



DECISION

Fair Work Act 2009
s.185—Enterprise agreement

TPG Telecom Limited
(AG2022/4845)

TPG TELECOM CONNECT ENTERPRISE AGREEMENT

Telecommunications services

DEPUTY PRESIDENT GOSTENCNIK

MELBOURNE, 24 FEBRUARY 2023

Application for approval of the TPG Telecom Connect Enterprise Agreement

[1] An application has been made for approval of an enterprise agreement known as the *TPG Telecom Connect Enterprise Agreement* (the Agreement). The application was made pursuant to s.185 of the *Fair Work Act 2009* (the Act). It has been made by TPG Telecom Limited. The Agreement is a single enterprise agreement.

[2] The Employer has provided written undertakings. A copy of the undertakings is attached in Annexure A. I am satisfied that the undertakings will not cause financial detriment to any employee covered by the Agreement and that the undertakings will not result in substantial changes to the Agreement. The undertakings are taken to be a term of the Agreement.

[3] Subject to the undertakings referred to above, I am satisfied that each of the requirements of ss.186, 187, 188 and 190 as are relevant to this application for approval have been met.

[4] The Australian Services Union, Community and Public Sector Union and the Communications, Electrical, Electronic, Energy, Information, Postal, Plumbing and Allied Services Union being bargaining representatives for the Agreement, have given notice under s.183 of the Act that they want the Agreement to cover them. In accordance with s.201(2) I note that the Agreement covers the organisation.

[5] The Agreement is approved and, in accordance with s.54 of the Act, will operate from 3 March 2023. The nominal expiry date of the Agreement is 3 March 2026.



DEPUTY PRESIDENT

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Annexure A

IN THE FAIR WORK COMMISSION

FWC Matter No.:
AG2022/4845

Applicant:
TPG Telecom Limited

Section 185 – Application for approval of a single enterprise agreement

Undertaking – Section 190

I, Greer Spence, General Manager – People Experience have the authority given to me by TPG Telecom Limited to give the following undertakings with respect to the TPG Telecom Connect Enterprise Agreement ("the Agreement"):

1. In clause 8 of the Agreement, the Employer undertakes to add a new clause 8A to be inserted before clause 8.1 as follows:

"For the avoidance of doubt, clause 8 of this Connect Agreement is to be read in conjunction with section 65 of the Fair Work Act."
2. In clause 15 of the Agreement, the Employer undertakes to add a new clause 15.3 as follows:

"If an Employee is transferred to another State, the cost of removal expenses reasonably incurred must be paid for by us. An Employee who transfers at their own request will be required to pay their own expenses."
3. In clause 24 of the Agreement, the Employer undertakes to add a new clause 24.4 as follows:

"Notwithstanding any other provision of clause 24 of this Connect Agreement, an Employee may make a written request to the taking of time off instead of being paid for a particular amount of overtime that has been worked by the Employee. We will consider, but are not required to agree to, any such request."
4. In clause 25.1 of the Agreement, the Employer undertakes that the words "we'll pay you as follows (for a minimum of 3 hours' work subject to clause 25.2):" are to be deleted and replaced by the words "we'll pay you as follows for a minimum of 3 hours regardless of time actually worked (subject to clause 25.2):"
5. In clause 66.5 of the Agreement, the Employer undertakes that the words "but not by arbitration" are to be deleted and replaced by the words "or by consent arbitration"

6. In Schedule F of the Agreement, the Employer undertakes to replace the text under the heading "Schedule E – Part 1(b) – Casual Employees" with the following:

"In addition to the penalty rates set out in Part 1(b) of Schedule E, if you are a Casual Employee who is an Airport Employee, you are entitled to:

- 150% of your Casual Rate of Pay for hours worked between 5:00am – 7:00am, Monday to Saturday, and 9:00pm – 11.30pm, Monday to Saturday;*
- 150% of your Casual Rate of Pay for hours worked between 9:00pm – 11.30pm, Sunday;*
- 155% of your Casual Rate of Pay for hours worked between 5:00am – 9:00am, Sunday."*

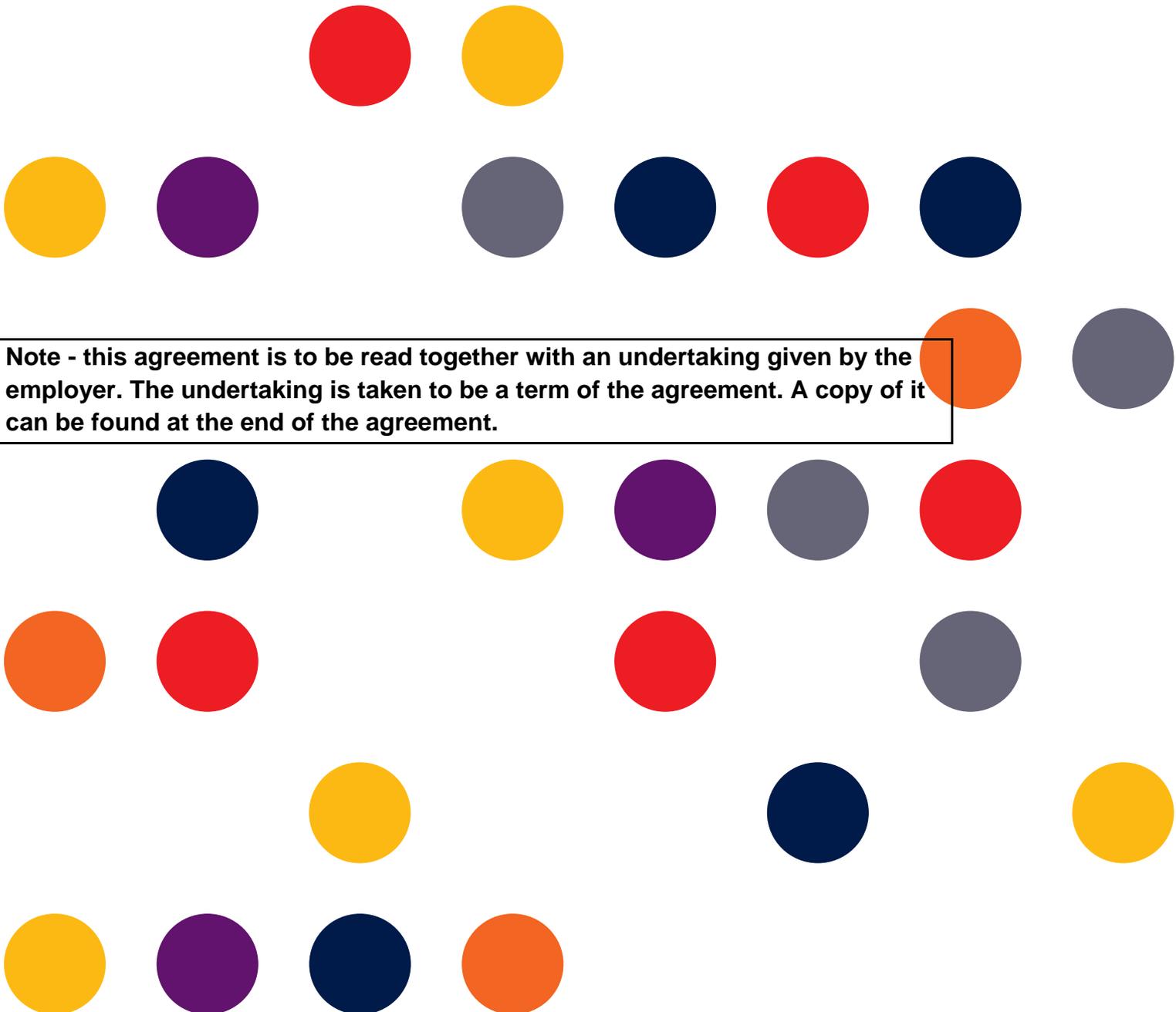


Signature

22 February 2023

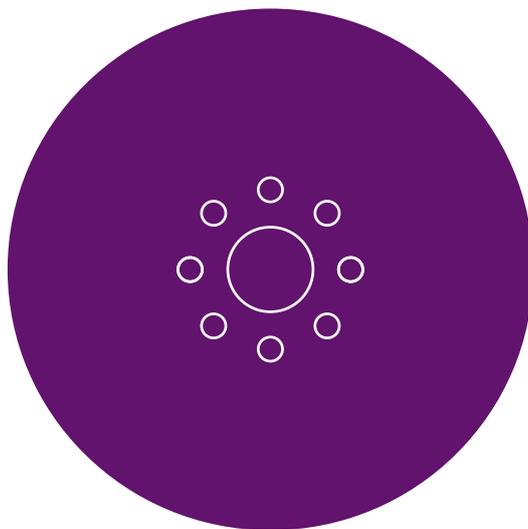
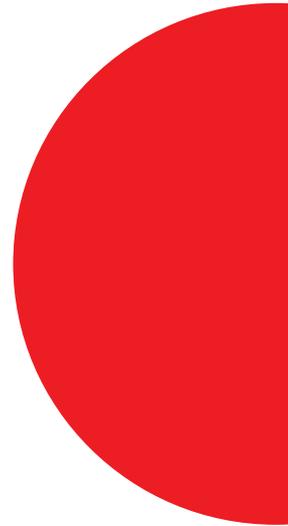
Date

TPG Telecom “Connect” Enterprise Agreement



Note - this agreement is to be read together with an undertaking given by the employer. The undertaking is taken to be a term of the agreement. A copy of it can be found at the end of the agreement.

We acknowledge the Traditional Custodians of Country throughout Australia and the lands on which we, and our communities, live, work and connect. We pay our respects to their Elders, past, present and emerging.



Contents

Who should read this?

1. Welcome **p6**
2. Who does this Connect Agreement apply to? **p7**

Working with us

3. How am I employed? **p9**
4. Will I have a probation period? **p11**
5. What if the Connect Agreement doesn't suit the way we want to work together? **p11**
6. Can I ask to convert from casual to permanent employment? **p12**
7. Can I ask to increase my guaranteed Ordinary Hours of Work? **p12**
8. Can I request flexible working arrangements? **p13**
9. What if there's a major change at work that affects me? **p15**

My pay

10. What do I get paid? **p18**
11. When will I get paid? **p21**
12. Can I salary package part of my wages? **p21**
13. Will I get a pay increase? **p22**

14. How much superannuation will I be paid? **p23**
15. Will I receive any allowances? **p23**
16. What if I perform higher duties than my Role? **p24**
17. When can TPG Telecom stand me down from my employment? **p24**

My hours of work and rosters

18. What are my hours of work? **p25**
19. How will my hours be rostered? **p26**
20. Is there a minimum Shift length? **p27**
21. What is the minimum break between working hours on 2 consecutive days? **p27**
22. Can I swap Shifts? **p28**
23. When can I take a break during my Shift? **p28**
24. Will I get paid overtime? **p29**
25. What will I be paid if I am called back to work? **p31**
26. What if I work on a public holiday? **p32**
27. Do I get paid to attend TPG Telecom events? **p33**

My leave and entitlements – Permanent Employees

28. General	p34
29. How much annual leave do I get?	p34
30. How much long service leave do I get?	p36
31. “Your Leave” additional leave we’ll give you	p36
32. Can I buy more annual leave?	p37
33. How much personal/carer’s leave do I get?	p38
34. Can I take unpaid carer’s leave?	p39
35. How much compassionate leave do I get?	p40
36. Notice and evidence requirements for personal/carer’s leave, community service and compassionate leave	p40
37. How much family and domestic violence leave do I get?	p41
38. Can I take leave without pay?	p42
39. How much pre-natal and parental leave do I get?	p43
40. How much community service leave do I get?	p44
41. How much volunteer leave do I get?	p45
42. Do I get leave for jury service?	p46
43. How much gender affirmation leave do I get?	p46

44. How much additional health and safety leave do I get?	p47
45. How much special leave do I get?	p48
46. Study support	p48
47. How can I purchase career break leave?	p50
48. “Thank you day” leave	p51

My leave and entitlements – Casual Employees

49. How much long service leave do I get?	p52
50. Can I take unpaid carer’s leave?	p52
51. How much compassionate leave do I get?	p52
52. Notice and evidence requirements for personal/carer’s leave, community service and compassionate leave	p53
53. How much family and domestic violence leave do I get?	p53
54. How much parental leave do I get?	p55
55. How much community service leave do I get?	p55
56. Do I get leave for jury service?	p56
57. How much additional health and safety leave do I get?	p56
58. How much special leave do I get?	p57

My other benefits and conditions

- 59.** Stay Connected benefit **p58**
- 60.** Employee Assistance Program **p58**
- 61.** Uniforms and Property **p58**
- 62.** Future You program **p59**
- 63.** Super bump **p59**
- 64.** Staff Representation **p60**
- 65.** TPG Telecom Employee Committee **p60**

Resolving disputes

- 66.** What do I do if I have a problem or issue at work? **p61**

Leaving us

- 67.** What happens when I leave TPG Telecom? **p63**
- 68.** What is the process for redundancies? **p64**
- 69.** What happens if my Role is made Redundant? **p65**

Schedule A – Definitions **p68**

Schedule B – Classification Definitions **p76**

Schedule C – Wage Rates **p81**

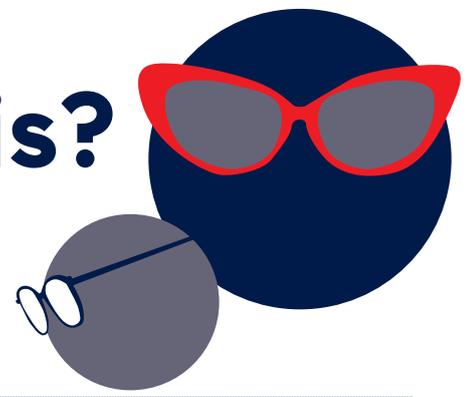
Schedule D – Allowances **p83**

Schedule E – Penalty Rates **p84**

Schedule F – Airport Employees **p86**

Signature page **p89**

Who should read this?



1. Welcome

- 1.1 As a leading Australian telecommunications company, we believe in embracing different backgrounds, experiences and ideas. Our ambition is to become Australia's best Telco for customers, shareholders, our people and the community. Our vision for inclusion and belonging at TPG Telecom is to create an environment of equality where each of us feels supported and respected to be ourselves at work. Above all else, we're valued, and we belong.
- 1.2 We're delighted to welcome you to our new TPG Telecom Connect Enterprise Agreement. We've written it just for you. We'll refer to it as this Connect Agreement.
- 1.3 When we say '**us**' or '**we**' in this Connect Agreement, we mean TPG Telecom.
- 1.4 When we say '**you**' or '**your**' in this Connect Agreement, we mean Employees employed by us in one of the Roles in clause 2.3.
- 1.5 We acknowledge and support the rights of Employees and their representatives under the Fair Work Act. We'll respect and facilitate the role of any Union in accordance with the Fair Work Act. We'll support your use of annual leave for attending professional development relating to staff representation and will grant your request unless there are reasonable business grounds not to.
- 1.6 Our values are our shared beliefs about how we treat others. They help us drive success as a business. Our values are:
 - (a) Stand together;
 - (b) Own it;
 - (c) Simple's better; and
 - (d) Boldly go.

1.7 We live by these values. We support our communities. We're LGBTQI community allies and members. We're committed to sustainability and building a greener world. We support STEM education, careers and the TPG Telecom Foundation. We improve the health and wellbeing of Australians through technology. So it makes sense that our values should also apply to this Connect Agreement.

1.8 You can find a copy of this Connect Agreement and the NES on our intranet or other online system you've access to. You can also ask us for a copy. We can give this to you electronically or in hardcopy.

2. Who does this Connect Agreement apply to?

2.1 You need to read this Connect Agreement if you are or will be:

- employed by us in one of the Roles below; and
- working with us during the time this Connect Agreement is in operation.

2.2 This Connect Agreement will cover and apply to TPG Telecom and the Employees and any Union who makes an application to be covered.

2.3 When we say Employees, we mean people employed by us in one of the following Roles:

	Roles
Level 1	Customer Solutions Advisor Customer Support Advisor Logistics Officer
Level 2	Customer Solutions Specialist Customer Support Specialist Logistics Specialist
Level 3	Customer Support Technical Specialist
Level 4	Customer Solutions Assistant Team Leader Customer Support Assistant Team Leader Logistics Assistant Team Leader Customer Support Improvement Lead
Level 5	Customer Solutions Team Leader Customer Support Team Leader Logistics Team Leader

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- 2.4 This Connect Agreement doesn't apply to:
- contractors; and
 - people who aren't employed by us in one of the Roles listed above.
- 2.5 This Connect Agreement will commence operation 7 days after the Fair Work Commission approves this Connect Agreement. We'll call this the "**Start Date**".
- 2.6 This Connect Agreement will have a nominal term of 3 years from the Start Date. This Connect Agreement will continue to apply until it is replaced or terminated.
- 2.7 Notwithstanding any other term of this Connect Agreement, this Connect Agreement applies to the exclusion of any award, order or industrial instrument that would otherwise apply to an Employee during its operation.
- 2.8 If there's any inconsistency between any term of this Connect Agreement and the NES, and the NES provides a greater benefit to the Employee, the NES provision will apply to the extent of the inconsistency.
- 2.9 This Connect Agreement refers to various policies as in force from time to time. To avoid doubt, any policies referred to in this Connect Agreement aren't incorporated into, and don't form part of, this Connect Agreement. A term of this Connect Agreement prevails to the extent of any inconsistency with any such policy.

Working with us



3. How am I employed?



3.1 You'll be employed:

- (a) as a Day Worker or a Shiftworker; and
- (b) on a Full Time, Part Time or Casual basis.

3.2 We'll tell you in writing on or before you start your employment:

- (a) your Role;
- (b) whether you're a Day Worker or a Shiftworker;
- (c) whether you're Full Time, Part Time or Casual;
- (d) how much we'll pay you;
- (e) how and when we'll pay you; and
- (f) the Site/s you're employed to work at (including your Home Store if you're a Customer Solutions Employee). If you're a Casual Employee you may apply to work Shifts at another Site where extra Shifts are available from time to time.

3.3 If you're Full Time, we'll also tell you the arrangement for working your Ordinary Hours of Work.

3.4 If you're Part Time, we'll also tell you the:

- (a) Guaranteed Ordinary Hours for each Roster Cycle;
- (b) actual starting and finishing times of each day you work; and
- (c) times and the duration of your meal breaks.

3.5 We'll tell you these things in writing. If you've any questions, you can contact askpe@tpgtelecom.com.au. We're always happy to help.

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- 3.6 We're creating a place where everyone belongs. But we don't always have all the answers and sometimes we may not think of things you might need. You can ask us to consider changing any of the items in clauses 3.1 – 3.4. You'll need to ask us in writing (including by text or email). We don't have to agree to your request but that shouldn't stop you from asking. We'll try to accommodate your request if we can. We can also agree together to change one or more of the items in clauses 3.1 – 3.4 at any time in writing.
- 3.7 A change to the items in clause 3.4 may be made in writing (including by text or email):
- (a) before the varied hours start; and
 - (b) on a temporary (including ad-hoc or for a limited period) or permanent basis.
- 3.8 We may from time to time require you to:
- (a) work a Shift/s at another Site. If you are required to work at another Site when you have already commenced your Shift elsewhere, we'll pay you your Base Rate of Pay or Casual Rate of Pay for the time spent travelling to the new Site; and/or
 - (b) permanently transfer to another Site/s if:
 - i. the other Site is within a reasonable distance of your Home Store or existing Site (as applicable) (defined as 25km travel in a capital city, or 50km in a regional area); and
 - ii. we provide you with at least 2 weeks' notice.
- 3.9 If you're Part Time, we'll try to offer you any additional Ordinary Hours of Work we can if you've nominated yourself as being available. You don't have to work these unless you want to. You can do this on a case-by-case basis. You also have the option of telling us we can change your regular pattern of work to include any additional Ordinary Hours of Work during any periods you nominate yourself as being available. If you do this, you:
- (a) will need to tell us in writing which includes email, text or other online system;
 - (b) can withdraw your consent at any time; and
 - (c) have the right to refuse additional hours at any time.

If you want to work any additional Ordinary Hours of Work offered to you during your periods of nominated availability, we'll pay you the applicable rates of pay (but not overtime) for up to 75 Ordinary Hours of Work per Roster Cycle.

4. Will I have a probation period?

4.1 If you're a Permanent Employee, then you'll be on probation for 6 months from the start of your employment with us. Any Permanent Employees on probation at the Start Date will continue on probation in accordance with their existing arrangements and the Start Date will not affect this in any way.

5. What if the Connect Agreement doesn't suit the way we want to work together?

- 5.1 We may agree with an Employee to make an individual flexibility arrangement to vary the effect of terms of this Connect Agreement provided that the individual flexibility arrangement:
- (a) deals with 1 or more of the specific terms of this Connect Agreement (except clause 1, clause 2, clause 5, clause 8 or clause 66);
 - (b) meets the genuine needs of TPG Telecom and the Employee in relation to 1 or more of those matters;
 - (c) is genuinely agreed to by TPG Telecom and the Employee;
 - (d) is about permitted matters under section 172 of the Fair Work Act and is not unlawful under section 194 of the Fair Work Act;
 - (e) is in writing;
 - (f) includes the name of TPG Telecom and the Employee;
 - (g) is signed by TPG Telecom and the Employee and if the Employee is under 18 years of age, is signed by the Employee's parent or guardian;
 - (h) includes details of:
 - i. the terms of this Connect Agreement that will be varied by the arrangement; and how the arrangement will vary the effect of the terms;
 - ii. how the Employee will be better off overall in relation to the terms and conditions of their employment as a result of the arrangement; and
 - iii. states the day on which the arrangement commences.
- 5.2 We must ensure that the terms of the individual flexibility arrangement result in the Employee being better off overall than the Employee would be if no arrangement was made.

-
- 5.3 We must give the Employee a copy of the individual flexibility arrangement within 14 days after it is agreed to.
- 5.4 TPG Telecom or the 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 TPG Telecom and the Employee agree in writing – at any time.

6. Can I ask to convert from casual to permanent employment?

- 6.1 Yes. Offers and requests to convert from casual employment to Full Time or Part Time will be made in accordance with the NES. You can speak with People Experience who will be happy to help.

7. Can I ask to increase or decrease my guaranteed Ordinary Hours of Work?

- 7.1 If you're Part Time, and your Ordinary Hours that have been worked are higher than your Guaranteed Ordinary Hours then you can ask us to increase your Guaranteed Ordinary Hours to reflect this. You can ask us to do this once every Anniversary Year. You must ask us in writing (including by email).
- 7.2 Before responding, we'll discuss your request with you to better understand your situation. We'll genuinely try to reach agreement on an increase to your Guaranteed Ordinary Hours to give you more predictable work hours and to reasonably accommodate your circumstances.
- 7.3 We'll tell you if we accept or refuse your request in writing within 21 days of your request. We'll only refuse your request if we've reasonable grounds for doing so.

-
- 7.4 If we grant your request, our response will record the agreed increase to your Guaranteed Ordinary Hours.
- 7.5 If you're Part Time and can no longer work your Guaranteed Ordinary Hours for any reason, then you can ask us to decrease your Guaranteed Ordinary Hours at any time. If we agree to your request, our response will record the agreed decrease to your Guaranteed Ordinary Hours.

8. Can I request flexible working arrangements?

- 8.1 We're operating in a new world of work, where hybrid ways of working can benefit you and us. If you work in a Hybrid Role, then we guarantee that you can work from home on at least 1 day per week. This guarantee means the following clauses won't affect your working from home arrangement. Requests to work from home on more than 1 day per week under this clause will be genuinely considered. If you and your manager agree, you may be able to work from home on more than 1 day per week in line with the Hybrid Working Policy in place from time to time.
- 8.2 TPG is committed to offering flexible working options to our Customer Solutions Employees where we can. On top of the flexible work options outlined in this clause 8, we will offer additional mobility support for Customer Solutions Employees who wish to spend time working in Sites in regional areas or interstate. We'll call this our "**T-Change Program**".
- (a) Subject to clause 8.2(b), where a Role is advertised or communicated by us as being eligible for the T-Change program, we will provide a Customer Solutions Employee appointed to the Role with mobility support in line with the mobility support policy in place from time to time, which includes but is not limited to the cost of the Employee's flights and other incidentals.
- (b) The Customer Solutions Employee must remain employed in the T-change role for at least 6 months, or TPG may seek to recover the costs incurred in clause 8.2(a) above including by way of deduction from any monies we owe you on termination with your agreement (if you're aged over 18), except that we will not deduct if the T-change role is made Redundant or where you and TPG agree that you will transfer to a different Role, within the 6 month period.

8.3 If you're a Permanent Employee, with at least 12 months' Continuous Service or an Eligible Casual Employee, you may ask us to change your working arrangements if you:

Are	For any of these reasons
A Permanent Employee with at least 12 months' Continuous Service	(a) are a parent, or have responsibility for the care of a child who is of school age or younger;
An Eligible Casual Employee	(b) are a carer (within the meaning of the Carer Recognition Act 2010 (Cth)); (c) have a disability; (d) are aged 55 or older; (e) are experiencing violence from a member of their family; or (f) to give care or support to an Immediate Family Member, or a member of your household, who requires care or support because the member is experiencing violence from the member's family.

If you're a Permanent Employee with at least 12 months' Continuous Service or an Eligible Casual Employee who:

- (a) is a parent, or has responsibility for the care, of a child; and
- (b) is returning to work after taking leave in relation to birth or adoption of the child, you may request to work part time to help you to care for your child. This is in addition to and doesn't limit the operation of this clause or clause 8.1.

8.4 You must ask us in writing. You'll need to set out details of the change you're asking for and the reasons for the change.

8.5 Before responding, we'll discuss your request with you to better understand your situation. We'll genuinely try to reach agreement on a change in working arrangements that will reasonably accommodate your circumstances having regard to:

- (a) your needs arising from your circumstances;
- (b) the consequences for you if changes in working arrangements aren't made; and
- (c) any reasonable business grounds for refusing the request.

8.6 If we don't grant your request and we haven't reached an agreement with you, then we must tell you in writing within 21 days of your request:

(a) the reasons we didn't grant your request which may include that the new working arrangements would:

- i. be too costly for us;
- ii. need us to change the working arrangements of other Employees and we're unable to or it wouldn't be practical to do so;
- iii. need us to recruit new Employees;
- iv. likely result in significant loss in efficiency or productivity; or
- v. likely have a significant negative impact on customer service; and

(b) the details of any changes in working arrangements that we can offer you.

8.7 If we reach an agreement with you on a change in working arrangements that differs from what you initially asked for, we'll give you a written response within 21 days of your request setting out the agreed changes.

8.8 If you don't think we've discussed the request with you and responded to your request in the way required by this clause, then you can take the steps set out under clause 66.

9. What if there's a major change at work that affects me?

9.1 This clause applies if we:

(a) have made an "in principle" decision to make major changes in production, program, organisation, structure, or technology, that are likely to have significant effects on Employees; or

(b) propose to change the regular roster or Ordinary Hours of Work of Employees (other than as set out below).

Consultation about major workplace change

- 9.2 If we make an “in principle” decision to make major changes in production, program, organisation, structure or technology that are likely to have significant effects on Employees, we must:
- (a) give notice of the changes to all Employees who may be affected by them and their representatives (if any); and
 - (b) discuss with affected Employees and their representatives (if any):
 - i. the introduction of the changes;
 - ii. their likely effect on Employees;
 - iii. measures to avoid or reduce the adverse effects of the changes on Employees; and
 - (c) commence discussions as soon as practicable after an “in principle” decision has been made.
- 9.3 For the purposes of the discussion under clause 9.2(b), we must give in writing to the affected Employees and their representatives (if any) all relevant information about the changes including:
- (a) their nature;
 - (b) their expected effect on Employees; and
 - (c) any other matters likely to affect Employees.
- 9.4 This clause does not require us to disclose any confidential information if its disclosure would be contrary to our interests.
- 9.5 We must promptly consider any matters raised by the Employees or their representatives about the changes in the course of the discussion under clause 9.2(b).

-
- 9.6 In this clause, “**significant effects on Employees**” includes any of the following:
- (a) termination of employment;
 - (b) major changes in the composition, operation or size of our workforce or in the skills required;
 - (c) loss of, or reduction in, job or promotion opportunities;
 - (d) loss of, or reduction in, job tenure;
 - (e) alteration of hours of work;
 - (f) the need for Employees to be retrained or transferred to other work or locations; or
 - (g) job restructuring.

9.7 Where this Connect Agreement makes provision for alteration of any of the matters at clause 9.6, such alteration is taken not to have significant effect.

Consultation about changes to rosters or hours of work

9.8 Clauses 9.9 - 9.12 apply if we propose to change the regular roster or Ordinary Hours of Work of an Employee, other than an Employee whose working hours are irregular, sporadic or unpredictable.

9.9 We must consult with any Employees affected by the proposed change and their representatives (if any).

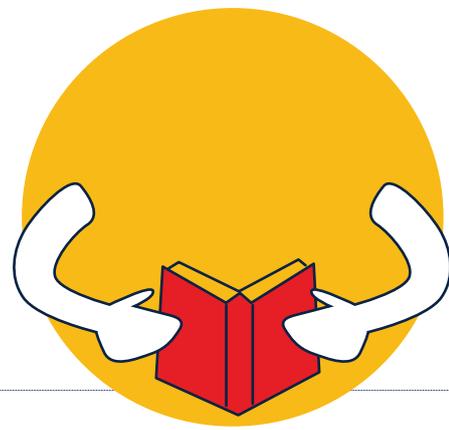
9.10 For the purpose of clause 9.9, we must:

- (a) provide to the Employees and any representatives information about the proposed change (for example, information about the nature of the change and when it is to begin); and
- (b) invite the Employees to give their views about the impact of the proposed change on them (including any impact on their family or caring responsibilities) and also invite their Union/s and representatives (if any) to give their views about that impact.

9.11 We must consider any views given under clause 9.10.

9.12 Clauses 9.8 - 9.11 are to be read in conjunction with any other provisions of this Connect Agreement concerning the scheduling of work or the giving of notice.

My pay



10. What do I get paid?

10.1 About you	How we'll pay you
Permanent Employees	<p>We can decide how to pay you. We'll pay you using one of the following methods:</p> <ul style="list-style-type: none"> (a) the applicable Base Rate of Pay in accordance with Part 1 of Schedule C plus any applicable: <ul style="list-style-type: none"> i. overtime as set out in clause 24; ii. penalty rates in Part 1(a) of Schedule E where your Ordinary Hours of Work (including as varied under clause 3) are Day Work and fall within the penalty periods set out in Part 1(a) of Schedule E and/or outside the rostering parameters in clause 18.4; iii. if you're a Shiftworker, shift penalty rates in Part 2(a) of Schedule E or in Schedule F (as applicable) for the duration of any Shift where any of your Ordinary Hours of Work (including as varied under clause 3) fall within the penalty periods set out in Part 2(a) of Schedule E; iv. if you're an Airport Employee, the additional penalty rates in Schedule F; v. allowances as set out in clause 15 and Schedule D; and vi. any penalty payable under clauses 21.2, 23.2 or 25.1; or (b) the applicable Annual Salary in accordance with Part 3 of Schedule C (pro rata for Part Time Employees based on your Ordinary Hours of Work) plus any applicable: <ul style="list-style-type: none"> i. overtime as set out in clause 24; ii. penalty rates in Part 1(a) of Schedule E where your Ordinary Hours of Work (including as varied under clause 3) are Day Work and fall within the penalty periods set out in Part 1(a) of Schedule E and/or outside the rostering parameters in clause 18.4; iii. if you're a Shiftworker, shift penalty rates in Part 2(a) of Schedule E or in Schedule F (as applicable) for the duration of any Shift where any of your Ordinary Hours of Work (including as varied under clause 3) fall within the penalty periods set out in Part 2(a) of Schedule E; iv. if you're an Airport Employee, the additional penalty rates in Schedule F; v. allowances as set out in clause 15 and Schedule D; and vi. any penalty payable under clauses 21.2, 23.2 or 25.1. <p>For the avoidance of doubt, we may use this method of payment for any Airport Employee who is both a Leader and a Shiftworker.</p>

10.2 Permanent Leaders

We can decide how to pay you. We'll pay you using one of the following methods:

- (a) the applicable Base Rate of Pay in accordance with Part 1 of Schedule C plus any applicable:
 - i. overtime as set out in clause 24;
 - ii. penalty rates in Part 1(a) of Schedule E where your Ordinary Hours of Work (including as varied under clause 3) are Day Work and fall within the penalty periods set out in Part 1(a) of Schedule E and/or outside the rostering parameters in clause 18.4;
 - iii. if you're a Shiftworker, shift penalty rates in Part 2(a) of Schedule E or in Schedule F (as applicable) for the duration of any Shift where any of your Ordinary Hours of Work (including as varied under clause 3) fall within the penalty periods set out in Part 2(a) of Schedule E;
 - iv. if you're an Airport Employee, the additional penalty rates in Schedule F;
 - v. allowances as set out in clause 15 and Schedule D; and
 - vi. any penalty payable under clauses 21.2, 23.2 or 25.1; or
- (b) the applicable Annual Salary in Part 4 of Schedule C (pro rata for Part Time Employees based on your Ordinary Hours of Work), plus any applicable:
 - i. overtime as set out in clause 24;
 - ii. any penalty payable under clauses 21.2, 23.2, or 25.1; and
 - iii. public holiday penalty rates as set out in clause 26.

We won't use this method of payment for any Airport Employee who is both a Leader and a Shiftworker.

We will calculate the amount of remuneration payable to you under this Connect Agreement and compare it to the total earnings we actually paid you (excluding statutory superannuation) twice each year (or, if the Leader's employment is terminated before such time, over the period of that employment) to ensure you're not paid less in total earnings than you would have earned had you been paid pursuant to clause 10.2(a) above.

You can also ask us to do this on the termination of your employment.

We'll rectify any shortfall identified within 14 days of completing the review.

10.3 Casual Employees

We'll pay you the Casual Rates of Pay in Part 2 of Schedule C (inclusive of the casual loading of 25%) plus any applicable:

- (a) overtime as set out in clause 24;
- (b) penalty rates in Part 1(b) of Schedule E where your Ordinary Hours of Work are Day Work and fall within the penalty periods set out in Part 1(b) of Schedule E;
- (c) if you're a Shiftworker, shift penalty rates in Part 2(b) of Schedule E or in Schedule F (as applicable) for the duration of any Shift where any of your Ordinary Hours of Work fall within the penalty periods set out in Part 2(b) of Schedule E;
- (d) if you're an Airport Employee, the additional penalty rates in Schedule F;
- (e) any penalty payable under clause 21.2, 23.2 or 25.1; and
- (f) allowances as set out in clause 15 and Schedule D.

For the avoidance of doubt, the casual loading has been factored into the penalty percentages set out in this Connect Agreement. Where a percentage is expressed as applying to "your Casual Rate of Pay without the 25% casual loading", the percentage will be applied to the Casual Employee's equivalent permanent Base Rate of Pay (i.e. your Casual Rate of Pay, divided by 125, multiplied by 100).

The casual loading is paid to Casual Employees instead of the entitlements of a Permanent Employee including paid annual leave, paid personal/carer's leave, paid compassionate leave, payment for absence on a public holiday, payment in lieu of notice of termination, redundancy pay and paid jury service.

10.4 This Connect Agreement sets out your minimum legal entitlements only and won't restrict us and you from agreeing to higher rates of pay, or additional benefits via a separate common law employment contract.

10.5 Employees employed at the Start Date, will continue to be paid in the same way as you are at that date. We will not change the method by which you are paid (that is, annual salary or hourly rates) or reduce your Base Rate of Pay or Casual Rate of Pay without your agreement.

10.6 Notwithstanding any other term of this Connect Agreement, where more than one penalty rate would be payable for hours worked by you at a particular time, we will pay you the highest applicable penalty rate, but no other applicable penalty rate is payable.

11. When will I get paid?

11.1 We pay wages by electronic funds transfer at least every 2 weeks.

11.2 Subject to applicable law, on termination of employment, we'll pay wages and all other amounts within 7 days of the date of termination unless ordered otherwise by the Fair Work Commission.

11.3 We will give Employees 4 weeks' written notice of a change to a pay day.

12. Can I salary package part of my wages?

12.1 Salaried Employees aged over 18 may elect to sacrifice part of their Annual Salary to make extra superannuation contributions or for a non-cash benefit under a "salary packaging arrangement" (subject to our policy in place from time to time).

13. Will I get a pay increase?

13.1 Employees will be entitled to the following wage increases during the nominal term of this Connect Agreement, as applicable:

	Increase Date	COLUMN A Guaranteed Increase	COLUMN B Discretionary Pool (*Permanent Employees only)
Row 1	1 March 2023	4% (*subject to clause 13.2)	N/A
Row 2	1 March 2024	3% (*subject to clauses 13.2 and 13.3)	1% of all Base Rates of Pay paid to Permanent Employees under this Connect Agreement in the previous year (*subject to clause 13.2)
Row 3	1 March 2025	3% (*subject to clause 13.2 and 13.3)	1% of all Base Rates of Pay paid to Permanent Employees under this Connect Agreement in the previous year (*subject to clause 13.2)

13.2 For the purposes of clause 13.1:

(a) the Guaranteed Increases in Column A will be applied to:

- i. the Base Rates of Pay under this Connect Agreement;
- ii. your Base Rate of Pay (as applicable);
- iii. the Casual Rates of Pay under this Connect Agreement; and
- iv. your Casual Rate of Pay (as applicable),

on and from the first full pay period on or after 1 March 2023, 1 March 2024 and 1 March 2025 (each an “**Increase Date**”); and

(b) we will also maintain a pool equivalent to Column B in the 1 March 2024 and 1 March 2025 Increase Date years, to fund discretionary increases to Base Rates of Pay in accordance with our remuneration review policy in place from time to time (“**Discretionary Pool**”) from each relevant Increase Date.

13.3 Permanent Employees whose gross annual earnings and gross commissions and/ or gross bonuses (excluding overtime and penalties) received in the year prior to the 1 March 2024 and 1 March 2025 Increase Dates exceed the applicable upper limit specified below, will not be entitled to the Guaranteed Increases under Rows 2 and 3 of Column A in clause 13.1 but will remain eligible for an increase from the Discretionary Pool:

	Level 1	Level 2	Level 3	Level 4	Level 5
1 March 2024	\$78,000	\$83,200	\$88,400	\$90,500	\$104,000
				Leader – Level 4	Leader – Level 5
				\$95,700	\$110,250
1 March 2025	\$80,500	\$85,750	\$91,100	\$93,250	\$107,200
				Leader – Level 4	Leader – Level 5
				\$98,600	\$113,600

14. How much superannuation will I be paid?

14.1 We'll make your minimum superannuation contributions in accordance with applicable law, except that we will pay this at a rate which is 0.5% above the minimum statutory superannuation rate required by law during the nominal term of this Connect Agreement. We pay these to a complying superannuation fund of your choice. If you don't tell us which fund you'd like us to pay these amounts to and you don't have a stapled superannuation fund, we'll pay them to our default fund which has been granted a MySuper authorisation.

15. Will I receive any allowances?

15.1 You'll be paid the allowances in Schedule D if they apply.

15.2 The amount of the motor vehicle allowance and first aid allowance in Schedule D will increase, during the nominal term of this Connect Agreement, so as to never fall below the value of corresponding allowances under the Telecommunications Services Award (as varied from time to time during the nominal term of this Connect Agreement).

16. What if I perform higher duties than my Role?

16.1 If we ask you to perform a Role which carries a higher Base Rate of Pay or Casual Rate of Pay than the Role in which you're ordinarily employed, then we'll pay you for this work at the higher Base Rate of Pay or Casual Rate of Pay under this Connect Agreement (plus applicable penalties, overtime and allowances). We'll only do this if you're temporarily appointed to the Role in writing. We'll pay you at the higher rates of pay for all such time worked.

17. When can TPG Telecom stand me down from my employment?

17.1 You may be stood down, without pay, if we can't usefully employ you due to:

- (a) industrial action (other than industrial action organised or engaged in by us); or
- (b) subject to clause 17.2, a breakdown of machinery or equipment, if we can't reasonably be held responsible for the breakdown; or
- (c) a stoppage of work for any cause where we can't reasonably be held responsible.

17.2 If there is a breakdown of machinery or equipment and we can't reasonably be held responsible for the breakdown, we'll pay Permanent Employees who are stood down at your Base Rate of Pay for your Ordinary Hours during the first 48 hours of any such stand down period and where possible, make reasonable efforts to redeploy such Permanent Employees during any stand down period.

17.3 Your continuity of service won't be broken by a period of stand down pursuant to this clause.

My hours of work and rosters



18. What are my hours of work?

18.1 If you work a Day Shift (except if you are an Airport Employee), you may be required to work your Ordinary Hours of Work within the following times (provided that nothing in this clause prevents overtime from being worked outside these hours as set out in clause 24):

	Monday – Friday	Saturday	Sunday
Customer Solutions Employees and Customer Support Employees	7:00am – 7:00pm or 7:00am – 11:00pm for Sites with trading hours extending beyond 7:00pm Monday to Friday at the relevant time	7:00am – 7:00pm	9:00am – 6:00pm
Logistics Employees	7:00am – 7:00pm	N/A (overtime applies)	N/A (overtime applies)

*If you are an Airport Employee, please refer to Schedule F.

18.2 If you're a Shiftworker you may be required to work your Ordinary Hours of Work on any day. A Shiftworker under this Connect Agreement is:

- (a) an Airport Employee who is engaged only to work Shifts starting at or after 6.00 pm on one day and before 5.00 am on the following day (provided Shiftwork does not include any Shifts which start and finish on the same day within the span of ordinary hours specified in this Connect Agreement); or
- (b) a Customer Support Employee who is engaged to work Afternoon Shifts and/or Night Shifts and includes a Customer Support Employee who may work Permanent Night Shift.

18.3 Your Ordinary Hours of Work will be subject to the following:

- (a) if you're a Customer Solutions Employee or a Logistics Employee, a maximum of 9 Ordinary Hours of Work on any day, provided that for 1 day per week you can be rostered for 10 hours;
- (b) if you're a Customer Support Employee, a maximum of 12 Ordinary Hours of Work on any day; and
- (c) a maximum of 6 days' work in a week provided no more than 10 days' work can be worked per Roster Cycle.

18.4 For Day Work performed by a Permanent Employee (excluding Airport Employees), the maximum number of hours in each of the following penalty periods during a Roster Cycle (after which time the applicable penalty rate set out in Schedule E will apply other than to Leaders paid an Annual Salary in accordance with clause 10.2(b)):

Role	Employment Type	Penalty Periods	Maximum Hrs in Penalty Periods*	Penalty Periods	Maximum Hrs in Penalty Periods*
Customer Solutions Employees	Full Time	Mon-Fri 6:00 pm - 11:00 pm (or such earlier time that trading hours cease)	12		
	Part Time		6		
Customer Support Employees	Full Time			1:00pm - 7:00 pm on a Saturday	12
	Part Time				8

*If you are an Airport Employee, please refer to Schedule F.

19. How will my hours be rostered?

19.1 We'll make a roster available to you electronically. For Permanent Employees, we'll endeavour to do this at least 4 weeks' in advance of a Roster Cycle. The roster will set out the start and finish time of the Permanent Employee's Ordinary Hours of Work for the Roster Cycle, provided that nothing in this clause prevents us from rostering overtime.

We can change the roster:

- (a) if you're a Permanent Employee, by agreement between us and you at any time before the start of a Shift;
- (b) on 7 days' notice from us;
- (c) in the case of emergency, on 48 hours' notice from us; or
- (d) by a Shift Swap arrangement under clause 22.

20. Is there a minimum Shift length?

20.1 We'll pay Employees for a minimum of 3 hours on each Shift. This minimum Shift payment does not apply to non-compulsory staff meetings, events or training sessions.

21. What is the minimum break between working hours on 2 consecutive days?

21.1 We'll generally give you a 10 hour rest period between finishing work on one day and starting work the next day.

21.2 Subject to clause 21.4, if you start work without a 10 hour rest period, we'll pay you as follows:

Employment type	Rate of pay
Permanent Employees	200% of your Base Rate of Pay
Casual Employees	225% of your Casual Rate of Pay without the 25% casual loading

21.3 We'll pay these amounts until you're released from work for a 10 hour rest period. You'll also be paid for any rostered hours which occur during your absence while taking your 10 hour rest period.

21.4 This clause doesn't apply to a period during which you are recalled under clause 25.

22. Can I swap Shifts?

22.1 You can arrange a Shift Swap with another Employee provided the Employee involved in the Shift Swap:

- (a) is employed in the same Role and is available to perform the work which is the subject of the Shift Swap;
- (b) you tell us in advance in accordance with any policy in place from time to time and the Shift Swap is approved by your manager in advance (whether manually or electronically); and
- (c) you only swap 2 shifts within the same Roster Cycle unless approved otherwise by your manager; and
- (d) a 10 hour break is maintained between an Employee's Shifts.

22.2 We're not responsible for any additional costs arising from a Shift Swap. We'll only pay the Employee who works in the penalty period any penalty rates which apply. No overtime rates will be paid to an Employee where any work which would otherwise be characterised as overtime under clause 24, arises as a result of the Shift Swap.

23. When can I take a break during my Shift?

23.1 Except if you are an Airport Employee who is a Shiftworker, you are entitled to take the following meal and rest breaks based on the length of your Shift. Your meal and rest breaks are to be taken at times agreed between you and us:

Employees Shift length	Rest Break (paid)	Meal Break (unpaid)
4 or more but no more than 5 hours	1 x 15 minute rest break	No meal break
More than 5 but less than 7 hours	1 x 15 minute rest break	1 x 30 minute meal break
7 or more but less than 10 hours	2 x 15 minute rest breaks	1 x 30 minute meal break
10 or more hours	2 x 15 minute rest breaks	2 x 30 minute meal breaks

*If you are an Airport Employee who is a Shiftworker, please refer to Schedule F.

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- 23.2 If you're directed by your Leader to work through your (otherwise unpaid) meal break, you're entitled to:
- (a) be paid as follows:
 - i. Permanent Employee: 150% of your Base Rate of Pay for the meal break period;
 - ii. Casual Employee: 175% of your Casual Rate of Pay without the 25% casual loading, for the meal break period; and
 - (b) take your meal break as soon as possible without loss of pay for this period.

24. Will I get paid overtime?

- 24.1 If we require you to work in any of the following circumstances, then we'll pay you overtime under this Connect Agreement:
- (a) any work by a Full Time Employee, or a Casual Employee in excess of 76 Ordinary Hours of Work over the Roster Cycle;
 - (b) any work by a Part Time Employee, in excess of the Part Time Employee's Ordinary Hours of Work (including as varied under clause 3); and
 - (c) any work outside the span of hours and rostering provisions set out in clauses 18.1, 18.3(a), 18.3(b) and 18.3(c) (as applicable); and
 - (d) for Airport Employees, any work outside the span of hours and rostering provisions set out in Schedule F and clauses 18.3(a) and 18.3(c) (as applicable).

Nothing in this clause overrides section 62 of the Fair Work Act.

24.2 Subject to clauses 24.3, if you're entitled to overtime under clause 24, then it will be paid as follows (in accordance with clause 11.1):

	Overtime hours	Overtime rate for Permanent Employees	Overtime rate for Casual Employees
Day Workers and Shift Workers	First 3 hours each day	150% of your Base Rate of Pay	175% of your Casual Rate of Pay without the 25% casual loading
Day Workers and Shift Workers	4th and later hours each day	200% of your Base Rate of Pay	225% of your Casual Rate of Pay without the 25% casual loading
Midnight Saturday – midnight Sunday (Logistics Employees and Customer Solutions Employees only, instead of the rates above)	All hours	200% of your Base Rate of Pay	225% of your Casual Rate of Pay without the 25% casual loading

24.3 Overtime rates in this clause will be in substitution for and not cumulative upon any penalty rates (including for shiftwork) payable under this Connect Agreement except that notwithstanding any other term of this Connect Agreement:

- (a) overtime worked on a Public Holiday will be paid at Public Holiday rates in clause 26; and
- (b) if, immediately prior to any overtime hours, you are being paid a penalty rate under Schedule E or Schedule F (as applicable) which is higher than the applicable overtime rate, you'll continue to be paid the higher penalty rate for any overtime hours in lieu of the overtime rate in this clause.

25. What will I be paid if I am called back to work?

Customer Support Employees

25.1 If a Customer Support Employee is recalled to work overtime after leaving work (including where such work is performed remotely at the request of your manager), we'll pay you as follows (for a minimum of 3 hours' work subject to clause 25.2):

	Permanent Employees	Casual Employees
First 3 hours	150% of your Base Rate of Pay	150% of your Casual Rate of Pay without the 25% casual loading
4th and subsequent hours	200% of your Base Rate of Pay	200% of your Casual Rate of Pay without the 25% casual loading

25.2 If you're recalled for less than 3 hours and you're recalled again within that time:

- (a) only the later call back will be subject to the minimum payment of 3 hours; and
- (b) you'll only be paid for time actually worked on the first call back.

25.3 If you attend a call back and your next rostered Shift is due to commence less than 10 hours following completion of that call back, we may direct you not to attend for that Shift. If this happens, you:

- (a) will be paid your Base Rate of Pay plus any penalties (but not overtime) you would have earned for that Shift; and
- (b) won't need to attend for work at all during that Shift.

Logistics Employees

25.4 A Logistics Employee recalled to work after the Employee has left work for the day must be paid for a minimum of 4 hours' work at the appropriate rate for each time the Employee is called back.

Customer Solutions Employees

25.5 A Customer Solutions Employee who is recalled to work by us to perform specific duties on a day on which you have completed your normal roster or did not work, will be entitled to the applicable allowance set out in Schedule D.

26. What if I work on a public holiday?

26.1 We may ask you to work on a particular Public Holiday. This clause isn't intended to, and does not, override section 114(3) of the Fair Work Act.

	Works on a Public Holiday	Doesn't have to work on a Public Holiday
Permanent Full Time Employee	Paid the applicable penalty rate set out in Schedule E or Schedule F (as applicable) based on your Base Rate of Pay for the number of hours worked.	Paid at your Base Rate of Pay for your Ordinary Hours of Work on that day if you worked on the day of the week on which the Public Holiday falls for the previous 2 Roster Cycles (e.g. you worked the 4 Fridays before Good Friday).
Permanent Part Time Employee	Paid the applicable penalty rate set out in Schedule E or Schedule F (as applicable) based on your Base Rate of Pay for the number of hours worked.	Paid at your Base Rate of Pay for your Guaranteed Ordinary Hours if your Guaranteed Ordinary Hours fall on the day on which the Public Holiday falls.
Casual Employee	Paid the applicable penalty rate set out in Schedule E or Schedule F (as applicable) based on your Casual Rate of Pay without the 25% casual loading for the number of hours worked.	No payment.

26.2 For the avoidance of doubt, the Public Holiday rates are instead of and not on top of the overtime rates in clause 24.2.

27. Do I get paid to attend TPG Telecom events?

27.1 We strongly encourage you to attend our events.

27.2 If we tell you that an event is compulsory, you'll be notified of this as a rostered Shift and the event will be paid for the minimum Shift length in clause 20. Compulsory events include events such as communication nights, training and business updates.

27.3 If you're unable to attend one of our compulsory events, you'll need to notify your manager.

27.4 You won't be paid for attending events which aren't compulsory such as team celebrations.

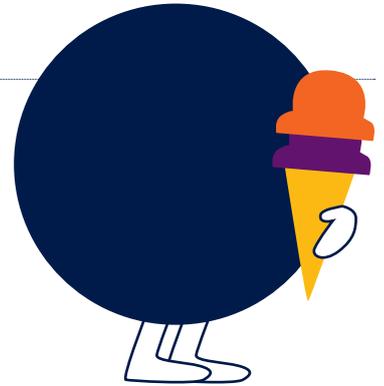
My leave and entitlements – Permanent Employees

28. General

28.1 Leave is vital for our Employees' health and wellbeing.

We support different types of paid and unpaid leave to:

- (a) ensure you rest and recharge;
- (b) support you;
- (c) help your growing families;
- (d) help you support their community; and
- (e) support you to be your best self.



29. How much annual leave do I get?

Amount of annual leave

29.1 You're entitled to annual leave in accordance with the NES.

29.2 If you're a Full Time Day Worker or a Full Time Shiftworker to whom clause 29.3 does not apply, you're entitled to 4 weeks' paid annual leave for each year of Continuous Service (pro rata for Part Time Employees).

29.3 If you're a Full Time Shiftworker who is rostered to work your Ordinary Hours of Work on at least 16 Sundays and 4 Public Holidays each Anniversary Year (pro rata for Part Time Employees), you're entitled to 5 weeks' paid annual leave for each year of Continuous Service (pro rata for Part Time Employees).

29.4 Your annual leave accrues during a year of service according to the number of Ordinary Hours of Work you work (including any additional hours worked by Part Time Employees pursuant to any variation under clause 3 from time to time). Unused annual leave rolls over from year to year. You're encouraged to use your annual leave in the year in which it accrues for rest and relaxation purposes.

Taking annual leave

29.5 All annual leave will be taken at such times agreed between you and us. Due to the nature of our business and industry, we may have up to 2 "block out" periods totalling no more than 4 weeks' per calendar year, where you won't necessarily be granted leave. We'll endeavour to tell you the dates for these "block out" periods at the beginning of each calendar year.

29.6 During a period of annual leave, you'll be paid the greater of:

- (a) your Base Rate of Pay for your Ordinary Hours of Work (or your Guaranteed Ordinary Hours if you're Part Time) in that period; or
- (b) your Base Rate of Pay plus any applicable penalty rates you'd have received under Schedule E and/or Schedule F (as applicable) for your Ordinary Hours of Work (or your Guaranteed Ordinary Hours if you're Part Time) in that period.

Cashing out your annual leave

29.7 You can ask us in writing to cash out up to 2 weeks of your accrued annual leave in any calendar year. You must keep a balance of at least 4 weeks' annual leave after the cashing out. We don't have to grant your request. If we agree to your request, you'll receive the full amount that would have been payable to you had you taken the leave as set out in clause 29.6 for the amount of leave cashed out in writing. We'll also need to sign an agreement setting out the amount of annual leave being cashed out, the dollar amount paid and the date of the payment.

When you must take annual leave

- 29.8 We can ask you to take a period of annual leave by giving you at least 4 weeks' notice:
- (a) during any period that the Site at which you are employed to work is closed; or
 - (b) where you have more than 8 weeks' accrued annual leave, provided you retain at least 6 weeks' accrued annual leave after the direction and each period of annual leave we direct you to take is at least 1 week in duration.

Taking annual leave in advance

- 29.9 You can ask us to consider letting you take a period of annual leave before you've accrued an entitlement to the leave. You'll need to ask us in writing. We don't have to agree. We'll call this 'taking leave in advance'.
- 29.10 If your employment ends, we can ask you to repay any leave taken in advance. We can also deduct the amounts paid in advance from any monies we owe you on termination if you're aged over 18, provided such deduction is not unreasonable in the circumstances. We can only deduct amounts you owe us for taking leave that you hadn't yet accrued. We can't deduct any other amounts unless these are permitted under the Fair Work Act.

When your employment ends

- 29.11 If your employment ends, we'll pay you for any accrued annual leave that you haven't used. We'll calculate the pay under clause 29.6.

30. How much long service leave do I get?

- 30.1 You're entitled to long service leave in accordance with applicable legislation in the State or Territory in which you work.

31. "Your Leave" additional leave we'll give you

- 31.1 This clause doesn't apply to a Permanent Employee on a maximum term or fixed term contract.

31.2 To help you achieve a better work life balance, or to participate in religious or cultural activities, we'll give you extra leave. We call this **"Your Leave"**. We'll give this to you each calendar year. We'll pay you your Base Rate of Pay plus statutory superannuation as follows:

About you	"Your Leave" days
Permanent Employees employed at 1 January with less than 8 weeks* accrued annual leave	4 days* allocated on 1 January
Permanent Employees employed at 1 July with less than 8 weeks* accrued annual leave	4 days* (provided the Permanent Employee did not receive an allocation in January) allocated on 1 July
Permanent Employees who commence employment after 1 July	0 days

*Days under this clause will be pro-rated for Part Time Employees based on the proportion of their Guaranteed Ordinary Hours to Full Time Ordinary Hours.

31.3 "Your Leave":

- (a) can't be cashed out and will lapse if unused in a calendar year; and
- (b) if unused during any calendar year during which your employment is terminated, won't be paid on termination of your employment other than if your role is Redundant and you don't accept an offer of redeployment within TPG Telecom, in which case it will be paid out.

32. Can I buy more annual leave?

32.1 This clause doesn't apply to a Permanent Employee on a maximum term or fixed term contract.

32.2 If you've at least 6 months' Continuous Service and are aged over 18, then you can ask to purchase an additional 1 or 2 weeks' annual leave each calendar year. You can do this once per calendar year. You'll have to submit your application to purchase additional leave at the relevant time. You'll also have to comply with all other requirements as set out in our Leave Policy in place from time to time.

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- 32.3 If your request is approved by your manager, we'll deduct the cost of your purchased leave from your wages or Annual Salary. We'll make these deductions:
- (a) over the agreed "purchase period" of between 1 to 6 months; and
 - (b) before starting the leave under our Leave Policy in place from time to time.

33. How much personal/carer's leave do I get?

- 33.1 You're entitled to paid personal/carer's leave in accordance with the NES. If you're a Full Time Employee, you're entitled to 10 days' paid personal/carer's leave for each year of Continuous Service (pro rata for Part Time Employees) where:
- (a) you're unable to attend or remain at work due to personal illness or personal incapacity; or
 - (b) you need to give care or support to an Immediate Family Member or member of your household because of:
 - i. a personal illness, or personal injury, affecting the Immediate Family Member or member of your household; or
 - ii. an unexpected emergency affecting the Immediate Family Member or member of your household.
- 33.2 We'll pay you your Base Rate of Pay for your Ordinary Hours of Work (or your Guaranteed Ordinary Hours if you're Part Time) during a period of personal/carer's leave. Personal/carer's leave accrues progressively during a year of service according to the number of Ordinary Hours of Work you work (including any additional hours worked by Part Time Employees pursuant to any variation under clause 3 from time to time). Your personal/carer's leave is cumulative from year to year if unused.
- 33.3 You can ask us to cash out some of your accrued personal/carer's leave in the event of an emergency or pressing necessity. You'll need to make this request in writing. We don't have to agree to your request. You'll also need to keep a balance of at least 15 days' personal/ carer's leave after the cashing out. You can cash out a maximum of 2 weeks' personal/carer's leave each year under this clause.

33.4 If we grant your request, you'll receive payment calculated under clause 33.2. You'll also have to sign an agreement with us setting out the amount of personal/carer's leave being cashed out, the dollar amount and the date of the payment.

33.5 You can ask us for a period of paid personal/carer's leave before you've accrued an entitlement to the leave. We don't have to grant this request. We'll call this 'taking leave in advance'.

33.6 If your employment ends, we can ask you to repay any personal/carer's leave taken in advance if you haven't accrued enough paid personal/carer's leave to cover the amount. We can also deduct the amounts paid in advance from any monies we owe you on termination if you're aged over 18, provided such deduction is not unreasonable in the circumstances. We can only deduct amounts you owe us for taking leave that you hadn't yet accrued. We can't deduct any other amounts unless these are permitted under the Fair Work Act.

34. Can I take unpaid carer's leave?

34.1 If you've exhausted your entitlement to paid personal/carer's leave and your Immediate Family Member or member of your household, requires care or support because of:

(a) a personal illness, or personal injury, affecting the Immediate Family Member or member of your household; or

(b) an unexpected emergency affecting the Immediate Family Member or member of your household,

then you're entitled to 2 days' unpaid carer's leave in accordance with the NES.

35. How much compassionate leave do I get?

35.1 You're entitled to 3 days' paid compassionate leave in accordance with the NES (except where this clause provides a more generous entitlement) for each occasion when:

- (a) your Immediate Family Member or member of your household
 - i. contracts a personal illness that poses a serious threat to their life;
 - ii. sustains a personal injury that poses a serious threat to their life; or
 - iii. dies; or
- (b) you have, or your spouse or de facto partner has, a Stillborn Child; or
- (c) you have, or your spouse or de facto partner has, a Miscarriage.

35.2 You're entitled to an additional 2 days' paid compassionate leave if you're required to travel interstate or internationally for one of the reasons set out in clause 35.1(a).

35.3 A "day's" pay under this clause will be based on your Ordinary Hours of Work that day (or your Guaranteed Ordinary Hours on that day if you're Part Time) and will be paid at your Base Rate of Pay plus statutory superannuation.

36. Notice and evidence requirements for personal/carer's leave, community service and compassionate leave

36.1 If you take personal/carer's leave then you'll need to:

- (a) tell your manager by phone call that you can't attend work at least 1 hour before your Shift starts (where practicable) and as far as possible the nature of the absence and estimated period of absence;
- (b) give us a medical certificate for any personal/carer's leave claimed if:
 - i. you're absent for 2 or more consecutive days;
 - ii. you haven't given us a medical certificate for personal/ carer's leave absences which exceed a total of 4 days in each Anniversary Year; and
 - iii. we ask you to at any time.

36.2 If you take community service leave or compassionate leave, then you'll need to give us satisfactory proof that you can't attend your Shift on the days you've asked for community service leave or compassionate leave.

36.3 Subject to any State laws which apply, you won't be entitled to paid personal leave for any period in respect of which you're entitled to workers' compensation.

37. How much family and domestic violence leave do I get?

37.1 Family and Domestic Violence doesn't need to include actual physical violence. It includes any relationship that is used to gain or maintain power and control over an intimate partner. It is often a complex pattern of behaviour.

- If you are in immediate danger call 000 for Police and Ambulance help.
- You can also call our EAP service provider for free, confidential counselling at any time.

You're entitled to 20 days' paid Family and Domestic Violence leave. A "day's" pay under this clause will be based on your Ordinary Hours of Work that day (or your Guaranteed Ordinary Hours on that day if you're Part Time) and will be paid at your Full Rate of Pay plus statutory superannuation, as if you had not taken the period of leave.

37.2 You can ask for leave to deal with Family and Domestic Violence if:

- (a) you need to do something to deal with the impact of the Family and Domestic Violence you're experiencing; and
- (b) it's impractical or potentially unsafe for you to do this outside your working hours.

This may include for example seeking advice or guidance about your situation, seeking support or making enquiries about services available to you, making arrangements for your safety or the safety of an Immediate Family Member (including relocation), attending urgent court hearings, or accessing police or medical services. We understand that anyone experiencing Family and Domestic Violence isn't safe. We support you in whatever steps you need to take.

37.3 We may agree that you can take more than 20 days' leave to deal with Family and Domestic Violence, provided that any additional leave will be unpaid.

37.4 The leave provided under this clause:

- (a) is available to you in full upon commencement of employment and at the start of each Anniversary Year;
- (b) does not accumulate from year to year;
- (c) will count as Continuous Service; and
- (d) if we agree, may be taken in periods of less than 1 day.

37.5 If the period during which you take paid personal/carer's leave includes a period of Family and Domestic Violence leave, you will be taken not to be on paid personal/carer's leave for the period of paid Family and Domestic Violence leave.

37.6 You'll need to tell us you're taking leave under this clause as soon as you're able to. You can start taking this leave before you tell us. Always make sure your safety comes first. When you can, you'll need to tell us how long you might be on leave. As part of our leave process, we may ask you to sign a statutory declaration telling us you're experiencing Family and Domestic violence (when you can). We won't ask you for particular details of your situation. We don't need you to prove Family and Domestic Violence has occurred. We'll believe you and importantly, we won't judge you. We know that anyone can be a victim of Family and Domestic Violence. We want to support you however we can.

37.7 We'll take steps to ensure anything you tell us under clause 37.6 is treated confidentially, as far as it is reasonably practicable to do so. We'll only disclose your information if required by an Australian law or as is necessary to protect your life, health or safety or that of another person.

38. Can I take leave without pay?

38.1 This clause doesn't apply to a Permanent Employee on a maximum term or fixed term contract.

38.2 You may request a period of leave without pay in special circumstances. Your leave without pay application must be approved by your manager in writing in advance.

38.3 If you take any period of leave without pay under this clause it won't break your continuity of service but you won't accrue annual leave, personal/carer's leave, or long service leave during the period of leave without pay.

39. How much pre-natal and parental leave do I get?

39.1 Except as set out in clause 39.2, you're entitled to unpaid parental leave (including maternity leave, paternity leave and adoption leave) in accordance with the NES. If you're a Permanent Employee with at least 12 months' Continuous Service, you're entitled to 12 months' unpaid parental leave.

39.2 Your period of parental leave under this clause will be treated as Continuous Service when calculating any redundancy pay you may be entitled to under clause 69.3.

39.3 If you're a Permanent Employee who is entitled to unpaid parental leave under clause 39.1, you're also entitled to the following during your employment in accordance with the TPG policy in place from time to time:

(a) **Paid parental leave**

16 weeks' pay paid at your Base Rate of Pay for your Ordinary Hours of Work (or your Guaranteed Ordinary Hours if you're Part Time) in that period, plus statutory superannuation. This can be taken in 2 or more separate periods with the agreement of your manager.

(b) **Prenatal/pre-adoption leave**

22.8 hours of prenatal leave, paid at your Base Rate of Pay, for the purpose of attending medical appointments related to your pregnancy or the pregnancy of your spouse or de facto partner or to attend interviews and other appointments in respect of your adopted child. You may be required to produce evidence of the appointment or interview and your attendance.

The provisions of this clause 39.3 also extend to surrogacy arrangements.

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- 39.4 If you're a Permanent Employee who is entitled to unpaid parental leave under clause 39.1, and you've taken at least 6 months' parental leave (including any paid parental leave), you're also entitled to return to work for 80% of your pre-parental leave Ordinary Hours of Work and be paid for your pre-parental leave Ordinary Hours of Work at the applicable hourly rates (including penalty rates) or Annual Salary specified in this Connect Agreement (or if you're paid more than this, at such higher hourly rates or Annual Salary), for a period of 6 months after returning from parental leave provided that:
- (a) you return to work within 18 months of the birth or adoption of your child;
 - (b) you make a return to work benefit request at least 8 weeks' prior to returning to work from parental leave in which you must nominate a specific day of the week you wish to not work as part of the benefit;
 - (c) if you're in a couple with another employee of ours (or any of our associated entities as that term is defined in s.50AAA of the Corporations Act 2001 (Cth)), only one member of the couple will be eligible for this benefit in relation to any one child. This benefit can't be transferred to the other member of the couple; and
 - (d) if you do not return to your Ordinary Hours of Work in place before you commenced the return to work benefit, of your own choice or you resign, within 6 months of receiving a benefit under this clause, then you may have to repay the full amount received under this clause if we ask you to.

40. How much community service leave do I get?

- 40.1 You're entitled to unpaid community service leave in accordance with the NES (except where this clause provides a more generous entitlement).
- 40.2 Subject to State laws which apply, you're entitled to 10 days' paid community service leave each calendar year if you engage in Voluntary Emergency Management Activity. We may agree to extend the amount of paid leave provided to you under this clause up to a period of 3 months' each calendar year depending on the circumstances but we don't have to.

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- 40.3 Payment under this clause will be based on your Ordinary Hours of Work that fall within the period of community service leave (or your Guaranteed Hours of Work that day if you're Part Time) and will be paid at your Base Rate of Pay plus statutory superannuation.
- 40.4 You'll need to give us evidence that would satisfy a reasonable person that your absence is because you've been, or will be, engaging in Voluntary Emergency Management Activity.
- 40.5 Paid community service leave doesn't accrue from year to year if unused. It can't be cashed out and won't be paid on termination of your employment for any reason.

41. How much volunteer leave do I get?

- 41.1 This clause doesn't apply to a Permanent Employee on a maximum term or fixed term contract.
- 41.2 You're entitled to 1 day's paid volunteer leave each calendar year to participate in volunteer work with charitable organisations. This is in accordance with our Leave Policy in place from time to time.
- 41.3 A "day's" pay under this clause will be based on your Ordinary Hours of Work that day (or your Guaranteed Ordinary Hours on that day if you're Part Time) and will be paid at your Base Rate of Pay plus statutory superannuation.
- 41.4 You'll need advance written approval from your manager before you can take this leave. If your manager can't accommodate your chosen day then they'll reach an agreement with you on an alternate date taking into account our operational requirements.
- 41.5 Volunteer leave doesn't accrue from year to year if unused. It can't be cashed out and won't be paid on termination of your employment for any reason.

42. Do I get leave for jury service?

- 42.1 You're entitled to leave during any period when you're required to attend for jury service, in accordance with the NES (except where this clause provides a more generous entitlement).
- 42.2 Permanent Employees required to attend jury service during their Ordinary Hours of Work are entitled to be paid the difference between the jury service payment received and your Base Rate of Pay for your Ordinary Hours of Work (or your Guaranteed Ordinary Hours if you're Part Time), during the period of jury service.
- 42.3 You'll need to give us evidence that would satisfy a reasonable person:
- (a) that you have taken all necessary steps to obtain any amount of jury service pay to which you're entitled; and
 - (b) of the total amount (even if it is a nil amount) of jury service pay that has been paid, or is payable, to you for the period.

43. How much gender affirmation leave do I get?

- 43.1 This clause doesn't apply to a Permanent Employee on a maximum term or fixed term contract.
- 43.2 This clause only applies if you're a Permanent Employee with at least 6 months' Continuous Service as at the date you want to take the leave.
- 43.3 We foster an inclusive culture, encouraging you to be yourself and at your best every day. As part of this, we aim to support Employees wishing to start living and identifying as a different gender or sex to the one assigned at birth to navigate and develop their own workplace gender affirmation plan.

43.4 You're entitled to 4 weeks' paid gender affirmation leave during your employment with us. We'll pay this leave at your Base Rate of Pay for your Ordinary Hours of Work (or your Guaranteed Ordinary Hours if you're Part Time) plus statutory superannuation, for the purposes of affirming your gender in accordance with our Leave Policy in place from time to time. This leave won't be paid out on termination of your employment.

43.5 Gender affirmation leave will need to be approved by your manager and may be taken in separate periods of no minimum duration, for reasons that include medical or legal practitioner appointments, changing dress and presentation, attending counselling and implementing other aspects of your workplace gender affirmation plan. You can also apply to combine this leave with a period of annual leave, personal leave, long service leave or leave without pay as long as you follow the usual notification and approval process.

44. How much additional health and safety leave do I get?

44.1 You're entitled to up to 10 days' paid additional health and safety leave each calendar year to:

- (a) attend recommended vaccination appointments with a registered medical practitioner;
- (b) donate blood through the Australian Red Cross Lifeblood or other recognised blood donation organisation; and/or
- (c) if you're required by government or medical authorities or on the advice of a medical practitioner to self-isolate and are consequently prevented from working, or are otherwise prevented from working by measures taken by government or medical authorities, in response to the COVID-19 pandemic or any other global pandemic declared by the World Health Organisation.

44.2 If you take additional health and safety leave then you'll need to:

- (a) provide as much notice as is practicable in the circumstances to your manager and your estimated period of absence; and
- (b) give us evidence that would satisfy a reasonable person that the leave is being taken for a reason set out in this clause.

44.3 A “day’s” pay under this clause will be based on your Ordinary Hours of Work that day (or your Guaranteed Ordinary Hours on that day if you’re Part Time) and will be paid at your Base Rate of Pay plus statutory superannuation.

44.4 Paid additional health and safety leave doesn’t accrue from year to year if unused. It can’t be cashed out and won’t be paid on termination of your employment for any reason.

45. How much special leave do I get?

45.1 You’re entitled to 2 days’ paid special leave each Anniversary Year, which can be used in the case of an unexpected life event that will have a significant impact on you, and is not covered by any other form of leave.

45.2 A “day’s” pay under this clause will be based on your Ordinary Hours of Work that day (or your Guaranteed Ordinary Hours on that day if you’re Part Time) and will be paid at your Base Rate of Pay plus statutory superannuation.

45.3 You’ll need advance written approval from your manager before you can take this leave.

45.4 Special leave doesn’t accrue from year to year if unused. It can’t be cashed out and won’t be paid on termination of your employment for any reason.

46. Study support

46.1 This clause doesn’t apply to a Permanent Employee on a maximum term or fixed term contract.

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- 46.2 We're committed to the continuous development of your knowledge, skills and competencies to support the success of our business and team. When a training program or qualification is deemed by us as necessary for the performance of your Role, or is a requirement of your Role under any legislation which applies, we'll pay for this training and the time you spend completing it in accordance with this clause.
- 46.3 If you've completed 12 months' Continuous Service as at the date of commencement of the training course, then you're eligible to request study support if you wish to undertake further study to support your career development. This is in accordance with our Professional Development Policy in place from time to time.
- 46.4 Study support includes:
- (a) reimbursement of up to 80% of the cost of tuition fees and compulsory texts up to a maximum of \$4,000 (including GST) per calendar year subject to clause 46.5; and
 - (b) up to 5 days' paid time off each calendar year as study leave. A "day's" pay under this clause will be based on your Ordinary Hours of Work that day (or your Guaranteed Hours of Work that day if you're Part Time) and will be paid at your Base Rate of Pay plus statutory superannuation.
- 46.5 We don't have to approve your application for study support. Whether we grant your request will depend on:
- (a) factors such as the relevance of your chosen course of study to your current Role or your future career development; and
 - (b) you giving us original receipts as evidence of the costs of your course.
- 46.6 You'll have to repay us 50% of the total amount of study support costs we pay you under clause 46.4(a) over 1 or more years if you:
- (a) fail to complete and pass your course or module of study; or
 - (b) resign from your employment within 12 months of having completed your course or module of study.

46.7 We will genuinely consider requests for flexible work arrangements to assist our employees to balance their study and work commitments. We don't have to agree to your request but that shouldn't stop you from asking.

46.8 This clause is subject to the Professional Development Policy in place from time to time.

47. How can I purchase career break leave?

47.1 This clause doesn't apply to a Permanent Employee on a maximum term or fixed term contract.

47.2 You can apply to purchase a 3 or 6 month career break if at the time of application you have at least 6 months' Continuous Service and less than 20 days' accrued annual leave (pro rata for Part Time Employees based on the proportion of your Guaranteed Ordinary Hours to Full Time Ordinary Hours).

47.3 If your application is approved, we'll deduct the cost of the purchased career break (excluding statutory superannuation) from your wages or Annual Salary. We make these deductions over the 3 years prior to commencing the career break and will use this to pay you (excluding statutory superannuation) at the time you take the career break.

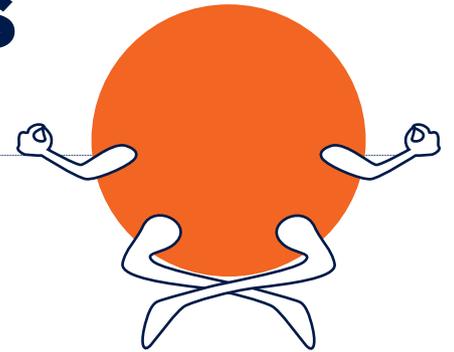
47.4 You can only purchase a career break once during your employment with us.

47.5 You'll need to follow all other requirements as set out in our Leave Policy in place from time to time. We don't have to grant your request.

48. “Thank you day” leave

- 48.1 You’re entitled to 1 day’s paid leave each calendar year (regardless of your start date) as a “thank you” from us for supporting our amazing customers and communities.
- 48.2 A “day’s” pay under this clause will be based on your Ordinary Hours of Work that day (or your Guaranteed Ordinary Hours on that day if you’re Part Time) and will be paid at your Base Rate of Pay plus statutory superannuation.
- 48.3 This “thank you day” must only be taken following advance written approval from your manager.
- 48.4 If we can’t accommodate the date of your requested “thank you day”, you and your manager will agree upon an alternative date for the “thank you day” having regard to our operational requirements.
- 48.5 The “thank you day” won’t accrue from year to year if unused. It can’t be cashed out and it won’t be paid on termination of employment for any reason.

My leave and entitlements – Casual Employees



49. How much long service leave do I get?

49.1 You're entitled to long service leave in accordance with applicable legislation in the State or Territory in which you work.

50. Can I take unpaid carer's leave?

50.1 You're entitled to 2 days' unpaid carer's leave in accordance with the NES for each occasion when your Immediate Family Member or member of your household, requires care or support because of:

- (a) a personal illness, or personal injury, affecting the Immediate Family Member or member of their household; or
- (b) an unexpected emergency affecting the Immediate Family Member or member of their household.

51. How much compassionate leave do I get?

51.1 You're entitled to 3 days' unpaid compassionate leave in accordance with the NES (except where this clause provides a more generous entitlement) for each occasion when:

- (a) your Immediate Family Member or member of your household
 - i. contracts a personal illness that poses a serious threat to their life;
 - ii. sustains a personal injury that poses a serious threat to their life; or
 - iii. dies; or
- (b) you have, or your spouse or de facto partner has, a Stillborn Child; or
- (c) you have, or your spouse or de facto partner has, a miscarriage.

51.2 You're entitled to an additional 2 days' unpaid compassionate leave if you're required to travel interstate or internationally for one of the reasons set out in clause 51.1(a).

51.3 You'll need to give us satisfactory proof that you can't attend your Shift on the days you've asked for compassionate leave.

52. Notice and evidence requirements for personal/carer's leave, community service and compassionate leave

52.1 If you're unable to attend work due to a personal illness or injury or take unpaid carer's leave then you'll need to:

- (a) tell your manager by phone call that you can't attend work at least 1 hour before your Shift starts (where practicable) and as far as possible the nature of the absence and estimated period of absence;
- (b) give us a medical certificate if:
 - i. you're absent for 2 or more consecutive days;
 - ii. you haven't given us a medical certificate for any absences due to a personal illness or injury or any carer's leave absences, which exceed a total of 4 days in each Anniversary Year; and
 - iii. we ask you to at any time.

52.2 If you take community service leave or compassionate leave, then you'll need to give us satisfactory proof that you can't attend your Shift on the days you've asked for community service leave or compassionate leave.

53. How much family and domestic violence leave do I get?

53.1 Family and Domestic Violence doesn't need to include actual physical violence. It includes any relationship that is used to gain or maintain power and control over an intimate partner. It is often a complex pattern of behaviour.

- If you are in immediate danger call 000 for Police and Ambulance help.
- You can also call our EAP service provider for free, confidential counselling at any time.

53.2 Casual Employees are entitled to 10 days' paid Family and Domestic Violence leave at your Full Rate of Pay plus statutory superannuation, as if you had worked the hours in the period for which you were rostered. Without limiting this clause, you will be taken to have been rostered to work hours in a period if you have accepted an offer by us to work those hours. This does not prevent you from taking a period of paid Family and Domestic Violence Leave that does not include hours for which you are rostered to work. However, we are not required to pay you in relation to such period.

53.3 You can ask for leave to deal with Family and Domestic Violence if:

- (a) you need to do something to deal with the impact of the Family and Domestic Violence you're experiencing; and
- (b) it's impractical or potentially unsafe for you to do this outside your working hours.

This may include for example seeking advice or guidance about your situation, seeking support or making enquiries about services available to you, making arrangements for your safety or the safety of an Immediate Family Member (including relocation), attending urgent court hearings, or accessing police or medical services. We understand that anyone experiencing Family and Domestic Violence isn't safe. We support you in whatever steps you need to take.

53.4 We may agree that you can take more than 10 days' leave to deal with Family and Domestic Violence, provided that any additional leave will be unpaid.

53.5 You can tell us you're not available for Shifts and it won't adversely impact whether we offer you further Shifts.

53.6 The leave provided under this clause:

- (a) is available to you in full upon commencement of employment and at the start of each Anniversary Year;
- (b) does not accumulate from year to year;
- (c) will count as Continuous Service; and
- (d) if we agree, may be taken in periods of less than 1 day.

53.7 You'll need to tell us you're taking leave under this clause as soon as you're able to. You can start taking this leave before you tell us. Always make sure your safety comes first. When you can, you'll need to tell us how long you might be on leave. As part of our leave process, we may ask you to sign a statutory declaration telling us you're experiencing Family and Domestic violence (when you can). We won't ask you for particular details of your situation. We don't need you to prove Family and Domestic Violence has occurred. We'll believe you and importantly, we won't judge you. We know that anyone can be a victim of Family and Domestic Violence. We want to support you however we can.

53.8 We'll take steps to ensure anything you tell us under clause 53.7 is treated confidentially, as far as it is reasonably practicable to do so. We'll only disclose your information if required by an Australian law or is necessary to protect your life, health or safety or that of another person.

54. How much parental leave do I get?

54.1 You're entitled to unpaid parental leave (including maternity leave, paternity leave and adoption leave) in accordance with the NES. If you're an Eligible Casual Employee, you're entitled to 12 months' unpaid parental leave.

55. How much community service leave do I get?

55.1 You're entitled to unpaid community service leave in accordance with the NES (except where this clause provides a more generous entitlement).

55.2 Subject to State laws which apply, you're entitled to 10 days' paid community service leave each calendar year if you engage in Voluntary Emergency Management Activity.

55.3 A "day's" pay under this clause will be based on the average number of Ordinary Hours of Work you've worked each day in the previous Roster Cycle and will be paid at your Casual Rate of Pay plus statutory superannuation.

55.4 You'll need to give us satisfactory proof that you can't attend your Shift on the days you're engaging in Voluntary Emergency Management Activity.

55.5 Paid community service leave doesn't accrue from year to year if unused. It can't be cashed out and won't be paid on termination of your employment for any reason.

56. Do I get leave for jury service?

56.1 You're entitled to leave during any period when you're required to attend for jury service, in accordance with the NES.

56.2 Subject to any applicable State laws, a Casual Employee isn't entitled to be paid during any period of jury service.

57. How much additional health and safety leave do I get?

57.1 You're entitled to up to 10 days' paid additional health and safety leave each calendar year to do any of the following on a day or part-day you've been rostered for a Shift:

- (a) attend recommended vaccination appointments with a registered medical practitioner;
- (b) donate blood through the Australian Red Cross Lifeblood or other recognised blood donation organisation; and/or
- (c) if you're required by government or medical authorities or on the advice of a medical practitioner to self-isolate and are consequently prevented from working, or are otherwise prevented from working by measures taken by government or medical authorities, in response to the COVID-19 pandemic or any other global pandemic declared by the World Health Organization.

57.2 If you take additional health and safety leave then you'll need to:

- (a) provide as much notice as is practicable in the circumstances to your manager and your estimated period of absence; and
- (b) give us evidence that would satisfy a reasonable person that the leave is being taken for a reason set out in this clause.

57.3 A "day's" pay under this clause will be based on your rostered hours on that day or part-day and will be paid at your Casual Rate of Pay plus statutory superannuation.

57.4 Paid additional health and safety leave doesn't accrue from year to year if unused. It can't be cashed out and won't be paid on termination of your employment for any reason.

58. How much special leave do I get?

58.1 You're entitled to 2 days' unpaid special leave each calendar year, which can be used in the case of an unexpected life event that will have a significant impact on you, and is not covered by any other form of leave.

58.2 You'll need advance written approval from your manager before you can take this leave.

58.3 Special leave doesn't accrue from year to year if unused.

My other benefits and conditions



59. Stay Connected benefit

59.1 Employees are entitled to the mobile and internet benefits, where eligible and as set out in the “Stay Connected” policy in place from time to time.

60. Employee Assistance Program

60.1 You’ll have access to our Employee Assistance Program with the provider of our choice from time to time. The EAP is free, voluntary and confidential and is designed to ensure you feel supported during difficult times.

61. Uniforms and Property

61.1 If you’re required to wear a uniform for your Role then we’ll provide for this when you start your employment with us. We’ll also give you annual replacements (or earlier if required) for fair wear and tear.

61.2 If you work from home in accordance with an arrangement agreed under this Connect Agreement, we will provide you with IT equipment so that you can perform your Role from home.

61.3 You’re responsible for the condition and cleanliness of your uniform during your employment.

62. Future You program

- 62.1 Employees are eligible to apply for the Future You program (as in place from time to time) which supports the development of your skills and career aspirations.
- 62.2 We select high performing Employees for an opportunity to spend paid time working with our corporate head office. We do this to spark curiosity and to allow participants to focus on their future skills, at our cost.

63. Super bump

- 63.1 This clause only applies to Permanent Employees with more than 12 months' Continuous Service.
- 63.2 We're committed to closing the statistical gap between the superannuation balances of men and women. We recognise employment outcomes for transgender women and non-binary people can also detrimentally impact superannuation balances.
- 63.3 Subject to clause 63.4, we'll make a "top up" superannuation contribution of \$250 to each eligible Permanent Employee's superannuation fund twice per year under clause 63.5.
- 63.4 To be eligible for a "top up" superannuation payment under this clause, a Permanent Employee must:
- (a) identify or be perceived as a woman in the workplace. This includes cisgender women, transgender women, and non-binary people who may be perceived as female or feminine (regardless of their gender identities);
 - (b) have at least 12 months' Continuous Service at the date of any payment; and
 - (c) not have given, or been given, notice of termination at the date of any payment.
- 63.5 We'll make payments under this clause on the first full pay period on or after 1 January and 1 July each year (unless we receive written notice from the Employee saying they want to "opt out").

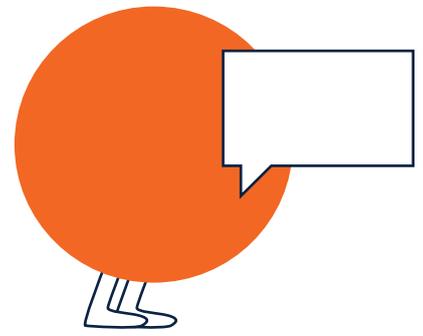
64. Staff Representation

- 64.1 We will grant access to annual leave for the undertaking of professional development relating to staff representation unless there are reasonable business grounds not to.
- 64.2 Each Employee appointed as a Union delegate will have access to 5 paid days off during the nominal term of this Connect Agreement for the purposes of their attendance at training programs or seminars to help them to undertake their role as Union delegate. This includes but isn't limited to training in relation to dispute resolution, negotiation skills, advocacy and representation.

65. TPG Telecom Employee Committee

- 65.1 We recognise the importance of receiving constructive feedback from you on matters relating to your employment.
- 65.2 We'll maintain an Employee committee where 2% of Employees from a mix of Roles and Sites are elected to help us with this feedback.
- 65.3 The Employee committee will gather feedback from Employees and meet with our representatives at least twice per calendar year and up to 4 times each calendar year, to discuss this feedback from time to time.
- 65.4 The Employee committee will work with us to aim to find practical and cost-effective ways to act on any feedback given and champion such ideas within our business.

Resolving Disputes

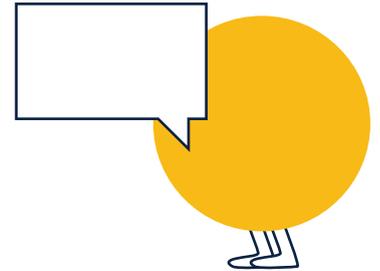


66. What do I do if I have a problem or issue at work?

66.1 If a dispute relates to:

- (a) a matter arising under this Connect Agreement; or
- (b) the NES;

this term sets out procedures to settle the dispute.



66.2 An Employee who is a party to the dispute may appoint a representative for the purposes of the procedures in this term.

66.3 In the first instance, the parties to the dispute must try to resolve the dispute at the workplace level, by discussions between the Employee or Employees and relevant supervisors and/or management.

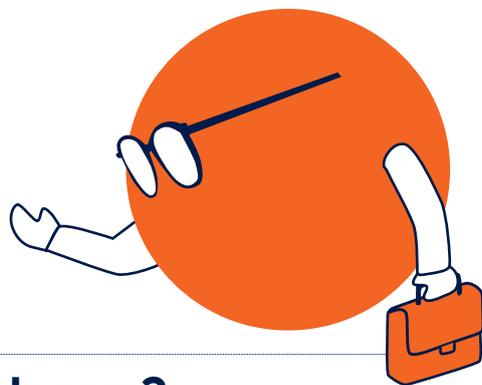
66.4 If discussions at the workplace level do not resolve the dispute, a party to the dispute may refer the matter to Fair Work Commission.

66.5 The Fair Work Commission will attempt to resolve the dispute as it considers appropriate, including by mediation, conciliation, expressing an opinion or making a recommendation but not by arbitration.

66.6 While the parties are trying to resolve the dispute using the procedures in this term:

- (a) an Employee must continue to perform their work as the Employee would normally unless the Employee has a reasonable concern about an imminent risk to their health or safety; and
- (b) an Employee must comply with a direction given by the employer to perform other available work at the same workplace, or at another workplace, unless:
 - i. the work is not safe;
 - ii. applicable occupational health and safety legislation would not permit the work to be performed;
 - iii. the work is not appropriate for the Employee to perform; or
 - iv. there are other reasonable grounds for the employee to refuse to comply with the direction.

Leaving Us



67. What happens when I leave TPG Telecom?

67.1 Clauses 67.2 – 67.6 won't apply to:

- (a) Casual Employees; and
- (b) a Permanent Employee employed for a specific time, task, or season.

67.2 Subject to clauses 67.1 and 67.7, the notice period for Permanent Employees is as follows:

Period of Continuous Service with TPG Telecom	Period of notice
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

67.3 Permanent Employees must give us this period of notice of their intention to resign. This helps us organise resources for your Role but it also allows us to organise your final pay. If you don't give us the right amount of notice (and you're aged over 18) and we haven't agreed to a shorter amount of notice, we may deduct 1 week's pay from your final pay but not more than that provided such deduction is not unreasonable in the circumstances.

67.4 We can choose to pay you at your Full Rate of Pay in lieu of requiring you to work all or part of such notice period, regardless of who gives the notice.

67.5 Permanent Employees over 45 years of age who have completed at least 2 years' Continuous Service are entitled to an additional 1 week's notice from us. They don't need to give us any additional notice.

67.6 If we've given notice of termination to a Permanent Employee for reasons other than Redundancy, the Permanent Employee is permitted to take up to 1 day's paid time off to seek other employment. This time off will be taken at times agreed between us and the Permanent Employee.

67.7 Nothing in this Connect Agreement will affect our right to dismiss an Employee without notice where we're reasonably satisfied that the Employee has engaged in Serious Misconduct.

67.8 We may terminate a Casual Employee's employment by giving 1 hour's notice of termination. Any Casual Employee may terminate their Casual Contract by giving us 1 hour's notice of termination. We can choose to pay you in lieu of requiring you to work all or part of such notice period, regardless of who gives the notice.

67.9 Upon termination of employment for any reason, you will return all property of ours which is in your possession as a consequence of your employment as soon as reasonably practicable, including but not limited to uniform items, documents, publications, manuals, tools, equipment, mobile phones, keys and other property.

68. What is the process for redundancies?

68.1 We'll try to minimise forced redundancies by:

- (a) identifying the skills the business will need in the future and providing training and development for career pathways;
- (b) identifying job types at risk of redundancy and offering training and development for job moves within the business; and
- (c) identifying training and development needs of employees to move within the business, and if relevant Alternative Employment.

68.2 Where we can, based on operational needs and business requirements, we will call for an expression of interest from Permanent Employees for voluntary redundancies as a measure to avoid forced redundancies. Such a call may be open to all or some identified groups of Employees for a period nominated by us.

68.3 All expressions of interest for voluntary redundancy will be treated confidentially to the extent possible and can be withdrawn at any time before the closing date by a Permanent Employee.

68.4 All expressions of interest for voluntary redundancy will be considered, however we reserve the right not to accept some or all of such expressions of interest.

69. What happens if my Role is made Redundant?

69.1 This clause 69 won't apply to:

- (a) Casual Employees; and
- (b) a Permanent Employee employed for a specific time, task, or season.

69.2 We'll try to offer suitable opportunities for Alternative Employment to any Permanent Employees whose Roles are made redundant. In the event that a Permanent Employee accepts an offer of Alternative Employment (including in other states of Australia), they'll be eligible for support as outlined in our Mobility Policy in place from time to time but will not be entitled to redundancy pay under clause 69.3 or under the NES.

69.3 A Redundant Employee is entitled to redundancy pay (subject to clause 69.6), paid at your Base Rate of Pay for your Ordinary Hours of Work (or your Guaranteed Ordinary Hours if you're Part Time), based on the following scale unless you reject an offer of Alternative Employment or accept a New Role under clause 69.6:

Redundant Employee's period of Continuous Service with TPG Telecom (subject to clause 39.2)	Redundancy Pay – under 45 years old	Redundancy Pay – 45 years old and over
Less than 1 year	3 weeks	3 weeks
1 year and less than 2 years	5 weeks	5 weeks
2 years and less than 3 years	7 weeks	8.75 weeks
3 years and less than 4 years	10 weeks	12.75 weeks
4 years and less than 5 years	12 weeks	15 weeks
5 years and less than 6 years	14 weeks	17.5 weeks
More than 6 years	16 weeks	20 weeks

69.4 If a Permanent Employee rejects an offer of Alternative Employment, you will be entitled to redundancy pay in accordance with the NES.

69.5 For the avoidance of doubt, the redundancy payment in clause 69.3 or clause 69.4 is in addition to any notice of termination to which a Redundant Employee is entitled under clause 67.

69.6 If your Role is Redundant but you accept a lower paid Role offered to you ("**New Role**") in lieu of bringing your employment to an end, we must give you either:

- (a) the same period of notice that you would have been entitled to if your employment had been terminated, before transferring you to the New Role; or
- (b) payment equal to the difference between your former Base Rate of Pay and the Base Rate of Pay for the New Role for the number of weeks of notice still owing, in lieu of providing such notice,

but you will not be entitled to redundancy pay under clause 69.3 or the NES.

69.7 Subject to the Fair Work Act and notwithstanding anything else in this clause 69, we don't have to pay redundancy pay under this clause in a Transfer of Business, where:

- (a) you accept employment with a new employer that recognises your period of Continuous Service with us to be Continuous Service with the new employer; or
- (b) you reject an offer of employment with the new employer in which:
 - i. your terms and conditions are, on an overall basis, substantially similar, and no less favourable than your terms and conditions at the time of ceasing employment with us; and
 - ii. the new employer recognises your period of Continuous Service with us to be Continuous Service with the new employer.

69.8 In lieu of the entitlement in clause 67.6, a Redundant Employee is permitted to take up to 1 day of paid time off during each week of notice, for the purposes of seeking other employment provided that:

- (a) time off can only be taken at time/s which have been agreed between us and the Redundant Employee; and
- (b) where the Employee wishes to take more than 1 days' time off in total, the Redundant Employee must produce proof of attendance at interviews if requested by us.

69.9 Access to career transition support will also be given to Redundant Employees.

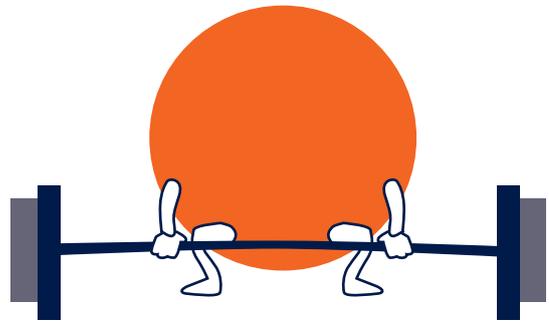
69.10 In addition to the benefits set out above, an Employee whose Role is Redundant and who does not accept an offer of Alternative Employment or a New Role, will be entitled to:

- (a) \$5,000 as an ex gratia payment if you have 10 or more years' Continuous Service; and
- (b) any service award for which you would have otherwise been eligible within 60 days of the effective date of your Redundancy.

69.11 Nothing in this clause is intended to limit the operation of the Fair Work Act.

Schedule A

– Definitions



Afternoon Shift means any Shift finishing after 6.30 pm and at or before midnight.

Airport Employee means a Permanent Employee or a Casual Employee employed by us as a Customer Solutions Employee in an airport Site or temporarily transferred to work as a Customer Solutions Employee at an airport Site for as long as they are so transferred, and in respect of whom certain terms of this Connect EA are varied in accordance with Schedule F.

Alternative Employment means a role in TPG Telecom or elsewhere in its corporate group that is:

- a) within the skill and capability of the Permanent Employee;
- b) based within 25km (for capital city), or 50km (for regional area), of the Site/s at which they are employed or their Home Store (if applicable); and
- c) offers the same employment status and an equivalent or similar package of wages and benefits.

Anniversary Year means 52 weeks' duration from the start date of employment of an Employee and each year after.

Annual Salary means a method of remuneration under which Permanent Employees are paid on an annualised basis under clause 10.1(b) or 10.2(b) of this Connect Agreement.

Base Rate of Pay means:

- (a) for Hourly Rate Employees, the applicable Monday – Friday hourly rate of pay under this Connect Agreement (as set out in Part 1 of Schedule C), except where specified as “your” Base Rate of Pay, in which case this is a reference to any higher Monday – Friday hourly rate of pay you are paid under your employment contract; or
- (b) for Salaried Employees, the applicable Annual Salary under this Connect Agreement divided by 52, divided by 38, except where specified as “your” Base Rate of Pay, in which case this is a reference to any higher Annual Salary you are paid under your employment contract, divided by 52, divided by 38.

Casual or **Casual Employee** has the meaning given by section 15A of the Fair Work Act.

Casual Rate of Pay means the applicable Monday – Friday hourly rate of pay for Casual Employees under Part 2 of Schedule C to this Connect Agreement, except where specified as “your” Casual Rate of Pay, in which case this is a reference to any higher Monday – Friday hourly rate of pay you are paid under your employment contract.

Connect Agreement means this enterprise agreement, being the TPG Telecom Connect Enterprise Agreement.

Continuous Service has the meaning set out in section 22 of the Fair Work Act, except as more generously provided in this Connect Agreement.

Customer Solutions Employee means those Employees who are employed in one of the following Roles as defined in Schedule B:

- (a) Customer Solutions Advisor;
- (b) Customer Solutions Specialist;
- (c) Customer Solutions Assistant Team Leader; or
- (d) Customer Solutions Team Leader.

Customer Support Employee means those Employees who are employed in one of the following Roles as defined in Schedule B:

- (a) Customer Support Advisor;
- (b) Customer Support Specialist;
- (c) Customer Support Assistant Team Leader;
- (d) Customer Support Technical Specialist;
- (e) Customer Support Improvement Lead; or
- (f) Customer Support Team Leader.

Day Shift or **Day Work** means a Shift:

- (a) for a Customer Solutions Employee, that does not meet the definition for Shiftwork; or
- (b) for a Customer Support Employee, that is not an Afternoon Shift or Night Shift.

Day Worker means an Employee who is not a Shiftworker.

Eligible Casual Employee means a Casual Employee employed by us on a regular and systematic basis for at least 12 months and who would have a reasonable expectation of continuing employment on a regular and systematic basis.

Employees means employees employed by us in a Role set out in Schedule B (which for the avoidance of doubt excludes contractors).

Fair Work Act means the Fair Work Act 2009 (Cth) as amended from time to time and any legislation which supersedes or replaces it.

Fair Work Commission means the Fair Work Commission or any superseding equivalent authority.

Family and Domestic Violence means violent, threatening or other abusive behaviour (including emotional abuse) by an Immediate Family Member of an Employee, by a member of the Employee's household, or by a current or former intimate partner of the Employee, that seeks to coerce or control the Employee and that causes them harm or to be fearful.

Full Rate of Pay has the meaning set out in section 18 of the Fair Work Act.

Full Time or **Full Time Employee** means an Employee whose Ordinary Hours of Work are 38 per week, averaged over the Roster Cycle.

Full Time Ordinary Hours means 76 ordinary hours each Roster Cycle.

Guaranteed Ordinary Hours means the minimum Ordinary Hours of Work a Part Time Employee agrees to work each Roster Cycle as notified to them under clause 3.4(a) and varied from time to time under clause 3.

Home Store means the Site at which a Customer Solutions Employee is based to work, as set out in their employment contract (and as varied from time to time in accordance with this Connect Agreement).

Hourly Rate Employees means Employees who are remunerated as set out in clause 10.1(a), 10.2(a) or 10.3 of this Connect Agreement.

Hybrid Role means any Role that we determine can be performed partially from your home under our Hybrid Working Policy in place from time to time.

Immediate Family Member means a spouse (including former spouse), de-facto partner (including former de-facto partner), child, parent, grandparent, grandchild or sibling of the Employee or a child, parent, grandparent, grandchild or sibling of a spouse (including former spouse) or de-facto partner (including former de-facto partner) of the Employee and also includes a person of significance or traditional kinship where there is a relationship or obligation, under the customs and traditions of the community or group to which the Employee belongs and a person to whom an Employee is either authorised to provide foster care under applicable laws or who was an approved foster carer under applicable laws for an Employee when they were under 18 years of age.

Leaders means Customer Solutions Assistant Team Leader, Customer Support Assistant Team Leader, Logistics Assistant Team Leader, Customer Solutions Team Leader, Customer Support Team Leader, Logistics Team Leader.

Logistics Employee means those Employees who are employed in one of the following Roles as defined in Schedule B:

- (a) Logistics Officer;
- (b) Logistics Specialist;
- (c) Logistics Assistant Team Leader; or
- (d) Logistics Team Leader.

Miscarriage has the meaning set out in the Fair Work Act.

NES means the National Employment Standards as set out in the Fair Work Act.

Night shift means any Shift finishing after midnight and at or before 9.00 am.

New Role has the meaning given in clause 69.6.

Ordinary Hours of Work means the ordinary hours required to be worked by an Employee (excluding any periods during which the Employee isn't required to work such as during breaks and excluding overtime).

Part Time or **Part Time Employee** means an Employee who has reasonably predictable hours of work and whose Ordinary Hours of Work are more than 15 and less than 38 hours per week, averaged over the Roster Cycle, as mutually agreed in writing from time to time.

A Part Time Employee is entitled to the benefits expressed to apply to Permanent Employees in this Connect Agreement provided only that their Annual Salary (if applicable) and payments in respect of leave and Public Holidays will be pro rata based on their Ordinary Hours of Work in accordance with law.

Permanent Employee means a Full Time Employee and a Part Time Employee.

Permanent Night Shift means a Shift pattern worked by a Customer Support Employee that is:

- (a) Night Shifts only;
- (b) Night Shifts for a longer period than 4 consecutive weeks; or
- (c) Night Shifts which do not rotate or alternate with Afternoon Shifts or with Day Work so as to give you one third of your working time off Night Shift in each shift cycle.

Public Holiday has the meaning prescribed in section 115 of the Fair Work Act and for the avoidance of doubt, for Customer Solutions Employees will only be those Public Holidays which apply at an Employee's Home Store.

Redundancy means circumstances in which the employment relationship between an Employee and us is terminated at our initiative because:

- (a) we no longer require the job done by you to be done by anyone, except where this is due to the ordinary and customary turnover of labour; or
- (b) our insolvency.

Redundant has the corresponding meaning.

Redundant Employee means a Permanent Employee whose Role is made Redundant by us and does not include a Permanent Employee:

- (a) employed for a specified period of time, for a specified task, or the duration of a specified season;
- (b) terminated for performance reasons or for misconduct or Serious Misconduct; or
- (c) who has resigned.

Role means one of the job classifications set out in Schedule B.

Roster Cycle means a period of 2 weeks.

Salaried Employees means a Permanent Employee who is paid by way of Annual Salary (as set out in Part 3 or Part 4 of Schedule C (as applicable)).

Serious Misconduct has the meaning prescribed the Fair Work Act.

Shift means for all Employees other than Airport Employees who are Shiftworkers, the period of time from when an Employee commences work until the Employee ceases work (excluding any unpaid meal breaks). *If you are an Airport Employee who is a Shiftworker, please refer to Schedule F.

Shiftworker for the purposes this Connect Agreement, means:

- (a) an Airport Employee who is engaged only to work Shifts starting at or after 6.00 pm on one day and before 5.00 am on the following day (provided shiftwork does not include any Shifts which start and finish on the same day within the span of ordinary hours specified in this Connect Agreement); or
- (b) a Customer Support Employee who is engaged to work Afternoon Shifts and/or Night Shifts (and includes a Customer Support Employee who may work Permanent Night Shift), and who is entitled to the applicable penalties set out in Part 2 of Schedule E.

Shiftwork has a corresponding meaning.

Shift Swap means an arrangement between 2 Employees such that 1 Employee will swap a Shift with the other Employee pursuant to clause 22.1.

Site means a location from which we conduct our business (or any part thereof) including an Employee's home office.

Start Date means the date in clause 2.5.

Stillborn Child has the meaning set out in section 77A(2) of the Fair Work Act.

TPG Telecom means TPG Telecom Limited (ABN 76 096 304 620) referred to as 'us' and 'our' under this Connect Agreement.

Transfer of Business has the meaning prescribed in section 311(1) of the Fair Work Act.

Union means any registered employee organisation that is entitled to represent the interests of an Employee in accordance with the Fair Work Act.

Voluntary Emergency Management Activity means an activity in which an Employee is engaged dealing with an emergency or natural disaster on a voluntary basis for a recognised emergency management body, where the Employee was requested by or on behalf of the body to engage in the activity or where no such request was made, but it would be reasonable to expect that if the circumstances had permitted the making of such a request, it is likely that such a request would have been made.

Schedule B

– Classification Definitions



We asked our customers to tell us what they need from you, in your roles. They told us they expect that we always strive to go above and beyond for them and that we seek to understand and resolve even the most challenging queries.

We keep our customers updated until we find a resolution. From start to finish we are friendly, positive and inclusive in all our interactions. These commitments underpin the below role requirements which are intended to represent indicative tasks and responsibilities Employees may perform within each classification. They are not an exhaustive list of duties nor will an Employee necessarily be required to undertake all of the indicative tasks and responsibilities to be classified within a particular Role. Due to the dynamic nature of our industry, Employees may be required to attend to other incidental duties within their skill level.

Roles	
Level 1	
Customer Solutions Advisor	<ul style="list-style-type: none"> • Maximises sales opportunities at all times through the provision of extraordinary levels of customer service (when providing information, advice and/or assistance to customers). • Processes sales and receives payments. • Undertakes timely and accurate reporting. • Assists in ensuring that the store meets visual presentation standards. • Assists in conducting quality stocktakes where required. • Provides administrative support including in relation to daily banking and POS. • Maintains up-to-date knowledge of complete product range in store, including the features and benefits of all products and plans. • Ensures store processes and policies are complied with to minimise fraud and theft. • Assists in identifying repair and maintenance requests to comply with OHS requirements. • Incidental cleaning. • Undertakes work that is incidental to, or connected with, any of the functions, including clerical and other office tasks within a retail operation.

Customer Support Advisor	<ul style="list-style-type: none"> • Provides excellent customer service by resolving inbound and/or outbound customer enquiries and providing information regarding TPG Telecom products and services, through various contact methods. • Escalates customer issues as required. • Maintains up to date knowledge of TPG products and services. • Identifies customer needs and promotes relevant TPG Telecom products and services to customers to meet those needs. • Maintains timely and accurate record keeping in line with procedures.
Logistics Officer	<ul style="list-style-type: none"> • Responsible for the quality of their own work subject to detailed direction and routine supervision. • Exercises discretion within their level of skills and training. • Undertakes duties in a safe and responsible manner. • Allocates and retrieves goods from specific warehouse areas. • Configures, tests, packs and dispatches equipment to customers in accordance with appropriate procedures and/or regulations. • Prepares and receives appropriate documentation. • Basic operation of information technology equipment and systems in a warehouse operation. • Periodic stock-checks.
Level 2	
Customer Solutions Specialist	<ul style="list-style-type: none"> • Performs duties within a retail operation requiring additional specialised skills. • Provides a very high level of customer service by handling complex customer enquiries. • Actively participates in continuous business improvement by suggesting changes which will enhance the customer experience. • Assists in the provision of training and coaching of others. • Promptly and accurately responds to requests for assistance from others in team.
Customer Support Specialist	<ul style="list-style-type: none"> • Performs duties within a customer contact operation requiring additional specialised skills. • Solves specific and mostly complex sales, account, billing, credit, recovery, service, complaint or fault related problems through high level analytical problem solving, decision-making and judgement. • Provides a very high level of quality and accuracy in handling complex customer enquiries and escalations of issues. • Actively participates in continuous business improvement by suggesting changes which will enhance the customer experience. • Assists in the provision of training of others. • Promptly and accurately responds to requests for assistance from others in team.
Logistics Specialist	<ul style="list-style-type: none"> • Performs duties within a logistics operation requiring specialised skills such as the advanced operation of certain equipment or inventory, stock and fulfilment systems in accordance with procedures and regulations. • Able to understand detailed instructions and work from procedures. • Responsible for quality of their own work.

Level 3Customer Support
Technical Specialist

- Performs a broad range of skilled applications within a customer contact operation.
- Works with a high degree of autonomy with authority to make decisions in relation to specific customer contact matters and provides leadership as a coach, mentor or senior staff member.
- Provides services to customers involving a high level of product and technical knowledge, often autonomously acquired.
- Uses multiple technologies such as telephony, internet services, vendor platforms and face-to-face contact.
- Holds a recognised certification (where applicable) that enables the employee to work on 3rd party platforms required to resolve complex situations.
- Responsible for customer outcomes by having the requisite skills and experience to rectify complex situations including emergencies, privacy issues, substantial complaints (Level 2 and above), faults and major disruptions or unplanned disconnection of service that require a high level of technical expertise to resolve.
- Liaises with external regulators where required.

Level 4Customer Solutions
Assistant Team Leader

- Assists the Customer Solutions Team Leader with the management of the retail Site/s without departments and team/s of Customer Solutions Employees.
- Performs the duties of Customer Solutions Employees at lower classification levels while also providing leadership and guidance to others.
- Responsible for opening and/or closing premises.
- Participates in the preparation and implementation of operational plans.

Customer Support Assistant
Team Leader

- Assists the Customer Support Team Leader with the management of a team/s of Customer Solutions Employees.
- Performs broad range of skilled applications within a customer contact operation including providing support in evaluating and analysing current practices, developing new criteria and procedures for performing current practices and/or providing leadership and guidance to others.
- Works with a high degree of autonomy with authority to make decisions in relation to specific customer contact matters, Responsible for the outcomes of customer contact and rectifying complex situations involving emergencies, substantial complaints and faults, disruptions or disconnection of service or customer dissatisfaction.
- Participates in the preparation and implementation of operational plans.

Customer Support Improvement Lead	<ul style="list-style-type: none"> • Performs a broad range of skilled applications including evaluating and analysing current practices and data, developing new criteria and procedures for performing current practices within a contact centre operation. • Works with a high degree of autonomy within a contact centre operation. • Supports innovation and change within a contact centre operation. • Gathers, collates and records information within a contact centre operation. • Analyses information within a contact centre operation. • Supports continuous improvement and quality control within a contact centre operation. • Provides leadership and guidance to others in the development of Customer Support Employees and advises in relation to training needs and planning within a customer contact operation.
Logistics Assistant Team Leader	<ul style="list-style-type: none"> • Performs the duties of Logistics Employees at lower classification levels while also providing leadership and guidance to others. • Assists in the management of a team of Logistics Employees. • Exercises discretion within scope of this grade. • May perform work requiring minimal supervision either individually or in a team environment, exercising discretion within the scope of this grade. • Understands and is responsible for quality control standards.
Level 5	
Customer Solutions Team Leader	<ul style="list-style-type: none"> • Manages a retail Site/s without departments and is responsible for a team/s of Customer Solutions Employees. • Performs work in a self-directed manner and applies knowledge and skills, with substantial depth in some areas where judgment is required. • Responsible for coaching, leading and motivating team. • Responsible for opening and/or closing premises. • Manages the people experience aspects of team members including the provision of support, counselling, guidance and advice, performance reviews, and ensuring all team members adhere to TPG policies and procedures. • Ensures extraordinary levels of customer service. • Ensures visual merchandising guidelines and all policies and procedures are complied with in-store. • Undertakes timely and accurate reporting and record keeping. • Conducts quality stocktakes and associated procedures. • Ensures all administrative procedures are correctly managed including daily banking and POS. • Ensures store labour and expenses are managed to budget. • Manages repair and maintenance requests.

<p>Customer Support Team Leader</p>	<ul style="list-style-type: none"> • Manages and is responsible for a team/s of Customer Support Employees. • Performs work in a self-directed manner and applies knowledge and skills, with substantial depth in some areas where judgment is required. • Responsible for coaching, leading and motivating team. • Works with high degree of autonomy with authority to make decisions in relation to specific customer contact matters. • Develops and implements improvements to internal processes and procedures. • Co-ordinates activities in line with departmental targets and performance levels whilst continually looking for potential improvements to departmental processes. • Manages the people experience aspects of team members including the provision of support, counselling, guidance and advice, performance reviews, and ensuring all team members adhere to TPG policies and procedures. • Provides a point of escalation in the handling of customer queries and complaints to the point of resolution. • Responsible for the real time activity and agent productivity. • Participates in the preparation and implementation of operational plans. • Understands and interprets organisational and departmental strategy requirements, and works with appropriate groups to develop workable solutions that impact on both customer and employee satisfaction. • Maintains an up to date personal and team knowledge of all products and services.
<p>Logistics Team Leader</p>	<ul style="list-style-type: none"> • Manages and is responsible for team of Logistics Employees. • Manages the people experience aspects of team members including the provision of direction, guidance, training, support, counselling, guidance and advice, performance reviews, and ensuring all team members adhere to TPG policies and procedures. • Exercises discretion within scope of the classification level. • Implements quality control techniques and procedures. • Liaises with management, suppliers and customers with respect to operations. • Maintains control registers including inventory control and is responsible for the preparation and reconciliation of regular reports or stock movement, dispatches, etc.



Schedule C – Wage Rates

Part 1 – Permanent Employees – Base Rates of Pay

	Base Rate of Pay – Monday –Friday
Level 1	\$27.80
Level 2	\$28.77
Level 3	\$30.54
Level 4	\$31.35
Level 5	\$36.33

Part 2 – Casual Employees

	Hourly pay rate – Monday – Friday (including 25% casual loading)
Level 1	\$34.75
Level 2	\$35.96
Level 3	\$38.18
Level 4	\$39.19
Level 5	\$45.41

Part 3 – Annual Salaries

Permanent Employees

	Annual Salary
Level 1	\$54,932.80
Level 2	\$56,849.52
Level 3	\$60,347.04
Level 4	\$61,947.60
Level 5	\$71,788.08

Part 4 – Annual Salaries

(Permanent Leaders*)

	Annual Salary
Level 4	\$66,033.22
Level 5	\$75,904.33

*Subject to clause 10.2(b) of this Connect Agreement.



Schedule D

– Allowances

Allowance	When does it apply?	How much do I get?
Safety Committee allowance	If you are a Permanent Employee and are elected as a member of the Safety Committee (as part of an election held when a vacancy arises)	An additional allowance of 2% of your Base Rate of Pay under this Connect Agreement for all time spent attending Safety Committee meetings
Motor vehicle allowance (km)	If you are an Employee who is required on a casual basis to use your motor vehicle to carry out your duties for TPG Telecom (including where you are required to work at a Site other than a Site at which you're ordinarily based).	\$0.91 cents per km
First aid allowance	If you are an Employee who: <ul style="list-style-type: none"> • has been trained to provide first aid; and • who is the current holder of appropriate first aid qualifications; and • who is appointed by TPG Telecom to perform first aid duties. 	\$18.82 per week
Recall allowance – Customer Solutions Employees only	If you are a Customer Solutions Employee and for any reason, you are recalled to work by us to perform specific duties on a day on which you have completed your normal roster or did not work.	The appropriate rate of pay for whichever of the following is the greater: <ul style="list-style-type: none"> • the time between the Customer Solutions Employee leaving their place of residence until they return there; or • 3 hours.

Schedule E

- Penalty Rates



Part 1 – Day Work

(a) Permanent Employees

	Customer Solutions Employees only	Saturday	Customer Support Employees only	Sunday	Public Holiday
	Ordinary Hours of Work in excess of the maximum hours set in clause 18.4 on Monday – Friday 6:00pm – 11:00pm or Monday – Friday 6:00pm – 9:00pm for Airport Employees		Ordinary Hours of Work in excess of the maximum hours set in clause 18.4 on Saturday between 1pm-7pm		
Permanent Employees	First 3 hours (calculated daily) 150% of your Base Rate of Pay	All hours 110% of your Base Rate of Pay	First 3 hours (calculated daily) 150% of your Base Rate of Pay	All hours 135% of your Base Rate of Pay	All hours 220% of your Base Rate of Pay
	4th and later hours (calculated daily) 200% of your Base Rate of Pay		4th and later hours (calculated daily) 200% of your Base Rate of Pay		

(b) Casual Employees

	Monday – Friday (after 6pm)	Saturday	Sunday	Public Holiday
Casual Customer Solutions Employees	130% of your Casual Rate of Pay without the 25% casual loading	130% of your Casual Rate of Pay without the 25% casual loading	155% of your Casual Rate of Pay without the 25% casual loading	240% of your Casual Rate of Pay without the 25% casual loading
Casual Customer Support Employees	N/A	155% of your Casual Rate of Pay without the 25% casual loading	155% of your Casual Rate of Pay without the 25% casual loading	240% of your Casual Rate of Pay without the 25% casual loading
Casual Logistics Employees	N/A	N/A (overtime rates apply)	N/A (overtime rates apply)	240% of your Casual Rate of Pay without the 25% casual loading

Part 2 – Shiftworkers

(a) Permanent Employees

i. Customer Support Shiftworkers

Monday – Friday Afternoon Shift or Night Shift	Monday – Friday Permanent Night Shift	Saturday – Afternoon Shift or Night Shift	Sunday – Afternoon Shift or Night Shift	Public Holiday – Afternoon Shift or Night
115% of your Base Rate of Pay	120% of your Base Rate of Pay	130% of your Base Rate of Pay	150% of your Base Rate of Pay	220% of your Base Rate of Pay

(b) Casual Employees

i. Customer Support Shiftworkers

Monday – Friday Afternoon Shift or Night Shift	Monday – Friday Permanent Night Shift	Saturday – Afternoon Shift or Night Shift	Sunday – Afternoon Shift or Night Shift	Public Holiday – Afternoon Shift or Night Shift
130% of your Casual Rate of Pay without the 25% casual loading	135% of your Casual Rate of Pay without the 25% casual loading	150% of your Casual Rate of Pay without the 25% casual loading	175% of your Casual Rate of Pay without the 25% casual loading	220% of your Casual Rate of Pay without the 25% casual loading

*If you're a Shiftworker and any part of your Shift falls in a higher penalty period as above, you will receive the higher Shift penalty for the duration of that Shift.

Schedule F

– Airport Employees

Airport Employees - Day Workers

For Airport Employees who are Day Workers, clauses 18.1 and 18.4 do not apply and instead the following apply:

18.1 If you are an Airport Employee and you work a Day Shift, you may be required to work your Ordinary Hours of Work within the following times (provided that nothing in this clause prevents overtime from being worked outside these hours as set out in clause 24):

	Monday – Friday	Saturday	Sunday
Airport Employees	5:00am –11:30pm	5:00am – 11:30pm	5:00am – 11:30pm

18.4 For Day Work performed by a Permanent Employee who is an Airport Employee, the maximum number of Ordinary Hours of Work that can be worked between 6pm and 9pm on Monday - Friday during a Roster Cycle (after which the applicable penalty rate set out in Schedule E will apply to Airport Employees other than to Leaders paid an Annual Salary in accordance with clause 10.2(b)) is as follows:

Role	Employment Type	Penalty Period	Maximum Hrs in Penalty Period*
Airport Employees	Full Time	Mon-Fri 6.00pm-9:00pm	12
	Part Time		6

For Airport Employees who are Day Workers, the following apply in addition to Parts 1(a) and 1(b) of Schedule E of this Connect Agreement:

Schedule E - Part 1(a) – Permanent Employees

In addition to the penalty rates set out in Part 1(a) of Schedule E, if you are a Permanent Employee who is an Airport Employee and you are not a Leader paid an Annual Salary, you are entitled to 150% of your Base Rate of Pay for hours worked between 5:00am – 7:00am Monday – Sunday and 9:00pm – 11:30pm Monday – Sunday.

Schedule E - Part 1(b) – Casual Employees

In addition to the penalty rates set out in Part 1(b) of Schedule E, if you are a Casual Employee who is an Airport Employee, you are entitled to 150% of your Casual Rate of Pay for hours worked between 5:00am – 7:00am Monday – Sunday and 9:00pm – 11:30pm Monday – Sunday.

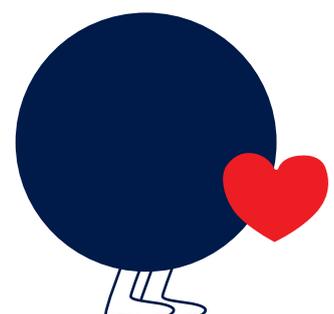
Airport Employees – Shiftworkers

The definition of “Shift” in Schedule A of this Connect Agreement does not apply to Airport Employees who are Shiftworkers and instead the following applies:

Shift means for Airport Employees who are Shiftworkers, the period of time from when the Shiftworker commences work until the Shiftworker ceases work (including all rest breaks and meal breaks).

The following additional clauses apply to Airport Employees who are Shiftworkers:

Breaks: Despite clause 23.1 of this Connect Agreement, all breaks taken by Airport Employees who are Shiftworkers are paid breaks and form part of their Ordinary Hours of Work. For Airport Employees who are Shiftworkers, all time between starting and finishing work on any Shift counts and must be paid for as time worked.



Penalty rates:

(a) Permanent Shiftworkers

	Monday – Friday	Saturday	Sunday	Public Holiday
Airport Employees - Shiftworkers	115% of your Base Rate of Pay	130% of your Base Rate of Pay	150% of your Base Rate of Pay	220% of your Base Rate of Pay

(b) Casual Shiftworkers

	Monday – Friday	Saturday	Sunday	Public Holiday
Airport Employees - Shiftworkers	135% of your Casual Rate of Pay without the 25% casual loading	150% of your Casual Rate of Pay without the 25% casual loading	175% of your Casual Rate of Pay without the 25% casual loading	220% of your Casual Rate of Pay without the 25% casual loading

*If you're a Shiftworker and any part of your Shift falls in a higher penalty period as above (including where you elect to work on a Shift that starts on a Public Holiday but ends on a day that is not a Public Holiday), you will receive the higher Shift penalty for the duration of your Shift.

Public Holidays:

A Shiftworker who elects not to work on a Public Holiday Shift is entitled to be absent on the Public Holiday without loss of pay.

TPG and a Shiftworker may agree to substitute another Shift for a Shift that would otherwise be on a Public Holiday, in which case the applicable penalty rate set out above would apply for all hours of the substitute Shift.

This Connect Agreement is signed:

For and on behalf of TPG Telecom Limited:



Signature

18 NOVEMBER 2022
Date

General Manager People Experience
Position/authority to sign

Greer Spence
Name

177 Pacific Highway, North Sydney
Address

For and on behalf of the Employees of TPG Telecom Limited with authority to sign as a nominated Employee representative of the Employees:

Employee 

Date
21/11/2022

Name
Robert Varodi

Address
302 Hay Street, Subiaco

For and on behalf of

TPG TELECOM LTD

For and on behalf of

Signature 

Date 18 NOVEMBER 2022

Name VANESSA HICKS
GROUP EXECUTIVE PEOPLE
Position/authority to sign EXPERIENCE

177 PACIFIC HWY NORTH
Address SYDNEY

Signature

Date

Name

Position/authority to sign

Address

IN THE FAIR WORK COMMISSION

FWC Matter No.:
AG2022/4845

Applicant:
TPG Telecom Limited

Section 185 – Application for approval of a single enterprise agreement

Undertaking – Section 190

I, Greer Spence, General Manager – People Experience have the authority given to me by TPG Telecom Limited to give the following undertakings with respect to the TPG Telecom Connect Enterprise Agreement ("the Agreement"):

1. In clause 8 of the Agreement, the Employer undertakes to add a new clause 8A to be inserted before clause 8.1 as follows:

"For the avoidance of doubt, clause 8 of this Connect Agreement is to be read in conjunction with section 65 of the Fair Work Act."

2. In clause 15 of the Agreement, the Employer undertakes to add a new clause 15.3 as follows:

"If an Employee is transferred to another State, the cost of removal expenses reasonably incurred must be paid for by us. An Employee who transfers at their own request will be required to pay their own expenses."

3. In clause 24 of the Agreement, the Employer undertakes to add a new clause 24.4 as follows:

"Notwithstanding any other provision of clause 24 of this Connect Agreement, an Employee may make a written request to the taking of time off instead of being paid for a particular amount of overtime that has been worked by the Employee. We will consider, but are not required to agree to, any such request."

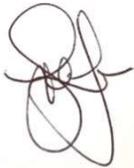
4. In clause 25.1 of the Agreement, the Employer undertakes that the words "we'll pay you as follows (for a minimum of 3 hours' work subject to clause 25.2):" are to be deleted and replaced by the words "we'll pay you as follows for a minimum of 3 hours regardless of time actually worked (subject to clause 25.2)."

5. In clause 66.5 of the Agreement, the Employer undertakes that the words "but not by arbitration" are to be deleted and replaced by the words "or by consent arbitration"

6. In Schedule F of the Agreement, the Employer undertakes to replace the text under the heading “**Schedule E – Part 1(b) – Casual Employees**” with the following:

“In addition to the penalty rates set out in Part 1(b) of Schedule E, if you are a Casual Employee who is an Airport Employee, you are entitled to:

- *150% of your Casual Rate of Pay for hours worked between 5:00am – 7:00am, Monday to Saturday, and 9:00pm – 11.30pm, Monday to Saturday;*
- *150% of your Casual Rate of Pay for hours worked between 9:00pm – 11.30pm, Sunday;*
- *155% of your Casual Rate of Pay for hours worked between 5:00am – 9:00am, Sunday.”*

A handwritten signature in black ink, consisting of several loops and a horizontal stroke, positioned above a horizontal line.

Signature

22 February 2023

Date