

# **WorkAxle & ADP**

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## **General**

### **1. Why are we changing our timesheet and payroll systems?**

Highline, our current system has served us for many years. However, it now presents several limitations:

- The vendor no longer supports enhancements or system changes;
- It is not integrated with our internal systems;
- It requires a significant amount of manual processing.

As a result, Highline no longer meets our operational needs or supports our ongoing digitalization objectives.

### **2. What systems are being introduced?**

We are deploying:

- **WorkAxle**, the timesheet system used to track worked time and record overtime & premiums.
- **ADP**, the payroll system used to process employee pay. Through ADP, you will be able to access your pay statements and tax forms.

These systems will work together to support a more streamlined and reliable process. In addition, employee profiles will be generated in both systems from COMPAS, further improving the efficiency of the payroll process.

### **3. What are the benefits of the new systems?**

#### **For all crew members:**

- Access to paystubs and tax forms through ADP Self-Service, eliminating paper delivery.
- Improved visibility on timesheets.
- Significant reduction in manual entries, thereby reducing risk payroll errors and corrections.

#### **For Timesheet Managers:**

- Reduced administrative workload, eliminating the need to manually transcribe overtime logs.
- Simplified submission process. No more printing, signing, scanning, or emailing timesheets.
- Automatic application of Collective Bargaining Agreement (CBA) rules.

### **5. Who will be affected by this change?**

This change will affect all crew members in Canada (all ranks, unlicensed, cadets, non-unionized crew, and Captains & Chiefs).

## **6. What is the biggest change for crew members?**

The biggest change is that premiums and overtime will need to be entered directly in WorkAxle, along with the reason for the overtime. This means overtime will no longer be tracked through paper binders, emails, or separate Excel forms where those are currently used.

## **7. Will training be provided?**

Yes. Training will be provided before go-live. Training will include E-learning, User guides and FAQ.

## **8. Will the expense process change?**

No, the expense process will remain unchanged. It must continue to be completed in COMPAS.

## **9. Can I access the systems from my phone?**

Yes, ADP can be accessed from a computer, mobile device, or tablet.

However, for WorkAxle, it is currently recommended to use a computer to complete and approve timesheets. The vendor is actively working on a solution to make the system accessible across all devices.

## **10. How will I get my access at go-live?**

You need to enter the URL link that will be provided to you and use the same email address that is listed in your COMPAS profile. Please refer to the user guide for additional information.

## **11. What happens if I forget my login or can't access the system?**

Please refer to the user guide.

## **12. What if I'm not comfortable using a new system?**

We understand that this is a significant change, especially for employees and crew members who are used to current methods.

To support everyone, we will provide:

- training sessions
- simple step-by-step guides
- support contacts for questions and issues

If you are not comfortable using a computer, please ask your Timesheet Manager for support.

### **13. Who can I contact if I have questions?**

- If you are currently onboard, please contact your Timesheet Manager. If you are no longer onboard, please contact [Crewpayroll-canada@cslships.com](mailto:Crewpayroll-canada@cslships.com) for support.
- For any questions related to your tax forms please contact the payroll team.

### ***Timesheet / WorkAxle***

### **14. What happens if I forget to enter my overtime?**

If time or overtime is not entered on time, it may:

- delay review and approval
- impact payroll processing timelines
- result in payment being included in the following payroll cycle, depending on timing and cut-off dates

It will be important to respect submission deadlines.

### **15. What if I make a mistake in my timesheet?**

You must contact your timesheet manager.

### **16. Will paper forms, binders, or Excel files still be accepted?**

Once the new systems are live, the expectation is that the new system will become the official method for entering and processing timesheets and payroll-related information.

### **17. Am I required to enter my overtime hours each day?**

Yes, it is highly recommended to record your overtime daily. This prevents you from forgetting hours at the end of the week.

### **18. Who approves timesheets in the new system?**

As is currently the case, Timesheet Managers and, when necessary, the Captain will remain responsible for approving timesheets.

### **19. Will Captain & Chief still submit timesheets only once per month?**

For the C&C, the expectation remains once per month, as it is today. However, the method of submitting time will change because it will now be done in WorkAxle.

## ***Payroll / ADP***

### **20. Will I still get paid the same way?**

Your pay rules, eligibility, and applicable compensation policies are not changing because of the system itself. What is changing is how time and payroll information are entered, submitted, reviewed, and processed. You will continue to be paid via direct deposit (same as today).

### **21. When will I receive my pay?**

Pay dates remain aligned with the company's payroll calendar.

There is no change to:

- pay frequency
- scheduled pay dates

### **22. What should I do if my pay is incorrect?**

If you believe there is an issue with your pay:

- Check your paystub and time entries in the system
- Confirm your time was submitted and approved on time
- If you are currently onboard, please contact your Timesheet Manager. If you are no longer onboard, please contact the Payroll team for support.

### **23. How can I update my personal or banking information in ADP?**

Since ADP is integrated with COMPAS, any profile updates must be made directly in COMPAS. However, for any banking information changes, you must contact the Payroll team so they can update the information directly in ADP. You cannot update your personal information yourself in ADP.

### **24. Will I still receive a paper paystub?**

- No. Paystubs will be available digitally in the payroll system.
- You can download or print them if needed.

### **25. Is my payroll information secure?**

Yes. The system is designed with strong security measures, including:

- secure login
- data encryption
- controlled access

Your personal and payroll information will be protected.

### **26. What if I notice a mistake after payroll is processed?**

Contact Payroll as soon as possible.

Corrections will be handled based on:

- the type of issue
- payroll timelines

Adjustments may be processed in the next payroll cycle if needed.

## **27. Will my deductions (taxes, benefits, etc.) change?**

The system itself does not change your:

- tax obligations
- benefit deductions
- compensation rules

However, the way they are displayed on your paystub may look different.