

My Pay Updates are for all business leaders, including store and support team leaders. Please read the information, implement the actions, and cascade the information to your teams.

Key information in this edition:

- ▶ Back pay communication has commenced for stage 1, the **Rostering and Rounding** project
- ▶ Payment timeline for stage 1, **Rostering and Rounding** project
- ▶ Update on stage 2, **Role & Reward** project

UPDATE **ACTION**

4.1 Payroll Remediation Stages

All managers need to be aware that the remediation work has stages. **Stage 1**, which affected store team members, is nearing completion. **Stage 2** may further impact team members across the business albeit in a much smaller scale.

	Review	Remediation	Timeline	Affected Team Members
Stage 1:	Rostering & Rounding Project	<ul style="list-style-type: none"> ▪ Analysis of 2 million timesheet entries ▪ Award rules interpreted accurately ▪ Back payments paid ▪ Ensure we clock on/off and roster in line with Award expectations 	Feb (YC start) to Oct	Store-based team members
Stage 2:	Role & Reward Project	<ul style="list-style-type: none"> ▪ Assessment of all roles ▪ Accurate position descriptions ▪ Roles mapped to the correct employment Award ▪ All roles working to the right Award ▪ Determination of any back payments 	Jul to Nov	All team members

4.2 Stage 1, Rostering & Rounding - Payroll Remediation Back Payments

Important Information for Affected Team Members

Current team members affected by the Rostering and Rounding Remediation will have received letters regarding how the payroll remediation affects them. These letters include essential information about payment, forms to complete, and backpay timelines in their individual letters.

- Store managers, please refer affected team members to their letters for details.

4.3 Stage 1, Rostering & Rounding - Payroll Remediation Back Payments

Additional Support for Affected Team Members with Enquiries

Joan Meehan, a new Human Resources Coordinator, has been engaged to help with enquiries received through wages@ceqld.org.au and/or the mobile number. If you have a team member with an enquiry, contact Joan, who will assist you within 3 days of receiving your enquiry.

- Please don't answer questions about back payments
- Don't refer enquiries to payroll
- Refer questions to wages@ceqld.org.au or to 0488 610 544

4.4 Stage 1, Rostering & Rounding - Payroll Remediation Back Payments

Communication with Affected Current Team Members

On 25 and 26 August, Bec Daley (Manager, People and Workplace Culture) and Tony Flint (General Manager, Operations) contacted team members with significant underpayment amounts to share (a) details of the review and timesheet period analysed, (b) the back payment amount, and (c) next steps. This was followed up with an email confirming the back payment owed.

- For your awareness.
- No action needed.

<p>4.5 Stage 1, Rostering & Rounding - Payroll Remediation Back Payments Payment Timeline</p> <p>Payments for Stage 1 will start on 8 September 2025, and we aim to finish all payments by 30 September 2025.</p>	<input type="checkbox"/> Refer affected team members with enquiries to their individual letters.									
<p>4.6 Stage 1, Rostering & Rounding - Payroll Remediation Back Payments Three Groups for Back Payments</p> <p>Team members will fall into one of three groups: some might receive a larger payment, others might receive only a small amount.</p> <p>If team members ask questions about why their amount is different from someone else's or why they will only be back paid a small amount, please remind them of this update from In the Loop—Edition 3.</p> <table border="1" data-bbox="193 786 1091 891"> <thead> <tr> <th data-bbox="193 786 493 824">1</th> <th data-bbox="493 786 793 824">2</th> <th data-bbox="793 786 1091 824">3</th> </tr> </thead> <tbody> <tr> <td data-bbox="193 824 493 862">Not impacted</td> <td data-bbox="493 824 793 862">Impacted Level 1</td> <td data-bbox="793 824 1091 862">Impacted Level 2</td> </tr> <tr> <td data-bbox="193 862 493 891">No \$0 due</td> <td data-bbox="493 862 793 891">\$10 - \$499</td> <td data-bbox="793 862 1091 891">>\$500</td> </tr> </tbody> </table>	1	2	3	Not impacted	Impacted Level 1	Impacted Level 2	No \$0 due	\$10 - \$499	>\$500	<input type="checkbox"/> If team members ask questions about their back payment amount, refer them to wages@ceqld.org.au <input type="checkbox"/> Do not refer team members to the payroll team.
1	2	3								
Not impacted	Impacted Level 1	Impacted Level 2								
No \$0 due	\$10 - \$499	>\$500								
<p>4.7 Stage 1, Rostering & Rounding Roster Rules Fact Sheet</p> <p>A team is working hard to finish the Rostering Rules Fact Sheet. The rules are complex, and we are working hard to ensure the information is straightforward. We hope to have it published for relevant managers within 10 days.</p>	<input type="checkbox"/> The Roster Rules Fact Sheet will be emailed to managers and posted to the My Pay portal. <input type="checkbox"/> Share with team members.									
<p>4.8 Stage 2, Role & Reward Project Team Approach</p> <p>A team of specialists has been established to prioritise the actions required under the Role & Reward project. The team is a cross-functional group formed temporarily to solve a specific problem or achieve a critical goal within a set timeframe. It is designed to be agile and focused, and the team will separate once its objectives are met.</p>	<input type="checkbox"/> Share this update <input type="checkbox"/> Please do not answer questions about the Stage 2 review <input type="checkbox"/> Forward any enquiries to Bec Daley directly bec.daley@ceqld.org.au									
<p>4.9 Stage 2, Roles & Reward Project Roles Matched to Modern Award</p> <p>All roles have been successfully matched to their appropriate modern Awards. The expert Team will now review each role's classification to confirm if there are any underpayments resulting from incorrect classifications.</p>	<input type="checkbox"/> For your awareness. <input type="checkbox"/> No action needed.									
<p>4.10 Stage 2, Roles & Reward Project TOIL Review</p> <p>A thorough assessment of TOIL process will be conducted. Based on these findings, recommendations will be developed to improve and revise the TOIL process for everyone across the business.</p>	<input type="checkbox"/> For your awareness. <input type="checkbox"/> No action needed.									