

**REGISTER OF
ENTERPRISE AGREEMENTS**

ENTERPRISE AGREEMENT NO: EA02/82

TITLE: Coca-Cola Amatil (Aust) Pty Ltd Equipment Service Enterprise Agreement (Sydney) 2001

I.R.C. NO: 2001/8460

DATE APPROVED/COMMENCEMENT: 21 December 2001

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**NEW AGREEMENT OR
VARIATION:** New

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COVERAGE/DESCRIPTION OF EMPLOYEES: Applies to all employees employed in the Equipment Services Division undertaking work as provided under the agreement's classification structure and are covered by the Electrician's (State) Award 1995

PARTIES: Coca-Cola Amatil (Aust) Pty Limited -&- the Electrical Trades Union of Australia, New South Wales Branch





COCA-COLA AMATIL (AUST) PTY. LTD.

EQUIPMENT SERVICE

ENTERPRISE AGREEMENT (SYDNEY) 2001

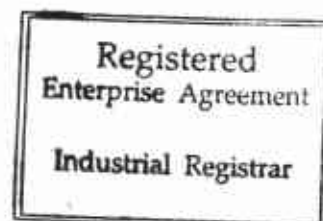
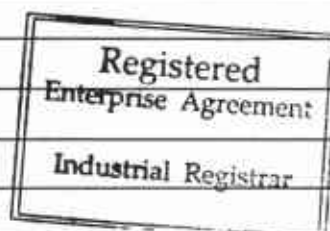


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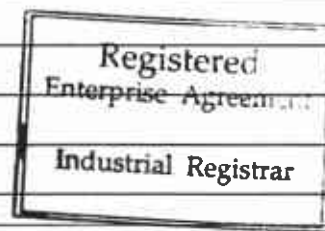
COCA-COLA AMATIL (AUST) PTY. LTD. EQUIPMENT SERVICE ENTERPRISE AGREEMENT, (SYDNEY), 2001.

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1 INTRODUCTION

Our Mission

At Coca-Cola Amatil we will continuously strengthen our position as the leading growth Company bottling non- alcoholic, ready-to-drink beverages in the Asia Pacific region to deliver profitable growth and to maximise shareholder value.

The brands of The Coca-Cola Company are the cornerstone of our success in satisfying our consumers and customers with the highest quality products and services through dynamic, dedicated and responsive people.

Coca-Cola Amatil has been ambitious in establishing an Equipment Service operation capable of providing a level of service to customers within NSW that is synonymous with the name 'Coca-Cola'.

The NSW Equipment Service operation is designed to enable Coca-Cola Amatil to deliver efficient, effective and flexible customer service via a passionate and knowledgeable team of dedicated Equipment Specialists – GDM/Fountain/FCB and Equipment Refurbishment Specialists.

1.1 Our ambition....

is to become the Australian market leader in the provision of technical service, being an integral part of the CCA business we will ~~add value to internal~~ and external customer relationships.

We will achieve this by....

providing a service that enables and assists customers to achieve success in their partnership with CCA. This will be realised through ~~delivery of professional, timely~~ and helpful service and information. We will work towards pro-active

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management of customer needs while at all times working closely to meet the objectives of our internal customers.

Success is dependent upon us....

The Equipment Service Team is the most important part of the CCA Equipment Service operation. Without the best people we can not, together, deliver great service to our customers.

With a focus on learning and development the Equipment Service philosophy is to provide individuals with the resources, skills, knowledge and support to succeed. As such the Equipment Service operation seeks to attract people who are flexible and innovative and enjoy the challenge that customer service provides.

A structure comprising a variety of roles including Equipment Specialists, and Equipment Refurbishment Specialists within 4 levels, including key performance indicators provides a framework for individuals to achieve their own as well as CCA's business goals.

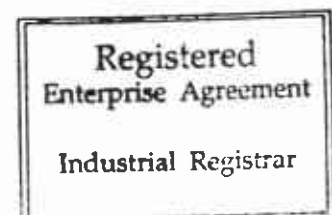
The Equipment Service operation's success needs to be built upon a foundation of trust, participation, shared goals and the belief that individuals should not only be challenged but also have the desire to challenge the process. It is this emphasis on continual personal and business learning that makes Equipment Service a demanding but ultimately a rewarding and satisfying place to work.

As part of any relationship there needs to be an understanding of how we work together and what rewards and benefits are available in our pursuit of becoming the market leader in the provision of customer service. The following pages will provide you with a general guide and an understanding of our joint beliefs on how we work together and what rewards and benefits are available to individuals employed under this agreement. This document represents our agreed guiding principles, and the terms and conditions of employment.

1.2 Title

This agreement shall be known as the:

"Coca-Cola Amatil (Aust) Pty Ltd Equipment Service Enterprise Agreement (Sydney) 2001".



1.3 Parties and Persons Bound

This agreement is made between Coca-Cola Amatil (AUST) the Equipment Service Employees employed in the classification structure detailed within this agreement and their respective union:
Electrical Trades Union of Australia (NSW Branch).

Parties bound by this agreement includes the Company, the Electrical Trades Union of Australia (NSW Branch), and the Equipment Service employees, employed in the classifications detailed within this agreement.

1.4 Duration

The Agreement shall take effect from the date it is signed by parties bound by this agreement and shall have a nominal term of two (2) years after the date of its approval by the Industrial Relations Commission of NSW.

The parties agree to commence negotiations on a subsequent agreement not later than four months prior to the end of this agreement.

1.5 Objectives of the Agreement

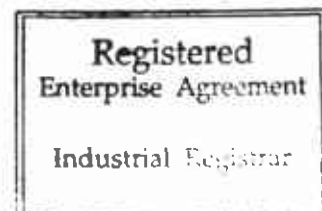
This agreement sets out to achieve a number of objectives, which are:

- To provide a framework for employee relations which will achieve world class standards of operational efficiency and employee welfare.
- To establish and maintain flexibility in both attitude and actions of all employees, regardless of job or status.
- To establish a mechanism for determining terms and conditions of employment for all people covered by the Agreement.
- To establish a team based organisation structure.

This agreement supersedes all other formal and non-formal agreements, and shall not be used in any manner whatsoever to obtain similar arrangements or benefits in any other Coca-Cola Amatil (Aust) Pty Ltd site or enterprise.

1.6 Parent Award

This Agreement shall be read in conjunction with the State Electrical "C" Award (NSW). In the event of any inconsistency between this agreement and the award, the terms of this agreement shall prevail.



2 COCA-COLA ENVIRONMENT

2.1 Purpose

To create a business environment where all employees share business objectives and align workplace behaviours. This requires a common and clear set of values that reflect the desired culture. All employees will strive to meet Company objectives and live the values.

"Passionately Serving our Customers to Refresh Australia Every Day"

Passionately...

it says we are "passionate" – not mundane and boring or "steady as she goes". We want to attract people who want more than a job- more a passion.

...Serving Our Customers...

It means we passionately serve our customers which assists thousands of people to make a living:

- small retailers; milk bars; video stores etc.
- shareholders; ordinary Australians who have shares in major supermarkets like Coles and Woolworths.
- the people who work directly for all those retailers.

We help Australians have successful working lives.

...to Refresh Australia Every Day".

This is the outcome of our company's activities. We refresh people.

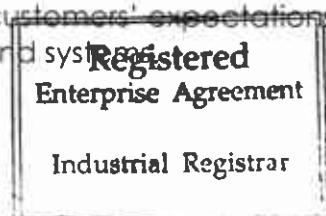
2.2 Values

It is our responsibility as a team to bring the values "to life" through actions relevant to the Equipment Service team's day to day work.

In the Coca-Cola Amatil, Australian NSW Equipment Service operation we...

Think Customer First

We think customer first in everything we do. We exceed customers' expectations through continuously improving our products, processes and systems.



Value Leadership

Leading by example is the key to our success. The future of our business lies in leading and coaching teams and individuals.

Create a Great Place to Work

We support the pursuit of a full and varied life. We provide a work environment that encourages a sense of identity and a sense of enjoyment. Opportunities are open to all who qualify. Diversity is encouraged and selection and reward are based on merit.

Show Energy Pride and Passion

We are a dedicated team of people passionate about our brands and our roles. We take personal responsibility for results and reward and celebrate performance. At all times we are ambassadors for our company and its products.

Succeed With Partners

By the way we work with others we earn the trust of our business partners, our colleagues in CCA, ES, our suppliers, our customers and the community. Our communication with each other is honest and constructive.

Innovate

We all learn continuously. We encourage innovation and calculated risk taking and learn from our successes and mistakes. We value thirst for knowledge we can apply.

2.3 Continuous Improvement

We are committed to knowing, understanding and continuously satisfying our internal and external customers. Much of what and how we do things now are likely to change in the future. We will look for ways to improve how we do our job and how we support our customers, by:

- developing measures to understand what is important to our customers and business;
- regularly assessing and reviewing customer feedback;
- changing our systems and practices to meet customer and business needs and
- improving personal and professional skills and knowledge.



2.4 Standards of Behaviour

We work in an equal opportunity and harassment-free work environment. This requires everyone to respect and value diversity of the work force by helping to prevent and eliminate all forms of discrimination on the basis of gender, race, age, disability, religion, marital status, pregnancy, sexuality or sexual preference. We will observe these principles as we go about our work, whilst representing the Company to customers, consumers, and other external contacts, and in relationships with fellow employees.

2.5 Equal Opportunity

We are committed to the principle of selection on the basis of merit and equality of opportunity for all employees. CCA people demonstrate mutual respect for one another and work in an environment, which is free of harassment and discrimination. CCA people believe in the adage of "a fair go for everyone" and actively encourage each other to strive to reach their full potential. To this end, we encourage both female and male employees to apply for all vacancies.

2.6 Health and Safety

Health and Safety Policies and practices are based on the concept that both the Company and all the people within our Company have a shared responsibility for improving and maintaining a safe, healthy and pleasant workplace.

All employees are also required to make every effort to prevent accidents, to control hazards in the workplace, and to protect the health of fellow employees, contractors and other persons for whom they are responsible, or with whom they come into contact in carrying out their work. Coca-Cola Amatil is a smoke-free work environment.

Employees will always act in the best interests of the Company and will not act in any way, which might adversely reflect upon the Company.

2.7 Environment

We are committed to understanding and minimising any adverse environmental impacts of our activities. All our people and everyone associated with our Company have an important role to play in achieving the CCA level of environmental performance, which goes beyond Government regulations.



2.8 Code of Conduct and Standards

The Coca-Cola Amatil Code of Business Conduct is a standard that governs individual standards of work, in relation to dealing with customers and suppliers. Any breaches of the Code of Conduct must be reported. Breaches of the Code of Conduct may result in disciplinary action against an employee, which could include the termination of an individual's employment.

2.9 Company Policies

The Company has a number of policies and procedures which all employees are expected to follow. They include, but are not limited to:

- Tool of Trade Motor Vehicle Policy;
- Mobile Phone Policy;
- Computer usage Policy;
- Working Together Policy (EEO)

All employees are required to be familiar all relevant Company policies and procedures. Like any dynamic environment CCA policies need to keep pace with change in order to remain current. CCA policies may change from time to time to maintain currency with the relevant changes. Breaches of Company policies may result in disciplinary action against an employee, which could include the termination of an individual's employment.

2.10 Performance Management

The Company's goal is to maximise individual performance to meet work standards and behaviours. In instances where performance falls below those standards, it is our objective to provide support and clear objectives to lift performance to required levels. If standards are not maintained for a sustained period, employment with the company may be reviewed. The specific steps in our performance management system generally includes:

1. The Team Leader/Manager will inform the individual of the perceived problem, counsel the individual and set out an agreed plan to remedy the problem. Details of this process will be noted in the Team Leader's/Manager's diary and on the individual's personnel file.
2. Should the individual's identified performance/behaviour related problem continue, then the Team Leader/Manager will counsel the individual and allow them to account for their performance/behaviour, and explain the consequences should the problems not be properly addressed, set out an agreed action plan including review dates and document. The individual will be provided with a copy of the document and will be required to sign the written document. A copy of the documentation will be placed on the individual's personnel file and will constitute a first written

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3. Should the identified problem continue after receiving a first written warning, then the procedures of (2) will be repeated and a second and final written warning will be issued. A copy of this further documentation will also be placed on the individual's personnel file.
4. If satisfactory progress is not made and the individual has had adequate time to respond, and the Team Leader's Manager as well as the Employee Relations Manager has been briefed and are in agreement, then the individual's contract of employment may be terminated.

Subject to Clause 2.11, at times a performance counselling session may necessitate the issuing of a first or second written warning without progressing through the steps detailed above. The decision to take this action will be based on the severity and nature of the performance issue. The individual may at all times have the right of appeal to the Team Leader's Manager if they feel aggrieved with the action of the Team Leader.

Individuals have the right to have present an employee representative or official of their choice during steps 2 to 4.

2.11 Summary Dismissal

Where an individual behaves in a manner that constitutes serious misconduct, the process referred to Clause 2.10 will not be necessary. Where serious misconduct occurs, a proper investigation will be conducted, the matter will be put to the employee and they will be provided an opportunity to reply. This process will apply the principles of procedural fairness. Any serious misconduct breach will result in termination without notice.

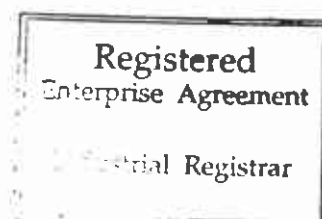
Serious misconduct includes but is not limited to:

- theft;
- lying;
- disobeying a lawful order;
- sexual harassment; and
- fighting in the workplace.

2.12 Grievance Procedure

The Company prefers an open door policy to issue resolution, where we encourage individuals to talk about any concerns with their Team Leader as soon as they arise.

As part of any relationship it is important that there is an opportunity to discuss concerns in an open and honest environment. When a person(s) has a concern



and wishes to have this concern addressed, the following steps will generally be followed:

1. discuss with Team Leader.
2. if not resolved, arrange to discuss with Team Leader's Manager.
3. if still unresolved, consult the Senior Manager.
4. if grievance has not been satisfactorily dealt with, consult with the Employee Relations Manager. A period of five working days should in most instances be sufficient time to resolve a grievance.
5. if parties involved have failed to resolve the grievance, it is then appropriate to refer the matter to the Industrial Relations Commission for conciliation and/or determination.

In the course of resolving a grievance the operations status quo should remain, as prior to the dispute, until a resolution is reached.

Individuals have the right to have present an employee representative or official of their choice during steps 2 to 5.

3 DEVELOPING OUR PEOPLE

3.1 Performance Development

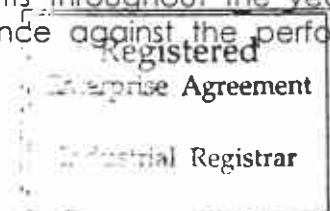
CCA is committed to positive performance development where personal development and business achievements are the key principles. This will be achieved through ongoing feedback and development in three stages - planning, coaching and reviewing performance.

Performance Development Plans

To assist individuals in focusing on what is required from them over a given period and to ensure they understand the objectives of their team and the overall business we will develop a performance development plan for every individual.

Performance Reviews

An annual meeting with all employees and their Team Leader/Manager is planned to review performance, and provide a formal opportunity to identify/discuss performance. Individuals will be required to complete a performance review detailing their achievements throughout the year. The Team Leader will review and discuss performance against the performance



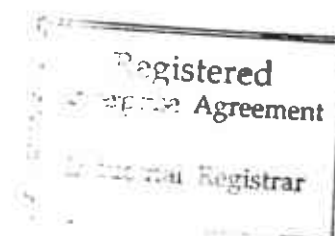
development plan and team KPI's. The purpose of these reviews are to enable appropriate feedback of achievement, highlighting strengths and individual developmental needs. These more formal review sessions are supplemented by individual/team discussions and coaching throughout the year. Should any disagreement arise concerning the performance assessment, the next level manager is to be involved in discussions to fairly assess and provide feedback to either person.

Coaching

Coaching is ongoing and is the crucial step in growing performance through feedback and reflection on performance in order to grow an individuals ability to perform for the business and their own job satisfaction and self esteem. A Team Leader or manager will spend some time with each individual on a regular basis providing feedback and necessary guidance. This feedback will be documented in an individual Coaching Review book.

The following table provides an overview of the three performance development steps, responsibilities, tools and actions.

| Step | When | Who | Documents/ Tools | What Happens |
|--------------------|--|---|---------------------------------------|---|
| Performance Plan | By 15 th Jan Linked to SBP and revised as appropriate | Team members with their Team Leaders | Performance Plan | Together agree; <ul style="list-style-type: none"> Team and individual performance objectives. Individual learning objectives. |
| Coaching | On-going | Team Leader or Manager coaches team member | Individual Coaching Review Book | Together agree specific goals for achievement: <ul style="list-style-type: none"> Agree actions to achieve goal Assist with actions – support, encourage, organise, train, motivate. Recognise achievement – revise new goals. |
| Performance Review | Interim Quarterly Review and Formal Annual Review – end of the year | Team Leaders with Team Members Feedback on performance is sourced from many sources including, customers, contact centre, colleagues and other managers, team leaders | Performance Review | <ul style="list-style-type: none"> Emphasis on self assessment – team member completes document first. Formal one on one meeting focused on reviewing performance including learning. Ideally, objective feedback forms the basis of the review – from customers, your team leader, colleagues, other team leaders, managers, and business information relating to KPI's |



3.2 Learning and Development and Your Career

All Equipment Service employees are required to be assessed to demonstrate the knowledge and skills that a qualification in electro-technology provides. The level of training each employee undertakes depends largely on the career path that exists within the business.

A new trainee or someone without trade qualifications could expect to progress through each qualification level moving from the Equipment Service Certificate through to the advanced Certificate. How long this takes depends largely upon a range of factors. These might include, the amount of recognition of prior learning granted, the needs of the business, and the ability of individual employees.

The Company will provide support to enable individuals to complete the training at levels 1 – 4. Qualifications in electrotechnology will become an essential prerequisite for those seeking a career within CCA Equipment Service.

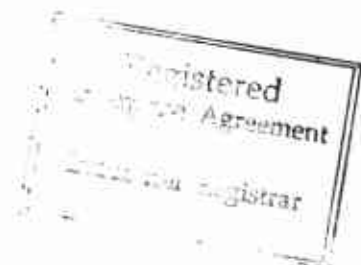
Career Path

The career path for Equipment Service comprises a variety of qualification levels detailed at Appendix A, and roles such as an Equipment Specialist and Equipment Refurbishment Specialist. An individual's progress through the career path will be determined on their ability to meet the competency based assessment criteria, suitable vacancies, business needs and their skills and ability to meet the necessary requirements to perform the role.

This career path will be reviewed and modified regularly to reflect changes in business needs and ongoing competency requirements of employees.

Learning and Development

We are committed to lifelong learning by providing access to world class internal and external management/business education and learning and development programs. These programs have been aligned to the Equipment Service career path. These are detailed in the model below.



| Leadership/Management | | Business Education | |
|-----------------------|---|------------------------------------|--|
| Management | Leadership Development Program (L.D.P.) | Strategic Management | |
| Team Leaders | Core Leadership Programs (C.L.P.) | Business Planning | |
| Eligible Staff | | University Programs | |
| | | Postgraduate: MBA | |
| | | Diploma | |
| | | Certificate | |
| | | Undergraduate: Degree | |
| | | Diploma | |
| | | Certificate | |
| All | | Cross Functional Business Programs | |
| All | Certificate in Electrotechnology (levels 1-4) Core Team Skills (C.T.S.) | | |
| All | Understanding CCA | | |

L&D OH1

Certificate in Electrotechnology

A certificate in electrotechnology will give individuals the critical knowledge and skills required in CCA for now and the future. Competency Based Training (CBT) forms the framework for these certificates and delivers an accredited qualification that is accepted within the refrigeration industry and throughout the Australian national training sector.

For CCA this qualification represents a long-term focus in its most important asset, its people.

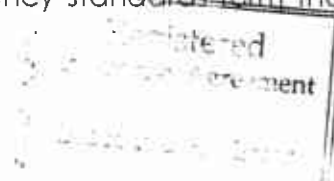
Certificate Structure

A qualification in electrotechnology is offered in two levels. The Equipment Service Certificate is gained after completing the modules at levels 1-3. An advanced certificate is awarded after completing level 4. Further details of the certificate can be obtained from the Learning and Development handbook.

Assessment

Assessment is concerned with collecting evidence about performance and then comparing this against a set of agreed standards.

These agreed standards are called "competency standards" and have been developed by industry in consultation with government bodies, unions, employers such as CCA and employees. The competency standards form the



framework for the Electrotechnology Certificate offered within CCA. We will use assessments to confirm that an individual can perform to the required competency standards. Assessment will be used to award formal qualifications and can influence an individual's career path and pay rate.

Competency Standards

The term "competent to a job" means that individuals possess the necessary "knowledge, skills and attitudes" to do the job or task to a certain standard.

The competency standards are the benchmark by which we assess someone as being competent to do a particular job or task.

Conducting Assessment

All employees will be assessed using the same assessment guidelines. These will be flexible enough to take into account the differences in work locations and routines. Assessments will be fair and transparent so that all employees will know beforehand what the assessment will be and how it will be conducted.

Qualified workplace assessors, using nationally approved assessment materials will conduct the assessment in the workplace. These workplace assessors may come from within or outside CCA and will be responsible for the preparation and conduct of all assessment and RPL activities.

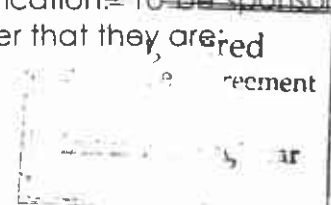
Recognition of Prior Learning

RPL is the acknowledgment of knowledge and skills obtained through formal training, work experience, and life experience. This means that some employees could gain RPL for one or more of the training modules or units of competency in the training package that individual's will be undertaking. In many cases, an individual may be able to achieve RPL because they have gained the knowledge and skills on the job, rather than in the classroom. If awarded RPL, they will be able to complete the training package much faster, and will not be required to study all the learning material. To gain RPL for a training module or unit of competency, an individual will need to submit a written request, attend an RPL interview and be prepared to undergo further assessment if required.

3.3 General CCA Learning and Development Programs

In terms of individual development, the Company supports all professional development to assist employees to achieve and perform in their role/career.

Financial assistance and study leave may be provided for people to pursue professional skills development programs via external institutions, such as a TAFE Certificate, an undergraduate or post-graduate qualification. To be sponsored by CCA, employees must demonstrate to their Manager that they are



- highly committed to the learning outcomes of the program;
- committed to apply 6-10 hours per week per subject of personal time; and
- able to apply what they learn in their CCA roles in the foreseeable future.

4 OPERATING PRACTICES

4.1 Working Arrangements

In order to meet the change we will have flexibility in patterns of hours worked and work practices:

- to meet market demands;
- to improve competitiveness;
- to ensure optimum use of plant and equipment;
- to have continuity of processes and services; and
- to develop our people's skills and knowledge.

We will strive to maximise the use of the permanent work force but may at times engage temporary and casual labour and utilise contractors:

- to maintain cost effectiveness throughout the operation;
- to cope with seasonal variations; and
- to provide opportunities for our people to acquire skills.

4.2 Involvement Process

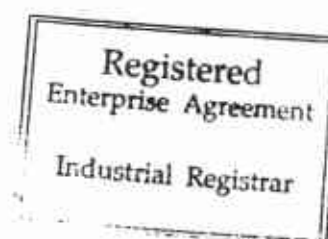
Our commitment to continuous improvement requires our employees to have a total business understanding and to establish processes to deal with continuous change. These processes will ensure employees are involved in changes of methods of operation or changes to policies and procedures. Consultation will normally be handled by Team Leaders/Managers and the people involved.

4.3 Integrated Work Teams

Each designated trade channel and area will function as an integrated Work Team as the prime approach to work organisation. Teams will work to an agreed set of principles, which will include:

- a greater variety of tasks for individuals within teams;
- achievement of agreed team goals;
- greater responsibility and initiative; and
- higher skill level as a result of agreed training.

Examples of team responsibilities:



- customer service enquires;
- repairs;
- spare parts inventory;
- quality assurance of service work;
- work organisation;
- health, safety and the environment; and
- reporting and achievement of agreed key performance indicators.

Teams will have responsibility for managing work processes consistent with their skills. Each employee will have an understanding of how their role contributes to the teams performance.

Team members will operate with flexibility within agreed parameters. They will work within the limits of their skill, competence and training, and in a manner that is consistent with maintaining a safe and healthy working environment. Individuals may be assigned to other teams on a needs basis:

- to maintain cost effectiveness throughout the operation
- to cope with seasonal variations; and
- to provide opportunities for our people to acquire skills.

4.4 Key Performance Indicators

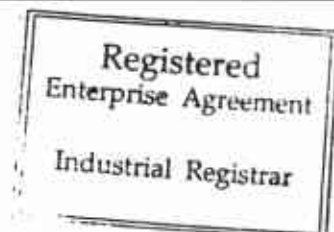
The parties are committed to improving existing productivity and customer service. Key Performance Indicators (KPI's) have been established to maintain progress toward the achievement of the critical business goals. KPI performance data will be reviewed regularly by the Company and employees to assess achievement of performance targets. Outcome from this review and subsequent changes will form part of the ongoing process of continuous improvement.

The parties to this agreement acknowledge that the KPI's set out below are capable of being achieved. The Company acknowledges that the achievement of some of the KPI's can be affected by external influences and may require the provision of appropriate technology, resources and training in a timely manner. Employees and the Company will actively work toward the achievement of all KPI's.

KPI's for both the Refurbishment Centre and Field Service are as follows:



| Key Objectives | KPI Requirements |
|--|---|
| Refurbishment Centre | |
| Quality Refurbishment | <ul style="list-style-type: none"> • Less than 3% of equipment refurbished to require a service call within 7 days. |
| Refurbishment Rates | <ul style="list-style-type: none"> • Vending – 3.0 per day • GDM – 4.0 per day • Fountain (Refurbishment time) <ul style="list-style-type: none"> 6.2 hours per unit 4.0 hours per countertop 3.2 hours per tower 2.0 hours per gun |
| OH&S | <ul style="list-style-type: none"> • Conform to all OH&S requirements. • Ensure your safety and the safety of those around you is not compromised. • Lost time injury days to be 30% less than previous year. • OH&S charts – shed - workshop • Ensure work area is free from loose or dangerous objects |
| Security and housekeeping | <ul style="list-style-type: none"> • Ensure work area is secure and tools are locked away when not in use. • Work area to be cleaned daily. |
| Administration | <ul style="list-style-type: none"> • All costing sheets are accurate & complete and account for all parts issued and used. • All unused parts to be returned to the store. |
| Training | <ul style="list-style-type: none"> • Participate in accredited training to increase level of skill to required standard. |
| Team Work & Culture | <ul style="list-style-type: none"> • Working as a team and not individuals to drive business results. • Recognise the need to change the culture of the area |
| Field Service | |
| Productivity Rates – Time On Job (excludes PM's) | <ul style="list-style-type: none"> • GDM - 0.4hr • Fountain – 0.6hr • FCB – 2.0hr |
| Call backs / Effective service | <ul style="list-style-type: none"> • Less than 5 % of calls to have callbacks due to ineffective service. |
| Service Response | <ul style="list-style-type: none"> • All service calls allocated are to be performed within the times agreed. |
| Spare Parts Management | <ul style="list-style-type: none"> • Cost correct information into the PDT's/Hand Held Terminals at completion of service call. • Record all parts issued/received onto appropriate paperwork. |



| | |
|---------------------|---|
| | <ul style="list-style-type: none"> • Less than 5% variance at cycle counts. |
| OH&S | <ul style="list-style-type: none"> • Conform to all OH&S requirements. • Ensure your safety and the safety of those around you is not compromised. • 50% reduction on days lost due to injury on previous year |
| Training | <ul style="list-style-type: none"> • Participate in accredited training to increase level of skill to required standard. |
| Team Work & Culture | <ul style="list-style-type: none"> • Working as a team and not individuals to drive business results. • Recognise the need to change the culture of the area. |

If by the date that the second salary increase is due, the Company is not satisfied adequate progress has been made towards meeting key performance indicators, payment may be withheld until such time as the targets are achieved. The Company and employees will work together to resolve the cause of the problem, including establishment of a plan incorporating critical task dates.

Where the Company and employees agree, that non-achievement of the KPI's are outside employee influence, payments will not be withheld.

In the event that there is disagreement between the parties as to whether there has been satisfactory achievement of the performance targets, discussions will take place between management and employees with assistance from an appropriate level within the union(s).

4.5 Flexibility

Depending on individual and business needs we will take a flexible approach to moving people from one geographical area or business team to another. We will make every effort to accommodate any employee's request for change, giving consideration to business, and our customer needs.

4.6 New Employees

A three-month probationary period will apply to provide the opportunity to determine the individual's suitability for the position.

A skill assessment will be undertaken during the first three months of employment to determine the relevant level of competency and training needs against the appropriate career path stream.

