



EMPLOYMENT AGREEMENT

Customer Operations Coordinator

IAN YOUNG

Employer	Superior Bin Solutions Pty Ltd (ACN 691 623 444 / ABN 66 691 623 444), trading as Superior Skip Bins
Employment	Permanent part-time transition from 10 August; permanent full-time from 17 August 2026
Start date	Monday 10 August 2026 — continuous service and probation commence
Award	Clerks—Private Sector Award 2020 (MA000002), Level 4 at commencement
First payday	Monday 24 August 2026 — \$2,186.23 gross before PAYG, plus super and separate Award entitlements
Full-time salary	\$80,000 gross per annum from 17 August 2026, exclusive of superannuation

Issued for signature 6 August 2026 | Australia/Brisbane

Employment agreement

This agreement is made between Superior Bin Solutions Pty Ltd and Ian Young. The schedules form part of the agreement.

1. Parties and status

1.1 The employer is Superior Bin Solutions Pty Ltd (ACN 691 623 444 / ABN 66 691 623 444), trading as Superior Skip Bins (Employer).

1.2 The employee is Ian Young (Employee).

1.3 The Employee is employed on a permanent, ongoing basis. Employment begins part-time for the initial training period and automatically continues full-time from 17 August 2026. It has no fixed end date and continues until terminated in accordance with this agreement and applicable law.

2. Commencement and staged employment status

2.1 Employment commences on Monday 10 August 2026 (Employment Start Date). Continuous service and leave accruals commence on that date.

2.2 From 10 August to 16 August 2026 inclusive, the Employee is a permanent part-time employee for 16 guaranteed paid ordinary hours across three training days, as specified in Schedule 3.

2.3 From Monday 17 August 2026, employment automatically continues as permanent full-time employment for 38 ordinary hours per week. This change does not terminate or interrupt employment, continuous service, probation or accrued entitlements.

2.4 The first-week dates, start and finish times, unpaid breaks, paid rest-break entitlement and training location are recorded in Schedule 3. Any change must be agreed and recorded as required by the Award.

3. Position, reporting and duties

3.1 The Employee is employed as Customer Operations Coordinator and reports to Michael Davy, Director of Operations, or another manager nominated by the Employer.

3.2 The Employee will perform the duties in Schedule 2 and other lawful and reasonable duties within the Employee's skills, competence and applicable classification.

3.3 Initially, the Employee does not have authority to discipline or counsel employees, determine staffing objectives, independently resolve non-routine operational or employment matters, or bind the Employer outside written authority. Those matters must be escalated.

3.4 Before materially expanding the Employee's authority or duties, the Employer will review the applicable Award classification and remuneration. Any required higher classification will apply no later than the date the higher-level work commences.

4. Probation and review

4.1 Employment is subject to a six-month probationary period from the Employment Start Date. Probation does not exclude or reduce any statutory right.

4.2 During probation, either party may terminate employment using the notice required by the National Employment Standards (NES), the Award or other applicable law.

4.3 At approximately six months, the Employer will review performance, duties, Award coverage, classification and remuneration. The review does not guarantee a salary increase, promotion, reclassification or continued employment, and it does not delay an earlier change required by law or by a material change in duties.

5. Primary workplace and remote work

5.1 The primary workplace is 12 Brewery Road, Gympie QLD 4570. Work may also be required at customer sites, other group locations or another reasonable location connected with the role.

5.2 The Employee may request to work remotely on a particular day. Remote work is permitted only with prior written approval from the line manager and only for the approved date, hours and location. Approval for one occasion does not create an ongoing entitlement to remote work.

5.3 Approved remote work remains subject to the Employee's ordinary hours, availability and performance requirements and to lawful requirements concerning confidentiality, information security, equipment, expenses, communication and work health and safety. Approval may be varied or withdrawn lawfully and reasonably, subject to any required consultation.

5.4 This clause does not limit any statutory right to request flexible working arrangements.

6. Ordinary hours, roster and breaks

6.1 During the initial part-time period, ordinary hours are the 16 paid training hours set out in Schedule 3. Monday and Thursday each include a 30-minute unpaid meal break. Each training day includes one paid 10-minute rest break at a time determined by the Employer.

6.2 From 17 August 2026, the 38 ordinary hours are rostered Monday to Thursday from 7.00 am to 3.30 pm (8 paid hours each day) and Friday from 7.00 am to 1.30 pm (6 paid hours). A 30-minute unpaid meal break will ordinarily run from 11.30 am to 12.00 noon each day, or at another Award-compliant time directed by the Employer. Each day includes one paid 10-minute rest break at a time determined by the Employer.

6.3 A change to an agreed first-week start time, finish time or number of hours requires written agreement. Work directed or permitted beyond the agreed part-time daily or weekly hours is overtime under the Award, even if total weekly hours remain below 38.

6.4 From the full-time commencement date, the Employee may be required to work reasonable additional hours, subject to section 62 of the Fair Work Act 2009 (Cth), the Award and the Employee's right to disconnect.

6.5 Work outside the roster should be approved in advance where practicable. A prior-approval requirement does not remove payment for work the Employer directed, required or knowingly permitted.

7. Time records and right to disconnect

7.1 The Employee must accurately record each workday's start time, finish time and unpaid breaks, including authorised or permitted work performed remotely or outside the usual roster. Records must be submitted and acknowledged each pay period.

7.2 Recording additional hours does not itself authorise them, but all hours worked must still be recorded and assessed for payment.

7.3 The Employee is not required to monitor, read or respond to contact outside working hours where refusal is reasonable under the Fair Work Act and the Award. Any after-hours availability arrangement must be separately documented; actual work remains recordable and payable as applicable.

8. Base salary and payment

8.1 During the initial part-time period, ordinary hours are paid at the pro-rata hourly equivalent of the \$80,000 annual full-time base salary, calculated as \$80,000 divided by 52 weeks divided by 38 hours: \$40.4858 gross per ordinary hour.

8.2 The 16 paid ordinary training hours in Schedule 3 produce first-week ordinary gross pay of \$647.77. Any applicable overtime, penalty or allowance is additional.

8.3 From 17 August 2026, the gross base salary is \$80,000 per annum, exclusive of employer superannuation contributions, for 38 ordinary hours per week.

8.4 For payroll and hours-recording purposes, each workweek runs from Monday to Sunday inclusive. Each fortnightly pay period comprises two consecutive workweeks, beginning with the period from Monday 10 August to Sunday 23 August 2026.

8.5 Salary and other amounts earned during each fortnightly pay period will be paid in arrears by electronic funds transfer so that cleared funds are available in the Employee's nominated account on the Monday immediately following the Sunday on which the pay period ends. Payment is subject to PAYG withholding, lawful deductions and

payroll rounding that preserves the annual entitlement. The nominal full-time fortnightly equivalent is \$3,076.92 gross.

8.6 The first payday is Monday 24 August 2026. The first payment comprises \$647.77 gross for the 16 paid training hours from 10 to 16 August and \$1,538.46 gross for the 38-hour full-time week from 17 to 23 August: \$2,186.23 gross before PAYG, plus superannuation and any separately payable Award entitlement.

8.7 If a scheduled payday is not a banking business day, the Employer will arrange payment so that cleared funds are available on the immediately preceding banking business day.

Period	Gross base	Super at 12%	Indicative total
Initial week (16.0 h)	\$647.77	\$77.73	\$725.50
First pay period	\$2,186.23	\$262.35	\$2,448.58
Weekly	\$1,538.46	\$184.62	\$1,723.08
Fortnightly	\$3,076.92	\$369.23	\$3,446.15
Monthly equivalent	\$6,666.67	\$800.00	\$7,466.67
Annual	\$80,000.00	\$9,600.00	\$89,600.00

9. Separate Award entitlements

9.1 The base salary does not absorb overtime, weekend or public-holiday penalties, shift penalties, allowances or annual-leave loading. Those entitlements will be calculated and paid separately under the Award.

9.2 The Employee must not work unrecorded hours. The Employer will assess all recorded work, including calls and messages outside the roster, for applicable payment.

9.3 If the Employer later proposes an annualised-wage arrangement, it will require a separate compliant written arrangement identifying the Award provisions, calculations, assumptions, outer limits, records and reconciliation process. Nothing in this agreement creates such an arrangement.

10. Superannuation

10.1 In addition to salary, the Employer will make superannuation contributions at 12% or any higher statutory minimum on the earnings required by law, to the Employee's chosen or otherwise applicable complying fund.

10.2 Contributions will be made within the time required by superannuation law. The Employee must provide valid super-choice information or assist the Employer to identify any stapled fund.

11. Award, NES and minimum entitlements

11.1 The parties intend the Clerks—Private Sector Award 2020 (MA000002) to apply and the position to commence at Level 4, based on the duties and authority in Schedule 2. Coverage and classification depend on actual duties and applicable law, not the job title.

11.2 No enterprise agreement applies to the Employee's employment at the date of this agreement.

11.3 This agreement operates subject to the Fair Work Act 2009 (Cth), the NES, the Award, superannuation law, work health and safety law and any other applicable industrial instrument or legislation.

11.4 If an applicable minimum entitlement exceeds the corresponding payment or benefit under this agreement, the Employer will pay or provide the required difference.

11.5 The Employer will give the Employee the current Fair Work Information Statement before or as soon as practicable after commencement and provide reasonable access to the Award.

12. Leave and public holidays

12.1 The Employee is entitled to annual leave, personal/carer's leave, compassionate leave, paid family and domestic violence leave, community service leave, parental leave, public holidays, long service leave and other leave under the NES, the Award and applicable Queensland law.

12.2 Annual leave and personal/carer's leave accrue progressively and proportionately on the initial part-time ordinary hours from the Employment Start Date, then on the full-time ordinary-hours basis from 17 August 2026. Annual-leave loading will be paid separately under clause 32.3 of the Award.

12.3 Leave must be requested and recorded in accordance with law and the Employer's reasonable procedures. Nothing in a procedure reduces a statutory entitlement.

13. Policies, directions and conduct

13.1 The Employee must comply with lawful and reasonable directions and policies, including work health and safety, respectful workplace, privacy, information security, records, customer service, remote work and use of company systems.

13.2 Policies are not contractual entitlements unless this agreement expressly states otherwise. The Employer may amend them, but no policy can override the NES, Award or this agreement.

13.3 The Employee must act honestly and in good faith, protect the Employer's legitimate interests, promptly disclose conflicts of interest, and not accept a personal benefit that could improperly influence work decisions.

13.4 The Employer acknowledges that until 16 August 2026 the Employee remains employed by another employer and is available to SBS only for the agreed hours in Schedule 3.

13.5 The Employee confirms that the SBS duties will not breach an obligation owed to the other employer and must not use or disclose that employer's confidential information, intellectual property, equipment, systems or customer information for SBS work.

13.6 Outside work is permitted where it does not create a conflict, materially interfere with availability or performance, misuse confidential information, or create a fatigue or safety risk. Actual conflicts, scheduling conflicts and fatigue risks must be disclosed promptly.

14. Safety and fitness for work

14.1 The Employee must take reasonable care for their own health and safety and that of others, comply with WHS instructions and training, report hazards and incidents promptly, and stop or escalate work that cannot be performed safely.

14.2 The Employee must be fit for work and must not work while impaired by alcohol, drugs, fatigue, illness or another condition that creates an unacceptable safety risk.

14.3 The Employee must not operate a vehicle, plant or equipment unless lawfully licensed, trained, authorised and fit to do so.

15. Company property, systems and monitoring

15.1 The Employer will supply the Employee with a company laptop for the performance of the role, including approved remote work, together with approved business software, accounts and system access reasonably required for the role.

15.2 The laptop, equipment, accounts, credentials, records and other property supplied for work remain the Employer's property. The Employee must take reasonable care of them, follow security requirements, report loss or damage promptly, and return them on request or when employment ends.

15.3 The Employer may lawfully and reasonably monitor Employer systems, accounts, networks and equipment after transparent policy notice. This agreement does not authorise undisclosed monitoring of personal devices or recording of calls without any legally required notice.

15.4 The Employee must use approved systems and must not export company information to personal accounts, personal devices or unapproved services, including unapproved artificial-intelligence tools.

16. Confidential information, privacy and pay discussions

16.1 The Employee must keep confidential non-public business information, including customer and supplier information, pricing, margins, schedules, operating methods, passwords, personnel information and personal information. It may be used only for authorised work purposes.

16.2 This obligation does not prevent the Employee from discussing or disclosing remuneration or relevant employment conditions as protected by law, exercising a workplace right, making a protected disclosure, reporting to a regulator, obtaining confidential legal or financial advice, or making a disclosure required by law.

16.3 The Employee must comply with privacy and information-security obligations and immediately report any suspected loss, misuse or unauthorised disclosure.

17. Intellectual property

17.1 To the maximum extent permitted by law, all intellectual property and work product created by the Employee in the course of employment or using Employer resources for Employer purposes is assigned prospectively to the Employer upon creation.

17.2 The Employee consents to acts or omissions by the Employer and its authorised users in relation to moral rights in that work product, to the extent permitted by law, and will sign reasonable documents needed to confirm ownership.

17.3 Pre-existing intellectual property remains the Employee's property only if identified in writing before it is introduced into Employer work. If none is identified, the parties record that no pre-existing item is relied on for the role at commencement.

18. Performance and changes to the role

18.1 The Employer may set reasonable performance standards and provide feedback, coaching and documented review. Where material underperformance or conduct concerns arise, the Employer will follow a process appropriate to the circumstances and applicable law.

18.2 The role may reasonably evolve with business needs. Any material change to duties, authority, classification, remuneration, ordinary hours or primary work arrangements will be managed in writing and subject to the Award and consultation obligations.

18.3 No discussion of a possible future Operations Manager role, bonus or promotion creates a promise or entitlement. Any future appointment or incentive requires separate written approval.

19. Ending employment

19.1 The Employer may terminate employment by giving written notice or payment in lieu as required by the NES, the Award and applicable law. The Employee may resign by giving the notice required by the Award.

19.2 The Employer may terminate without notice only where summary dismissal without notice is permitted by law, including applicable limits and procedural obligations.

19.3 On termination, the Employer will pay all amounts due by law. The Employee must return company property and provide a reasonable handover of current work, records, access and customer or dispatch matters.

19.4 Confidentiality, privacy, intellectual-property, property-return and accrued-rights provisions intended to continue after employment will survive termination.

20. General terms

20.1 This agreement and its schedules record the entire agreement about the Employee's employment, subject always to statutory rights and minimum entitlements.

20.2 A variation must be in writing and signed or otherwise lawfully agreed. A delay in enforcing a right is not a waiver.

20.3 If a term is invalid or unenforceable, it is severed or read down to the minimum extent necessary without affecting the remaining terms.

20.4 Queensland and Commonwealth laws govern. Electronic and counterpart signatures are permitted. The Employee acknowledges receiving this agreement and having the opportunity for independent advice before signing.

Schedule 1 — Employment particulars

Legal employer	Superior Bin Solutions Pty Ltd (ACN 691 623 444 / ABN 66 691 623 444)
Trading name	Superior Skip Bins
Employee	Ian Young
Position	Customer Operations Coordinator
Employment basis	Permanent part-time from 10 to 16 August 2026; automatically permanent full-time from 17 August 2026
Employment Start Date	Monday 10 August 2026
Full-time status begins	Monday 17 August 2026, without termination or interruption of service
Primary workplace	12 Brewery Road, Gympie QLD 4570
Reports to	Michael Davy, Director of Operations, or another manager nominated by the Employer
Initial ordinary hours	16 paid hours on Monday 10, Tuesday 11 and Thursday 13 August 2026, as detailed in Schedule 3
Full-time ordinary hours	38 per week from 17 August: Monday–Thursday 7.00 am–3.30 pm (8 paid hours per day); Friday 7.00 am–1.30 pm (6 paid hours); 30-minute unpaid meal break each day
Award / classification	Clerks—Private Sector Award 2020 (MA000002), Level 4 at commencement, subject to actual duties
Initial pro-rata pay	\$40.4858 per ordinary hour; \$647.77 gross for 16 paid ordinary hours
Full-time base salary	\$80,000 gross per annum for 38 ordinary hours, exclusive of superannuation, from 17 August 2026
Pay cycle	Two-week periods run Monday–Sunday and are paid in arrears on the immediately following Monday; first period 10–23 August 2026, first payday 24 August 2026
Superannuation	12% or any higher statutory minimum, additional to salary, on earnings required by law
Company equipment	Company laptop and approved business software, accounts and system access supplied for work; remains Employer property
Separate entitlements	Overtime, penalties, allowances and annual-leave loading paid separately under the Award
Probation	Six months from the Employment Start Date
Review	Performance, duties, coverage, classification and remuneration at approximately six months; no guaranteed change

Schedule 2 — Position description

Role purpose

Coordinate customer communications, dispatch information and routine service workflows so jobs are accurately scheduled, recorded, completed and escalated through approved systems. The role supports reliable service delivery while preserving clear operational, safety, staffing and financial authority boundaries.

Core responsibilities

- Receive and respond to customer, builder and trade enquiries by phone, email and approved channels; record commitments and next actions in the approved system.
- Coordinate routine dispatch and service schedules using Bin Manager or the Employer's approved scheduling platform.
- Allocate and adjust jobs within approved procedures and authority, communicate updates to drivers and operational teams, and keep customer expectations current.
- Monitor completion status, exceptions, missed services and reschedules; keep accurate job, bin, customer and communication records.
- Prepare routine quotes or booking information within approved pricing and authority; escalate discounts, credits, write-offs, unusual terms and financial commitments.
- Resolve routine service issues using established procedures and escalate material or non-routine safety, customer, staffing, legal, regulatory and financial matters.
- Support invoice and account follow-up administration without changing financial terms or committing the Employer outside written authority.
- Provide backup allocation and customer-operations coverage to support business continuity.
- Maintain privacy, confidentiality, cybersecurity and appropriate use of approved technology, including AI-assisted tools.

Authority and escalation boundary

- The role coordinates routine workflow but does not independently set staffing objectives, discipline or counsel workers, approve hiring or termination, or conduct formal performance management.
- The role does not independently resolve significant operational problems, make safety trade-offs, approve unusual customer or supplier commitments, or determine regulatory responses.
- Safety hazards, incidents, fatigue issues and any matter that may be legally notifiable must be escalated immediately. The Employee has authority to stop or pause unsafe work and seek direction.
- Any sustained expansion into delegated workload control, independent operational problem-solving, quality monitoring or staff counselling triggers an immediate classification review and may require Level 5 or another classification.

Schedule 2 — Position description (continued)

Records and controls

- Record each call or message that changes a bin, truck, site, service date, customer expectation, price, complaint, safety issue or staff instruction on the same business day.
- Maintain accurate status, exception and handover notes in approved systems; do not rely on personal accounts or undocumented memory.
- Record actual work times, breaks, remote work and after-hours work each pay period.
- Protect passwords, customer information, pricing and operational data; promptly report suspected access or data incidents.
- Use company equipment and systems in accordance with policy and return all property on request.

Working relationships

Manager	Michael Davy, Director of Operations, or another manager nominated by the Employer
Operational liaison	General Manager, drivers, yard and transfer-station team
Training support	Initial Bin Manager and business-process training led by Don Paterson or nominee
External contact	Customers, builders, suppliers and service partners within approved authority

Expected capabilities

- Calm, accurate customer communication and practical problem triage.
- Strong scheduling, prioritisation, recordkeeping and follow-through.
- Competent use of dispatch, CRM, email, phone and collaboration systems after training.
- Sound judgment about what can be resolved routinely and what must be escalated.
- Respectful teamwork, reliability, confidentiality and safety awareness.

Review indicators

The six-month review may consider schedule accuracy, same-day record completion, exception follow-up, customer communication quality, attendance and reliability, teamwork, safe escalation, policy compliance and actual authority exercised. Metrics must not reward unsafe work, unpaid work, concealment of incidents or failure to exercise a workplace right.

Schedule 3 — Initial part-time training week

Employment begins on Monday 10 August 2026 on a permanent part-time basis. Ian remains in other employment during this transition week and is available to SBS only for the three agreed training days. Required onboarding and training are paid working time. The schedule below records the agreed attendance, unpaid meal breaks and paid ordinary hours at the Gympie workplace.

Week	Monday 10 August to Sunday 16 August 2026
Employment treatment	Permanent part-time transition; continuous service, probation and proportionate leave accruals apply from 10 August
Guaranteed hours	16 paid ordinary hours across three training days
Training location	12 Brewery Road, Gympie QLD 4570
Trainer	Don Paterson or nominee for Bin Manager and operational workflow
Training content	Induction, systems access, laptop setup, privacy/security, customer process, Bin Manager and supervised practice
Time records	Actual start, finish and unpaid break times must be recorded
Separate entitlements	Any applicable public-holiday, weekend, overtime or allowance entitlement is assessed and paid separately
First pay period	Monday 10 August to Sunday 23 August 2026; payday Monday 24 August 2026

Agreed first-week hours

Session	Date	Start	Finish	Unpaid break	Ordinary hours
Day 1	Mon 10 Aug 2026	8.30 am	2.30 pm	12.30–1.00 pm	5.5
Day 2	Tue 11 Aug 2026	8.30 am	12.30 pm	None	4.0
Day 3	Thu 13 Aug 2026	8.30 am	3.30 pm	12.30–1.00 pm	6.5

The three rows total 16 paid ordinary hours after the Monday and Thursday unpaid meal breaks. Each day includes one paid 10-minute rest break at a time determined by the Employer. Any change to an agreed start time, finish time, break or ordinary hours requires written agreement. Work beyond an agreed daily or weekly part-time limit is overtime under the Award.

Minimum onboarding outcomes

- Employer identity, reporting line, roster, pay cycle and escalation channels confirmed.
- Fair Work Information Statement and access to the Award provided.
- WHS, emergency, incident, fatigue and stop-work requirements explained.
- Bin Manager, customer records, dispatch workflow and same-day record rule trained and practised.
- Laptop, email, phone, approved AI tools and information-security requirements configured.
- TFN, bank, super choice, emergency contact and payroll data collected securely.
- Remote-work arrangement, if approved, documented before remote work is performed.

Execution

Signed as an agreement. Each party confirms that the agreement and schedules have been read, the agreement particulars have been completed, and the Employee has had a reasonable opportunity to obtain independent advice.

For the Employer	Employee
Superior Bin Solutions Pty Ltd	Ian Young
Signature: _____	Signature: _____
Name: _____	Name: _____
Position: _____	Date: _____
Date: _____	

Reference access

Official Award: [Clerks—Private Sector Award 2020 \(MA000002\)](#)

Fair Work information: [Starting employment and the Fair Work Information Statement](#)