

In the Loop is an update from the People and Workplace Culture Team. It is for business leaders, including store and support team leaders. Please read the information, implement the actions, and cascade the information to your teams.

In this edition:

- ▶ **Human Force** update
- ▶ **Future of Awards and Enterprise Bargaining at CEQ** update
- ▶ **Roster & Timesheet Rules** – new manual shared via email and more documentation coming

Operation My Pay

10.1 Reminder - Payroll Remediation Stages

A reminder that the remediation work has two stages.

	Review	Remediation	Timeline	Affected Team Members
Stage 1:	Rostering & Rounding, Payroll Remediation Back Payments 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 CLOSED	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 25' to Mar 26'	All team members

10.2 Payroll Remediation Progress

Stage 1 now complete – Please refer to previous editions of In the Loop.

Stage 2 work continues and will impact all team members across the business.

My Pay Site & Support documentation update


Stage 2, Role & Reward Project

10.3 General Retail Industry Award (GRIA) – timesheets and roster checks

As soon as we have confidence that all award triggers are working accurately, payroll data will be provided to Yellow Canary to finalise the GRIA payroll remediation process.

****Reminder**** Yellow Canary is the Payroll Compliance system CEQ has used to analyse all roster, timesheet, and payslip data, going back six (6) years, to identify non-compliances and underpayments for remediation.

- Share this update with your team
- Please do not answer questions about the Stage 2 review
- Forward any enquiries to Bec Daley directly bec.daley@ceqld.org.au

10.4	<p>Human Force Award Interpreter Build - **No Change**</p> <p>The team collaborated with external IR specialists to ensure that all GRIA Award Rules were accurately integrated into the Human Force system. This will increase the certainty of payroll accuracy, with the system triggering alerts when Award Rules are activated.</p> <p>**Testing has been delayed as we continue to work with Human Force on ensuring the build includes everything in the system, to suit our unique business requirements.</p> <p>Once the team is confident the system is working, the final data will be provided to Yellow Canary to commence the Stage 2 calculations for back payments.</p>	
10.5	<p>Other Awards</p> <p>Through the Award Mapping project, the team identified some roles that were incorrectly classified.</p> <p>This process has now been finalised for one of the roles identified as owed money; these affected team members have received their back pay. The second role identified as affected by this error will be finalised by March 2026.</p> <p> **Reminder - the team identified two roles in the business with a classification error. The team members affected by this error have been informed and are awaiting finalisation of the calculations.</p>	
10.6	<p>Enterprise Bargaining Agreement</p> <p>CEQ will commence work on planning for a future Enterprise Bargaining Agreement (EBA) in 2026.</p> <p>This process will include seeking input from our team members across the business to determine the way forward for CEQ's remuneration framework (pay rates), allowances and other entitlements and benefits.</p> <p>This process will create greater flexibility for our operations and for our team members, paving the way for a modern, fair, and sustainable agreement that supports CEQ's growth and our people's well-being.</p>	<input type="checkbox"/>

10.7

Time Off in Lieu (TOIL) – ****Reminder****

On 30 September 2025, the new (and interim) TOIL management process commenced, which further supports our commitment to fair and lawful workplace practices.

Since this date concerns highlighted the need for further measures to ensure compliance and transparency.

REMEMBER – the process for accruing and recording TOIL or working additional hours has changed. Since November 2025:

Retail Based Team Members

- TOIL is no longer available.

Non-Retail Team Members

- TOIL should be a last resort

Requests that fall outside of the requirements shared in Edition 8 and Edition 9 of In the Loop will not be approved.

A longer-term solution will be assessed as part of the My Pay projects, and we will share more information once this has been thoroughly investigated.

- For your awareness.
- Managers for Retail team members are to approve additional working hours – as a last resort – before the hours are worked
- Managers of Non-Retail team members are to approved TOIL as a last resort and then send TOIL approvals to emma.zsoldos@ceqld.org.au
- Managers are to ensure all relevant information is included in the approval email
- Review Edition 8 and Edition 9 for the full information on changes to the TOIL process
- Contact Bec Daley if you are unsure about the TOIL process
bec.daley@ceqld.org.au

My Pay Site & Support, Documentation Updates

10.8

Rostering & Timesheet Manual and Training

The rostering and timesheet manual has now been shared to all store-based leaders. Training sessions commenced with Regional Managers in December 2025 and Store Managers on the 7 January 2026.

The training slides, which are available to all team members on the My Pay site cover the most important information regarding rostering and timesheets – the Top 4 Rules.

It is mandatory for all leaders responsible for rostering, including the management of changes to approved rosters to watch this training.


The slides can be accessed here: [Roster & Timesheet Training](#)

In early 2026, People & Workplace Culture will travel with the Operations team to deliver face to face training on the Rostering and Timesheet rules. Keep any eye out for the dates and invitations.

Soon to be added to the My Pay site:

- Top 4 Rostering Rules
- Responsibility Matrix for Timesheets
- Responsibility Matrix for Rosters
- Posters for in-store use

- Use the poster attached to the email sent on 30 December 2025 and scan the QR code to access the My Pay site
- Access the My Pay site and watch the short training on key Rostering & Timesheet rules
- RSVP to any training sessions when they are sent
- Contact Bec Daley for any roster questions
bec.daley@ceqld.org.au

 <p><u>Training is mandatory for all Managers, Assistant Managers and Supervisors</u>, so make the time to view the training on the My Pay site and talk to your Regional Manager if you have issues accessing the training.</p>	
<p>10.9 Support with Timesheets & Rosters</p> <p>Ana has now finished with CEQ, and our Payroll Compliance Manager – Vikki Osgood has joined us!</p> <p>While Vikki settles in and learns the CEQ Payroll systems, she will also be checking all timesheets and rosters daily.</p> <p>Ana’s advice really helped make a difference in the compliance of rosters across the business. Let’s keep that momentum going – watch out for emails from Vikki.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Provide information to Vikki swiftly to ensure timely payroll vikki.osgood@ceqld.org.au <input type="checkbox"/> Read Vikki’s emails with helpful tips for drafting rosters and checking timesheets

