

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 pays commenced for stage 1, the **Rostering and Rounding** project
- ▶ Update on stage 2, **Role & Reward** project

UPDATE ↓ACTION ↓

UPDATES – Operation My Pay

4.1 Reminder - 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** will impact all team members across the business.

	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 Dec	All team members

UPDATES – Stage 1, Rostering & Rounding, Payroll Remediation Back Payments Project

4.2 Stage 1 Remediation Payments Made

Team members affected by the Rostering and Rounding Remediation have now received their remediation payment. Affected team members received letters that included the essential information about their payment.

- Store managers, please refer affected team members to their letters for details.
- Store managers, please refer affected team members to wages@ceqld.org.au if they have any queries.

4.3 Continued Support for Affected Team Members with Enquiries

Joan Meehan is currently responding to a high volume of enquiries received by wages@ceqld.org.au and mobile. Thank you for your patience as she diligently responds to each enquiry.

With the high volume and to ensure no enquiry is missed, we recommend team members email wages@ceqld.org.au. Emails will be responded to within ten business days.

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

<p>4.4 Communication with Affected Current Team Members</p> <p>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.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> For your awareness. <input type="checkbox"/> No action needed. 						
<p>4.5 Payment Timeline</p> <p>Payments for Stage 1 started on 8 September 2025, and we have now completed the majority of payments for current team members affected by Stage 1 of the payroll remediation.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Refer affected team members with enquiries to their individual letters. 						
<p>4.6 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 1012 1093 1115"> <thead> <tr> <th style="text-align: center;">1</th> <th style="text-align: center;">2</th> <th style="text-align: center;">3</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Not impacted No \$0 due</td> <td style="text-align: center;">Small backpay \$10 - \$499</td> <td style="text-align: center;">Large backpay >\$500</td> </tr> </tbody> </table>	1	2	3	Not impacted No \$0 due	Small backpay \$10 - \$499	Large backpay >\$500	<ul style="list-style-type: none"> <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 No \$0 due	Small backpay \$10 - \$499	Large backpay >\$500					
<p>4.7 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 in October 2025.</p>	<ul style="list-style-type: none"> <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. 						

UPDATES – Stage 2, Role & Reward Project

<p>4.8 Stage 2 – General Retail Industry Award (GRIA)</p> <p>The Stage 2 Tiger team continues to prioritise the actions required under the Role & Reward project. For team members aligned to the GRIA, this includes meeting with Yellow Canary and Human Force to ensure the future of payroll compliance at CEQ.</p>	<ul style="list-style-type: none"> <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 – Other Relevant Modern Awards</p> <p>Now that all roles have been successfully matched to their appropriate modern Awards, a full audit will be conducted to identify any areas of non-compliance. The Tiger Team will review each role's classification to confirm no underpayments resulting from incorrect classifications.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> For your awareness. <input type="checkbox"/> No action needed.
<p>4.10 Stage 2 - TOIL Review (Reminder)</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>	<ul style="list-style-type: none"> <input type="checkbox"/> For your awareness. <input type="checkbox"/> No action needed.

