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# Agenda



- Devondale Murray Goulburn (MG) – at a glance
- Systems Strategy
- MG's HR Technology Journey
- Change Management
- Stakeholder & Communications
- Questions

# Australia's largest dairy foods company at a glance



FY16 key statistics

## Total milk intake

3.5 billion litres (↓2.5%)



## Share of Australian milk pool



## Available Southern Milk Region FMP<sup>2</sup>



## Revenue

A\$2.8 billion



## Domestic revenue

A\$1.7 billion (60%)



## Export revenue

A\$1.1 billion (40%)



## Processing sites

Victoria – 7  
NSW – 1  
Tasmania – 2  
Qingdao (China) – 1

## Employees

2,350 FTE



## Farmers

2,200



\*A\$5.53 per kgms with MSSP

# Our strategy



**MG Vision**  
“to be the 1<sup>st</sup> choice dairy foods company  
for our customers and consumers”

**Operational Excellence**

- Simple organisation structure
- State-of-the-art manufacturing
- Efficient processes & systems
- Reshape business portfolio

**Innovation**

- Distribution in growing, high value channels/markets
- Customised Dairy Foods to Asian Consumers
- Attractive & functional packaging
- Flexibility & Speed to Market



# P&C System Strategy

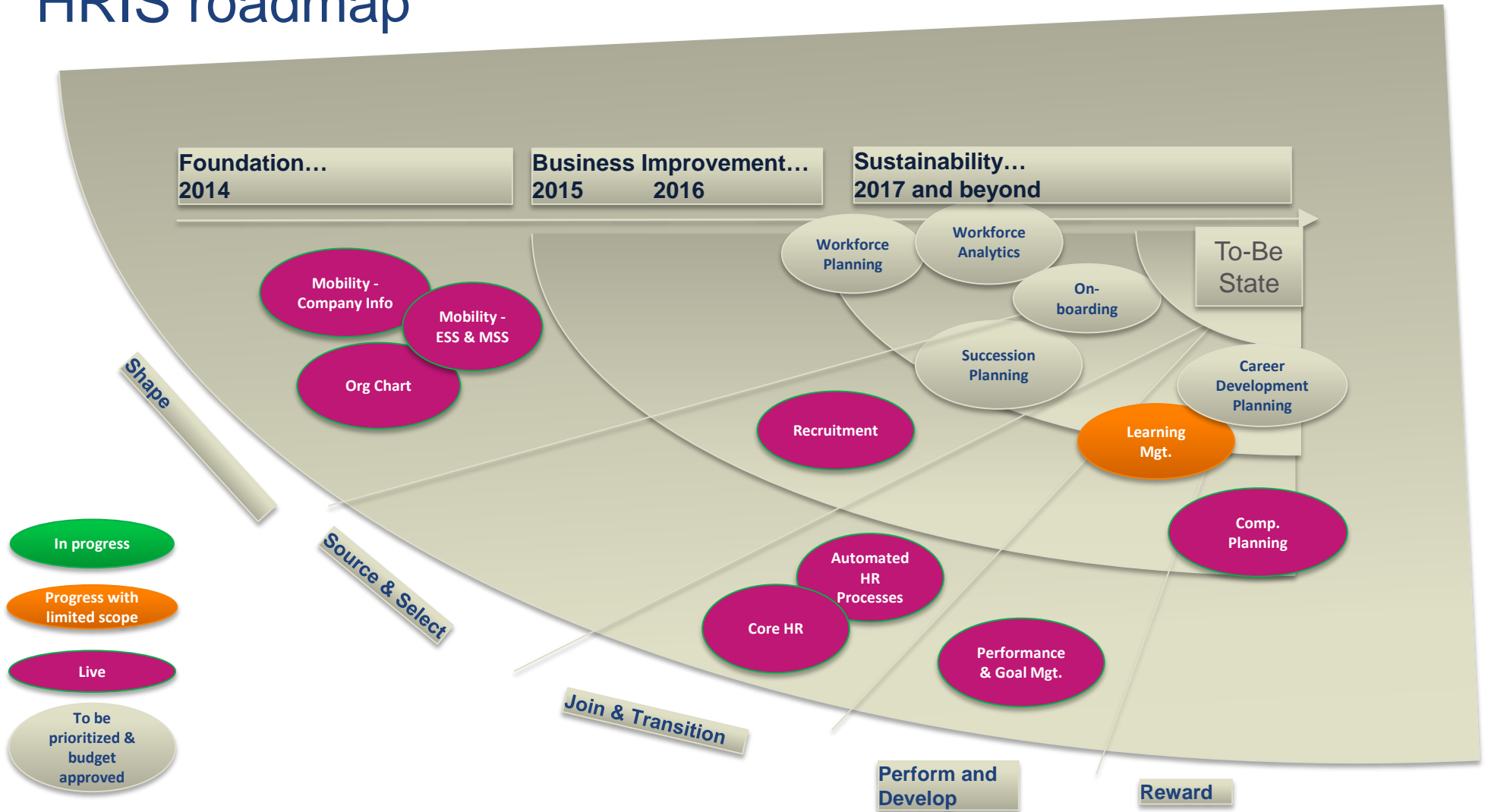


The P&C Systems Roadmap supports MG's key strategic pillar of achieving **operational excellence** through simple and effective **systems and processes**.

The roadmap has been designed to support the following strategic concepts:

1. One source of truth
2. Consistent standardised processes for all employees
3. Automated work flow processes
4. Self service capability
5. Improved and consistent process controls

# HRIS roadmap

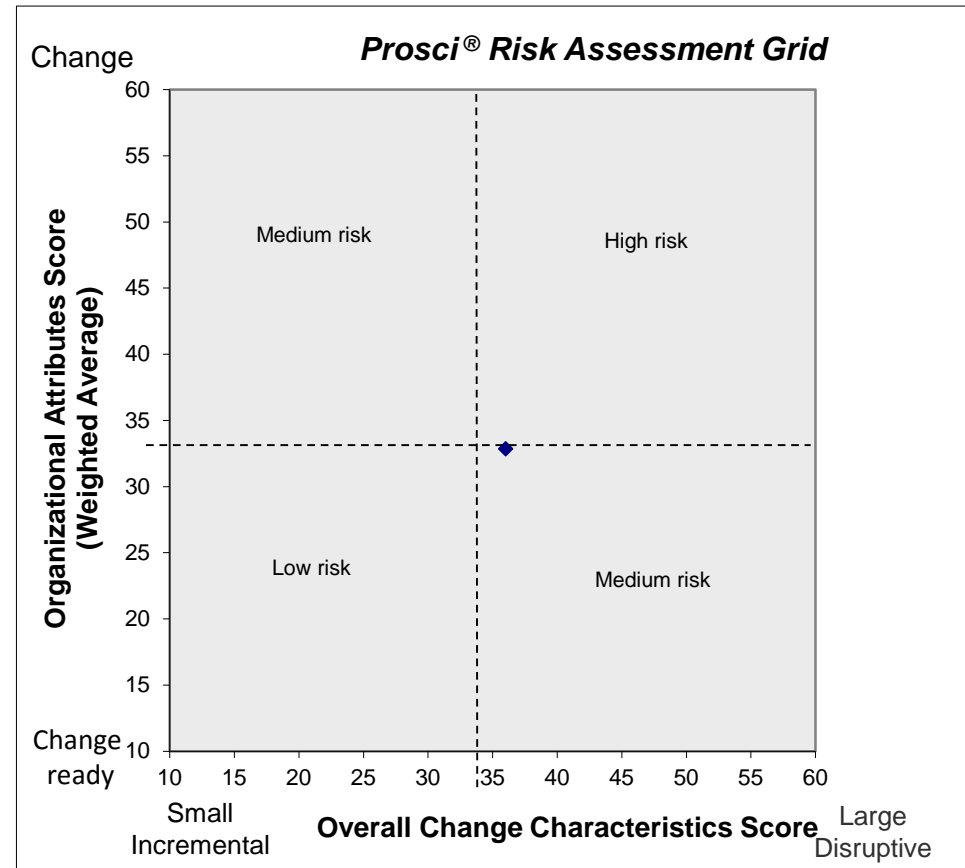


# Change Management Approach



## Comprehensive Change Management Plan developed:

- ✓ Identification of 'Pay-off's
- ✓ Current project state
- ✓ Change characteristics and impact analysis
- ✓ Change risk assessment
- ✓ Potential consequences to the organization if this change is poorly managed
- ✓ Unique risks and challenges
- ✓ Change Structure
- ✓ Sponsorship Model
- ✓ Anticipated points of resistance
- ✓ ADKAR Review
- ✓ Communication plan



# Stakeholder Engagement & Communication



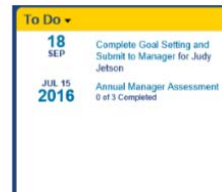
A variety of stakeholder engagement and communications initiatives were implemented to build awareness and generate buy in:

- HR Business Partner Focus Groups & Consultation Sessions
- 'Lead up' Teaser Campaign
- Postcard desk drops and posters
- Manager and Employee Training Sessions ('just in time')
- Drop in Centres
- Team Briefings (through Business partner group)
- Quick Reference Guides
- People Connect hotline



## Quick Reference Guide Annual Review Manager Assessment

1. Open People Central & logon. [Click here](#)
2. Navigate to the Performance area. You have two options:
  - a) Annual Manager Assessment will appear in your To Do list. If you choose to navigate from the To Do List – you will be taken directly to the Performance Form.
  - b) Select Home > Performance

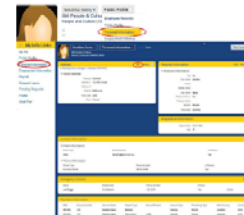


If you choose to navigate by the Performance menu you will see the overview of what is sitting in your inbox. Click on your team members Performance Review to Open

### Need to update your address or bank details?

Head to your Personal Information page and click **Edit** in the area that you need to update.

**Important** it is your responsibility to ensure your details are up-to-date and correctly entered in People Central. Please ensure you check **all** your details carefully.



### For Managers

Managers can also complete the following tasks within People Central:

- Approve leave requests
- See your team's leave bookings
- Request an update to a position title if it is incorrect in the system
- Request a cost centre change if your team are costed incorrectly

For assistance with People Central please contact People Connect at

peopleconnect  
@mgc.com.au







# Business benefits

Process	Improvement
<b>HR Processes</b>	<ul style="list-style-type: none"> <li>Automated work flow processes</li> <li>One-stop “people” shop for managers</li> <li>Reduction in overheads required to previously support manual processes</li> </ul>
<b>Strategy</b>	<ul style="list-style-type: none"> <li>Integrates with MG’s current SAP footprint</li> <li>Flexibility in implementation of full HRIS</li> <li>Ability to make better people/business decisions</li> <li>Be seen as an innovative employer</li> </ul>
<b>Employee &amp; Manager Self Service</b>	<ul style="list-style-type: none"> <li>Manager and candidate self service capability</li> <li>Intuitive user interface</li> <li>Efficiency gains through the removal of paper forms (terminations, leave and minor job changes)</li> </ul>
<b>Recruitment</b>	<ul style="list-style-type: none"> <li>Reduced time for authorisation. Faster time to fill</li> <li>Removal of paper based contracts – intro of ‘e-signature’ technology</li> <li>Centralised candidate database</li> <li>Enhanced utilisation of information within SF eg. Position and org structure that are already in place</li> <li>Recruitment Real time reporting with clear visibility across vacancies</li> </ul>

**Termination Advice** (PCF-27)

Employee Name: [First] [Surname] Employee Number: [ ] Position Title: [ ] Department/Location: [ ] Employee Personal Email: [ ] Pay Cycle:  Weekly  Monthly Termination Type:  Choose a termination type:  if other, provide details [ ]

**Termination Dates**

Resignation received: [ ] Enter date: [ ] \* Please attach resignation letter  
 Final day at work: [ ] Enter date: [ ]  
 Contracted notice period: [ ]  
 Will employee receive a payment in lieu of notice period?  Yes  No  
 Exit Interview Notification  
 Line Manager has notified PAC Business Partner?  Yes  No  
 Exit Interview sent to employee? (PAC to complete)  Yes  No  
 Specific Termination Requests  
 Separation certificate required  
 Address Details (payment summaries will be sent)  
 Street/Unit Number: [ ]  
 Suburb: [ ]  
 Replacement Position  
 Will this employee be replaced?  Yes  No  
 Line Manager Authorisation  
 Name: [ ]  
 Signature: [ ]

**Leave Request** (PCF-13)

Employee Number: [ ] First: [ ] Surname: [ ]  
 Employee Name: [ ]  
 Application Date: [ ]  
 Paid in Advance:  No  Yes (for weekly employees only)  
 Start Date: [ ] End Date: [ ]  
 Reason: [ ]  
 Approved by: [ ]  
 Date: [ ]

**Without Payment Leave** (for leave provided under Enterprise Agreement and approved by your Team)  
 Employee Name: [ ]  
 Position: [ ]  
 Date: [ ]

**Notes:**  
 1. To view an existing or current Leave, please check your notification/leave calendar and ask your Team  
 2. If you are applying for Personal Leave, please attach your medical certificate as required by your EA or employees  
 3. Please email applications form to: [personalleave@mgc.com.au](mailto:personalleave@mgc.com.au)

# Questions

