



UKG for Financial Services

Creating a Safety Net for Your Organisation



The financial services industry has not been immune to recent and far-reaching regulatory changes, or the workplace consequences of COVID-19. With burnout, high leave liabilities, and mental health-related absences on the rise, it's more important than ever that you see what's going on within your workforce, ensuring that you meet your record-keeping obligations. Visibility, transparency, and knowledge are among the best tools you can leverage to mitigate risk and support your people. UKG for Financial Services is here to help you create a safety net to protect your organisation.

A Changing Employment Landscape

What's going on?

The employment landscape within the Financial Services industry is undergoing significant changes. With a rise in innovation, upsurge in new sectors, and growth in remote working following COVID lockdowns, it is crucial that organisations have the right tools to support and manage their people, with the confidence that they're doing so in compliance with regulations.

In addition to industry developments, since the Hayne Royal Commission investigation in 2017, the Fair Work Ombudsman (FWO) is once again laser-focused on enforcing the minimum standards of work for employees. Similarly, the Fair Work Commission continues to introduce and revise regulatory requirements within the Banking, Finance and Insurance Award 2020 (BFIA). While this ensures minimum terms and conditions for employees, we know the changes simultaneously create complexities for you as employers of Award-covered employees.

UKG can help you:



Reduce WHS Risk & Manage Burnout



Get On Top of High Leave Liability



Accurately Capture Start, Finish, and Break Times



Reducing WHS Risk and Exposures

Managing Burnout & Fatigue

Following the fallout of the COVID pandemic and the Great Resignation, compounded by an existing history of overwork in the industry, there has never been a more crucial time for employers to obtain the right tools to manage fatigue, burnout, and ensure talent retention. Without accurate and up-to-date data analytics, as an employer, it is extraordinarily difficult to accurately track and understand your workforce. While acknowledging the effects of burnout in the employee's mental health and personal life, these problems tend to circle back to you as the employer in the form of absenteeism, reduction in productivity, workers compensation claims, and increased rates of attrition.

How UKG Can Help

Improving productivity, talent retention, employee well-being, and burnout rates can often come down to one thing: visibility. If you are unable to pinpoint the areas of potential risk, you may not even realise how close your organisation could be to non-compliance.

UKG offers predictive analytics and forecasting in a unified solution that incorporates artificial intelligence and machine learning technology, enabling organisations like yours to develop accurate forecasting from existing data.

UKG solutions can assist in identifying valuable data to better manage your employees in real time, recognising the risk before it becomes an issue. Drilling down to the root cause of the problem will help lower your risk of non-compliance, while addressing key workforce challenges such as overtime, turnover, and burnout. Combining the predictive analytics dashboard with UKG Talk will allow you to understand your population from an action standpoint, while measuring engagement levels from an individual, team, or company level.

UKG solutions ensure you have the capability to identify employees with high absenteeism, those who aren't taking breaks or leave, and those who may be nearing burnout, allowing you to intervene early.

¹Charlotte Grieve, *Extreme Burnout: 1 in 5 Australians Quit Their Job Last Year, Says Nab*, The Age (February 17, 2022), found at <https://www.theage.com.au/business/banking-and-finance/extreme-burnout-1-in-5-australians-quit-their-job-last-year-says-nab-20220216-p59x0u.html>.



National Australia Bank's (NAB) research into employment trends in 2021 found¹:

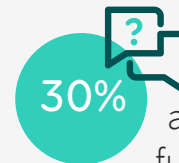


1 in 5 workers quit their job

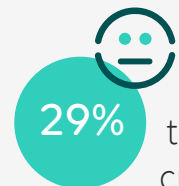


24% were considering switching jobs

On average, employees felt they were pushed away from their existing jobs by:



a lack of personal fulfilment, purpose or meaning



the impact of their current job on their mental health



a lack of career growth

Reducing WHS Risk and Exposures

Burnout and fatigue must be considered in the context of your obligations as an employer under health and safety legislation. If employees are working in an environment where fatigue and burnout are commonplace, you open yourself up to investigation by SafeWork / WorkSafe, or the FWO. Reducing burn-out and adequately managing fatigue help ensure your workforce has the energy to do their work effectively.

Having the right tools in place to help reduce the impact of fatigue is critical to your workforce's well-being and engagement. Instead of relying on static, historical reporting that restricts taking decisive steps forward, UKG analytics can help you take quick action on overtime, absences, and key fatigue trends, in accordance with regulations and WHS obligations. With UKG fatigue data visualisations, you can generate critical insights into your workforce fatigue that allow you to take immediate action.

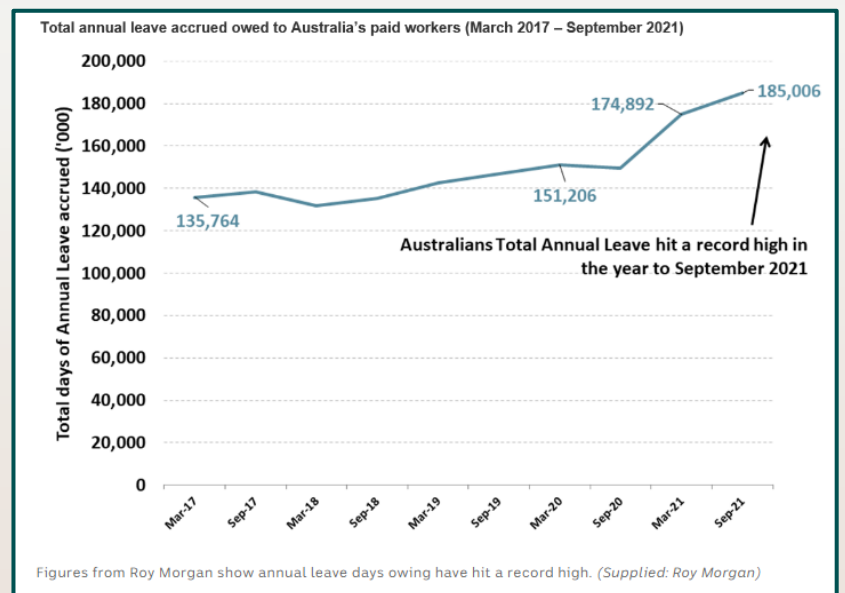
Annual Leave Liability

In March 2020, remote working was temporarily made mandatory for Australia's white-collar workforce. This historical turn of events demonstrated that companies are more than capable of operating with the majority of their staff working from home.

COVID lockdowns, grounded airline fleets, and border closures all constrained the ability to use annual leave, consequently resulting in a fatigued workforce with an abnormally high leave liability accrued. In an industry where employees typically didn't take advantage of their leave prior to COVID lockdowns, financial services organisations have been left exposed to high cash-back risks in conjunction with an increasing trend of voluntary resignation. Keeping company leave liability in a comfortable zone is crucial, particularly in times of uncertainty. Failure to do so can be potentially crippling for your cash flow management.

How UKG Can Help

UKG live analytics and forecasting capabilities can be applied to manage leave liability proactively through data analytics and forecasting that you can trust. Automation saves time and reduces the risk of human error, while delivering a comparison of your current and forecasted figures. Our dashboard gives anyone the capability to be an analyst, helping to identify when to prompt, plan, and ensure employees take leave.



¹ ABC News, *Annual Leave Balances Hit Record High as Pandemic Reduces Holidays, 'Life Leave'*, (December 16, 2021), found at: <https://www.abc.net.au/news/2021-12-17/annual-leave-balances-built-up-during-pandemic/100683120>.

Figure 1: Total Annual Leave Owed to Australia's paid workers¹

Accurate Recordkeeping & Timekeeping

Identify and Overcome the Misconceptions

Timekeeping Obligations

Many employers are not aware of their record-keeping obligations. Here are **three key areas** that you should think about as an employer :



In March 2020, changes were made to a number of modern awards (including the BFIA) to introduce new complex annualised salary provisions. If your organisation uses annualised salary arrangements, then you need to meet onerous and prescriptive requirements for monitoring, tracking, and reconciling hours of work.



Even well-paid BFIA-covered employees may be eligible to receive additional payments when they work excessive overtime, including where “rolling overtime” is triggered (where employees do not have a sufficient break of 10 hours between periods of work). This may have consequences for some employers during peak periods of work (for example, end of financial year).



Fair Work regulations require employers to keep records of overtime worked by employees who might otherwise be entitled to a penalty rate or loading (i.e. any Award and Enterprise Agreement-covered employees). Employers under these regulations are required to keep a record which specifies the number of overtime hours worked by the employee each day, as well as when the employee started and ceased working those hours.

How UKG Can Help

Integration between Microsoft Outlook® messaging software and the UKG solution allows employees to enter and accurately record their hours of work without the hurdle of leaving Outlook. The plug-in also enables the employee to reference their calendar entries for guidance. Similarly, the manager will be notified of any timesheet violations that are configured into the system in accordance with relevant Enterprise Agreements or Modern Awards. The accurate timesheet provides the data necessary to protect your organisation against any Fair Work claims.

UKG can also configure any Enterprise Agreements and industry Modern Awards. Correct timekeeping, coupled with our automated Better Off Overall Test (BOOT) analysis tool, can provide you with a detailed payment comparison report for any of your employees, allowing you to keep ahead of your reconciliations owed.

It's too easy to rely on assumptions about your workforce, and it can be difficult to recoup in the event of non-compliance. Creating a safety net for your organisation in the form of visibility, transparency, and knowledge will go a long way in managing a happy, productive, and compliant workforce.



Our purpose is people

Building on 70 years of experience from two leaders in HR solutions, UKG combines the strength and innovation of Ultimate Software and Kronos. Individually, we've always put people at the center of everything we do. Together, we're committed to inspiring workforces and businesses around the world, helping to pave the way forward for our people, customers, and industry.

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