The WorkForce Suite: Universal Compliance

Ensure compliance and deliver on a commitment to meet employee time-off needs

When it comes to workforce management, an organisation's compliance concerns extend beyond regulatory compliance to include enterprise agreements, industry standards, corporate policies, health and safety rules and security concerns. With every new layer, the degree of uniqueness for each organisation multiplies. With established best practices and a future-ready approach, the WorkForce Suite has you covered for every legal requirement—whether global or local, legislative or contractual, industry or corporate. Here is a small selection of key legislation or other legally binding requirements supported globally:

- National Employment Standards (NES) and industry and occupation awards in Australia

- Employment Relations Act (ERA) in New Zealand

- Working Time Directive and General Data Protection Regulation (GDPR) in Europe

- Canada Labour Code in Canada

- Family Medical Leave Act (FMLA), Federal Labour Standards Act (FLSA), Americans with Disabilities Act (ADA) and Affordable Care Act (ACA) in the United States

Compliant Rosters

Every organisation understands the importance of the right people, at the right time, in the right place. With fair and predictive rostering practices gaining greater momentum and the increasing demand for highly skilled workers, 'the right people' of the equation takes on a more significant meaning. The WorkForce Suite helps organisations mitigate compliance risks before the work even happens with:

- **Fair and Predictive Rosters:** Leveraging forecasted demand, rosters can be generated and published well in advance to allow employees to plan their lives beyond work, arrange childcare, manage multiple jobs and plan their lives beyond work.

- **Enforcing Constraints:** Whether creating a new roster, looking for a replacement worker, or swapping shifts, organisations can be assured workers will have the required skills and qualifications and will not violate work hour limits or minimum rest periods.

- **Overtime Equalisation:** Overtime offered and rejected can be monitored and tracked to facilitate and enforce equitable distribution of overtime.

> "Arch Coal chose WorkForce Software because [they] offered new functionality that we wanted to add to our organisation, like automating time-off balances, employee self-services and FLSA compliance."
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> — *Cathy Staley, Payroll Manager, Arch Coal*

WorkForce Suite Provides Solutions to Your Compliance Needs

Addressing Leave Policies

Employers cannot afford non-compliance with employee absence and leave laws. The costs are endless—from penalties and fines to the cost of litigation, not to mention the potential brand damage that can impact the ability to attract and retain top talent. The WorkForce Suite can help with:

- **Accurate Balance Tracking:** Employees will know exactly how much leave they have available now and into the future with accurate accounting for all accruals and entitlements rules, including probationary, proration, grandfather and carryovers policies as well as planned usage.
- **Eligibility Determination:** Each request is evaluated against configurable qualifying criteria to ensure the employee qualifies for the leave based on employee demographic data and information provided.
- **Compliance Workflows and Documentation:** Unique documentation requirements and approval hierarchies can be enforced for each leave type to ensure consistency.

Measuring Fitness for Duty and Mitigating Fatigue Risks

Workers are more prone to errors when they are fatigued and, in some circumstances, those errors can impact the health and safety of the worker as well as others inside and outside of an organisation. The WorkForce Suite mitigates the risks of fatigue by enforcing:

- **Work Hour Limits:** Restricts number of rostered hours for any defined period and provides proactive notifications if a variation in actual hours could result in a violation of defined limits.
- **Breaks:** Issues a proactive notification when a required break is not taken and prevents clocking back into work when a sufficient break has not been taken.
- **Rest Periods:** Ensures required rest periods are rostered between shifts and issues alerts when actual hours may result in a rest period violation if the next shift is worked as planned.

Payroll Accuracy

It is critical for an organisation to accurately pay their employees on time. Between modern award, enterprise agreements and internal policies, organisations can't afford to rely on manual processes or other error-prone practices that could result in inaccuracies to an employee's pay:

- **Built-in Best Practices:** A comprehensive library of best practice templates for regulations and common rules found in organisations everywhere—big or small, local or global.
- **Unique Policies:** Every unique policy is configured and automated without ineffective workarounds, custom scripts, or new product releases.
- **Retroactive Calculations:** When policy or rate changes are retrospective, all impacted pay periods can be recalculated and the delta pushed forward for payment in the next pay period or off-cycle.

GDPR

WorkForce Software experts have been working on GDPR compliance since 2016 to ensure the right controls, policies and certifications are in place to comply with confidence including:

- **Formal Privacy Program**: Based on BS 10012 "Personal Information Management", and headed by a Chief Privacy Officer, that incorporates Data Protection Impact Assessments, Privacy by Design, operational procedures, awareness and training (including staff with CIPP/E, CIPM and Certified GDPR Practitioner privacy certifications) and formal audit of the program.
- **Technical and Organisation Measures:** Such as encryption and pseudonymisation, web application firewalls, disaster recovery, access controls, incident and breach response, change management and extensive testing of those controls through penetration testing, code testing and web application security assessments.
- **Independent Evidence of Compliance:** Through a GDPR Attestation, ISO 27001 audit and certification, Privacy Shield Certification and annual SOC 1 and SOC 2 audits.

Visit us at wfsaustralia.com/workforce-suite/compliance to discover how we can help your organisation efficiently manage employee time off when they need it while meeting compliance requirements.