

The myths and reality of modern workforce management

The topics of productivity, industrial relations reforms, and culture are high on the agenda for most HR and Operations executives in the resources and energy sector. Global economic uncertainty and social change is driving every organisation to double down on ways to control costs, increase productivity, improve compliance, drive safety across sites, and deliver a positive employee experience. Additionally, with the challenges of a tight labour market, it's become even more important to attract and retain talent with technology that supports your goal to be an employer of choice.

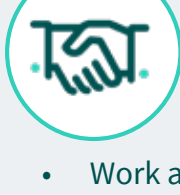
With people and digital transformation now in the spotlight, it's time to dispel the historically negative impressions of 'time and attendance' systems, because today's modern workforce management solutions hold the key to meeting the challenges described above.

The time and attendance image problem: Prejudices



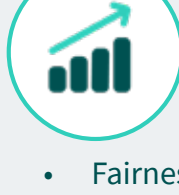
| Time and attendance stands for... | For HR and Operations, time and attendance means... |
|--|---|
| ...my employer exerting control, less flexibility and greater mistrust. | ...a costly, complex and time-consuming implementation. |
| ...waiting in a line to access an old-fashioned time clocking machine. | ...more time wasted managing and maintaining the system. |
| ...being sanctioned for misconduct based on flawed data and no context. | ...complexity in ensuring compliance with data and labour regulations. |
| ...having little access to information and needing to speak with my manager or HR for answers. | ...a worsening relationship with employees and an image of micro-management. |
| ...unfair distribution of overtime to the usual favoured people. | ...less flexibility in changing operating models due to need for system re-configuration. |

Modern workforce management: The reality check



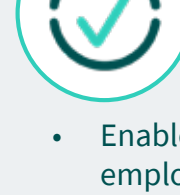
Flexibility

- Work anywhere and at any time with the latest generation of cloud-based and mobile-first workforce management solutions. Support any working model (on-site, remote or hybrid) and any employment contract (salaried, part-time, fully flexible or external contractor)
- UKG technology is future-proof and easy to own. Cloud-based SaaS (Software as a Service) technology means you are always on the latest and greatest version. Highly configurable, with class leading depth of capability, you can quickly and easily meet any legislation and contractual requirement.



Employee Satisfaction

- Fairness and transparency become the standard. Schedules consider the preferences of employees and overtime is distributed equally. Auditable compliance and visibility of actions ensure managers follow best practice.
- Employee self-service via mobile devices and on-site terminals empower people to take greater life-work journey control. Booking holidays, viewing balances, recording availability and preferences, amending HR records, shift bidding, receiving wider communication across dispersed teams, and many more features, make employees feel valued.



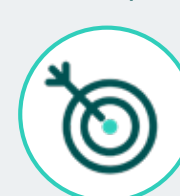
Compliance

- Enable protection for both employees and employer. UKG technology ensures that employee contracts, the Better Off Overall Test (BOOT), Union and Collective Bargaining Agreements and Labour rules and regulations are accurately followed.
- Automated HR and payroll processes reduce the risk of manual error and ensure people are paid accurately, and on time, for the hours worked against their agreed contract.
- Auditable compliance means every action taken by every employee in the system is captured, enabling detailed compliance reporting and adherence to best practices.



Employee Well-being

- Improve employee safety across your sites with quick and actionable insights, backed by extensive workforce data, to help you reduce burnout.
- Gain insight into fatigue trends so that you can eliminate damaging patterns in your schedules and generate compliant rosters that prevent fatigue creeping in and putting your employees in harm's way.
- Insight into leave and absenteeism allows you to pin-point areas of risk and flag potentially problematic patterns.



Productivity and Best Practice

- Gain visibility into global performance. With real-time analytics mining the vast amounts of data, managers can uncover and replicate best practice processes and practices.
- The same solution can be deployed globally and configured to meet regional requirements.
- Benefit from AI-powered automation. By automating historically time-consuming tasks with AI insights, managers can focus on higher value activity.



Culture

- Drive your business forward with a people-first culture that enables your employees to thrive and helps your organisation stand out in the market.
- Championing great workplaces starts with culture, and modern employees expect to feel safe, valued, and heard wherever they go. Connect your employees to your values and demonstrate how they contribute to the greater purpose, operationalising those standards through actionable tools and processes at every level of your organisation.

Always one step ahead: The checklist for future proofing your people processes

1. Current workforce systems

- Is there already one or more workforce management systems in place?
- Do all locations use the same system?
- Is there already a timeframe for replacing/re-evaluating the current system(s)?
- Who are the current stakeholder and owners of the current solution?

2. Catalogue of requirements

- Which employee groups will use the solution?
- To which sites and regions will the solution be deployed?
- How many different contract terms or pay rules will the solution manage?

3. HR system landscape

- What current HR and payroll solutions are used across the organisation?
- How many different HR, Payroll, or ERP systems will the solution need to integrate with?
- Do your current systems support seamless integration?

4. Compliance

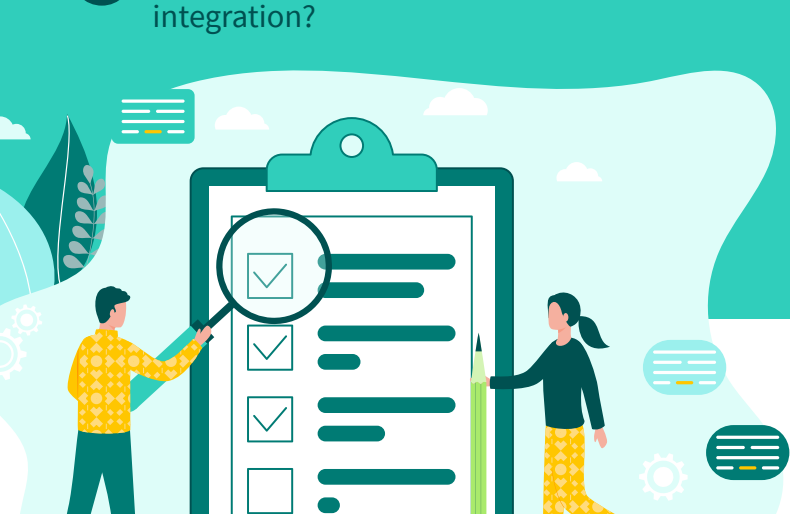
- Which compliance rules and regulations apply across your sites and regions?
- What organisation structure will you replicate in the solution to manage data?
- What data retention rules must the system replicate?

5. Communication

- Who will be the sponsors and stakeholders for the solution?
- What existing prejudices will need to be addressed?
- Which group(s) will be the pilot and 'ambassadors' for the new solution?
- Who will be the system owners, internal trainers, internal support, and super users?

6. Future

- How will the ROI and success of the solution be monitored, measured and communicated?
- How will departmental and user requests for system enhancements be captured and managed?
- Who will take charge of driving future expansion of the solution?



The conclusion: Workforce management is an opportunity.

By taking advantage of the new features, functionality, and capabilities of modern workforce management solutions, organisations can have the visibility, automation, and control to drive positive lasting change for their people, organisation and customers.

About UKG

As strong believers in the power of culture and belonging as the secret to success, we champion great workplaces and build lifelong partnerships with our customers to show what's possible when businesses invest in their people. One of the world's leading HCM cloud companies today, UKG and our Life-work Technology™ approach to HR, payroll, and workforce management solutions for all people-help more than 80,000 organisations around the globe and across every industry anticipate and adapt to their employees' needs beyond just work.

To learn more, visit ukg.com.au.