Your questions answered…..
Employee FAQ # 2

We have taken onboard your feedback over the last few days. The below is intended to provide some further guidance on certain matters raised in our initial FAQ's.

GIFT CARDS

What do I tell customers regarding gift cards?

Gift cards are being honored in-store on a $1 for $1 basis.

Online gift cards are now redeemable online.

For example, if a customer intends to redeem a $100 gift card, they will need to purchase product of $200 in value and pay $100 in cash, by card or using AfterPay. This applies to all stock including sale items.

Direct any difficult in-store customers to the Bardot KPMG customer service team:

Telephone:	+61 3 8663 8713
Email:	bardotcustomers@kpmg.com.au

If a customer, at any stage, makes you feel threatened or uncomfortable, you may request them to leave the store, and further advise that security may be called to remove them if they refuse. If a customer's threatening behavior continues, call centre security or the Police.

EMPLOYEE ENTITLMENTS

What is happening with my employee entitlements?

Pre-appointment employee entitlements (i.e. before 28 November 2019)

Your entitlements, such as wages, superannuation contributions payable by the Company, holiday pay, long service leave and retrenchment payments, which have accrued prior to our appointment are frozen and are afforded a statutory priority.

An employee's priority claim ranks after the Administrators' costs and remuneration but ahead of ordinary unsecured creditor claims. We will write to all regarding your outstanding pre-appointment employee entitlements in due course.

Your entitlements will be calculated based on the Company's records and the applicable award, agreement or employment contract.

Post-appointment employee entitlements (i.e. after 28 November 2019)

Employee entitlements will continue to accrue after our appointment.

Employee entitlements accrued after 28 November 2019 will be either paid by the Administrators in the ordinary course, or transferred to a new purchaser if we can achieve a sale of the business.

Will we be provided with a detailed breakdown of our entitlements? If so, when will this happen?

You will be provided with a breakdown of your entitlements as soon as possible.

We are currently working through the payroll records to verify your employee entitlements. Once we have finished our review, we will provide you with all information relating to your employee entitlements.

What happens if I find another job or resign?

Employees retain their right or entitlement to resign if they wish to do so, however the chances of a successful outcome of the Company will be improved if the employees continue to support Bardot.

Should you wish to resign, you may not be entitled to claim certain employee entitlements (such as redundancy and payment in lieu of notice).

Will I be entitled to redundancy payments if my employment is ultimately terminated?

If provided for in your contract or industrial award, you may be entitled to redundancy. This will form a priority pre-appointment claim against the Company for entitlements that accrued prior to the Administrators' appointment.

STAFF INCENTIVE PROGRAM

Is the staff incentive program continuing?

Yes.

The below performance incentive schemes will continue during the administration:

- December Sales Incentives (Weekly and Monthly)
- Monthly Retail Management Bonus

- Super Seller Program
- Bardot Babe Program
- Anniversary Recognition

Incentive scheme winners will be announced via *The Collection* over the next few days.

EXPENSE REMIBURSEMENTS

What is the expense reimbursement process?

The expense reimbursement process that existed prior to 28 November 2019 has remained unchanged and will continue to be processed weekly on Fridays.

STORE CLOSURES

Are there any planned store closures?

A restructuring of the business is a necessary step to ensure ongoing commercial viability whilst a sale process is undertaken. This will likely involve store closures.

A decision was made to close the Knox and Hobart stores effective from Friday, 6 December 2019. All affected employees were contacted and notified individually today by Human Resources.

We will advise staff of any further store closure in due course

STOCK

Can I still accept stock?

At this stage, please continue to accept stock from AQR and Damco (this is what you may refer to as China stock and / or replenishment orders).

We haven't received stock for a few days?

We are currently liaising with our transport partners to confirm arrangements during the administration period, which has created short term delays with getting stock into some stores.

LANDLORDS

Dealing with Landlords/Centre Managers

As a result of our appointment, landlords are unable to take possession of the premises without the Administrators' consent or leave of the Court. In the unlikely event that a landlord locks you out of the premises, please immediately contact Samantha Taylor on 0418 516 582 or email staylor20@kpmg.com.au.

Centre management or landlord representatives need to provide notice to enter and inspect the premises. In the event centre management enter your store unannounced, we suggest you follow the following procedure:

1. Approach the landlord and obtain the contact name and telephone number for the person entering the store.
2. Advise that the Company is trading as usual and are entitled to continued quiet enjoyment of the site. Accordingly, they are not authorised to enter the store without obtaining prior consent.
3. Advise that in order to obtain consent to enter the premises they need to contact Samantha Taylor on the contact details above.
4. Politely request that they leave the store.

In the event they refuse to leave the store or persist in entering the store without authorisation, please contact Samantha Taylor on the contact details detailed above.

MORE INFORMATION

Where do I go for more information?

A dedicated employee hotline and email address has been set up to address all **employee** related queries:

Telephone: +61 3 8626 0959

Email: BardotEmployees@kpmg.com.au