



Business & Personal Reference Policy

UNCLASSIFIED | [BMS001539](#) | Rev 4.0 | 15 Feb 2018
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 or business associate requests that a manager or colleague provides a written or verbal business or personal reference. 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 guidelines on **nbn**'s position in regard to the provision of both types 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.

Policy

Business References

A business reference is a recommendation provided by, or on behalf of, an employer, to assist an individual (usually a former employee) seek new employment. Sometimes a business reference is also given in respect of services that have been provided to it by another party (such as contractors, consultants, suppliers and clients) to assist the services provider obtain further business opportunities.

Employers are 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.



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 employees are permitted to provide personal references, subject to the terms and conditions of this Policy.

Requirements when approached for a reference

If an **nbn** employee is approached by a recruitment agency, business associate or potential employer to discuss a current or former **nbn** employee or **nbn** business associate, the following requirements must be followed:

- if the request is in relation to a business reference for a company that is working or has worked in the past with **nbn**, the employee must advise that **nbn** policy does not permit the provision of business references of this nature. The employee should state that **nbn** business relationships are confidential matters
- if the request is made in relation to the provision of a business reference for an employee/former employee of **nbn**, the employee should advise that **nbn** policy does not permit the provision of business references. However, a former employee may request a written 'Statement of Service' from **nbn** by contacting **nbn** People Central
- if a request is made for a personal reference (either because the request for a business reference has been refused or otherwise) from an **nbn** employee the **nbn** employee must decide whether or not they are comfortable and/or whether it is appropriate to provide the personal reference. Circumstances in which it is recommended that an employee refrain from providing a personal reference include where:
 - the person did not work closely with the employee who is the subject of the personal reference; or
 - the person holds a negative view of the person who is the subject of the personal reference.

If the employee elects to provide the personal reference, then the employee must make it clear that any reference provided reflects their own personal views and not the views of **nbn**.

Personal references are not permitted to be issued on **nbn** letterhead under any circumstances.

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**
- **Employees:** 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 2018

Document control

Policy owner	Andrei Moore
Document number	BMS001539
Revision	4.0
Issue date	27 FEBRUARY 2012
Review date	February 2019
Classification	UNCLASSIFIED
Dissemination limiting marker (DLM)	
Status	Published
Plan of record?	
Policy author	Renato Marasco – National Employee Relations Manager
Policy approver	Maree Taylor – Chief People & Culture Officer
Email	
Department or business unit	People & Culture



Revision history

Revision	Description	Policy author
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