

Proposed

HASTINGS DEERING (AUSTRALIA) LIMITED ENTERPRISE AGREEMENT 2021

Employee Attendance, Phone, and Internet Ballot

FREQUENTLY ASKED QUESTIONS

NOTE: This FAQ document has been prepared by Richard Kidd, Australian Election Company as Returning Officer for the proposed HASTINGS DEERING (AUSTRALIA) LIMITED ENTERPRISE AGREEMENT 2021 Employee Ballot.

BALLOT DETAILS

What is this Ballot for?

This Phone and Internet Ballot is being conducted to allow for eligible employees to indicate whether they wish to approve or reject the proposed HASTINGS DEERING (AUSTRALIA) LIMITED ENTERPRISE AGREEMENT 2021.

Who is conducting the Attendance, Phone and Internet Ballot?

The Employee Attendance Ballot will be conducted by the Company, along with Employee Representatives. The Australian Election Company is not conducting the Attendance Vote.

The Employee Phone and Internet Ballot is being conducted by Australian Election Company. The Returning Officer will be Mr. Richard Kidd. Mr Kidd has conducted many Union, Employer Group and Corporation Elections, together with Collective/Certified/Enterprise Agreement Employee Ballots for many Government Agencies and private sector organisations including Centrelink, the Department of Education, Employment and Workplace Relations, the Department of the Prime Minister and Cabinet, Suncorp, Thiess, and Emirates Airline. He is contactable through rkidd@austelect.com.

What will I receive from Australian Election Company?

Just prior to the Phone and Internet Ballot opening, eligible employees who have not registered their vote by attendance, should receive their Instruction Sheet/PIN Advices from Australian Election Company. These will be sent by email to the nominated preferred email address of eligible employees. The Instruction Sheet/PIN Advice will include details of your unique PIN, together with the “step by step” Instructions on how to cast either a Phone or Internet vote.

I haven't received my Ballot Instruction Sheet/PIN Advice. How/when were they distributed?

Ballot Instruction Sheets/PIN Advice will be sent by email approximately 15 minutes prior to the Phone and Internet Ballot opening on Friday 24 September 2021.

VOTING PERIOD

What is the voting period for the Ballot?

Attendance voting will be held in Business Centres from Monday, 20 September to Thursday, 23 September 2021. Times will vary between local Business Centres, and you will need to check with the Company to confirm these details.

Phone and Internet voting will commence at 11.00am AEST on Friday 24 September, 2021 and finish at 1:00pm AEST on Monday 24 September, 2021.

Can I vote outside the specified period?

Attendance, Phone and Internet voting will only be open during the specified Ballot periods.

VOTING METHODS

What voting methods are available?

There are three methods of voting which includes attendance (in-person at Business Centres), Phone and Internet. The Company will facilitate the Attendance Vote. Australian Election Company will facilitate the Phone and Internet vote.

Instructions for attendance voting will be issued separately to this document.

For Phone voting within Australia, the Phone number to dial to gain access to the Ballot "line" will be 1800 097 041. If calling from overseas, the Phone number to dial to gain access to the Ballot "line" will be + 612 9191 9449.

For Internet Voting, the URL (web address) to gain access to the Internet Voting site will be <https://ivote.electionz.com/e/HASTDEER> .

How will Phone Voting work?

Prior to the Phone and Internet Ballot, an Instruction Sheet including a unique, randomly generated four (4) digit personal PIN will be sent to eligible employees by email to the employees preferred email address.

The PIN, used in conjunction with your Employee ID, provides a high level of security and allows the Phone Voting system to authenticate you before giving you access to the Ballot.

Here is how the Phone Voting will work.

When it is time to vote, if you are calling from within Australia, you dial the designated Freecall number 1800 097 041. If calling from overseas, dial +612 9191 9449.

You will be asked to enter authentication details i.e. your unique four (4) digit personal PIN followed by the hash (#) key and your Employee ID ignoring any alphabetic character and/or zeros at the beginning followed by the hash (#) key. For example V123 would need to be entered as 123#, V012 as just 12# or 0034 as just 34#.

Once authenticated, the system will prompt you to cast your vote. To vote "YES" – for approval of the proposed Agreement - press the number "1" on your Phone keypad; to vote "NO" – for rejection of the proposed Agreement - press the number "2" on your Phone keypad.

Once you have cast your vote, the system will request that you confirm your vote selection. To confirm your vote selection, simply press the number "1" on your Phone keypad.

To amend your vote selection, press the number "2" on your Phone keypad. You will then be guided through the voting process again and asked to confirm your revised vote selection. To confirm your revised selection, press the number "1" on your Phone keypad.

Once you have confirmed your vote selection, the system will provide the following scripted message "Your vote has been recorded and your PIN can not be used again to vote. Thank you, goodbye".

Once you have cast and confirmed your vote, **you will be unable to vote again either by Phone or Internet.**

As a large number of lines are available, congestion on the phone network should be limited. However, if high system demand is experienced at any time, it may be necessary to redial.

Please note that 1800 numbers are "free call" numbers from land lines, however calls made from mobile phones will be charged at the carrier's applicable rate. For international calls, standard call rates will apply from the relevant land line or mobile service provider.

How will Internet Voting work?

Prior to the Phone and Internet Ballot, an Instruction Sheet including a unique, randomly generated four (4) digit personal PIN will be sent to eligible employees by email.

The PIN, used in conjunction with your Employee ID, provides a high level of security and allows the Internet Voting system to authenticate you before giving you access to the Ballot.

Here is how the Internet Voting will work.

When it is time to vote, go to the voting website URL <https://ivote.electionz.com/e/HASTDEER> . You will be asked to enter authentication details i.e. your unique four (4) digit personal PIN and your Employee ID ignoring any alphabetic character and/or zeros at the beginning. For example V123 would need to be entered as 123, V012 as just 12 or 0034 as just 34. Then click the "Login" button.

Once authenticated, you will be prompted to cast your vote. To vote "YES" - for approval of the proposed Agreement, click in the "YES" box; to vote "NO" - for rejection of the proposed Agreement, click in the "NO" box and then click the "Next" button.

The system will then require you to confirm your vote selection. To confirm your vote selection, click the "Submit" button. To amend your vote selection, click the "Back" button and then change your vote.

Click the "Close" button (or icon on smaller screens) to end your voting session.

Once you have cast and confirmed your vote, **you will be unable to vote again either by Internet or Phone.**

What if I'm moving, travelling or working away from home?

You will be able to vote using any tone-dial/push button phone or Internet enabled computer.

If you are overseas during the Ballot period, you will be able to vote by phone by dialing +612 9191 9449 or by going to the voting website URL <https://ivote.electionz.com/e/HASTDEER>

What if someone has a hearing impairment?

The automated Phone Voting system does not work with TTY technology. If you use this service, you will need assistance in casting your vote. The basis of the Phone script for the automated vote can be made available (through the Help Line 1800 224 420) in order that you can understand the process. We recommend that if you need assistance, that you appoint another individual to assist in voting; you could appoint a relative or trusted friend. Alternatively you may seek assistance from the Returning Officer (Richard Kidd on 1800 224 420). However all employees should ensure they respect and practice the need for privacy in the voting process.

What type of Phone can I use?

Generally, any tone-dial/push button phone, including mobile phones will work. However, mobile phone calls will be charged at applicable rates. A rotary dial phone that uses pulse-dial will not work.

What is the phone number for Phone Voting?

For calls from within Australia, the Phone number is 1800 097 041. If calling from overseas, please call +612 9191 9449.

I will be outside Australia during the Ballot. What early voting options are available by Phone or Internet?

Phone and Internet voting only will be conducted during the specified Ballot period.

VOTING PROCESS

I'm trying to vote, and the Phone Voting voice message keeps prompting me for a PIN. What is a PIN?

A PIN is a unique, personal four (4) digit number. All eligible employees will be sent an Instruction Sheet /PIN Advice which will show their unique PIN. You need to input your PIN and your Employee ID in order to cast a vote in the Ballot (either by Internet or by Phone).

I want to vote, but I've lost /didn't receive my Instruction Sheet/PIN Advice. How can I vote?

You will need to correctly respond to a series of identification check/authentication questions which will be posed by our Helpdesk staff. The Helpdesk phone number will be 1800 224 420. The Helpdesk email address is help@austelect.com.

I've input my PIN, but the Phone Voting voice message tells me that the system has not recognised my PIN, or that the PIN I have input is invalid. What should I do?

How many times have you attempted to vote? If only one attempt has been made, then try again. To eliminate a mechanical error possibility, try voting from another phone. To eliminate a human error possibility, perhaps have a trusted friend to input the PIN. If, after attempting those contingencies, you still cannot register a successful vote, contact the Helpdesk on 1800 224 420 or through help@austelect.com

I've voted, what should I do with my Instruction Sheet with my PIN on it?

No one else will be able to use your PIN after you've voted, but you should destroy/delete the Instruction Sheet anyway.

I've voted, but want to change my vote. Can I?

No, you will be unable to attempt to change your vote. As in most Ballots/Elections, each voter/elector is allowed only one vote. When that vote has been cast, the vote cannot be changed.

I cannot connect to the Phone Voting line. What's wrong?

If you received an engaged signal, please try again later. If you didn't receive an engaged signal and were not able to connect please check the number you are calling. If calling within Australia, the Ballot "line" number is 1800 097 041. If calling from overseas, dial +612 9191 9449.

After casting my Phone Vote, I did not appear to receive a confirmation message indicating my vote had been recorded. How can I check that it has been recorded?

After you have confirmed your vote selection, you should receive the message "Your vote has been recorded and your PIN cannot be used again to vote. Thank you, goodbye." However, if you call the Ballot "line" again and enter your PIN and Employee ID, if your original vote was confirmed and recorded, you will receive a message advising that you have already voted, and you will then be disconnected. However, in the event you do not get disconnected, your original vote was not recorded and you could continue to cast your vote. You should be prompted with the confirmation message within 30 seconds. If you do not receive that confirmation, please email details of your voting attempts to help@austelect.com.

GENERAL

Can I vote during work hours?

You will be able to vote using Phone and Voting **anytime** 24x7 during the currency of the Phone and Internet Ballot period.

Attendance voting times will vary across Business Centres, please check with the Company to confirm these details.

I want to mail or fax my voting preference. Can I do this?

No. The Ballot being conducted by Australian Electoral Company is by Internet and Phone only. The URL (web address) to gain access to the Internet Voting site is <https://ivote.electionz.com/e/HASTDEER> .

The Phone number to dial, if in Australia, will be 1800 097 041. If calling from overseas, to cast your vote by Phone, please call +612 9191 9449.

Attendance voting will be held in Business Centres from 20 to 23 of September.

Will anyone be able to tell how I voted?

For both forms of electronic voting, the information that identifies you as an employee eligible to vote is kept completely separate from your vote. Please Note, once your vote is "confirmed", your personal details are electronically detached from your vote. Therefore your vote is guaranteed to be completely anonymous. **The technology used by Australian Election Company ensures the secrecy of each person's vote.** Management will only be advised of the outcome of the Ballot. Management will not receive information about who participated in the Ballot.

Attendance Voting will be by the traditional method of completing a paper Ballot in private and depositing it into a sealed Ballot Box.

What Help Desk Facilities will be available?

The Helpdesk Phone number will be 1800 224 420 or +617 5432 9017 from overseas. The Helpdesk will operate 8:30am to 5:00pm AEST on business days during the currency of the Ballot. However, any employees outside the Eastern States or overseas at the time of the Ballot will need to take into account relevant Time Zone differences.

An email Helpdesk help@austelect.com will be regularly monitored and will also be available.

I want to relay comments on the Ballot process. Who can I contact about this?

Comments about the Ballot process should be referred to the Returning Officer rkidd@austelect.com
Technical related comments can be sent to help@austelect.com.