



# Business & Personal Reference Policy

UNCLASSIFIED | [BMS001539](#) | Rev 5.0 | Feb 2020  
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 employees about this Policy as required



## More information

Please contact your Manager or People Central if you require additional information in relation to this Policy.

## Related policies

- Code of Conduct
- Privacy Policy

*Andrei Moore*  
*General Manager – Employee Relations*  
*Effective as of 15 February 2020*

## Document control

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<b>Policy author</b>	Adele Tate – Employee Relations manager
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## Revision history

Revision	Description	Policy author
5.0	Minor typographical, including clarity on personal references	Adele Tate
4.0	Updated 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	William Smith

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