

ENTERPRISE AGREEMENT

NO: E.A. 133 /1995

DATE REGISTERED: 19-4-95

PRICE: \$ 12.00

PHILIPS SERVICE ENTERPRISE BARGAINING
AGREEMENT 1994-6
STOREPERSONS - HOMEBUSH

1. **TITLE**

This Agreement shall be referred to as the Philips Service (Homebush Branch) Storepersons Enterprise Bargaining Agreement 1994/95 (hereafter referred to as the Agreement).

2. **INDEX**

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3. **INCIDENCE AND DURATION OF THE AGREEMENT**

This Agreement shall apply to all employees and persons eligible to be members of the NUW in the central warehouse at the Figtree Drive, Homebush, site of United Customer Service Australia Pty Limited (trading as Philips Service), who are employed under the terms of the Storemen & Packers General (State) Award.

The Agreement shall come into effect from date of registration and remain in force for a period of 24 months.

4. **RELATIONSHIP TO PARENT AWARD**

This Agreement shall be read and interpreted wholly in conjunction with the Storemen and Packers General (State) Award provided that where there is any inconsistency this Agreement shall take precedence to the extent of the inconsistency.

Richs.

5. **PARTIES BOUND**

- (a) United Customer Service Australia Pty Limited (trading as Philips Service), incorporated in NSW.
- (b) All storepersons, where members of the union specified in subclause (c) hereof, or not engaged in any of the occupations, industries or callings specified in the Storemen & Packers General (State) Award and who are employed by United Customer Service Australia Pty Limited (trading as Philips Service) - Homebush branch, at 3 Figtree Drive, Homebush. NSW. 2140.
- (c) National Union of Workers (NSW Branch).

6. **WAGE INCREASE**

Wages shall be increased as follows, based on current rates of pay :-

<u>Phase</u>	<u>%</u>	<u>New Wage</u>	<u>Increase</u>
1 Upon signing by both parties	5	\$ 436.80	\$ 20.80
2 6 months later	2	\$ 445.55	\$ 8.75
3 6 months later from phase 2	2	\$ 454.45	<u>\$ 8.90</u>
			<u>\$ 38.45</u>

= 9.2% cumulative

7. **SAME DAY SERVICE**

All employees employed in the Central Warehouse will endeavor to despatch orders to customers on the same day that an Invoice or Picking note comes into the store.

All reasonable efforts will be made to complete all issues including the last one of each day.

8. **WORKING HOURS**

The Warehouse will operate between the hours of 6.00 am and 5.30 pm on Monday to Friday, as well as half day on Saturday (as overtime) if required. This is to be achieved through staggered start and finish times. Employees will continue to make themselves available for reasonable overtime as per the Storeman and Packers General (State) Award.

9. **MULTI SKILLING**

Each of the functions listed below will be covered by all people:-

- Goods Inwards
- Sydney Branch issues
- Picking and Packing
- Despatch/Posting
- Maintenance of stock points
- Stocktake
- Credits
- Cleaning and Cardboard collection



10. **PRODUCTIVITY IMPROVEMENT**

It is agreed that the parties will endeavor to achieve the following productivity measures:-

- In today, Out today
- Booking in of received goods
- Picking and Packing efficiency
- Putting away time efficiency
- Credits

Targets are set out in Appendix 1.

11. **NO EXTRA CLAIMS**

The Parties to this Agreement agree that there should be no extra claims made, Award or over Award for the life of this Agreement except when consistent with National Wage Case decisions.

12. **DISPUTE SETTLEMENT PROCEDURES**

The Company and its employees agree that the intention of these procedures is to establish effective and efficient processes for resolving disputes relating to conditions of service, which are common to all staff, by measures based on consultation, co-operation and discussion, and to promote a relationship between the Parties and between the Company and its employees which is conducive to good industrial relations.

(a) General

- (i) The Company and its employees agree that the spirit and intention of these procedures is to establish a relationship of mutual trust and confidence between the Parties and between the Company and all employees who are Award related.
- (ii) Where a grievance, claim or dispute arises out of or in relation to the Award covering those employed by the Company or where it concerns a group of employees or an important principle, it is agreed to have it dealt with in terms of the procedures set out below.
- (iii) In dealing with grievances, claims or disputes in terms of these procedures, the Company and its employees agree that they shall be settled in an orderly manner, as expeditiously as possible.
- (iv) While these procedures are being followed, the Company and its employees agree that without prejudice to their positions in respect to a grievance, claim or dispute, they will ensure that normal work continues.
- (v) Where a grievance, claim or dispute has not been resolved at any level of the procedure within reasonable time limits, either the Company or its employees will have the right to progress the matter to the next stage.

(b) Procedures

Subject to the provisions of the Industrial Relations Act 1991, grievances, claims or disputes shall be dealt with as follows:-

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- (i) Discussion on the job between the employee(s) concerned and his/her immediate supervisor, where applicable.
- (ii) Discussion between the Union delegate and the Human Resources Officer.
- (iii) If discussion between the Union delegate and the Human Resources Officer does not resolve the matter satisfactorily within five (5) working days, the matter at issue will be referred to the Union and to the Manager or his/her nominated representative.
- (iv) If the matter is still not resolved, either the Company or the Union may refer it to the Industrial Relations Commission of New South Wales for resolution.

13. **DURESS**

This Agreement was not entered into under duress by any Party to it.

The Employees and the Union, who are Parties to this Agreement will not take industrial action for the duration of this Agreement instead the Parties are committed to progressing any grievance through the dispute settlement procedures set out in the Clause 11 contained in this Agreement.

14. **RENEGOTIATION**

Renegotiation should take place three (3) months prior to expiration of this Agreement.

15. **RETROSPECTIVITY/BACKDATING WAGES AND SALARY PAYMENTS**

The rates of pay contained in Clause 6 to this Agreement take effect on and from the date of registration. Employees covered by this Agreement at the date of registration will be paid the rate of pay in accordance with Clause 6 on and from 17th October 1994 or the date of employment, whichever is the later.

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APPENDIX 1

A. IN TODAY OUT TODAY

All Invoices printed before 3 pm to leave on same day. Same day pick ups if received before 12 noon. (Subject to installation of AS400 Computer System).

B. RECEIVED GOODS

Booking in and putting away in stockpoints of all goods within two days of receipt. (Subject to installation of AS400 Computer System).

C. PICKING AND PACKING

Depending on order size, computer generated picking times are set daily. Estimated time per line is between 1.4 to 9 minutes.

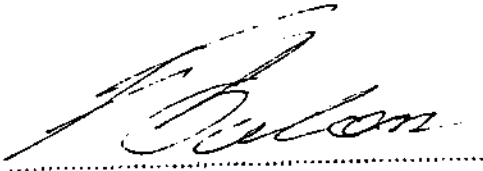
D. PUTTING AWAY TIMES

These include unpacking of parts/goods, booking in onto the system and putting away in stockpoints and other auxiliary steps in between. Estimated time per line is between 2.8 to 8 minutes.

E. CREDITS

To be completed within 48 hours until the new AS400 system is introduced.

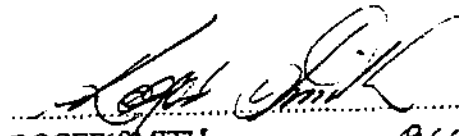
SIGNED: For and on behalf of
NATIONAL UNION OF WORKERS
NEW SOUTH WALES BRANCH



Secretary

30-11-94

SIGNED: For and on behalf of
PHILIPS CONSUMER SERVICE
(INCORPORATED IN NSW)


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ROGER SMITH
General Manager

30-11-94