

Proposed

CALLIDE MINE UNION ENTERPRISE AGREEMENT 2021

Employee Ballot FREQUENTLY ASKED QUESTIONS

NOTE: This FAQ document has been prepared by Richard Kidd, Australian Election Company as Returning Officer for the proposed CALLIDE MINE UNION ENTERPRISE AGREEMENT 2021 Employee Ballot.

BALLOT DETAILS

What is this Ballot for?

This Ballot is being conducted in order to allow eligible employees to indicate whether they wish to approve or reject the proposed CALLIDE MINE UNION ENTERPRISE AGREEMENT 2021.

Who is conducting the Ballot?

The Employee 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 organizations 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 able to be contacted through rkidd@austelect.com.

What will I receive from Australian Election Company?

Just prior to the Ballot opening, eligible employees should receive their Instruction Sheet/Password Advices from Australian Election Company. Internet and Telephone Voting Instruction Sheet/Password Advices will be emailed to all employees with a recorded email address and posted to those employees with no email address. The Instruction Sheet/Password Advice will include details of your unique Password, together with the "step by step" Instructions to cast either an Internet or Telephone vote.

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

Where an email address is available, Ballot Instruction Sheets/Password Advice will be sent by email at approximately 8:45am AEST on Friday 21 May, 2021. The information will be posted to the remaining eligible employees on Friday 14 May, 2021

VOTING PERIOD

What is the voting period for the Ballot?

The voting period commences at 9.00am AEST on Saturday 22 May, 2021 and finishes at 5:00pm AEST on Friday 28 May, 2021.

Can I vote outside that period?

No. Voting will only be open during the applicable Ballot period.

VOTING METHOD

What voting methods are available?

The Ballot is being conducted by Internet and by Telephone Voting. The URL (web address) to gain access to the Internet Voting site will be <https://ivote.electionz.com/e/CALLIDE> .

Within Australia, the Telephone number to dial to gain access to the Ballot “line” will be 1800 114 464. If calling from overseas, the Telephone number to dial to gain access to the Ballot “line” will be + 612 9199 5324.

How will Internet Voting work?

Prior to the Ballot, an Instruction Sheet including a unique, randomly generated four (4) digit personal Password will be sent to all eligible employees by email if an email address is available otherwise by post.

The Password, used in conjunction with your Payroll Number, 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/CALLIDE> . You will be asked to enter authentication details i.e. your Payroll Number (omitting any leading zeros) and your unique four (4) digit personal Password and to 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 Telephone.**

How will Telephone Voting work?

Prior to the Ballot, an Instruction Sheet including a unique, randomly generated four (4) digit personal Password will be sent to all eligible employees by email if an email address is available otherwise by post.

The Password, used in conjunction with your Payroll Number, provides a high level of security and allows the Telephone Voting system to authenticate you before giving you access to the Ballot.

Here is how the Telephone Voting will work.

When it is time to vote, if you are calling from within Australia, you dial the designated Freecall number 1800 114 464. If calling from overseas, dial +612 9199 5324.

You will be asked to enter authentication details i.e. your Payroll Number (omitting any leading zeros) and your unique four (4) digit personal Password.

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 telephone keypad; to vote “NO” – for rejection of the proposed Agreement - press the number “2” on your telephone 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 telephone keypad.

To amend your vote selection, press the number “2” on your telephone 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 telephone keypad.

Once you have confirmed your vote selection, the system will provide the following scripted message "Your vote has been recorded and your Password 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 Telephone or Internet.**

As a large number of lines are available, congestion on the telephone 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.

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 Telephone by dialing +612 9199 5324.

What if someone has a hearing impairment?

The automated Telephone 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 Telephone 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 Telephone 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 Telephone Voting?

For calls from within Australia, the Telephone number is 1800 114 464. If calling from overseas, please call +612 9199 5324.

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

NONE are available - voting only will be conducted during the applicable Ballot period.

VOTING PROCESS

My name does not appear on the list of eligible voters.

You will need to follow this up with your HR or Payroll contact to check your eligibility.

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

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

I want to vote, but I've lost/spoilt/didn't receive my Instruction Sheet/Password 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 telephone number will be 1800 224 420. The Helpdesk email address is help@austelect.com.

I've input my Password, but the Telephone Voting voice message tells me that the system has not recognised my Password, or that the Password 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 Password. 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 Password on it?

No one else will be able to use your Password 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 Telephone Voting line. What's wrong?

How many attempts have you made? If you have made only one attempt, then please try again.

Did you get an engaged signal?

YES - try again later.

NO - What number were you dialling? If calling within Australia, the Ballot "line" number is 1800 114 464. If calling from overseas, dial +612 9199 5324.

After casting my Telephone 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 Password cannot be used again to vote. Thank you, goodbye." However, if you call the Ballot "line" again and enter your Payroll Number and Password, 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 Internet or Telephone Voting **anytime** 24x7 during the currency of the applicable Ballot period.

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

No. This Ballot is being conducted by Internet and by Telephone Voting. The URL (web address) to gain access to the Internet Voting site is <https://ivote.electionz.com/e/CALLIDE> .

The Telephone number to dial, if in Australia, will be 1800 114 464. If calling from overseas, to cast your vote by Telephone, please call +612 9199 5324.

Will anyone be able to tell how I voted?

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.

What Help Desk Facilities will be available?

The Helpdesk telephone number will be 1800 224 420 or +617 5432 9017 from overseas. The Telephone 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@ustelect.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@ustelect.com
Technical related comments can be sent to help@ustelect.com.