



A message from

Customer Network Solutions

05/2024

Industrial action at Endeavour Energy - update

1 March 2024

We wanted to provide an update on the protected industrial action (PIA) we notified you of on 29 January 2024, that is currently occurring at Endeavour Energy.

To reiterate, the **Electrical Trades Union (ETU)** lodged an application for PIA and it was **approved by the Fair Work Commission** to occur from 31 January 2024 onwards. ETU and their members are implementing bans on a variety of work tasks, other than where there is work that, if not performed imminently, would create a serious and imminent threat to human life or a serious and imminent risk of personal illness or injury.

The PIA has impacted a number of projects over the last few weeks. The industrial action includes bans on field staff switching, use of electronic devices and work outside normal business hours. The PIA is indiscriminate with impacts on individual projects often unknown until the morning of/commencement of an outage. We understand that this is causing distress for impacted customers and ASPs and we apologise for this disruption.

Please be assured that Customer Network Solutions are working hard to get your projects and outages completed with minimal disruption to you, our customers.

Whilst we are disappointed by the impact of this action on our customers, we respect the rights of union members to take PIA and we are continuing to meet with the combined unions and bargain in good faith to try and progress our enterprise agreement negotiations.

Your Customer Network Solutions representative will contact you as soon as we know if there are any impacts on your projects and we apologise in advance for any disruption.

Kind regards,

Customer Network Solutions