

Results Summary - Staff Association Survey February 2013

Responders	Question	Results
Both members & non-members	1. Which company do you work for?	Response rates were CSR 33%, Holcim 37% & Sucrogen 28%
	2. Are you a member of the CSR & Holcim Staff Association?	Overall 21% of staff responded, but more members responded than non-members (34% vs 67%) Actual memberships at Nov 2012 were: <ul style="list-style-type: none"> • CSR 10% • Holcim 35% • Sucrogen 19%
Members	3. Did you receive information about the staff association when you joined the company? (NM17)	Members: 57% Yes, 13% No, 30% Don't Know or Can't Remember Sucrogen: 54% Yes, 20% No, 36% Don't Know or Can't Remember
	4. Why did you join the staff association? (NM18)	32% - I was encouraged to join by a colleague 30% - When I was previously provided with information about the Association I thought it was a good idea 28% - I've always been a union member 8% - I joined because of job uncertainty 8% - I joined in response to the recent notice about award modernization
	5. How highly do you value the overall service from the association?	62% - Valued or Highly Valued 19% Slightly valued 15% - Don't know 4% - Not Valued at All

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Members	6. How do you rate the association services? (NM23)	51-60% value or highly value base services 45% value or highly value access to legal 23-28% Don't know for base services 44% Don't know for access to legal Comments indicate lack to communication on services
	7. How effectively does the association represent you in negotiating terms & conditions of employment? (NM19)	50% - Satisfactorily or Very well 40% - Don't know 10% - Poorly
	8. How effectively does the association represent you in formulating relevant company policies & procedures (eg. Parental leave, drug & alcohol testing)? (NM20)	49% - Satisfactorily or Very well 44% - Don't know 7% - Poorly
	9. How useful has the association been in providing advice on your terms & conditions of employment? (NM21)	51% - I've never required this advice 30% - Useful or Very Useful 12% - Somewhat Useful 6% - Not Useful at all
	10. How useful has the association been to you in helping solve workplace issues? (NM22)	64% - I've never required assistance in resolving a workgroup or personal workplace issue 23% - Useful or Very Useful 6% - Somewhat Useful 7% - Not Useful at all
	11. The CSR, Holcim and Sucrogen enterprise awards will be terminated on 31st December 2013 unless they are "modernised". Termination of the awards will remove statutory protection for some specific conditions, such as higher entitlements for redundancy, annual leave loading and long service leave. How important is it for the association to protect such conditions by modernising the current awards? (NM28)	87% - Very Important 10% - Important 3% - Somewhat Important <1% - Not at all Important

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Members	12. What areas should be the focus of the association in improving your terms & conditions of employment during the next 2-5 years? (NM24)	92% - Salary increases Important or Very Important 88% - Superannuation increases Important or Very Important 67% - Flexible working hours Important or Very Important 81% - Annual Leave Provisions Important or Very Important 72% - Sick Leave Provisions Important or Very Important 53% - Parental Leave Provisions Important or Very Important Comments raise sick leave payout, redundancy, inequality in location allowances, salary sacrifice, A/L & LSL paid at 75% package & lack of representation
	13. Do you have enough contact with the staff association? (NM25)	53% - Yes (<50% in CSR & Sucrogen) 47% - No
	14. What importance do you place on the forms of contact from the association? (NM26)	71% - Current Qrtly Newsletter Important or Very Important 50% - Personal Contact with Site Rep Important or Very Important 62% - Periodic Structured Visit from the Association Important or Very Important Comments raise lack of contact from Association, lack of site reps, don't see newsletter, format of newsletter & lack of input from members during negotiations.
	15. How user friendly is the association website?	56% - Have never visited the website 41% - User Friendly or Very User Friendly 3% - Not User Friendly at all
	16. Do you have any suggestions on how the association could better represent you? (NM27)	<ul style="list-style-type: none"> Better benefits such as company paid health fund, increased company super, bonuses for lower JG staff, sick leave payout Maintain superannuation gap More site visits

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Members		<ul style="list-style-type: none"> • Who are our Reps? • Newsletters & emails to all employees, not just members • Ensure current benefits not lost in Award Modernisation • Involvement during restructures, not just passive bystander • Ensure at least parity with wage increases • Consultation during negotiations, not just deliver outcomes • Action over condition of Mill housing • Represent employees & not the company • Improve website • Survey options for improving/modernizing the awards • Make award titles relevant to the companies • Newsletters/flyers placed on noticeboards • More industrial officers • Fix adhoc policies eg. Staff transfers • Little value for day-to-day issues • Fix Gyprock Trade Centre pay & conditions versus warehouse staff • More clearly worded emails • Communicate case studies • Parity with other companies for Holcim NW drivers • Portable sick leave • Consolidate award documents • Stop erosion of package via changes to cars & FBT

Responders	Question	Results
Non-members	17. Did you receive information about the staff association when you joined the company? (M3)	Non-Members: 19% Yes, 34% No, 47% Don't Know or Can't Remember
	18. Why aren't you a member of the staff association? (M4)	47% - Didn't know the Association existed 29% - Am aware of Association, but don't know what it does 12% - I don't think the association services are relevant to me 5% - The association doesn't provide value for money 5% - I get the benefits anyway 4% - The association isn't effective
	19. How effectively do you think the association represents staff in negotiating terms & conditions of employment? (M7)	83% - Don't Know (88% in CSR) 10% - Satisfactorily or Very Well 7% - Poorly
	20. How effectively do you think the association represents staff in formulating relevant company policies & procedures (eg. Parental leave, drug & alcohol testing)? (M8)	81% - Don't Know 12% - Satisfactorily or Very Well 7% - Poorly
	21. Are you aware members have access to the association for advice and guidance on staff terms & conditions of employment? (M9)	68% - No 32% - Yes
	22. How useful has the association been to staff in helping solve workplace issues? (M10)	84% - Don't Know 9% - Not useful at All (16% in Sucrogen) 3% - Somewhat Useful 4% - Useful or Very Useful

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Non-members	23. What services should the association concentrate on to encourage you to join? (M6)	<p>62% More of/26% Same - Negotiating terms & Conditions (11% Not Interested)</p> <p>60% More of/30% Same – Advice on terms & Conditions (9% Not Interested)</p> <p>52% More of/37% Same – Representation on Workplace Issues (10% Not Interested)</p> <p>47% More of/42% Same – Input to Company Policy (10% Not Interested)</p> <p>48% More of/39% Same – Legal Assistance (11% Not Interested)</p> <p>Comments raise communication, benchmarking market salaries, site visits & concern about being too close to company</p>
	24. What areas should be the focus of the association in improving staff terms & conditions of employment during the next 2-5 years? (M12)	<p>84% - Salary increases Important or Very Important</p> <p>73% - Superannuation increases Important or Very Important</p> <p>71% - Flexible working hours Important or Very Important</p> <p>68% - Annual Leave Provisions Important or Very Important</p> <p>59% - Sick Leave Provisions Important or Very Important</p> <p>56% - Parental Leave Provisions Important or Very Important</p> <p>Comments raise sick leave payout, redundancy, level of salary increases, car allowance, salary sacrifice, A/L & LSL paid at 75% package, additional sick leave for employees with children & consultation before restructuring</p>
	25. Do you have enough contact with the staff association? (M13)	<p>10% - Yes</p> <p>77% - No</p> <p>12% - Don't want any contact (16% in Sucrogen)</p>

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Non-members	26. If you became a member, what importance would you place on the forms of contact from the association? (M14)	<p>51% - Current Qrtly Newsletter Important or Very Important</p> <p>40% - Personal Contact with Site Rep Important or Very Important</p> <p>43% - Periodic Structured Visit from the Association Important or Very Important</p> <p>Comments raise lack of contact from Association, distributing newsletter to all staff, knowing who the reps are & site visits.</p>
	27. Do you have any suggestions on how the association could better represent you? (M16)	<p>Better communication on what Association does</p> <p>Site visits</p> <p>Better pay</p> <p>Overview of market salaries (incl. superannuation etc)</p> <p>More influence with & independence from the companies</p> <p>Represent us, not be the management mouth piece to tell us what we have to accept</p> <p>Discount packages with associations such as holiday clubs etc</p> <p>More information when an employee starts</p> <p>More surveys of staff & consultation when negotiating awards</p>
	28. The CSR, Holcim and Sucrogen staff awards will be terminated on 31st December 2013 unless they are “modernised”. Termination of the awards will remove statutory protection for some specific conditions, such as higher entitlements for redundancy, annual leave loading and long service leave. How important is it for the association to protect such conditions by modernising the current awards? (M11)	<p>60% - Very Important</p> <p>23% - Important</p> <p>14% - Somewhat Important</p> <p>3% - Not at all Important</p>