

## **Sensis Pty Ltd Employment Partnership Agreement No. 2, 2001**

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## **PART A: INTRODUCTION**

### **1. Title of the Agreement**

This Agreement is called the Sensis Pty Ltd Employment Partnership Agreement No. 2, 2001.

*This Agreement, like the previous one, is called a Partnership Agreement because it continues to reflect the joint commitment of both staff and management.*

### **2. Parties Bound and Application**

- 2.1. This Agreement binds Sensis Pty Ltd (ACN 007 423 912) ('the Company'), and staff of the Company who are paid within the salary minimums set out in Part D and Attachment A of this Agreement. For the avoidance of doubt, "Sales staff" refers to print and online sales staff.
- 2.2. This Agreement does not apply to staff covered by the Pacific Access Ad Production Agreement 1999-2001 or its successors.

*The Agreement continues to cover the majority of Sensis Pty Ltd staff throughout Australia.*

*If you are unsure whether you are covered by this Agreement, contact Human Resources.*

### **3. Operation of the Agreement**

- 3.1. This Agreement is to be read in conjunction with the Sensis (Clerical & Sales Staff) Award 2000 ("Award").
- 3.2. If there is any inconsistency between this Agreement and the Award, the terms of this Agreement will prevail.
- 3.3. This Agreement supersedes any other awards or agreements binding on the Company whether certified by the Australian Industrial Relations Commission or not, except for staff Graded 1-8 and/or White Pages™ Sales staff formerly employed by Telstra Corporation Limited in National Directory Services who accepted offers of employment from the Company effective 1 November 1997. These staff shall continue to receive the employment terms and conditions expressed in their letter of offer of employment, until they expire pursuant to their letter of offer. Where this Agreement provides for superior conditions, these will override the previous conditions.

*The Agreement is to be read together with the terms and conditions of employment set out in our Award. If the Award and the Agreement are inconsistent, this Agreement applies.*

*The Agreement replaces any other awards or agreements that may apply to you.*

*Ex-NDS staff continue to receive the remaining elements of their transitional arrangements.*

### **4. Duration of Agreement**

This Agreement will operate for a period of two (2) years from the date of certification by the Australian Industrial Relations Commission.

*This Agreement will apply for two years.*

*Until a new agreement is certified, this Agreement will continue to apply and it will be business as usual in your workplace.*

### **5. Replacement Agreement**

Discussions between the Company and staff will commence for a new Agreement no later than three months prior to the expiration of this Agreement.

*Discussions with staff for a replacement agreement will commence before this Agreement expires.*

### **6. Objectives of the Agreement**

- 6.1. This Agreement provides remuneration and conditions that underpin the continuing growth of the Company's business.
- 6.2. The Company and staff will work together to produce high quality and efficient responses to customer needs and a work environment that

*The Agreement has been developed by staff and management so that Sensis Pty Ltd has terms and conditions of employment that are relevant to its business and meet the needs of its*

retains, rewards and attracts quality staff. They will ensure that:

- the Company and staff continue to work productively, adapting to changes that will allow it to prosper and grow;
- staff are rewarded for performance within the terms of this Agreement; and
- the Company and staff work co-operatively together, including through the consultative provisions of this Agreement.

*staff.*

## **PART B: COMMON TERMS & CONDITIONS OF EMPLOYMENT**

*Part B contains terms and conditions that apply to all staff covered by this Agreement. Terms and conditions that only apply to certain groups of staff are contained in later sections.*

### **7. Contract of Employment**

7.1. The Company may employ full-time, part-time, casual and/or temporary staff, in accordance with its operational requirements.

New staff may be initially employed subject to a period of probation.

7.2. During the operation of this Agreement, the Company may enter into Australian Workplace Agreements ('AWAs') with any staff member covered by the Agreement.

*The Company can continue to employ staff in a variety of ways to meet business needs.*

7.3. However:

- No current staff member will be compelled to enter into an AWA for their existing job or for a job to which they are transferred or promoted.
- No current staff member will suffer a disadvantage in respect of their overall terms and conditions of employment as a result of entering into an AWA.

*Sensis Pty Ltd can continue to offer Australian Workplace Agreements in the same way as in our first agreement.*

### **8. Policies and Procedures**

This Agreement is supported by Company policies and procedures. The policies and procedures provide guidelines for the fair and efficient administration of employment matters consistent with the objectives of this Agreement. Staff are required to comply with relevant policies and procedures formulated by the Company which may be varied from time to time.

*Company policies and procedures will continue to apply to staff.*

### **9. Salaries**

9.1. Full details about increases to remuneration are contained in the following parts of this Agreement:

- for Sales staff - Part C: Sales Classifications, Specific Terms & Conditions, and Attachment A; and
- for Non-Sales staff – Part D: Non-Sales Classifications, Specific Terms & Conditions.

9.2. Subject to clause 9.4, staff will be paid at least the minimum applicable annual salary as set out in the relevant minimum rates of pay tables in Part D and Attachment A of this Agreement.

*Part D and Attachment A contain tables that show the minimum that staff in each classification must be paid.*

9.3. Junior Rates

The minimum rates of pay for a junior staff member shall be the following percentages at the rates prescribed for the adult classification for the work performed:

<b>Age</b>	
17 Years	70%
18 Years	80%
19 Years	90%

9.4. A staff member may elect to sacrifice part of his/her salary. In electing to do so the value of the staff member's salary together with the value of salary sacrificed benefits and any administration fee will not be less than the salary that would otherwise have been paid. The rules governing salary sacrifice arrangements are set out in the Company's Salary Sacrifice Policy (which may be amended from time to time). A staff member who elects to salary sacrifice:

- must comply with the Company's Salary Sacrifice Policy and any associated policies;
- must complete a written request in accordance with a form provided by the Company; and
- authorises the Company to deduct any salary sacrifice amount from the staff member's pre-tax salary.

This clause does not apply to casual employees.

*This clause enables staff to salary sacrifice.*

**10. Part-time Staff Hours**

This clause does not apply to part-time shift workers. Part-time shift workers are covered by the shift work provisions in the *Shift Work Provisions for Non-Sales staff* clause.

The hours and times of work of a part-time staff member may only be varied by agreement between the Company and the staff member.

Part-time staff will be rostered to work a minimum of 3 hours per rostered day.

*This clause adds a new provision to existing arrangements. Hours of work for part-time staff (other than shift workers) can now only be varied by agreement.*

**11. Meal Breaks**

Staff who work a minimum of five consecutive hours are entitled to an unpaid meal break of between 30 and 60 minutes after they have worked five continuous hours.

*Meal breaks continue to be provided after 5 hours of work.*

**12. Redundancy**

A number of improvements have been made to the Company's redundancy policy in relation to pro-rata payments of long service leave, averaging full and part-time years of service and recognition of part years of service. The new redundancy arrangements in the amended Company policy will be maintained for the life of this Agreement.

*This Agreement maintains redundancy provisions contained in Company policy.*

**13. Higher Duties**

13.1. Where a staff member is required to perform higher duties for a period less than 4 weeks, such duties shall be taken into consideration during Performance and Development Plan (PDP) reviews.

*Higher duty allowances will continue to be paid, and the Company will also take into account short periods of higher duties in PDP reviews.*

13.2. Clause 8.4 of the Award provides for benefits when higher duties are performed for more than 4 weeks.

#### **14. First Aid Allowance**

- 14.1. Staff who hold a current first aid certificate, and, who along with their normal duties, are appointed by the Company as a first aid officer, will be paid an allowance of \$8 per week during the life of their appointment.
- 14.2. Where the Company requires a staff member to perform First Aid duties, the Company will meet the cost of training to the level of St Johns Senior First Aid certificate or equivalent.

*This clause introduces a new allowance for First Aid attendants.*

#### **15. Per Diems (Away from Home Allowance)**

- 15.1. Where a staff member is required to perform work away from his or her normal workplace and is required to stay overnight, he or she shall be paid:
- an allowance of \$68.25 per day for meals, and the Company will pay the staff member's reasonable accommodation costs; or
  - an allowance of \$131.25 per day which is intended to cover the costs of all meals and accommodation.
- 15.2. The per diem amounts prescribed above will be adjusted annually in accordance with movements in the Consumer Price Index from the date of certification of this Agreement.
- 15.3. The per diem allowance or part of the allowance will be paid for approved weekend and out- of- hours travel in accordance with Company policy.

*Staff continue to receive Per Diems.*

#### **16. Leave**

- 16.1. Annual Leave
- 16.1.1. Full- time staff are entitled to four weeks annual leave for each twelve months of continuous service with the Company, to be paid at the ordinary rate of pay. 'Continuous service' will not include any unpaid absence in excess of four weeks in any twelve-month period.
- 16.1.2. Subject to legislative requirements and Company policy, all staff are entitled to an annual leave loading of 17.5% on the ordinary hourly rate of pay during periods of annual leave.
- 16.1.3. Annual leave will accrue on a weekly basis for full- time staff, and on a pro-rata basis for actual hours worked for part-time staff. Accrued annual leave may be taken by staff after six months continuous service with the Company.
- 16.1.4. The Company and staff recognise the benefits of ensuring that staff utilise their annual leave. Accordingly, wherever practicable, staff will be encouraged to take leave as soon as it accrues to prevent accumulation. Consistent with this objective, the Company may require a period of leave to be taken to ensure that staff do not accrue excessive periods of annual leave, provided that at least one month's notice is given.
- 16.1.5. On termination of employment, all accrued annual leave that has not been taken will be paid out to staff.
- 16.1.6. The period of annual leave taken by a staff member will not include any public holiday which falls within a staff member's period of annual leave.

*The annual leave provisions for Yellow Pages® and White Pages™ staff will now be calculated in the same way.*

- 16.1.7. For the purpose of accruing annual leave, a staff member's service will not be broken by any paid absence from work, which is authorised by the Company.
- 16.1.8. For Sales staff, 'ordinary rate of pay' is defined as
- Base salary, plus
  - Commission paid at 100% to target or the average commission rate over the past 12 months – whichever is higher.
- 16.1.9. For Non-Sales staff, a definition of ordinary rate of pay is contained in the *Non-Shift Work Provisions for Non-Sales Staff* clause.
- 16.2. Personal Leave
- 16.2.1. All full-time staff are eligible to be paid personal leave of up to twelve (12) days for each twelve months of continuous service (as defined in the Annual Leave clause above) with the Company, in accordance with this sub-clause.
- 16.2.2. Part-time staff will accrue personal leave on a pro-rata basis in line with the number of hours that they work.
- 16.2.3. Temporary staff will accrue personal leave after three months at the rate of one day for each completed month of service.
- 16.2.4. This leave is available to a staff member when she or he is absent due to:
- personal illness or injury; or
  - personal matters that cannot be conducted by the staff member outside normal business hours or by another party on behalf of the staff member; or
  - caring for a member of the staff member's immediate family or household. (The definition of "Immediate family" is the same as that provided in the Bereavement leave clause).
- 16.2.5. Of these 12 days of personal leave, staff may use 2 days per year for personal matters and 3 days per year for caring for a member of the staff member's immediate family or household. In exceptional circumstances, a staff member's manager may approve the use of up to 4 days per year of their personal leave for personal matters and up to 5 days per year for caring for a member of the staff member's immediate family or household.
- 16.2.6. Leave for personal matters will be deducted from a staff member's accrued personal leave in periods of at least half a day. Leave for personal illness or injury and carer's leave will be deducted from a staff member's accrued leave on an hourly basis.
- 16.2.7. Personal leave will accrue at the rate of six (6) days at the commencement of each six monthly period of employment.
- 16.2.8. The balance of any accrued personal leave not taken in any year of service will accumulate from year to year.
- 16.2.9. Use of personal leave is subject to the following:
- A staff member is required to notify the Company within the first half hour of the scheduled commencement of work of their inability to attend for duty, or as soon as practicable, and must inform the Company of the reason for the absence and the estimated duration of the absence.
  - A staff member must provide the Company with a medical

*Sick and Personal/Carer's Leave are combined to form a new form of leave: Personal leave.*

certificate or other evidence acceptable to the Company for absences of more than two consecutive days or if a claim is made for a day preceding or following a public holiday.

- Where a staff member has exhausted their personal leave and is still unable to attend for work, the Company may grant the staff member additional leave. The granting of any additional leave and the conditions that will apply to it are at the discretion of the Company.

### 16.3. Bereavement Leave

Bereavement leave is provided to staff in instances of hardship associated with the death of an immediate family member.

"Immediate family" is defined as spouse, child, step child, grand child, parent, parent-in-law, siblings, grand parent, foster parent, son and daughter -in-law, defacto, same sex partner and relatives who have regularly resided in the staff member's household and so resided at the time of death.

Staff are entitled to up to three days paid leave on each occasion of the death of a member of the staff's immediate family.

*Bereavement leave arrangements continue unchanged.*

### 16.4. Parental Leave

Staff who are eligible to receive maternity, paternity or adoption leave in accordance with the *Workplace Relations Act 1996* (Cth) will also receive the following benefits:

- 6 weeks paid maternity leave on full pay or 12 weeks paid maternity leave on half pay;
- 1 week paid paternity leave on full pay or 2 weeks paid paternity leave on half pay;
- 6 weeks paid adoption leave on full pay or 12 weeks paid adoption leave on half pay. If both adopting parents work for the Company, no more than a total of 6 weeks full pay or 12 weeks half pay will be paid to both adopting parents.

*Sensis Pty Ltd staff can now access two new forms of paid leave - Paternity and Adoption Leave.*

*In addition, paid Parental Leave can now be taken at full pay or half pay.*

## 17. Job Sharing / Part-time Work

- 17.1. The Company supports and promotes potential flexibilities available to its staff. It encourages the use of locally monitored flexible working arrangements, including the opportunities for job sharing and part-time work arrangements. The Company will ensure that management are trained in the consistent and equitable operation of these arrangements. For their part, staff will support the Company's objective of continuous improvement in all aspects of work performance.

*The Company continues to support Job Sharing and Part-Time work, especially for staff returning from parental leave.*

- 17.2. Company policy will continue to support and implement these principles. In addition, policy will be reviewed to ensure that staff returning from parental leave can access part-time work or job sharing arrangements where this does not conflict with operational requirements. A working from home policy will be developed to give effect to the Company's commitment to flexible working arrangements.

## 18. Occupational Health and Safety

- 18.1. The parties to this Agreement are committed to the identification of hazards in the workplace and the achievement of a reduction in workplace injuries and the achievement of safe working practices.

*The Company remains committed to providing a safe working environment for staff.*

The Company recognises its commitments to OH&S and will abide by its legal obligations.

- 18.2. A revised OH&S policy, incorporating ear, eye and voice testing for Call Centre staff will be finalised within one month of certification of this Agreement.
- 18.3. Prior to the refurbishment of Company premises, discussions will take place with relevant staff on Design, Layout and Health and Safety matters.

### **19. Superannuation**

- 19.1. When the Sensis Pty Ltd Superannuation Fund is integrated into the Telstra Superannuation Scheme, staff will have access to more services and products, and the Company will increase its employer contribution to 9% of staff superannuation salary.
- 19.2. When the Sensis Pty Ltd Superannuation Fund is incorporated into the Telstra Superannuation Scheme, staff can contribute to their superannuation fund by way of salary sacrifice.

*Changes to the administration of the Sensis Super fund will have benefits for staff.*

*Salary sacrifice for Super purposes will be available to staff.*

## **PART C - SALES CLASSIFICATIONS - SPECIFIC TERMS & CONDITIONS**

*Part C contains terms & conditions that only apply to Sales staff.*

### **20. Salary Increases for Sales Staff**

- 20.1. Effective from 1 January 2001, Sales staff will receive a 4% salary increase, of which 50% is to be allocated to base salary and 50% is to be allocated to commission/bonus. Commission is payable on sales results and is not dependant on achieving 100% of sales targets. If a greater or lesser percentage of target sales is achieved, the commission payment will be increased or decreased by a proportionate amount. Bonus is payable only if 100% of sales targets are met. If a greater percentage of target sales is achieved, the bonus payment will be increased by a proportionate amount.
- 20.2. Effective from January 2002, Sales staff will receive a 4% salary increase, of which 3% is to be allocated to base salary and 1% is to be allocated to commission/bonus. Commission is payable on sales results and is not dependant on achieving 100% of sales targets. If a greater or lesser percentage of target sales is achieved, the commission payment will be increased or decreased by a proportionate amount. Bonus is payable only if 100% of sales targets are met. If a greater percentage of target sales is achieved, the bonus payment will be increased by a proportionate amount.
- 20.3. The salaries for Sales staff that reflect these increases and a further increase from 1 January 2004 are set out in Attachment A.

### **21. Remuneration Structures Review**

- 21.1. A full review of Sales remuneration structures will be conducted early in the life of this Agreement.
- Proposals from the review will be circulated to staff for consideration by August 2001.
- 21.2. A vote of Sales staff will occur prior to the implementation of new remuneration arrangements. This vote will occur towards the end of 2001. The new remuneration arrangements will only commence after

*A new Sales Remuneration arrangement will be developed in consultation with Sales staff.*

*It will only be implemented if Sales staff vote in favour of it.*

they are approved by a majority of applicable Sales staff.

There will be consultation with Sales staff during the development of the new arrangements.

## **22. Pay Parity**

*Parity of Sales salaries will be implemented as part of this Agreement.*

22.1. During the life of this Agreement, Sales staff base wage rates will be aligned across the country. Two adjustments will move base rates outside NSW up to the NSW base:

- 50% of the adjustment required will occur with effect from the date this Agreement is certified; and
- the remaining adjustment will take effect from 1 January 2002.

These pay parity arrangements are reflected in the salaries in Attachment A.

22.2. NSW Sales staff (who do not participate in the above pay parity increases) will receive a once-off bonus of 1.5% of their actual salary on certification of this Agreement.

## **23. Company Vehicles**

*This clause maintains access to Company vehicles for Sales staff.*

A Sales staff member who is provided with a motor vehicle for his or her use in the carrying out of their duties will be provided with a vehicle by the Company pursuant to the relevant Company policy. The Company will pay for all operating expenses of that vehicle including registration, insurance, repairs, petrol and oil.

The Sales staff member may have use of a Company vehicle for private use on the terms and conditions prescribed by the Company, including reasonable use of fuel cards during periods of annual leave.

## **24. Mobile Phones**

*Sales staff will continue to have access to mobile phones.*

The Company will pay for business and reasonable personal expenses incurred in the use of mobile telephones which have been supplied or approved by the Company.

## **25. Off the Job Training**

*This continues the current arrangements for payment of Sales staff during off-the-job training.*

Sales consultants will be paid commission at 100% to Objective for all Company sponsored training during normal working hours.

## **PART D – NON-SALES CLASSIFICATIONS – SPECIFIC TERMS & CONDITIONS**

*Clauses in Part D only apply to non-sales staff.*

The provisions in this Part only apply to Non-Sales staff.

## **26. Pay Increases**

The minimum salaries payable to staff in respect of the classifications below are as follows:

Grade	Upon Certification
1	\$26,830
2	\$27,830
3	\$30,150
4	\$30,650
5	\$32,880
6	\$43,025
7	\$47,020
8	\$49,680

Grade	As at 1 January 2004
1	\$27,903
2	\$29,744
3	\$32,448
4	\$34,528
5	\$37,440
6	\$44,746
7	\$48,901
8	\$52,500

- 26.1. Upon certification of this Agreement, actual salaries will be increased by 4%, effective from 1 January 2001.
- 26.2. A once off bonus of 1.5% of a Non-Sales staff member's actual salary will be paid on certification of this Agreement.
- 26.3. In 2002, a pool of 4% of Non-Sales staff member's salaries will be made available for distribution amongst Non-Sales staff. Of this 4% pool, Non-Sales staff will receive a minimum of 2% effective from 1 January 2002, with the remaining pool to be distributed amongst staff dependent on their Performance and Development Plan (PDP) results.
- 26.4. In 2002, an additional pool of 1.5% of Non-Sales staff members' salaries will be made available for distribution in accordance with incentive bonus programs based on performance targets that will be developed by the business units. The pool will be distributed in October 2002.

**27. Non-Shiftwork Provisions for Non-Sales Staff**

- 27.1. The following provisions in this clause apply to Non-Sales staffs who do not work shift work.
- 27.2. Hours for full-time staff
- The ordinary hours of work for full-time staff will be an average of 37.5 hours per week on one of the following bases:
- 37.5 hours within a work cycle not exceeding 7 consecutive days; or
  - 75 hours within a work cycle not exceeding 14 consecutive days; or
  - 112.5 hours within a work cycle not exceeding 21 consecutive days; or
  - 150 hours within a work cycle not exceeding 28 consecutive days, provided that the ordinary hours of work in any one day shall not exceed 10.
- 27.3. Hours of Work

*This clause only applies to non-sales staff who do not work shift work.*

*This clause maintains current arrangements for hours of work.*

*This clause continues the first provisions in the first*

27.3.1. Within the span of ordinary hours, the normal start and finish times will be determined by the relevant manager, based on customer and operational needs and following discussions with staff. The discussion with a staff member will have regard to their individual preferences and family responsibilities. Outcomes will be distributed fairly across the work group.

*Partnership Agreement that set start and finish times for graded staff not working shift work.*

27.3.2. If a review of normal start and finish times is requested by a staff member to their manager, then such a review will be initiated within a period of 4 weeks.

#### 27.4. Spread of Hours

27.4.1. The ordinary hours for non-shift workers will be worked between the hours of 7am and 7pm Monday to Friday or within a spread of hours as agreed between a staff member and their manager.

*The spread of hours for staff not working shift-work is unchanged.*

#### 27.5. Overtime

*Overtime provisions have not been changed.*

27.5.1. Staff may be required to work reasonable periods of overtime.

27.5.2. All time worked outside of the hours within the *Hours for full-time staff* clause or outside the spread of hours specified within the *Spread of Hours* clause will be paid at the rate of time and one half for the first two hours, and double time thereafter.

27.5.3. Work required on a Sunday will be paid for at the rate of double time.

27.5.4. Staff Graded 6, 7 and 8 are excluded from this overtime clause unless directed to work overtime by their manager.

#### 27.6. Overtime Meal Allowance

A meal allowance of \$12 will be paid where a staff member is required to work overtime of more than two hours.

*In this new Agreement, Sensis Pty Ltd has increased meal allowances to \$12 when more than 2 hours overtime is worked.*

#### 27.7. Hourly Rate of Pay

*Ordinary hourly rates of pay continue to be calculated in the same way as in the first Partnership Agreement.*

27.7.1. The ordinary hourly rate of pay for a full-time staff member will be the staff member's annual salary, divided by 52 and further divided by 37.5.

27.7.2. The ordinary hourly rate of pay for a part-time staff member will be the same as the ordinary hourly rate of pay for a full time staff member in the same classification.

### **28. Shift Work Provisions for Non-Sales Staff**

*This clause applies only to staff who are rostered to work shift work.*

28.1. The following provisions in this clause apply to staff in Customer Service, Credit, Yellow Pages® *Connect*, Creditech and Customer Operations who are rostered to work shift work.

#### 28.2. Spread of Hours.

The ordinary spread of hours is 7 am to 8 pm Monday to Friday or within a spread of hours as agreed between a staff member and their manager.

*The ordinary spread of hours is 7 am – 8 pm Monday to Friday or as agreed*

#### 28.3. Hours of Work and Penalties

##### 28.3.1. Day shift

*Afternoon and night shift*

Means any shift commencing at or before 7.00am and finishing at or before 6 pm.

*penalties have been increased.*

28.3.2. Telesales

Telesales staff who are rostered by management to work after 6 pm on specific campaigns will receive a penalty of 25% for work performed after 6 pm.

28.3.3. Afternoon shift

Means any shift finishing after 6 pm and at or before midnight. Such shifts attract a penalty of 25% for hours worked after 6 pm.

28.3.4. Night shift

Means a shift which finishes subsequent to midnight and at or before 7 am. Such shifts attract a penalty of 50% for hours worked after midnight. Hours worked before midnight attract a penalty of 25%.

28.3.5. Saturday and Sunday work

A shift worker whose rostered shifts include a Saturday or a Sunday shall be paid a penalty of 50% for all ordinary time as occurs on such a Saturday or Sunday in lieu of any other penalty for ordinary hours.

A shift worker whose ordinary working period does not include Saturday or Sunday as an ordinary working day shall, if required to work on any such day, be paid at the rate of double time for work done with a minimum payment of four hours at double time, if he/she is available for work during such four hours.

28.3.6. Part-time shift

Means any shift (day, afternoon or night), which is worked as part-time hours in accordance with the range of hours for part-time staff set out in clause 28.5 - *Part Time Shift Workers*.

28.3.7. Yellow Pages® *Connect*

To ensure Yellow Pages® *Connect* staff are not disadvantaged by the new penalty provisions above, these staff may elect to receive either the 25% afternoon shift penalty provided for in this Agreement, or the 15% afternoon shift penalty provided for in our first enterprise agreement for the whole shift worked. Staff must make this election upon receipt of their shift rosters, and such penalty will apply for the duration of that roster. This provision only applies to Yellow Pages® *Connect* staff who are employed at the date of certification of this Agreement.

28.4. Accrued Time

The following arrangement applies to shift-work staff in Customer Service, Credit, Yellow Pages® *Connect*, Creditech & Customer Operations.

*This introduces an accrued time arrangement for many shift workers.*

- The Company will provide the opportunity for staff in these areas to work a minimum of 4 hours and a maximum of 8 hours per month that can be paid at overtime rates or taken as accrued time at single time. Other overtime can be worked but cannot be taken as accrued time. Overtime shall be paid at the rate of time and one half for the first two hours, and double time thereafter.
- Such overtime will be a minimum of one hour on each occasion.

- Prior to working the extra hours, staff members will be required to indicate if they wish to be paid overtime or will take the time as accrued time.
- A maximum of 1 day a month can be taken as accrued time on a day other than a Monday.
- Staff members will advise management of a request for accrued time two weeks before the day on which they wish to take the leave.
- Management will respond to a request for accrued time within two (2) business days. If the accrued time on the date initially nominated by the staff member is not granted, another mutually agreed day within one (1) month of the application will be approved. A staff member may swap a day off on accrued time with another staff member.
- Accrued time must be taken within two (2) months of accrual. If a staff member does not make an application for accrued time within this period, it will be paid out as overtime.
- On leaving the Company, staff will be paid accrued time as overtime.

28.5. Part-time Shift Workers

*Shift arrangements for part-time shift workers continue unchanged.*

- 28.5.1. The ordinary hours of work of a part-time shift worker may vary between a minimum of 15 hours and a maximum of 60 hours in any two week roster period (or a minimum of 30 hours and a maximum of 120 hours in any four-week period). Such ordinary hours of part-time work will be worked in accordance with a roster as provided in this part of the Agreement within the following range of hours.

The goal of rostering is to provide consistent work patterns for staff whilst meeting the operational demands of the Company.

<b>Band</b>	<b>Hours range - two week roster</b>	<b>Hours range – four week roster</b>
Band 1	15 – 45	30 – 90
Band 2	45 – 60	90 – 120

- 28.5.2. Part-time shift workers will be permitted to nominate which of these Bands is their preferred range of hours at the point of engagement. Any subsequent changes will depend on being able to operationally accommodate such a request. The process of election and placement of staff within the applicable range of hours will be subject to their desired roster applying in the workplace. Once allocated to a Band, staff will maintain this Band unless mutually agreed change occurs.

- 28.5.3. Part-time shift workers are required to be available to work such hours within their specified range of hours as are necessary to meet the Company's operational and business requirements and to comply with the rostering arrangements of each roster period.

28.6. Rostering Principles

*The Company will implement procedures designed to prioritise staff concerns when rostering shift work.*

- 28.6.1. Rostering arrangements will reflect the needs of the business and account, wherever possible, for staff member requirements.
- 28.6.2. The Company will meet staff preferences for particular shifts wherever business requirements allow.
- 28.6.3. Permanent staff preferences will be accommodated before agency staff are allocated shifts.

- 28.6.4. Staff will be consulted on changes to working hours.
- 28.6.5. The Company will establish a formal process for staff to request shift changes within one month of certification of this Agreement.
- 28.6.6. The Individual Grievance Procedures in Part G of this agreement are available to resolve grievances over individual shift matters.
- 28.7. Changes to Hours
  - 28.7.1. The following process will be used for the introduction of new rosters including where staff are moving from day worker arrangements to shift arrangements.
  - 28.7.2. When new shift arrangements are being introduced, new shifts will be offered to all staff with volunteers for particular shifts being accepted. Only those shifts that are not filled on a voluntary basis will be allocated to specific staff.
- 28.8. General Principles
  - 28.8.1. Variable rosters will detail working arrangements for either a two or four week period.
  - 28.8.2. The Company undertakes to ensure fourteen (14) days' notice of the roster. If any changes are required to the rostered hours of individual staff of any shift within a roster period, the Company will seek to address such matters. The Company will initially seek agreement to any change of shifts. The Company may, however, implement any change by giving staff at least seven (7) days' notice of the change to their rostered hours.
  - 28.8.3. The Company recognises the importance of ensuring that any changes to a roster are effectively communicated to staff. Consequently, the Company will utilise available information systems, including the early posting of roster changes in the Call Centre, to inform Staff of any roster changes together with the reasons why.
  - 28.8.4. Rosters may provide for shifts of 8 hours for full time afternoon and night shift workers and between three (3) and eight (8) hours for part-time afternoon and night shift workers. Rosters for day shift staff may provide for shifts of up to 7.5 hours for full time Staff and between 3 and 7.5 hours for part-time staff.
  - 28.8.5. Rosters will provide for a minimum of ten hours break between the completion of a rostered shift and the commencement of a staff member's next rostered shift. Any time worked in the circumstances where no ten hour break between shifts occurs will result in overtime payments applying until such time as a ten hour break is taken.
  - 28.8.6. Rosters will provide for a minimum of eight rostered days off every four week period or four rostered days off every two-week rostered period. Further, no staff member will be rostered to work more than eight consecutive days in a 28 day period.
  - 28.8.7. Thirty minutes shall be allowed for each staff member for a meal during a shift that lasts longer than 5 hours. This meal break shall be rostered before the expiration of five hours. For staff working outside the normal span of hours, this meal break shall be paid at the appropriate shift rate.
  - 28.8.8. For Yellow Pages® Connect staff employed at the date of certification

*This new clause provides for attempts to be made to fill shifts on a voluntary basis prior to staff being allocated shifts.*

*These provisions are straight from the first Partnership Agreement. They provide important provisions such as 14 days notice of shift rosters.*

*Yellow Pages ® Connect staff*

of this Agreement, the paid meal break provisions in our first enterprise agreement will apply to staff working beyond 6.30 pm.

*will continue to receive the meal break provisions in the first Partnership Agreement.*

28.9. Fixed and Variable Shifts

*Fixed & variable shift arrangements continue unchanged.*

28.9.1. In specific circumstances agreed between the Company and a staff member, the Company may roster fixed shifts, having regard to the operational needs of the business.

28.9.2. A fixed shift may be fixed in terms of the days and/or hours to be worked during any particular period. In rostering fixed shifts the Company will, subject to business needs, give priority to volunteers for such shifts provided the staff member possesses the requisite skills for the functions to be undertaken.

28.10. Variation to Rostered Shifts

*This details existing provisions.*

28.10.1. It is understood that rosters may not, in all circumstances, reflect the demands of the business. Consequently, the Company will have the ability to approach the Staff to work extended or shortened shifts by agreement only within the span set out in this Part.

28.10.2. Any agreement for working a shortened shift (that is "early out") will be implemented with the agreement of the staff member concerned. Payment will be paid on the actual time worked.

28.10.3. Staff may organise shift swaps between themselves provided such arrangements are submitted to and approved by the relevant Team Leader in writing. In these circumstances, no overtime will be payable by the Company to the staff if such overtime would not have been payable had such shift swaps not occurred in the first instance. Penalties will be payable in accordance with the actual hours worked after the shift swap has occurred.

28.10.4. Notwithstanding the above, rostering arrangements or a staff member's rostered hours will only change by agreement between the Company and the staff member. In such mutually agreed circumstances, no overtime or penalties will be payable if such overtime or penalties would not have been payable in the first instance.

28.11. Public Holidays

*Penalties paid for work on a Public Holiday continue. Yellow Pages® Connect staff employed at the date of certification will retain additional leave for work on a public holiday.*

28.11.1. Staff working on a public holiday will be paid double time and a half for hours worked in lieu of any other payment for ordinary hours.

28.11.2. In addition to the penalty prescribed above, Yellow Pages® Connect Day shift workers who are employed at the date of certification of this Agreement will be entitled to an additional half-day's leave with pay for public holidays so worked, up until a maximum of five (5) days leave per annum.

28.12. Overtime

*Existing overtime provisions for shift workers will continue.*

All time worked in excess of 7.5 hours per day or 37.5 hours per week will be paid as overtime.

Overtime will be paid at the rate of time and one half for the first two hours and double time thereafter. Overtime payments will stand alone, and will not attract the shift loadings referred to in this clause.

28.13. Rest Interval

*This clause details the current*

Having regard to the nature of the work performed, all staff will be allowed rest intervals (as distinct from meal breaks referred to previously in this part of the Agreement) on each day as follows:

- a daily shift that lasts less than six (6) hours at length entitles staff to one fifteen minute rest period.
- a daily shift that lasts between six hours and eight hours in length entitles the staff member to two fifteen minute rest periods. The first occurs between the time of commencing work and the rostered meal break. The second occurs between the rostered meal break and the time of ceasing work for the day.

#### 28.14. Breaks

28.14.1. The Company recognises that due to the nature of the work performed, staff may from time to time require small breaks, which shall fall outside scheduled rest intervals and meal periods. Such breaks may be monitored by management. Reasonable use of comfort breaks will not influence PDP results.

28.14.2. The Company recognises the need for regular team meetings, which will be rostered as appropriate, but no less than once a month.

#### 28.15. PDP & Targets

Targets for non-sales staff will be balanced between productivity and customer service.

#### 28.16. Call Monitoring and Recording

28.16.1. Call monitoring and recording will be used to improve service quality and to assist staff development.

28.16.2. The Company will ensure that all staff understand call monitoring and the recording processes being used, and individual staff are provided with prompt feedback on the results of call monitoring and recording.

28.16.3. The Company will develop a call recording policy in conjunction with the Staff Consultative Forum within 2 months of certification of this Agreement.

#### 28.17. Agency staff

The Company intends to directly employ staff where possible but reserves the right to use agency staff to manage peaks and troughs in workload.

*arrangements for rest intervals for shift workers in Sensis Pty Ltd.*

*This clause maintains access to comfort breaks.*

*In addition, it specifies that the reasonable use of these breaks will not affect PDP scores.*

*It also recognises the need for regular team meetings.*

*This is a new clause recognising the need for balance when setting targets.*

*This clause explains the purpose of call monitoring and recording.*

*The Company is committed to employ permanent staff wherever possible but will still need to use agency staff to meet peaks and troughs in workload.*

### **PART E: APPRAISAL AND DEVELOPMENT**

#### **29. Performance and Development Plan (PDP)**

29.1. Improvements to the PDP will be introduced during the first year of this Agreement. The improved scheme will apply to all staff.

29.2. The key objectives of the changes are to:

- Increase the quality and frequency of discussion about performance and developmental needs of staff;
- Achieve role clarity;
- Ensure that assessments are based on factors that are achievable and within the staff member's control;
- Simplify the process;

*Sensis Pty Ltd will have an improved performance and development scheme.*

*Your staff representatives will be consulted about its development.*

- Ensure greater objectivity; and
- Provide appropriate management and staff training to ensure the success of the scheme.

29.3. Staff representatives will be consulted about the changes within scheduled Staff Consultative Forum meetings (see Part F).

### **30. Training and Development**

The Company is committed to providing staff development opportunities to staff to increase personal effectiveness and career potential. In the short term, a particular focus will be placed on the development of front line management skills such as communication, work planning and OH&S.

*Sensis Pty Ltd remains committed to provide training to its staff.*

## **PART F: ONGOING CONSULTATIVE FRAMEWORK**

### **31. Staff Consultative Forum**

31.1. The Company will consult its staff on significant issues that affect their employment. Staff will have the opportunity to provide input and to influence these issues by participating in the Staff Consultative Forum.

*Sensis Pty Ltd staff will be consulted on significant issues that affect their employment.*

31.2. The Company will give proper consideration to the issues raised by staff with the objective of minimising any possible adverse impact of changes on our people.

*A Staff Consultative Forum (SCF) will be established to ensure staff representatives are consulted on a regular basis.*

31.3. To facilitate effective consultation the Company will establish a Staff Consultative Forum (SCF), comprising of appropriate management representatives and staff. The initial staff representatives will consist of the Staff Consultative Team (SCT).

31.4. The SCF will meet three times a year to consider:

- issues relating to the operation of this Agreement (including the replacement of representatives); and
- issues such as significant changes to Company HR policy, work organisation and technology.

31.5. Separate groups within the SCF will represent the interests of sales and non-sales staff.

31.6. The Company will provide appropriate facilities and time to ensure that elected representatives are able to undertake their role effectively.

## **PART G: GRIEVANCE SETTLING PROCEDURE**

### **32. Grievance Settling Procedure**

32.1. The following outlines a process to resolve individual staff grievances over decisions that affect their employment with the Company and disputes about the application of this Agreement.

*The Grievance Settling Procedure is designed to resolve individual staff grievances and disputes over the application of this Agreement.*

32.2. A staff member will initially raise the grievance with their direct supervisor.

32.2.1. If the matter is not resolved at that level, it should be taken to the supervisor's manager.

32.2.2. Unresolved matters may then be taken to the HR Business Unit Manager, and/or the relevant member of the Executive Leadership Team or their representative.

32.2.3. If the staff member remains unsatisfied at the end of the above three steps, the Company will implement a Fair Treatment process which will involve investigation and if necessary determination by an independent internal reviewer. The Fair Treatment Process is as follows:

*If necessary, an outcome will be determined by an independent internal manager chosen by the staff member from a panel of reviewers.*

- a panel of Company representatives able to independently review grievances will be compiled by the HR section and settled after consultation with the Staff Consultative Forum;
- a staff member with a grievance may choose a reviewer from this panel who is independent of the issues under consideration;
- this reviewer will consider the issues involved and provide advice to both parties;
- the reviewer will ensure that all parties are treated fairly including being provided with the opportunity to respond to all arguments put against their position;
- if the matter is then unresolved, the reviewer will make a decision and determine the issues;
- the review may include both the merits of the decision and the process used to reach it.

Individual staff can be advised/accompanied by a representative/witness at each step of the above process.

32.3. Managers who receive a grievance under this clause will acknowledge the grievance and provide a progress report within 5 working days of receipt, at each step in this process.

32.4. If the matter remains unresolved, the parties may refer it to an agreed mediator, or to the Australian Industrial Relations Commission for conciliation and arbitration under the *Workplace Relations Act 1996* (Cth).

32.5. The effectiveness of the process will be reviewed by the Staff Consultative Forum within the first year of this Agreement. Changes to the process that will improve its ability to effectively resolve individual grievances can be implemented during the life of this Agreement.

32.6. Nothing in this procedure will:

- prevent any party from exercising its rights under the *Workplace Relations Act 1996* (Cth); or
- prejudice the position of the party in a genuine health and safety situation.



## ATTACHMENT A

Salaries for Sales staff comprise 2 components:

- (a) base salary; and
- (b) a bonus/commission payment if 100% of sales targets are met.

The base salaries, and the total package that is payable if 100% of sales targets are met, is indicated below. Staff will be informed of the target sales for each year at the beginning of each canvass.

Sales staff will be paid the following rates for their relevant classification:

<b>Salaries As At 1 January 2001</b>							
On certification of the Agreement, these salaries will be back dated to 1 January 2001.							
<b>TSA/Telemarketer</b>			<b>NSW</b>	<b>VIC</b>	<b>QLD</b>	<b>WA/SA</b>	<b>TAS</b>
	<b>Telephone Sales Assistant</b>	<b>Base Salary</b>	32,570	31,370	29,574	29,574	28,969
		<b>Package</b>	34,070	32,870	31,074	31,074	30,469
	<b>Telemarketer</b>	<b>Base Salary</b>	32,856	31,666	29,882	29,882	29,287
		<b>Package</b>	37,856	36,666	34,882	34,882	34,287
<b>Telephone</b>							
	<b>Telephone Sales - Normal</b>	<b>Base Salary</b>	32,949	31,191	28,839	27,957	27,660
		<b>Package</b>	51,679	49,921	47,569	46,687	46,390
	<b>Telephone Sales - Senior</b>	<b>Base Salary</b>	33,333	31,581	29,401	28,558	28,125
		<b>Package</b>	52,063	50,311	48,131	47,288	46,855
	<b>Telephone Sales - Exec</b>	<b>Base Salary</b>	35,123	33,371	31,191	30,348	29,915
		<b>Package</b>	53,853	52,101	49,921	49,078	48,645
<b>Premise 1</b>							
	<b>Premise - Normal</b>	<b>Base Salary</b>	36,627	34,859	32,512	31,625	31,041
		<b>Package</b>	58,417	56,649	54,302	53,415	52,831
<b>Premise 2</b>							
	<b>Premise - Normal</b>	<b>Base Salary</b>	40,193	37,840	34,904	33,730	33,140
		<b>Package</b>	68,363	66,010	63,074	61,900	61,310
	<b>Premise - Senior</b>	<b>Base Salary</b>	40,566	38,397	35,628	34,525	33,979
		<b>Package</b>	68,736	66,567	63,798	62,695	62,149
	<b>Premise - Exec</b>	<b>Base Salary</b>	42,951	40,782	38,013	36,910	36,364
		<b>Package</b>	71,121	68,952	66,183	65,080	64,534
<b>Associations 1</b>							
	<b>Association</b>	<b>Base Salary</b>	36,627	34,859	32,512	31,625	31,041
		<b>Package</b>	58,417	56,649	54,302	53,415	52,831
<b>Associations 2</b>							
	<b>Association - Normal</b>	<b>Base Salary</b>	39,935	37,675	34,787	33,630	33,067
		<b>Package</b>	66,545	64,285	61,397	60,240	59,677
	<b>Association - Senior</b>	<b>Base Salary</b>	40,633	38,470	35,701	34,592	34,046
		<b>Package</b>	67,243	65,080	62,311	61,202	60,656
	<b>Association - Exec</b>	<b>Base Salary</b>	43,018	40,849	38,086	36,977	36,431
		<b>Package</b>	69,628	67,459	64,696	63,587	63,041
<b>Majors</b>							
	<b>Account Manager - Normal</b>	<b>Base Salary</b>	47,733	44,818	41,151	39,680	38,955
		<b>Package</b>	84,203	81,288	77,621	76,150	75,425
	<b>Account Manager - Senior</b>	<b>Base Salary</b>	48,014	45,218	41,151	39,680	38,955
		<b>Package</b>	84,484	81,688	77,621	76,150	75,425
	<b>Account Manager - Exec</b>	<b>Base Salary</b>	50,307	47,511	42,849	41,443	40,745
		<b>Package</b>	86,777	83,981	79,319	77,913	77,215
<b>Nationals</b>			<b>NSW</b>	<b>VIC</b>	<b>QLD</b>	<b>WA/SA</b>	<b>TAS</b>
	<b>National Account Mng - Normal</b>	<b>Base Salary</b>	50,597	47,502	43,608	42,046	

		<b>Package</b>	89,407	86,312	82,418	80,856	
	<b>National Account Mng - Senior</b>	<b>Base Salary</b>	50,895	47,926	43,598	42,046	
		<b>Package</b>	89,705	86,736	82,408	80,856	
	<b>National Account Mng - Exec</b>	<b>Base Salary</b>	53,330	50,361	45,411	43,918	
		<b>Package</b>	92,140	89,171	84,221	82,728	

White Pages™ staff engaged in the classifications below will be paid the minimum salaries prescribed for the equivalent Yellow Pages® classification below:

<b>White Pages™ Title</b>	<b>Category Above</b>
Account Manger	Telephone
Senior Account Manager	Premise 1
Executive Account Manager	Premise 2
Account Director	Majors
National Account Manager	Nationals

## Salaries On Certification Of The Agreement

TSA/Telemarketer			NSW	VIC	QLD	WA/SA	TAS
	<b>Telephone Sales Assistant</b>	<b>Base Salary</b>	32,570	31,970	31,072	31,072	30,770
		<b>Package</b>	34,070	33,470	32,572	32,572	32,270
	<b>Telemarketer</b>	<b>Base Salary</b>	32,856	32,261	31,369	31,369	31,071
		<b>Package</b>	37,856	37,261	36,369	36,369	36,071
<b>Telephone</b>							
	<b>Telephone Sales - Normal</b>	<b>Base Salary</b>	32,949	32,070	30,894	30,453	30,304
		<b>Package</b>	51,679	50,800	49,624	49,183	49,034
	<b>Telephone Sales - Senior</b>	<b>Base Salary</b>	33,333	32,457	31,367	30,945	30,729
		<b>Package</b>	52,063	51,187	50,097	49,675	49,459
	<b>Telephone Sales - Exec</b>	<b>Base Salary</b>	35,123	34,247	33,157	32,735	32,519
		<b>Package</b>	53,853	52,977	51,887	51,465	51,249
<b>Premise 1</b>							
	<b>Premise - Normal</b>	<b>Base Salary</b>	36,627	35,743	34,569	34,126	33,834
		<b>Package</b>	58,417	57,533	56,359	55,916	55,624
<b>Premise 2</b>							
	<b>Premise - Normal</b>	<b>Base Salary</b>	40,193	39,016	37,548	36,961	36,667
		<b>Package</b>	68,363	67,186	65,718	65,131	64,837
	<b>Premise - Senior</b>	<b>Base Salary</b>	40,566	39,481	38,097	37,545	37,272
		<b>Package</b>	68,736	67,651	66,267	65,715	65,442
	<b>Premise - Exec</b>	<b>Base Salary</b>	42,951	41,866	40,482	39,930	39,657
		<b>Package</b>	71,121	70,036	68,652	68,100	67,827
<b>Associations 1</b>							
	<b>Association</b>	<b>Base Salary</b>	36,627	35,743	34,569	34,126	33,834
		<b>Package</b>	58,417	57,533	56,359	55,916	55,624
<b>Associations 2</b>							
	<b>Association - Normal</b>	<b>Base Salary</b>	39,935	38,805	37,361	36,783	36,501
		<b>Package</b>	66,545	65,415	63,971	63,393	63,111
	<b>Association - Senior</b>	<b>Base Salary</b>	40,633	39,551	38,167	37,613	37,340
		<b>Package</b>	67,243	66,161	64,777	64,223	63,950
	<b>Association - Exec</b>	<b>Base Salary</b>	43,018	41,934	40,552	39,998	39,725
		<b>Package</b>	69,628	68,544	67,162	66,608	66,335
<b>Majors</b>							
	<b>Account Manager - Normal</b>	<b>Base Salary</b>	47,733	46,275	44,442	43,706	43,344
		<b>Package</b>	84,203	82,745	80,912	80,176	79,814
	<b>Account Manager - Senior</b>	<b>Base Salary</b>	48,014	46,616	44,582	43,847	43,485
		<b>Package</b>	84,484	83,086	81,052	80,317	79,955
	<b>Account Manager - Exec</b>	<b>Base Salary</b>	50,307	48,909	46,578	45,875	45,526
		<b>Package</b>	86,777	85,379	83,048	82,345	81,996
<b>Nationals</b>							
	<b>National Account Mng - Normal</b>	<b>Base Salary</b>	50,597	49,049	47,102	46,321	
		<b>Package</b>	89,407	87,859	85,912	85,131	
	<b>National Account Mng - Senior</b>	<b>Base Salary</b>	50,895	49,411	47,246	46,471	
		<b>Package</b>	89,705	88,221	86,056	85,281	
	<b>National Account Mng - Exec</b>	<b>Base Salary</b>	53,330	51,845	49,371	48,624	
		<b>Package</b>	92,140	90,655	88,181	87,434	

White Pages™ staff engaged in the classifications below will be paid the minimum salaries prescribed for the equivalent Yellow Pages® classification below:

<b>White Pages™ Title</b>	<b>Category Above</b>
Account Manger	Telephone
Senior Account Manager	Premise 1
Executive Account Manager	Premise 2
Account Director	Majors

## Salaries As At 1 January 2002

<b>Salaries As At 1 January 2002</b>			
<b>TSA/Telemarketer</b>			<b>National</b>
	<b>Telephone Sales Assistant</b>	<b>Base Salary</b>	33,933
		<b>Package</b>	35,433
	<b>Telemarketer</b>	<b>Base Salary</b>	34,370
		<b>Package</b>	39,370
<b>Telephone</b>			
	<b>Telephone Sales - Normal</b>	<b>Base Salary</b>	34,496
		<b>Package</b>	53,746
	<b>Telephone Sales - Senior</b>	<b>Base Salary</b>	34,895
		<b>Package</b>	54,145
	<b>Telephone Sales - Exec</b>	<b>Base Salary</b>	36,757
		<b>Package</b>	56,007
<b>Premise 1</b>			
	<b>Premise - Normal</b>	<b>Base Salary</b>	38,444
		<b>Package</b>	60,754
<b>Premise 2</b>			
	<b>Premise - Normal</b>	<b>Base Salary</b>	42,147
		<b>Package</b>	71,097
	<b>Premise - Senior</b>	<b>Base Salary</b>	42,535
		<b>Package</b>	71,485
	<b>Premise - Exec</b>	<b>Base Salary</b>	45,015
		<b>Package</b>	73,965
<b>Associations 1</b>			
	<b>Association</b>	<b>Base Salary</b>	38,444
		<b>Package</b>	60,754
<b>Associations 2</b>			
	<b>Association - Normal</b>	<b>Base Salary</b>	41,817
		<b>Package</b>	69,207
	<b>Association - Senior</b>	<b>Base Salary</b>	42,543
		<b>Package</b>	69,933
	<b>Association - Exec</b>	<b>Base Salary</b>	45,023
		<b>Package</b>	72,413
<b>Majors</b>			
	<b>Account Manager - Normal</b>	<b>Base Salary</b>	50,321
		<b>Package</b>	87,571
	<b>Account Manager - Senior</b>	<b>Base Salary</b>	50,613
		<b>Package</b>	87,863
	<b>Account Manager - Exec</b>	<b>Base Salary</b>	52,998
		<b>Package</b>	90,248
<b>Nationals</b>			
	<b>National Account Mng - Normal</b>	<b>Base Salary</b>	53,393
		<b>Package</b>	92,983
	<b>National Account Mng - Senior</b>	<b>Base Salary</b>	53,703
		<b>Package</b>	93,293
	<b>National Account Mng - Exec</b>	<b>Base Salary</b>	56,235
		<b>Package</b>	95,825

White Pages™ staff engaged in the classifications below will be paid the minimum salaries prescribed for the equivalent Yellow Pages® classification below:

<b>White Pages™ Title</b>	<b>Category Above</b>
Account Manger	Telephone
Senior Account Manager	Premise 1
Executive Account Manager	Premise 2
Account Director	Majors

## Sales Remuneration effective 1 January 2004

						100% COMMISSION
<b>Telephone Sales</b>						
						\$5,000
<b>TD</b>	<b>Telephone Sales - DMC</b>	<b>Base Salary</b>	\$42,250			
		<b>Package</b>	\$47,250			
<b>TE</b>	<b>Telephone Sales - Entry Level</b>	<b>Base Salary</b>	\$42,250			\$10,000
		<b>Package</b>	\$52,250			
<b>T3</b>	<b>Telephone Sales - Normal</b>	<b>Base Salary</b>	\$44,975			\$13,436
		<b>Package</b>	\$58,411			
<b>T4</b>	<b>Telephone Sales - Senior</b>	<b>Base Salary</b>	\$45,409			\$13,436
		<b>Package</b>	\$58,845			
<b>T5</b>	<b>Telephone Sales - Exec</b>	<b>Base Salary</b>	\$47,432			\$13,436
		<b>Package</b>	\$60,868			
<b>P1</b>	<b>Senior Account Manager</b>	<b>Base Salary</b>	\$50,838			\$15,189
		<b>Package</b>	\$66,027			
<b>P2</b>	<b>Media Account Manager</b>	<b>Base Salary</b>	\$55,939			\$21,329
		<b>Package</b>	\$77,268			
<b>P3</b>	<b>Media Account Manager - Snr</b>	<b>Base Salary</b>	\$56,360			\$21,329
		<b>Package</b>	\$77,689			
<b>P4</b>	<b>Media Account Manager - Exec</b>	<b>Base Salary</b>	\$59,057			\$21,329
		<b>Package</b>	\$80,386			
<b>Associations 1</b>						
<b>A1</b>	<b>Association</b>	<b>Base Salary</b>				
		<b>Package</b>				
<b>Associations 2</b>						
<b>A2</b>	<b>Media Account Manager - Assoc</b>	<b>Base Salary</b>	\$53,885			\$21,329
		<b>Package</b>	\$75,214			

<b>A3</b>	<b>Media Account Mgr - Assoc Snr</b>	<b>Base Salary</b>	\$54,674			\$21,329
		<b>Package</b>	\$76,003			
<b>A4</b>	<b>Media Account Mgr - Assoc Exc</b>	<b>Base Salary</b>	\$57,370			\$21,329
		<b>Package</b>	\$78,699			
<b>Majors - Key Accounts</b>						
<b>M1</b>	<b>Media Account Mgr-Key Accounts</b>	<b>Base Salary</b>	\$71,172			\$24,000
		<b>Package</b>	\$95,172			
<b>M2</b>	<b>Media Account Mgr-Key Accts Snr</b>	<b>Base Salary</b>	\$71,490			\$24,000
		<b>Package</b>	\$95,490			
<b>M3</b>	<b>Media Account Mgr-Key Accts Exec</b>	<b>Base Salary</b>	\$74,082			\$24,000
		<b>Package</b>	\$98,082			
<b>Nationals</b>						
<b>A5</b>	<b>National Account Mng - Normal</b>	<b>Base Salary</b>	\$82,458			\$18,596
		<b>Package</b>	\$101,054			
<b>A6</b>	<b>National Account Mng - Senior</b>	<b>Base Salary</b>	\$82,795			\$18,596
		<b>Package</b>	\$101,391			
<b>A7</b>	<b>National Account Mng - Exec</b>	<b>Base Salary</b>	\$85,547			\$18,596
		<b>Package</b>	\$104,143			
<b>A8</b>	<b>Media Sales</b>	<b>Base Salary</b>	\$87,325			\$24,596
		<b>Package</b>	\$111,921			