

Hi Colleagues

Below see the responses to the concerns raised.

1. How will payroll go paperless in terms of Journals/ timecard and leave?
  - **Response:** This will need to be demonstrated and employees will be trained on it. (Systems are in place where employees will be trained on how to use them)
2. How will the dummy runs commence, if dummy Is checked physically, by drawing your section's timesheets and comparing the physical documents to payslip?
  - **Response:** During the demonstration this will also be taken care off.
3. Depots that don't have network, printers and scanners. How will they submit their pay documents?
  - **Response:** Manually to shared services employees and shared services employees will then scan them further. This will also be demonstrated during the training and demonstration.
4. Salaries
  - **Response:** No response
5. How will you pick up exits?
  - **Response:** Exits are submitted by the HR BPs. A system has been created which will track all submission to Shared Services. This will be demonstrated, and employees will be trained on them.
6. HR functions that are coming to payroll, yet HR officials are Chief admins (PY functions)?
  - **Response:** All functions coming to Shared Services are included in the Shared Services Job profiles and the profiles were evaluated with that work in it.

7. Dummy and main run reports ( how will this be done without sections) ( how do you check for correctness if work will be divided among everybody? EG. Piet receives timecard of a specific employee, Sannie the same employees leave, bobby receives the claim, Sam receives the acting. How do you do a dummy of a specific employee if the world works on his profile.
  - **Response:** They are reports that will have to be run during the dummy run to ensure that all work has been completed. This as well will be demonstrated during training and demonstration.
8. How will we do work for other OD's which have different variation agreements. (we cannot do it overnight) Imagine the Que in work allocated when you have one timesheet from a different OD. Now you need to familiarize yourself with it, and still apply it incorrect. Then there will be too many audit findings, who will do the corrections. How will you ever learn if those corrections are allocated to someone else in the queue?
  - **Response:** Employees will be trained on how to use the system correctly. The variation agreements have been loaded in the system.
9. Unlock of banking, what if it is missed and an employee does not get paid?
  - **Response:** SAP HCM has reports that should be run that help in informing you what is still missing. Employees will be trained on that.
10. Same goes for salary advances?
  - **Response:** Salary Advance are submitted by the HR BPs. A system has been created which will track all submission to Shared Services. This will be demonstrated, and employees will be trained on them
11. Receiving training on teams is not enough. We receive training but still do not know what to do. This makes us anxious as employees not knowing how to do your job. This can lead to over and underpayments of employees.
  - **Response:** Training will be scheduled in January 2025 face to face.
12. In the long run will cause a lot of havoc in the company?
  - **Response:** No response.
13. Specimen Signatures how will we verify them if you will receive 90 timesheets all from different OD's?
  - **Response:** The Specimen Signature will be place where all can access. This will be dealt with during training.

14. All timesheets are not submitted on the 5th some are submitted the day of the Dummy?
- **Response:** This has been escalated already and we will ensure that we can give information of those people who are not complying and consequence management will have to take place.
15. Level progressions that are incorrect and backdated two years. This is a serious concern.
- **Response:** This issue should be referred to people who deal with pay progression.
16. It is scary working for so many years and not being certain about your job anymore?
- **Response:** No response
17. I can with confidence say that Bellville hub is not ready for move in for everybody, although people started moving in, it is departments that is paperless and does not need printers, storage etc.
- **Response:** Agreed. People will be trained on how to work as such.
18. Payroll department TFR has not moved in as yet, we are awaiting feedback from management regarding furniture that has been removed without permission, storage that is insufficient, kitchen appliances that is not available, enclosure of office space that was requested due to confidentiality of employees as well as parking that is limited and will not be able to accommodate all employees that will be moving to Belcon.
- **Response:** Hub now has the required equipment except for Storage which we are not planning to have. People will be trained on how to work without using physical storage.
19. I would like to bring to your attention as well that the training we have received was done on TEAMS, although the training was well presented by Wanda, it is not sufficient for the amount of work they expect us to do, HR and Payroll.
- **Response:** Training will be rolled out in January 2025 face to face.
20. Please note that a lot of Bellville employees are sitting with insufficient equipment.
- **Response:** Group IT is working as fast as they can to ensure that tools of trade are available for all employees.
21. We have computers where Teams app does not even want to function.
- **Response:** Group IT is working as fast as they can to ensure that tools of trade are available for all employees.
22. Network problems are still a continuous problem.
- **Response:** Group IT is working as fast as they can to ensure that tools of trade are available for all employees.

23. We are unable to communicate or ask questions regarding training and meetings.
- **Response:** Group IT is working as fast as they can to ensure that tools of trade are available for all employees.
24. Telephones are still not up and running for everyone.
- **Response:** Group IT is working as fast as they can to ensure that tools of trade are available for all employees. No new physical telephone are being bought. However, we are prioritizing handing earphones so that employees can use teams to make calls.
25. Regarding the new way of working, NO clear processes has been given to us which makes us anxious.
- **Response:** Communication issued on the 06th of November with clear instruction on what to do. Management is also available to help those that are struggling.
26. NO clear guidelines are given and management requesting us to be change agents when management in OD's and TCC did not communicate with.
- **Response:** Communication are issued directly to our stakeholders regarding the changes if any.
27. We were supposed to go live on the 1st September, but still struggling.
- **Response:** We need to define go live in a way that all of us can understand. The communication issued on the 06th of November clears that.
28. The training we received is not sufficient. It doesn't explain in detail how things will be done in future.
- **Response:** More training will be given in January 2025.
29. Names and telephone numbers of paymasters to be removed on employee pay slips. It is not only one person who works with an employee's timecard, and this is an addition to their work duties since it will be central.
- **Response:** After checking the Job Profile, it can't be removed, however, the employees must be divided equally to ensure that they can service equal number of employees.
30. High demand for laptops instead of desktops.
- **Response:** The company can only give what they have taking into consideration our financial challenges.
31. We are still performing work according to old TFR job descriptions. This practice must immediately cease, and we need to be compensated if it continues.
- **Response:** Performance of work is in accordance with the Shared Services profile.

32. Shared Services cancelled positions and is not filling vacancies which occurred when people resign or exit the company. This work then needs to be performed by the remaining staff which is an overload to their workload without compensation.

- **Response:** This is not supported by facts.

33. Any amendments must be first consult with the unions before implementation. They will then consult with their compatriots. SOPs are changed without any notification. For example, the way timecards were submitted to payroll changed without people been informed. This cause that employees not to be paid on time. Amendments or suspension of SOPs to be consulted first.

- **Response:** Agreed. This will be done.

34. All we asking is for collegial temperament which starts with Muvenda and his management team.

- **Response:** No response

35. All our email addresses to be deactivated from the clients since we are expected to get popups from EDM mail. Employees to send their queries to a centralized number or help desk.

- **Response:** That will not be done as stakeholders will not be able to get hold of us. 1st paragraph of the job profile.