



Auto-Scheduler FAQ's

What is Auto-Scheduling?

Auto-scheduling will ensure that we have the right number of colleagues in the right place at the right time. The Kronos system utilises your stores' information to create a schedule. The system uses sales data to forecast expected sales and therefore the work required to meet this demand. This information is then combined with the colleague data inputted to create a schedule that will meet both the needs of colleagues and the store.

What will it mean for me?

Once live on auto-scheduling you will be able to view your schedule 4-weeks in advance. Your schedule will be visible on the clock. Your shift pattern may change but the system will always take into account your skills and availability.

What does being available/ unavailable mean?

If you say that you are available during certain hours or days this means that you could be scheduled to work at any point during these hours from anything from a 3 hour shift to a 9 hour shift. Being unavailable means that you cannot work a certain day or certain hours. If you say you are unavailable you cannot be scheduled to work shifts during those times.

Will I have a regular scheduled day off?

The system has rules in place to ensure that all colleagues have at least two days off in a week and work no more than 6 days consecutively. If you have said you are available to work on a particular day, you may be scheduled to work, therefore it may not be possible to have a regular scheduled day off unless you have said you are unavailable to work on a particular day.

Will I be forced to change my hours?

Although it's best to provide as much flexibility as possible, colleagues will not be asked to provide availability that they simply cannot commit to.

What will happen with my holidays?

When you move to auto-scheduler your holiday will be worked out based on your contracted work schedule (this is the schedule that you previously used to work). If you require a day off you should submit a holiday request via Kronos to your manager. This will then set you as unavailable for that time. This will mean that the holiday hours taken will match your previous work schedule.

When will my store move to Auto-Scheduler?

Before Christmas, 11 supermarkets went live with auto-scheduler. The remaining stores will move on to auto-scheduling via a phased approach over the first half of 2019.

What's happened so far?

Since September we have been trialling the auto-scheduling implementation process in 11 of our supermarkets. These stores now have visibility of where their peak trading periods are. All 11 sites have gone through a process to ensure we have the right people, in the right places at the right time.

Will we get any more information?

As well as receiving more information from your manager, you will also receive a number of user guides in your store which will give you more information on how to do certain tasks on Kronos when your store is due to go live.