

BHP



# Payroll Review – Q&A

As at Monday, 15 January 2024

## General Questions

Question	Answer
What has happened?	<p>We've identified issues with certain allowances and entitlements affecting members of our team in Australia.</p> <p>Our review identified that leave had been incorrectly deducted when some employees, who are mostly rostered and site based, had taken time off work on a public holiday. We also identified that OZ Minerals had been affected by a similar issue before being acquired by BHP in May 2023.</p> <p>Separate to this issue, we identified that certain current and former employees at our WAIO Port Operations may be eligible for additional allowances, due to an error with the employing entity in their contract. We are working through this directly with affected team members.</p> <p>We are sorry and we will make this right. We have self-reported these issues to Australia's Fair Work Ombudsman and have engaged Protiviti, a global assurance firm, to undertake a thorough review of our payroll systems.</p>
What is the current status?	<p><b><u>Public holiday leave issue</u></b></p> <p>We have recredited relevant leave deducted on public holidays between the period from 2010 to 8 May 2023 for current BHP employees, including employees who had relevant leave deducted during their employment with OZ Minerals before it was acquired by BHP in May 2023.</p> <p>We have now commenced contacting former employees who had relevant leave deducted on public holidays between 2010 and 8 May 2023 (along with current employees who were affected during a previous period of employment with BHP). That communication sets out the next steps in the payment process.</p> <p><b><u>WAIO Port Operations employing entity issue</u></b></p> <p>Current affected employees have been notified and are receiving any additional applicable allowances. The calculation of historical payments will take some time and we will engage with the Fair Work Ombudsman on this. We will provide more information on expected timeframes for this work as soon as we can.</p>
Who is affected?	<p><b><u>Public holiday leave issue</u></b></p> <p>Based on our latest review, there are approximately 34,000 current and former employees affected in Australia, dating back to 2010.</p> <p><b><u>WAIO Port Operations employing entity issue</u></b></p> <p>Certain current and former employees at our WAIO Port Operations are affected by the error with the employing entity in their contract.</p>

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<b>How do I know if I am affected?</b>	We have begun contacting former employees who we have identified as affected by the public holiday leave issue. Affected individuals will be invited to register on our Secure Portal, where they will be asked to complete the next steps in processing their payment, including identity verification and confirmation of banking details.
<b>What support will be available for affected employees?</b>	<p>Additional support is available to answer any questions you may have:</p> <ul style="list-style-type: none"> <li>• Call our dedicated hotline -1800 161 243, available Monday to Friday from 8am until 9pm, and Saturday from 10am until 3pm (AEDT).</li> <li>• Visit our dedicated portal (<a href="http://bhp.com/payrollreview">bhp.com/payrollreview</a>) where you can visit our Secure Employee Portal to register your details and submit a query.</li> </ul> <p>Current employees can also speak to their line leader.</p>
<b>How long have these issues occurred for?</b>	<p><b>Public holiday leave issue</b> The issue has occurred since 2010.</p> <p><b>WAIO Port Operations employing entity issue</b> We are investigating how long this has occurred.</p>
<b>I'm a former employee and I think I might be affected, what should I do?</b>	<p>If you think you may be affected, you can:</p> <ul style="list-style-type: none"> <li>• Call our dedicated hotline - 1800 161 243, available Monday to Friday from 8am until 9pm, and Saturday from 10am until 3pm (AEDT).</li> <li>• Visit our dedicated portal (<a href="http://bhp.com/payrollreview">bhp.com/payrollreview</a>) where you can visit our Secure Employee Portal to register your details and submit a query.</li> </ul>
<b>Why have these issues occurred?</b> <b>How will you ensure this doesn't happen again?</b>	We're thoroughly investigating these issues and working to rectify and remediate them. We have also self-reported these issues to Australia's Fair Work Ombudsman and have engaged Protiviti, a global assurance firm, to undertake a thorough review of our payroll systems.
<b>Could there be other issues across BHP with pay and leave?</b>	We have engaged Protiviti, a global assurance firm, to undertake a thorough review of our payroll systems.
<b>How do I report any other suspected issues with my pay and conditions?</b>	<p>You can report any other suspected payroll issues through the contact methods listed above.</p> <p>Alternatively, you can raise a case with BHP HR Operations through the Digital Workspace or your line leader (for current employees), or through the Contact Us page on the BHP website (for former employees).</p>
<b>What's the role of the Fair Work Ombudsman (FWO)?</b>	The FWO is part of the Australian Government and provides education, assistance, advice to employers and employees. They promote and monitor workplace laws and take appropriate enforcement action where needed.
<b>I worked for BHP/OZ Minerals, left for a time and then returned. Will this process cover both of my periods of employment?</b>	<p>If you previously worked for BHP or OZ Minerals, left the business, and have since re-joined, you may have been affected by the public holiday issue during your previous period(s) of employment.</p> <p>We will contact you separately about any payment for any relevant leave deducted during any previous periods of employment.</p>
<b>I'm a BHP contractor, could I be affected?</b>	Please speak to your employer.

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## Questions for former employees: payments in respect of public holiday leave deductions

<p><b>Why do I have to give you more identification information?</b></p>	<p>If you are an affected former employee, additional information like your date of birth, current address and banking details, will assist in delivering a seamless payment process and help us to ensure that each payment is securely made to the right person. You can read more about how we manage your privacy and your rights on the <a href="#">Secure Employee Portal</a>.</p> <p>If you are a current BHP employee affected during a previous period of employment, you will not need to provide these additional details.</p>
<p><b>Exactly what details will I need to give you? How will I know this isn't a scam?</b></p>	<p>We will not ask you to provide identification, your portal login details, bank or superannuation details over the phone or through SMS. If you want to verify that any information you receive is a genuine communication from BHP about the payroll review you can visit <a href="http://www.bhp.com/payrollreview">www.bhp.com/payrollreview</a>, or contact the dedicated hotline on 1800 161 243 from Monday to Friday between 8.00am until 9.00pm and Saturday 10.00am until 3.00pm (AEDT).</p>
<p><b>When in January will I get my confirmation?</b></p>	<p>We have now commenced contacting affected former employees via email and/or letter, depending on last known contact details.</p>
<p><b>What if I don't hear anything in January?</b></p>	<p>If you do not receive any communication from us in January 2024, this may be because:</p> <ol style="list-style-type: none"> <li>1. We have not yet confirmed if you are affected by the public holiday leave issue.</li> <li>2. We have confirmed that you are <u>not affected</u> by the public holiday leave issue.</li> <li>3. The contact details we have for you are not correct.</li> </ol> <p>If you haven't heard from us by February 2024 and you believe you are affected, please contact us on 1800 161 243 or via <a href="http://www.bhp.com/payrollreview">www.bhp.com/payrollreview</a>.</p>
<p><b>You've said payments for affected former employees will be made starting in the second quarter of 2024 – why can't you tell me when I'll get my payment?</b></p>	<p>To help ensure information and payments are received by the correct person, if you are affected, you will receive details regarding the expected date of your payment after registering on the Secure Employee Portal and successfully completing next steps including identity verification and confirmation of banking details. We anticipate contacting you to confirm details of your payment, including the date it is expected, within two months of completing this process.</p> <p>We will begin making payments from the second quarter of 2024 (the period including April, May and June 2024).</p>
<p><b>Will I have to pay tax on any payment I get?</b></p>	<p>General information on tax and superannuation will be provided.</p>

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## Questions for current employees: recredit of public holiday leave deductions

<b>Public holiday recredit questions</b>  <b>(Current employees only)</b>	<p><b>What types of leave were recredited?</b></p> <p>Leave types where you maintain an accrued leave balance with BHP (or OZ Minerals) were reviewed. This included Annual Leave, Personal Leave (including Carer's and Sick Leave), Long Service Leave (LSL) and some Time Off in Lieu (in certain circumstances).</p> <p>Leave types that do not maintain an accrual (e.g., parental leave) were not included. If you are covered by Coal Long Service Leave, leave accrual records are maintained with the Coal LSL Corporation. We are engaging with the Coal LSL Corporation and will confirm whether there are any impacts for this leave type.</p> <p><b>How have you calculated the recredits – is it based on the hours in my shift?</b></p> <p>Generally, affected current employees were recredited the number of hours of leave that were deducted from their accrued leave balance for the relevant public holiday. For example, if you took a day of leave on a public holiday and 8 hours were deducted from your accrued leave balance, you were recredited those 8 hours. In addition, we added leave equivalent to 10% of those hours in recognition that this should never have happened. Leave hours deducted were determined by the work hours specified by your Work Schedule Rule in 1SAP (for those on the 1SAP system).</p>
	<p><b>How have you treated night shifts that fall over a public holiday?</b></p> <p>A full-day public holiday is treated as midnight to midnight on the designated calendar day (unless otherwise specified by the relevant state or territory). If you worked a night shift and, for example, your shift ended at 6am on a public holiday, you were recredited for the leave hours deducted from midnight to 6am (or to the end of your rostered shift time).</p>
	<p><b>Why does my outcome statement only show hours equivalent to part/half days instead of full shifts/days?</b></p> <p>Your statement shows the number of hours that were deducted on each relevant public holiday. These are the hours that were recredited to you. The number of hours may vary depending on the length of your shift that day, whether your shift covered multiple calendar days (e.g., if you worked a night shift and only part of your shift fell on a public holiday), whether you took leave at half-pay, and the duration of the public holiday (e.g., in some states Christmas Eve is a half-day public holiday).</p>
	<p><b>What if I disagree with the outcome shown on my recredit statement?</b></p> <p>Once you've registered and logged into the Secure Employee Portal to view your individual outcome, you can submit a query if you don't understand your outcome or do not agree with it. Our support team will contact you and look into your case.</p>