

# EMPLOYEE REFERRAL PROGRAM



## Frequently Asked Questions (FAQs) and Terms & Conditions (T&Cs)

While we have tried to cover all scenarios, more questions will likely arise. If you have a question about the content of this document, or have a suggestion for an additional FAQ, please email [alisha.fleay@au.wilmar-intl.com](mailto:alisha.fleay@au.wilmar-intl.com)

### 1. What is the Employee Referral Program (ERP)?

The Employee Referral Program (ERP) initiative is a testament to the value we place on our employees' connections. It encourages you, our valued employees, to refer qualified candidates for open positions within Wilmar Sugar and Renewables. The ERP aligns with our strategic objective to develop a high-performance ethos and to be recognised as an employer of choice.

### 2. Why has the ERP been introduced?

The introduction of the ERP is a clear indication of the trust we have in our talented workforce to identify and attract top talent. After all, you know what it takes to be *One of Us*. It is everyone's role to support our strategic initiatives to enhance recruitment, retention, and training and build a holistic and consistent employee experience.

### 3. Who is eligible to participate in the ERP?

All Wilmar Sugar and Renewables employees are eligible to participate in the ERP except for members of the senior leadership team (general managers) and People & Culture team employees. This includes employees who are on leave. Contractors or consultants are not considered employees for this program.

### 4. Can temporary or part-time employees participate in the referral program?

Yes, temporary or part-time employees can participate in the referral program. However, they remain subject to the same conditions regarding payment and resignation as full-time employees. For example, if a temporary employee is only employed for two months, they may only receive the first milestone payment for the bonus-eligible referral.

### 5. Which positions are eligible for the ERP?

The bonus will be awarded to positions identified as eligible through regular P&C communications.

Always check the advertisements to stay updated on the current ERP bonus-eligible roles. Referrals for apprentice positions are NOT eligible for the ERP.

### 6. Is the ERP available for seasonal positions?

Yes. Seasonal roles can be ERP-eligible and, like non-seasonal eligible positions, they will be identified in the relevant internal advertisement for the ERP. The eligible roles will be communicated using standard communication processes, including but not limited to e-screens, memos/emails, posters, and information shared at pre-start meetings.

### 7. How do I make a referral?

Keep an eye out for vacancies and, where you believe someone would be a good fit, help them to find and apply for the role on our careers website and ensure they put your name down as a referrer. There is a mandatory question in the application form asking "Have you been referred by an employee of Wilmar?". All referrals must be captured through the standard Wilmar Careers website application process. If the person has provided you with their resume, ask them to apply online at the Wilmar Careers website.

Questions? Contact your People & Culture representative or the Recruitment team.

### 8. How long is a referral valid for?

A referral is valid only for the specific role the candidate initially applied for. Each time a candidate applies for a position, they will be asked to confirm if a current Wilmar employee referred them and to provide the name of the referrer. Referrals do not carry over from one application to another. For example, if a candidate lists one employee as their referrer for an electrician position but is not hired and later applies for another electrician position and names a different referrer, only the referrer identified in the successful application will be eligible for the referral bonus.

# EMPLOYEE REFERRAL PROGRAM



## 9. What happens if an employee refers a candidate and applies through a recruitment agency?

If a recruitment agent has submitted a candidate, their contractual referral with the company is usually 12 months from that date, so no employee referrals can be accepted. Your referral will be recognised if you refer the employee before the recruitment agency. Wilmar reserves the right to make decisions based on the specific circumstances of the referral.

## 10. How much is the referral payment for eligible positions?

The referral payment may change over time depending on the type of role and the business's needs and may also increase occasionally.

For the initial launch of the ERP, it will be up to **\$5,000**.

If a referral bonus changes, the applicable bonus will be communicated on the date of the advertisement opening.

## 11. When will the referral bonus be paid, and is it taxed and subject to superannuation?

The referral bonus is paid in instalments after the referred candidate has completed specific periods of employment. The starting point is the date of commencement. The initial payment schedule will be:

- > If you refer a candidate for a permanent role, you will receive \$2,000 after the referred employee completes their second successful week / second rostered rotation. You will receive a further \$3,000 after the employee successfully completes six months employment with us.
- > If you refer a candidate for a seasonal role, you will receive \$2,000 after the referred employee completes their second successful week / second rostered rotation. You will receive a further \$3,000 after the employee successfully completes a full season with us.

The bonus payments are subject to taxation and superannuation.

'Successfully' refers to an employee meeting all minimum performance requirements within the business.

Payments will be made by electronic deposit into your nominated bank account via payroll's standard pay

run, following confirmation that the qualifying period has been completed.

Referral payment arrangements are subject to change, depending on business needs.

## 12. Can I refer former employees?

Yes. Former employees can be referred, if they left the company in good standing and meet the criteria for rehire:

- For non-seasonal roles, they must have been separated from the company for at least 12 months. A person who leaves Wilmar and returns can only be eligible once.
- For seasonal roles, if they return from a previous season, they are not considered a "new employee" but a "returning seasonal employee". If a previous seasonal employee has a gap in seasons and is referred to return after that gap, the referrer will be eligible for the referral program payment.

## 13. What if multiple employees refer the same candidate?

The only circumstance in which this should occur is if candidates hand their resumes to different employees.

If a candidate applies online before an employee manually submits their referral, the recognised referrer will be nominated by the candidate in the online application form.

If a candidate provides a hard copy of their resume rather than applying online, it will not meet the eligibility criteria.

## 14. How do I know if I have a referral?

If your name is identified as the referrer for the bonus-eligible position, your People & Culture representative will notify you via email. This email will confirm who the candidate is and for what role and ask you to confirm you are a genuine referrer/confirm you are happy to be a referrer. As part of this program, we require referring employees to verify how they referred the position, what information was provided, and how they provided it. Additionally, all employees participating in the referral program will be required to sign a consent form and participate in obtaining photo or video content for internal or external promotion.

# EMPLOYEE REFERRAL PROGRAM



## 15. How can I check the status of my referral?

Due to privacy considerations, we cannot discuss the status of a recruitment process with someone outside of that process. You will be notified that you have been nominated as a referrer and what to expect, and you will only be notified again if the referred candidate accepts an offer. If the referred candidate asks you for updates, please refer them to the relevant site People & Culture representative.

If your referral is successful and the referred candidate accepts an offer of employment, the People & Culture team will notify you via email of the offer acceptance. This email will confirm the hire and provide further information on the next steps, including how you can support your referral during their onboarding process.

If you think your referral slipped through, don't hesitate to contact your P&C representative or the Recruitment team.

## 16. What happens if my referral is not hired?

To ensure fairness, all referrals will be audited to verify that they are genuinely suitable for the roles. The same candidate can be referred for multiple roles if they are suitable.

For bonus-eligible referrals, you will not be notified if your referral is unsuccessful, and you will not receive specific feedback. However, this does not mean the referred candidate is not a good fit for Wilmar; they may simply not have been successful for that position.

We encourage you to continue referring other qualified candidates for future openings.

## 17. How will I know if my referral has been hired?

If your referral has accepted an offer of employment, the People & Culture team will notify you in writing, confirming the hire and providing further information on what to expect. You will also be provided a simple checklist to assist your referral in settling in.

## 18. For bonus-eligible referrals, what if the referred candidate does not complete the minimum qualifying period?

The referral payment is only made once the referred candidate has reached the outlined milestones for bonus-eligible positions. If the referred candidate completes the first two weeks but not the full

qualifying period, the referrer will have received the referral bonus portion for the first milestone.

## 19. Who can I contact for more information about the ERP?

For more information about the Employee Referral Program, please get in touch with your People & Culture representative.

## 20. I have referred a candidate recently for a position. Will that be recognised?

We will accept referrals four weeks before the ERP's launch date when there is written evidence of a referral. For bonus-eligible positions, those that will be recognised will be those identified at the launch as bonus-eligible.

If you believe you have a valid referral, please email Michelle Reynolds, Regional HR Manager at [michelle.reynolds@au.wilmar-intl.com](mailto:michelle.reynolds@au.wilmar-intl.com) with details of the person you referred, the role, the location, and evidence.

## 21. If I resign from Wilmar, will I still receive the payment for any referrals made during the qualifying period?

No. You must still be employed by Wilmar when the referral completes each milestone to receive the portion of the referral bonus designated.

## 22. Is there a limit to how many referrals you can make through the Wilmar Employee Referral Program?

No. Employees can make as many referrals as they want. If the referral adheres to the eligibility criteria, there is no limit on the number of referrals. To ensure the integrity of the ERP, the People & Culture administrator will run reports and analytics to ensure that referrals are being submitted in a way that aligns with Wilmar's values, that they are genuine referrals, and that candidates are qualified for the position they are applying for.

## 23. Are there any instances where payment will not be made, or referrals are not accepted?

Yes. Referrals will not be accepted, and incentive

# EMPLOYEE REFERRAL PROGRAM



payments will not be made for referred candidates who:

- Are already employed with Wilmar.
- Have resigned or been made redundant from Wilmar within 12 months before the referral date.
- They have been introduced through another source, such as a recruitment agency.
- Where there has been a proven conflict of interest or potential coercion
- Where Wilmar decides a referral does not meet eligibility criteria.

Wilmar reserves the right to make all decisions including amending, changing or concluding the ERP at any time.

## 24. What if a referred candidate is hired for a position different from the one, they were initially referred for?

For any new role, candidates should reapply and identify who referred them during that application process.

## 25. How often is the Employee Referral Program reviewed and updated?

Wilmar reserves the right to change the program, including expanding it, where we feel necessary to achieve business objectives. Employees will be informed with reasonable notice, and changes will not be made retrospectively. The program will be reviewed regularly based on business needs.

## 26. What should employees do if they suspect a conflict of interest in the referral process?

If you suspect a conflict of interest in the referral or any process, raise it with your People & Culture representative.

## 27. Is there a minimum employment duration for the referring employee to be eligible for the referral bonus?

Under the ERP, a Wilmar employee is not required to have a minimum employment duration to be eligible to refer someone, meaning an employee can qualify as a referrer on their first day of employment.

## 28. Wilmar can change the ERP. What does that mean?

It means Wilmar reserves the right to vary the Employee Referral Program, including eligibility, payment amounts, and payment schedules at any time.

## 29. How will changes to the Employee Referral Program be communicated to employees?

Changes to the Employee Referral Program will be communicated using standard communication methods, including Sweetspot announcements, e-screens, emails, flyers, pre-starts and other regular communication channels.

## 30. What steps should I take if I believe someone is abusing the referral system?

If you suspect someone is abusing the referral system, report your concerns with evidence to your People & Culture Representative or People & Culture Manager for investigation.