

## Questions and answers

### 1. What's happened?

Thiess has identified a payment issue for current and former Level 2 production operator employees at our Curragh North site, which occurred between 1 July 2019 and 30 June 2022.

We are currently contacting our current and former employees to address this matter.

### 2. What has Thiess done to address the issue?

Thiess engaged an external forensic accountant to fully understand the issue and calculate the entitlements, including superannuation. To compensate impacted people, we have also committed to paying interest on outstanding payments.

We have also reported this issue voluntarily to the Fair Work Ombudsman.

This administrative issue does not meet the standards we expect, and we are committed to resolving this it quickly.

We are very sorry this has happened.

### 3. How do I know if I'm affected?

The issue affects current and former Thiess employees who were Level 2 Production Operators at the Curragh North site between 1 July 2019 and 30 June 2022.

If you are a current employee who has been affected, your HR team would have contacted you directly. If you are unsure, please speak to your supervisor or site HR team.

If you're a former Thiess employee who worked at Curragh North as a Level 2 Production Operator between 1 July 2019 and 30 June 2022, please visit [thiess.com/wagescontact](https://thiess.com/wagescontact) for more information and register on the secure portal.

### 4. What should I do if I think I'm affected?

If you are still working for Thiess, you will have been contacted directly. If you have questions, please speak to your supervisor or HR.

If you are a former employee, a dedicated phone line, email and website are available:

- Website for more information: <https://thiess.com/wagescontact>
- Email: [wagescontact@thiess.com](mailto:wagescontact@thiess.com)
- Phone: 1300 60 9990

### 5. What is the process to fix this issue at Curragh?

The audit to identify the rectification payments at Curragh has been completed. Thiess will communicate the rectification process with our current and former employees.

We will be working through this process as quickly as possible.

**6. How do I report any issue with my pay?**

Please contact your HR representative on site or email us at [wagescontact@thiess.com](mailto:wagescontact@thiess.com)

**7. What if I disagree with the amount you have committed to pay me?**

Please contact your HR representative on site or email us at [wagescontact@thiess.com](mailto:wagescontact@thiess.com)

**8. Why has this happened?**

This is an unintentional administrative issue and we are working to rectify it as quickly as possible.