



Business & Personal Reference Policy

UNCLASSIFIED | Rev 6.0 | 16 Feb 2022

Owner: Andrei Moore, General Manager – Employee Relations

Background

At **nbn**, our values underpin the way in which we act and behave.

There may be occasions where a former or current employee, business associate, contractor, supplier or company requests that a manager or colleague provides a reference (whether written, verbal, business or personal). On other occasions **nbn** may be approached by another employer or recruitment company to provide such information.

Purpose

The purpose of this Policy is to provide guidance on **nbn**'s position in regard to the provision of references.

The intention of this Policy is to mitigate the risks of claims being made on the basis of the provision of references including those that arise from allegations of misleading references, breach of privacy requirements or defamation.

Scope

This Policy applies to all **nbn** employees and Temporary Staff Augmentation (TSA) workers and External Workers (EWs) (collectively, "**nbn** workers"). The **nbn** Resource Engagement Policy provides further information as to how these types of engagements are distinguished at **nbn**.

Policy

Business References

A business reference is a recommendation provided by, or on behalf of, **nbn**, regarding someone who has performed work for **nbn**.

Sometimes a business reference is also requested in respect of services that have been provided to **nbn** by another party (such as contractors, consultants, suppliers and clients) to assist the services provider obtain further business opportunities.

nbn is under no legal obligation to provide a business reference for the purpose of employment or for any other reason.

nbn does not provide business references nor does it authorise any person to do so on its behalf. This means that business references relating to current or past **nbn** employees, contractors, suppliers or companies, either verbal or



written, are not permitted under any circumstances.

At cessation of employment with **nbn**, employees are generally provided with a Statement of Service which confirms their dates of service, role title and salary with nbn. Former nbn employees can request a Statement of Service via People Central.

Personal References

A personal reference (also known as a character reference) is provided by an individual who knows and can attest to a person's character and abilities.

nbn workers are permitted to provide personal references, including in relation to an individual's professional achievements. For example, your LinkedIn profile is your personal page, and you may leave a comment or endorse current or former nbn workers and service providers in this manner.

There is no legal requirement to provide a personal reference, and if approached with a request to provide one, nbn workers should consider whether it is appropriate to provide a personal reference. For example, it may be appropriate to decline to provide a personal reference if:

- you did not work closely with the person requesting a reference;
- you hold a negative view of the person requesting a reference;
- the subject matter of the requested reference is not within your firsthand knowledge; or
- the request for a personal reference becomes a request for a comment on behalf of **nbn** as a business.

If you decide to provide a personal reference, it must not be issued on **nbn** letterhead or via your **nbn** email address under any circumstances. **nbn** workers should make it clear that any reference provided reflects their own views, and it is not a reference on behalf of **nbn**.

Roles and responsibilities

Managers: are responsible for ensuring that they and their employees comply with this Policy, so as to minimise the risk of claims against **nbn**

nbn workers: are responsible for ensuring that they comply with this Policy and seeking guidance from Human Resources if they are unsure about the requirements of this Policy

Human Resources: are responsible for providing guidance to managers and workers about this Policy, as required

More information

Please contact your Manager or People Central if you require further information regarding this Policy.

Related policies

- Code of Conduct
- Privacy Policy
- Resource Engagement Policy

Andrei Moore
General Manager – Employee Relations
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Document control

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|-------------------------------------|---|
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| Policy author | Adele Tate – Employee Relations Manager |
| Policy approver | Sally Kincaid– Chief People & Culture Officer |
| Email | |
| Department or business unit | People and Culture |

Revision history

| Revision | Description | Policy author |
|----------|--|----------------|
| 6.0 | Minor Typographical, Feb 2022 | Adele Tate |
| 5.0 | Minor Typographical, including clarity on personal reference | Adele Tate |
| 4.0 | Update template | Renato Marasco |
| 3.0 | New branding, more context and guidelines in relation to personal references | Amanda Jung |
| 2.0 | Expanded to include business references | William Smith |
| 1.0 | Released 2012 | William Smith |