

**REGISTER OF  
ENTERPRISE AGREEMENTS**

**ENTERPRISE AGREEMENT NO: EA01/32**

**TITLE:      Cleanaway Blacktown Depot Enterprise Bargaining Agreement 2000**

**I.R.C. NO:**                      2001/92

**DATE APPROVED/COMMENCEMENT:** 19 January 2001

**TERM:**                                      26 months

**NEW AGREEMENT OR  
VARIATION:**                      New. Replaces EA00/64

**GAZETTAL REFERENCE:**              2 March 2001

**DATE TERMINATED:**

**NUMBER OF PAGES:**              18

**COVERAGE/DESCRIPTION OF**

**EMPLOYEES:**      Applies to employees of the company engaged as drivers pursuant to the Transport Industry - Waste Collection and Recycling (State) Award, as varied, at the Municipal Services site at Blacktown

**PARTIES:**      Brambles Australia Limited t/as Cleanaway -&- Transport Workers' Union of Australia, New South Wales Branch



**Cleanaway**

**Blacktown Depot**

**Enterprise Bargaining**

**Agreement 2000**



## **PART I - APPLICATION AND OPERATION**

### **1.0 TITLE**

This Agreement shall be referred to as the CLEANAWAY BLACKTOWN DEPOT ENTERPRISE BAGAINING AGREEMENT 2000.

### **2.0 ARRANGEMENT**

#### **Clause No.      Title of Clause**

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### **3.0 COMMENCEMENT DATE OF AGREEMENT & PERIOD OF OPERATION**

This Agreement shall operate from the beginning of the first pay period to commence 7th November 2000 and shall remain in force until 1st February 2003. The Company has agreed that upon signing of this Agreement by the Union, the first 2% increase shall be back paid to 1 August 2000.

### **4.0 PARTIES BOUND**

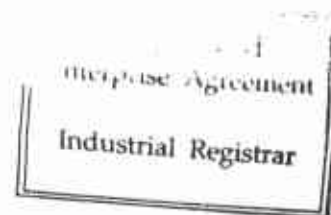
The parties to this Agreement are Cleanaway, an operating division of Brambles Australia Limited, (the company) and the Transport Workers Union, NSW Branch (the "Union") in respect of employees of the Company engaged as drivers, under the terms of the Transport Industry – Waste Collection and Recycling (State) Award, as varied, at the Municipal Services site at Blacktown.

### **5.0 COVERAGE OF AGREEMENT**

The provisions of this Agreement apply in lieu of the Transport Industry – Waste Collection and Recycling (State) Award, as varied, to the extent of any inconsistencies.

The wage increases agreed to within this Agreement shall absorb any increases in the Transport Industry – Waste Collection and Recycling (State) Award, as varied.

Given that the in principle agreement reached with the Transport Workers Union was for the roll over of existing Enterprise Agreements, this Agreement includes the relevant components of the Cleanaway NSW Agreement 1995 and the Cleanaway Baulkham Hills Rurals Contract Agreement 1997.



## PART 2 - COMMUNICATION, CONSULTATION AND DISPUTE RESOLUTION

### 6.0 AGREEMENT OBJECTIVES

The fundamental objectives of this Agreement are as follows:



➤ ***Service Concept***

Responding to service users (Residents and Supervisors) in an efficient and timely manner.

➤ ***Quality Assurance***

Co-operating in the achievement and maintenance of Quality Assurance accreditation including the completion of necessary paperwork.

➤ ***Occupational Health Safety & Environment***

Compliance by the Company and employees with their statutory Occupational Health and Safety obligations to prevent accidents and workplace injuries.

Recognise individually and collectively the responsibility to respect and care for the environment in which work is performed.

➤ ***Employee Relations***

Avoid industrial action as a means of resolving problems by working to finality the agreed conflict resolution procedures i.e. exhausting all avenues to resolve problems so as to develop a dispute free workplace culture.

Create an environment where individuals work as a team to co-ordinate their efforts and become an efficient and effective group.

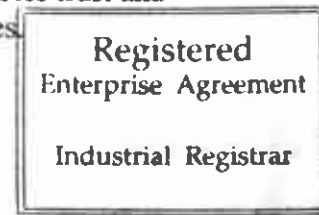
Build openness and trust which delivers positive employee relations benefits to all participants.

Provide leadership, which exhibits consideration for people, promotes trust and teamwork and empowers people to improve their work processes.

Promote the growth and retention of permanent employment.

➤ ***Commitment to Technological Advancement***

The parties recognise the need for the implementation of new technology to allow the business to remain competitive and expand. The implementation of new technology shall be approached in a consultative manner with appropriate training supplied by the Company.



## **7.0 CONSULTATIVE PROCESS**

- 7.1 A Consultative Committee shall be established of an agreed number of management and elected workforce representatives. Unless otherwise agreed this shall be two (2) management and four (4) workforce representatives.
- 7.2 The Committee shall meet not less than once per quarter to:
- 7.2.1 Oversee the successful implementation of the terms of this Agreement.
  - 7.2.2 Develop further the prospects for improved business performance.
- 7.3 Any dispute arising from matters under consideration by the consultative committee shall be dealt with in accordance with the Dispute Settlement Procedure.

## **8.0 DISPUTE SETTLEMENT PROCEDURE**

- 8.1 The parties to this Agreement will operate under this Dispute Settlement Procedure and it is the intention of the parties that the Procedure will be strictly adhered to for any issue, local or national.

In view of the guarantee of service outlined in subclause 8.3, it is specifically acknowledged by the parties that failure to comply with the Dispute Settlement Procedure will remove from the Company a considerable benefit of this Agreement.

- 8.2 The Dispute Settlement Procedure shall be:

8.2.1 All matters shall be attempted to be resolved within the workplace.

8.2.2 The following steps shall be followed until the matter is resolved:

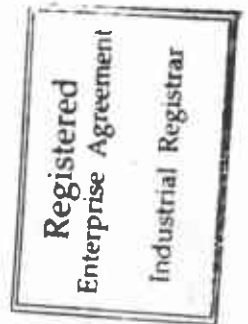
8.2.2.1 Any matter shall first be discussed between the employee and supervisor.

8.2.2.2 The Union Delegate shall consult with the Supervisor on the matter.

8.2.2.3 If the dispute is not resolved at the above level, the matter may be discussed between the union delegate and the workplace manager.

8.2.3 If the matter cannot be resolved within the steps identified in subclause 8.2.2, discussions involving the State Secretary/Union Organiser, Divisional Manager and relevant Company officials shall take place. This could include the Company's Employment Services Department.

8.2.4. If the matter still cannot be resolved, it shall be referred by either party to the New



South Wales Industrial Relations Commission (IRC) for its assistance in resolution of the matter.

8.2.5 During the processes outlined in this provision there shall be no disruption to the Company's commercial operations.

### 8.3 Continuity of Service

Consistent with the intent of the Industrial Relations Act 1996, the Union members employed by the Company will make best endeavors to undertake that during the life of this Agreement, industrial action will not be utilised to disrupt the availability of labour to work in accordance with the requirements of the Company's business undertakings.

8.4 No party shall be prejudiced as to final settlement by the continuance of work.

8.5 The circumstances which applied immediately prior to the dispute arising shall continue until final resolution of the matter.

The only qualification to the undertaking for continuity of service is the requirement that work be capable of being carried out in a manner consistent with Occupational Health and Safety requirements.



**PART 3 - COMPANY AND EMPLOYEES, DUTIES, EMPLOYMENT  
RELATIONSHIP AND RELATED ARRANGEMENTS**



**9.0 CONTRACT OF EMPLOYMENT**

**9.1 Employment Categories**

Employment under this Agreement may be full time, part-time or casual.

**9.2 Probationary Period**

An employee other than a casual employee shall be subject to a three (3) months probationary period.

**9.3 Full Time Employment**

A full time employee is a weekly employee other than a part-time employee or a casual employee.

**9.4 Part-time Employment**

9.4.1 A part-time employee is a weekly employee appointed as such and whose guaranteed number of ordinary weekly hours is less than 38. Provided that a part-time employee shall be engaged for not less than 20 ordinary hours per week and not less than 4 hours in any period of work. A part-time employee's roster may be changed given seven (7) days notice to the employee.

9.4.2 An employee so engaged shall be paid per hour one thirty-eighth of the weekly rate prescribed by Clause 10.1(a) - Classifications & Wage Rates for the classification in which the employee is engaged.

9.4.3 Leave provisions shall apply to part-time employees. The payment for such entitlements shall be calculated on a proportional basis.

9.4.4 Part-time employees may be offered additional work up to 38 hours per week at overtime rates.

9.4.5 Overtime rates are to be paid after work in any one day outside of the requirements of Clause 14 - Hours of Work.

**9.5 Casual Employment**

9.5.1 A casual employee is an employee engaged as such and paid by the hour.

9.5.2 A casual employee while working ordinary hours shall be paid on an hourly basis one thirty-eighth of the appropriate weekly wage rate prescribed by Clause 10.1(b) Classifications and Wage Rates.



- 9.5.3 A casual employee shall be paid for a minimum of 4 hours work in any engagement.
- 9.5.4 The number of casual and part-time employees engaged on a regular basis shall not exceed one quarter of the number of regular permanent employees.

**PART 4 - WAGES & RELATED MATTERS**

10.1(a) The following wage rates shall apply during the life of this Agreement reflecting a increases of:

- 2% on 1 August 2000.
- 2.5% + 1% based on KPI's on 1 July 2001.
- 2.5% + 1% based on KPI's on 1 July 2002.

**Adults – Permanent & Part Time Employees**

Grade	Base Rate	Upon Signature (2% increase on 1 August 2000)	On July 2001 (2.5% increase)	On July 2001 subject to achievement of KPI's (additional 1% increase)	On July 2002 (2.5% increase)	On July 2002 subject to achievement of KPI's (additional 1% increase)
A1	504.90	515.00	527.87	533.02	546.35	551.68
A2	541.42	552.25	566.05	571.58	585.87	591.58
A3	568.37	579.74	594.23	600.03	615.03	621.03
A4	596.09	608.01	623.21	629.29	645.02	651.32
B1	577.50	589.05	603.78	609.67	624.91	631.01
B2	591.80	603.64	618.73	624.76	640.38	646.63
B3	612.37	624.62	640.23	646.48	662.64	669.11
B4	625.02	637.52	653.46	659.83	676.33	682.93
B5	651.09	664.11	680.71	687.36	704.54	711.41
B6	668.69	682.06	699.12	705.94	723.58	730.64
B7	669.35	682.74	699.81	706.63	724.30	731.36
B8	707.52	721.67	739.71	746.93	765.60	773.07

The **Base Rate** includes the base rate of pay and the “Disability Allowance” and “Payment in Lieu of extra week’s Sick Leave.

**Juniors – Permanent & Part Time Employees**

Grade	Base	Upon Signature (2% increase on 1 August 2000)	On July 2001 (2.5% increase)	On July 2001 subject to achievement of KPI's (additional 1% increase)	On July 2002 (2.5% increase)	On July 2002 subject to achievement of KPI's (additional 1% increase)
16	329.89	336.49	344.90	348.26	356.97	360.45
17	384.34	392.03	401.83	405.75	415.89	419.95
18	444.29	453.18	464.51	469.04	480.76	485.45
19	502.15	512.19	525.00	530.12	543.37	548.67
20	Adult	Adult	Adult	Adult	Adult	Adult

**10.1(b)**

**Adults - Casuals**

Grade	Base	Upon Signature (2% increase on 1 August 2000)	On July 2001 (2.5% increase)	On July 2001 subject to achievement of KPI's (additional 1% increase)	On July 2002 (2.5% increase)	On July 2002 subject to achievement of KPI's (additional 1% increase)
A1	593.60	605.47	620.61	626.66	642.33	648.60
A2	637.43	650.18	666.43	672.93	689.76	696.49
A3	669.77	683.17	700.24	707.08	724.75	731.82
A4	703.03	717.09	735.02	742.19	760.74	768.17
B1	680.72	694.33	711.69	718.64	736.60	743.79
B2	697.88	711.84	729.63	736.75	755.17	762.54
B3	722.57	737.02	755.45	762.82	781.89	789.52
B4	737.75	752.51	771.32	778.84	798.31	806.10
B5	769.03	784.41	804.02	811.86	832.16	840.28
B6	790.15	805.95	826.10	834.16	855.02	863.36
B7	790.94	806.76	826.93	835.00	855.87	864.22
B8	836.75	853.49	874.82	883.36	905.44	914.27

**Juniors - Casuals**

Grade	Base	Upon Signature (2% increase on 1 August 2000)	On July 2001 (2.5% increase)	On July 2001 subject to achievement of KPI's (additional 1% increase)	On July 2002 (2.5% increase)	On July 2002 subject to achievement of KPI's (additional 1% increase)
16	383.59	391.26	401.04	404.96	415.08	419.13
17	448.93	457.91	469.36	473.94	485.78	490.52
18	520.87	531.29	544.57	549.88	563.63	569.13
19	590.30	602.11	617.16	623.18	638.76	644.99
20	Adult	Adult	Adult	Adult	Adult	Adult

**10.2 Allowances** (other than those referred to above) shall be paid in accordance with the relevant Award.

**10.3 Payment of Wages**

All wages shall be paid by Electronic Funds Transfer. A maximum of three (3) accounts may be nominated by the employee for the deposit of wages.

## **10.4 Superannuation**

- 10.4.1 Employer funded superannuation contributions shall be paid into one of the following funds as nominated by the employee
- Transport Workers Superannuation Fund, or
  - Brambles Superannuation Trust

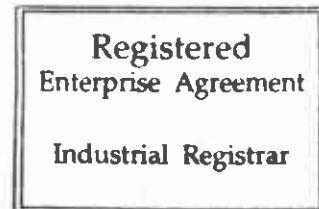
## **10.5 Income Protection insurance**

The company, through AON, shall provide Income Protection at the cost of 1.5% of gross wages for the life of the Enterprise Agreement.

## **11.0 NO EXTRA CLAIMS**

It is a term of this Agreement that during the nominal term set out in Clause 3 there shall be no claims for wages and allowances or terms and conditions of employment except as provided for within this Agreement.

It is also a term of this Agreement that any wage movements arising during the life of this Agreement from State Wage Case decisions shall be absorbed against the rates of pay set out in Clause 10.



**PART 5 - HOURS OF WORK, TRAINING, OVERTIME MEAL ALLOWANCES, OVERTIME, START TIMES, SICK LEAVE, REPLENISHMENT OF FUEL, OILS, LUBRICANTS AND WATER, WORKERS COMPENSATION AND DISCIPLINE.**

**12.0 HOURS OF WORK**

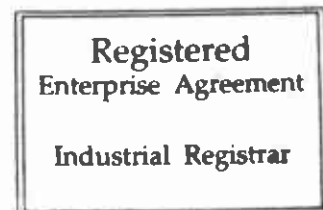
12.1 As per the Award, the ordinary hours of work shall not exceed eight (8) hours per day or thirty-eight (38) hours per week or seventy six (76) hours per fortnight or one hundred and fifty two (152) hours per 4 weeks and such hours shall be worked between the hours of midnight Sunday and midnight Friday inclusive.

In the case of the Penrith Contract, the ordinary hours of work shall not exceed nine point five (9.5) hours per day, or 38 per week.

**13.0 TRAINING**

13.1 Training is to be provided on a needs basis as follows:

- i) Competency based training shall be offered;
- ii) Occupational Health and Safety training shall be provided, not only to those on Committees, but to all employees, as agreed on a site by site basis;
- iii) Induction training shall be provided which includes occupational health and safety training and information on all industrial agreements. Induction training shall also include introduction to the Union delegate; and
- iv) Training shall be provided on the risks associated with contaminated waste and the danger of needle stick injuries on a needs basis. Immunisation shall be provided to all employees who provide the appropriate authority on a needs basis.



13.2 For the purposes of conducting training in either operational or Occupational, Health, Safety and Environment (OHS and E) issues, employees may be required on not more than four occasions per year and for not more than 3 hours on each occasion, to attend such training outside of ordinary hours. Payment for such attendance shall be at ordinary rates during the week and one and quarter (1 ¼) for Saturday. An employee may not “unreasonably” refuse to carry out such training.

Experienced employees will train new employees and casuals as required in systems of work. This training will attract \$1 per hour as an allowance. An employee may not “unreasonably” refuse to carry out such training.

**14.0 OVERTIME MEAL ALLOWANCES**

All employees who commenced with the Company after the 26<sup>th</sup> September 1995 shall be paid a meal allowance after two (2) hours overtime has been worked on any day, Monday to Friday.

All employees who commenced with the Company before the 26<sup>th</sup> September 1995 shall be paid a meal allowance after any overtime has been worked on any day, Monday to Friday.

For employees working on the Penrith Contract, all employees shall be paid a meal allowance after 15 minutes overtime has been worked on any day, Monday to Friday, irrespective of when they commenced with the Company.

Meal allowances shall be paid at the rate of \$7.50.

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## **15.0 OVERTIME**

The Company may require an employee to work reasonable overtime at overtime rates.

## **16.0 START TIMES**

16.1 The Company shall fix for each employee a regular starting time for each day of working ordinary hours. That starting time may differ on days of the week.

16.2 An employee's rostered shift may be changed by giving notice before finishing the day prior to the shift change by the employer. Provided in cases where such notice would result in hardship to the employee (proof of which lies on the employee) the period of notice may be extended through consultation between the company and the employee. Under no circumstances shall the consultative process require the period of notice to exceed seven (7) days.

## **17.0 UNIFORMS**

Company issued uniform will be worn at all times.

Uniform issue shall be replaced upon production of damaged items on a "new" for "old" basis.

## **18.0 SICK LEAVE**

18.1 Except in exceptional circumstances, employees unable to attend work by reason of illness shall notify their Supervisor before the rostered commencement time.

## **19.0 REPLENISHMENT**

Drivers shall upon request cooperate in the readying of vehicles for use, either that day or the next day, by refueling the vehicles with all fuels, oils, lubricants and water deemed necessary by the Company. Drivers shall be instructed in the replenishment of these items. Drivers shall record the quantities of such materials used.

## **20.0 REHABILITATION**

20.1 Except in exceptional circumstances, employees unable to attend work by reason of work related injury or illness shall notify their Supervisor before the rostered

commencement time. In the interests of timely rehabilitation, such employees shall be available to attend medical assessments arranged and paid for by the Company at any time during the rostered shift.

20.2 Ongoing medical treatment of work related injuries shall be conducted in agreement with the Company's Rehabilitation Coordinator. Employees shall be available to attend such treatments at any time during the rostered shift.

20.3 It is agreed by the parties that in the interests of adequate supervision and rehabilitation it is reasonable for injured workers performing "suitable and selected duties" to be temporarily rostered to work shifts commencing as late as 8am, excepting "exceptional circumstances".

## 21.0 DISCIPLINE

### CODE OF CONDUCT

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#### 21.1 Aims

This Code of Conduct aims to provide a system for identifying and maintaining acceptable employee behaviour and rectifying persistent poor work performance in a positive way by:

- Identifying to the employee behaviour that is unacceptable to Cleanaway.
- Providing employees, through a counselling and disciplinary process an opportunity to correct unacceptable behavior and/or to rectify poor work performance.

#### 21.2 Obligation of Employees

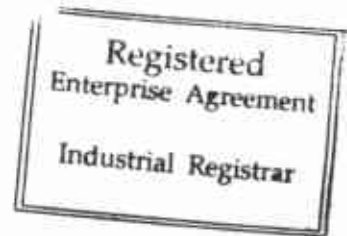
All employees of Cleanaway are expected to:

- \* Carry out their duties and responsibilities to the limit of their competency and skill.
- \* Positively contributes to the achievement of the work objectives of their respective business unit.
- \* Positively participate in approved and relevant training.
- \* Comply with work practices that are designed to promote the objective of a safe and healthy workplace.
- \* Comply with all lawful instructions.
- \* Treat peers, other employees of Cleanaway, clients, associates and members of the general community with due respect, courtesy and good manners.
- \* Comply with the terms, conditions and commitments of the Enterprise Agreement.
- \* Comply with acceptable personal presentation.

- \* Complete all necessary documentation on time with acceptable attention to detail, accuracy, neatness, etc.
- \* Ensure that all equipment is cleaned, checked and stored properly. Participate in ensuring that the depot and buildings are clean, neat and tidy. Where necessary, idle time shall be utilised for this purpose provided the duties are meaningful.

Unacceptable behavior or poor work performance may include but not be limited to the following:

- \* Consistent absenteeism without valid reason;
- \* Lack of application to duties and responsibilities;
- \* Derogatory speech or action;
- \* Failure to comply with legal, safe and reasonable instructions;
- \* Illegal, dishonest acts or acts which directly conflict with the interest of the Company;
- \* Intimidatory acts or assaults;
- \* Drunkenness, intoxication and illicit drug use.
- \* Failure to maintain a “neat and tidy” appearance, subject to the constraints of the industry and the nature of the work performed.



### 21.3 Disciplinary Procedures

The following disciplinary procedure shall apply for breaches of the Code of Conduct.

To correct any behavioural or performance issues which may arise the company shall apply a formal letter of warning system. The system shall consist of one (1) verbal and two (2) written advices. The second written advice will constitute a final written warning.

Such warning letters shall stay in force for a period of up to two (2) years but will remain on file after the said period. For the avoidance of doubt, each warning, whether verbal or written, shall stand for two (2) years. That is, any warning whether verbal or written shall be included in calculating whether an employee has received three (3) warnings within a two (2) year period.

If necessary, and where practicable, the Company will provide outside counselling or training assistance for the employee concerned.

### 21.4 Warnings

When issuing warnings (verbal or written) the following matters should be taken into consideration:



- I. Employees are to be given the opportunity to have a witness or union delegate in attendance;
- II. Employees are to be advised of the nature of the specific issue generating the warning and Company's expectations in respect to that issue;
- III. Employees are to be given an opportunity to respond to the matter(s) raised in II.
- IV. Employees are to be advised that disciplinary action will continue should the problem(s) identified not be remedied. In this regard employees should be aware that termination of their contract of employment may ultimately occur;
- V. Employees are to be made aware that any written warnings issued will be placed on their personnel file;
- VI. Employees are to be asked to sign a copy of the warning, any refusal to do so should simply be noted on the warning document. A copy of the warning shall be provided to the employee.

#### **21.5 Summary Dismissal**

In circumstances of serious or willful misconduct (i.e. theft, violence, assault ) the Company may summarily terminate an employee's contract of employment and no notice period is required.

#### **22.0 Cashing in of Sick leave (The following is optional for each employee)**

Individual employees who have not used any sick leave for three (3) calendar months may, at the employees' discretion, "cash in" two-and-one-half (2 ½) days Sick Leave at the completion of each quarter, on a "dollar for dollar basis". This is subject to employees maintaining a bank of five (5) days (before and after the cashing in of any Sick Leave). If an employee elects not to "cash in" Sick Leave at the end of a quarter, then this Sick Leave cannot be later "cashed-in". For the purposes of this clause each quarter is to be calculated with reference to the 1<sup>st</sup> April 1999. That is, the next time employees would be able to cash-in Sick Leave is on the 1<sup>st</sup> October 2000, provided they have a bank of five (5) days. Under no circumstances would sick leave be paid out at termination of employment.

#### **23.0 Commitment to Vehicle Availability**

In order to promote the maximum vehicle availability and to satisfy employees' concerns about vehicle maintenance, two Union delegates will meet, on full pay, for one hour per fortnight with the Equipment Manager and Service Manager to air employees' concerns. This meeting will produce written minutes and action plans to be circulated on notice boards.

#### **24.0 Commitment to Run Restructuring –**

The parties commit to run restructuring to review the growth areas to achieve a reduction in excessive overtime. During the first three months of this agreement two Union delegates will

meet, on full pay, for one hour per month with the Service Manager to review the Customer Service department progress towards run restructuring. This meeting will produce written minutes and action plans to be circulated on notice boards.

## **25.0 Commitment to Wage Accuracy –**

During the life of this agreement one Union delegate will meet, on full pay, for one half (1/2) hour per fortnight with the Payroll Officer to air employees' concerns.

## **26.0 Key Performance Indicator -**

For the eleven months from August 1st 2000 to June 30th 2001, and again for the twelve months from July 1st 2001 to June 30th 2002, the drivers and the company will assess in committee the drivers' performance in relation to the following benchmarked Key Performance Indicators to achieve the additional 1% increase on July 1st, 2001 and on July 1st 2002:

The area of customer service that is currently of concern is missed services. This is the aspect of our work that draws the greatest number of complaints, and there is a significant cost associated with re-visiting the household.

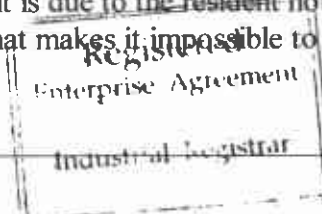
Customer Service will account for the full 1% KPI increments to be paid. Subject to achievement of performance targets between 1<sup>st</sup> August 2000 and 30<sup>th</sup> June 2001, the 1% KPI increment will be paid for the following 3 months. Should the benchmarks fail to be achieved between 1<sup>st</sup> August 2000 and 30<sup>th</sup> June 2001, then this 1% would not be paid for the following 3 months. At the end of each subsequent 3 month period, a review will be undertaken to determine whether the KPI target has been met for that quarter, and whether the 1% will continue to be paid for the following 3 months. Should the benchmarks fail to be maintained each quarter, then the 1% would not be paid for the following 3 months.

Upon achievement of the annual performance targets between 1<sup>st</sup> July 2001 and 30<sup>th</sup> June 2002, the 1% increment earned on 1<sup>st</sup> July 2001 would become a permanent component of the base wage, with the second 1% increment subject to review every 3 months from 1<sup>st</sup> July 2002 as described above.

The 1% increments are to be paid on a contract wide basis, i.e. Penrith drivers will be paid the increment based on results for Penrith collection, Blacktown drivers will be paid the increment based on results for Blacktown collection.

## **Target Service Level**

The average level of service currently being achieved across Cleanaway Municipal Services is 5.5 missed services per 10,000 collections. The target level of service set by Penrith Council is 2 missed service per 10000 collections. Note that a missed service as measured by Council is only counted if it is Cleanaway's fault, and is not counted if it is due to the resident not putting the bin out, contaminating the bin or placing it in a position that makes it impossible to pick up.



Based on this target level of service, the number of missed services allowed in order to satisfy the Key Performance Indicator requirement for each contract is as follows:

Contract	Weekly Services	Current Missed Services / Week	July 2001 Target Missed Services / Week	July 2002 Target Missed Services / Week
Blacktown Recycling	40,000	28	20	15
Penrith Recycling	27,750	5	10	10
Total	67,750	33	30	25

Over the eleven months from **August 1<sup>st</sup> 2000 to June 30<sup>th</sup> 2001**, the level of "Missed Services" that are Cleanaway's fault needs to be less than:

- Blacktown Recycling - 20 x 48 weeks = 960
- Penrith Recycling - 10 x 48 weeks = 480

For a quarter the goal would be:

- Blacktown Recycling - 20 x 13 weeks = 260
- Penrith Recycling - 10 x 13 weeks = 130


Over the twelve months from **July 1<sup>st</sup> 2001 to June 30<sup>th</sup> 2002**, the level of "Missed Services" that are Cleanaway's fault needs to be less than:

- Blacktown Recycling - 15 x 52 weeks = 780
- Penrith Recycling - 10 x 52 weeks = 520

For a quarter the goal would be:

- Blacktown Recycling - 15 x 13 weeks = 195
- Penrith Recycling - 10 x 13 weeks = 130

The benchmark levels shown above would be adjusted upwards with increased services.

  
 Trevor Morrow  
 Manager

2/11/00  
 Date

  
 Union Delegate

7/1/00  
 Date

  
 Union Secretary

3/11/00  
 Date

