

**Answers to questions on notice by the National Retail Association. Asked at a public hearing in
Canberra on 14 September 2018.**

Dear Mr Palethorpe,

The National Retail Association (NRA) thanks the Committee for the opportunity to be heard in its inquiry into the exploitation of cleaners working in retail chains.

At the hearing on 14 September 2018, Ms Dominique Lamb took two questions on notice (transcript at page 34), and now provides the following responses to the Committee:

How many enforceable undertakings or other processes with the Fair Work Ombudsman have NRA's members been involved in?

At present, the NRA has over 5,500 members across Australia in the retail, fast food, hairdressing and beauty, and hardware industries, servicing more than 24,000 shop fronts and their attendant employees.

The NRA has a productive relationship with the Fair Work Ombudsman (FWO).

Notwithstanding that many enforceable undertakings remain confidential between the FWO and the respondent companies, the NRA is aware of three former members that have given enforceable undertakings to the regulator. The NRA understands that the compliance dates in all three undertakings have now lapsed.

The NRA is not currently aware of any existing members that have entered into enforceable undertakings with the FWO.

On 5 August 2014, Retail Zoo Pty Ltd and the FWO entered into a Proactive Compliance Deed. The deed has been published by the regulator in accordance with its terms. The NRA was not engaged to represent its member in relation to the deed, and is only aware of the deed by effect of its publication.

The NRA is not currently aware of any other enforcement processes entered into by its members with the FWO.

For the avoidance of doubt, the NRA notes that many of these processes remain confidential between the FWO and the respondent companies. Accordingly, the NRA's responses are provided based on the information within its knowledge.

Do any of the NRA's members supply documentation to employees in languages other than English?

The NRA has sought comment from certain of its members in relation to educational materials produced in languages other than English.

The NRA understands that some of its larger members (particularly those with diverse workforces) produce translated materials. For example, the NRA is aware that LUSH Cosmetics produces educational material for use in its manufacturing operations. However, we have not been able to obtain an example copy of these materials within the given timeframe.

Should the Committee have any further questions with respect to the above, please contact the undersigned.

Kind regards,

Lindsay Carroll