

SOLUTION BRIEF

Workforce Management for Transport and Logistics



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Workforce Management (WFM)

Workforce management ensures resources are aligned across transport industry organisations to ensure compliance and efficiency.

WFM ensures that employees with the right skills, qualifications and licences are in the right roles to ensure compliance whilst optimising the rostering of employees with the right skills in the right roles at the right time.

WFM helps the business control and focus on performance and competency to maximise productivity and growth.

Transport and logistics companies face unique and complex workforce management challenges. As a highly regulated industry, awards such as the road transportation and distribution award require careful monitoring of staff rosters and working hours. By streamlining these processes, businesses save time while ensuring compliance and reprocure from Fair Work.

Other common challenges that WFM addresses include various employees' work shifts, complex rosters, and pay rates based on varying and distinct scenarios. An area that is often challenging is integrating systems for data flow and managing complex scenarios. In addition, it is important to have transparency across the data. WFM allows seamless integration with other software for data collection, collaboration, and efficiency.

Key benefits of implementing WFM include:

- ✓ Achieving optimal rostering, scheduling, and availability.
- ✓ Managing labour costs before they impact revenue.
- ✓ Recognising and resolving inefficiencies.
- ✓ Utilise self-service to empower employees to be more autonomous.
- ✓ Ensure payroll and workforce data integrity and security with enterprise-level security.
- ✓ Ensure accurate payroll for all pay scenarios, awards, and time worked.
- ✓ Reduce manual data entry with digital time and attendance recording.
- ✓ For comprehensive reporting, record and report from a single platform.
- ✓ Maintain workforce compliance by integrating with transport specialists and finance software through APIs.



75%

of domestic goods in Australia are transported by road.

¹ Australian Bureau of Statistics (ABS)

² Supply chain Game Changer

Rostering Overview

In the next five years, the transport sector will face ever-increasing regulatory and safety challenges. In Australia, there are more than 3 million trucks registered, with a predicted growth of 80% in road freight alone between 2016 and 2040¹. Investment is evident, but there is also a need for efficient and safe transportation systems, as well as regulations and policies to ensure the safety of drivers and other road users.

Increased online sales and haulage costs have resulted in tighter delivery schedules for transportation companies. There is an imperative to optimise operations via technology that increases efficiency and reduces labour costs while ensuring safety is not compromised.

Rostering is the first step in creating an effective delivery schedule. WFM software helps with this by ensuring you have the right number of people allocated for each route and delivery.

With today's Transport WFM platform, heads of departments and managers can create, edit and publish rosters quickly and easily with all the necessary information at their fingertips.

When you don't have the right information, creating rosters can be frustrating. Based on various metrics, including workforce restrictions and availability, a workforce management solution with inbuilt rosters shows you which team members can be rostered for every route and delivery.

Another challenge facing organisations and their drivers is poor communication in an increasingly digital world. Using a mobile app, all team members can access key data, including their schedules and availability, in real-time.

Implementing Rostering enables businesses to:

- ✓ Accurately estimate shift and route costs.
- ✓ Reduce repetitive administration tasks with a template driven rosters solution.
- ✓ Save time with a copy & paste for faster rosters.
- ✓ Delete performance duties individually or in bulk.
- ✓ Review the cost structure of one or more shifts in a single view.
- ✓ Automatically update rosters to enable staff to accept and see their work schedule in real-time.

Creating rosters using a modern WFM solution is easy with drag-and-drop and auto-fill functionality. Easily accessible via a mobile app for all staff.



80%

predicted growth of road freight alone between 2016 and 2040. Investment is evident, so there's a need for efficient & safe people and transportation systems²

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Workforce Compliance Overview

Without a comprehensive solution to monitor your workforce records continuously and automate expiration warnings, you may be subject to compliance breaches and Fair Work penalties.

Renewing a compliance record can vary from record to record; for example, a Heavy Rigid License requires 35 hours of practical training and renewal every 5 years.

HR & payroll teams should be able to identify and assign pre-expiry notification periods intuitively. Announcing and notifying people at the right time needs to be completely user-configurable.

Automating this process eliminates the risk of compliance records slipping through the cracks, a common problem associated with manual compliance management.



Workforce Compliance Use Case

Renewing a necessary license or compliance certificate can be an administrative overhead that places organisation and their employees at risk.

For example, a Heavy Rigid License must be renewed and training completed. Using configurable notifications lets your impacted employees know their renewal requirements, enabling them to take steps to ensure they can continue their work.

For example, a renewal notification can be sent to the impacted employee 16 weeks prior with regular reminders that ensure they have sufficient warning and time to complete their compliance requirements.

Work Restrictions Overview

Australian companies have been in the news for underpaying their employees, and new cases are being identified weekly. Many businesses across various industries have been identified by fair Work to have underpaid their staff, which has resulted in significant reputational damage, backpay obligations, penalties and in some cases personal legal action.

Estimates show over 20% of workers in high-risk industries such as transport, construction, healthcare, and resources are underpaid.

Implementing work restriction policies helps transport companies comply with heavy regulations. Work restrictions are based on the policies that apply to individual employees. The team needs complete flexibility over various scenarios and work schedules, different minimum and maximum hour limits over configurable timeframes (i.e., day, week or another desired period range), specific date ranges or a variety of other threshold parameters, such as awards, time worked, fatigue management and overtime as well as licences.

Once a work restriction policy is set up, it can be applied to employees or teams. The restrictions system continuously monitors for breaches and sends a notification to the relevant manager for action before it becomes an issue.

Implementing Work Restrictions assists with the following:

- ✓ Allows managers and HR to keep track of upcoming license renewals and potential health safety policy breaches.
- ✓ Helps to identify employees who are at risk of clocking any unapproved overtime and manage driver fatigue.
- ✓ Prevents annualised salary outer limits from being breached
- ✓ Safeguards organisations, company directors, and staff from the risk of wage theft due to underpayments.
- ✓ Ensures compliance with Visa, license and hourly limits per employee.
- ✓ Ensure staff work their contracted hours.





Workforce Restrictions Use Case

Where you pay your staff under one of the Modern Awards, for example, the Road Transport and Distribution Award and they are restricted to a certain number of hours for the week to adhere to safety regulations you can stay on top of the hours worked by setting and assigning a work restrictions policy. When an employee is at risk of breaching a work restriction 'Access Work Restrictions' will notify you; this allows you to reallocate resources more effectively, avoid non-compliance and meet safety regulations.

20%

of workers in high-risk industries such as transport, healthcare and resources are affected by underpayments³.



³PWC

Awards Interpretation and Time & Attendance Overview

A critical part of ensuring accurate & compliant payroll is the award interpretation and capturing time and attendance. To avoid disputes, reputational risk, and Fair Work objections, pay policies should always be aligned with contracts, awards, and enterprise agreements.

As awards, EBAs, and contracts are complicated agreements, Award interpretation needs to be flexible enough to handle the plethora of possibilities and virtually any business structure. Your payroll and HR teams need easy-to-use intuitive tools at their fingertips to create, update, and copy award templates quickly. Every effort should be made to avoid rigid, in-built awards, costly customisations, or expensive consultations.

Rosters and schedules alongside timesheets help organisations accurately record the actual hours worked, including breaks, travel time and any extra hours. Timesheets that are configurable with the power of mobile capture gives your team the tools to deliver accurate, compliant payroll and insight into labour costs and liabilities with intuitive reporting from a single data source direct to the executives for strategy and growth.

Award Interpretation and time and attendance are both critical aspects to ensuring payroll calculations are accurate. With both these in an all-in-one workforce management solution provides peace of mind for compliance and a powerful and time saving tool that simplifies complex rules, pay rates, multiple awards scenarios and caters for salaried staff covered under a Modern Award. An all-in-one workforce management solution provides your workforce with confidence that their remuneration is accurate whilst ensuring your business always complies with today's strict transport regulations.

Implementing Awards Interpretation and Time & Attendance helps to:

- ✓ Manage multiple awards and agreements simultaneously, even if different awards and rates cover a staff member on the same day. For example, a long-haul driver working different shifts to an office employee working longer hours.
- ✓ Automate the entire award interpretation process using date-driven calculations for the interpretation of breaks, allowances, penalty rates and overtime accurately and without manual intervention.
- ✓ Provide visibility of salary outer limit breaches to ensure reconciliation and avoid Fair Work repercussions.
- ✓ Streamline the application of any changes to Industrial Agreements that need to be applied retrospectively.
- ✓ Review, compare, and analyse discrepancies to identify and address issues with little effort.



Access Definitiv as a single unified platform for a transport business means all our managers have access to all their staff information relating to payroll in one place.



Employee Experience Overview

Workforce time capture is paramount to ensuring accurate, compliant, timely pay runs. The most effective time capture should be intuitive, accessible via mobile technology, and work in an offline mode as well. Staff should be able to clock in and out, change duties, take breaks, and register time against multiple jobs, roles, and cost centers throughout their shift, all from within the app.

Today's Transport WFM solution should enable all of this and more. Modern platforms are more flexible than standard stationary time clocks because they enable flexibility such as the registration of location with every event, such as clocking on and off, taking a break, or changing duties. Businesses can increase governance every time an employee clocks in by requiring them to take a picture of their face or with geo tracking clock in and out to track staff at a specific location.

Timesheets should work in conjunction with time capture, especially where they related to calculating the pay rate against multiple awards. As with digital time capture timesheets must be dynamic. Depending on an employee's role, work orders, and tasks, timesheets can be auto-filled or filtered. This prevents staff from being able to select roles they are not assigned to, increasing the likelihood of accurate timesheet and ensuring accurate cost splits against the various awards.



Employee Workforce Experience Use Case

An employee has a more than one shift type; line haul driver that carries dangerous goods and a distribution driver that drives interstate. The award maybe on different for the two roles and the comprehensive award engine in workforce management manages the award calculations seamlessly based on the shift the employee is working.



Workforce Management Visibility

To understand the health of your transport and logistics operation and make critical business decisions, you need meaningful data. When data is created and forms patterns, executives and their team need reporting tools that can provide a wide variety of outputs, such as simple transactional reports, executive dashboards, board packs, or even trigger alerts to enable proactive response.

People & payroll teams can dedicate more time to analysing rich and quality data and improving productivity by removing as much administrative burden as possible.

Modern WFM platforms should provide comprehensive prebuilt reports that use real-time data. From this, you can create reports in various configurable formats, such as charts and tables, based on any data within the WFM application or even custom fields, providing a high level of reporting capabilities.



Workforce Management Reporting Use Cases

Case 1: You can see labour costs at the most incremental level with an infinite level of cost centres via distribution routes & locations. It helps to understand the total cost and if any alternatives could be more cost-effective by breaking down cost splits per route and cost of distribution.

Case 2: Clear visibility of employees and associated cost per employee that assists managers for accurate resources planning. In addition, the data can be used to calculate staff productivity and other metrics more accurately.

Case 3: Comparing actuals against budgets, for example, reviewing a roster against a budget, ensures that labour costs are in your control before reconciliation when it's too late.



About The Access Group

The Access Group is one of the leading providers of business management software to mid-sized organisations in the UK, Ireland, and Asia Pacific. It helps more than 60,000 customers across commercial and not-for-profit sectors become more productive and efficient. Its innovative Access Workspace cloud solutions transform the way business software is used, giving every employee the freedom to do more. Founded in 1991, The Access Group employs approximately 5,000 people, including 900 in the APAC region.

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