

BHP



# Payroll Review – Q&A

As at Friday, 22 November 2024

## General Questions

Question	Answer
<b>What has happened?</b>	<p>In FY2023 we reported two issues with certain allowances and entitlements affecting some current and former employees 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 employment documentation.</p> <p>We are sorry that this has happened, and we are working to make this right. We self-reported these issues to Australia's Fair Work Ombudsman and engaged Protiviti, a global assurance firm, to undertake a thorough review of our payroll systems.</p>
<b>What is the current status?</b>	<p><b><u>Public holiday leave issue</u></b></p> <p>We have reccredited 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 are processing payments to 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).</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. Remediation payments have been made to affected current and former employees for any historical impacts.</p>
<b>Who is affected?</b>	<p><b><u>Public holiday leave issue</u></b></p> <p>We have identified approximately 35,500 current and former employees who were affected by this issue, dating back to 2010.</p> <p><b><u>WAIO Port Operations employing entity issue</u></b></p> <p>We have identified approximately 230 current and former employees affected by this issue.</p>
<b>How do I know if I am affected?</b>	<p>If you think you may have been impacted by these issues, contact us via our hotline or Secure Employee Portal. Once you complete the registration process, we will confirm if you are impacted and eligible for a payment.</p>

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<b>What support will be available for affected employees?</b>	<p>Additional support is available:</p> <ul style="list-style-type: none"> <li>• Call our dedicated hotline -1800 161 243, available Monday to Friday from 8am until 8pm, and Saturday from 10am until 3pm (AEDT).</li> <li>• Visit our Secure Employee Portal (<a href="http://bhp.com/payrollreview">bhp.com/payrollreview</a>) where you can 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><u>Public holiday leave issue</u></b> The issue has occurred since 2010.</p> <p><b><u>WAIO Port Operations employing entity issue</u></b> The oldest instance of the issue we have identified dates back to 2013.</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 8pm, and Saturday from 10am until 3pm (AEDT).</li> <li>• Visit our Secure Employee Portal (<a href="http://bhp.com/payrollreview">bhp.com/payrollreview</a>) where you can 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>	<p>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.</p>
<b>Could there be other issues across BHP with pay and leave?</b>	<p>We have engaged Protiviti, a global assurance firm, to undertake a thorough review of our payroll systems.</p>
<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>	<p>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.</p>
<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>	<p>Please speak to your employer.</p>

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

<b>Why do I have to give you more identification information?</b>	<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>
<b>Exactly what details will I need to give you? How will I know this isn't a scam?</b>	<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 8.00pm and Saturday 10.00am until 3.00pm (AEDT).</p>
<b>What if I haven't received any communication from BHP about this?</b>	<p>If you have not received any communication from us in relation to these issues, 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 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>
<b>When will I find out how much I am eligible to receive, and when I will receive it?</b>	<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.</p> <p>Once you complete this process, your payment will be made in the next available monthly payment cycle.</p>
<b>Will I have to pay tax on any payment I get?</b>	<p>We will provide more detail on tax reporting when your payment is made.</p>
<p><b><u>If you have received Your Statement:</u></b></p> <p><b>Why doesn't my statement show how much I will be taxed on my payment?</b></p> <p><b>Will BHP pay superannuation as part of my payment?</b></p> <p><b>How do I know BHP has</b></p>	<p>We will provide more detail on tax reporting when your payment is made.</p> <p>BHP will identify where superannuation must be contributed for payments made to you. If an obligation arises, BHP will contribute to the superannuation fund account that you have nominated on the Secure Employee Portal.</p> <p>We have conducted thorough data assessment and modelling, and outcomes have been subject to an assurance review.</p>

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<p>accurately calculated my payment?</p> <p>I don't think my statement is correct – how do I raise this?</p> <p>How should I report my payment on my tax return? Which parts of my payment will I pay tax on?</p>	<p>You can raise a query through the Secure Employee Portal or by contacting the dedicated hotline on 1800 161 243.</p> <p>Your payments will be taxable in the year you receive them. We will provide more detail on tax reporting when your payment is made.</p>
<p><u>If you have received your payment and Pay Advice:</u></p> <p>Why don't the amounts from <i>Your Statement</i> display the same way on my Pay Advice?</p> <p>Will I need to go back and amend the tax returns I submitted for previous years?</p> <p>I don't agree with the withholding tax calculations – how do I raise this?</p>	<p>Your Pay Advice aligns with the way we need to report amounts to the Australian Taxation Office (<b>ATO</b>). Different leave types may attract different tax treatments and may need to be reported to the ATO in a specific way. Regardless of how your payment is itemised, your Total Payments amount should reflect the Total Gross Payment shown on <i>Your Statement</i>.</p> <p>No. Your payments will be taxable in the current tax year, and you will not need to amend any previously lodged tax returns.</p> <p>You can raise a query through the Secure Employee Portal or by contacting the dedicated hotline on 1800 161 243 (from Monday to Friday between 8.00am until 8.00pm and Saturday 10.00am until 3.00pm (AEDT). Any tax information provided by BHP is general in nature and will not be tailored to individual facts and circumstances. We recommend seeking your own taxation advice.</p>