

PartnerLink

what will it mean to you?

From Monday 3rd April 2006, the way the Partnership handles your pay and personnel administration will change. This is because of a new system called PartnerLink, which will allow the business to centralise personnel administration and payroll and move to calendar monthly pay. It will also give line managers direct access to business information. This magazine tells you how the changes will affect you.

PartnerLink goes live on Monday 3rd April 2006



Hannah Thomson

Project Manager, Project Diamond, writes...

In November 2003, the Partnership Board approved a project to change the way we deliver our personnel and payroll administration, including the implementation of a replacement for the Pay and Personnel system.

That initiative, Project Diamond, goes well beyond the need for improved technology. The project has focused on what the personnel function delivers, who delivers it and how they do so. In particular it

concentrated on the need to do the basics simply and consistently through streamlining, centralisation and automation.

As part of Project Diamond, we are introducing PartnerLink, our replacement system for Pay and Personnel. We'll also be centralising personnel administration and payroll across the business and moving to calendar monthly pay. This is possible because of the introduction of PartnerLink, which will also give

line managers direct access to the information they need to help them manage their teams.

Our 'go live' date is Monday 3 April 2006 and from that date the way we operate personnel and payroll will change. This magazine covers what these changes will be and how they affect you.

Contents

- | | | | |
|---|--|----|---|
| 2 | Introduction
<i>from Hannah Thomson</i> | 7 | Centralised personnel administration
<i>plus payroll and electronic filing</i> |
| 3 | The key changes
<i>and key dates during April 2006</i> | 8 | The role of Personnel in branches
<i>How does what where you work</i> |
| 4 | Calendar monthly pay
<i>How? Why? When?</i> | 9 | Who to contact
<i>Answering a variety of questions</i> |
| 5 | How will your pay be calculated?
<i>working out your new monthly rate</i> | 10 | Manager and employee self-service
<i>New tools for Partners and managers</i> |
| 6 | Pay dates for 2006
<i>and interim pay arrangements</i> | 11 | iLearning
<i>The latest training for PartnerLink users</i> |



The key changes are...



1 *The move to calendar monthly pay*

page 4



2 *Centralised personnel administration*

page 7



3 *The role of Personnel in branches*

page 8

April 2006

Key dates

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
	31	4	5	6	7	8
	PartnerLink goes live!					
9	10	11	12	13	14	15
						Final adjustment date for additions & deductions
16	17	18	19	20	21	22
					First monthly pay date	
23	24	25	26	27	28	29
30						

Calendar monthly pay

Your annual salary divided by 12 to give you the same contractual pay every month

Useful ways to calculate your new pay are shown on the opposite page, and there are answers to some frequently asked questions below:

When will I be paid?

On or before the 26th of each month, just as now .
When the 26th falls on a weekend or public holiday ,
payment will be on the last day before the bank closes.

What about additional hours?

Payment of adjustments such as bonuses, over time
and absence will continue to run as now . The
adjustment dates and pay dates are shown later .

What about shift premiums and consolidated overtime?

These will be calculated as weekly amounts, just as
they are under the Pay & Personnel system. These
amounts will then be multiplied by 52.17857142
weeks and divided by 12 to get a monthly amount.

What will happen to weekly additions and deductions to and from pay?

These will be converted to monthly amounts.
For example, Abid earns an additional responsibility
bonus of £50 per week:
 $£50 \times 52.17857142 \div 12 = £217.41$ per month.

What happens to pay when people leave or join mid-month?

Part-month pay is calculated by dividing monthly
salary by the number of days in the month and
multiplying it by the number of days the Partner is
employed during that month. The same method is
used for calculating mid-month pay rate changes,
and alterations to rota patterns that may affect
contractual pay.

For example, Sam and Fred join the business on a
salary of £12,000 per year.

Sam joins on 15th February and gets 14 days out
of 28 days of her calendar monthly pay of £1000.
This works out as £500. Fred joins on 15th March so
he gets 17 days out of 31 days of his calendar
monthly pay. This works out as £548.39.

How will your pay be calculated?

If you are paid an annual salary...

For Partners paid an annual salary, this amount is divided by 12.



For example, Harry is paid £12,000 per year, so his monthly pay is £1,000

Harry's calculation	Salary = £12,000 per annum	$£12,000 \div 12 = £1,000$
Your calculation	Your salary = £ per annum	£ $\div 12 =$

If you are paid a weekly amount...

PartnerLink will calculate an average week's pay, convert it to an annual equivalent and then divide it by 12. This is the same calculation as the existing Pay & Personnel system makes for Partners.

A trading year is 52 or 53 weeks, depending on how the dates fall (that's 364 or 371 days), but this is not the same as a calendar year. To allow for this variance we have averaged the length of a year as

365.25 days (the .25 of a day allows for an extra day in a leap year, every four years) or 52.17857142 weeks.

Where pay is expressed weekly, the weekly rate is multiplied by the average number of weeks per year, then divided by 12 to give you your calendar monthly pay.

For example, Winnie is paid £200 per week, so her monthly pay is £869.64

Winnie's calculation	Weekly pay = £200	$£200 \times (365.25 \div 7) =$ $£10,435.71$ per annum	$£10,435.71 \div 12 =$ $£869.64$ per month
Your calculation	Weekly pay = £	£ $\times (365.25 \div 7) =$ £ per annum	£ $\div 12 =$ £ per month

If you are paid an hourly amount...

We have many different working patterns (rotas) and some have dramatic differences in the number of hours worked from weeks to week. PartnerLink calculates average hours as the total number of work hours recorded on the rota, divided by the total number of weeks in the rota.

The hourly rate will be multiplied by the average hours per week, then multiplied by the average weeks per year. That gives your annual salary, which is then

divided by 12 to give you your calendar monthly pay.

As with weekly pay, we have had to allow for the fact that a trading year and a calendar year are different, so we have averaged the length of a year as 365.25 days (the .25 of a day allows for an extra day in a leap year, every four years) or 52.17857142 weeks.

For example, Sarah is paid £6.50 per hour, and her rota is for an average of 30 net hours per week, so her monthly pay is £847.90

Sarah's calculation	$£6.50$ per hour $\times 30$ hours = $£195$ per week	$£195 \times (365.25 \div 7) =$ $£10,174.82$ per annum	$£10,174.82 \div 12 =$ $£847.90$ per month
Your calculation	£ per hour \times hours = £ per week	£ $\times (365.25 \div 7) =$ £ per annum	£ $\div 12 =$ £ per month

Pay dates



In March 2006 Pay & Personnel will pay us up to Saturday 25th March. PartnerLink will calculate the value of the six days between 26th March and 31st March using the same formula as par t-month pay used on the previous page.

For example, Sam and Fred will be paid 6/31sts as a transition payment. This is £193.55. This figure will be paid with the April pay. April will not be a true calendar monthly pay period, but a transition month between the two pay periods.

To avoid a situation where Partners are paid four weeks' pay in March but have to wait five weeks and

a day before being paid in April, we will bring forward the April 2006 pay date from 26th to 21st.

This payment will include 6/31sts transition pay, contractual pay from 1st April to 30th April and any March adjustments from 19th March to 15th April.

May will be the first full calendar month in which we pay under the new arrangements – ie. Monday 1st May to Wednesday 31st May.

<i>Pay month 2006/07</i>	<i>Adjustment date</i>	<i>Pay date</i>
April	15 April	21 April
May	20 May	26 May
June	17 June	26 June
July	15 July	26 July
August	19 August	25 August
September	16 September	26 September
October	21 October	26 October
November	18 November	24 November
December	16 December	22 December
January	20 January	26 January

Centralised personnel administration



As the Partnership is centralising personnel administration and payroll services at the Waitrose head office in Bracknell, the team there will be responsible for the majority of personnel administration. The main areas that will be dealt with there are: planned leave (such as maternity and

parental leave, long leave and jury service); all leavers (after the branch confirms the leaving date); deductions from pay; retirement and pensions; five-year and 25-year review summaries; sickness-related documents (such as when statutory sick pay runs out); and references.

Payroll

In the same way that centralising personnel administration provides greater consistency and efficiency, so too does the centralisation of payroll administration.

Because this is such a critical function, we decided to undertake it in two phases. The first phase is already complete and saw the creation of a single payroll department at Bracknell, which now looks after the pay of all Partners, including those who have retired. The second phase will be the cutover from the Pay and Personnel system to PartnerLink.



Electronic filing

If the centralisation of administration is to be effective, it's vital that those who need information from Partners' personal files are able to access them quickly. For example, a personnel administrator at Bracknell might be doing some work with Mr A Partner, selling assistant in John Lewis High Wycombe, and require access to his file. At the same time his Personnel Manager might also need access.

If we continue to store information in hard copy, access will be significantly more complicated to achieve and much more time consuming. By storing this information electronically we will give access to all relevant Partners instantly.

An added bonus is that the system will electronically manage file culling and archiving in accordance with legislation on data protection. This is currently an entirely manual and hugely time-consuming exercise.

The role of Personnel in branches

One of the objectives of Project Diamond is to streamline our personnel administration so we have a consistent approach across the business. By simplifying what we currently do, automating as much as possible and being clearer about who is responsible for what, we will provide a better service to Partners.

From 3rd April 2006, personnel administration will be the responsibility of:

- * Line managers
- * Personnel in your branch
- * Centralised Personnel Administration

Once we cut over to PartnerLink, the Waitrose personnel administration team at Bracknell will take on the centralised responsibilities for every Partner.

Who does what?

Line managers

Through PartnerLink, line managers will have access to your details and will be responsible for ensuring these are kept up to date. your manager will therefore be the person you go to in the first instance with a query or other personnel issues. It is likely they will be able to resolve them, but if they can't they will refer you to your branch personnel team or to Personnel Administration, depending on what the query is.

Personnel in your branch

The Personnel team in your branch will have greater access to Partner information than line managers and will therefore remain responsible for areas such as recording bank details and nominated beneficiaries.



In addition, they will continue to deal with elements of the recruitment process, the issuing of discount cards and administration relating to branch transfers, section or department moves and some changes to pay.

Who to contact

If you...

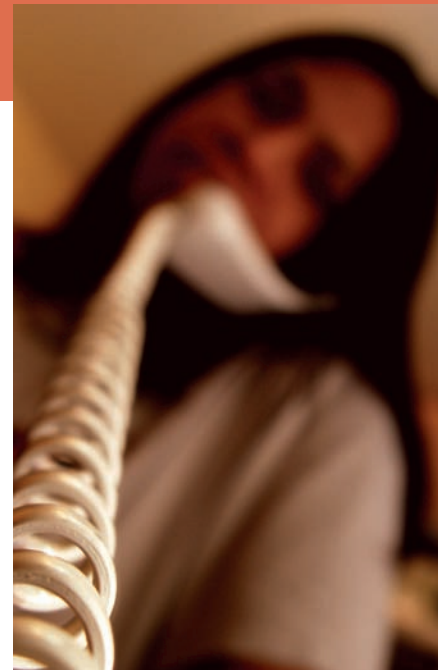
- ...want to request holiday
- ...have a change to your personal details
- ...have a pay query
- ...have any work preferences (job, location, hours)
- ...have changed your marital status
- ...want to update your qualifications
- ...want to plan for your retirement
- ...are interested in a vacancy
- ...want to ask about career progression

...you should contact your line manager (unless you have Employee Self Service)

but if you...

- ...have changed your bank details
- ...are nominating/renewing your nominated beneficiary
- ...need to upgrade or renew your discount card
- ...are interested in a vacancy

...you should contact Personnel in your branch



and if you...

- ...have been called for jury service
- ...want to plan maternity/paternity/parental leave
- ...have found out you are pregnant
- ...have been authorised by your line manager to take more than 29 days' unpaid leave
- ...are taking part in public service activities
- ...want to confirm the details of your long leave

...you should speak to your manager first, then contact

Personnel administration at Bracknell

See the table below for opening times and services

When are you calling?	Personnel administration at Bracknell
Monday to Friday	open 8am to 5.30pm
Weekends & bank holidays	Voicemail service
Out of hours	Voicemail service
Contact number	External: 01344 825656 Internal: 7-42 5656

Manager and Employee Self Service

Manager Self Service (MSS)

With PartnerLink comes the introduction of Manager Self Service (MSS), a tool which is available to all line managers. (A line manager is someone who has the responsibility for writing a Partner's annual review of performance.)

Through MSS, line managers will access the information they need to manage Partners' basic personnel administration. Electronic alerts and triggers will remind them to undertake tasks and let them know

when, for example, a Partner's ARP is due. Also, instead of manually recording information on the weekly returns, which is then input by someone else, line managers will enter this information directly into PartnerLink. So if, for example, you have worked additional hours and feel your pay does not reflect this, your manager will have access to the relevant records and will be able to check this and make any necessary adjustments.



Employee Self Service (ESS)

Although this will still be very much in its early stages when we go live in April 2006, we will be introducing Employee Self Service (ESS) to all line managers and to those Partners at Bracknell and Victoria whose job involves the regular use of a PC. To start with these Partners will be able to perform basic functions such as changing their own address and sending holiday requests to their line manager for approval. In the longer term this will provide a platform for many other initiatives.

Training and learning for all Partners

A computer-based package called iLearning gives Employee and Manager Self Service users access to the latest training available. It contains a comprehensive catalogue of training modules, which are available online to all branch Partners. Partners can search for different modules, which include guides and interactive activities giving them hands-on experience with PartnerLink.

Every Partner will need to register and log in to

access the modules that are available. This is easily done and you can find step-by-step instructions at the iLearning homepage.

You will be introduced to ‘your branch’ (see picture for an example of what the screens look like) and its Partners, who will be your guides to learning all you need to know on the functions of PartnerLink.

‘Your branch’ is an example of a Partnership branch and gives practical advice and tutorials and explains PartnerLink in a way that’s practical and easy to follow. You will encounter Partners in environments and situations you can relate to. You will be guided through all the functions of PartnerLink and have the opportunity to review everything that you’ve covered.



You can find iLearning on JLPnet at Partnership > Personnel > Project Diamond > iLearning

Waitrose branch users can find an icon to access iLearning via Citrix

A handy cut-out-and-keep reminder

Personnel administration at Bracknell

Contact number 01344 825656 (external)
7-42 5656 (internal)

open Monday to Friday 8am to 5.30pm



Voicemail service out of hours, weekends & bank holidays

Your employee number

Email: personnel_administration@johnlewis.co.uk

PartnerLink

PartnerLink

PartnerLink