the amount to be paid to an Employee under this Agreement, which amounts to an underpayment of more than two hours normal pay, will be corrected no later than 2 working days of the Employee notifying his or her manager of the error or mistake. Amounts of less than 2



**Corporate Express Australia Limited  
Enterprise Agreement, Warehouse Staff  
Epsom Road, Rosebery, NSW**



**February 1999**

hours normal pay will be corrected in the next weekly pay. Any failure to comply with this clause by CEAL will entitle the Employee to an additional 15% of the amount owing per additional day outstanding beyond the stated limit.

Any overpayment to an Employee will be deducted from the weekly pay until repaid at the same rate, at the same increment, over the same time period.

## **8. Job Vacancies and New Employees**

### **8.1 Job Vacancies**

All Distribution Centre position vacancies will be advertised internally for a period of not less than 48 hours. Notification of vacancies and position requirements will be placed on the Distribution Centre noticeboard. Applicants responding to the internal advertisement must be a full time permanent Employee, unless otherwise agreed by CEAL and the Union Delegate.

All internal applicants must submit their application to the person specified in the advertisement within the timeframe specified in the advertisement.

All internal applicants for vacancies will be assessed on the basis of their qualifications, knowledge, experience attitude, past accomplishments, aptitude and potential.

Any successful applicant will be advised as to why they were selected. Any unsuccessful internal applicants will be advised why they were not selected.

If, in CEAL's view, an appropriate internal applicant is not identified, it may seek external applications.

### **8.2 Filling of Job Vacancy**

When a job has been filled, all managers, supervisors and team leaders will be notified as to the appropriate details by the relevant supervisor.

### **8.3 New Employees: Probation**

It is not the intention of this clause to address short term operational requirements.

All new Employees casual to permanent will be employed as Probationary Employees with a 3 month probationary period. During the 3 month probationary period performance will be under monthly review. A Probationary Employee's employment may be terminated at any time during the probationary period in accordance with clause 13.3. Upon successful completion of the probationary period the Probationary Employee's employment will be made permanent.

### **8.4 New Employees: Company Induction Training**

Upon commencement of employment an Employee shall participate in an induction program designed to familiarise him or her with his or her job, the Distribution Centre, fellow Employees and CEAL vision.

**Corporate Express Australia Limited  
Enterprise Agreement, Warehouse Staff  
Epsom Road, Rosebery, NSW**

9

**February 1999**

Registered  
Enterprise Agreement  
Industrial Registrar

**9. Casual Employees: Limitation**

CEAL commits to maintaining its warehouse employee (ie subject to this Agreement) workforce at a ratio of no less than 85% permanent and no more than 15% casual staff. This ratio may vary based on business needs, with the agreement of the parties. No Employee shall be employed as a Casual Employee for a period greater than 3 months.

**10. Leave**

**10.1 Annual Leave: Close Down**

CEAL reserves the right to close its operations at such times, as it thinks fit and require Employees to take any accumulated annual leave. For example, CEAL may close down the Distribution Centre between Christmas and New Year.

CEAL will not do so without giving Employees 3 months notice of same.

**10.2 Picnic Day**

All full time permanent Employees will be entitled to one paid picnic day falling on 24 December, 1999 and 27 December, 2000.

**11. Implementation / Consultative Committee**

**11.1 Constitution of the Committee**

As soon as reasonably practicable after commencement of this Agreement, the parties will establish an Implementation / Consultative Committee which will consist of:

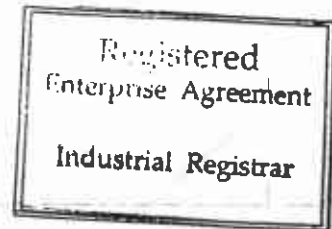
- 3 CEAL Representatives, and
- 6 Employee Representatives, including at least 1 Union Delegate (at least 2 shifts and 3 functional areas to be represented),

Or such other number of members as the parties may agree up to a maximum of 9 members. All members of the Committee must be full time permanent employees of CEAL. The Employee Representatives must be duly elected by the Employees in a democratic secret ballot, within one month following the ratification of this Agreement.

The Employee Representatives will hold office for a period of one year. In each year of operation of this Agreement new Employee Representatives will be elected, or re-elected, as the case may be.

Casual vacancies in the Employee Representative role are to be filled by the Employee having the next highest number of votes in the last ballot held.

The Committee may hold 2 meetings per month, one amongst themselves and one with a CEAL senior management representative. No Committee meeting may last longer than 45 minutes, unless the consent of CEAL is obtained.



February 1999

**11.2 Functions of the Committee**

The Committee is charged with the following responsibilities and such other responsibilities as may be agreed by the Employees and CEAL.

1. To make recommendations for the improvement of the administration of this Agreement;
2. To assist in the implementation of this Agreement;
3. To advise Employees of the requirements of this Agreement;
4. To formulate any case for amendment of this Agreement;
5. To monitor compliance with this Agreement;
6. To act as a medium between senior management and the Employees.

**12. Performance Management**

This clause does not apply to Casual or Probationary Employees or to the specific matters referred to in clause 13.2.

This process shall apply for each separate performance issue as stand alone, and is described below:

- a) The manager explains the current work performance and explains why this is a problem;
- b) The manager shall provide the Employee with the material evidence to substantiate their description;
- c) The manager explains what needs to change, when these changes shall occur and what actions will be taken to help the Employee improve their performance to meet the requirements described;
- d) The manager explains what shall happen if the Employee's performance does not improve within the time specified;
- e) All Employees shall receive one verbal counselling before being issued with a written warning;
- f) Upon the third written counselling warning, Employees will have their employment terminated;
- g) After three months without further counselling, the Employee's record shall be wiped clean (for this issue);
- h) No Employee shall receive a counselling or written warning if they had not been provided with a copy of their job description and procedures of their specific job;
- i) When an Employee is receiving a written warning, at least one NUW Delegate shall be invited to be present, unless otherwise requested by the Employee;
- j) If the required changes or improvement are again not made within the timeframe set during the second counselling session, a final counselling session will be held at which the Employee's employment may be terminated with notice or payment of Ordinary Pay in lieu thereof as specified in the Workplace Relations Act, Cth, set out below:

Period of Continuous Service with CEAL	Notice Period
Not more than 1 year	1 week
More than 1 year, but not more than 3 years	2 weeks
More than 3 years, but not more than 5 years	3 weeks
More than 5 years	4 weeks

Corporate Express Australia Limited  
Enterprise Agreement, Warehouse Staff  
Epsom Road, Rosebery, NSW

Registered<sup>11</sup>  
Enterprise Agreement  
Industrial Registrar

February 1999

The periods specified in the table above will be increased by 1 week if the Employee is over 45 years old and has completed at least 2 years of continuous service with CEAL.

Unless the Employee specifies to the contrary, a Union Delegate will be requested to be present at all performance counselling sessions.

### 13. Termination of Employment

#### 13.1 Redundancy

Where CEAL has made a definite decision that it no longer wishes a job an Employee has been doing to be done by anyone, and no other position is available, the following redundancy conditions shall apply:

- a) A period of 4 weeks' notice, or payment in lieu, plus;
- b) Severance payment of four weeks ordinary pay for each Year of completed service with no pro-rata payment for part years of service, plus;
- c) Provided that where an Employee is aged 45 and over at the time of termination, a further 25% payment will be made;
- d) Procedural guidelines for the application of this clause shall be determined by the parties.

#### 13.2 Instant Dismissal

CEAL may terminate the employment of an Employee without notice or payment in lieu thereof if the Employee at any time during work hours or whilst on the premises of CEAL:

- a) is under the influence of illegal drugs or alcohol;
- b) violates safety rules:
  - If an Employee breaches a minor safety regulation, the Employee shall be subject to corrective guidance procedure encompassed in this Agreement. It is not the intention of this Agreement for the parties to be trivial or over zealous in this clause;
  - If there is a breach of a notable safety regulation the Employee shall be given a final stand alone warning where the Employee will be subject to a probationary period of 2 years. If there is no repeat of the offence or regulation within the 2 years, then the warning shall be wiped clean. If the safety regulation is breached within the 2 years, then the Employee may be immediately terminated.
- c) Commits an act of deliberate theft;
- d) Commits an indictable offence;
- e) Commits an act of deliberate assault;
- f) Wilfully refuses to obey lawful and reasonable directions; or
- g) Wilfully destroys or defaces the property of CEAL.

**Corporate Express Australia Limited  
Enterprise Agreement, Warehouse Staff  
Epsom Road, Rosebery, NSW**

12



**February 1999**

**13.3 Casuals and Probationary Employees**

The employment of a Casual Employee can be terminated at any time by the giving of 1 hours notice or payment in lieu thereof of no less than four hours Ordinary Pay.

The employment of a new Probationary Employee (casual to permanent) can be terminated at any time by the giving of 1 weeks' notice or payment in lieu thereof of one week's Ordinary Pay.

**14. Union Involvement**

**14.1 Meetings**

In order to ensure minimal negative impact on the workflow, the following guidelines shall be followed:

- a) Management shall be informed at least 24 hours prior to a Union Meeting, with a proposed written agenda;
- b) CEAL will allow 90 minutes per month paid for, to be used for Union Meetings. Where that time is exceeded, the Employees shall not be paid for such time, unless otherwise agreed upon by the parties;
- c) No single meeting will be held for longer than 30 minutes on either Monday or Friday unless given prior consent from CEAL;
- d) A Union Delegate shall brief Management (in writing) no longer than 24 hours after a meeting has taken place, as to the outcome of the meeting;
- e) These conditions do not limit the parties during a dispute.

In the event a Union Meeting is not an Authorised Meeting no Employee will be entitled to be paid for the period the Employee is absent from work duties.

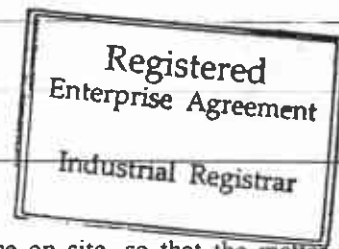
CEAL will respect the Union's right to privacy and not intervene during an Authorised Meeting, emergency excepted. The Union Delegate will advise CEAL in writing of the outcome of any Union Meeting no later than the next working day after the conclusion of the meeting.

**14.2 Safety and Security**

A Union employee or representative may enter CEAL's premises for the purposes of a Union Meeting which is an Authorised Meeting, and otherwise in accordance with sections 296 to 302 inclusive of the Industrial Relations Act, NSW, but must:

- a) provide at least 24 hours prior notice to CEAL, unless requested by CEAL;
- b) sign in as a visitor at CEAL's front desk; and
- c) be accompanied at all times by an Employee of CEAL.

February 1999



## 15. Dispute Resolution Process

The following procedures shall be adopted for the resolution of any grievance on site, so that the matter is resolved at the closest point to the workplace:

- a) Any grievance must be initially dealt with as close to the source as possible with graduated steps for further discussion and resolution at higher levels of authorisation, if unresolved initially.
- b) The dispute arising out of employment shall be referred by the Union Delegate to the appropriate supervisors and managers. Their aim should be to try to resolve the matter equitably and promptly within their own capacity.
- c) If the dispute is not resolved at this level, the matter shall be discussed between the Union Delegate and representatives of senior management appointed for this purpose.
- d) Failing settlement at this level between CEAL and the Union Delegate, the Union Delegate shall refer the dispute within 24 hours to the Union organiser who will take the matter up with management. All efforts shall be made by the organiser and CEAL to settle the matter.
- e) Failing settlement, the State Secretary of the Union and the relevant representative of CEAL may also be involved at this stage.
- f) During discussions, status quo shall remain, and work shall proceed normally. Status quo shall mean the situation existing immediately prior to the dispute. This does not apply in relation to the termination of an Employee's employment.
- g) At any time, either party shall have the right to notify the dispute to the Industrial Registrar.

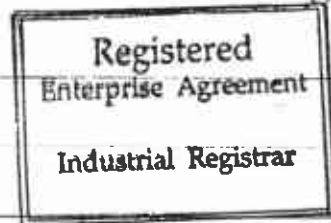
## 16. Superannuation

- a) Subject to any legislative requirements, CEAL is entitled to direct all superannuation contributions which it makes in respect of each Employee under the Superannuation Guarantee Act, to either the Corporate Express Superannuation Fund (or such other fund nominated by CEAL to take its place) or the Labour Union Co-operative Retirement Fund.
- b) Each Employee has the right to change his or her existing fund, and any subsequent selection of fund, within 1 month of commencement of this Agreement and thereafter once during each year of this Agreement. To effect such a change the Employee must advise CEAL in writing of his or her choice, and become a member of the new fund selected. Until such time, CEAL may continue to direct contributions to the incumbent fund.

## 17. Rostered Days Off

All Employees employed, as at the date of this Agreement will have the opportunity to "opt in" or "opt out" of RDOs. This one-time selection will be open for 2 weeks following the ratification of this Agreement. Current terms and conditions will apply to those Employees "opting in". If CEAL requests an Employee to change shifts, that Employee will be presented with a 2 week window to change their option. If the Employee requests a shift change they will have 1 opportunity to change (regardless of the number of shift changes) their option.

New employees will have the opportunity to "opt in" or "opt out" of RDOs. This one-time selection will be open for 2 weeks following their permanent appointment.



February 1999

## 18. Employee Credo

Dignity and respect are important concepts for CEAL. To maintain these, we believe the relationship between CEAL and the Employees should be based on the following principles:

- a) Focus on the work process, issue or behaviour, not the person;
- b) Do as we say we will do;
- c) Be involved in decisions effecting us;
- d) Be informed of CEAL's activities;
- e) Respectfully express our views without fear;
- f) Recognise and reward based on performance;
- g) Be given equal opportunity in career prospects, professional development and education;
- h) Making our working environment a safe one.

## 19. Better Communication

We believe communication is the key that unlocks the door to a more harmonious and efficient workplace. To facilitate the flow of information from Employees to Employer, there shall be a fortnightly meeting between senior management and representatives of the Union. This would be a frank, but friendly exchange of information that will enable senior management a more complete overview of the Distribution Centre situation.

Corporate Express Australia Limited  
Enterprise Agreement, Warehouse Staff  
Epsom Road, Rosebery, NSW


15




February 1999


Executed as an AGREEMENT

Signed for and on behalf of  
Corporate Express Australia  
Limited by:

  
\_\_\_\_\_  
Signature  
Date: 23/2/99

  
\_\_\_\_\_  
Witness Signature JP


Signed for and on behalf of the  
National Union of Workers (NSW  
Branch) by:

  
\_\_\_\_\_  
Signature  
Date: 2.3.99

  
\_\_\_\_\_  
Witness Signature

**NON PARTY EXECUTION BY THE EMPLOYEES:**

Signed for and on behalf of the  
Employees of Corporate Express  
Australia Limited by:

  
\_\_\_\_\_  
Signature  
Date:

  
\_\_\_\_\_  
Witness Signature