



# timeware® HRMS

Human Resource Management System



Certificate No:  
491342025

# Introduction...

With more than 7,500 successful installations throughout the UK, Ireland, and West Africa, timeware UK Ltd is renowned for its customised solutions, unwavering reliability, and outstanding customer service. The brand stands as a leader in the field of time and attendance systems.

timeware UK Ltd is recognised as a leading expert in Time and Attendance, based in Greater Manchester, UK. With a rich history extending over thirty years, our deep-rooted experience forms the foundation of our proficiency in crafting customised Time and Attendance software solutions, designed to meet the distinct needs of businesses across all scales.

Our committed implementation team engages closely with each client to ensure a smooth integration of timeware's software solutions. This hands-on approach is essential for comprehending and adeptly meeting the unique requirements of every business, resulting in a bespoke software solution that integrates flawlessly.



**Simon Birchall**

Managing Director  
timeware UK Ltd

Connect to me on



timeware® customers include:

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# Overview...

timeware® Time and Attendance software.

Welcome to timeware® HRMS, your comprehensive solution for modern human resource management. Designed to go beyond simple time and attendance tracking, timeware® HRMS centralises all your HR data, from employee records to leave management and detailed reporting, all in one easy-to-use platform.

What sets timeware® HRMS apart is not just its robust core features but also its adaptability. We provide a suite of integration APIs, allowing your organisation to customise and extend the system to fit seamlessly into your existing workflows.

Additionally, the inclusion of the timeware® Hive, a dedicated tool focused on enhancing employee engagement and retention, ensures that you're not just managing staff but actively fostering a positive workplace culture. The timeware® Hive serves as a central hub for internal communication and feedback, helping to keep your team connected and engaged.

In essence, timeware® HRMS is more than a management tool; it's a complete ecosystem designed to empower your HR team, integrate smoothly with your existing systems, and enhance the overall employee experience. Welcome to the future of HR management with timeware® HRMS.

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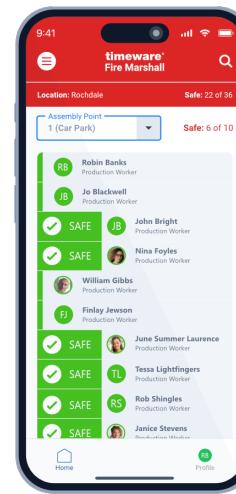
timeware® HRMS



A android  
iOS SaaS



Cloud



সময়  
Czas  
Idő

Time  
সময়  
Sait  
Xpόvoς  
समय  
raik's

## Infrastructure and Security...

Safeguarding customer data.



At timeware®, security is paramount. With our cloud product, we fully accept responsibility for safeguarding customer data. Built on Microsoft Azure, we ensure enterprise-grade reliability with UK-based hosting. We implement multi-factor authentication, single sign-on, and encrypt data in transit and at rest. Compliance with GDPR, ISO 27001, and Cyber Essentials Plus is embedded. We conduct regular security assessments, limit access strictly to authorised personnel, and provide comprehensive auditing. This robust infrastructure ensures peace of mind while delivering seamless, secure integration into your daily operations.

**timeware®**  
HR, Time and Attendance Software

**timeware® Cloud security/infrastructure**

At timeware®, we understand the importance of security to HR, time and attendance solutions. That's why timeware® Cloud is built on a Microsoft Azure infrastructure, ensuring enterprise-grade reliability and performance.

Ensures robust data handling compliance aligned with GdPR and other relevant regulations.

**1. UK-Based Hosting:**

- Primary Server Location: UK South (London).
- Backup Server Location: UK West (Cardiff).

**2. Enhanced Security Features:**

- Single Sign-On (SSO): Simplified access management.
- Multi-Factor Authentication (MFA): Extra layer of security for transfers.

**3. Integration & Connectivity:**

- API Available: Easily integrate with third-party systems.

**4. Data Handling Compliance:**

- Compliance with frameworks including GDPR, CCPA, and ESSENTIALS Plus.
- All data is encrypted both in transit and at rest using 256-bit SSL/TLS.
- All personnel only.
- Comprehensive auditing and logging for clients.
- Assessments and compliance checks for clients.
- Data Retention & Deletion Policies – Data is stored for 12 months and then deleted when no longer needed.
- Data Handlers – None

**6. Key Components:**

**a. Core Business Modules:**

- HR Management (Reach.Application.HR)
- Leave Management (Reach.Application.Leave)
- Attendance Management (Reach.Application.Attendance)
- Tenant Management (Reach.TenantManagement)
- Reporting (Reach.Application.Reporting\*)
- Dashboard Widgets (Reach.Application.Dashboard)

**b. Infrastructure:**

- Message Bus (Reach.MessageBus)
- Event Processing (Reach.EventProcessor)
- Email Dispatch (Reach.Application.Email)
- Persistence Layer (Reach.Persistence)

**c. Client/Frontend:**

- Monolith Client (Reach.Monolith)
- Frontend Resources (Reach.Frontend)

**d. Core Architecture Components:**

- Domain Layer (Reach.Domain)
- Application Layer (Reach.Application)
- Infrastructure Layer (Reach.Infrastructure)
- Kernel (Core) Components

**7. Technical Architecture:**

- Uses a multi-tenant architecture.
- Implements event-driven architecture.
- Has separate resource layers.
- Includes reporting and analytics.
- Uses contract-based programming.

**8. Technology Stack:**

- .NET 10.0 -
- Blazor Server
- Azure Services
- Entity Framework Core
- Identity Server
- Log4Net
- TailwindCSS
- MassTransit
- SQL Server
- Azure App Service

**10. Security Features:**

- HTTPS enforcement with HSTS
- Anti-forgery protection (CSRF)
- Authentication and authorisation support
- Rate limiting implementation
- Secure configuration management

**11. Development Features:**

- Development/Production environments
- Health check endpoints
- Comprehensive logging
- Local storage support
- Hot reload support
- Development debugging tools

**12. UI/UX Features:**

- Responsive design
- Modern UI with TailwindCSS
- Custom fonts (Open Sans)
- Client-side routing
- Error handling pages
- Localisation support

**13. Architecture Highlights:**

- Clean architecture pattern
- Domain-driven design elements
- Event-driven architecture

**14. Key Business Modules:**

- HR Management
- Leave Management
- Attendance Tracking
- Tenant Management
- Reporting System
- Dashboard Widgets
- Email Notifications

**15. Performance Features:**

- Rate limiting
- Caching capabilities
- Message queuing
- Database sharding
- Resource optimisation

**16. Monitoring & Maintenance:**

- Health checks
- Application insights integration
- Structured logging
- Error tracking
- Performance monitoring

**timeware®**  
HR, Time and Attendance Software

**timeware® HR, Time and Attendance Software**

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- Data Handlers – None

**6. Key Components:**

**a. TailwindCSS - For styling**

**b. MassTransit - For message bus abstraction**

**c. SQL Server - For data storage**

**d. Azure App Service - For hosting**

**9. Cloud Infrastructure:**

- Hosted on Azure (UK South region)
- Uses Azure App Service Plan (Standard S1 tier)
- Implements Azure Service Bus for messaging
- Uses Azure Application Insights for monitoring
- Multi-tenant architecture with sharding support

**10. Security Features:**

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- Error tracking
- Performance monitoring

Download timeware® security/Infrastructure document

www.timeware.co.uk  
Support@timeware.co.uk  
+44 (0) 1706 859222

## Customer Care...

Our objective is to cultivate enduring business relationships through exceptional customer care, facilitated by our dedicated customer liaison and support teams. This comprehensive approach ensures unparalleled service quality.



Customer care at timeware® is delivered through two dedicated teams, each with a clear and complementary focus. The technical support team is responsible for annual software upgrades, system performance reviews, and the resolution of immediate support issues. Their role is to ensure every system operates efficiently, remains secure, and benefits from the latest functionality as it becomes available.

Alongside this, the customer liaison team provides structured, non technical support designed to maintain long term system performance and customer satisfaction. This team coordinates upgrades and system reviews, manages regular customer care calls on a six week cycle, and distributes timeware's quarterly magazine, timelines, keeping customers informed of product developments and best practice.

Together, these teams provide a balanced and proactive customer care service. Customers receive timely technical expertise when it is needed, supported by ongoing engagement that helps ensure their system continues to deliver value year after year.



**Karl Briggs**  
**Customer Liaison Officer**

The skills Karl developed earlier in his career have played a key role in shaping his position within timeware®, bringing a strong customer focused approach and structured service mindset that directly supports the high standards expected by our customers.



**Charlotte Kavanagh**  
**Head of Customer Care**

Charlotte is the head of timeware® customer care and manages the customer liaison and support teams and reports to the Managing Director.



**Matt Wilkinson**  
**Head of Support**

Matt brings over a decade of support experience and has played a central role in driving key improvements within the support department. Under his guidance, the support team manages a high volume of scheduled customer calls each day, ensuring that every customer's software operates reliably and as expected.

In addition to overseeing daily support activity, Matt is responsible for the ongoing training and development of all support team members, helping to maintain consistently high service standards and a knowledgeable, responsive support function.

## timeware® HR...

timeware® HR, a secure platform that simplifies employee management, boosts compliance, and enhances workforce efficiency.



Introducing timeware® HR, a comprehensive solution crafted to revolutionise workforce management. By seamlessly integrating time and attendance tracking, employee well-being, and compliance oversight, timeware® HR offers a distinct commercial advantage. Its cloud-based nature provides real-time data access, facilitating sharper decision-making and boosting operational efficiency. Alongside the intuitive Employee Self-Service app, staff can handle their own records and leave requests, significantly lightening administrative workloads. In short, timeware® HR streamlines HR tasks, ensuring a more productive and compliant workforce.

13

Personnel, Health and Safety, Accident or Injury

Personnel, Core, Insights

Update DBS Check -  Lucie Abbott

Right to Work

- Meetings
- Tasks
- Documents
- Comments

DBS Check

Due on: Thu, 15 Jan 2026  10:53

Has employee subscribed to the DBS update service?  No

The DBS Update Service is an online subscription service provided by the UK's Disclosure and Barring Service (DBS) that allows individuals to keep their DBS certificate up to date and enables employers to check the status of a DBS certificate in real-time.

1. DBS check details

Status: Awaiting certificate  Type of check: Enhanced  Initial check date: dd/mm/yyyy

2. Certificate

Number:  Issued on:  dd/mm/yyyy

3. Outcome

Result: Not set  Barred status: Not set

Form Completion (Sign-Off)

Completed on:  Completed by:  dd/mm/yyyy  Enter text...

Cancel  Update

DBS Check

Search for person... (ctrl+k)

+ Add Person  Refresh

Personnel

Menu

Core

Employment and Compensation

Compliance and Legal

Employee Relations

Professional Development

Health and Safety

- Health
- Disabilities
- Accident or Injury
- Mental Wellbeing

Custom Data

Accident or Injury

+ Add Accident Or Injury

Conversation  Due

Due on: Thu, 15 Jan 2026 12:32 (Just now)

Accident date: Mon, 5 Jan 2026 09:01

Severity level: Moderate

Cause of accident: Equipment failure

Site: Demo Ltd

View  Edit  Delete

Personnel

Core

Insights

Essential

Photo

Personal

Addresses

Emergency Contacts

Sensitive

Banks

Employee Self Service Account

Employment and Compensation

Compliance and Legal

Employee Relations

Professional Development

Health and Safety

Custom Data

Lucie Abbott

Rochdale - Production worker, Picker, Packer

Search for person... (ctrl+k)

+ Add Person  Refresh

Lucie Abbott

Employee

Miss Lucie Abbott  Employee

Payroll

Work Contact Details

Email: lucie.abbott138@example.com

Mobile: +447379157400

Phone: +441612777343

Assignments

Organisation: Demo Ltd

Division: European division

Site: Demo Ltd

Department: Marketing

Group: Staff

Job Title: Production worker

Work pattern: One on, one off on week rotation 1 of 4

AF

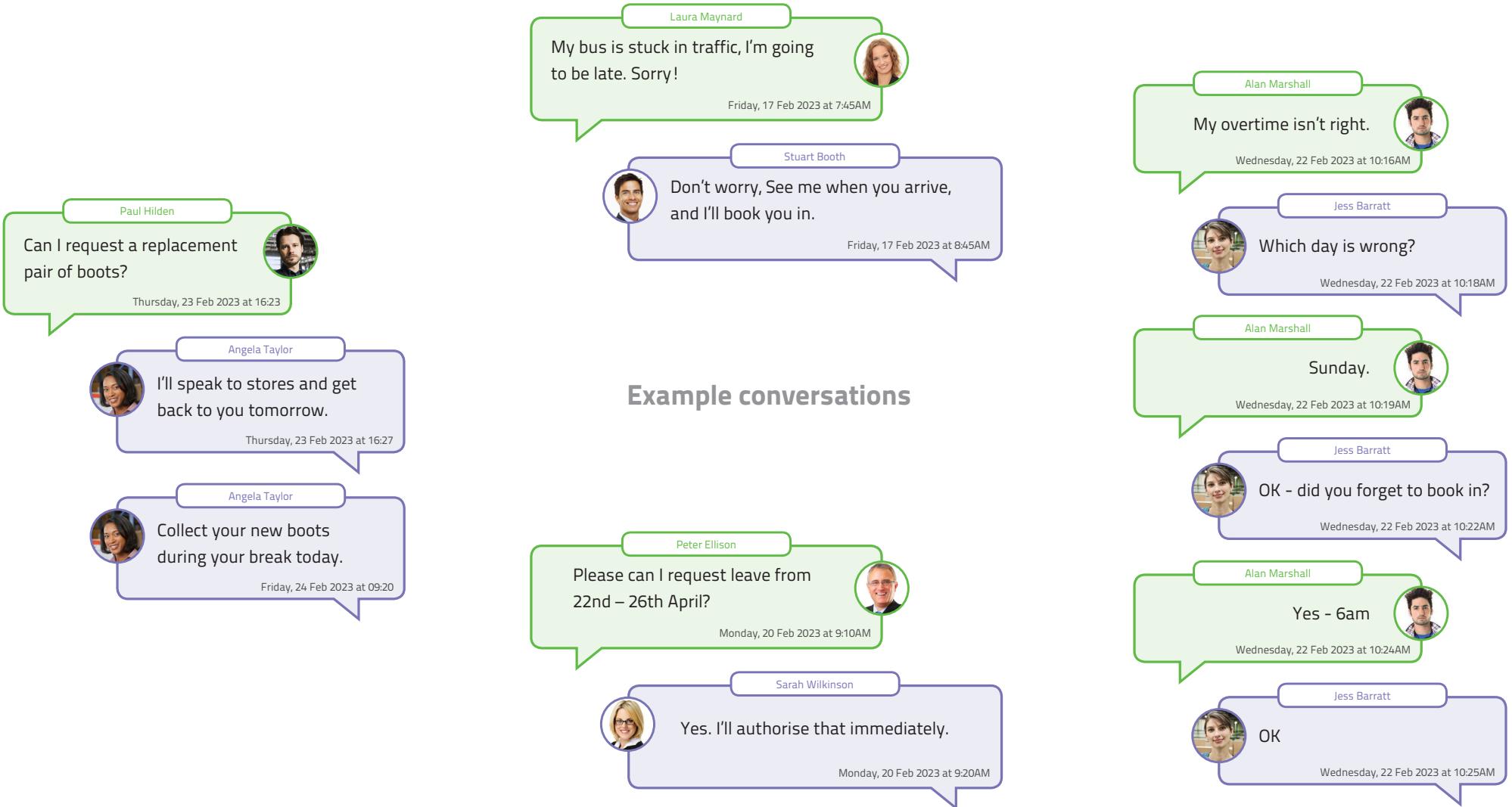
# The Conversation Hub...

A distinctive tool that promotes transparency, enhances understanding between the workforce and management, and assists in the swift resolution of workplace inquiries.



Imagine a feature that empowers both your workforce and management teams to handle time and attendance queries within a secure, fully audited environment, fully compliant with GDPR standards.

Introducing the Conversation Hub - a standard feature offering a controlled messaging system between the timeware® Employee Self-Service (ESS) app and the timeware® software. Seamlessly integrated across the entire time and attendance platform, the Conversation Hub sets a new standard for managing queries, responses, and announcements. This robust integration ensures a consistent and efficient communication channel, enhancing connectivity and collaboration throughout your organisation.



## The Marketplace...

A streamlined way to notify your workforce about available shifts and overtime opportunities.



The Marketplace functions as a central hub for advertising available shifts and overtime, easily accessible to your workforce through their ESS app. This intelligent feature matches available work patterns with qualified employees, ensuring the right individuals are paired with the right opportunities. Included as a standard feature, the Marketplace serves as the ideal digital notice board for promoting and filling open shifts efficiently.

## Available shifts

Monday 8th March

**16:30 > 20:30**

4hr

Tuesday 9th March

**16:30 > 20:30**

4hr

Wednesday 10th March

**16:30 > 20:30**

4hr

Saturday 11th March

**08:30 > 17:30**

8hr

60m unpaid

Laura Maynard

I'll work the Tuesday 9th March shift please.



Friday, 17 Feb 2023 at 7:45AM



Stuart Booth

Confirmed, thank you.

Friday, 17 Feb 2023 at 8:45AM

Alan Marshall

I'll work the Monday 8th March shift please.



Friday, 17 Feb 2023 at 7:45AM



Jess Barratt

Confirmed, thank you.

Friday, 17 Feb 2023 at 8:45AM

Peter Ellison

I'll work the Wednesday 10th March shift please.



Monday, 20 Feb 2023 at 9:10AM



Sarah Wilkinson

Confirmed, thank you.

Monday, 20 Feb 2023 at 9:20AM

Paul Hilden

I'll work the Saturday 11th March shift please.



Monday, 20 Feb 2023 at 9:10AM



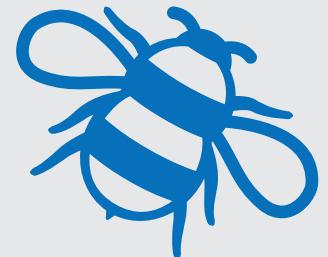
Angela Taylor

Confirmed, thank you.

Monday, 20 Feb 2023 at 9:20AM

## The timeware® Hive...

Create that buzzing environment.



Many companies struggle with teams feeling disconnected, but The Hive feature within timeware® Cloud is here to bring everyone together. It's a fun, interactive platform where management can share wins, and staff can react, comment, and celebrate together. The Hive creates that buzzing environment where everyone feels connected, making teamwork something people genuinely enjoy being part of.

**The Hive Buzz**



No Buzz's found

No Buzz's found, post your first buzz to The Hive!

[+ Post a Buzz](#)

**Post a Buzz**

**Buzz** Post a buzz to the hive..

Publish buzz on: Mon, 20 Oct 2025 [X](#) [13:07](#) [X](#) Buzz category: Meal

Audience: Everyone

Heading: This will be the heading

Body: Body content placeholder text.

URL's or Emails: [+ Add URL](#)

Images: [+ Add Image](#) Images (1/4)

Image caption: Enter text..

[Remove](#)

**Mobile Feed Preview**

**SB** Simon Birchall Mon, 20 Oct 2025 04:30 [A](#)

This will be the heading

Item 1: Simon Birchall posted a buzz to The Hive. Ut tristique risus sem, ac pellentesque eros varius at. Donec congue accumsan ante eu vestibulum. Proin tincidunt nibh id enim porta, vel malesuada justo placerat. Donec nec accumsan ligula, a lacinia est. Pellentesque gravida metus eget arcu imperdiet, ut ornare nisl pretium. Aliquam porta, lacus quis sollicitudin efficitur, lorem enim dictum sapien, ut pharetra sem ante vitae arcu. Vivamus lacus arcu, aliquam ut lectus et, tincidunt maximus eros. Nam vestibulum nibh sed eleifend consectetur.

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100% **Seymore Butts +135** [22 Comments](#)

9:41 **timeware\***

Dashboard

Attending Point Booking

APR 2024

THU 21 Shift 08:30 - 16:30 Work event 19:30 - 23:30

Upcoming Leave

Holiday Full Day Mon, 22 Apr 2024

The Hive 1 New

Chris rides for Alzheimers...

Upcoming Training

Home Conversations Profile

**The Hive**

[+ Add Buzz](#)

**Simon Birchall** Mon, 20 Oct 2025 04:30 [A](#)

**Congratulations to the Programming Team**

**Trophy** Lorem ipsum dolor sit amet, consectetur adipiscing elit. Ut tristique risus sem, ac pellentesque eros varius at. Donec congue accumsan ante eu vestibulum. Proin tincidunt nibh id enim porta, vel malesuada justo placerat. Donec nec accumsan ligula, a lacinia est. Pellentesque gravida metus eget arcu imperdiet, ut ornare nisl pretium. Aliquam porta, lacus quis sollicitudin efficitur, lorem enim dictum sapien, ut pharetra sem ante vitae arcu. Vivamus lacus arcu, aliquam ut lectus et, tincidunt maximus eros. Nam vestibulum nibh sed eleifend consectetur.

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[Edit](#) [Delete](#)

**Simon Birchall** Fri, 17 Oct 2025 09:00 [A](#)

**Do you Like Cocktails?**

**Cocktail** Lorem ipsum dolor sit amet, consectetur adipiscing elit. Ut tristique risus sem, ac pellentesque eros varius at. Donec congue accumsan ante eu vestibulum. Proin tincidunt nibh id enim porta, vel malesuada justo placerat. Donec nec accumsan ligula, a lacinia est. Pellentesque gravida metus eget arcu imperdiet, ut ornare nisl pretium. Aliquam porta, lacus quis sollicitudin efficitur, lorem enim dictum sapien, ut pharetra sem ante vitae arcu. Vivamus lacus arcu, aliquam ut lectus et, tincidunt maximus eros. Nam vestibulum nibh sed eleifend consectetur.

Cras tempor pulvinar hendrerit. Quisque a lacus sodales dolor faucibus bibendum a in urna. Integer velit elit, pellentesque sed eros ac, ullamcorper ullamcorper dolor. Vivamus congue ipsum nunc, eu placerat orci lobortis ut. Duis aliquet, dolor nec molestie luctus, odio lacus fermentum velit, eget aliquet tortor risus non massa. Pellentesque varus varus faucibus. In utrices faucibus dapibus.

**What is your favourite cocktail?**

Mojito	33%
Espresso Martini	66%

10 Submissions

[Edit](#) [Delete](#)

**Seymore Butts +135** [22 Comments](#)

# Country and Features Localisation...

Enhances compliance and usability by tailoring experiences to local languages, regulations, and norms, improving accuracy and operational efficiency.



Localisation in timeware® Cloud entails tailoring the application or content to suit the specific linguistic, cultural, and regulatory needs of a target market. It goes beyond mere translation, incorporating various elements to ensure the product feels tailor-made for its users, regardless of their language, culture, or location.

## **Localisation currently includes:**

### **Language Translation**

The translation of the product's language to fit the language of the target market, including local dialects, idioms, and cultural nuances that might influence text interpretation.

### **Cultural Adaptation**

Adjusting content to reflect local customs, values, and sensitivities. This adjustment may extend to the use of imagery, symbols, and even colours, which can have varied meanings across cultures.

### **Legal and Regulatory Compliance**

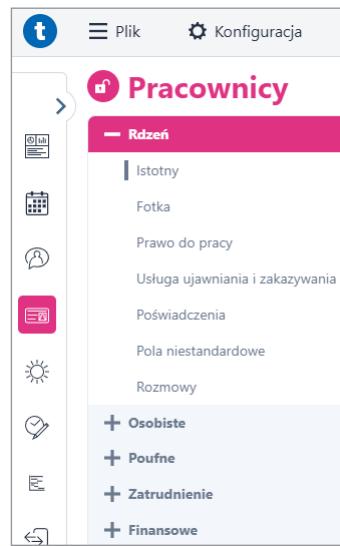
Adhering to local privacy and data protection laws, accessibility standards, and more, to make the product legally viable in different regions.

### **Technical Localisation**

Accommodate local preferences, such as units of measurement, and the formatting of dates, times, currencies, addresses, and phone numbers.

### **Local User Interface (UI) Adaptation**

Includes translating UI text and reconfiguring layouts to accommodate languages read from right-to-left, among other adjustments, to enhance usability.



Polish language selected



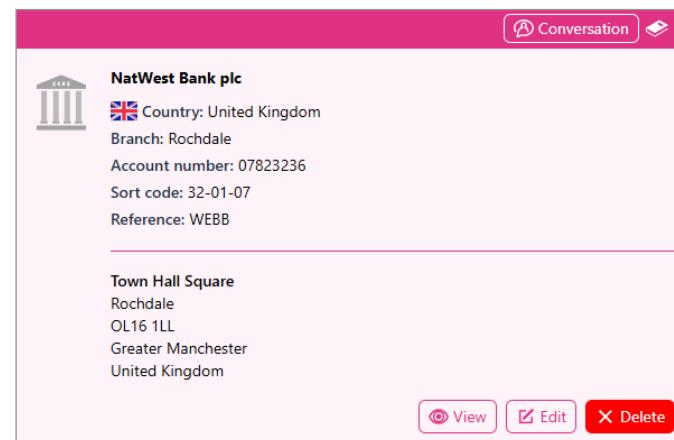
Hindi language selected



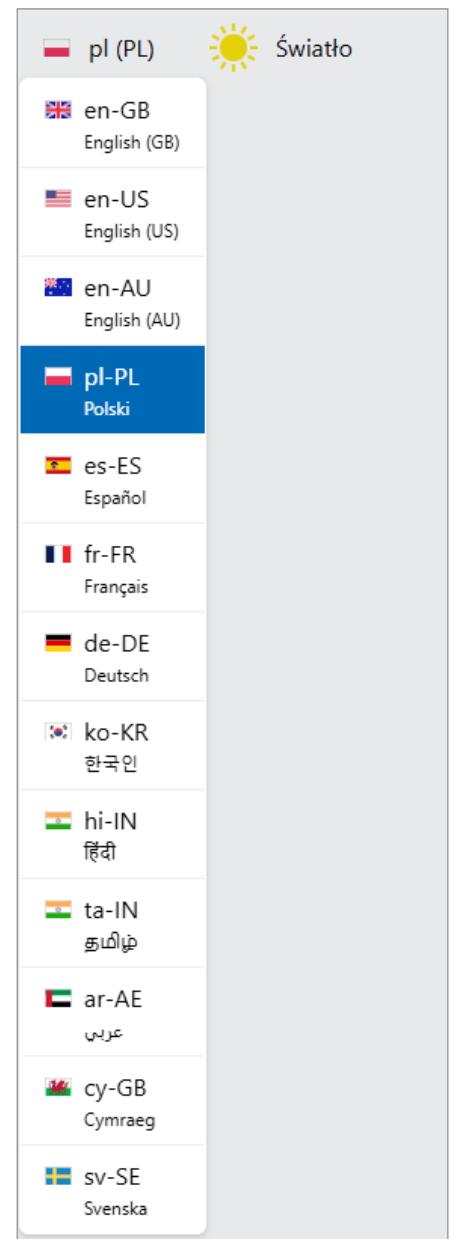
Arabic language selected (UAE right to left)



Republic of Ireland banking standard



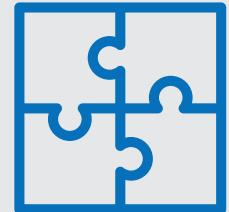
United Kingdom banking standard



Reports language format

## Integration...

timeware® Cloud seamlessly integrates with top HR, security, visitor management, and payroll systems through the use of APIs, ensuring compatibility with leading software and hardware solutions.



Integrating timeware® Cloud with HR, security, visitor management and payroll systems using APIs offers substantial benefits to your businesses. This seamless connectivity ensures that data flows effortlessly between systems, enhancing accuracy and reducing the need for manual data entry, which in turn minimises errors. For HR, it simplifies workforce management, providing real-time access to attendance records that help in tracking employee performance and compliance. Security systems benefit by synchronising access control with employee attendance, enhancing workplace safety. For payroll, accurate and automated data collection ensures employees are paid correctly and on time, adhering to labour laws and reducing administrative overhead. This integration fosters efficiency, improves regulatory compliance, and supports a more streamlined administrative process.

## Security Integration

**BioStar 2**



Paxton | Net2

**Genetec**™

## Payroll Integration

**ADP**®

**IRIS**

Earnie IQ



**sage**

## HR Integration

**bambooHR**™

**HiBob**

access PeopleHR

## Visitor Integration

**INVENTRY**  
SIGN IN SOLUTIONS

## Device Integration

**SUPREMA**  
SECURITY & BIOMETRICS

## Web Application Integration

**zapier**

# Developer API and Webhooks...

API integration for your timeware® Cloud ensures seamless functionality, personalised solutions, improved efficiency, and access to innovative tools.

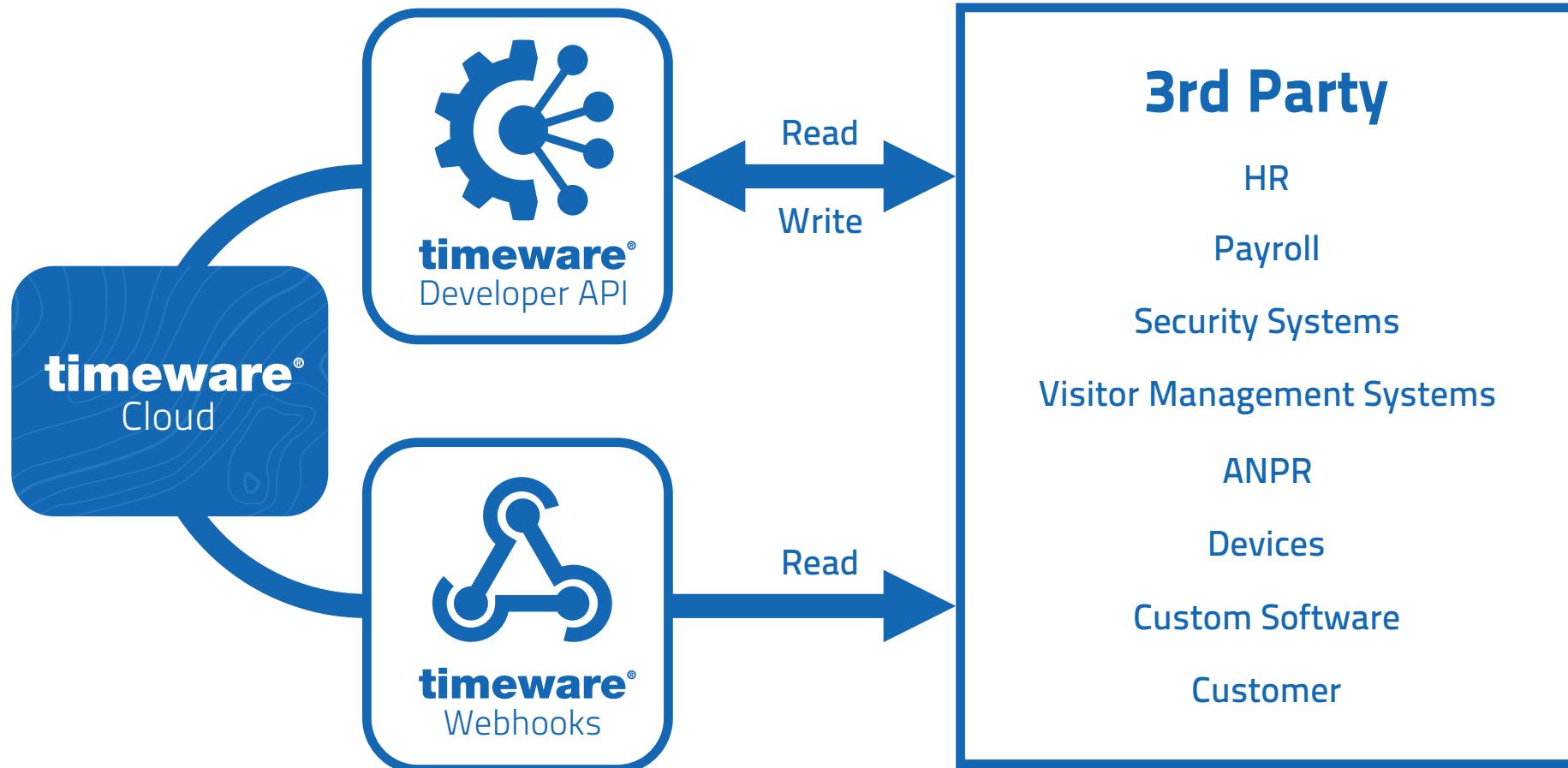


## Developer API and Webhooks

Our Developer API and Webhooks open up a world of integration possibilities for timeware® Cloud users. By leveraging the Developer API, businesses can connect our time and attendance platform directly to their own software ecosystems, enabling custom automations and tailored workflows. This flexibility means they can synchronise employee data, manage shifts, or even integrate with HR and payroll systems effortlessly.

Webhooks, on the other hand, provide real-time notifications that allow our customers to receive instant updates whenever certain events occur, such as an employee record being added to the software. This means businesses can respond immediately to changes, maintain up-to-date records, and create a more dynamic and responsive workforce management environment.

In essence, these tools offer our clients the power to shape timeware® Cloud to fit their unique needs, ensuring a smoother and more personalised integration experience.



## Customisation...

Customising timeware® Cloud means the system fits your forms, reports, overtime rules, and leave policies exactly to your needs.



When it comes to timeware® Cloud, customisation is at the core of making the software truly fit your organisation's needs. We provide the flexibility to tailor forms so that every piece of data you gather is perfectly aligned with your industry requirements. Our customisable reports mean you can generate the exact insights you need to support your operational goals.

We also make it simple to customise work patterns, particularly when it comes to complex overtime rules. This ensures that your system handles the nuances of overtime calculations effortlessly, reflecting your unique policies. And on top of that, you can customise leave management rules, ensuring that holiday entitlements and absence tracking are tailored to fit seamlessly into your existing processes.

In essence, customisation in timeware® Cloud means the technology moulds to your business, making sure it aligns perfectly with both your day-to-day operations and long-term strategic goals.

1 / 4 | 236% | 🔍 🔍

# Your Company

## New Starter Information Form

Please complete all relevant sections below. Information marked with an asterisk (\*) is mandatory.

**1 Personal Details**

Title	Preferred pronouns	
Miss		
First name*	Middle name(s)	Surname*
Lucie	Abbott	Abbott
Any previous or maiden names		
Abbott		
Date of birth*	Gender	Marital status
Fri, 30 Jul 1982	Female	
Personal email*		
Mobile number Home phone		

**2 Home Address**

Address type		
Line 1*	Line 2	Line 3
Town/City*	County	
Postcode*	Country*	



**3 Emergency Contact**

Name*
Relationship*
Mobile number Home phone



Custom Form

Custom Report

AutoSave Off 34vp13d4 - Read... • Saved to this PC Search

File Home Insert Draw Page Layout Formulas Data Review View Automate Help Acrobat

MARKED AS FINAL An author has marked this workbook as final to discourage editing. Edit Anyway

SIGNATURES This document contains valid signatures. View Signatures...

Q11

1 Personnel Essential Listing

2 Essential

Employee ID First Name Last Name Payroll Number Employment Status Organisation Division Site Department Group Job Role Manager

4 138 Lucie Abbott PR202600138 Employee Demo Ltd European division Demo Ltd Marketing Staff Production worker

5 808 Zolla Abbott PR202600808 Employee Demo Ltd European division Demo Ltd Marketing Staff Production worker

6 461 Haven Abernathy PR202600461 Employee Demo Ltd European division Demo Ltd Marketing Staff Production worker

7 680 Shanna Abernathy PR202600680 Employee Demo Ltd European division Demo Ltd Marketing Staff Production worker

8 423 Vicenta Abernathy PR202600423 Employee Demo Ltd European division Demo Ltd Marketing Staff Production worker

9 841 Collin Abshire PR202600841 Employee Demo Ltd European division Demo Ltd Marketing Staff Production worker

10 237 Freddy Abshire PR202600237 Employee Demo Ltd European division Demo Ltd Marketing Staff Production worker

11 820 Mohammad Abshire PR202600820 Employee Demo Ltd European division Demo Ltd Marketing Staff Production worker

12 406 Raquel Abshire PR202600406 Employee Demo Ltd European division Demo Ltd Marketing Staff Production worker

13 870 Trisha Abshire PR202600870 Employee Demo Ltd European division Demo Ltd Marketing Staff Production worker

14 650 Daisha Adams PR202600650 Employee Demo Ltd European division Demo Ltd Marketing Staff Production worker

15 371 Domenic Adams PR202600371 Employee Demo Ltd European division Demo Ltd Marketing Staff Production worker

16 823 Hailee Adams PR202600823 Employee Demo Ltd European division Demo Ltd Marketing Staff Production worker

17 938 Kristoffer Adams PR202600938 Employee Demo Ltd European division Demo Ltd Marketing Staff Production worker

18 774 Hulda Altenwerth PR202600774 Employee Demo Ltd European division Demo Ltd Marketing Staff Production worker

19 900 Laila Altenwerth PR202600900 Employee Demo Ltd European division Demo Ltd Marketing Staff Production worker

20 697 Walker Altenwerth PR202600697 Employee Demo Ltd European division Demo Ltd Marketing Staff Production worker

21 121 Gaston Anderson PR202600121 Employee Demo Ltd European division Demo Ltd Marketing Staff Production worker

22 921 Josefa Anderson PR202600921 Employee Demo Ltd European division Demo Ltd Marketing Staff Production worker

23 1206 Estrella Ankunding PR202601206 Employee Demo Ltd European division Demo Ltd Marketing Staff Production worker

24 419 Kavon Ankunding PR202600419 Employee Demo Ltd European division Demo Ltd Marketing Staff Production worker

25 1218 Marc Armstrong PR202601218 Employee Demo Ltd European division Demo Ltd Marketing Staff Production worker

26 346 Belle Auer PR202600346 Employee Demo Ltd European division Demo Ltd Marketing Staff Production worker

27 1157 Ole Auer PR202601157 Employee Demo Ltd European division Demo Ltd Marketing Staff Production worker

28 1160 Avery Aufderhar PR202601160 Employee Demo Ltd European division Demo Ltd Marketing Staff Production worker

29 831 Flo Aufderhar PR202600831 Employee Demo Ltd European division Demo Ltd Marketing Staff Production worker

30 177 Emely Bahringer PR202600177 Employee Demo Ltd European division Demo Ltd Marketing Staff Production worker

31 846 Helena Bahringer PR202600846 Employee Demo Ltd European division Demo Ltd Marketing Staff Production worker

32 1172 Marjolaine Bahringer PR202601172 Employee Demo Ltd European division Demo Ltd Marketing Staff Production worker

33 476 June Bailey PR202600476 Employee Demo Ltd European division Demo Ltd Marketing Staff Production worker

34 1088 Kaelyn Bailey PR202601088 Employee Demo Ltd European division Demo Ltd Marketing Staff Production worker

35 304 Landen Bailey PR202600304 Employee Demo Ltd European division Demo Ltd Marketing Staff Production worker

36 574 Deron Balistreri PR202600574 Employee Demo Ltd European division Demo Ltd Marketing Staff Production worker

37 979 Greg Balistreri PR202600979 Employee Demo Ltd European division Demo Ltd Marketing Staff Production worker

38 9 Stephanis Bartell PR202600099 Employee Demo Ltd European division Demo Ltd Marketing Staff Production worker

39 694 Adriel Bartoletti PR202600694 Employee Demo Ltd European division Demo Ltd Marketing Staff Production worker

40 929 Fern Bartoletti PR202600929 Employee Demo Ltd European division Demo Ltd Marketing Staff Production worker

41 894 Abdullah Barton PR202600894 Employee Demo Ltd European division Demo Ltd Marketing Staff Production worker

42 1227 Keeley Barton PR202601227 Employee Demo Ltd European division Demo Ltd Marketing Staff Production worker

43 70 Marta Barton PR202600070 Employee Demo Ltd European division Demo Ltd Marketing Staff Production worker

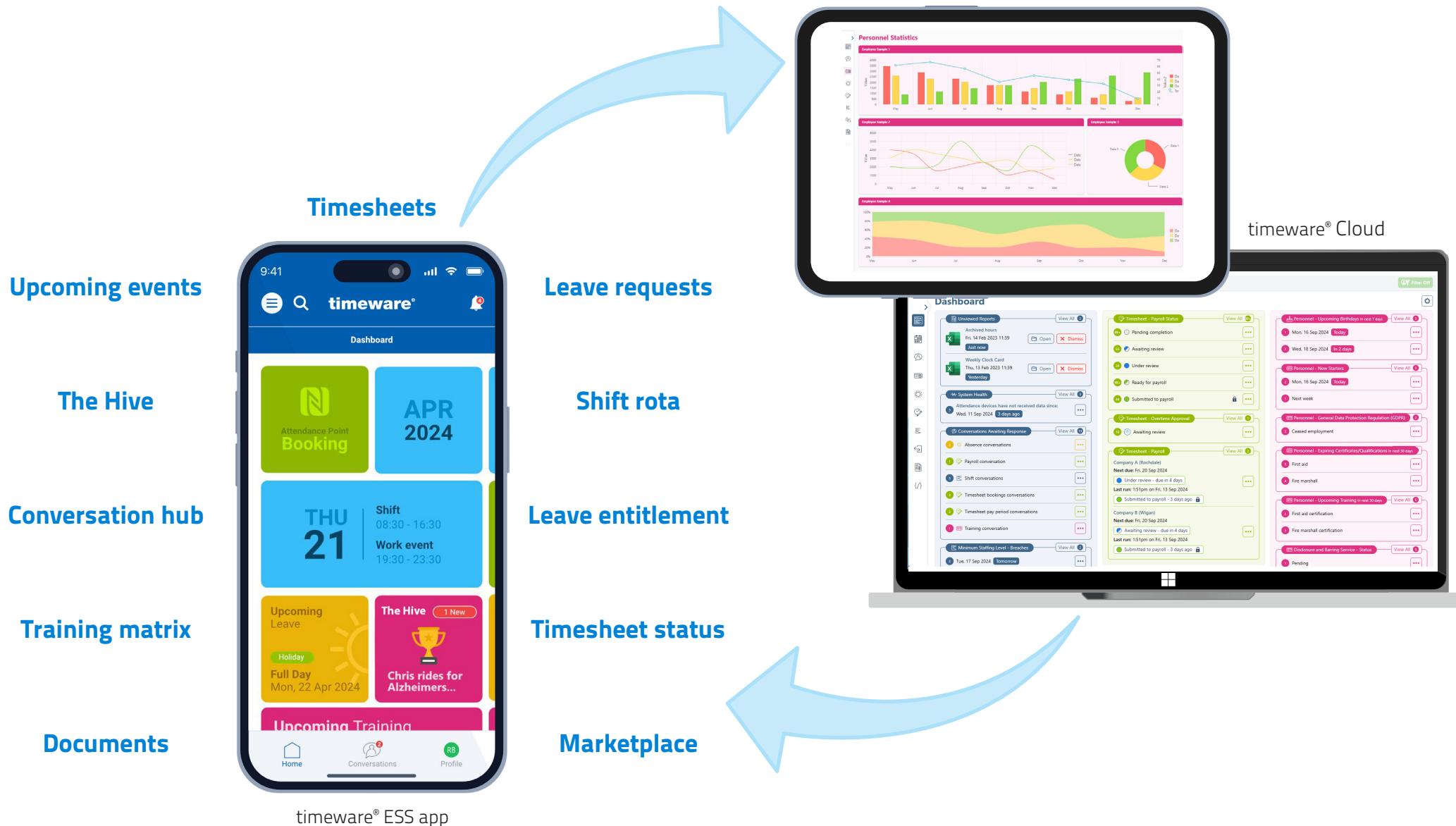
## timeware® ESS app...

Enhance efficiency and engagement. Manage schedules, submit leave, access documents, and communicate securely.



Introducing the timeware® ESS app, a cutting-edge solution designed to enhance the operational efficiency and engagement of your workforce. Accessible to all employees, this powerful tool enables your team to manage their schedules with ease. From reviewing timesheets and submitting leave requests to accessing shift details, the app simplifies these essential processes.

The timeware® Cloud app includes access to the Conversation Hub. This outstanding feature facilitates direct communication between the workforce and the company via a fully audited, GDPR-compliant platform, enhancing dialogue and transparency within the organisation.



## Reporting...

Real-time data accessible at a glance.



timeware® Cloud's reporting features provide managers with instant, detailed insights into workforce attendance, overtime, and absence trends. Reports are customisable, allowing businesses to focus on the metrics that matter most. With real-time data accessible at a glance, managers can make informed decisions swiftly. The system offers automated scheduling of reports - daily, weekly, or monthly - ensuring critical information is delivered when needed. Customers benefit from improved productivity and cost control, as patterns can be identified early, compliance is assured, and operational decisions are grounded in clear, reliable data. In short, it turns workforce data into actionable intelligence, ensuring businesses stay ahead.

Menu

## Reports

+ Add Report Search... (ctrl+k)

**Chosen reports**

	Name	Category	Last Run	Next Occurrence	Actions
HR	Personnel Essential Listing	Personnel	Wed, 7 Jan 2026 16:54		
	Personnel Personal Listing	Personnel	Fri, 16 Jan 2026 09:56		

**Configure Personnel Credentials Listing**

Name: Personnel Credentials Listing

Employee Filter

Sort Order

Columns

Occurrence

Reoccurring reports can be automated so that they are always ready on time and for when

On:

At: 09:00

Forward to: Mary Foster

Notify recipients via email

Notify yourself via email

Cancel Update

Who else should receive a copy of this report?

Report History

Format	Name	Added On	Status	Completed On	Actions
	Personnel Personal Listing	Fri, 16 Jan 2026 09:56	Generated		
	Personnel Essential Listing	Wed, 7 Jan 2026 16:54	Archived	Wed, 7 Jan 2026 16:54	

Report 'Personnel Personal Listing' is ready to view.

AutoSave Off

PROTECTED VIEW Be careful—files from the Internet can contain viruses. Unless you need to edit, it's safer to stay in Protected View.

Personnel Personal Listing

Essential

Employee ID	First Name	Last Name	Payroll Number	Employment Status	Organisation	Division	Location	Department	Group	Job Role
1398 Jay	Abbott	PR202401398	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product	Analyst
1053 Wayne	Abbott	PR202401053	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product	Analyst
873 Conrad	Abernathy	PR202400873	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product	Analyst
252 Danny	Abernathy	PR202400252	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product	Analyst
153 Jonathan	Abernathy	PR202400153	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product	Analyst
593 Lawrence	Abernathy	PR202400593	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product	Analyst
1204 Lela	Abernathy	PR202401204	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product	Analyst
1039 Abel	Adams	PR202401039	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product	Analyst
1178 Darryl	Adams	PR202401178	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product	Analyst
368 Mark	Adams	PR202400368	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product	Analyst
51 Sean	Adams	PR202400051	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product	Analyst
1239 James	Altenwerth	PR202401239	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product	Analyst
443 Jason	Anderson	PR202400443	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product	Analyst
1045 Nicolas	Anderson	PR202401045	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product	Analyst
1408 Vicki	Anderson	PR202401408	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product	Analyst
524 Angel	Ankunding	PR202400524	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product	Analyst
666 Cameron	Ankunding	PR202400666	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product	Analyst
1242 Jana	Ankunding	PR202401242	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product	Analyst
517 Krystal	Ankunding	PR202400517	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product	Analyst
373 Cecilia	Armstrong	PR202400373	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product	Analyst
789 Paul	Armstrong	PR202400789	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product	Analyst
458 Bradford	Auer	PR202400458	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product	Analyst
1227 Malcolm	Auer	PR202401227	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product	Analyst
622 Orlando	Auer	PR202400622	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product	Analyst
1181 Pete	Auer	PR202401181	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product	Analyst
735 Shane	Auer	PR202400735	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product	Analyst
1128 Simon	Aufderhar	PR202401128	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product	Analyst
748 Sue	Bahringer	PR202400748	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product	Analyst
957 Alison	Bailey	PR202400957	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product	Analyst
1535 Don	Bailey	PR202401535	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product	Analyst
1267 Elaine	Bailey	PR202401267	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product	Analyst
418 May	Bailey	PR202400418	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product	Analyst
935 Roxanne	Bailey	PR202400935	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product	Analyst
889 Tyler	Bailey	PR202400889	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product	Analyst
756 Stewart	Balistreri	PR202400756	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product	Analyst
193 Caleb	Barrows	PR202400193	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product	Analyst

## Reports

Example of an XLSX report

# Document Management...

A fully integrated, efficient, document workflow.



In timeware® Cloud, document management streamlines both distribution and completion of key company materials. For documents needing acknowledgment, like company handbooks, timeware® delivers them directly to individuals via the ESS app or other personal devices. Employees confirm they've read these documents, creating an audited record of compliance. Meanwhile, interactive documents, such as onboarding forms, are also distributed, ready to be completed directly on the ESS app or any personal device.

These forms allow employees to submit their information electronically, keeping data collection seamless. Managers gain real-time oversight, ensuring everyone stays on track with mandatory reading and form submissions, creating a fully integrated, efficient, document workflow.

□ 1/4 □ | 🔍 236% 🔍 🔍

## Your Company

### New Starter Information Form

Please complete all relevant sections below. Information marked with an asterisk (\*) is mandatory.

**1 Personal Details**

Title	Preferred pronouns	
Miss		
First name*	Middle name(s)	Surname*
Lucie	Abbott	Abbott
Any previous or maiden names		
Abbott		
Date of birth*	Gender	Marital status
Fri, 30 Jul 1982	Female	
Personal email*		
Mobile number	Home phone	

**2 Home Address**

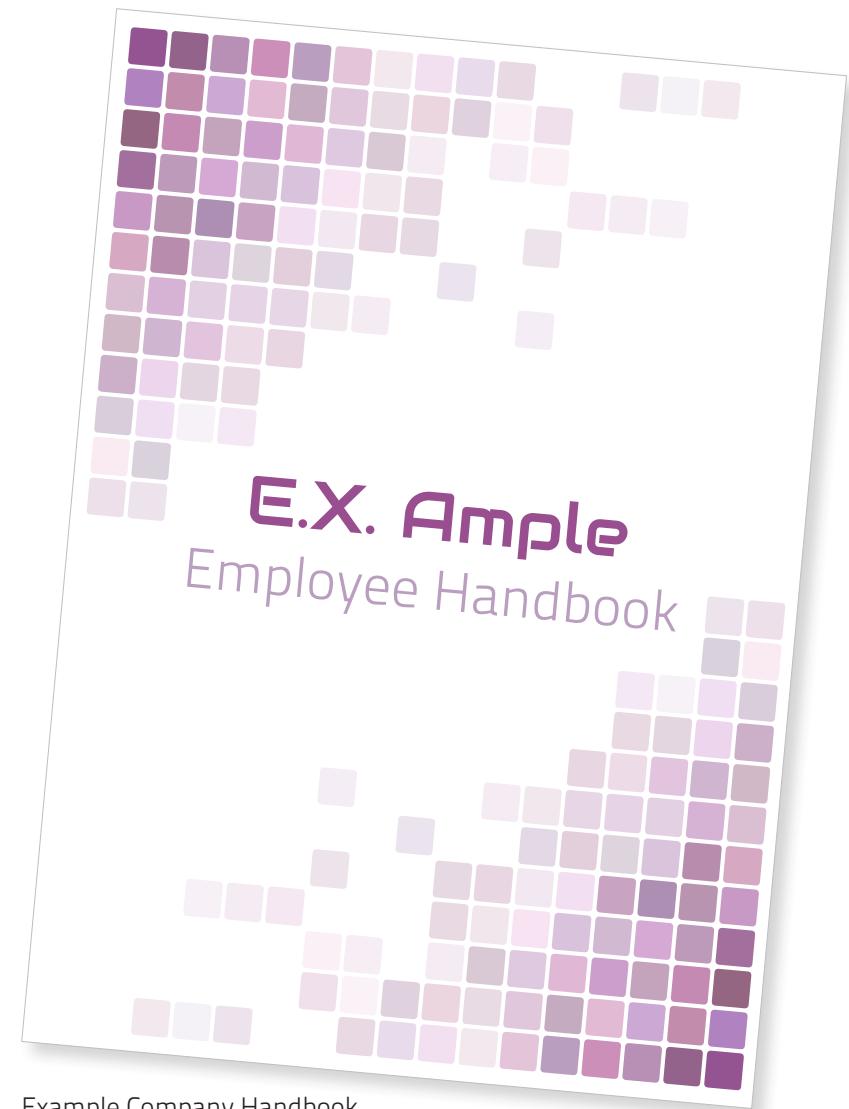
Address type		
Line 1*	Line 2	Line 3
Town/City*	County	
Postcode*	Country*	

**3 Emergency Contact**

Name*	
Relationship*	
Mobile number	Home phone

Custom Form



Example Company Handbook

# Dashboard...

The timeware® Cloud dashboard removes the need to search for essential information by presenting key data in a clear, intuitive and easily readable format. At a glance, managers can see what matters most, enabling faster responses and more confident decision-making.

Each dashboard can be tailored to the individual user, ensuring that the information displayed is directly relevant to their role and responsibilities. This personalisation keeps teams focused on the metrics that drive performance, compliance and operational control.

As a core component of timeware® Cloud, the dashboard delivers proactive insight for team leaders overseeing day-to-day operations. It simplifies management, improves efficiency and ensures that the most important information is always immediately available, supporting better oversight, stronger accountability and a more responsive workforce.

Intuitive, comprehensive, real-time, customisable, efficient, and user-friendly.

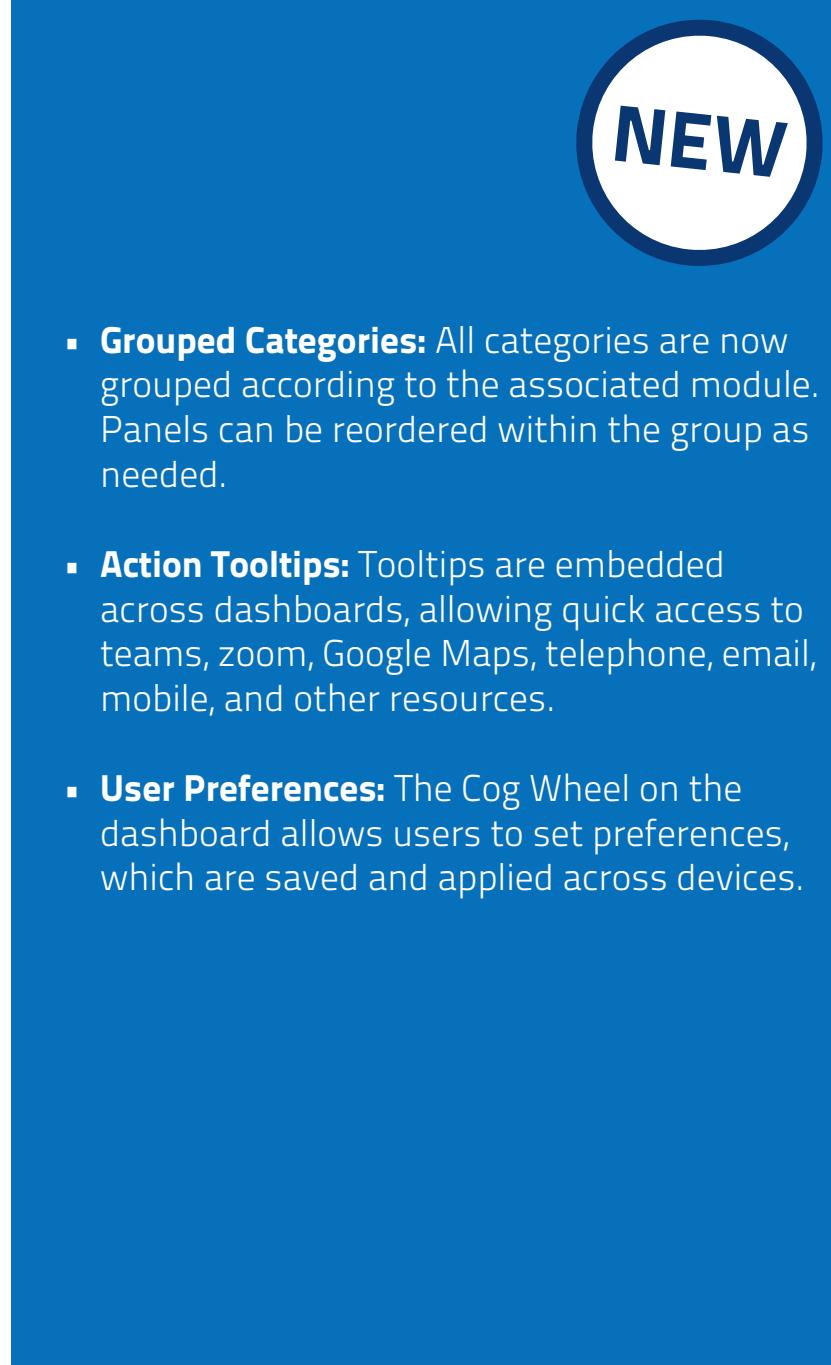


The dashboard is organized into several sections:

- Unviewed Reports:**
  - Archived hours (Fri, 14 Feb 2023 11:39 Just now)
  - Weekly Clock Card (Thu, 13 Feb 2023 11:39 Yesterday)
- System Health:**
  - Attendance devices have not received data since: Wed, 11 Sep 2024 3 days ago
- Conversations Awaiting Response:**
  - Absence conversations
  - Payroll conversation
  - Shift conversations
  - Timesheet bookings conversations
  - Timesheet pay period conversations
  - Training conversation
- Minimum Staffing Level - Breaches:**
  - Tue, 17 Sep 2024 Tomorrow
- Timesheet - Missed Bookings:**
  - Incomplete bookings
  - Haven't arrived for shift (2/30)
- Timesheet - Core Time:**
  - Bookings outside of core time
- Timesheet - Daily Authorisation:**
  - Awaiting review
- Timesheet - Pay Period Authorisation:**
  - Awaiting review
  - Authorised awaiting finalisation
- Timesheet - Payroll Status:**
  - Awaiting review
  - Under review
  - Ready for payroll
- Timesheet - Company Payroll:**
  - Rochdale payroll due to run - Fri, 16 Jan 2026 06:47 1 days to go
  - 10 of 21 are ready for payroll
  - Last payroll was run on - Fri, 9 Jan 2026 06:47 6 days ago
- Personnel - Upcoming Birthdays in next 7 days:**
  - Mon, 16 Sep 2024 Today
  - Wed, 18 Sep 2024 In 2 days
- Personnel - New Starters:**
  - Mon, 16 Sep 2024 Today
  - Next week
- Personnel - General Data Protection Regulation (GDPR):**
  - Ceased employment
- Personnel - Expiring Certificates/Qualifications in next 30 days:**
  - First aid
  - Fire marshall
- Personnel - Upcoming Training in next 30 days:**
  - First aid certification
  - Fire marshall certification
- Disclosure and Barring Service - Status:**
  - Pending
  - Completed

Dashboard updates in real time

Example dashboard tiles



# Personnel...

## Core

timeware® HR brings all workforce information together in one secure, centralised system, giving you complete visibility across your organisation. From driving licence records and employer references to banking details and compliance documentation, everything is stored in a single, protected repository. Information is easy to view, search and report on, ensuring managers can access what they need quickly while maintaining the highest standards of data security and control.

Built as part of timeware® Cloud, HR integrates seamlessly with key platform features including the Conversation Hub, Marketplace, Statistics and your Dashboard. This creates a connected environment where workforce data becomes actionable, delivering real-time insight that supports better decision-making, stronger compliance and more effective day-to-day management.

timeware® HR covers all essential personnel records, including core HR data, employment and contractual information, financial details, skills and qualifications, recruitment and interviews, vehicles, health and safety, working time regulations, company assets and employee self-service.

The result is a streamlined, future-ready HR solution that reduces administration, improves accuracy and gives you a complete, reliable picture of your workforce in one place.

timeware® HR offers centralised HR records, seamless cloud integration, enhanced compliance, and a single secure view of workforce data.



Personnel, Core, Insights

**Personnel**

Core

Essential

Work Contact Details

Work email address: lucie.abbott138@example.com

Work mobile: +447379157400

Work phone: +441612777343

Address

Due on: Thu, 15 Jan 2026 07:37 (just now)

Home residence: 688 Whitworth Road, Rochdale, OL12 0TG, Greater Manchester, United Kingdom

Work residence: Lock 50 Business Centre, Oldham Road, Rochdale, OL16 5RD, Greater Manchester, United Kingdom

**Personnel, Core, Essential**

Personnel, Core, Essential

**Update Address -  Lucie Abbott**

Address

Tasks

Documents 

Comments 

Address

Due on: Sun, 11 Jan 2026  07:07 

1 Address Type: Work residence

2 Address: Search for address...  Powered by Google

Lock 50 Business Centre

Oldham Road

Line 3

Rochdale, Greater Manchester

OL16 5RD

United Kingdom

Ring-fence

Map Satellite

Completed

688 A671, Rochdale, England 

Wellfield Pharmacy

Manually Enter Coordinates  Enable

Street View  Copy 

Cancel  Update 

Update Address



Street View

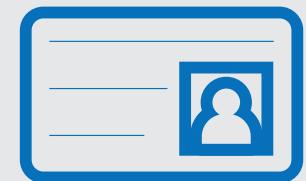
# Personnel...

## Employment and Compensation

Under the Employment and Compensation section of timeware® Cloud, you'll find all the essential subcategories neatly organised. From managing individual employment details and overseeing salaries to handling benefits, pensions, and employee credentials, each subheading is designed to give you streamlined control.

This structure ensures that all aspects of employment management are accessible in one place, making it easier than ever to oversee compensation and compliance.

Employment details, contract records, financial data, and compensation insights in one secure system.



Personnel, Employment and Compensation, Employment

## Pre-Employment

# Your Company

## New Starter Information Form

Please complete all relevant sections below. Information marked with an asterisk (\*) is mandatory.

**1 Personal Details**

Title	Preferred pronouns	
Miss	<input checked="" type="checkbox"/> She/her/hers <input type="checkbox"/> They/them/their	
First name*	Middle name(s)	Surname*
Lucie	Abbott	Abbott
Any previous or maiden names		
Abbott		
Date of birth*	Gender	Marital status
1982-07-30	Female	
Personal email*		
Mobile number		
Home phone		

**2 Home Address**

Address type	Line 1*	Line 2	Line 3
Town/City*	County		
Postcode*	Country*		

**3 Emergency Contact**

Name*	Relationship*

**View Salary - LA Lucie Abbott**

**Salary**

Meetings	Tasks	Documents	Comments
Is active? <input checked="" type="radio"/> Active <input type="radio"/> Inactive			
Due on		Amount	Salary period
Thu, 15 Jan 2026		£35,024.00	Per Annum
10:44			Payment frequency
			Monthly
Currency format		Tax code	National insurance number
GBP		Enter text...	Enter text...
Payment method		Has student loan? <input checked="" type="radio"/> Yes <input type="radio"/> No	
BACS			
Form Completion (Sign-Off)			
Is completed? <input checked="" type="radio"/> Yes <input type="radio"/> No		Completed on	Completed by
		dd/mm/yyyy	Enter text...

New Starter Information Form

**Add Benefit - LA Lucie Abbott**

**Benefit**

Meetings	Tasks	Documents	Comments
Due on			
Thu, 15 Jan 2026 <input type="button" value="X"/> 10:42 <input type="button" value="X"/>			
1 Benefit type			
Select item...			
Cycle to work scheme			
Life insurance			
Pension scheme			
Private health insurance			
Coverage			
Coverage amount	Coverage percentage		
Enter a value...	Enter a value... %		
Coverage details			
Enter text...			
Cost			
Currency	Cost		
Enter a value...	Enter a value...		

**Add Benefit**

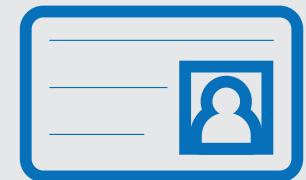
**View Salary**

# Personnel...

## Compliance and Legal

In the Compliance and Legal section of the timeware® Cloud brochure, we highlight how effortlessly you can handle essential legal requirements. From Right to Work checks to Working Time Regulations, every compliance detail is neatly organised and easy to access. This means your business can stay fully compliant with minimal effort, leaving you free to focus on what really matters.

It handles compliance data, legal documentation, and regulatory records in a single secure place.



Update DBS Check

**Update DBS Check - LA Lucie Abbott**

**Right to Work**

- Meetings AA
- Tasks ✓
- Documents □
- Comments 💬

### DBS Check

Due Due ↻

Has employee subscribed to the DBS update service? No

The DBS Update Service is an online subscription service provided by the UK's Disclosure and Barring Service (DBS) that allows individuals to keep their DBS certificate up to date and enables employers to check the status of a DBS certificate in real-time.

**1 DBS check details**

Status	Type of check	Initial check date
Awaiting certificate	Enhanced	dd/mm/yyyy <span style="color: #ccc;">📅</span>

**2 Certificate**

Number	Issued on
Enter text...	dd/mm/yyyy <span style="color: #ccc;">📅</span>

**3 Outcome**

Result	Barred status
Not set	Not set

**Form Completion (Sign-Off)**

Completed on	Completed by
dd/mm/yyyy <span style="color: #ccc;">📅</span>	Enter text...

Cancel Update

40

**Personnel**

- Core
- Employment and Compensation
- Compliance and Legal**
  - Right to Work
  - Disclosure and Barring Service
  - Working Time Regulations
- Employee Relations
- Professional Development
- Health and Safety
- Custom Data

**Right to Work**

**Lucie Abbott**  
Rochdale - Production worker, Picker, Packer

**Search for person...** (ctrl+k)

**+ Add Person** **Refresh**

**+ Add Right To Work**

**Conversation** **Due**

**Due on**: Thu, 15 Jan 2026 10:49 (Just now)

**Status:**  Not started

**View** **Edit** **Delete**

**Update Right to Work - **LA** Lucie Abbott**

**Right to Work**

**Right to work status**:  Not started

The process to verify the employee's Right to Work has not yet begun.

**1 Visa (Current)**

Requires a visa

**Visa status**: Active **Visa type**: Select item...

**Current visa issue date**: dd/mm/yyyy **Current visa expiration date**: dd/mm/yyyy

**1.1 Visa (Applications)** **+ Add Visa Application**

No visa applications found.

**2 Passport**

**Passport number**: Enter text... **Passport issue date**: dd/mm/yyyy **Passport expiration date**: dd/mm/yyyy

**3 Permit**

**Permit number**: Enter text... **Permit issue date**: dd/mm/yyyy **Permit expiration date**: dd/mm/yyyy

**Cancel** **Update**

Personnel, Compliance and Legal, Right to Work

Update Right to Work

# Personnel...

## Employee Relations

Within timeware® Cloud, the Employee Relations area provides a structured and professional way to manage every aspect of workplace communication and case handling. From day-to-day conversations and union engagement through to grievances, disciplinary processes and exit interviews, each element is clearly organised in one secure environment.

This ensures that sensitive matters are recorded accurately, actions are traceable, and outcomes are consistently applied. By bringing employee relations into a single, auditable framework, timeware® Cloud helps organisations resolve issues fairly, maintain transparency, and strengthen trust across the workforce while reducing administrative effort and risk.

It covers employee relations by storing all HR communications, references, and related records securely in one system.



The screenshot shows the timeware® Cloud interface for Employee Relations. The left sidebar has a 'Personnel' section with 'Employee Relations' selected, showing sub-options: Conversations, Unions, Grievances, Disciplinary, and Exit Interview. The main area shows a profile for 'Lucie Abbott' (Rochdale - Production worker, Picker, Packer) and a 'Conversations' list with 'Open Conversations (1)' and 'Closed Conversations (5)'. A detailed conversation with 'Lucie Abbott' on 'Fri, 17 Feb 2023 09:08' is shown, with messages from 'Training' and 'Lucie Abbott'. A response from 'Stewart Booth' is shown, followed by a message from 'Lucie Abbott' and a response from 'Stewart Booth'. A 'Priority' dropdown and 'Status' dropdown are at the bottom.

Personnel, Employee Relations, Conversations

**Add Grievance - LA Lucie Abbott**

**Grievance**

Meetings

Tasks

Documents

Comments

**Grievance**

Due on  
Thu, 15 Jan 2026 11:40

Status  
 Pending

**1 Essential**

**Grievance type**  
Select item... **Grievance date**  
Tue, 13 Jan 2026

Bullying  
Discrimination  
Harassment  
Unfair treatment  
Wage and salary issues  
Work conditions  
Workplace safety

Assign to

Employee notified on

**Add Exit Interview - LA Lucie Abbott**

**Exit Interview**

Meetings

Tasks

Documents

Comments

**Exit Interview**

Due on  
Thu, 15 Jan 2026 11:43

Status  
 Pending

**1 Prerequisites**

**Exit reason type**  
Behavioral issues **Interview date**  
dd/mm/yyyy

Interviewer Interviewer position Location

**2 Employee reasoning and feedback**

**Reason for leaving**  
Enter text...

**Suggestions for improvement**  
Enter text...

**Add Exit Interview**

**Create**

Add Grievance

**Add Disciplinary - LA Lucie Abbott**

**Disciplinary**

Meetings

Tasks

Documents

Comments

**Disciplinary**

Due on  
Thu, 15 Jan 2026 11:41

Status  
 Pending

**1 Essential**

**Disciplinary type**  
Final written warning **Disciplinary date**  
Thu, 1 Jan 2026

Breach of company policy  
Demotion  
Final written warning  
Gross misconduct  
Performance improvement plan  
Suspension without pay  
Termination of employment  
Unauthorised absence  
Verbal warning

Assign to

Investigation start date Investigation end date

**Add Disciplinary**

**Create**

Add Disciplinary

43

# Personnel...

## Professional Development

The Professional Development area within timeware® Cloud gives organisations a clear, structured view of employee growth and capability. From recording achievements and managing performance reviews to tracking skills, qualifications, education, and long-term skills progression, every development milestone is captured in one secure location.

This enables managers to identify talent, plan training effectively, and support career development with confidence. By bringing learning, performance, and progression together, timeware® Cloud helps businesses build stronger teams, retain key people, and align individual development with organisational goals.

It supports professional development by tracking skills, qualifications, and training records all in one secure place.



Personnel, Professional Development, Achievements

Update Achievement -  Lucie Abbott

Achievement

Due on: Thu, 15 Jan 2026  12:07

1 Achievement type: Above and beyond

2 Essential

Description: Amazing service.

Date achieved: Tue, 6 Jan 2026  Points: 10

Acknowledged by employee?  Is public?

Form Completion (Sign-Off)

Completed on: Thu, 15 Jan 2026  Completed by: Andrew Foster

Is completed?

**Update Review -  Lucie Abbott**

**Review**

Meetings 

Tasks 

Documents 

Comments 

**Review**

Due on  Thu, 15 Jan 2026  12:12 

**1 Review type**  Due 

Probationary Review  

**2 Essential**

Reviewer SB  Review date                                     

**3 Performance assessment**

Strengths  
Enter text...

Improvement areas  
Enter text...

**Update Training -  Lucie Abbott**

**Training**

Tasks 

Documents 

Comments 

**Training**

Due on  Thu, 8 Jan 2026  09:02 

**1 Skills and qualifications type**

Fire marshal  

**2 Revision and provider**

Revisions                    

Provider  Internal training  

**3 Training dates**

No training dates found        

**4 Costs**

Course cost  £0.00                   

Ancillary cost  £0.00                   

Ancillary cost description  
Enter text...

**5 Outcome**

Select item...             

Certificate issued?  No            

**Update Education -  Lucie Abbott**

**Education**

Tasks 

Documents 

Comments 

**Education**

Due on  Thu, 8 Jan 2026  09:15 

**1 Course overview**

Course name  Dealing with angry co-workers - de-escalation.                                       

Level of education  Vocational                                       

Started on  Tue, 6 Jan 2026                                       

Completed on  Wed, 7 Jan 2026                                       

Course duration  2 days                                       

**2 Academic information**

Field of study  Enter text...                                       

Grade/GPA  Enter text...    <img alt="Icon" data-bbox="295 7

# Personnel...

## Health and Safety

The Health and Safety area within timeware® Cloud provides a secure and structured way to manage employee wellbeing and workplace compliance. From recording health information and disabilities to documenting accidents, injuries, and mental wellbeing, every critical detail is stored in one central location.

This ensures that organisations can respond quickly to incidents, meet their duty of care, and maintain clear records for audits and reporting. By bringing all health and safety information into a single, accessible framework, timeware® Cloud helps protect employees, reduce risk, and support a safer, more responsible working environment.

It manages health and safety records, ensuring all compliance and safety data is securely stored and easily accessible.



The screenshot shows the timeware® Cloud interface for managing personnel. The left sidebar has a 'Personnel' section with a sub-menu for 'Health and Safety' which is currently selected. The main area shows a profile for 'Lucie Abbott' (Rochdale - Production worker, Picker, Packer) and a 'Mental Wellbeing' section. A green banner at the top of the 'Mental Wellbeing' section states 'Consent was given by Lucie Abbott Thu, 15 Jan 2026'. Below this is a 'Conversation' card for a mental wellbeing status update. The card details: Due on Thu, 15 Jan 2026 12:28 (Just now), Assessor: SB, Assessment date: Mon, 5 Jan 2026 09:15, and Mental wellbeing status: Excellent. At the bottom of the card are 'View', 'Edit', and 'Delete' buttons.

Personnel, Health and Safety, Mental Well Being

**Personnel**

- [Core](#)
- [Employment and Compensation](#)
- [Compliance and Legal](#)
- [Employee Relations](#)
- [Professional Development](#)
- Health and Safety**
- [Health](#)
- [Disabilities](#)
- Accident or Injury**
- [Mental Wellbeing](#)
- [Custom Data](#)

**Accident or Injury**

[+ Add Accident Or Injury](#)

**Due on**  
Thu, 15 Jan 2026 12:32 (Just now)

Accident date: Mon, 5 Jan 2026 09:01

Severity level: Moderate

Cause of accident: Equipment failure

Site: Demo Ltd

0 | 0 | 0 | 0 | 0 | 0

[View](#) [Edit](#) [Delete](#)

**Personnel, Health and Safety, Accident or Injury**

**Update Disability - Lucie Abbott**

**Right to Work**

- Meetings PA
- Tasks PA
- Documents PA
- Comments PA

**Disability**

**Due on**  
Thu, 15 Jan 2026 12:30

Disability status: Has disability

Severity level: Severe

Is condition permanent? Yes

**Disability Details**  
Enter text...

**Required adjustments**  
Enter text...

**Required support**  
Enter text...

[Form Completion \(Sign-Off\)](#)

[Cancel](#) [Update](#)

**Add Health - Lucie Abbott**

**Health**

**Due on**  
Thu, 15 Jan 2026 12:33

Health status: Good

**Blood type**

- A A Negative
- O Unknown
- O O Positive
- O O Negative
- A A Positive
- A A Negative
- B B Positive
- B B Negative
- AB AB Positive

**Allergies**  
Enter text...

**Health conditions**  
Enter text...

**Medication Details**  
Enter text...

**Fitness for work**  
Enter text...

[Cancel](#) [Create](#)

# Personnel...

## Custom Fields

The Custom Data area within timeware® Cloud gives organisations complete flexibility to tailor the system around their own operational needs.

By creating bespoke fields with defined formats such as text, numbers, dates, time, or monetary values, businesses can capture information that falls outside standard HR records, from sponsorships and allowances to internal references and specialist data. Each field can be made mandatory, ensuring consistency and accuracy across records.

This adaptable structure allows timeware® Cloud to reflect the unique way every organisation works, delivering a truly personalised workforce management platform without compromising control, security, or reporting clarity.

It offers custom fields to tailor the system to your organisation's unique HR needs, all securely centralised.



View Custom Field Types

Update Value type

Name: Annual sponsorship

Description: Amount

Is required? Yes

Value

Field type: Date

Text

Number

Date

Date and time

Boolean

Hours and minutes

Hours and minutes decimal

Money

Actions: Edit, Delete

Custom Field Types



## IMPROVED

- **DBS Check Workflow:** The system includes a flow control feature (mini-wizard) that guides users through processes like DBS checks. This workflow technology will be expanded to other parts of the system.
- **Unlimited Document Storage:** Attach unlimited documents to each sub-personnel form.
- **Auditable Comments:** Comments added to sub-personnel forms are auditable for transparency.
- **Personal Identification:** Each sub-form clearly shows the employee's name, ensuring users know which individual they are viewing.
- **Credential Integration:** Credentials for employees brought in via third-party APIs are now visible within the personnel records, including the type of credential and when it was issued.
- **Custom Fields:** You can now create unlimited Custom Fields, an enhancement over the previous on-premises UDF (User Defined Fields) system.
- **Document and Conversation Storage:** Documents such as DBS checks, absences, or next of kin information can be securely stored. Conversations related to these records are also tracked.

- **Core**
  - Insights
  - Essential
  - Photo
  - Personal
  - Addresses
  - Emergency Contacts
  - Sensitive
  - Banks
  - Employee Self Service Account
- **Employment and Compensation**
  - Employment
  - Benefits
  - Salaries
  - Pensions
  - Credentials
- **Compliance and Legal**
  - Right to Work
  - Disclosure and Barring Service
- **Working Time Regulations**
- **Employee Relations**
  - Conversations
  - Unions
  - Grievances
  - Disciplinary
  - Exit Interview
- **Professional Development**
  - Achievements
  - Reviews
  - Skills and Qualifications
  - Skills Progression
  - Education
- **Health and Safety**
  - Health
  - Disabilities
  - Accident or Injury
  - Mental Wellbeing
- **Custom Data**
  - Custom Fields

# The timeware® Hive...

timeware® Hive is timeware's internal communications hub, designed to bring people, information and engagement together in one simple, secure space. Through quick, targeted posts known as Buzz, managers can share updates, recognise achievements, promote events and gather instant feedback across the organisation. Whether announcing a policy change, celebrating a team success or running a short poll, timeware® Hive ensures every message reaches the right audience at the right time.

With a clean, intuitive interface and a mobile friendly presentation, employees stay connected wherever they are, reducing reliance on email and improving day to day visibility. Rich content such as images, documents, locations and interactive polls can be added in seconds, while comments and reactions encourage genuine two way communication rather than one way announcements.

As a core part of the timeware® Cloud platform, timeware® Hive integrates seamlessly with workforce data, dashboards and HR features, creating a central point for both information and interaction. The result is a more informed and engaged workforce, clearer internal communication and a stronger connection between management and staff. timeware® Hive turns routine updates into meaningful conversations, helping organisations build culture, improve awareness and keep everyone aligned with what matters most.

timeware's internal communications hub.

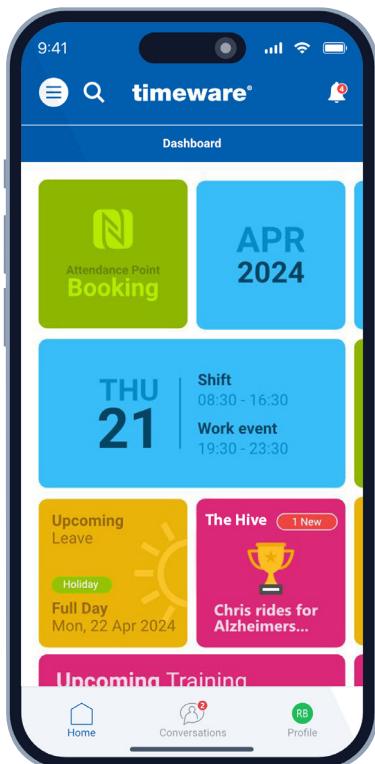


The Hive Buzz

No Buzz's found  
No Buzz's found, post your first buzz to The Hive!

+ Post A Buzz

## Posting a Buzz



**Post Buzz**

**Post a Buzz**

**Publish buzz on**  
Thu, 15 Jan 2026 12:53

**Buzz category**  
Social event

**Audience**  
Everyone

**Heading**  
Meal with cocktails

**Body**  
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Donec id quam lobortis, rutrum urna cursus, fermentum tellus. Proin ut interdum enim. Aenean et eros imperdiet, venenatis massa quis, tempor nulla. Maecenas ultrices aliquet nibh nec lobortis. Fusce tempor odio id massa maximus, ut auctor lorem pulvinar.

**URL's or Emails**

**Images**

**Documents**

**Poll**

**Location**

**Story images (2/4)**

**Highlight**

**+ Add Image**

**Mobile Feed Preview**

**SB** Simon Birchall  
Thu, 15 Jan 2026 12:53

**Meal with cocktails**

**"What is your favourite cocktail?"**

Mojito 33%  
Espresso Martini 67%

30 Submissions

**Simon Birchall**  
Mon, 20 Oct 2025 04:30

**Meal with cocktails**

**"What is your favourite cocktail?"**

Mojito 33%  
Espresso Martini 67%

30 Submissions

**Simon Birchall**  
Fri, 17 Oct 2025 09:00

**Congratulations to the Programming Team**

**Sue Demall + 98** 22 Comments

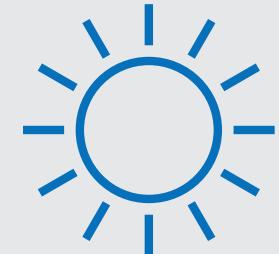
**Seymore Butts + 109** 22 Comments



- Upcoming Events:** Display all upcoming events within the company, viewable by employees in the app.
- Stories:** Highlight events or employee achievements, such as charity work or milestone celebrations.
- Messages:** Used to target specific groups (e.g., office staff, shop floor teams) for announcements or updates.

# Leave Management...

timeware® Cloud Leave Management allows custom holiday policies, carry-over limits, two-tier approvals, and alerts for breaches in leave rules.



timeware® Cloud Leave Management is designed to simplify and centralise the way organisations manage employee absences. It provides a clear, efficient method for recording and tracking all types of leave, including holiday, sickness, compassionate leave and personal days, ensuring that every request is captured accurately and consistently.

Managers can review and approve requests in seconds, with full visibility of individual entitlements, remaining balances and team availability. This allows workforce planning to be handled with confidence, helping departments maintain appropriate cover while supporting employees in taking time away when needed. Real time reporting highlights absence patterns and trends across the organisation, enabling informed decisions and proactive management.

The intuitive interface makes it easy for both managers and employees to access the information they need without complexity. Requests can be submitted quickly, approvals are clear and auditable, and all activity is automatically recorded for future reference.

As a fully integrated part of timeware® Cloud, Leave Management works seamlessly alongside time and attendance, dashboards and HR features. This ensures that attendance data is always synchronised and up to date, supporting accurate records, payroll preparation and compliance with internal policies and employment legislation. The result is a streamlined, reliable and professional approach to managing absence across the entire organisation.



Start a conversation with David Webb

Conversation Hub

Leave Management, Entitlement

Holiday		Sickness	
<b>Allowance (20)</b>	<b>Allowance (10)</b>	<b>Allowance (20)</b>	<b>Allowance (10)</b>
Taken (5)	Taken (5)	Period allowance	Period allowance
Planned (10)	Planned (5)	Credit	Credit
Remaining (5)	Remaining (5)	Total entitlement	Total entitlement
= Allowance - (taken + planned)	= Allowance - (taken)	Leave taken	Leave taken
		Remaining entitlement	Remaining entitlement

Menu

Lucie Abbott  
Rochdale - Production worker, Picker, Packer

Search for person... (ctrl+k)

Leave Management

Calendar

Leave Policy - Production worker ...

Thu, 1 Jun 2023 to Fri, 31 May 2024

June, 2023	July, 2023	August, 2023	September, 2023	October, 2023
T 1	S 1	T 1	F 1	S 1
F 2	S 2	W 2	M 2	M 2
S 3	M 3	T 3	S 2	T 3
S 4	T 4	F 4	S 3	W 4
M 5	W 5	S 5	M 4	T 5
T 6	T 6	S 6	T 5	F 6
W 7	F 7	M 7		
T 8	S 8	T 8		
F 9	S 9	W 9		
S 10	M 10	T 10		
S 11	T 11	F 11		
M 12	W 12	S 12		
T 13	T 13	S 13		
W 14	Dentist ...	F 14		
T 15	S 15	T 15		
F 16	S 16	W 16		
S 17	M 17	T 17		
S 18	T 18	F 18		
M 19	W 19	Training ...		
T 20	T 20	S 19		

Employee  
Lucie Abbott  
Rochdale  
Production worker, Picker, Packer

Main entrance  
Wed, 6 Nov 2024 - 07:55  
4 hours 20 mins ago

Leave Booking - Lucie Abbott

Booking

Meetings

Tasks

Documents

Comments

Request

Request from timeware® ESS app Reason Holiday full day Submitted on Mon, 12 Aug 2024 09:00

Comment by Lucie Abbott  
Booked trip to Spain during school holidays.

Leave type

Leave category? Holiday Leave reason? Holiday full day

Leave date(s)

Leave from/to Mon, 4 Aug 2025 Up to? Wed, 27 Aug 2025

Continuous? No

Entitlement deduction 18 days

Authorization

Awaiting review

Holiday Entitlement

Allowance (28)

Taken (2)  
Planned (5)  
Remaining (21)  
= Allowance - (taken + planned)

Balance

You will have 3.00 days remaining after this booking.  
This booking covers 18 working day(s).  
This booking spans 6 rest day(s) which are not deducted.  
Employee is 3 months into the entitlement period with 100% (28 day(s)) of their entitlement remaining.

Bank Holiday Proximity  
Leave request is within 0 working day(s) of a bank holiday (1 on Mon, 25 Aug 2025).

Cancel Create

Leave Management, Calendar

## Leave Management...

**Leave Management**

Workforce Calendar

Thu, 1 Jun 2023 to Fri, 31 May 2024

No preset    Everyone

June, 2023	July, 2023	August, 2023	September, 2023	October, 2023	November, 2023
T 1	S 1	T 1	F 1	S 1	W 1
F 2	S 2	W 2	S 2	M 2	T 2
S 3	M 3	T 3	S 3	T 3	F 3
S 4	T 4	F 4 Richard Barratt ...	M 4	W 4	S 4
M 5	W 5	S 5	T 5	T 5	M 6
T 6	T 6	S 6	W 6	F 6	T 7
W 7	F 7	M 7 Richard Barratt ...	T 7	S 7	W 8
T 8	S 8	T 8 Richard Barratt ...	F 8	S 8	M 9
F 9	S 9	W 9 Richard Barratt ...	S 9	M 9	T 9
S 10	M 10	T 10 Richard Barratt ...	S 10	T 10	F 10
S 11	T 11	W 11 Richard Barratt ...	M 11	W 11	S 11
M 12	W 12	T 12	T 12	T 12	M 13
T 13	T 13	W 13	F 13	S 14	T 14
W 14 Jamie Whitlam ...	F 14	M 14 Richard Barratt ...	F 15	S 15	W 15
T 15	S 15	T 15 Richard Barratt ...	S 16	M 16	T 16
F 16	S 16	W 16 Richard Barratt ...	T 16	T 17	F 17
S 17	M 17	T 17 Richard Barratt ...	S 17	W 18	S 18
S 18	T 18	M 18 Richard Barratt ...	M 18	T 19	M 19
M 19	W 19	F 18 Richard Barratt ...	T 19	F 20	T 20
T 20	T 20	Jamie Whitlam ...	W 20		
		Nathan Price ...			

**Fri, 18 Aug 2023**

- Richard Barratt: Holiday
- Jamie Whitlam: Training
- Nathan Price: Doctors

**Layout**

Number of Months: 1 3 6 12

Number of Columns: 1 3 6 12

**Filters**



- **Absence Control:** Full control over leave management, including the ability to modify individual days (e.g., half-days) and manage absence spells more effectively.
- **Leave Statistics:** View a calendar that shows leave statistics for multiple employees at once.
- **Workforce View:** View which employees in a specific assignment group (e.g., department) are off on leave.
- **Individual calendar**
- **Individual entitlement**
- **Workforce calendar**
- **Multiple absences on a day**
- **Tactical absences**
- **Continuous absences**
- **Conversation Hub**
- **Comments**

# Attendance...

Flexible scheduling, extensive overtime calculations, real-time calculations and alerts.



timeware® Cloud Attendance is designed to support a wide range of established working patterns, including standard hours, flexitime and complex rotating shifts. Schedules can be created and managed up to a full year in advance, giving organisations long-term visibility and control over workforce planning. Built-in grace periods and rounding rules ensure accurate, consistent time capture, while flexible break classifications allow different working practices to be reflected precisely within the system.

The platform supports an extensive range of overtime calculation methods, making it ideal for organisations with bespoke pay rules or industry-specific requirements. Overtime can be authorised using multiple approval routes, ensuring that policies are applied correctly and transparently across departments. Automated email notifications and on-screen alerts keep managers informed, highlighting pending approvals and helping prevent delays in payroll processing.

By combining robust scheduling, precise time recording and intelligent overtime management in a single, integrated solution, timeware® Cloud Attendance delivers both operational efficiency and absolute confidence in workforce data. It provides managers with the tools they need to maintain compliance, control labour costs and respond quickly to changing business demands, all within a secure, cloud-optimised environment.

Week/Day	Date	Shift	Taken Absence(s)	Booking(s)	Σ Total	Σ Opening Balance	Σ Accumulated	Σ Closing Balance	Σ Overtime	Σ Shortfall
2 Mon	20/02/2023 12:12:12	08:00-17:00/30		① No bookings	22:22					
2 Tue	21/02/2023 12:12:12	08:00-17:00/30		② 08:06-17:00	7:45 <span style="background-color: yellow;">Overridden</span>					
2 Wed	22/02/2023 12:12:12	08:00-17:00/30		② 09:00-16:54	22:22					
2 Thu	23/02/2023 12:12:12	08:00-17:00/30		① 09:00-incomplete	22:22					
2 Fri	24/02/2023 12:12:12	08:00-17:00/30		② 09:00-17:00	8:00 <span style="background-color: yellow;">Overridden</span>					
2 Sat	25/02/2023 12:12:12	Saturday Overtime		① No bookings	22:22					
2 Sun	26/02/2023 12:12:12	Sunday Overtime		① No bookings	22:22					
3 Mon	27/02/2023 12:12:12	08:00-17:00/30		② 09:00-17:00	8:00					
3 Tue	28/02/2023 12:12:12	08:00-17:00/30		② 08:03-16:47	11:00					
3 Wed	01/03/2023 12:12:12	08:00-17:00/30		② 09:00-17:00	8:00					
3 Thu	02/03/2023 12:12:12	08:00-17:00/30	Holiday ***	① 09:00-17:00	8:00					
3 Fri	03/03/2023 12:12:12	08:00-17:00/30	Holiday ***	① 09:00-17:00	8:00					
3 Sat	04/03/2023 12:12:12	Saturday Overtime		① No bookings	22:22					
3 Sun	05/03/2023 12:12:12	Sunday Overtime		① No bookings	22:22					

Timesheet

Tue, 21 Feb 2023

08:00-17:00/30  Calculation Log 

Time Entries							
Clock-in Source	Clock-in Time	Clock-out Source	Clock-out time				
Reception	Tue, 21 Feb 2023  08:03 	Rear Door	Tue, 21 Feb 2023  10:15 				
Rear Door	Tue, 21 Feb 2023  10:30 	Rear Door	Tue, 21 Feb 2023  12:30 				
Rear Door	Tue, 21 Feb 2023  14:50 						
Reception	Tue, 21 Feb 2023  18:30 						

Pay Breakdown 			
Pay Element	Authorised	Value	Cost
#1 Basic		9:30	£116.03
#2 1.50x		1:30	£27.48
		11:00	£143.51

**Σ Calculation Log** 

Type	Action
System Clock rounding	08:03 rounded to 08:00 in favour of employee.  3m Adjustment
Fixed Break Rule Standard	Window  10:00 - 11:00  15m Paid (Included)
Fixed Break Rule Standard	Window  12:00 - 14:00  30m Unpaid (Deducted)
Fixed Break Rule Standard	Window  14:30 - 15:30  15m Paid (Included)
System Before pay rule	#1   Basic  8h 30m
System Before pay rule	#2   x1.50  1h 30m
Pay Rule Consistency award	Worked three consecutive Tuesdays.  60m Bonus Added
System After pay rule	#1   Basic  9h 30m £116.03
System After pay rule	#2   x1.50  1h 30m £27.48

Timesheet Entries and Calculation Log

## Attendance...

**Roster, Person View**

Person View

All Sites | Mon, 17 Jul 2023 to Sun, 23 Jul 2023 | Show 7 Rolling Days | Mon, 17 Jul 2023 to Sun, 23 Jul 2023 | Next Day > | Next Week >

Employee: Mon, 17th Jul 2023 | Tue, 18th Jul 2023 | Wed, 19th Jul 2023 (Current) | Thu, 20th Jul 2023 | Fri, 21st Jul 2023 | Sat, 22nd Jul 2023 | Sun, 23rd Jul 2023

**Rochdale**

JB Jo Blackwell	08:00 > 16:30 8hr 30m						
ND Nick Dewet	08:00 > 16:30 8hr 30m	09:00 > 12:00 OT 3hr	08:00 > 16:30 OT 8hr 30m				

**Heywood**

FJ Finlay Jewson	No Shift	No Shift
JS Janice Stevens	08:30 > 16:30 R 5hr	08:30 > 16:30 5hr

**Middleton**

WG William Gibbs	08:00 > 16:30 8hr 30m	08:00 > 16:30 8hr 30m
------------------	--------------------------	--------------------------

Roster, Person View

**Conversation Hub**

Start a conversation with David Webb

**Roster, Shift View**

Shift View

All Sites | Mon, 17 Jul 2023 to Sun, 23 Jul 2023 | Show 7 Rolling Days | Mon, 17 Jul 2023 to Sun, 23 Jul 2023 | Next Day > | Next Week >

Employee: Mon, 17th Jul 2023 | Tue, 18th Jul 2023 | Wed, 19th Jul 2023 (Current) | Thu, 20th Jul 2023 | Fri, 21st Jul 2023 | Sat, 22nd Jul 2023 | Sun, 23rd Jul 2023

**Rochdale**

08:00 > 16:30 8hr 30m	+ Add Shift						
08:00 > 16:30 8hr 30m	+ Add Shift						

**Middleton**

08:00 > 16:30 8hr 30m	+ Add Shift						
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	-------------

**Heywood**

08:00 > 16:30 8hr 30m	+ Add Shift						
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	-------------



## Timesheet Management

- **Timesheet Approval Workflow:** The timesheet approval process now includes multiple phases—Awaiting Review, Pending Payroll, and Passed to Payroll—giving greater control over timesheet management.
- **Pay Elements:** The system supports up to 60 pay elements, capped for reporting purposes.
- **Pay Element Types:** Each pay element can be configured as hours, minutes, decimal hours, or boolean figures.
- **Enhanced Approval Process:** The timesheet approval process has been redefined to provide deeper control compared to the old premise model.

## Planner

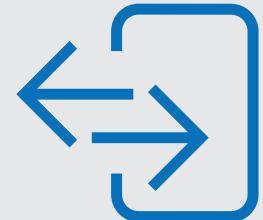
- **Two View Modes:**
  1. **Person View:** A traditional planner view that integrates staffing levels, similar to the on-premise model.
  2. **Shift View:** This view focuses on shifts within a day, highlighting potential staffing level breaches. It also allows the creation of new shifts on-demand, in addition to existing shifts.

# Roll Call...

The timeware® Cloud Roll Call feature offers an unparalleled advantage for enhancing workplace safety and efficiency.

This powerful tool provides real time visibility of who is present on-site, crucial during emergencies or unexpected events.

timeware® Cloud's Roll Call feature boosts workplace safety and efficiency, offering real-time on-site presence visibility during emergencies.



**Roll Call**

1 - 150 of 250 items

Search by name...

Actions

Set Notification

Layout

Compact view? No

Filters

View in/out

Zones

All zones

Office

Factory floor

Booking	Shift	Assignments
JB Jo Blackwell Production worker Main entrance Mon, 17 Jul 2023 - 08:00 4 hours 20 mins ago	08:00 > 16:30 8hr 30m 30m Unpaid	Employee Demo Ltd European Division Head Nathan Price
ND Nick Dewet Production worker Back door Mon, 17 Jul 2023 - 12:20 20 mins ago	08:00 > 16:30 8hr 30m 30m Unpaid	Employee Demo Ltd European Division Head Simon Birchall
JS Janice Stevens Production worker Back door Mon, 17 Jul 2023 - 07:55 4 hours 25 mins ago	08:00 > 16:30 8hr 30m 30m Unpaid	Employee Demo Ltd European Division Head
FJ Finlay Jewson Production worker Back door Mon, 17 Jul 2023 - 7:58 4 hours 22 mins ago	08:00 > 16:30 8hr 30m 30m Unpaid	Employee Demo Ltd European Division Head
JL June Summer Laurence Production worker Main entrance Mon, 17 Jul 2023 - 08:01 4 hours 19 mins ago	08:00 > 16:30 8hr 30m 30m Unpaid	Employee Demo Ltd European Division Head Holiday
WG William Gibbs Production worker Main entrance Mon, 17 Jul 2023 - 08:00 4 hours 20 mins ago	08:00 > 16:30 8hr 30m 30m Unpaid	Employee Demo Ltd European Division Head
JB John Bright Production worker Main entrance Mon, 17 Jul 2023 - 08:01 4 hours 19 mins ago	08:00 > 16:30 8hr 30m 30m Unpaid	Employee Demo Ltd European Division Head
NF Nina Foyles Production worker Main entrance Mon, 17 Jul 2023 - 08:00 4 hours 20 mins ago	08:00 > 16:30 8hr 30m 30m Unpaid	Employee Demo Ltd European Division Head

Roll Call

UNDER  
DEVELOPMENT



- Multi-site support
- Multiple filters and sort orders

# Reports...

timeware® Cloud Reports provide essential insights for tracking attendance, overtime, and absences, enhancing decision-making and operational efficiency. Available in PDF or Excel format.



Elevate your operations with the powerful reporting capabilities of timeware® Cloud. Detailed, easy-to-understand reports give you precise visibility of employee attendance, overtime, and absence trends, enabling managers to act quickly and make informed decisions that improve productivity and reduce operational costs. With real-time data always available, you gain immediate insight into workforce performance without delay. Reports can be run instantly or scheduled to generate automatically at set times during the week or month, ensuring that critical information is delivered exactly when it is needed for confident planning, compliance, and effective management.

Reports

Chosen reports

Name	Category	Last Run	Next Occurrence	Actions
Personnel Essential Listing	Personnel	Wed, 7 Jan 2026 16:54		
Personnel Personal Listing	Personnel	Fri, 16 Jan 2026 09:56		

Report History

Format	Name	Added On	Status	Completed On	Actions
	Personnel Personal Listing	Fri, 16 Jan 2026 09:56	Generated		
	Personnel Essential Listing	Wed, 7 Jan 2026 16:54	Archived	Wed, 7 Jan 2026 16:54	

Report 'Personnel Personal Listing' is ready to view.

Open Save

Reports are designed to provide a detailed breakdown of key data.

- Personnel
- Leave management
- Attendance
- Roll call
- GDPR
- Working time regulations

All reports may be crafted as PDFs or Excel format for further manipulation and analysis.



**Select Report Template**

Search... (ctrl+k)

Name	
▼ HR	
Personnel Achievements Listing	
The personnel achievements Listing contains employee accomplishments: Achievement type, description, date achieved, points, and acknowledged by employee.	
Personnel Address Listing	
The personnel address listing contains address details: Address type, address lines, city, state/province, zip/postcode, country, and ring-fence status with radius.	
Personnel Bank Listing	
The personnel bank listing report contains account and contact details: Account and routing numbers, branch info, contact details, and address.	
Personnel Benefits Listing	
The personnel benefits listing contains benefit details: Benefit type, enrolment and expiration date, coverage details, cost and terms.	
Personnel Credentials Listing	
The personnel credentials listing contains credential details: Credential name, type, identifier and location.	
Personnel DBS Check Listing	
The personnel DBS (Disclosure and Barring Service) check listing report provides DBS status details: check type, certificate number, issue date, follow-up dates, status, and the result of the check.	
Personnel Disciplinary Listing	
The Personnel Disciplinary Listing contains employee disciplinaries: Type, date, status, details, investigation, outcome and appeal.	
Personnel Emergency Contacts Listing	
The personnel emergency contacts listing contains contact information: Name, relationship, mobile, phone, alternate phone, and email.	
Personnel Essential Listing	

Cancel

An extensive range of reports, each with clearly identifiable permissions

# Reports...

**Configure Personnel Credentials Listing**

Name: Personnel Credentials Listing

Employee Filter, Sort Order, Columns, Occurrence, Options, Print Preferences, Security, Under The Bonnet

Columns: Choose which columns you want to show in your report.

Employee ID, First Name, Last Name, Payroll Number, Employment Status, Organisation, Division, Site, Department, Group, Job Role, Manager, Credential Type, Identifier

Control which fields appear in the report

**Configure Personnel Credentials Listing**

Name: Personnel Credentials Listing

Employee Filter, Sort Order, Columns, Occurrence, Options, Print Preferences, Security, Under The Bonnet

Occurrence: Reoccurring reports can be automated so that they are always ready on time and for when you need them.

Never, Daily (selected), Monthly

On: M, T, W, T, F, S, S

At: 09:00

Forward to: Mary Foster

Notify recipients via email: Yes (checked)

Notify yourself via email: Yes (checked)

Who else should receive a copy of this report?

Control the time and day that a document crafts automatically

XLSX spreadsheet reports are digitally signed and can be password protected

### Configure Personnel Achievements Listing

Name  
Personnel Achievements Listing

— Options

- Employee Range
- Sort Order
- Columns
- Occurrence
- Options
- Security
- Under The Bonnet

Security

 XLSX spreadsheet reports are digitally signed by `*.timeware.com` to verify their authenticity. You can enhance security by adding features below to prevent unauthorized access or editing of these reports.  
**Please note:** Non XLSX formats are unprotected.

**>Password Protection**  
Secure the XLSX spreadsheet report to stop users without a password from opening it.

Password  
Confirm password  
Enable Password

**Restrict Editing**  
Stop users without a password from editing the XLSX spreadsheet report.

Password  
Confirm password  
Restrict Editing

Cancel Create

### Configure Personnel Credentials Listing

Name  
Personnel Credentials Listing

Employee Filter  
Sort Order  
Columns  
Occurrence  
Options  
Print Preferences  
Security  
Under The Bonnet

Under The Bonnet  
Under the hood contains advanced report options.

Set your preferred document type  
 XLSX  
The XLSX file format is used for spreadsheets and can be opened in Microsoft Excel.

Set the language for the report  
 en-GB  
English (GB)

Set the time zone for the report  
 (UTC+00:00) Greenwich Mean Time

Cancel Update

Specify document type, language and a time zone for automatically generated reports

## Reports...

PROTECTED VIEW Be careful—files from the Internet can contain viruses. Unless you need to edit, it's safer to stay in Protected View. [Enable Editing](#)

Personnel Personal Listing												
Essential					Assignments							
Employee ID	First Name	Last Name	Payroll Number	Employment Status	Organisation	Division	Location	Department	Group	Job Role		
1398	Jay	Abbott	PR202401398	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product		
1053	Wayne	Abbott	PR202401053	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product		
873	Conrad	Abernathy	PR202400873	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product		
252	Danny	Abernathy	PR202400252	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product		
153	Johnnathan	Abernathy	PR202400153	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product		
593	Lawrence	Abernathy	PR202400593	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product		
1204	Lela	Abernathy	PR202401204	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product		
1039	Abel	Adams	PR202401039	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product		
1178	Darryl	Adams	PR202401178	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product		
368	Mark	Adams	PR202400368	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product		
51	Sean	Adams	PR202400051	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product		
1239	James	Altenwerth	PR202401239	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product		
443	Jason	Anderson	PR202400443	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product		
1045	Nicolas	Anderson	PR202401045	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product		
1408	Vicki	Anderson	PR202401408	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product		
524	Angel	Ankunding	PR202400524	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product		
666	Cameron	Ankunding	PR202400666	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product		
1242	Jana	Ankunding	PR202401242	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product		
517	Krystal	Ankunding	PR202400517	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product		
373	Cecelia	Armstrong	PR202400373	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product		
789	Raul	Armstrong	PR202400789	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product		
438	Bradford	Auer	PR202400438	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product		
1227	Malcolm	Auer	PR202401227	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product		
622	Orlando	Auer	PR202400622	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product		
1181	Pete	Auer	PR202401181	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product		
735	Shane	Auer	PR202400735	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product		
1128	Simon	Aufderhar	PR202401128	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product		
748	Sue	Bahringer	PR202400748	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product		
957	Alison	Bailey	PR202400957	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product		
1535	Don	Bailey	PR202401535	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product		
1267	Elaine	Bailey	PR202401267	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product		
418	May	Bailey	PR202400418	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product		
935	Roxanne	Bailey	PR202400935	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product		
889	Tyler	Bailey	PR202400889	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product		
756	Stewart	Balistreri	PR202400756	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product		
193	Caleb	Barrows	PR202400193	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Product		

Example of an XLSX report

Personnel Personal Listing											
Niezbędny		Przypisania									
Identyfikator pracownika	Imię	Nazwisko	Numer listy plac	Status zatrudnienia	Organizacja	Dzielenie	Lokalizacja	Dział	Grupa	Stanowisko	
1398 Jay	Abbott	PR202401398	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production	Manager	
1053 Wayne	Abbott	PR202401053	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production	Manager	
873 Conrad	Abernathy	PR202400873	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production	Manager	
252 Danny	Abernathy	PR202400252	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production	Manager	
153 Johnathan	Abernathy	PR202400153	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production	Manager	

Report language set to Polish

Personnel Personal Listing											
सर्वथा अपेक्षित		कार्य									
कर्मचारी आईडी	प्रथम नाम	कुलनाम	पेरोल नंबर	रोजगार की स्थिति	संगठन	वैद्युतारा	स्थान	विभाग	समूह	नौकरी की	
1398 Jay	Abbott	PR202401398	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production	Manager	
1053 Wayne	Abbott	PR202401053	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production	Manager	
873 Conrad	Abernathy	PR202400873	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production	Manager	
252 Danny	Abernathy	PR202400252	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production	Manager	
153 Johnathan	Abernathy	PR202400153	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production	Manager	

Report language set to Hindi

Personnel Personal Listing											
Hanfodol		Aseiniadau									
ID Gweithiwr	Enw cyntaf	Enw olaf	Rhif y Gyflogres	Statws cyflogaeth	Sefydliad	Rhaniad	Lleoliad	Adrannau	Grwpiau	Rôl swydd	
1398 Jay	Abbott	PR202401398	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production	Manager	
1053 Wayne	Abbott	PR202401053	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production	Manager	
873 Conrad	Abernathy	PR202400873	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production	Manager	
252 Danny	Abernathy	PR202400252	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production	Manager	
153 Johnathan	Abernathy	PR202400153	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production	Manager	

Report language set to Welsh



- **Ready-to-Use Templates:** All reports are complete and available in the report templates.
- **Enhanced Security:** SSL certification and encryption applied to Excel reports, ensuring report integrity and verification via timeware.com.
- **Password Protection:** Reports can now be password-protected for both viewing and editing. Editing restrictions are set through a separate password for added data security.
- **Password Management:** No passwords are stored within the cloud; forgotten passwords can be reset without requiring the previous one.
- **Excel and PDF format**
- **Occurrence**
  - Instant
  - Daily
  - Monthly
- **Multi language**
- **Report history**
- **Employee range**
- **Sort order**

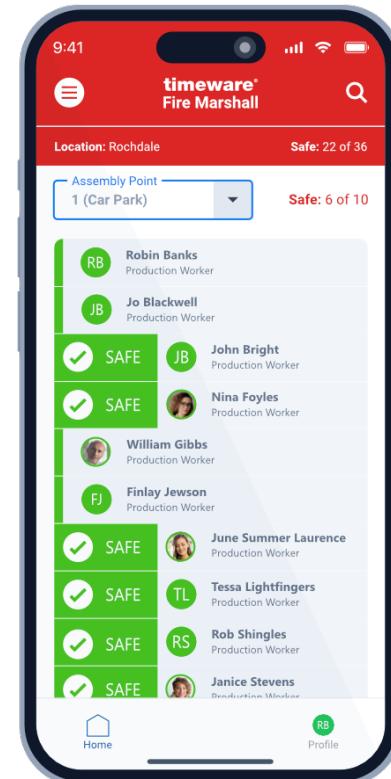
# timeware® Fire Marshall app...

timeware® Cloud Fire Marshall App is an essential solution for ensuring that staff members have safely evacuated during a fire emergency. This innovative app is specially tailored for installation on devices held by designated fire marshals, enabling marshals to swiftly verify the presence of individuals at safe locations. As it operates on a cloud-based platform, the app synchronises in real-time across all devices used by the marshals, thereby providing an exceedingly accurate and up-to-date status of each staff member with minimal latency. This feature ensures that every marshal is informed of the current situation, significantly enhancing the efficacy and coordination of emergency response efforts.

timeware® Cloud Fire Marshall App ensures staff safety during emergencies, offering real-time updates across marshal devices for efficient coordination.



**List of staff with pictures**



**Swipe right to confirm sight of team member**



timeware® fire marshall app

UNDER  
DEVELOPMENT



- Supports multi-location businesses
- Supports multiple Fire Marshalls
- Supports multiple assembly locations
- Swipe right to confirm sight of team member
- Swipe left to cancel
- Multiple view sorts

# General Data Protection Regulation (GDPR)...

GDPR affects every business in the UK. timeware's customisable GDPR controls ensure companies work within their own data protection rules.



The General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679) is a regulation by which the European Parliament, the Council of the European Union and the European Commission intend to strengthen and unify data protection for all individuals within the European Union (EU).

What does this mean for a company using timeware® Cloud?

We will discuss how long certain information needs to be kept by the company for people classed as employed or as a leaver. We will then create a series of GDPR housekeeping scripts that will ensure these rules are upheld.

Please note that the timeware® software will never automatically delete any personal data. We think it is much safer that timeware® operates within your data controller's policies and highlights data that requires deletion. This will always be completed by your data controller and is fully audited.

## Some example GDPR housekeeping rules:

**If timeware® Cloud is not being used as the primary HR system do not allow address information to be recorded.**

**If timeware® Cloud is not being used as the primary HR system do not allow National Insurance data to be recorded.**

**When an employee leaves the company, remove their biometric data within 24 hours.**

**When an employee leaves the company, remove all records of their future holidays and medical appointments within 24 hours.**

**When an employee leaves the company, disable access to the timeware® app and the ESS GO app with immediate effect.**

**When an employee has left the company and after the statutory period, remove all attendance and absence information and personal data.**

# Working Time Regulations (WTR)...

timeware® Cloud is designed to ensure that your workforce operates within the strict confines of the Working Time Directive. Managers benefit from real-time notifications on their dashboard, alerting them when staff members are nearing or have exceeded regulatory limits. This proactive feature is essential for maintaining compliance and preventing any breaches that could lead to penalties or legal challenges.

The Working Time Regulations (1998) implement the European Working Time Directive into GB law.



## Rule 1

### Maximum weekly working time

Workers have a statutory right to a maximum average working week of 48 hours.



## Rule 2

### Rest period

Workers are entitled to a rest break in each shift lasting more than six hours.



## Rule 3

### Daily rest period

Workers are entitled to 11 hours' consecutive rest between shifts each day.



## Rule 4

### Weekly rest period

Workers are entitled to one day off each week, or two days off every two weeks.



## Rule 5

### Night workers

Night workers should not exceed an average of eight hours in each 24-hour period.



## Rule 6

### Holidays

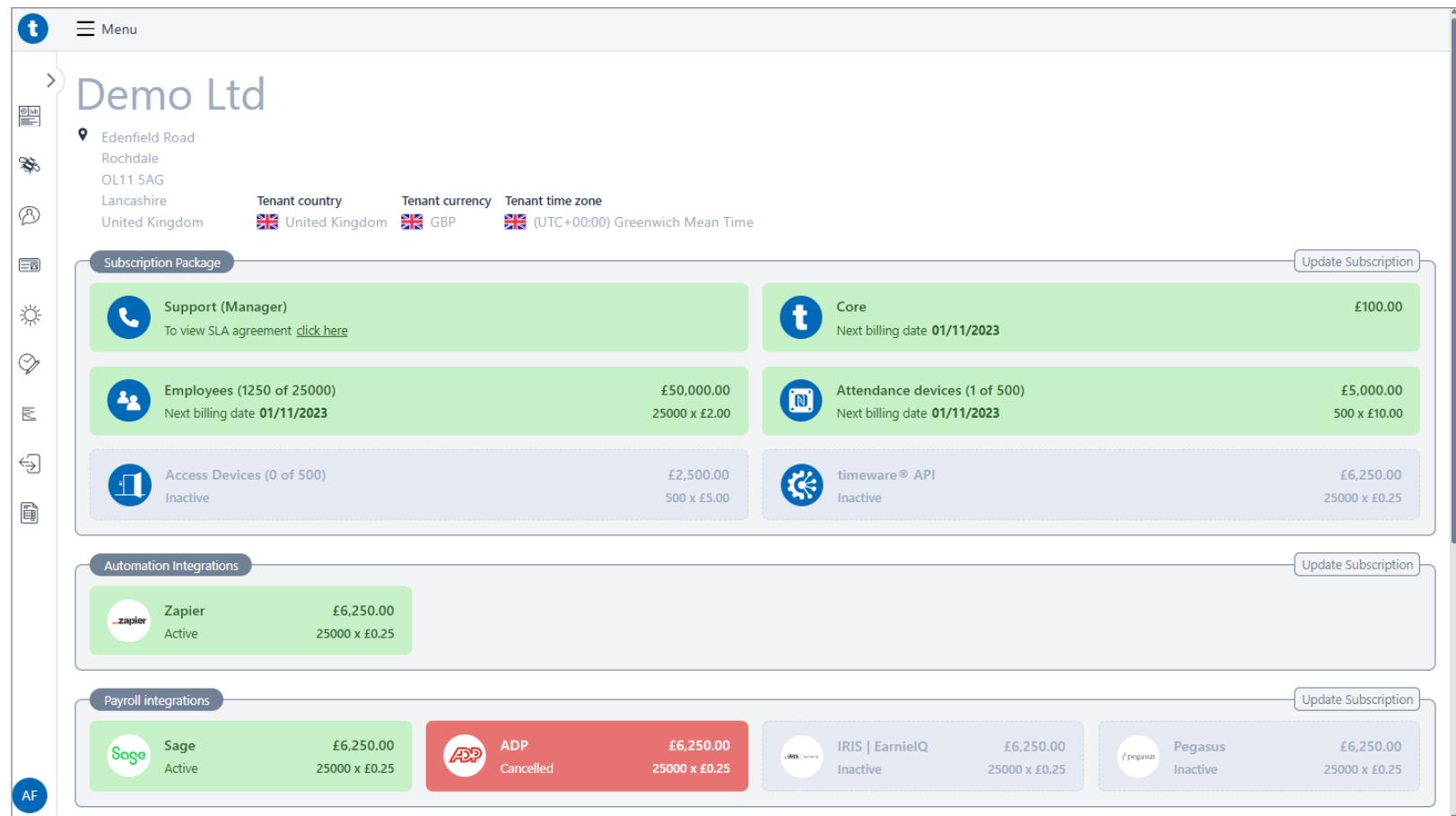
You must give everyone who works for you paid annual leave - unless they are genuinely self-employed.

# Company...

The breakdown of each component contributing to your monthly charges is clearly detailed on the subscription page.

Administrators can easily modify these components - switching them on or off and adjusting values - by contacting timeware® support.

A clear view of your monthly expenditure.



The screenshot shows the timeware® subscription management interface for 'Demo Ltd'. The top navigation bar includes a 'Menu' icon, a 't' logo, and a 'Logout' button. The main header displays the company name 'Demo Ltd' and its address 'Edenfield Road, Rochdale, OL11 5AG, Lancashire, United Kingdom'. Below this, tenant details are shown: 'Tenant country' (United Kingdom), 'Tenant currency' (GBP), and 'Tenant time zone' (UTC+00:00 Greenwich Mean Time). The interface is organized into several sections:

- Subscription Package:** This section lists four active components with their respective costs and descriptions:
  - Support (Manager):** £100.00 (To view SLA agreement [click here](#))
  - Core:** £100.00 (Next billing date 01/11/2023)
  - Employees (1250 of 25000):** £50,000.00 (25000 x £2.00)
  - Attendance devices (1 of 500):** £5,000.00 (500 x £10.00)
- Automation Integrations:** Shows one active integration with a cost of £6,250.00 (25000 x £0.25).
- Payroll integrations:** Shows four integrations with a cost of £6,250.00 each (25000 x £0.25):
  - Sage:** Active
  - ADP:** Cancelled
  - IRIS | EarnieIQ:** Inactive
  - Pegasus:** Inactive

Each component card includes an 'Update Subscription' button. The left sidebar contains icons for various management functions, and a blue circular button with 'AF' is visible at the bottom left.

File, [Company Name]



Tenant country	Tenant currency	Tenant time zone
United Kingdom	Pound sterling (GBP)	(UTC+01:00) British Summer Time

timeware® Cloud recognises the importance of localisation



**Employees** (1250 of 1300)

Next billing date **01/11/2023**

1300 x 1300

Employee records are available for purchase in blocks of 25



**Sage**  
Active

1300 x 1300

Enable integrations with other applications by simply contacting timeware® support

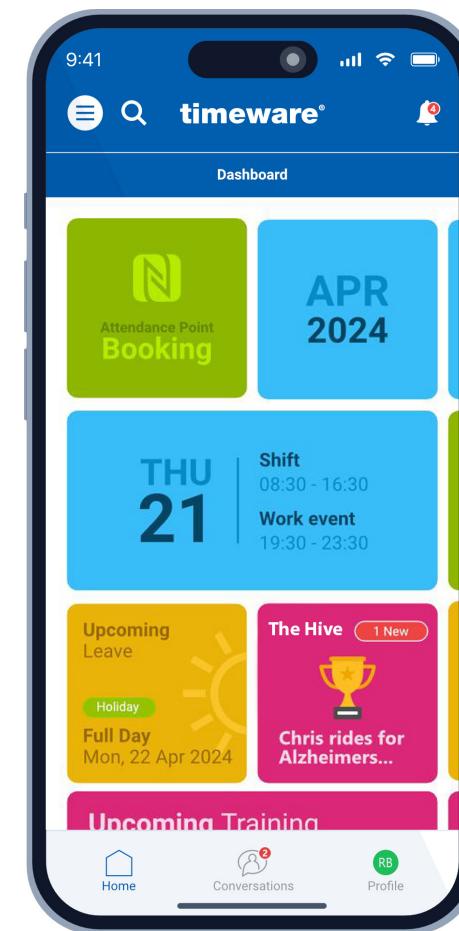
- **Tenant country**
- **Tenant currency**
- **Tenant time zone**
- **Subscription Package**
- **Automation Integration**
- **Payroll Integration**
- **HR Integration**
- **Security Integration**

# timeware® ESS app...

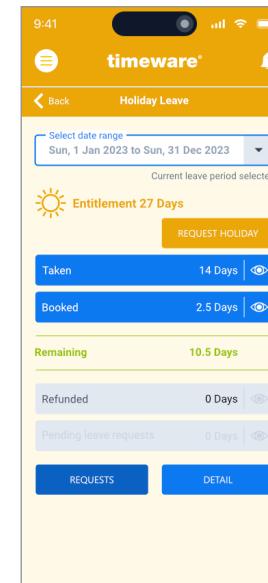
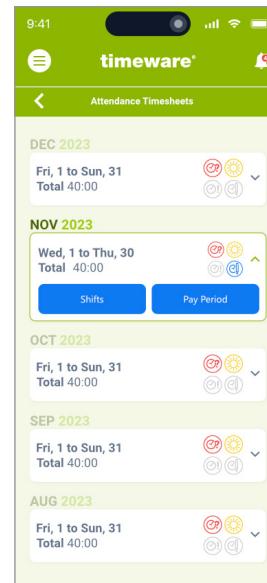
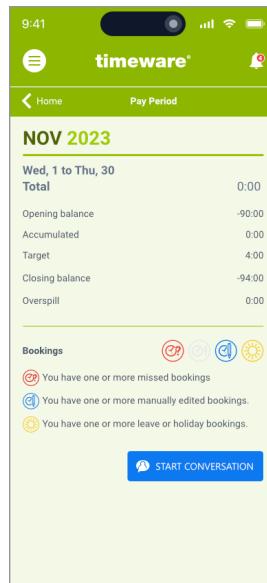
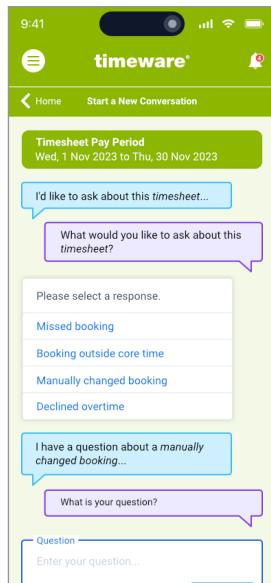
The timeware® ESS app is an ideal solution for management teams to maintain transparent communication with the workforce regarding time and attendance.

Discover the versatility of the timeware® ESS app, designed to keep every member of your workforce connected, informed, and engaged. This powerful tool enables employees to take control of their schedules by reviewing timesheets, submitting leave requests, and viewing shift details with ease. It also offers instant access to leave entitlements, upcoming events, and essential training materials, ensuring everyone stays up to date.

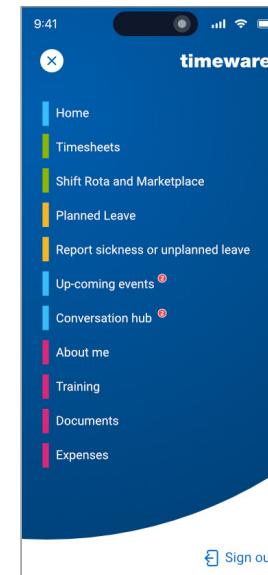
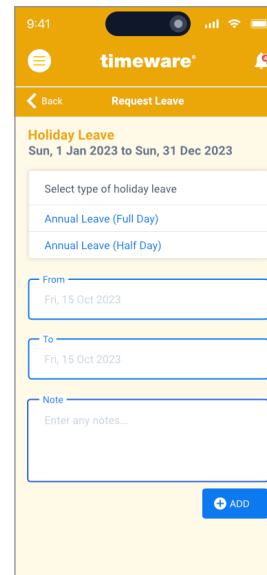
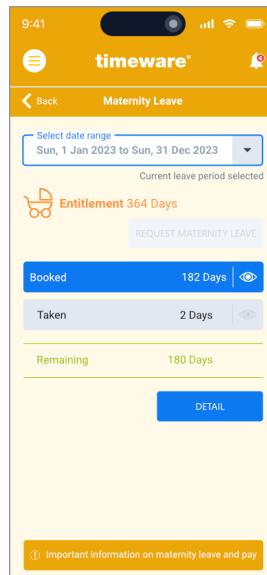
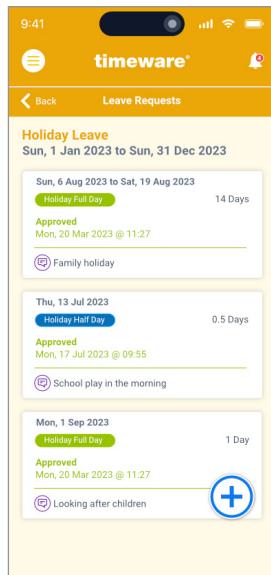
Employees can securely access company documents at any time and explore available shifts, promoting flexibility and participation across the organisation. Within the app, The Hive acts as a central feed for company updates, allowing management to share announcements and news directly with staff. Most notably, the timeware® ESS app includes access to the Conversation Hub - an intelligent, fully audited, GDPR-compliant platform that enables open dialogue between employees and management. Together, The Hive and Conversation Hub enhance communication, improve transparency, and foster a more connected workplace.



timeware® ESS app



timeware® ESS app screen shots

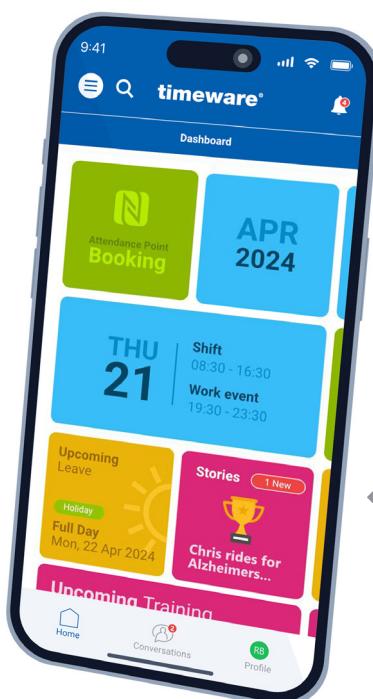


- Timesheets
- Timesheet status
- Leave entitlement
- Leave requests
- Shift Rota
- Marketplace
- Documents
- Training Matrix
- Conversation Hub
- Upcoming events
- The Hive
- Messages
- Attendance booking



# Attendance Booking...

Mobile, NFC tag, face authentication, fingerprint or proximity fob. There are ways to make an attendance booking for all types of business.



### timeware® ESS App

Multifunction attendance and absence management app.  
Recommended for a mobile or static workforce.  
Recommended to eliminate absence request bottlenecks.  
Runs on Android and iOS.

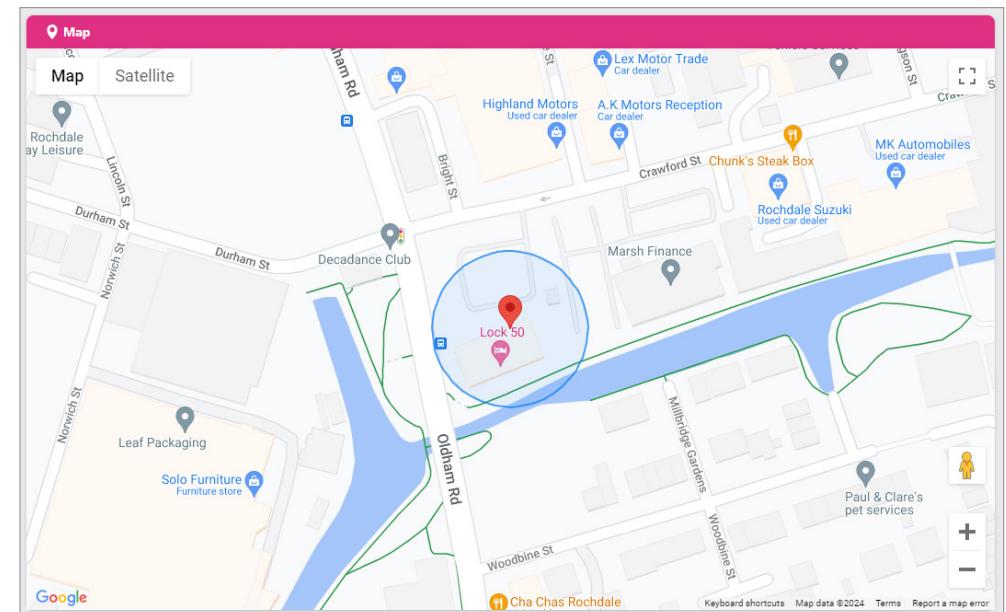
### timeware® Puck

Incorporates low cost NFC technology.

Recommended for internal or external attendance and assembly points when there is no network or power points.

IP67 rated.

Works with ESS GO app.



Ring-fenced attendance booking using timeware® ESS app

**BioStation 3**

Face recognition and proximity device with large display.  
Recommended for internal attendance points.  
IP65 rated.  
Supports various proximity formats.

**X-Station 2**

Fingerprint and proximity device with large display.  
Recommended for internal attendance points.  
IP65 rated.  
Supports various proximity formats.  
Supports PoE for easy installation.

**X-Station 2**

Proximity device with large display.  
Recommended for internal attendance points.  
IP65 rated.  
Supports various proximity formats.  
Supports PoE for easy installation.



# timeware® Customer Care...

Once your timeware® software has been implemented, we believe that it is our responsibility to ensure that your system always runs smoothly. The timeware® customer care teams achieve this goal by working closely with each client in a pro-active manner.



Upon successful configuration of your timeware® system and completion of staff training by our implementation team, the transition to customer care will commence. During the initial weeks, a dedicated liaison team member will engage daily with your timeware® administrator to ensure optimal functionality and coordinate any necessary support.

Our customer care service is bolstered by two pivotal teams: the Technical Support Team and the Customer Liaison Team. Supervised by the Head of Customer Care, these teams are essential for maintaining seamless operations within the department.

The Technical Support Team consists of highly trained technicians committed to resolving support queries efficiently. As part of our managed service, this team will also perform annual software upgrades and regular system performance evaluations to enhance your timeware® experience.

Meanwhile, the Customer Liaison Team focuses on the operational reliability of your timeware® system. Though non-technical, their role is crucial in organising annual software upgrades, system reviews, and customer care engagements. Additionally, they coordinate roadshows and manage the production and distribution of timeware's quarterly publication, timelines.



**Charlotte Kavanagh**  
**Head of Customer Care**

Charlotte is the head of timeware® customer care and manages the customer liaison and support teams and reports to the Managing Director.



# timeware® Customer Liaison Team...

The liaison team ensure you are getting the most out of your timeware® investment.

**The Customer Liaison Team at timeware® is dedicated to ensuring that every client receives exceptional service and support through four principal areas of responsibility:**

## **Annual Software Upgrades:**

Every client is assigned a specific month for their upgrade, during which our team visits to install the latest software version. This session also includes training on new features to ensure that all staff are proficient and can leverage the newest functionalities and security enhancements for optimal performance.

## **System Performance Reviews:**

These crucial meetings provide an opportunity for timeware® administrators to engage with our implementation and support teams. Together, they evaluate system efficiency, resolve any bottlenecks, and explore new software features. The frequency of these reviews is tailored to the complexity and scale of the client's system.

## **Customer Care Calls:**

Our administrators reach out to clients every six weeks to confirm that the timeware® system is functioning smoothly. These calls are essential for maintaining direct communication, offering insights into system performance, and addressing any immediate support needs.

## **Timelines Magazine:**

The customer liaison team meticulously plans and oversees the distribution of timelines, timeware's quarterly magazine. This publication keeps all registered contacts informed about the latest developments and innovations at timeware®.

Each of these services is designed to enhance the client experience, ensuring that every interaction with timeware® not only meets but exceeds expectations. Whether through regular updates, direct support, or strategic insights, we are committed to delivering excellence and driving success for our clients.



**Karl Briggs**  
**Customer Liaison Officer**

The skills Karl gained during his time at Virgin Trains have been instrumental in the development of his role within timeware®.



# timeware® Technical Support Team...

The timeware® Managed Service offers a straightforward and effective solution, ensuring that all timeware® customers enjoy a hassle-free managed experience. This service is structured around the availability of a skilled timeware® support technician, who takes charge of essential tasks such as setting up absence entitlement policies and adding new timeware® users tailored to your specifications.

Delegate routine tasks to timeware® support and focus your efforts on the critical administrative processes that are key to your business success! With timeware® Managed Service, you gain the expertise of seasoned specialists ready to resolve any timeware® queries and customise settings exactly as you need them. Experience simplicity and efficiency like never before!

## Included in the timeware® Managed Service:

### Support Accessibility:

Reach the timeware® technical support team from 8:30 AM to 5:30 PM, Monday to Friday, including bank holidays (excluding Christmas and New Year).

### Efficient Change Management:

timeware® commits to fulfilling approved change requests promptly within a predetermined schedule.

### Proactive Upgrades and Training:

Annually, our technical support team will schedule a visit or call to upgrade your software to the newest version and conduct training on new features.

The Technical Support Team take on the responsibility of administering your timeware® software as part of your timeware® managed service.

### Performance Optimisation:

Conduct regular system performance reviews to diagnose and resolve data flow issues, and discuss the implementation of new software standards.

### Complimentary Training and Support:

Benefit from free remote training and courtesy calls from the customer liaison team every six weeks.

### Exclusive Community Insights:

Enjoy a free subscription to the timeware® community magazine, 'timelines', for each member of your approved contacts list.

### How does the timeware® support team assist?

Our dedicated support team, based in our office, is ready to assist you with any inquiries from 8:30 AM to 5:30 PM on weekdays. For after-hours support, you can use our ticketing system. Utilising remote desktop technology, our team can access your PC, with your consent, to swiftly diagnose and fix any issues. This close collaboration between our support, implementation, and development teams allows us to deliver an unparalleled level of technical expertise and product knowledge.



## timeware® Managed Service Change Request Procedure:

To initiate a change request, a timeware® administrator will log a ticket through the ticketing system. Upon receipt, our support team will arrange an initial consultation call with the technical support team to discuss the details of the request more thoroughly and plan the execution of the work within a mutually agreed time frame.

## Items included in the timeware® Managed Service Change Request:

### General:

- Setup and configuration of user accounts, including permissions
- Policies for To-do Lists and email notifications
- Monitoring and managing timeware® system health and performance

### System Administration:

- Creating and updating notifications for users and employees
- Management of terminal and remuneration policies
- Establishment and updates to groupings and training matrix policies
- Configuration of reports, exports, and dashboards
- Maintenance during scheduled system shutdowns

### Absence Management:

- Creation and maintenance of absence reasons
- Establishment of absence entitlement policies
- Management of absence block bookings

### Attendance Systems:

- Development and maintenance of daily and period schedules

## Technical Support Team Overview:

Matt, with over nine years of support experience, has played a pivotal role in advancing the capabilities of the support department. His team handles approximately 49 scheduled calls daily, ensuring optimal software performance for all customers. Additionally, Matt is committed to the ongoing training and development of his support team members.



**Matt Wilkinson**  
Head of Support



UNDER DEVELOPMENT

UNDER DEVELOPMENT

# timeware® HRMS

Human Resource Management System

## Head office

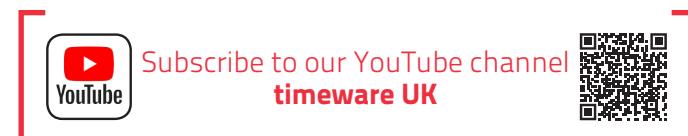
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