

2003/2004 FAMILY PROVISIONS CASE

WITNESS STATEMENT

Name: Judy Barnesby
Organisation: Coles Myer Ltd
Address: , Victoria.
Position: Employee Relations Manager

1. This statement should be read in conjunction with my earlier statement dated 30th June 2004 insert date.
2. Coles Myer Ltd is a retail organisation with over 170,000 employees. Coles Myer operates in both Australia and New Zealand and has over 1900 retail stores. Generally, these stores are managed by a Store Manager and are supported by a management team.
3. Within Coles Myer there are approximately 17,000 frontline managers who amongst other things, have a day to day accountability of coaching and leading all of our team members. Our various businesses include: Bi-Lo Supermarkets, Coles Supermarkets, Coles Online, Shopfast, Coles Express Shell Service Stations, Harris Technology, Kmart, Kmart Tyre & Auto Service, Coles Myer Liquor Group (including Liquorland, Liquorland Direct, Vintage Cellars and Theo's), Megamart, Myer, Officeworks and Target.
4. Within Coles Myer, approximately 62% of our overall workforce are women. In most of our businesses, women represent at least 50% of the workforce, with the exception of Coles Myer Liquor (35%), Harris Technology (21.5%) and Supply Chain (22.3%).
5. Valuing diversity in Coles Myer is about respecting human difference. We recognise that family responsibilities is part of this diversity. Effectively managing a diverse workforce creates an environment where a broader range of ideas, perspectives and experiences can contribute to enhancing the quality and outcomes of our work. Our continued growth and success as a company will be through our ability to attract, develop and retain our highly talented workforce.
6. The majority of our retail businesses have national certified agreements in place with various unions, pursuant to the Workplace Relations Act 1996. These agreements have been in place from at least 1997 and outline all relevant terms and conditions of employment. Our retail businesses generally consult with employees and line managers

prior to commencing the bargaining phase with the relevant union. Extensive negotiations then occur with the relevant union in order to reach agreement.

7. Our retail agreements contain various references to family responsibilities. Examples of these references include: (Note such clauses can be found in the following appendices).

Appendix A Coles Supermarkets Retail Agreement 2002

Appendix B – Myer Grace Bros Stores Agreement 2001

Appendix C – Target Retail Agreement 2003

- Rostering clauses which state that 'the company must have regard for family responsibilities when establishing or changing a roster'.
 - Parental leave entitlements of between 15 and 18 months unpaid leave.
 - An ability for employees returning from parental leave to return on a part time basis until the child's second birthday, simultaneous leave for both parents upon the birth of a child of between 4 and 8 weeks duration.
 - After 6 months continuous service an employee may access up to 26 weeks unpaid parental leave.
 - Pre-natal leave. Employees may access their sick leave or family carers leave for the purposes of attending medical appointments associated with the pregnancy.
 - Regular casuals also have access to parental leave.
 - Employees can access up to 22.8 Family/Carers Leave per year. This enables employees to attend to special or urgent family matters. This leave is in addition to all other entitlements, that is, sick leave.
 - An Anti Discrimination Clause, which amongst other things includes a reference to family responsibilities.
8. To support the skill development of our Line Managers Coles Myer has established the Coles Myer Institute to deliver quality learning and development products and solutions to all Coles Myer employees across all States and Territories. It is responsible for the learning and development of all Coles Myer employees.
 9. The Coles Myer Institute goal is to connect individuals to a life long learning experience. The Coles Myer Institute endeavours to create an environment that provides employees with continuous learning for continuous business improvement.
 10. The Coles Myer Institute is responsible for the development and delivery of all learning throughout the organization from job specific skills through to personal workplace skills such as self-leadership, operational leadership, problem solving and decision-making. Programs range from entry level through to senior management. The Coles Myer Institute has a well established partnership with Deakin University. Deakin University provides employees with extended learning opportunities throughout their working lives via professional development programs specifically customized for business identified needs.
 11. Coles Myer sees employee development as a high priority as people are considered key assets essential to business success. Coles Myer is a large and diverse business and as such requires a structured and comprehensive learning and development strategy to meet the skill and competency development needs of the organization. Coles Myer sees the Coles Myer Institute as integral to its vision of being Australia's number one retailer by delighting customers, growing shareholder value and being the best team possible.
 12. To support our Line Managers and to provide them with accurate and timely advice on all human resource matters, Coles Myer has also established a Human Resources Advisory

Centre. This Centre is available 24 hours, 7 days a week and provides human resource support to Line Managers and employees. Line Managers can call this centre and seek information or advice on such matters as agreement interpretation, performance management and application of rostering provisions including family and personal responsibilities.

13. A foundation of our rostering principles is having the right people, in the right place at the right time. This can be a complex process particularly so, when trading patterns and customer expectations can vary over a trading day, week, month and year. Our businesses use a variety of technology and software to match the labour workload with the trading patterns of any given store. These programs take into consideration the rostering rules as stipulated in the relevant agreement and the availability of employees working in each particular department or store.
14. Coles Myer has a long-standing commitment to treating its employees fairly and in conjunction with its commitment to Equal Opportunity obligations ('EEO'). Our agreements provide our employees with some options to assist them to balance work and family responsibilities; whilst at the same time allowing the organisation to best meet customer demand and expectations.

Dated this day of2004

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Signature of Witness