

wood.

RemoteEngage & TimeWriting FAQs

Note: These are questions and answers
that application users might have.

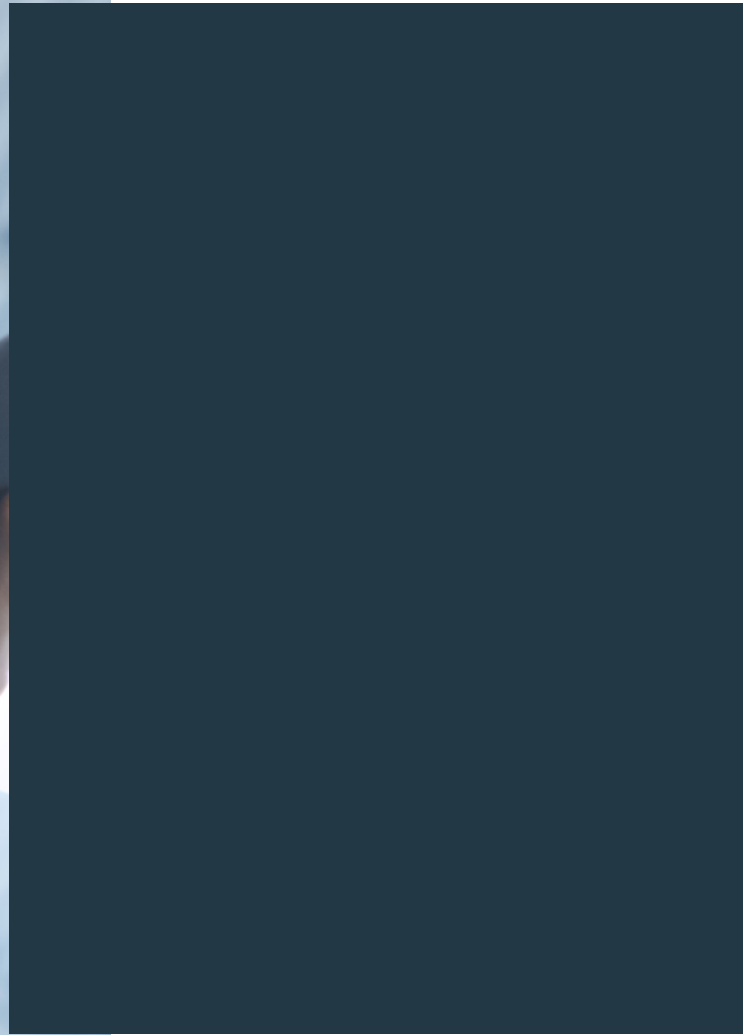


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RemoteEngage & TimeWriting FAQs

Questions & Answers:

General Questions

Question

What is Connected Worker?

Answer

Connected Worker is a digital programme to help modernise and transform our operations. We are introducing a suite of applications, tools, and hardware to connect our site-based workers to enhance safety, optimise productivity and efficiency, and increase workforce engagement.

Question

Why is Connected Worker important to me?

Answer

Connected Worker will make your life easier through application tools that will improve efficiency and productivity in your daily tasks.

Question

How will Connected Worker change how I do my job?

Answer

Connected Worker will make certain elements of your job easier by reducing paper-based tasks, such as Health and Safety assessments or timewriting, and replacing them with digitally enabled application-based solutions accessible from your mobile or a Wood-supplied tablet.



RemoteEngage & TimeWriting FAQs

Questions & Answers:

Downloading Questions

Question

How do I download RemoteEngage and/or TimeWriting?

Answer

As part of our deployment programme, we will be onboarding front-line workers into the Wood environment and providing user credentials to access a Microsoft application called Power Apps. RemoteEngage and TimeWriting will be accessed via Power Apps.

Question

Do I need to download the application onto my personal phone?

Answer

The application can be downloaded onto your personal phone, a work device (if you have one), or accessed via a desktop browser.

Question

How long will it take me to download the application?

Answer

The download and set-up process for access to Microsoft Power Apps should only take 15 to 20 minutes, at the very most.



RemoteEngage & TimeWriting FAQs

Questions & Answers:

Data Usage Questions

Question

Do I need Wi-Fi to download?

Answer

We suggest the applications are downloaded via Wi-Fi to avoid any unnecessary use of personal data plans.

Question

Will downloading the application use up my personal mobile data allowance?

Answer

Yes, if used without Wi-Fi internet access, any download and use of the application would consume data from your personal allowance.

Question

How much space will the application take up on my phone?

Answer:

430MB

Question

Do I need an internet connection to use the applications?

Answer:

Either internet or a data connection is required to use the applications at first. The TimeWriting application can then be used offline to enter your time, but you will need to go online to submit your timesheet or to receive updates.



RemoteEngage & TimeWriting FAQs

Questions & Answers:

RemoteEngage Questions

Question

What is RemoteEngage?

Answer

RemoteEngage is our workforce engagement application where you can access contract/project-specific updates and news content, and broader Wood news stories. You can also access features such as job vacancies.

Question

Must I use RemoteEngage?

Answer

Use of RemoteEngage is not mandatory but we hope our site-based employees will see benefit and value through the content and features that are available in the application.

Question

Can I send messages to Wood through RemoteEngage?

Answer

At this time, only feedback related to the application can be submitted. We are looking to add new features (such as a suggestions feature), which will allow for more interaction with your contract/project team.



RemoteEngage & TimeWriting FAQs

Questions & Answers:

RemoteEngage Questions (cont'd)

Question

Will I receive messages on RemoteEngage?

Answer

Yes, you will receive general news content – both contract/project-specific and broader Wood new stories. The application also allows for notifications to be generated and published. These would be used for safety alerts, weather events, etc.

Question

Which type of phone or operating system can I use to download RemoteEngage?

Answer

You can download RemoteEngage onto a phone or tablet, on iOS, Android, or MS Windows.

Question

Can I access RemoteEngage on my PC?

Answer

Yes, but you will need to have Microsoft Authenticator set up to verify your identity. *AM/JK to send link.*

Question

Does RemoteEngage work without an internet connection?

Answer

You will be able to view information from when the application was last synced. However, the latest news and information will only become available when you are connected to the internet.



RemoteEngage & TimeWriting FAQs

TimeWriting Questions

TimeWriting Questions

Question

When will TimeWriting launch?

Answer

Applications will be deployed in 2022, and there will be regular updates thereafter.

Question

Must I use TimeWriting?

Answer

This will depend on the project and how it is set up. For some contracts, especially if you are working on your own, entering your own time will be better to ensure correct payment. If you are part of a team, then the team leader can enter time on your behalf, then check with you to ensure the entry is correct, before submitting your timesheet.

Please aim to own your time to ensure you are paid correctly.

Question

How often will I need to use the application for my TimeWriting?

Answer

In most cases you will need to enter your time on a weekly or daily basis, especially where it is complex. You will only need to submit your time weekly. However, if you are online or you sync your application on a daily basis, the timekeeper and management will be able to see this in draft to help ensure all is correct.



RemoteEngage & TimeWriting FAQs

TimeWriting Questions

TimeWriting Questions (cont'd)

Question

Can I use TimeWriting without an internet connection?

Answer

You can add your time, allowance, and comment while offline. However, you will need to go online to:

- Submit your timesheet
- Get updates of new codes available to you
- Request pre-approved overtime

Question

How will I know my timesheet has been approved?

Answer

Each of your generated timesheets will show one of the following statuses: Draft, Submitted, Awaiting Approval, Approved, or Rejected.

Question

How will I know if my timesheet has been rejected?

Answer

A red notification symbol will show on the application. When you enter the application, you will see a rejected status on that specific timesheet.

Question

What should I do if my timesheet is rejected?

Answer

Select and open the rejected timesheet. Tap the red 'i' symbol in a circle at the top right of the screen. This will give you the reason the timesheet was rejected and the name of the person who rejected it.



RemoteEngage & TimeWriting FAQs

TimeWriting Questions

TimeWriting Questions (cont'd)

Question

How will TimeWriting improve how I usually complete my timesheet?

Answer

The application is built to give you greater ownership over your timewriting, so that we get better at paying you accurately and on time. It will improve collection of approvals, so clients can pay us faster. This application gives us the power to ensure we get it right every time.

Question

How can I use TimeWriting if I am not permitted to take my mobile phone onsite?

Answer

The application will work on a PC, tablet, or phone. Most sites give access to other devices (which if primarily used by you) can be used for your timewriting.

Question

How long will it take to enter my time each day?

Answer

It will only take a couple of minutes to add your time, extra tasks, and time with any comments.

Question

What do I do if I do not have a suitable phone?

Answers

Your supervisor or peer, if they wish, can be delegated to enter time on your behalf. Or you can use another device onsite.



RemoteEngage & TimeWriting FAQs

TimeWriting Questions

TimeWriting Questions (cont'd)

Question

What happens if I get my timesheet wrong?

Answer

The current process of timekeepers checking timesheets will remain in place, so you will be alerted if anything needs correcting.

Question

How will I know I am getting the correct overtime rate or allowance?

Answer

You will only have access to the projects, tasks, and types that relate to you. The application includes a guide to help you select correctly. Should you get it wrong, your timekeeper will reject your timesheet, explaining how to correct it for resubmission.

Question

Am I expected to correct any timesheet errors?

Answer

Yes, your timekeeper will point out and show you how to correct any errors, with guidance on how to do it correctly next time. (You can save your timesheet as a template for future use.)

Question

What happens if I forget to submit my timesheet? Will I still get paid?

Answer

We will follow existing practices: remind you to enter your timesheet, and engage supervisors to ensure all timesheets are entered for every person. It is critical timesheets are submitted and approved on time. Please set yourself a reminder to complete your timesheet on a weekly basis.



RemoteEngage & TimeWriting FAQs

TimeWriting Questions

TimeWriting Questions (cont'd)

Question

If the person responsible for approving my timesheets isn't available, how will this impact my payment?

Answer

The approvers are set up in agreement with the contract and client. Where possible, the most suitable person on shift at that time will handle the approval.

We will send timely emails and notifications to approvers. We will then monitor, record, and measure the time taken to approve timesheets. Submitted and approved timesheets are immediately processed for payment. If client approvals are required, these will be obtained according to specific requirements.

During holiday periods, approvals can be delegated to other people.

Question

Currently there is always a site manager (or a DOA) onsite to approve timesheets. Will this DOA be managed through the system?

Answer

DOA is managed in the system and will record who is approving the timesheet.

Question

How will standby, sickness/absence, training, holidays (where applicable), onshore days, etc. be captured in TimeWriting?

Answer

All of these will be available in the application. Timekeepers will verify standby, sickness/absence, training, holidays (where applicable), onshore days, etc. against the different sources of information to ensure it is correct.



RemoteEngage & TimeWriting FAQs

TimeWriting Questions

TimeWriting Questions (cont'd)

Question

If I need to record standby or training, how will I know what is reimbursable or not?

Answer

Guidelines are provided in the application to help you enter time correctly. The timekeeper will review time entries to ensure they are logged against the correct codes.

Question

Who is responsible for timesheet corrections (e.g. A10s)? Can I make corrections myself or will this only be done by a central timekeeper?

Answer

Central timekeepers will continue to complete the A10 process. You can recall a timesheet for amendment before it is approved. Once approved, only the timekeeper can adjust and send the timesheet for re-approval. Once uploaded into ERP, the A10 will act as change register between the two systems.

Question

How will the application manage client's site supervisors entering timesheets on behalf of Wood personnel?

Answer

Wood employees will enter their own time and the client's supervisor would become the first approver.



RemoteEngage & TimeWriting FAQs

TimeWriting Questions

TimeWriting Questions (cont'd)

Question

I'm not comfortable using new technology and applications, will someone else be able to complete my timesheet for me?

Answer

Your supervisor or peer, if they wish, can be delegated to enter time on your behalf. Or you can use another device onsite or at home.

Question

What if I mistakenly select the wrong booking code?

Answer

You will only have access to the projects, tasks and types that relate to you. If the wrong code is selected, it should be picked up by the approver and rejected so you can then enter the right code.

Question

Will the application ignore/delete any days/hours recorded that don't align to when someone is offshore (i.e. is it linked to Vantage?)

Answer

If you enter the wrong time, this will be highlighted during verification and the user and approver will be notified that there is an error and will be advised to reject the timesheet.

Question

Will the application send reminders that timesheets are to be completed?

Answer

Yes, you will receive an in-application notification.



RemoteEngage & TimeWriting FAQs

TimeWriting Questions

TimeWriting Questions (cont'd)

Question

How will temporary upgrades etc. be captured? By the individual or linked to Gateway/Oracle in some way?

Answer

Allowances and upgrades will be captured and approved in the application and will be loaded into the ERP as we currently do. (Please remember to put these in for the dates you require this upgrade.)

Question

Do I need to enter mob/demob allowances into timesheets?

Answer

The employee will add all allowances, mob/demob, and upgrades that they are entitled to into the allowance section of the application. These will be checked and approved through the application.

Question

How are my login details managed?

Answer

Login details will be issued through the 'Starter, Movers, Leavers' process and sent to your personal email address. We will ask you to set up a Self Service Password Reset so that if you forget it will be easy to reset your password without needing the support team (who will have difficulty in doing it as they do not have access to verify your personal email).



RemoteEngage & TimeWriting FAQs

TimeWriting Questions

TimeWriting Questions (cont'd)

Question

If I am working on more than one contract with more than one customer and/or I am allocated across both reimbursable and lump sum work, can TimeWriting deal with this?

Answer

Yes, as long as the project is different, the approval is set for the specific project. The approver will see their project for approval only. So as long as the lump sum work is set up as a different project this will have a separate approval route.

Question

What is the frequency of synchronisation with Oracle?

Answer

The system syncs with Oracle every 4 hours.

Question

Is there an option to adjust hours for the previous period?

Answer

Hours entered for the last week will be managed using the A10 process. This will help us see any variations between what was uploaded and changed.



RemoteEngage & TimeWriting FAQs

TimeWriting Questions

TimeWriting Questions (cont'd)

Question

Certain hours that are payable to the employee may not be recoverable from the client. Can the system distinguish such hours so that they are not claimed from the client?

Answer

Yes. The system has different tasks and types, which allow for us to pay the person correctly but not charge to the client, e.g. non-reimbursable (Non Re). The employee must be advised to use the correct code.

Question

How will allowances be entered (e.g. Absail Allowances) is this still through TimeWriting or through the application?

Answer

The timekeeper will set up allowances as required by the project. The user will select allowances and record allowances in the application.

Question

Will timesheets still be entered daily?

Answer

Timesheets can be entered daily, but only need to be submitted on a weekly basis.

Question

Are third parties excluded from the application, which means they still enter timesheets manually?

Answer

No, third parties can enter time in the system. If a person is set up in Oracle People, they can timewrite.



RemoteEngage & TimeWriting FAQs

TimeWriting Questions

TimeWriting Questions (cont'd)

Question

Does the application send reminders to employees and approvers?

Answer

Yes, employees, approvers, and if required, supervisors will be sent reminders in the application.

Question

What checks are timekeepers performing to ensure information is correct?

Answer

Timekeepers will continue with their existing checking process. We are looking to implement auto-checks e.g., use of Vantage to check offshore, minimum hours expected on a day.

Question

I am an employee, do I need to enter Standby?

Answer

No, at the moment Standby will continue to be entered by the timekeeper. The employee should enter all other allowances.

Question

When an A10 is completed, will this be sent to the approvers?

Answer

No, once the time is approved and submitted into Oracle, the A10 process will act as the Change register.



RemoteEngage & TimeWriting FAQs

TimeWriting Questions

TimeWriting Questions (cont'd)

Question

Does the employee need to be assigned to a project number etc., (similar to onshore) before they can timewrite to the project?

Answer

Yes, the existing Oracle Finance processes still need to be followed.

Question

Who do I go to in case I have a query?

Answer

The timekeeper on the project should be able to answer any queries in the first instance.

Question

If the client hasn't approved the timesheet in time, will the timesheet be included in OTL reports?

Answer

Yes, we will seek approvals from the client, but we will not hold up your payment. We are looking to implement improvements to speed up this process.

