

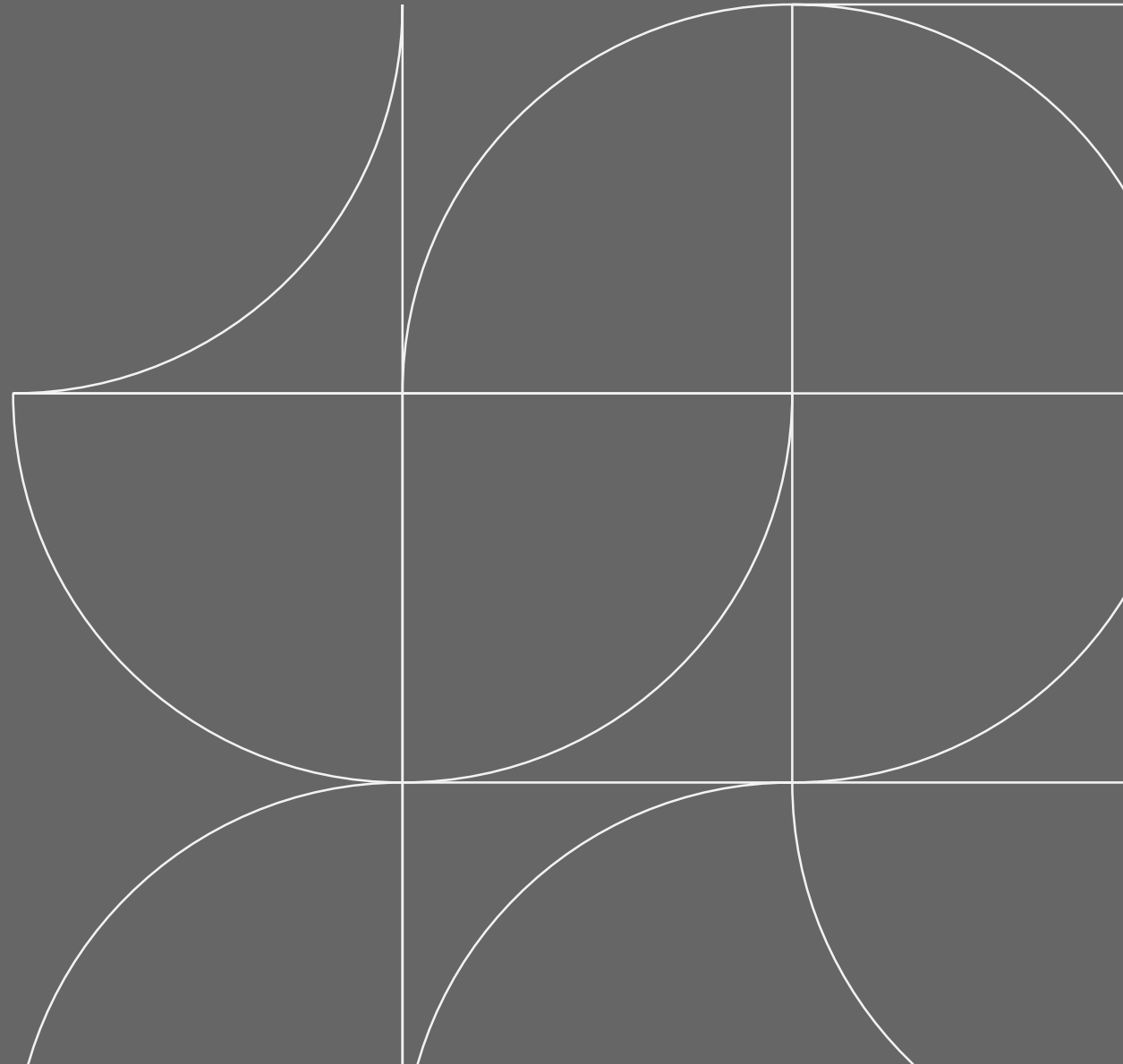


# Chicago's Predictive Scheduling Law in an Unpredictable Time

June 24, 2020

**Seyfarth Shaw LLP**

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# Speakers

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**Kevin Young**  
Partner  
Seyfarth Shaw



**Kyle Petersen**  
Partner  
Seyfarth Shaw



**Sara Fowler**  
Senior Associate  
Seyfarth Shaw



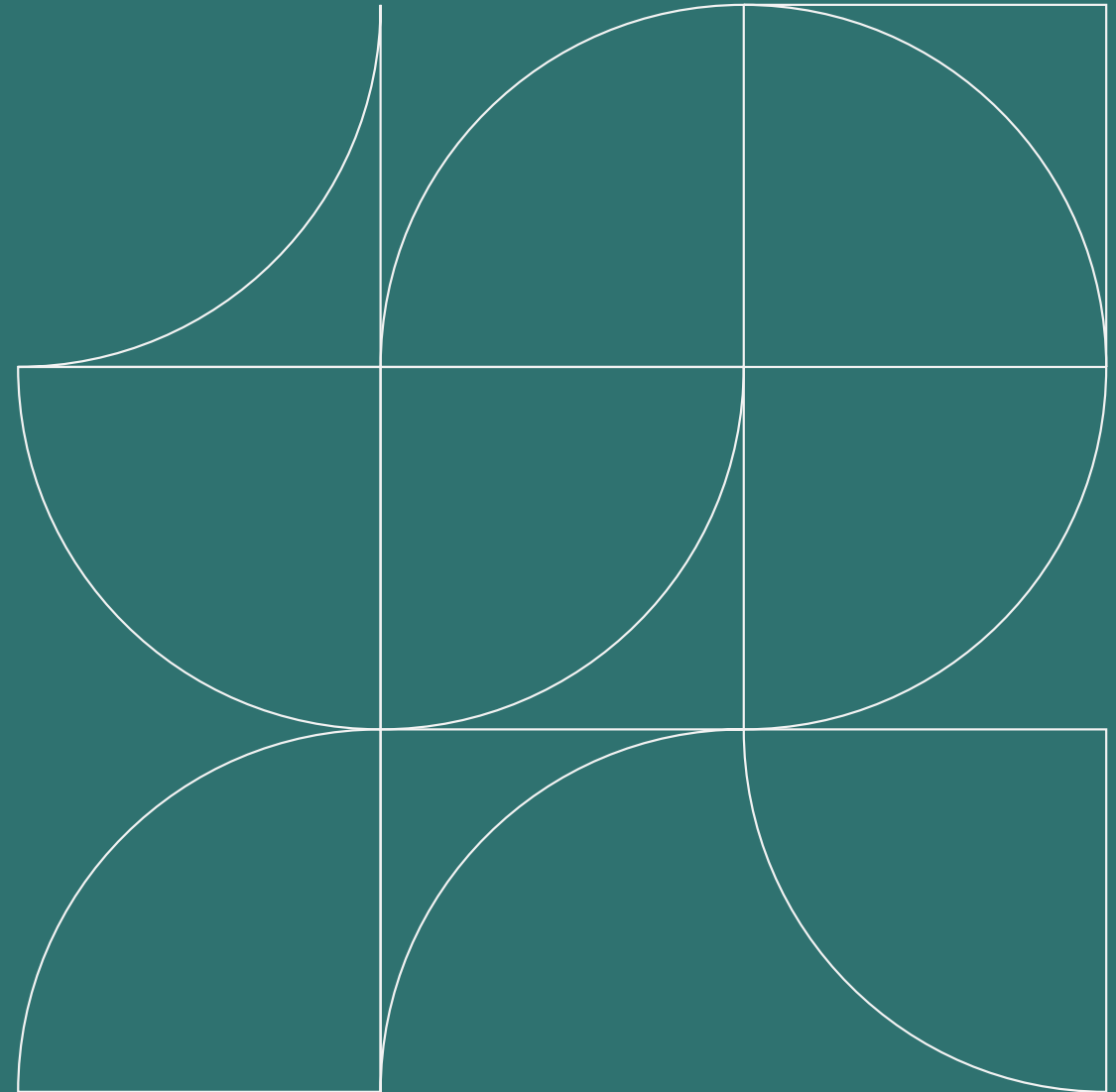
**Krista Hardwick**  
Legal Counsel  
Deputy

# Agenda

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- 01** Details on The Chicago Fair Workweek Law
- 02** Rule Pertaining to COVID-19
- 03** Best Practices
- 04** Deputy Solution for Chicago Fair Workweek
- 05** Q&A

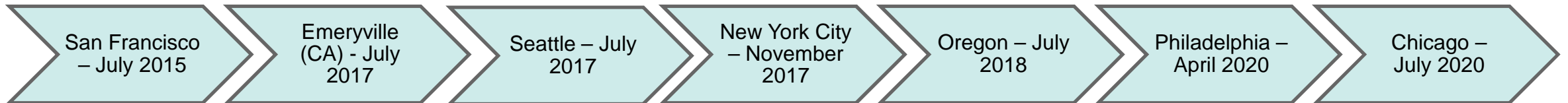
# Details on The Chicago Fair Workweek Law



# Predictable Scheduling: The Big Picture

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- Bringing predictability – stability – to employee’s work schedules – a.k.a., “Fair Workweek” laws
- *Typically* impacting large employers in retail, restaurant, and hospitality (*but, Chicago!*)
- *Generally* requires posting work schedules with a specified amount of notice (e.g., 10-14 days) and paying employees *extra* for changes to the schedule.



# Chicago's Fair Workweek Ordinance – The Basics

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**Initial estimate of work schedule**

**Advance notice of schedule**

**Premium pay for schedule changes**

**Offer additional hours to existing employees**

**Right to rest**

**Right to request flexible work arrangements**

**No retaliation**

**Notice & Posting requirements**

**Enforcement**

# Are You An Employer?

- ***Requirements:***

- 100+ employees, globally (250 for non-profits)
- 50 must be “Covered Employees”
- Must be “primarily engaged in a Covered Industry”



# Covered Industries

## Restaurants

- Any business licensed to serve food in the City
- 30+ locations, globally
- 250+ employees, total
- Does not include businesses with 3 or less locations in the City

## Building Services

- Care & maintenance of property
- Janitorial services
- Building maintenance
- Security services

## Warehouse Services

- Storage of goods, wares, or commodities for hire or compensation
- May include, in connection with such services:
  - Loading
  - Packing
  - Distribution
  - Delivery

## Manufacturing

- Production of tangible goods for use
- From raw or prepared materials into new forms, properties, qualities
- By hand labor or machines



# Who Are Covered Employees?

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Must meet all of the requirements:

- (1) Work as an employee (not IC)
  - Includes day/temporary laborers for 420+ hours in 18 months
- (2) Spend majority of work time physically in Chicago
- (3) Perform majority of work in a Covered Industry
- (4) Earn less than or equal to \$50,000/year or \$26 per hour

**“Nothing in this Chapter shall be deemed to affect the validity or change the terms of bona fide collective bargaining agreements *in force on the effective date* of this Chapter. After the effective date of this Chapter, the requirements of this Chapter *may be waived* in a bona fide collective bargaining agreement, if explicitly set forth in clear and unambiguous terms.”**

# Initial Estimate of Work Schedule

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- Before or upon beginning employment
- Good faith, written estimate of projected days and hours of work – for *first 90 days of employment*
- No requirement to update estimate
- Must include:
  - Average weekly hours expected to work
  - Whether any on-call shifts are expected
  - Subset of days and times, or shifts, that employees can expect to work – or not to work
- Employees have right to request modification
  - Must respond in writing within 3 days

# Advance Notice of Work Schedules

---

- Post schedule **10 days** before first day of new schedule
  - July 1, 2022: **14 days**
- Conspicuous place accessible/visible to all Employees
  - Electronic transmittal upon written request
- Does not apply to employees who self-schedule, or venues that regularly host Ticketed Events

*If it's not posted with enough advance notice, employees don't have to work!*

# Predictability Pay

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Unless an exception applies, for schedule changes made after the 10-day (14-day) advance notice period, employers **must** compensate employees:

- Adding hours to the schedule —————> **1 hour of pay**
- Changing the date or time of shift (no change in # of hours) —————> **1 hour of pay**
  - **But, no predictability pay for changes of 15 minutes or less! (Rule FWW 1.04(a))**
- Cancelling or subtracting hours with more than 24 hours' notice —————> **1 hour of pay**
- Cancelling or subtracting hours with less than 24 hours' notice —————> **½ of reg. pay rate for all hours subtracted or cancelled**
- *Note:* Schedule changes require revising the posted work schedule and transmitting to the employee within 24 hours of the change!

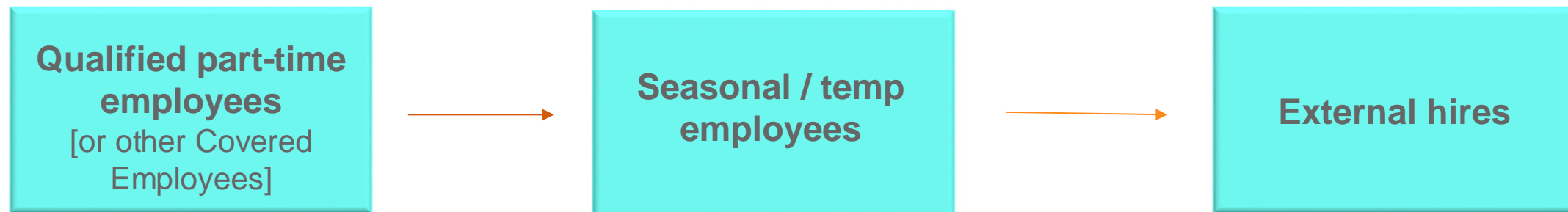
# Exceptions to Predictability Pay

<p><b>Work can't continue</b> (e.g., blizzards, pandemic, threats, strikes, utilities failure, recommendations from public officials)</p>	<p><b>A schedule change mutually agreed upon between <u>Covered Employees</u></b></p>	<p><b>A schedule change mutually agreed upon between <u>Employee and Employer</u>, <i>confirmed in writing</i></b></p>	<p><b>An employee-requested schedule change, <u>confirmed in writing</u></b> (e.g., sick time, vacation)</p>	<p><b>Hours subtracted because of discipline for just cause, reflected <u>in writing</u></b> (e.g., suspension)</p>
<p><b>Banquet event scheduled/re-scheduled for reasons outside employer's control</b></p>	<p><b>Manufacturing – events out of employer's control changes need for employees</b> (e.g., delay in materials or production)</p>	<p><b>Healthcare – schedule changes due to certain disaster/catastrophic events; specialized skills needed through procedure completion; unexpected increase in demand beyond employer's control</b></p>	<p><b>Ticketed event is cancelled, rescheduled, postponed, etc., out of employer's control.</b></p>	<p><b>When covered employees self-schedule.</b></p>

# Offer Work to Existing Employees

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- Must first offer additional shifts of work to existing Covered Employees
  - Who are qualified to do the work
  - Need not offer if doing so would require payment of overtime
  - When “practicable,” offer shifts first to existing part-time employees
- If hours are not accepted by existing Covered Employees, must offer to temporary and seasonal workers with 2+ weeks of service



# Right to Rest

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- Covered Employees can refuse to work hours scheduled within 10 hours of the end of a prior day's shift.
- If they agree to work, they must receive pay at 1.25x their regular rate for all hours worked during that shift.
- Must get consent in writing. (Rule FWW 1.06(a))
- If the shift would entitle employee to OT, they get paid at OT (higher) rate.

## **Example 1:**

*Shawn works the closing shift on Monday, which ends at 10:30 p.m. Shawn is also scheduled to work Tuesday's morning shift, starting at 8 a.m. If Shawn agrees to work Tuesday's shift, Shawn must be paid at 1.25x hourly rate for the entire Tuesday morning shift.*

## **Example 2:**

*Debbie is scheduled to work from 6am to 10am, and then 5pm to 10pm on Wednesday. Debbie is not entitled to premium pay, because she is not scheduled to work within 10 hours of a prior day's shift.*

# Right to Request Flexible Work Arrangement

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- Employees have the right to request modifications to their work schedule
  - Additional shifts
  - Changes in days/times of work
  - Limitations on availability
  - Part-time work

Does not mean you have to grant the request, but no retaliation!

*Remember* – requests to modify **initial scheduling estimate** must be responded to, in writing, within 3 days!



# Notice and Posting

- Poster
  - Conspicuous place – 11x17
  - Electronic is ok, if that is part of usual practices
- Notice with first paycheck after July 1 (and annually thereafter)
  - For direct deposit – usual electronic communication channels are ok
  - 8.5x11 paper for hard-copy notices
- In English and any other language spoken by employees who are not proficient in English, for which a poster has been published.

**1 FAIR WORKWEEK**  
REQUIRES PREDICTABLE SCHEDULES AND PAYMENT FOR CERTAIN SCHEDULE CHANGES (MCC 1-25)

Employers must provide workers a written estimate of days and hours of work prior to each employment.  
Employment must post Work Schedules at least 10 days' notice.

When Employers make changes to the Work Schedule less than 10 days before the Work Schedule starts	
Subtracts hours	Workers must receive one hour of additional pay for every impacted shift.
Adds hours	
Changes shifts with no loss of hours	

When Employers make changes to a shift less than 24 hours before the shift starts	
Subtracts hours	Workers must receive 50% of their pay for the lost hours.
Adds hours	Workers must receive one hour of additional pay for every impacted shift.
Changes shifts with no loss of hours	

Workers may decline hours that occur less than 10 hours after the end of the previous day's shift.  
Workers must be paid 1.25 times base pay for any shift that begins less than 10 hours after the end of the previous day's shift.

**WHO IS COVERED BY THE FAIR WORKWEEK ORDINANCE?**

Employees who work a majority of time in Chicago, in a covered industry and earn \$50,000 per year (salary) or \$25 per hour (hourly) or less. This includes temp workers on assignment for 427 hours within a 12-month period.	Employees primarily engaged in a covered industry including services, healthcare, hotel, manufacturing, restaurant, retail, or warehouse services that employ 100 or more employees (50 for not-for-profits), at least 50 of whom are covered by the Fair Workweek Ordinance, with more than 3 locations might be Employers.
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**FILE A COMPLAINT**  
Call 311, use the CHI 311 app, or file a Complaint Form at [www.chicago.gov/laborstandards](http://www.chicago.gov/laborstandards)

**BACP**  
Business Alliance for Chicago's Progress  
Last updated: May 28, 2020

[https://www.chicago.gov/city/en/depts/bacp/supp\\_info/fairworkweek.html](https://www.chicago.gov/city/en/depts/bacp/supp_info/fairworkweek.html)

# Record Retention

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- Maintain applicable records for **three years**
- Applicable records include:
  - *Anything you will need to prove you're compliant!*
  - *Good faith estimates*
  - *Schedule changes (all versions of schedules)*
  - *Employee consent to work, schedule change requests*
  - *Offers of hours to existing employees*
  - *Payroll records*

*Employees have the right to request records relating to themselves, “upon reasonable request.”*

# Don't Forget: No Retaliation!

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- Applies to **any right** included in Ordinance
- Be mindful of schedule change requests!
- \$1,000 fine

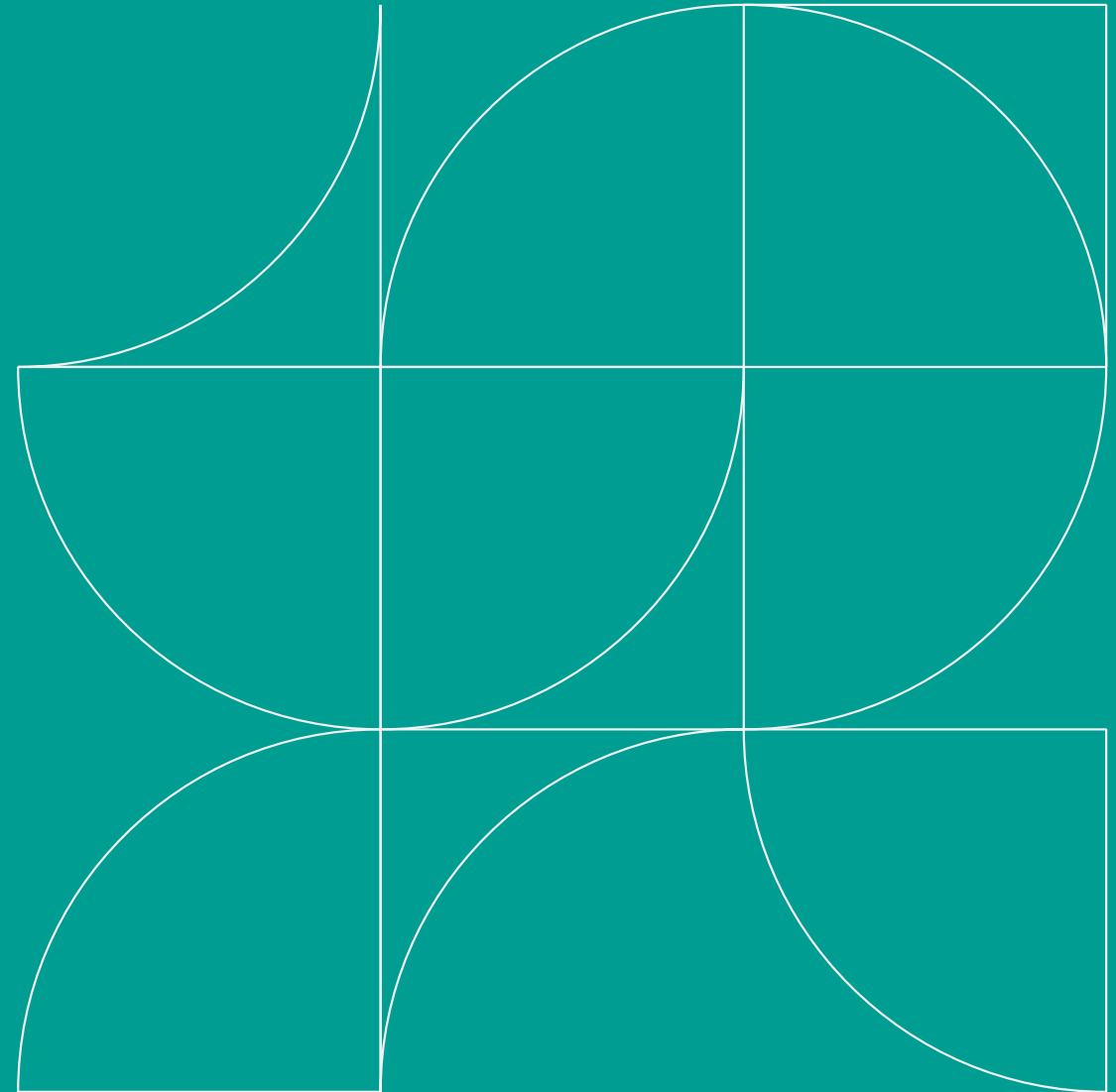


# Enforcement

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- Enforced by City's Office of Labor Standards (Business Affairs/Consumer Protection)
  - Power to investigate; issue penalties (\$300-\$500 each)
    - Offenses are *per employee, per day of violation*.
- Private Right of Action available *after*:
  - Written complaint to OLS; and
  - Employer has opportunity to respond to complaint / cure violation; and
  - Department closes complaint
- Prevailing party entitled to attorneys' fees, costs, compensation for damages sustained.

# The Rule on COVID-19

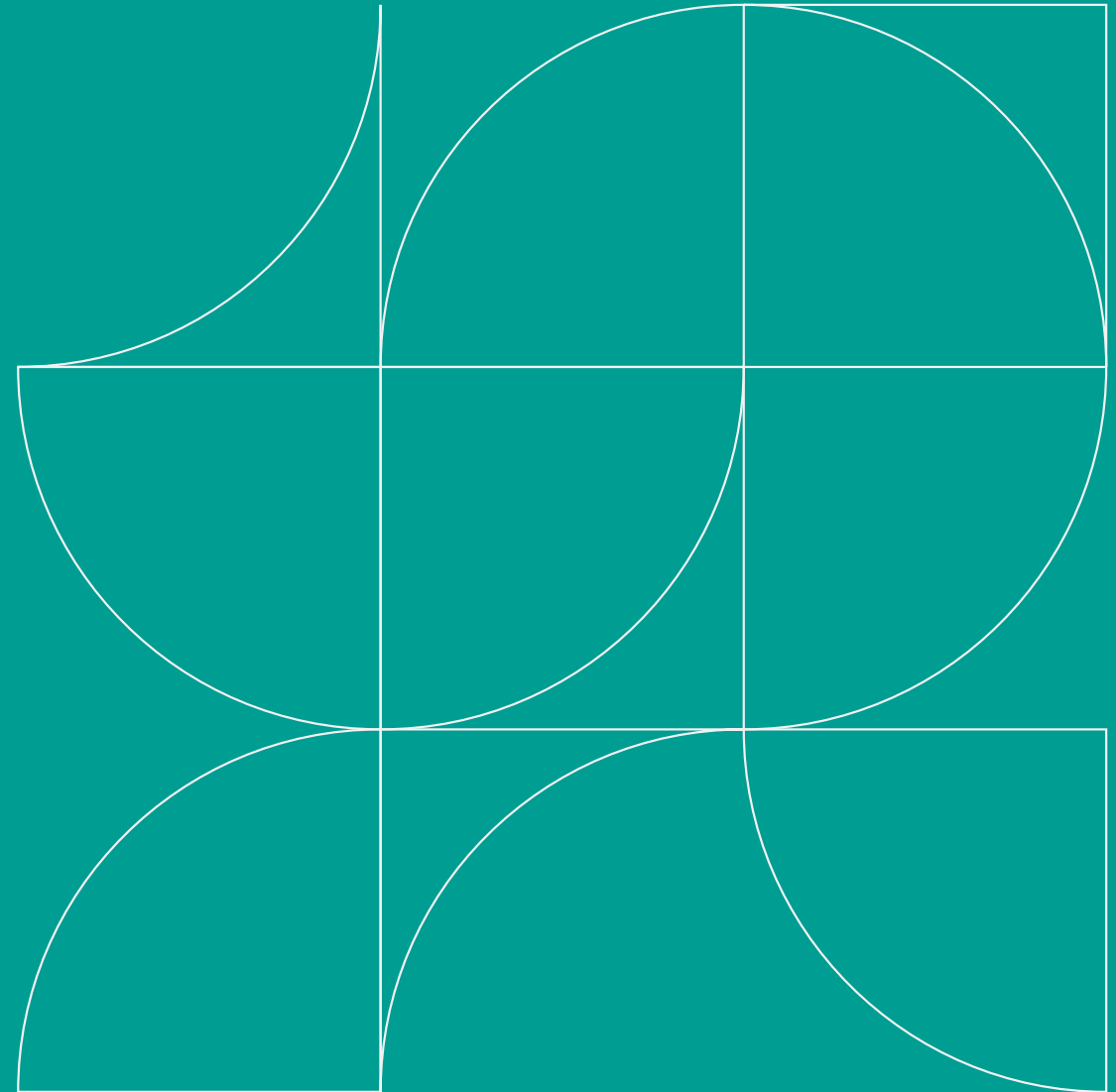


# Impact of COVID-19

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- Implementation of the Fair Workweek Ordinance **not** delayed due to pandemic
- COVID-19 Rule provides exemption for certain provisions
  - Right to decline
  - Predictability pay
  - Pay for cancelled hours and shifts
- Not a blanket exemption
  - Only applies when COVID-19 causes a material change to the employer's operations that, in turn, causes a change to the scheduling needs
  - Exemption applies to Work Schedule during which the change occurs + the following Work Schedule

# Best Practices



# Policy and Practice Updates

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- Employee Scheduling Policies
  - Time frame for posting schedules
  - Process and required documentation for schedule changes
  - Permissibility and process for employee shift swapping
- Onboarding process and documents
  - Incorporate initial estimate of work schedule into offer letter, wage notice, or other onboarding documents provided to new hires
  - Ensure new hires aware of and trained on how to make schedule swaps
- Document Retention Policies
- Update Employee Availability



# The Mechanics: Train, Train, and Train Some More

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- Train [Scheduling Managers](#) on Mechanics of the Ordinance and New Company Policies and Procedures
  - Timing for posting schedules & advance notice requirements for changes
  - How to request for volunteers for schedule changes and obtain employee consent
    - No coercion!
  - Employee Rights
    - Right to decline unscheduled hours
    - No retaliation
  - Permissibility and process for employee shift swapping
  - Consequences of noncompliance
    - Predictability pay: impact on labor budget and performance assessment for manager
  - Documentation Requirements
  - Process to ensure proper payment of penalties when incurred

# The Mechanics: Train, Train, and Train Some More

---

- Train the **Payroll Team**
  - When and how to calculate and pay penalties
  - Base Rate
    - Not OT, tips, or bonuses
    - For hotels, does include set service fees earned by employees
  - Penalties included in the regular rate?

# The Mechanics: Train, Train, and Train Some More

---

- Train **Covered Employees** on key components of the Ordinance
  - Permissibility and process for swapping shifts
  - Shift change requests must be in writing
  - If consent to shift change, must do so in writing
  - Tardiness or leaving early without permission does not trigger penalties
  - Right to decline
  - Retaliation prohibited

# Then, Document, Document, Document

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- How will you **prove compliance**
  - Create and Maintain Records
    - Good Faith Estimates
    - Schedules (all versions with time/date stamps)
    - Employee consents
    - Offer of hours to existing employees
    - Employees voluntarily swapped shifts
    - Payroll records
  - Ensure records are readily accessible to provide to City, employee, or plaintiff's lawyer in litigation



# Beyond the Mechanics: Shifting Management's Mindset

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- What's the company philosophy
  - E.g., transition away from longstanding, on-call scheduling practices to minimize penalties or do what needs to be done and pay the price, if needed?
- Opportunity to rethink labor management and increase efficiencies
  - Requires managers must develop deeper understanding of labor needs
  - Understand what drives last minute changes and address root cause(s)
- There's an app for that!
  - Leverage technology to track and anticipate staffing needs, facilitate shift swaps or shift changes, track occurrences requiring penalty payment, and document compliance
- The Silver Lining
  - Studies show that predictability and rest between shifts has a positive impact on unplanned absences and may improve employee morale and retention

# Chicago Fair Workweek

Get on offense with a simple  
compliance framework







FLORIDA ST 5-1 (2-1) NC STATE 4-2 (1-1)

ESPN FLORIDA ST 16 NC STATE 17 Final

NFL



TITANS vs VIKINGS

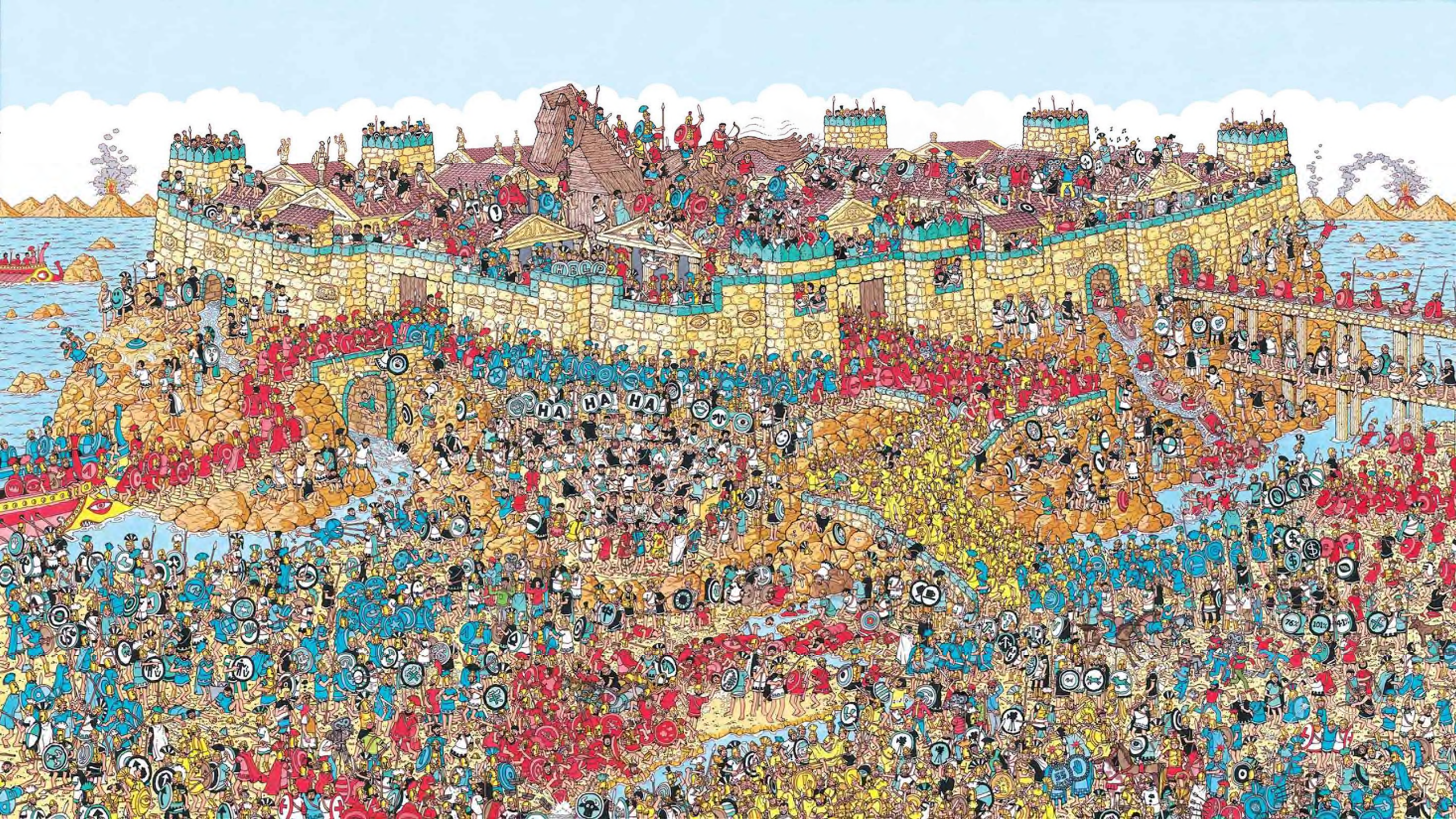


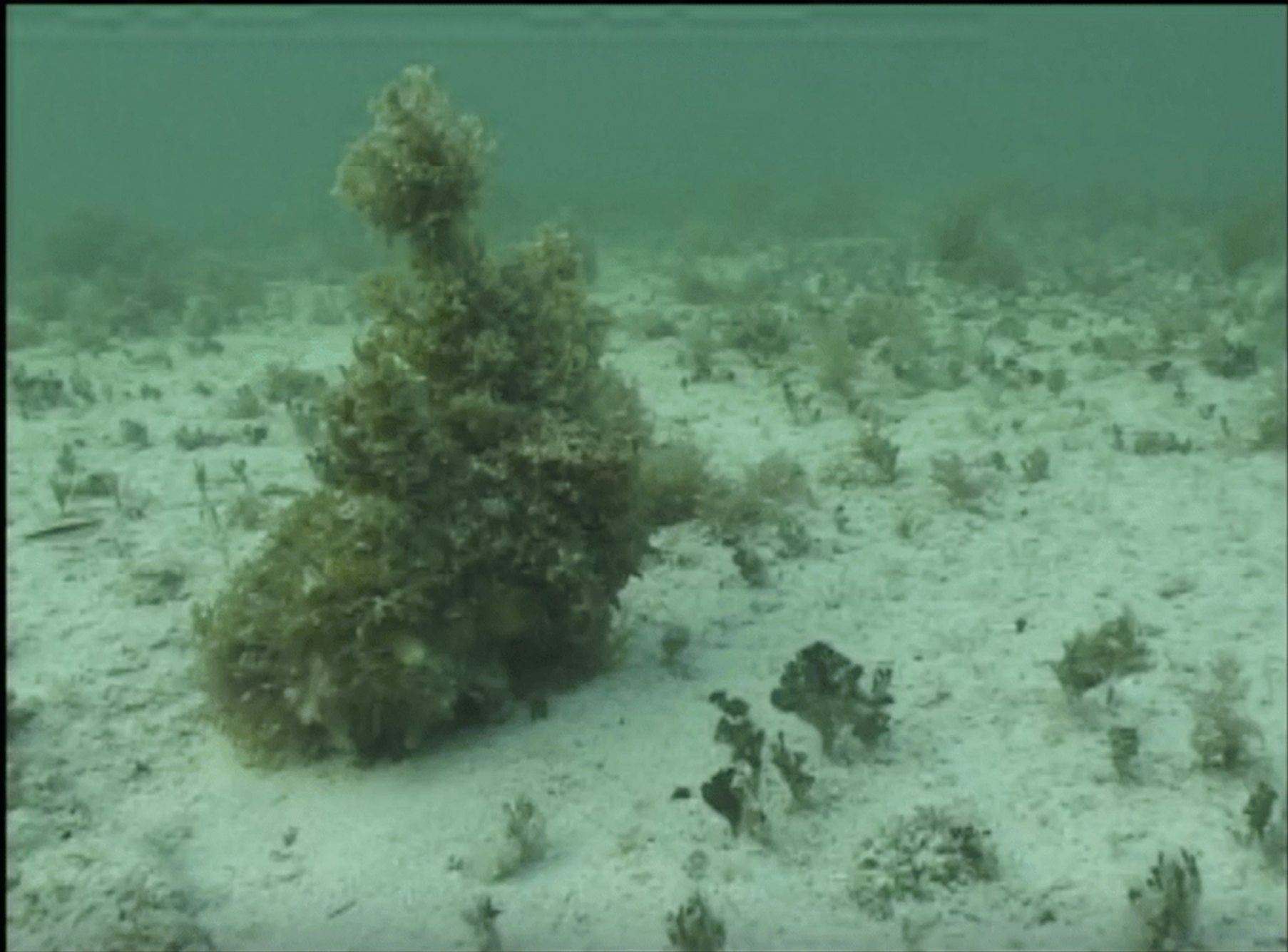
4:25 ET SUN

ESPN2

GIFULMINATION.COM







# The Good / Bad News

61%

of schedulers are  
hourly employees
















6%-1%

of schedulers  
have a penalty with/  
without Deputy

96%

of time punches  
align with the  
schedule

# The Deputy all-in-one platform

MANAGE LABOR	OPTIMIZE OPERATIONS	REDUCE THE BACK OFFICE
 Forecast labour	 Communication	 PTO & Leave Management
 Employee Scheduling	 Tasking	 Labour Compliance
 Biometric Time Clock	 Field Data Capture	 Risk Management
 Performance journaling	 Alerts	 Payroll Sync
 Certification Tracking	 Reporting & analytics	 Integrations

# In the mind of an investigator



Understaffed



Looking for “gross”  
offenders



True objective is to create  
more full-time positions



Wide discretion of fine  
assessments

**FAIR WORKWEEK**

**Access to Hours**

**Written Consent of Changes**

**Notice of Schedules**

**Good Faith Estimate**

**Post the Poster**

**GENERAL COMPLIANCE**

**Covid-19 Features**

**PTO**

**Off the Clock Work**

**Meal / Rest Breaks**

**Pay Overtime**

**Have an Employment Manual + Share + Signatures**



# The Deputy Solution

- ✓ Good faith estimate
- ✓ Advance notice of work schedules
- ✓ Predictability pay
- ✓ Right to decline previously unscheduled hours
- ✓ No clopening







# Good Faith Estimate

- Sent via Newsfeed by manager
- Employee received on mobile
- Must **confirm** message
- Documents receipt of message

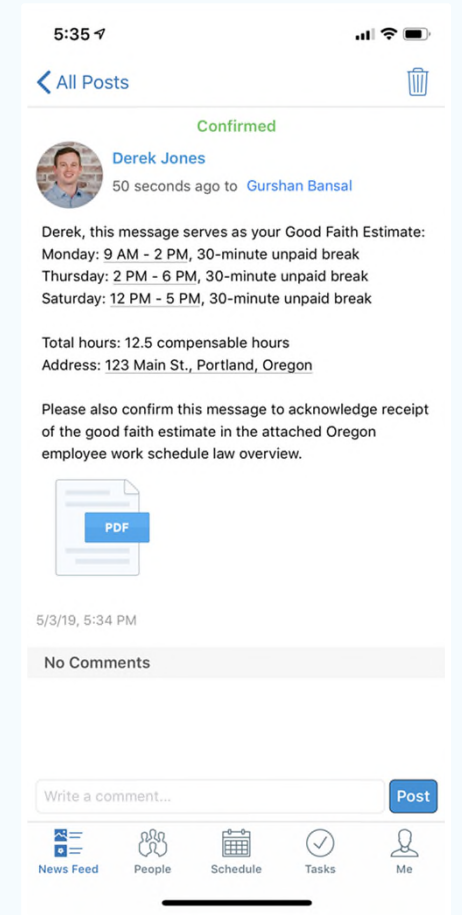
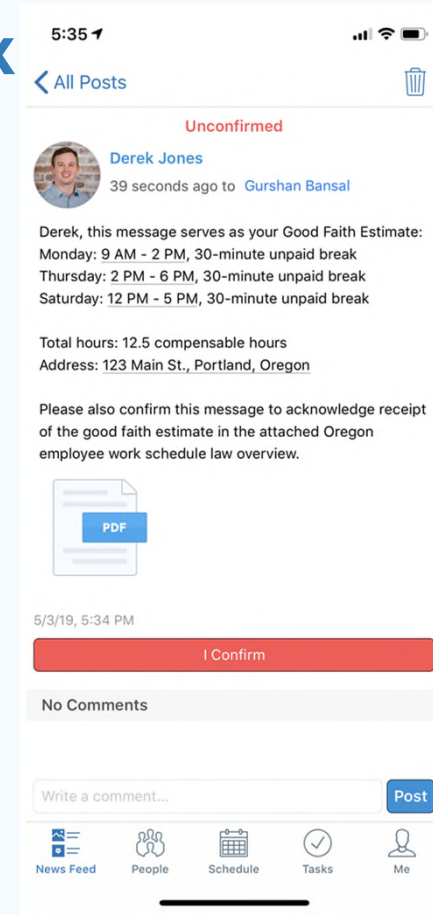
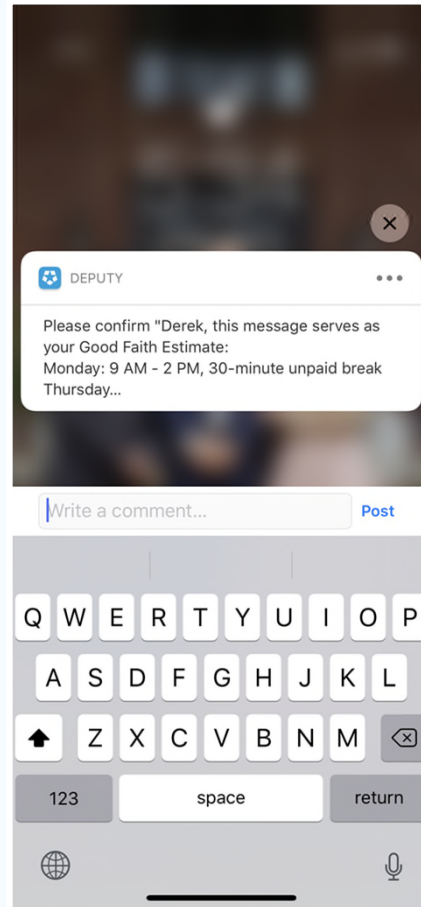
The screenshot shows a mobile application interface for a news feed. At the top, there is a navigation bar with tabs: Me, News Feed (selected), Tasks, Locations, People, Schedule, Timesheets, and Reports. A 'Create Post' button is visible in the top right corner. Below the navigation bar, the 'News Feed' section is displayed. On the left, there is a filter menu with options: All posts, Important posts (selected), Your Posts, Locations, and AC Hotel by Marriott Portland... On the right, there is a search bar labeled 'Search News Feed...'. The main content area shows a post from Derek Jones, sent 'a minute ago' to Gurshan Bansal. The post text reads: 'Derek, this message serves as your Good Faith Estimate: Monday: 9 AM - 2 PM, 30-minute unpaid break Thursday: 2 PM - 6 PM, 30-minute unpaid break Saturday: 12 PM - 5 PM, 30-minute unpaid break Total hours: 12.5 compensable hours Address: 123 Main St., Portland, Oregon Please also confirm this message to acknowledge receipt of the good faith estimate in the attached Oregon employee work schedule law overview.' Below the text is a PDF attachment icon labeled 'PDF' and 'Work\_Sche...'. At the bottom of the post, it says '1 / 1 has confirmed'.



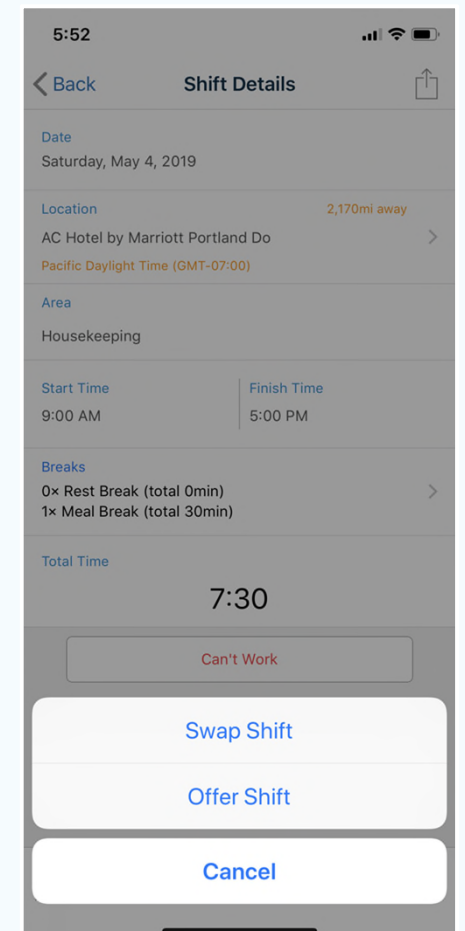
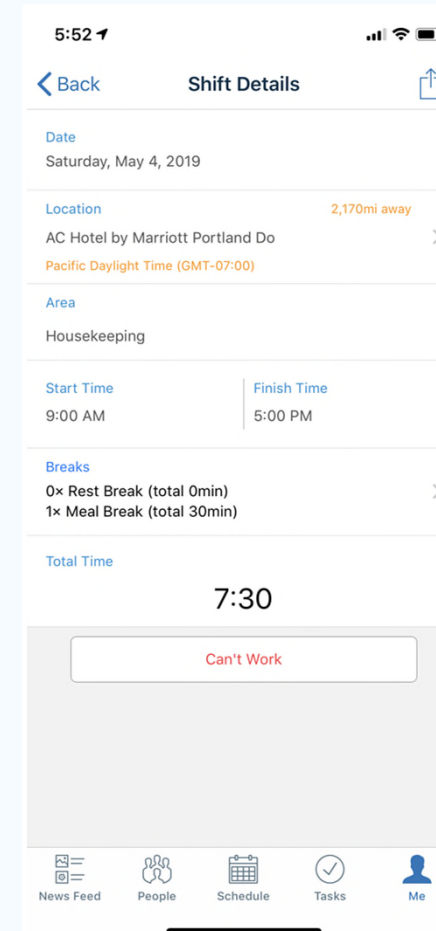
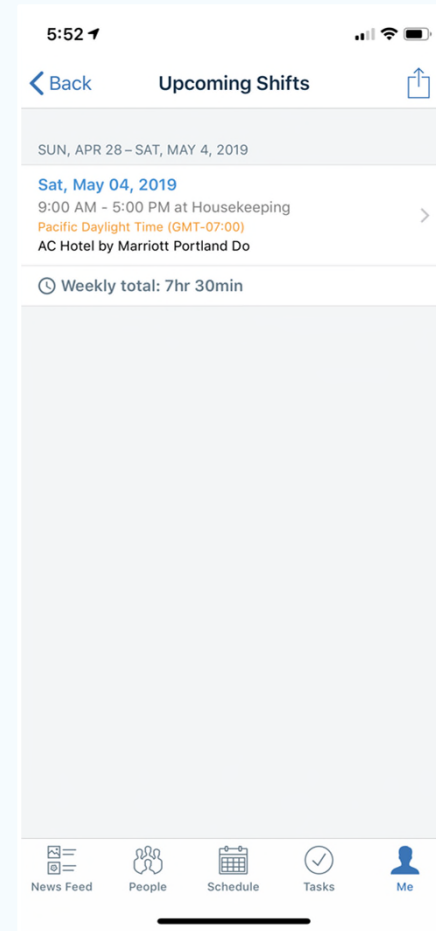
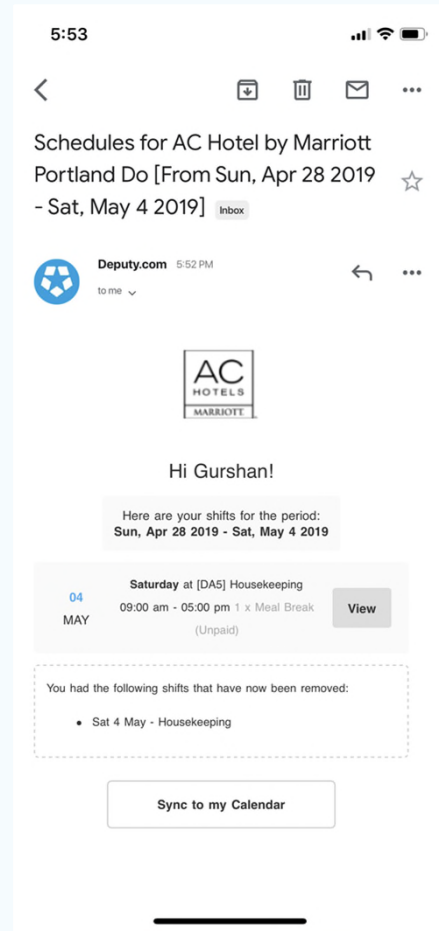
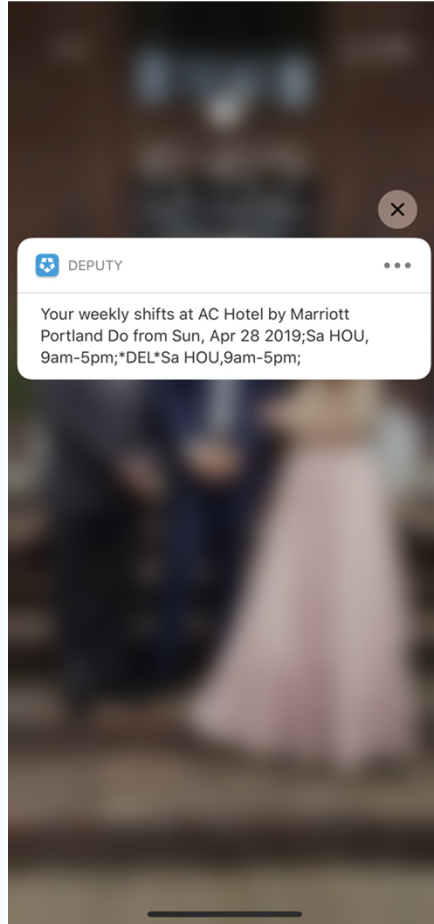
# Good Faith Estimate

- Employee receives notification on mobile and email
- Prompted to confirm
- Reviews the attached document

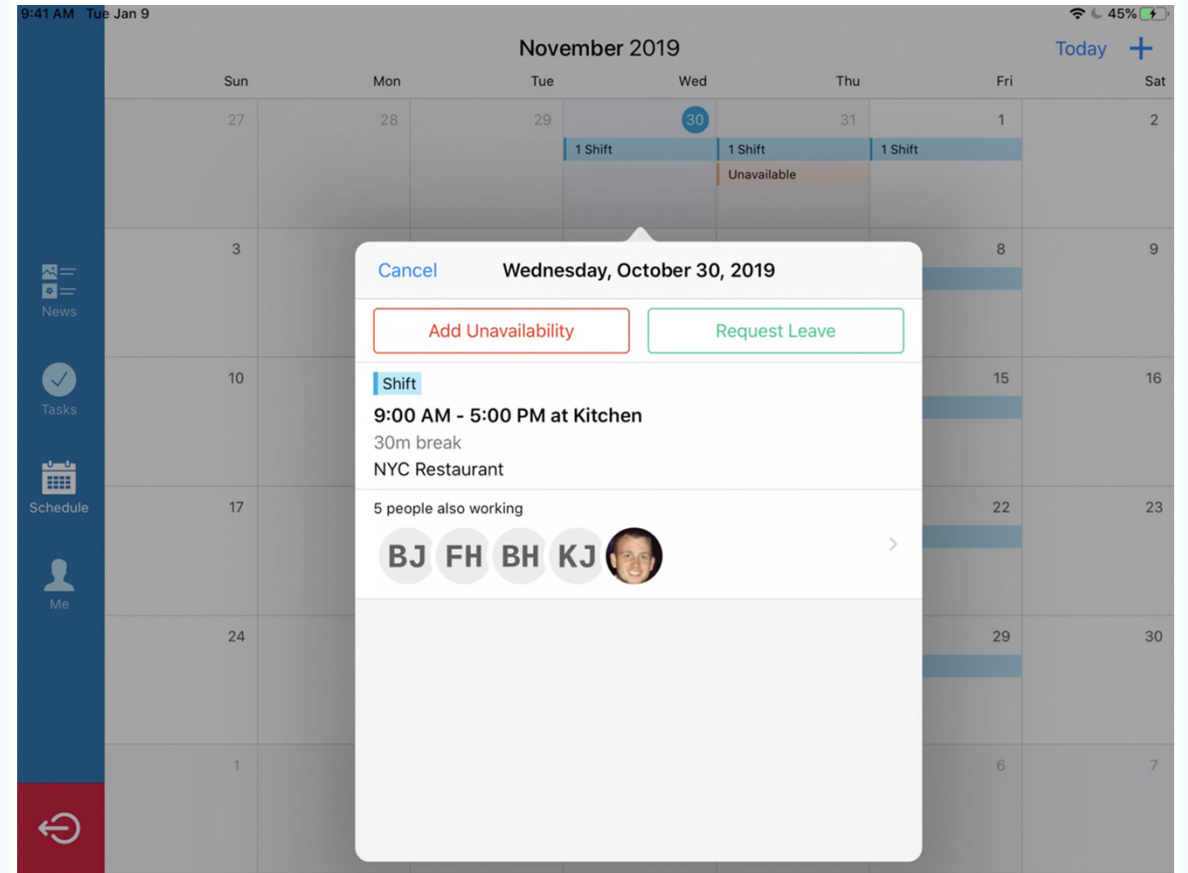
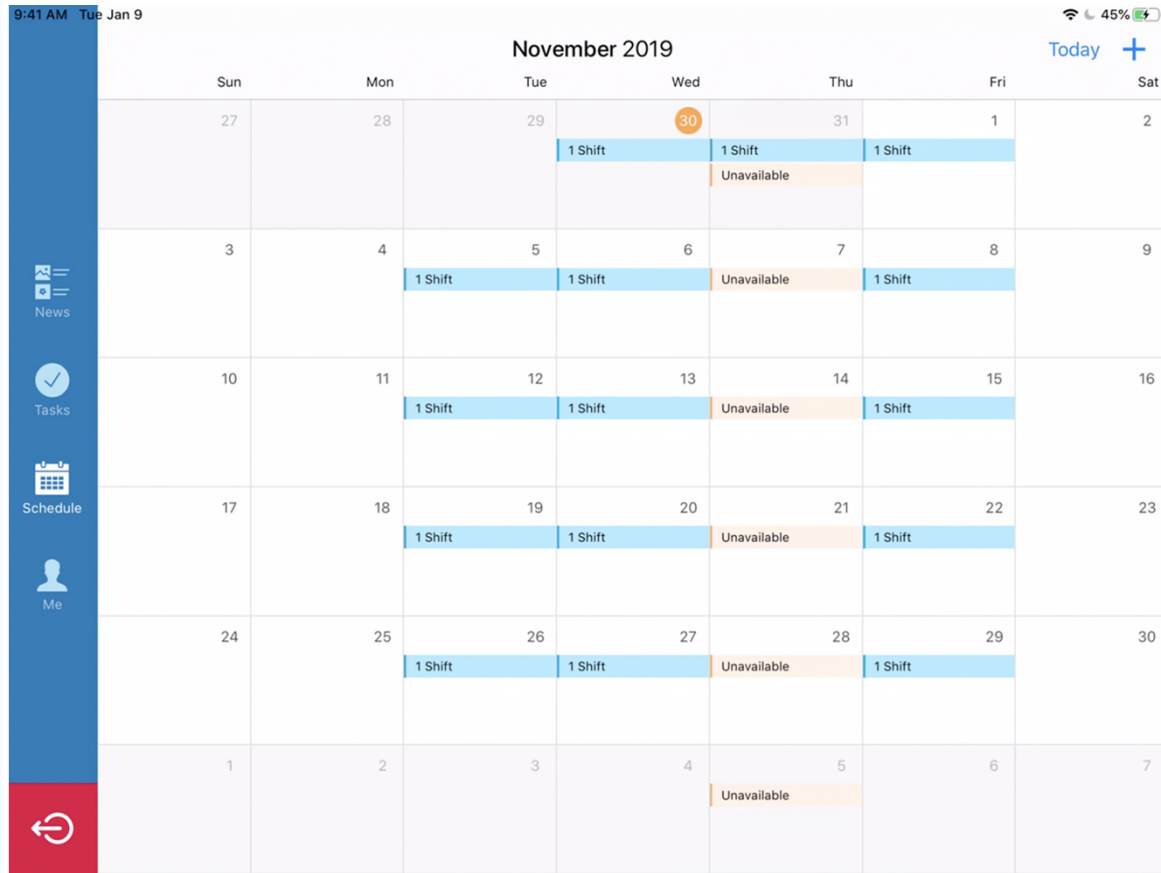
## The employee



# Advanced Notice of Schedules + Shift Swap / Offer



# Electronic Notice of Schedules at the workplace





# Predictability Pay

- Auto-Detects high-volume schedule v punch variances
- Asks the correct attestation question
- Questions can be adjusted
- If answered “no” (manager initiated), GM is notified  
- Timecard is flagged for the appropriate premium

TestFlight 11:43 AM 20%

Cancel End Shift

Start Time 11:42 AM	End Time 11:42 AM	Meal Break 0 mins (Suggested)
------------------------	----------------------	----------------------------------

Total Time  
00:00

Comment  
DH 255

**Coming in Late?**  
You are clocking in after your scheduled start time. If this change was initiated and requested by you then continue to End Shift. If this change was manager or supervisor requested; tap HERE, select 'Yes - Manager Requested' then continue to End Shift. >  
[Yes - Personal Reason](#)

**Leaving Early?**  
You are clocking out before your scheduled end time. If this change was initiated and requested by you then continue to End Shift. If this change was manager or supervisor requested; tap HERE, select 'Yes - Manager Requested' then continue to End Shift. >  
[Yes - Personal Reason](#)

End Shift

# Access to Hours

The screenshot displays a web browser window with the URL `derekjones.na.deputy.com/#newsfeed`. The main content is a 'Create Post' modal dialog box. The modal has a title bar with a close button (X) and a 'Create Post' button in the top right. The 'Share with' field is set to 'Blue Bottle Corporate' with a dropdown arrow. Below this is a text area containing the message: 'Hi everyone, I have an opening for 2pm-9pm M,W,F @123 Main St starting next week. Please refer to the handbook on how a choice will be made. If you want all or partial of this shift please reply to this thread.' Below the text area is an 'Add Media' section with a note: 'Drag & drop files here. JPG, PNG and PDFs are accepted. Maximum of 4 files.' At the bottom of the modal is a toggle switch for 'Require confirmation from all readers', which is currently turned 'OFF'. The background shows a newsfeed with a search bar, a list of location filters (including 'SW Inland', '2775 Pacific Dr', 'Age of Learning, Inc.', etc.), and several posts from users like 'Derek Jones'.

# Right to Rest

The screenshot displays a scheduling application interface. At the top, there is a navigation bar with tabs for 'Me', 'News Feed', 'Tasks', 'Locations', 'People', 'Schedule', 'Timesheets', and 'Reports'. The 'Schedule' tab is active. Below the navigation bar, there is a header for the current view: 'AC Hotel by Ma...' with a location pin icon, a date range '28 Apr - 04 May', and a view selector 'View: Area | Week'. The main area shows a calendar grid for the week of April 28th to May 3rd. A list of employees is on the left, including 'Open Shifts', 'AB Alfred Beta', 'BD Barrett Donahue', 'CR Charlie Roger', 'DF Denise Fulcrum', 'Derek Jones', 'ES Edward Su', 'E1 Employee 1', and 'E2 Employee 2'. A 'Housekeeping' shift is highlighted for Sunday, and a 'Manager' shift is highlighted for Monday. A dialog box is open in the center, displaying a warning message: 'Employee is not recommended to work at Manager since' followed by a bullet point: '• Stressed : Too little time between shifts. Minimum gap should be 10 for Fair Work Week'. Below the message, it asks 'Are you sure you want to roster Employee in this shift?' and provides a link: 'See how to set employees as recommended.'. The dialog box has 'Cancel' and 'OK' buttons at the bottom.

AC HOTEL by MARRIOTT

Me News Feed Tasks Locations People **Schedule** Timesheets Reports

AC Hotel by Ma... 28 Apr - 04 May View: Area | Week Auto Refresh Copy Shifts Statistic

Search... Sun 28th Mon 29th Tue 30th Wed 1st Thu 2nd Fri 3rd

Open Shifts 0.00Hrs/ \$0.00

AB Alfred Beta 0.00Hrs/ \$0.00

BD Barrett Donahue 0.00Hrs/ \$0.00

CR Charlie Roger 0.00Hrs/ \$0.00

DF Denise Fulcrum 0.00Hrs/ \$0.00

Derek Jones 37.50Hrs/ \$375.00

ES Edward Su 0.00Hrs/ \$0.00

E1 Employee 1 0.00Hrs/ \$0.00

E2 Employee 2 0.00Hrs/ \$0.00

Housekeeping Edit

9am - 5pm Derek Jones

9am - 5pm Derek Jones

9am - 5pm Derek Jones

9am - 5pm Derek Jones

9am - 5pm Derek Jones

Manager Edit

9am - 5pm Employee 1

Employee is not recommended to work at Manager since

- Stressed : Too little time between shifts. Minimum gap should be 10 for Fair Work Week

Are you sure you want to roster Employee in this shift?

[See how to set employees as recommended.](#)

Cancel OK



# Record Keeping

- Shift notes track all changes to a shift and can be captured in a report
- Standard FWW reports for Proof of Publish, Shift Swaps, etc. Additional reporting may be requested from the Deputy team in case of an audit

The screenshot displays the Deputy roster management interface for a user named Derek Jones. The main view shows a roster grid with columns for days of the week (Mon 2nd, Sat 7th, Sun 8th) and rows for employees (Open Shifts, Derek Jones, Blake Jones, Kyle Jones, Alpha Beta, Beta Charlie, Charlie Delta, Delta Echo, Echo Frank, Frank Golf). A modal window titled "Selected shift history (ID: 14206)" is open, displaying the following details:

- Created By:** Derek Jones
- Created:** Today at 3:02 PM
- Confirmation Status:** Confirmed
- Confirmation Comment:** Confirmed from c-73-184-134-170.hsd1.ga.comcast.net
- Confirmed By:** NOBODY to Derek Jones
- Published:** true
- Confirmation Status Require Confirmation:** by Derek Jones, Today at 3:17 PM
- Date:** Thu 05/09 to Fri 06/09
- Published:** false
- End time:** End Time from 16:00 to 16:00
- ShiftTemplate:** to 1
- Comment:** Hi Amy, per our phone call today, you requested to move your shift to Wednesday. Please confirm this message to attest that this was initiated by you and this change will not result in a schedule change premium.
- by:** Derek Jones, Today at 3:16 PM
- Published:** true
- Confirmation Status Require Confirmation:** by Derek Jones, Today at 3:15 PM
- Comment:** This first schedule serves as your Good Faith Estimate.

The modal window includes "Cancel" and "Ok" buttons. The background interface shows a navigation menu with options like "Me", "News Feed", "Tasks", "Locations", "People", "Schedule", "Timesheets", "Reports", and "Enterprise". A status bar at the bottom indicates: 0 Unallocated, 3 Published, 3 Require Confirmation, 0 Unpublished, 0 Open Shifts, and 0 Warnings.





# Demand Planning

- Forecast future demand, create shifts, assign shifts  
**= *right staff, right time***
- Includes weather, local events, promotional calendar variables
- Customise your business rules



# In summary



**Have a written  
compliance program**



**Train front line  
managers / schedulers  
on the wage and hour  
laws**



**Think like an auditor /  
investigator**

Learn more!

## Deputy / Seyfarth Webinar

**Complying with Back to Work Guidelines:  
How to Keep Employers and Employees  
Safe**

**June 30th**

10:00amPT / 1:00pmET

[https://info.deputy.com/amer\\_return\\_to\\_work\\_webinar2020](https://info.deputy.com/amer_return_to_work_webinar2020)



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# Good Faith Estimate V2

- Easily create Good Faith Estimate with template
- Easily update as needed
- Push to employee with click of a button

< Back ✓ All changes auto-saved as draft

### Good Faith Estimate

Employee name: Adrian Abdipranoto | Total expected hours per week: 31 hours | Employee confirmation: Draft

Employee work week

Work week: Monday - Sunday | Work day: 06:00 - 05:59

Save as template | Templates

Day	Shift time	Meal break	Total	Location	Area	Shift type
<input checked="" type="checkbox"/> Monday	08:00 - 12:00 17:00 - 21:00	0 min 0 min	4 hrs 4 hrs	Lane Cove North Lane Cove North	Manager All	Regular Regular
<input type="checkbox"/> Tuesday						
<input checked="" type="checkbox"/> Wednesday	09:00 - 18:00	60 min	8 hrs	Alexandria	Barista	Regular
<input type="checkbox"/> Thursday						
<input type="checkbox"/> Friday						
<input checked="" type="checkbox"/> Saturday	09:00 - 18:00	60 min	8 hrs	Lane Cove North	Barista	Regular
<input checked="" type="checkbox"/> Sunday	09:00 - 17:00	60 min	7 hrs	Redfern	Front desk	On-call

Clear selection

The copy of Good Faith Estimate will be sent to an employee through News Feed post for review and confirmation request.

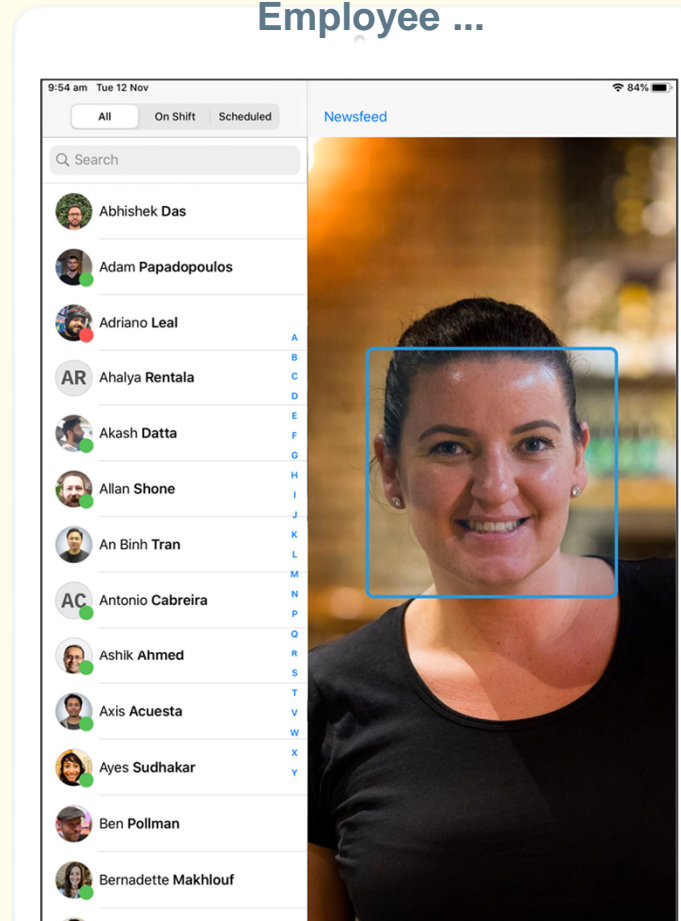
Send to employee



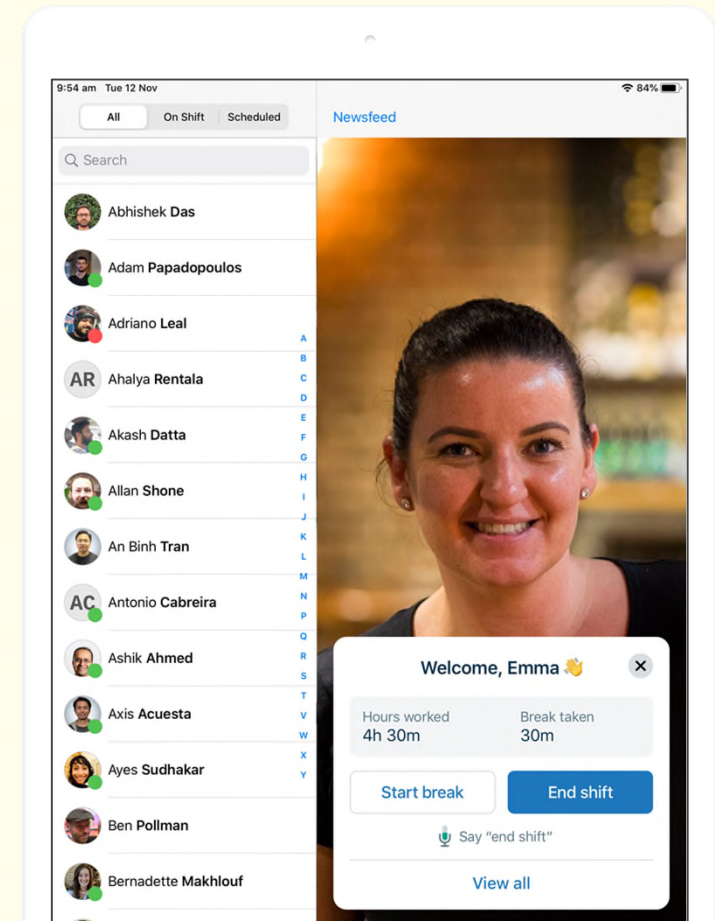
# Hygienic, Touchless, Clock-In

- Absolutely no fingers touch the screen
- Completely hygienic
- Drive more clock in and meal break adherence

Facial Recognition Finds Employee ...

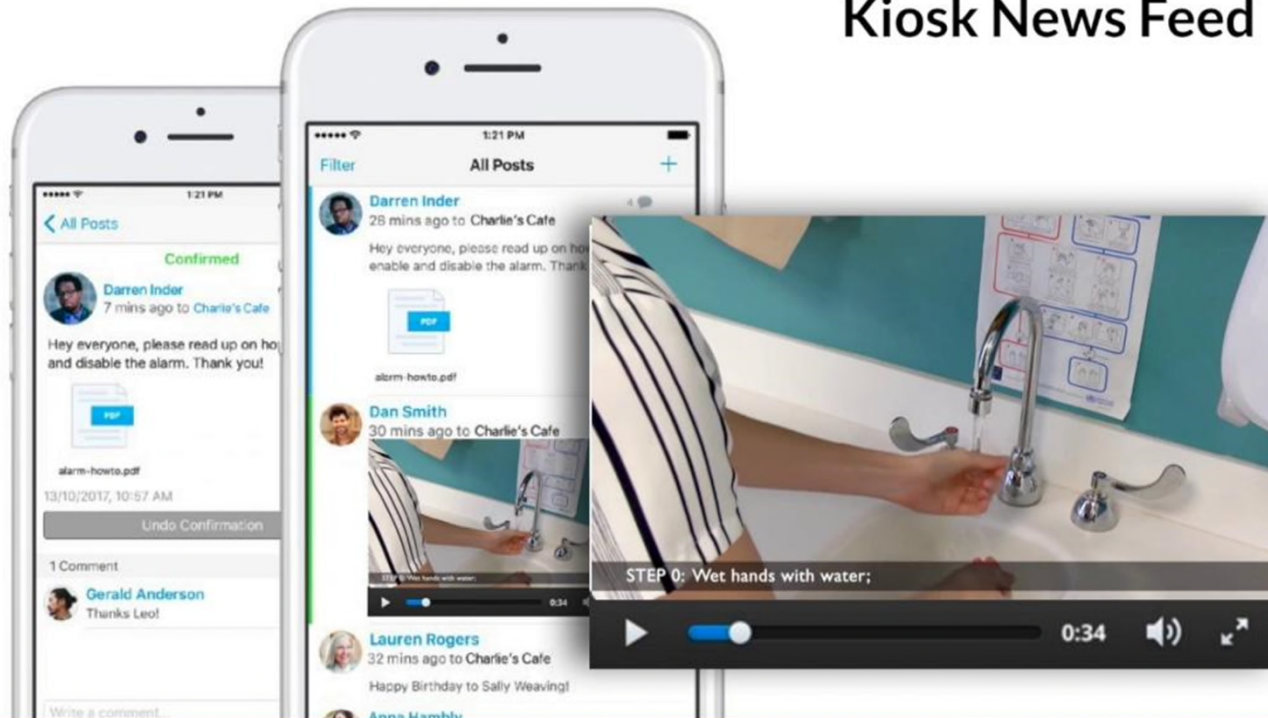


Voice confirms the clock-in/out



# Video Communication to Staff

We're also releasing video support on Mobile and Kiosk News Feed



- Reassure staff with a personal touch in uncertain times
- Send training videos to keep up with hygiene
- Boost morale
- Works on ALL platforms web, ios, android, kiosk

# Communication is more important than ever



- Every business is trying to adapt to change daily
- Ensuring all team members are kept informed and have a consistent level of knowledge will keep operations running as smoothly as possible and boost morale
- Communication to staff is integral during this time:
  - Quick training on new procedure and policy
  - Business announcements
  - Motivate staff
  - Upcoming changes
  - Message from business leaders
  - Addressing common concerns/questions



# Flexible Pay Rates



**People**

Me News Feed Tasks Locations **People** Schedule Timesheets Reports Enterprise Help Hello, Steve

**People**

Search People... Filter

- Ilire Arents System Admin
- Hervey MacGillivrie Location Manager
- Ekaterina Peddel Supervisor
- Riva Moyne Supervisor**
- Rivkah Davidavidovics Supervisor
- Maiga Dysart Employee
- Pieter Hubber Employee
- Porty Surplice Employee
- Keely Ketteridge Employee
- Mirabel Quinby Employee
- Greta Wrixon Employee
- Kayla Sallter Employee

**Riva Moyne**

General

Job Information

Profile Photo

Contact

**Pay Rates & Leave**

Other

HR Forms

**PAY RATES & LEAVE**

Pay Rates

[MA000153] AGIA - Part Time - Shiftwork - Trainees Technical - 1-July-2019

AGIA - PT - SW - TRA - TEC - 1-July-2019 - M-F Ordinary 23 \$/hour

> View all rates & allowances

Area group 1

[CHL] BOH

Pay Rates

[MA000002] CPISA 2010 - Casual - Shiftworker

AGIA - PT - SW - TRA - TEC - 1-July-2019 - M-F Ordinary 23 \$/hour

> View all rates

+ Add pay by area

**LEAVE ENTITLEMENTS**

Employees can only accrue or apply for the leave types they are entitled to, as listed below.

Entitled Leave Types\*

Unpaid Leave - Leave × Sick (Personal/Carer's) Leave × Annual Leave (Vacation) ×

Bereavement (Compassionate) Leave ×

Add current leave entitlements ⓘ

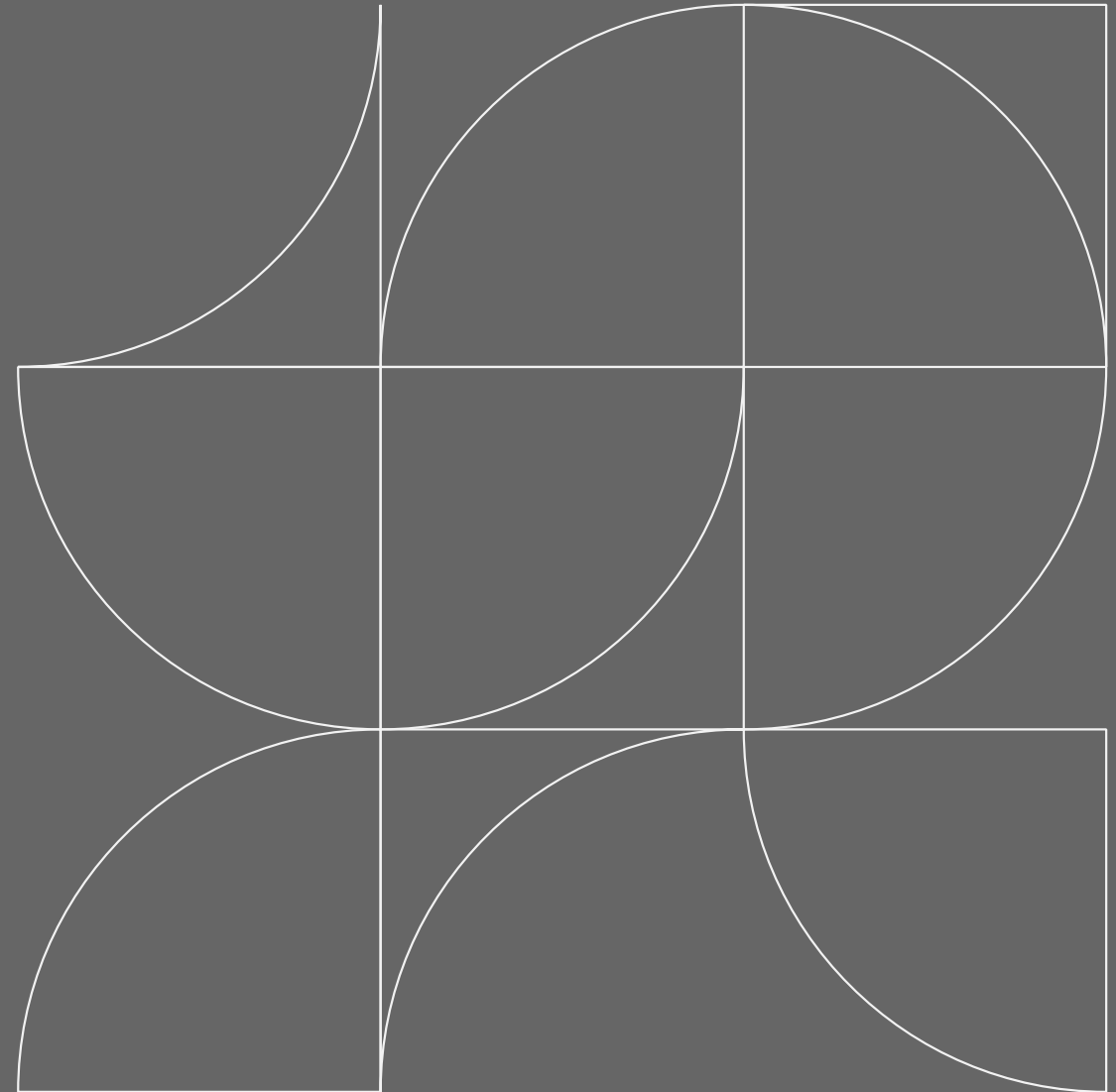
Discard Employee Save Details

< Back to Profile

- Offer different pay rates based on skills, capabilities, and roles
  - paying someone for **higher duties**
  - working in **hazardous** conditions
  - carrying out a **different job** than usual
- Overtime hours and pay will be calculated across all areas worked



# Questions



# Thank You!

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**Kevin Young**  
Partner  
Seyfarth Shaw



**Kyle Petersen**  
Partner  
Seyfarth Shaw



**Sara Fowler**  
Senior Associate  
Seyfarth Shaw



**Krista Hardwick**  
Legal Counsel  
Deputy