❖ NOTICE ❖

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TO: QANTAS MEMBERS

RE: COMPANY DEPUTY MEETING

On Wednesday this week ALAEA Reps met with Qantas to discuss our concerns over the Deputy timekeeping system. We opened by stating that we wanted them to cease attempting to replace the current timekeeping system; unsurprisingly they rejected that request. We then offered an alternative, as we have done previously, that would see us embrace their new system if certain protections were agreed in writing. The three protections we sought are –

- That Geolocation services are deactivated at the Qantas end.
- That Deputy is not pushed to any company supplied device.
- That no disciplinary action or wage docking occurs as a result of information obtained via Deputy.

We know if these three terms are agreed, members will have a proper choice. You can either use the system to its maximum extent, waiving your own privacy rights in the process, or just use their workplace kiosks. The company said they would get back to us with their response on the three points. The company then wanted to know why we were so concerned about Deputy. The conversation progressed as follows –

The ALAEA were concerned that Qantas are misleading members by advising them that GPS services are only activated when you log on and off for work. We asked Qantas why it was that a Sydney Deputy trainer who was presenting to a group of LAMEs in Melbourne had a message on his screen stating that he was 710kms from his home work location? Qantas advised us that the trainer had elected to activate geolocation services and therefore it wasn't a problem. It was obvious to us that the trainer had activated GPS tracking, our concern was that LAMEs have been told something that is incorrect to try to lessen the concerns over the geolocation functionality. Qantas said they would get back to us about this issue.

We objected to many of the permissions required by Deputy as part of their terms and conditions. Qantas stated that this was ok now as users (employees) no longer had to agree to those terms. The ALAEA objected and explained that the contracts bind all users and hiding the terms from employees does not mean they are not subject to the terms. Qantas said they would get back to us with a copy of the terms.

An article (attached) about Deputy was read where the company sell their product by claiming they can continue to gather and store information from your phone or iPad for up to 24 hours even when you are not connected to the internet. The data is integrated and collected from other apps and programs on your device and is transferred to Deputy when you reconnect. From user agreements we have seen we understand the terms of Deputy do not limit the information then can obtain from your phone or iPad, and they can change the way they gather or farm that data without notifying you (a permission Qantas appear to have given them by signing a contract on your behalf).

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We read from Qantas' own business case document and sought further information about their projected cost savings of $350,000 per annum on overtime meals. One manager tried to explain to us how meal breaks on overtime were being exploited but seemed to err as he was describing something that was simply in compliance with the Enterprise Agreement. Another manager then had to do a lot of back peddling, in the end they couldn't explain how Deputy would save them money on overtime meal breaks and they advised that they would get back to us with a more detailed response.

Next we asked why they had identified Deputy as posing a risk to the payment of employee wages and what they had done to mitigate the risks. They assured us that all those risks had been eliminated. We then asked why a member of ours had been docked 8 days wages the previous week; which had left him unable to pay his mortgage. They said they would get back to us with a more detailed response.

We also discussed other risks their own document said could be introduced including fatigue and manpower shortages. They couldn't really answer those questions either. They did impress on us the added safety Deputy would provide in emergency situations including fire evacuations. Apparently the Fire Warden could simply look up on his iPad which staff were rostered at work at the time of the evacuation then count heads to ensure all were accounted for. They were unaware, however, that Fire Wardens were usually Foreman. We asked how the Fire Warden would know if all staff were safe if they elected not to use Deputy on their iPad? They will get back to us with an answer about this also.

Members being told that they cannot apply for leave unless they apply through Deputy should continue to complete the standard leave forms, take a photo of the form for your records and hand the form to the normal person leave is normally submitted to (Planner, DMM, Ops manager). If you encounter any further dirty tricks from managers refusing to accept applications unless you do it through Deputy, please email Glynn Sowter (Glynn@alaea.asn.au) with the circumstances of the refusal and the ALAEA will follow this up from our end.

Until further notice, members should not use Deputy until this matter is resolved.

Steve Purvinas
Federal Secretary

Lean Canvas – Deputy for Engineering

Business area: Workforce Planning, Engineering	Project Code: WFPGRQED Transformation Code: ENG284	Sponsor: Justin Hyams / Chris Snook	Version + Submit Date: V2.0, 06 September 2017

Problem Description

Currently, Qantas Engineering manages manpower through manually intensive spreadsheets and a HR system (EMSTAFF).

- Supply/demand analysis managed on complex static excel spreadsheets
- Duplication of data entry to maintain spreadsheets and EMSTAFF
- Manual roster amendments on printed sheets - no single source, or "live" document
- Unclear view of staff movements to secondments, leave and training results in ineffective decision making and excessive overtime
- No time and attendance system resulting in inability to see who is on shift

Consequence of doing nothing
Demand/supply matching and rostering practices would remain as status quo.

Compliance / Regulatory?

Nil

Transformation Benefits

- $350k per annum via correction of overpayments due to system configuration.

Strategic Alignment

The organisation has committed to provide flexible working conditions to all employees – the current system for rostering does not allow for this.

- Deputy enables flexibility for front line staff by allowing them to influence aspects of their roster around their work life needs.
- Engineering has been investing in mobility for its frontline staff through the QE:Touch program – Deputy allows for management of their roster leveraging this platform

Value Proposition

- A modern, web-based, personalised and intuitive rostering system that manages manpower movements in a live environment
- Provides frontline employees with an enhanced user experience (including mobile compatibility) in how they interact with their roster and manage shift work with their personal life.
- Delivers rich data (time and attendance, roster adherence, leave patterns) to further enable transformation objectives across Qantas Engineering
- Deputy begins by implementing a solid rostering foundation, and can then branch out into:
  i. day-of-operations for smarter task allocation
  ii. longer range planning of supply (labour) and demand (flights and maintenance)

Solution

The Deputy rostering solution is proposed for Engineering. Deputy has been successfully implemented in:
- Qlink – Engineering & BNE Airports
- IOC
- Transport
- QIC

Outcomes for Engineering:
- **Rostering functions** – view/track employee movements across the business live
- **Basic supply & demand visibility** – provides information so that operational managers can make informed decisions on covering demand in real time
- **Streamlined leave management** – employees apply for all types of leave through the app.
- **Time & Attendance** – Employee's 'check in' & 'check out' of their shift, giving visibility of when staff arrive and depart the workforce, and provide a digital input for other planning systems

Risks & Constraints

- **Industrial Relations**
  Deputy solution is not accepted by unions resulting in delays in implementation or consequences to other industrial topics
- **People**
  Frontline users and operational leaders do not 'buy in' to the benefits of Deputy and do not commit to ensuring implementation is successful
- **Resources**
  Scale of implementation greater than expected placing increase demand on resources above that planned
- **BAU Operation**
  If configuration Deputy is incomplete or inaccurate then there is a risk to manpower levels, fatigue management and frontline rostering information that could affect pay.

Benefits

Benefit Description	Total Benefits ($)	Year 0 (FY18)	Year 1 (FY19)	Year 2 (FY20)	Year 3 (FY21)	Year 4 (FY22)	Year 5 (FY23)
Meal Breaks for OT costs	$ 2,008,198	$ 152,000	$ 350,000	$ 360,500	$ 371,315	$ 382,454	$ 393,923
Total Benefits	$ 2,008,198	$ 150,000	$ 350,000	$ 360,500	$ 371,315	$ 382,454	$ 393,923

Financial Benefits.
- Reduce OT Meal Break Hours - $350k per annum

Non financial benefits:
- Enhance employee interactions with rosters to improve engagement
- Robust oversight of supply results in more accurate operational manpower decisions

Discount Rate	13%
NPV	$ 666,091
IRR	61.4%
Payback Period (years)	2.53

Key metrics

- Staff engagement
- OT Meal Break data
- Productive Hours
- Planned v Actual Hours
- Demand v Supply Analysis
- Leave Management
- Absenteeism Management
- Time & Attendance Management

Costs & Contingency

Cost Area	FY18	FY19	FY20	FY21	FY22	TOTAL
CAPEX	$552k	-	-	-	-	$552k
OPEX – One Off	$67k	-	-	-	-	$67k
OPEX – Ongoing	-	$44k	$44k	$44k	$44k	$176k
TOTAL COST	$619k	$44k	$44k	$44k	$44k	$795k

- Includes 10% contingency

GUARDIANS OF AIR SAFETY

New Aussie app aims to replace employee punch cards and timesheets

TECHNOLOGY
JUSTIN GREY
26 May 2014

Australian owned cloud-based rostering, scheduling, and timesheet management platform Deputy has released a new iPad app aimed at helping SME business owners optimise time and attendance management of their employees.

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Australian owned cloud-based rostering, scheduling, and timesheet management platform Deputy has released a new iPad app aimed at helping SME business owners optimise time and attendance management of their employees.

Named Deputy Kiosk for iPad, the app features in-built face detection and geo-location technology to allow business owners to keep track of when and where their employees work. Employees start and end their shifts by taking a quick snap of themselves from the Kiosk, which automatically populates their timesheets. With Deputy Kiosk, business owners can quickly onboard new employees, create and assign tasks, manage leave requests and view full rosters. Employee self-service capabilities enable staff using the platform to advise their employers of their shift unavailability, apply for leave and notify completed tasks.

The iPad app integrates with the Deputy platform and Mobile Apps to provide full functionality to users on the go. Rigorous offline capabilities allow users **to collect data for up to 24 hours** without an internet connection. This data syncs with the platform as soon as an internet connection is restored.

Ashik Ahmed, Co-Founder and CTO of Deputy, said Deputy Kiosk is an affordable alternative to traditional punch card, finger scan or pin-based time and attendance systems.

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