

Mastering SAP Collaborate

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Crown Promenade, Melbourne

Implemented SuccessFactors...... Now What?

Aman Kaur-Shaik

Director, Global HRIS Strategy and Analytics, Nutrien

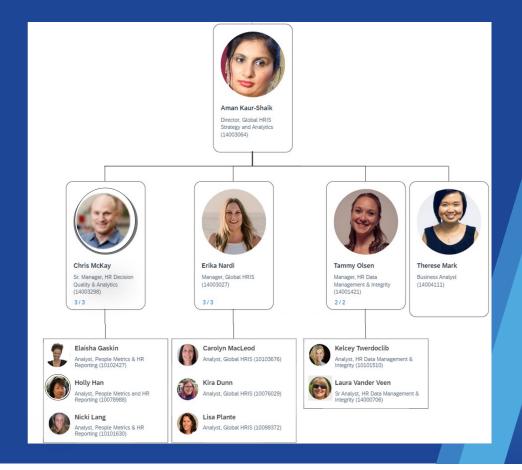
#MasteringSAP #MasteringSAPCollaborate

Meet Nutrien's Global HRIS and Analytics Team!



Aman Kaur-Shaik

Director, Global HRIS Strategy and Analytics Nutrien



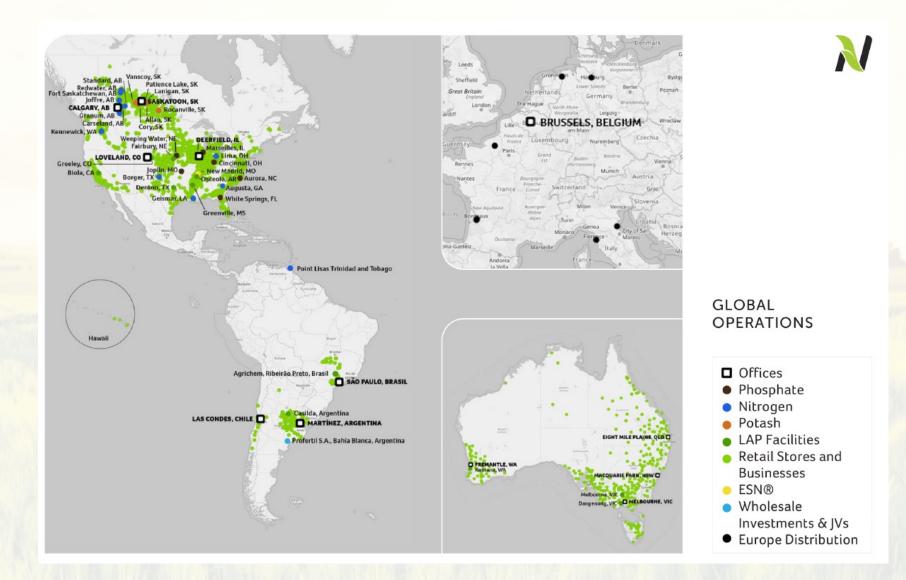


Nutrien

Feeding the Future™



Global Operations



Global Footprint

POWERED BY PEOPLE

- 23,500 permanent employees in 13 countries.
- >\$30B (USD) in Sales Revenue
- >500K active grower accounts

WORLD-CLASS PRODUCTION ASSETS

- 27Mmt Potash, Nitrogen, Phosphate manufactured (sales volume in 2021)
- ~2,000 Proprietary products

GLOBAL SUPPLY CHAIN

- ~440 wholesale fertiliser distribution points strategically positioned to serve our customers
- >1,000 crop input suppliers providing diverse product offerings and supply sources

LEADING AG RETAIL NETWORK

- >2,000 retail locations across
 North America, South America
 and Australia
- ~3,900 agronomists and crop consultants providing a direct connection to the grower

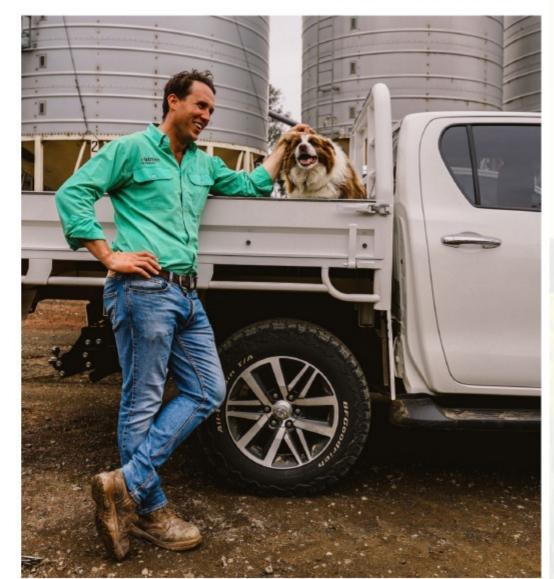
SUSTAINABLE AG SOLUTIONS

 >10 suppliers and downstream partners in Carbon Pilot Program

Australian Footprint

BUSINESS STATISTICS

- Employ approximately 4,000 people
- A presence in over 700 locations across Australia
- Around 300 independent members including the CRT network
- Two leading crop protection, plant nutrition and animal health manufacturing facilities



Australian Business Portfolio

Fertiliser

We supply over 2.4 million tonnes of granular and liquid fertiliser annually to farmers across Australia.

Crop Protection

We work with all the major branded suppliers to commercialise new and innovative crop chemistry through our extensive agronomy network.

Proprietary Products

Our proprietary brands include Loveland, Genfarm Crop Protection, Dalgety Animal Health, Dyna-Gro Seed and FertiMAX. Supporting these brands are two manufacturing facilities and three labs that focus on both quality control and product development.

Merchandise

Our offering covers crop protection, fertiliser, seed, animal health, water, fencing, animal management and general merchandise.

Wool

Our specialists help prepare and market wool clips to buyers around the world.

Livestock

We facilitate the sale of approximately 2.5 million cattle, 10 million sheep and the sale of top-quality genetics and horsemanship from horse breeders and trainers.

Insurance

We are an authorised representative of Marsh Advantage Insurance, and referral partner of WFI. We help our customers manage risk through a variety of tailored insurance products.

Financial Services

We help customers manage their cash flow and business needs through a range of financing tools and products.

Digital

We have an emerging suite of digital tools and solutions that improve outcomes and convenience for farmers, including the Digital Hub.

Water

Our specialists provide water brokering services, plus irrigation systems, supplies, design and advice.

Agronomy

We have a team of over 300 agronomists that collect and analyse data to support decisions that maintain an efficient and productive agricultural operation.

Real Estate

We have more than 200 locations across the country operating under our wholly owned and various joint venture brands supporting all real estate needs.

Commercial Sustainability

We are developing industry leading tools and offerings that improve the environmental impact and boost economic returns for farmers.

Independents

We have around 300 independent members and franchises across Australia, including the CRT network.

Mecardo

We provide market analysis and outlook information for livestock, fibre, grain, and oilseed markets.







Let's talk about SuccessFactors!

Now What?

Global HR Digital Transformation Strategy

Vision: Smarter and Happier Digitally Enabled Workplace

Mission: Provide a digitally enabled ecosystem that enables the business with a flexible and innovative HR infrastructure

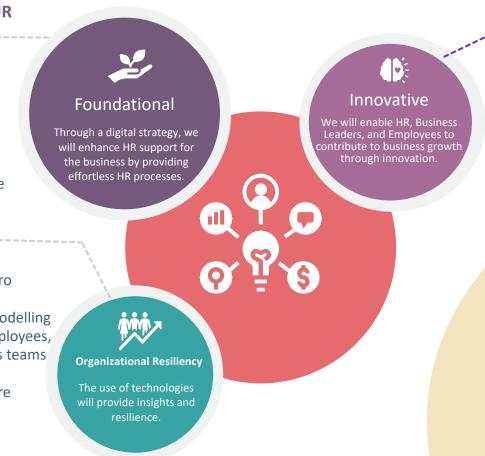
Approach: Consumer-Centric HR Digital Strategy focused on creating effortless HR processes and the advancement of Nutrien's decision-making and strategic planning using Predictive Analytics and Scenario Planning

UNLEASH THE FULL POTENTIAL OF OUR ORGANIZATION!

- Implement HR Digital Transformation Strategy
- Establish HRIS and Data Governance
- Develop Analytics and Insights Strategy
- Conduct myHR Health Checks
- Protect Employee Data
- Foster collaborative and innovative culture to achieve business strategy outcomes

BE PREPARED!

- Predict scenarios based on macro and micro economic changes for workforce planning
- ROI analysis for HR Programs using data modelling
- Create capacity and reduce friction for Employees, Leaders, HRBPs, COEs, and Shared Services teams using technology
- Provide employee self-service infrastructure
- · Self-Service using Generative AI strategy
- Be Agile



BEGIN NEW IDEAS!

- Experiment to drive innovation through the use of new technologies
- Identify opportunities to enhance employee experience
- · Focus on continuous improvement to increase adoption
- Support the broader HR Team to develop digital dexterity
- Provide new insights to HRBPs, COEs and HRLT
- Create personas to map user journeys and stories to maximize process efficiencies

Success Criteria

- ▲ Decision Quality: Increase in data-based decisions
- ▲ Risk Mitigation: Increased System and Data Integrity
- ▲ Capacity in HR: Reduction of manual tasks year on year
- ▲ Employee Engagement: Increase myHR Adoption
- ▲ Leader Engagement: Reduce time to fill
- ▲ User Experience: One app for all workflow approvals
- ▼ Employee Turnover: Increase Employee Satisfaction
- ▼ Response Times: Improve 24x7 support via self-service
- ▲ Process Accuracy: Real-time Data Audits





Focus Areas

Designing Smarter
HR
Framework

Workforce Insights & Decision Support

Process Efficiency and Accuracy

Preparing Employees for the Future



စမှီ Achieve ROI

Using Personas to map journey maps to build automation backlog to create capacity and achieve optimal ROI, and improve user experience.





Decision Quality around

Workforce Planning

Low friction, no vacancies, not overstaffed

Critical competencies, Succession **Planning**

Cost efficiency. Control the controllables

Agile, Resilient, Flexible workforce

Right Size



Right Shape

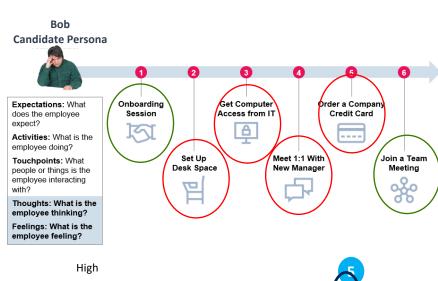


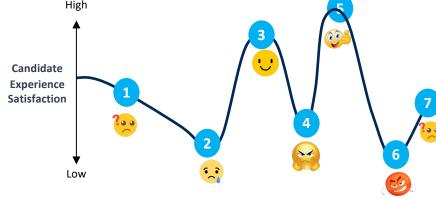
Right Cost



Right Agility







ROI

- Decrease in \$ = Reduce Time & effort
- Increase in Satisfaction
- Increase in Adoption
- **Enhanced Decision Capability**
- Increased Decision Quality
- Increased Data Confidence

Legend

Better Employee Experience with in-person discussions





Our Post Implementation Journey



SuccessFactors Optimization Annual Rhythm

This rhythm helps HRIS team to partner with HR PMO and IT team to execute plan to optimize and enhance functionality.



Quarter 1

Targeted Success Checks H1 Release Management Product Demos

Quarter 2

Key Feature Analysis and **SAP Advisory Session** myHR Optimization Sprint Planning Voice of Customers - Next year 's budget preparation

Quarter 3

Enhancement Sprints Evaluate current year's requests and plan **Product Demos Business Case Development**

Quarter 4

H2 Release Key Feature Analysis and **SAP Advisory Session** Next Year's Priorities and Roadmap





Agile HR – Try Hack-a-thons



12 weeks



28 processes streamlined



50% reduction in deployment



Satisfied customers and teams



Sun never Sets!





Targeted Success Checks



SAP SuccessFactors Targeted Success Checks involved walkthrough of our system providing insights to the SAP consultants on our practices and usage of the system



Findings and Recommendations for improvements



Partner with Value-Advisory team to develop business cases for future investments



Key Feature Analysis Reports highlighting the features available to improve system performance

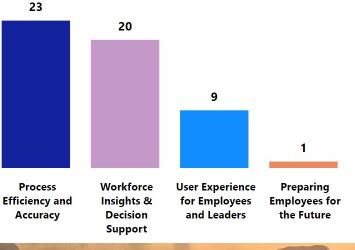


Webinars around Cloud-mindset to improve release management experience





HR Digital Transformation Focus Area



\$641.46K

Total Cost Savings

0M

2M

Total Time Saved (Min)

2M

63

Total Tasks Optimised

\$0.2M

Cost Savings (\$)



1M

Time Saved (Min)



HRIS Initiatives

| Initiative | Priority | Lead | Business Unit | Requested For | Cost Savings (\$)/year | Time Saved (Min)/year | Number of Tasks |
|--|----------|----------------|------------------|---------------------|---------------------------|--------------------------|-----------------|
| Position Attributes align to Employee Job Info Data Audit | Moderate | Tammy, Yong | HR | HRIS and Analytics | \$104,000 | 1,497,600 | |
| Initiate conflict of interest disclosure email at offer | Moderate | Erika | HR | Legal | \$101,520 | 1,824 | |
| Water Qualification myHR Portlet | High | Therese | Retail | AUS Water | \$82,800 | 27,360 | |
| SNOW Level 1 Requests Automation | High | Chris | HR | Shared Services | \$72,960 | 1,824 | |
| Joh Attributos Data Audit | Madarata | Tamana | LID | LIDIC and Analytica | ¢E2.000 | 62.400 | |

Please note these figures are inclusive of items projected to be complete by end of year Dec 31 2023.

Customer Feedback

\$0.0M



Notes:

Cost savings - Calculated using working flat rate of \$50 per hour

Time saved - Work day of 7.6 hours

1 FTE = \$100,000 base salary



Feeding the Future™

Thank You!

How to Connect with Me

- E: amandeep.kaurshaik@nutrien.com.au
- Li: linkedin.com/in/amandeep-kaur-shaik/



MASTERING SAP An SAPinsider Company

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