

Spend Connect

In conjunction with Mastering SAP Connect

Maximising Value and Safety: The Case for Contractor Management In Asset Intensive Industries





1. Strategic Insights into Contractor Management

2. Energy Queensland Case Study – Efficiency

Toni JacksonRegional Head of SAP Fieldglass



John MartinezManager Resourcing Operations
Energy Queensland



Contractor Workforce – Compliance & Legal Risks (Australia)



- Example: Australian global mining company
- Fined over AUD 430,000 for breaching labour hire laws.
- Contractors were paid significantly less than direct employees for the same roles.
- Example: Labour hire firm supporting infrastructure sector
- Ordered to repay over AUD 1.2 million in backpay.
- Sparked public scrutiny under 'Same Job, Same Pay' legislation.
- ★ Legal frameworks in Australia are tightening across mining, oil & gas, and utilities.
- Companies face higher oversight expectations, shared liability, and stricter compliance audits.
- This increases project costs, timelines, and the need for robust contractor governance systems.

Contractor Workforce — Health, Safety & Accountability



- Fined AUD 300,000 after a fatal contractor incident due to safety control failures.
- Example: Civil construction firm in public infrastructure project
- Investigated after workplace fatality involving labour hire staff.
- Highlighted gaps in contractor induction and site risk assessments.
- Regulators demand equal safety standards for contractors and employees.
- Companies must apply consistent safety processes, training, and monitoring to all workers on site, regardless of employment type.
- This requires integrated systems, shared inductions, and a unified safety culture across employees and contractors.

SAP Fieldglass Solutions for Managing Contractor Workforce





SAP Fieldglass Partnering with Industry Leaders



"SAP Fieldglass has transformed our business and the way we engage with our labour hire suppliers.

It has empowered our hiring managers to source high-quality candidates from a diverse range of vendors whilst simplifying the process and increasing their ability to manage their workforce. "

Nadia Butler























Queensland









Chevro







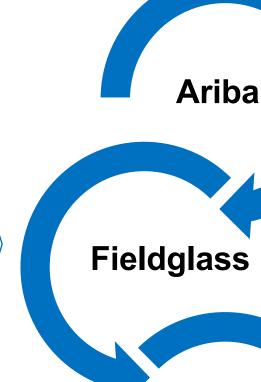
ventia







Ariba t F **本** / ユホチカ**9** G ヂ Create Contract Contract Fee Contract /ユホテカ9Gテ! : チメユォホホ*が* Negotiations Schedule Procurement Line Terms & a {! Conditions Contract CHIND 1797 Import Optional Rate h # 独 ホ 9 ヌ Create Child Select Vendor / Created Operational ! ###1 **L**9ヌ SOW / Child Master Card Initiate Assignment Contract SOW (or MSA) SOW Bid Assignment sent to Ariba Ariba / S4Hana ᇇᇽᆅ Raise PR; Raise PO PO Sent to FG PO Locked for Purchase Requisition /イ权0 {h-Optionally & Ariba editing & Purchase Order approve Network SFSF ユカトリカ 5 9 ヂ9 **Optional SFSF** Worker placed **Total Workforce** wUGUオ・UQ onboarding in org chart Management Fieldglass PO Received . 枫9FXU QUU Approval Invoice / SES · かま物研 { F^ 析U0 from Ariba generated and sent to Ariba Invoice Ariba/ S4Han Invoice / SES !// #Q9和Q h Y+t 9 ト 权 判却デ received & Invoice Invoice L 折 Gユホ かりGデ 和 9wt received matched pushed to against PO P2P / ACC





Intelligent Enterprise

Why consider SAP Fieldglass?







Who & How many

are working for you?



What

are they doing, what inductions do they need?



Where

are they located?



What

facilities and systems are they accessing?



How much

Should you be paying them?

..and gain improved total workforce and spend insight

Video



Questions

Toni JacksonRegional Head of SAP Fieldglass



Energy Queensland Case Study – Efficiency

John Martinez

Manager Resourcing Operations

Energy Queensland



Connect

5 - 6 JUNE 2025

ROYAL PINES RESORT | GOLD COAST

Using SAP Fieldglass to fully automate contractor recruitment at Energy Queensland

John Martinez

Manager Resourcing Operations, Digital Division

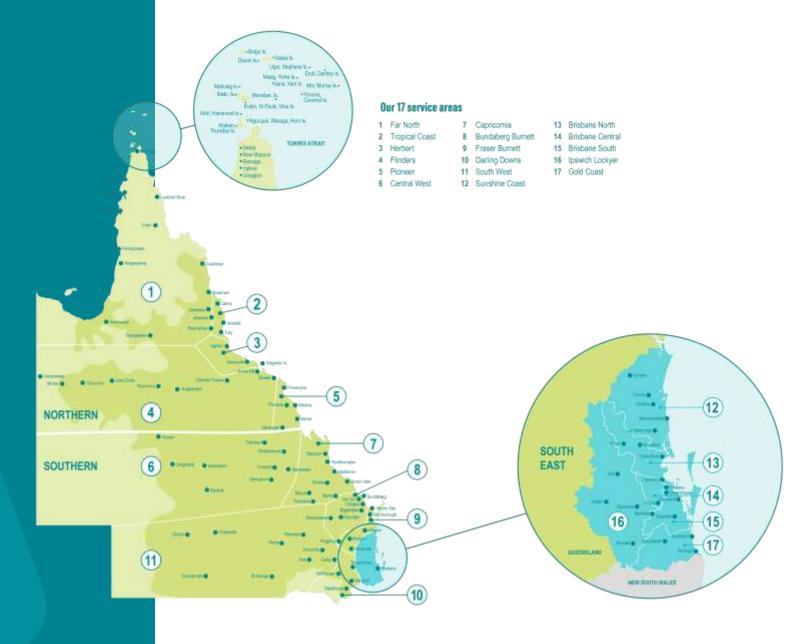
Energy Queensland





Energising Queensland Communities





Energy Queensland: Our statistics

Source: Energy Queensland Annual Report 2023-24

9,300+ **EMPLOYEES**







2.35 million CONNECTED CUSTOMERS





phone calls answered

RETAIL CUSTOMERS 772,000



35,700 GWh

electricity distributed (a year)



VIEWS OF OUR OUTAGE INFO



850,000+ SOLAR ENERGY SYSTEMS CONNECTED



SOLAR CAPACITY CONNECTED



GRADUATES AND APPRENTICES



\$30.3 billion asset base





1.7million

SERVICE AREA

1.7 million

POWER POLES













Digital Division

The Digital Division of Energy Queensland is responsible for providing ICT products and services to the whole portfolio of Energy Queensland. This includes a wide array of services ranging from strategy & architecture, through to applications and infrastructure, as well as a full PMO and project delivery capability which typically delivers in excess of \$100-200m worth of capital work per annum.



- We currently have almost 500 employees and around 300 professional services contractors
- We recruit between 100 150 professional services contractors each year
- We process 400 500 contract variations each year
- We also work with approximately 20 Professional Service providers

My role is to source professional services contractors to assist with resourcing our program of work, a role I have performed since 2004.



Digital Division recruitment

- Roles were released to market via this e-mail template
- Candidates were submitted via e-mail





Level 6, 26 Reddacliff Street, Newstead,QLD 4006 M 0408 197 861 E john.martinez@energyq.com.au energyq.com.au

Manager Resourcing Operations



Contracts issued manually using contract template

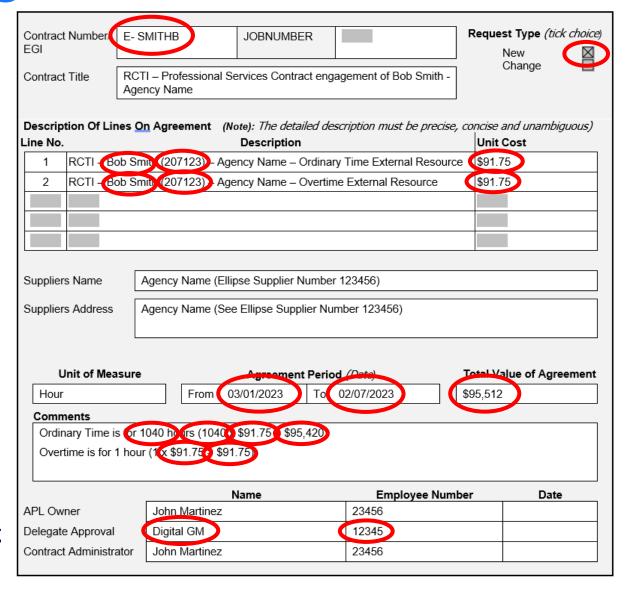
Topic	Details						
Customer Details	Name: Energy Queensland Limited						
	ABN: 96 612 535 583						
	Address: 26 Reddacliff St Newstead, QLD 4006.						
	Contact: John Martinez						
	Position: Manager Resourcing Operations – Digital Capability & Planning						
	E-Mail: john.martinez@energyq.com.au						
	Mobile: 0408 197 661						
Supplier Details	Name:						
	ABN:						
	Address:						
	Contact:						
Customer Requirements	<description of="" services=""></description>						
Contract Term	Start Date:						
	End Date:						
Contractor Name	<enter contractor="" name=""></enter>						
Site Details	<enter details="" location=""></enter>						
Site Access Details	<enter 1="" arrival="" day="" details=""></enter>						
Price	Service rate: \$						
	Maximum amount of fees payable: \$						





#Mastering

Purchase Order created manually by our purchasing team

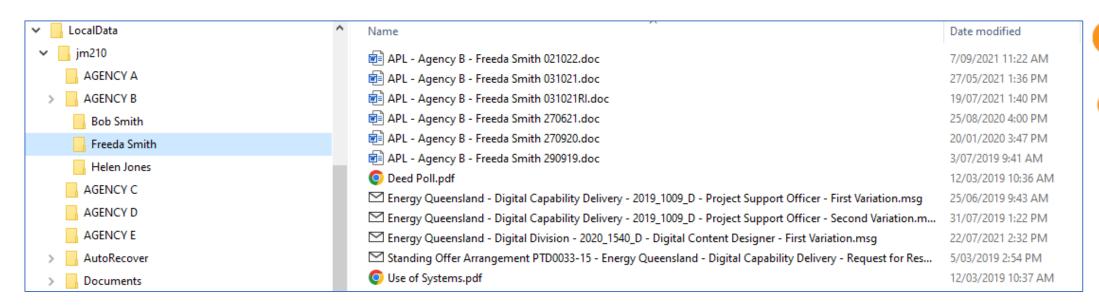






Document Management

File created for all new contractors containing all relevant documentation then uploaded to our document management system.

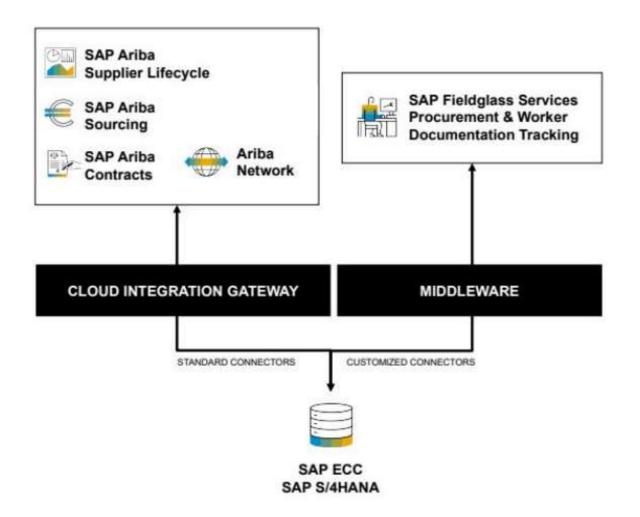


Contract variations

Followed same manual process for contract creation and PO extension



EQL Fieldglass is part of the "Full stack" with Ariba and S4 Hana







So what is Fieldglass?

A cloud-based platform providing businesses efficiency in sourcing, engaging and managing all contingent workers, contractors, consultants and service providers.





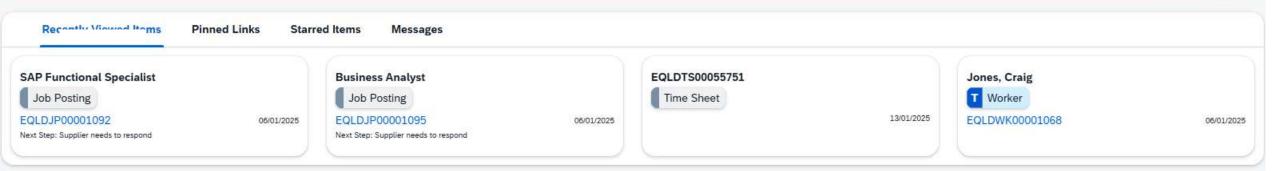
Please note ALL screen shots are from our UAT environment so all names and rates are fictitious

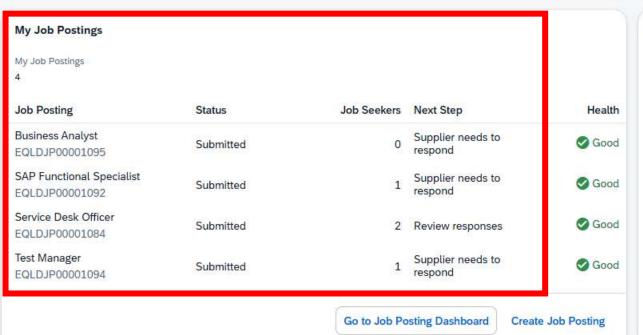


Roles are released to suppliers via Fieldglass

Hi, John! Welcome to SAP Fieldglass.







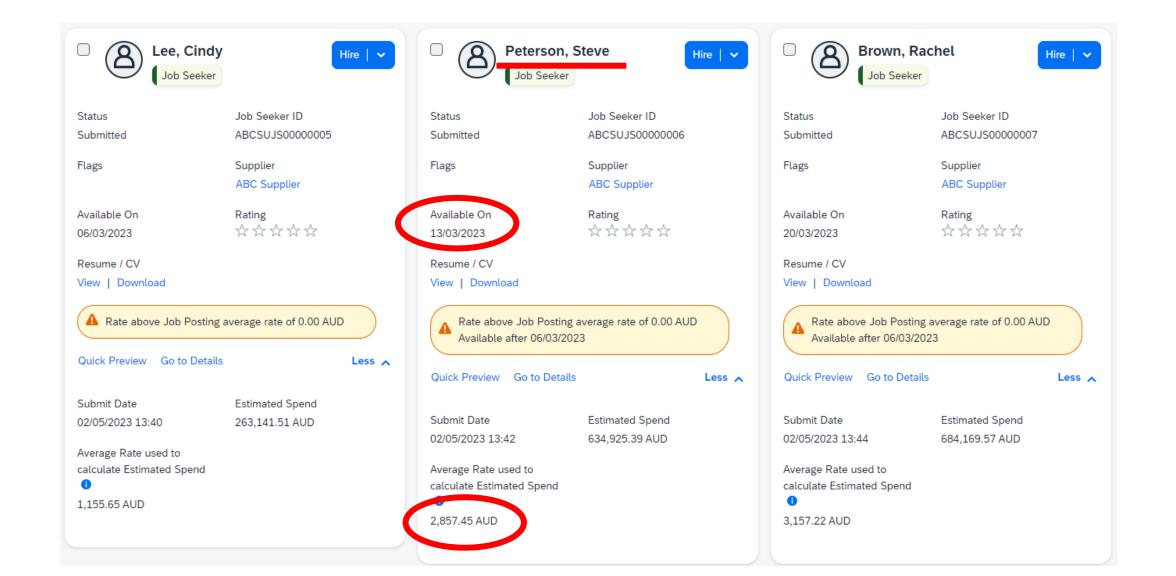
My Work Items



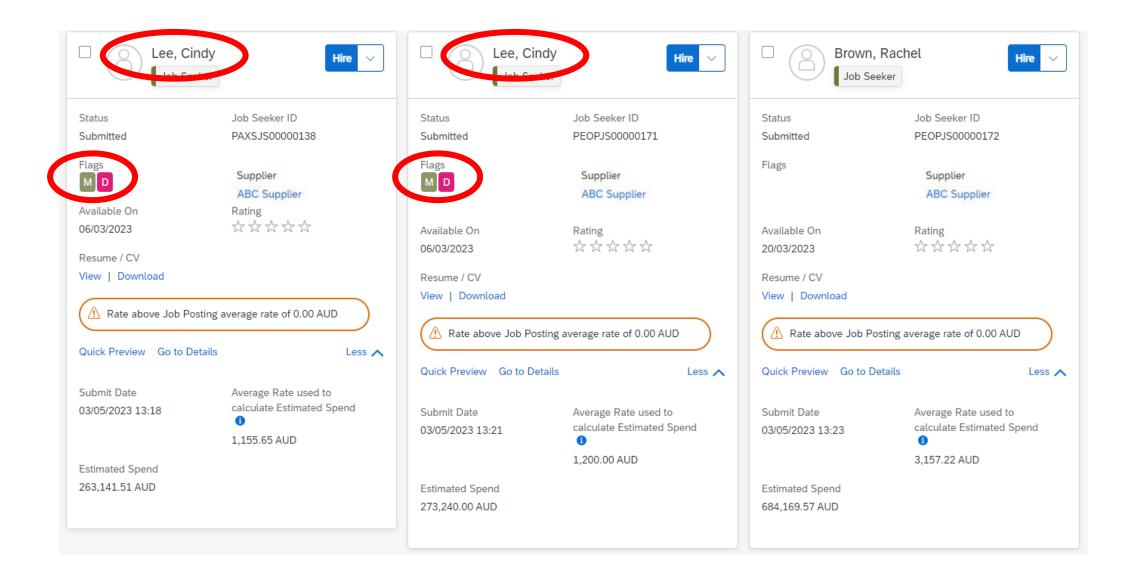
You're all caught up!

When work items are added, they are displayed here.

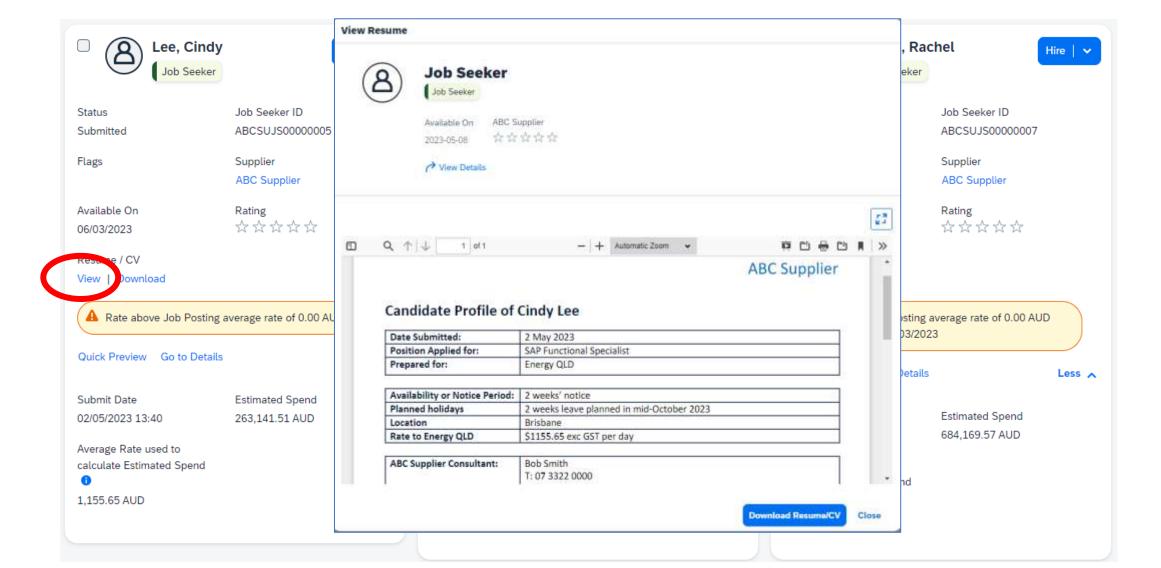
Candidates are submitted by supplier



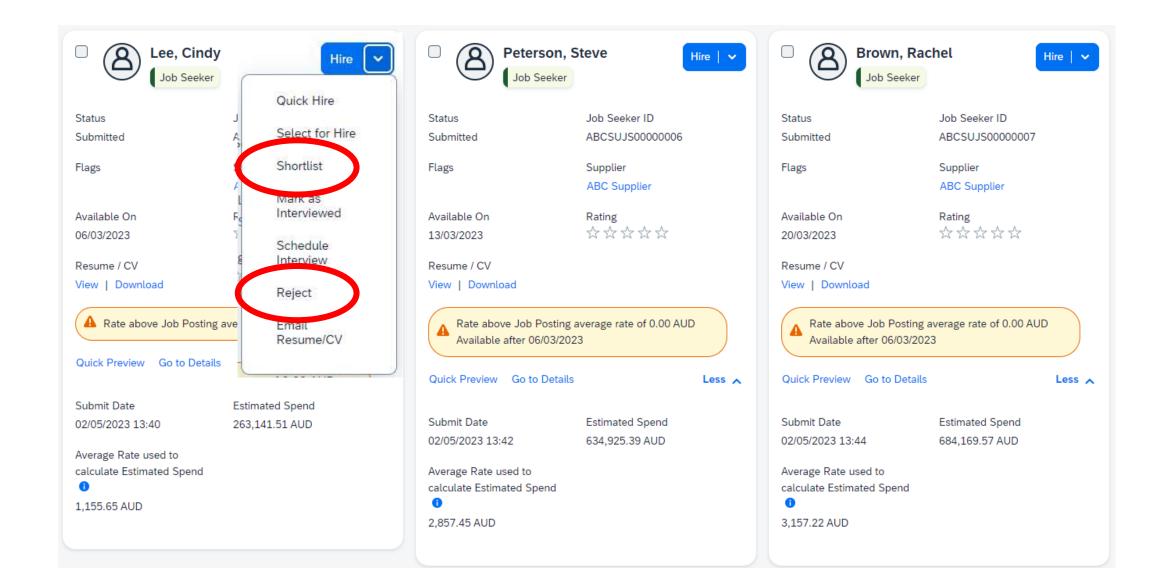
Will flag if the same candidate is submitted by multiple suppliers



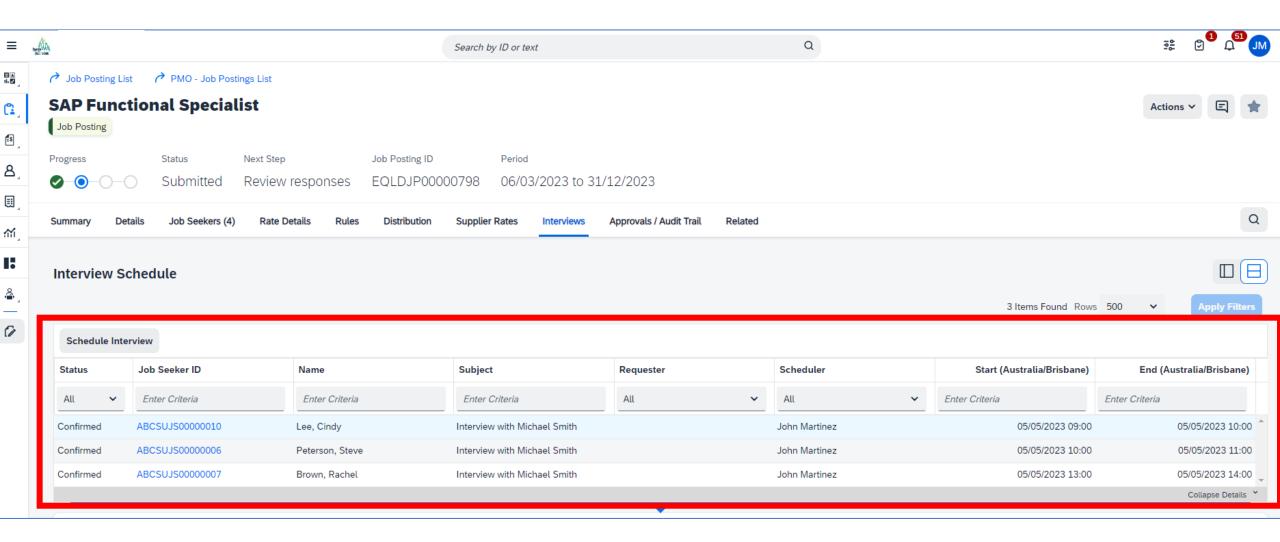
View, download or e-mail applications



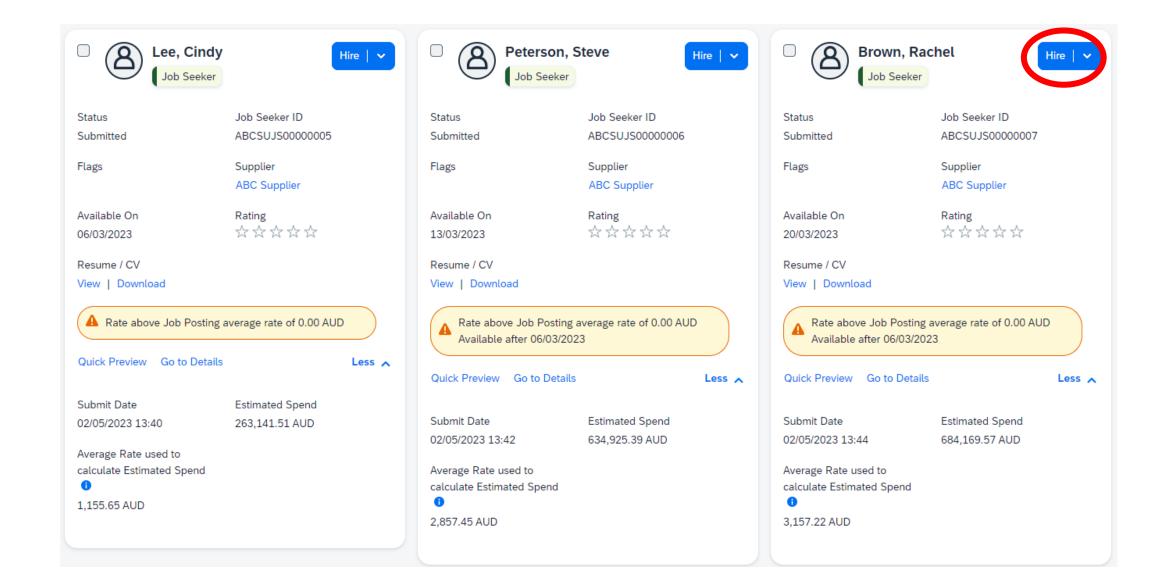
You can shortlist or reject applicants



Interviews can be arranged in Fieldglass



Contract (Job Order) issued in Fieldglass



Contract created, agency accepts or rejects

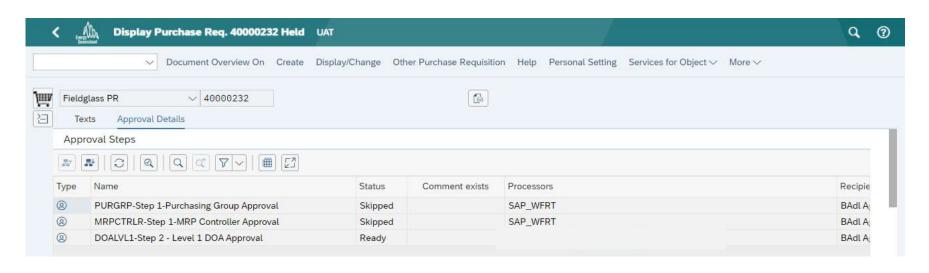


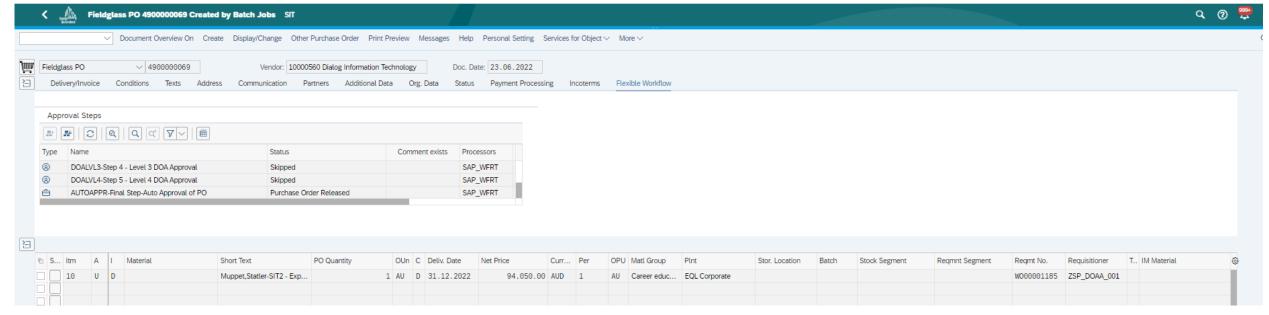




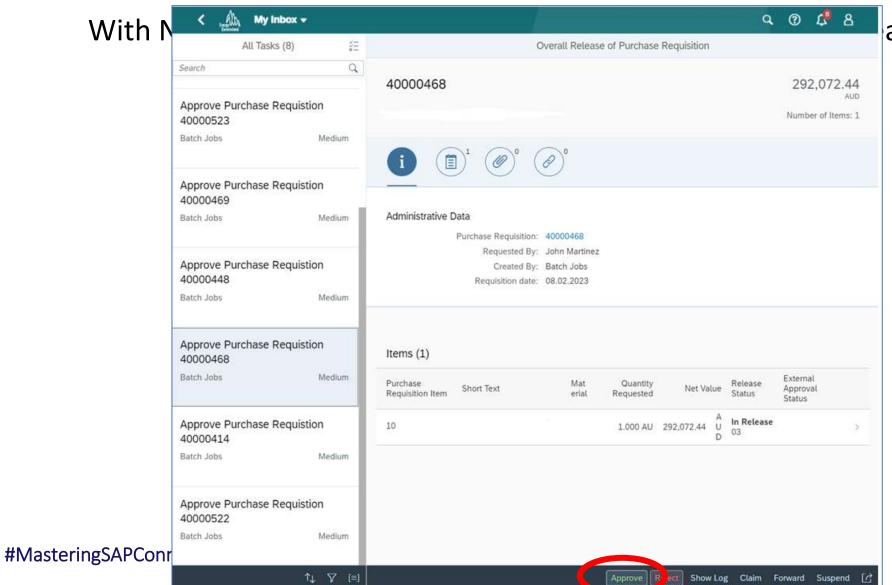


Integration to S4 HANA to raise Purchase Req





Financial Manager approves Purchase Requisition

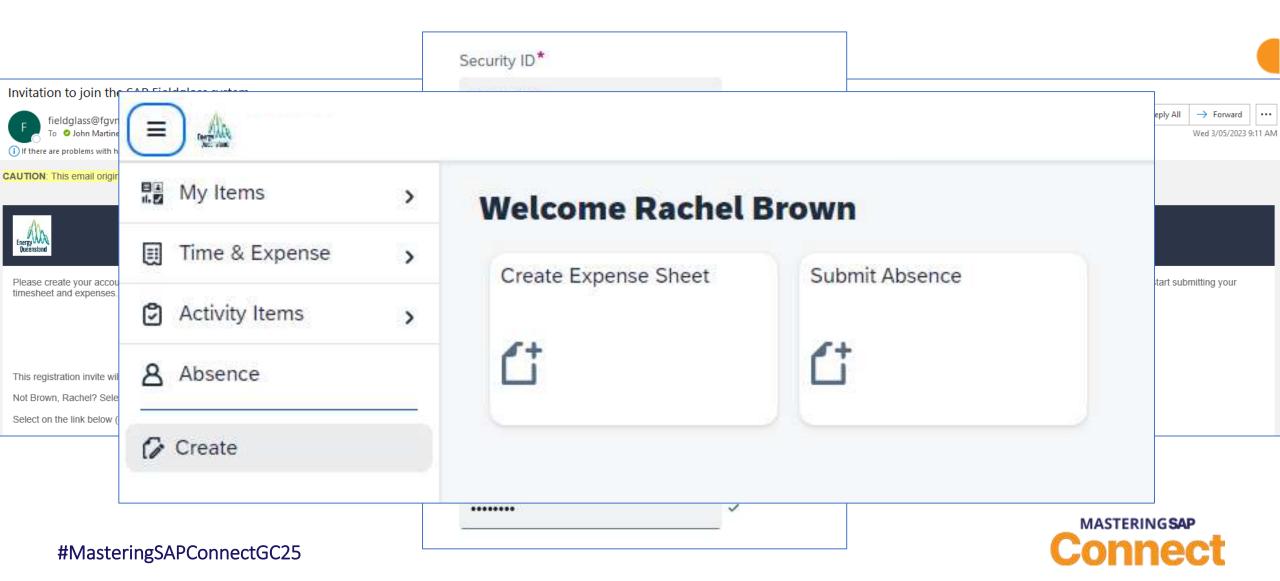


ated





Worker receives e-mail to register



Workers complete timesheets in Fieldglass

Non works days are greyed out



Cost time against multiple network activity codes

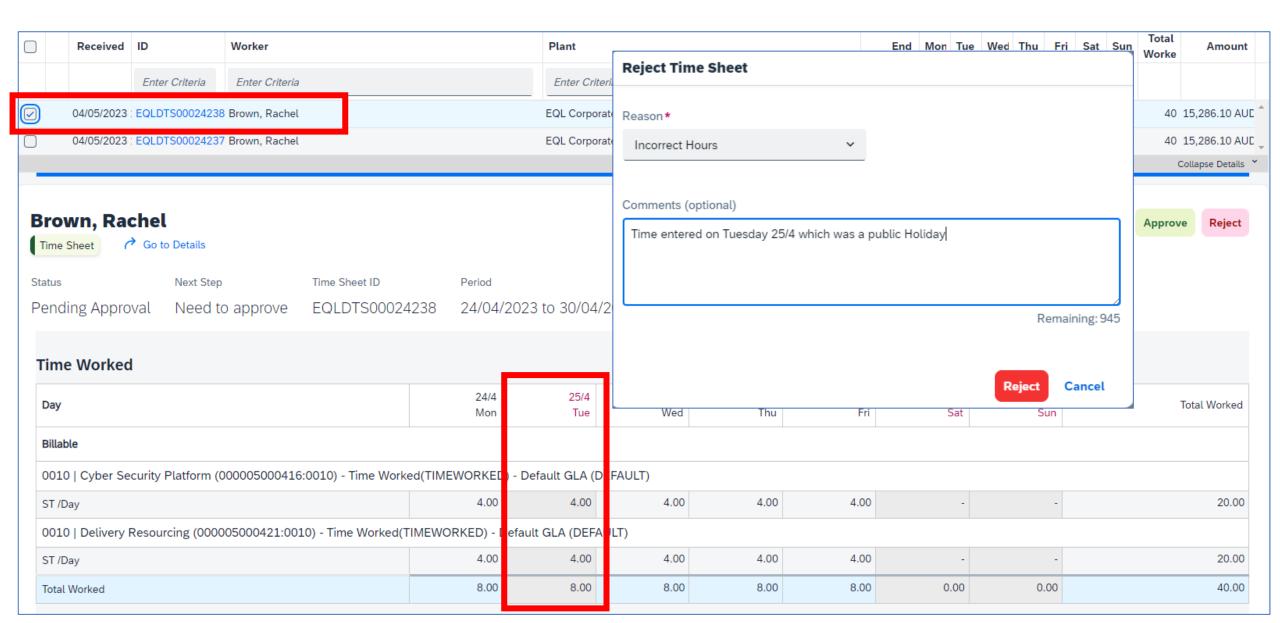
Summary of hours displayed for validation

17/4 Mon	18/4 Tue		20/4 Thu	21/4 Fri	22/4 Sat		Total Worked
Billable							
0010 Cyber Security Platform (000005000416:0010) - Time Worked(TIMEWORKED) - Default GLA (DEFAULT)							
-	2.00	3.00	-	1.00	-	-	6.00
0010 Delivery Resourcing (000005000421:0010) - Time Worked(TIMEWORKED) - Default GLA (DEFAULT)							
2.00	2.00	1.00	5.00	2.00	-	-	12.00
0010 Enterprise Intelligence Platform (000005000425:0010) - Time Worked(TIMEWORKED) - Default GLA (DEFAULT)							
4.00	2.00	4.00	-	3.00	-	-	13.00
0010 ERP / EAM Platform (000005000429:0010) - Time Worked(TIMEWORKED) - Default GLA (DEFAULT)							
2.00	2.00	-	3.00	2.00	-	-	9.00
8.00	8.00	8.00	8.00	8.00	0.00	0.00	40.00
m	ked(TIMEWORKED) (TIMEWORKED) - Def 2.00 me Worked(TIMEWORKED) - Def 4.00 (TIMEWORKED) - Def	Mon Tue ked(TIMEWORKED) - Default GLA (DE - 2.00 (TIMEWORKED) - Default GLA (DEFAU 2.00 2.00 me Worked(TIMEWORKED) - Default G 4.00 2.00 (TIMEWORKED) - Default GLA (DEFAU 2.00 2.00	Mon Tue Wed	Mon Tue Wed Thu	Mon Tue Wed Thu Fri ked(TIMEWORKED) - Default GLA (DEFAULT) - 1.00 (TIMEWORKED) - Default GLA (DEFAULT) 2.00 1.00 5.00 2.00 me Worked(TIMEWORKED) - Default GLA (DEFAULT) 4.00 - 3.00 (TIMEWORKED) - Default GLA (DEFAULT) 2.00 - 3.00 2.00	Mon Tue Wed Thu Fri Sat	Mon

Summary

Day	17/4 Mon	18/4 Tue	19/4 Wed	20/4 Thu	21/4 Fri			Total Worked
Time Break-Out								
ST /Day	8.00	8.00	8.00	8.00	8.00			40.00
Total Worked	8.00	8.00	8.00	8.00	8.00	0.00	0.00	40.00

Manager approves or rejects timesheet



Worker receives e-mail to advise timesheet rejected

Time Sheet rejected [Worker Name: Brown, Rachel, Time Sheet ID: EQLDTS00024238, Time Sheet Start Date: 24/04/2023, Time Sheet End Date: 30/04/2023, Main Document ID: EQLDJP00000798]



fieldglass@fgvms.com

To John Martinez

i If there are problems with how this message is displayed, click here to view it in a web browser.

Time Sheet Billable Hours

Time Sheet Total Quantity



Posting Information

Job Order Owner or Job Order Revision Owner John Martinez

Reason Incorrect Hours

Comments

Time entered on Tuesday 25/4 which was a public Holiday

This notification was sent by the SAP Fieldglass system.

Approved timesheets or expense claims generate a Recipient Created Tax Invoice (RCTI)

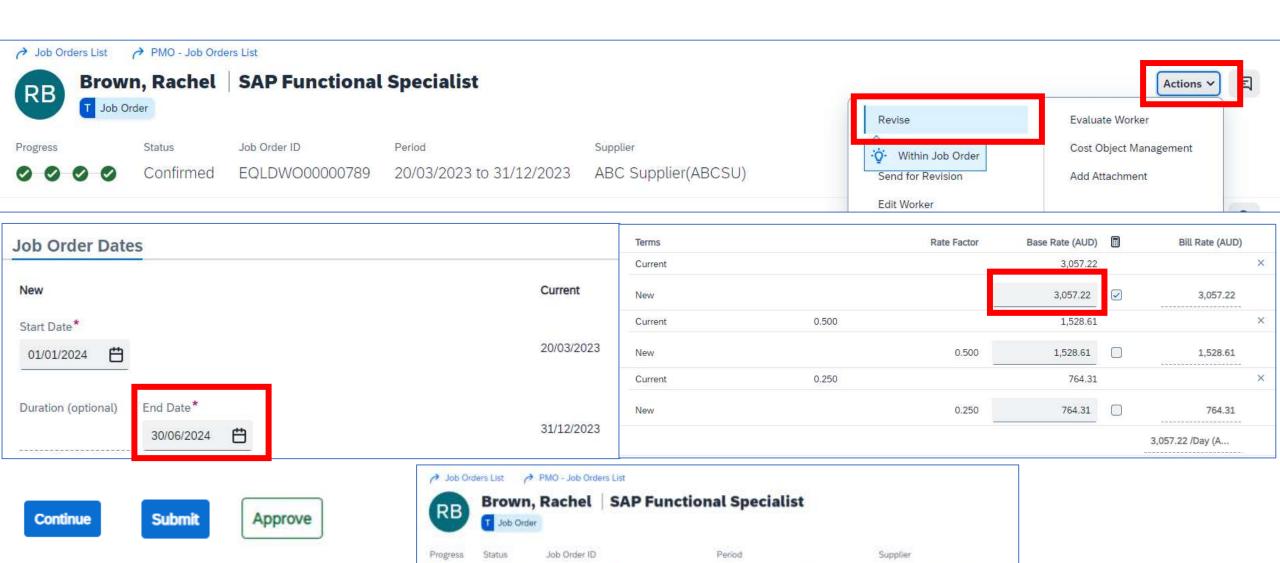
In line with our internal policy, suppliers are paid in accordance to our payment terms

e Sheet ID	Period	Billable Days	ST	Ι Ο	DT	Oth	ers	NB	Holiday Weekend	Amoi (AU
DTS000242	20/03/2023 to 26/03/2023		40.00	0.00	0.00	0.	00	0.00	0.00	15,286
									6 1	45.007
ustment									Subtotal	
ustment evel Nan		Description	Module	Taxable? Discou	nt Ad	justable Amount (AUD)	Adjustment	Unit		15,286 mount (A
evel Nan		Description	Module Time Sheet	Taxable? Discou	nt Ad	justable Amount (AUD) 15,286.10		Unit Percentage		

Entered

Integration User

Contract variations done with ease



EQLDW000000789 (Rev. 1)

Created

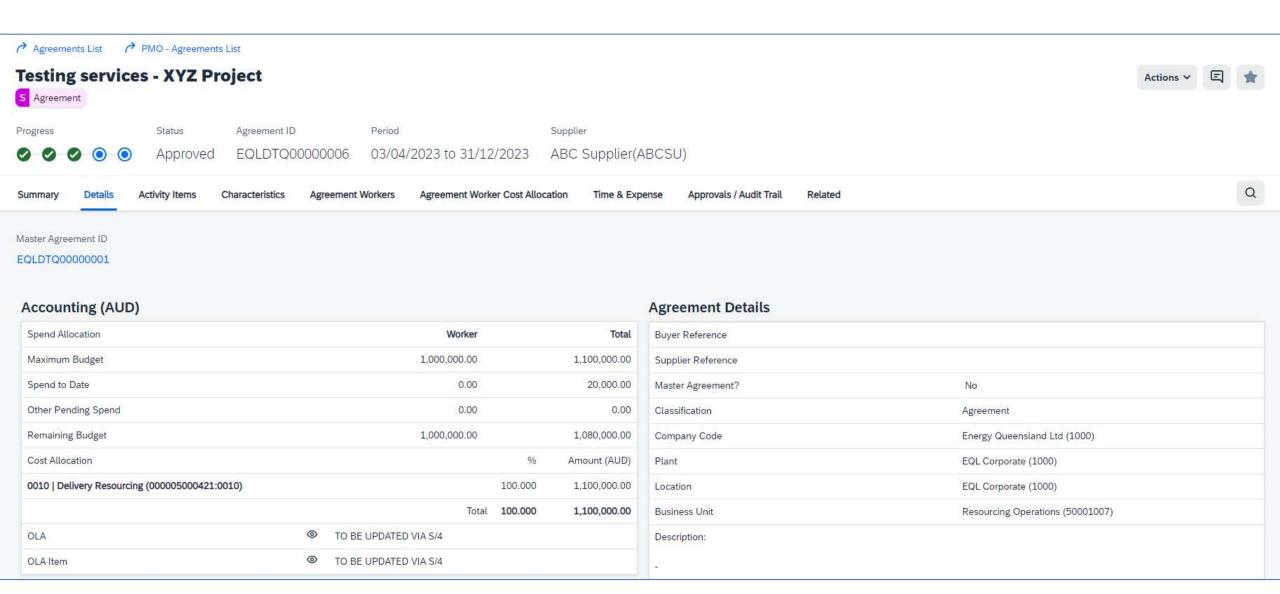
You have approved this Item.

Success!

01/01/2024 to 30/06/2024

ABC Supplier(ABCSU)

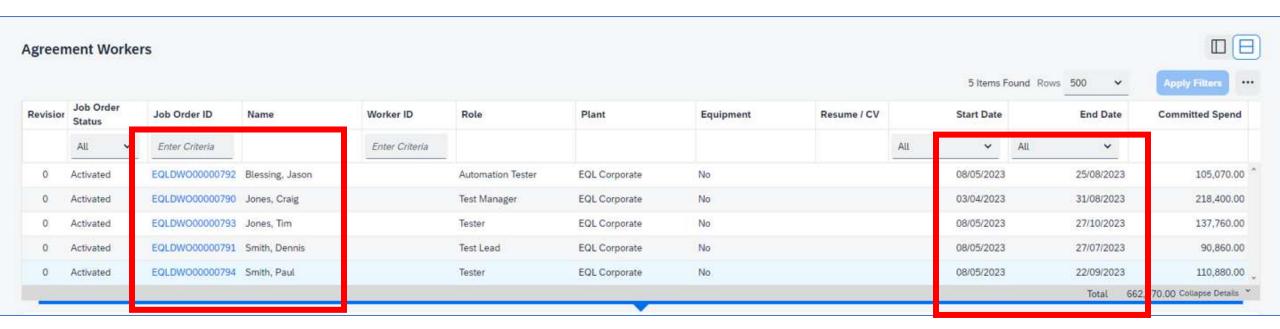
Statement of work (Outcomes based contract)



Create multiple role types with a maximum value rate card

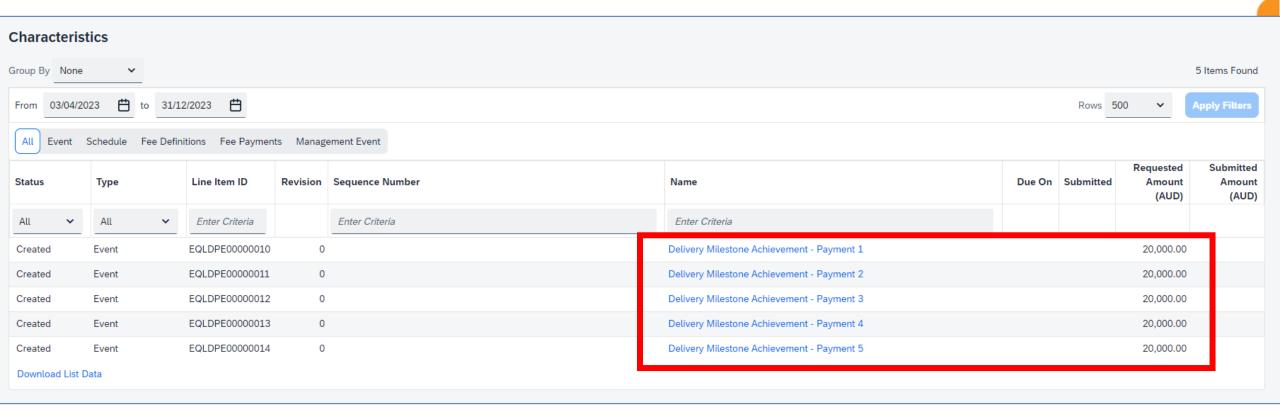
Roles, Plants and Assigned	d Rates						
Role	Equipment	Plant	Rate	Rate Category / UOM	Factor		Requested
Automation Tester	No	EQL Corporate	HALFDAY HALFDAY ALLSUPP ALLSITES I (HALFDAY HALFDAY ALLSUPP ALLSITES	William and the control of the contr	0.500		475.00
			QTRDAY QTRDAY ALLSUPP ALLSITES DA (QTRDAY QTRDAY ALLSUPP ALLSITES D	[[[[[[]]]] [[[]] [[]] [[]] [[] [[]] [[]] [[] [[]]	0.250		237.50
			DIGITAL ST ALLSUPP ALLSITES DAY (DIGITAL ST ALLSUPP ALLSITES DAY)	ST /Day	0.000	~	950.00
Test Lead	No	EQL Corporate	HALFDAY HALFDAY ALLSUPP ALLSITES I (HALFDAY HALFDAY ALLSUPP ALLSITES	[1] [1] [1] [1] [1] [1] [1] [1] [1] [1]	0.500		600.00
			QTRDAY QTRDAY ALLSUPP ALLSITES DA (QTRDAY QTRDAY ALLSUPP ALLSITES D		0.250		300.00
			DIGITAL ST ALLSUPP ALLSITES DAY (DIGITAL ST ALLSUPP ALLSITES DAY)	ST /Day	0.000	~	1,200.00
Test Manager	No	EQL Corporate	HALFDAY HALFDAY ALLSUPP ALLSITES I (HALFDAY HALFDAY ALLSUPP ALLSITES		0.500		750.00
			QTRDAY QTRDAY ALLSUPP ALLSITES DA (QTRDAY QTRDAY ALLSUPP ALLSITES D		0.250		375.00
			DIGITAL ST ALLSUPP ALLSITES DAY (DIGITAL ST ALLSUPP ALLSITES DAY)	ST /Day	0.000	~	1,500.00
Tester	No	EQL Corporate	HALFDAY HALFDAY ALLSUPP ALLSITES I (HALFDAY HALFDAY ALLSUPP ALLSITES		0.500		400.00
			QTRDAY QTRDAY ALLSUPP ALLSITES DA (QTRDAY QTRDAY ALLSUPP ALLSITES D	AND THE TOTAL SECTION AND ADDRESS OF THE PARTY OF	0.250		200.00
			DIGITALĮSTĮALLSUPPĮALLSITESĮDAY (DIGITALĮSTĮALLSUPPĮALLSITESĮDAY)	ST /Day	0.000	~	800.00

Multiple workers assigned under the one master agreement



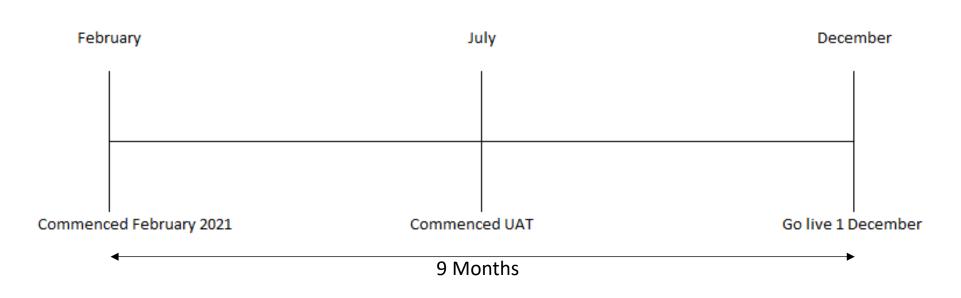


Option to create non labour payments





Fieldglass implementation





Statement of work capability – 15 months later

Only change to Fieldglass recommended configuration was in relation to

terminology of charging rates

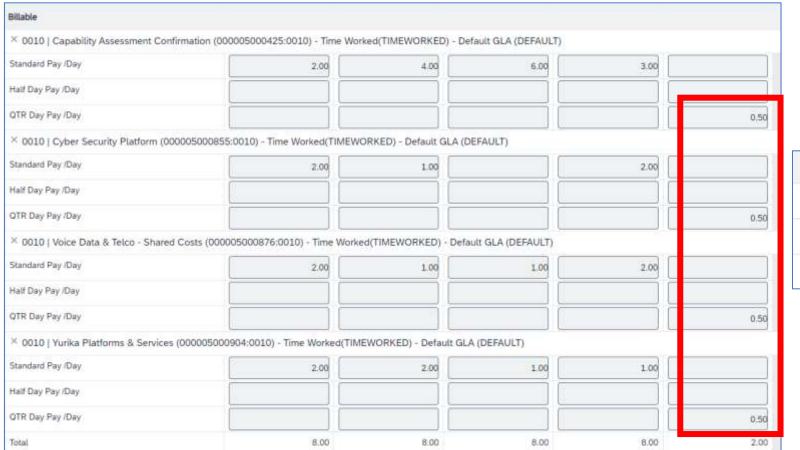


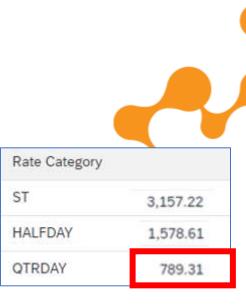


Fieldglass Integration to S4 Hana

Major Defect - Incorrect rounding by S4 Hana caused incorrect

invoicing





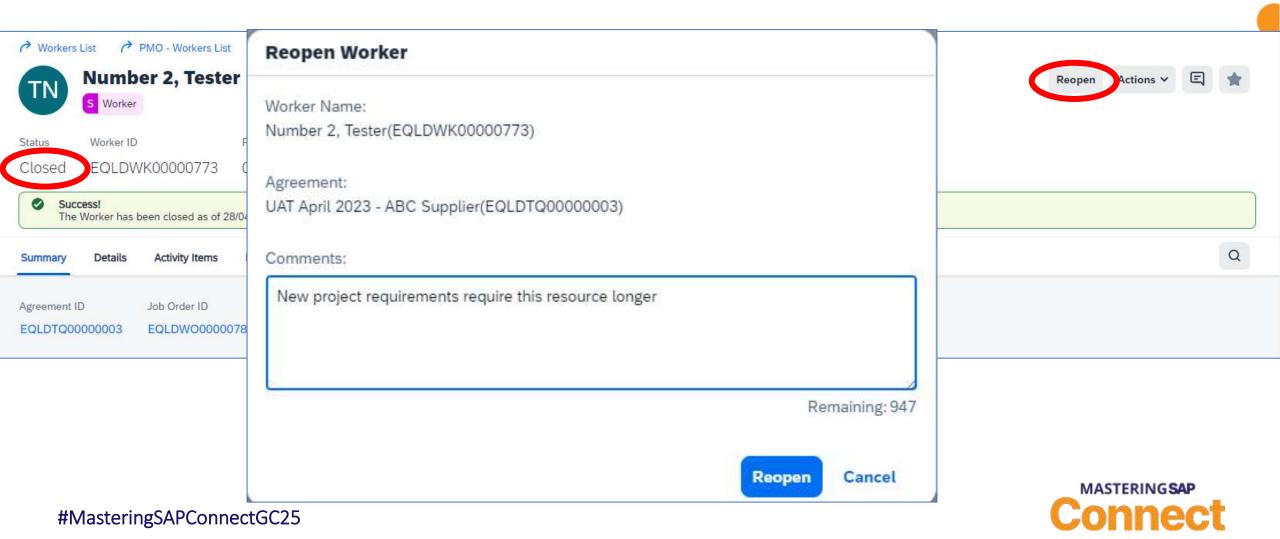
To solve the problem, we had to Increase the "rounding error threshold" in S4 Hana to \$10

So other than fully automating end to end recruitment, what else can Fieldglass do you ask?

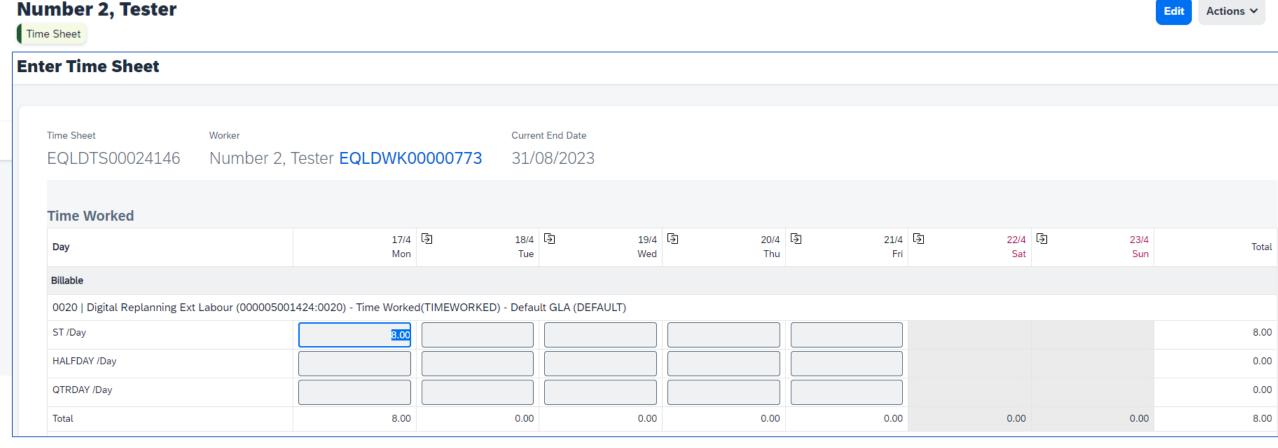




Reopen a closed worker

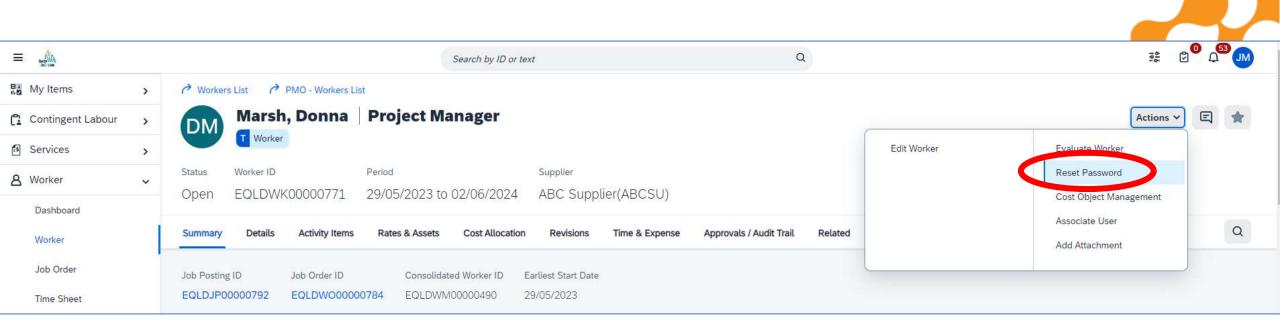


Agency can enter a timesheet on behalf of the contractor



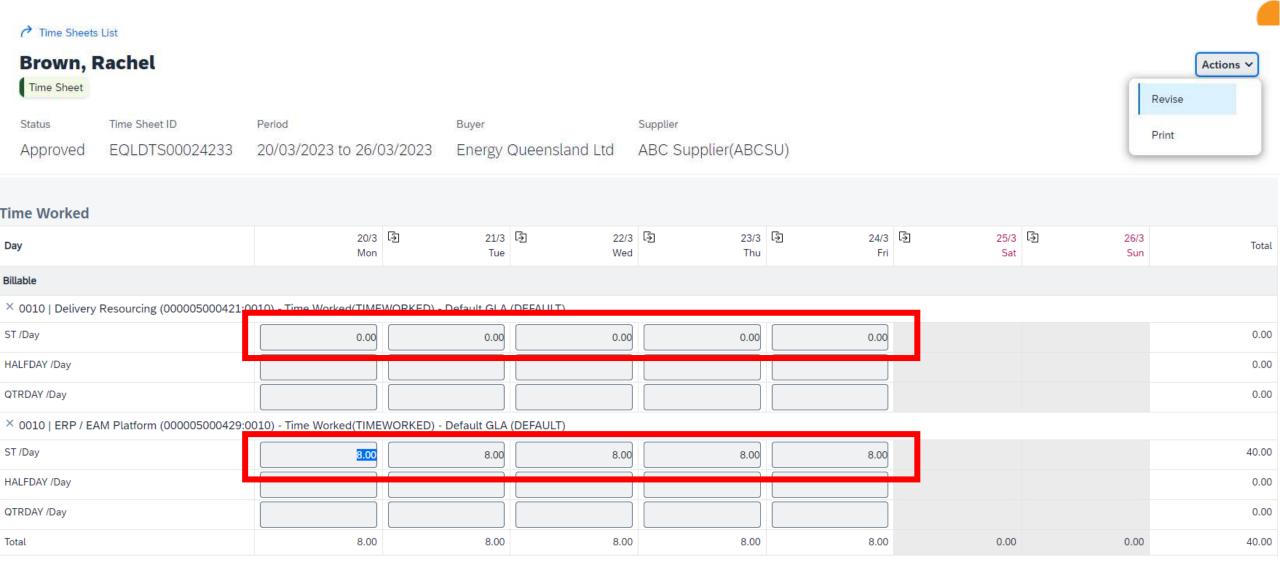


Hiring Manager can reset passwords



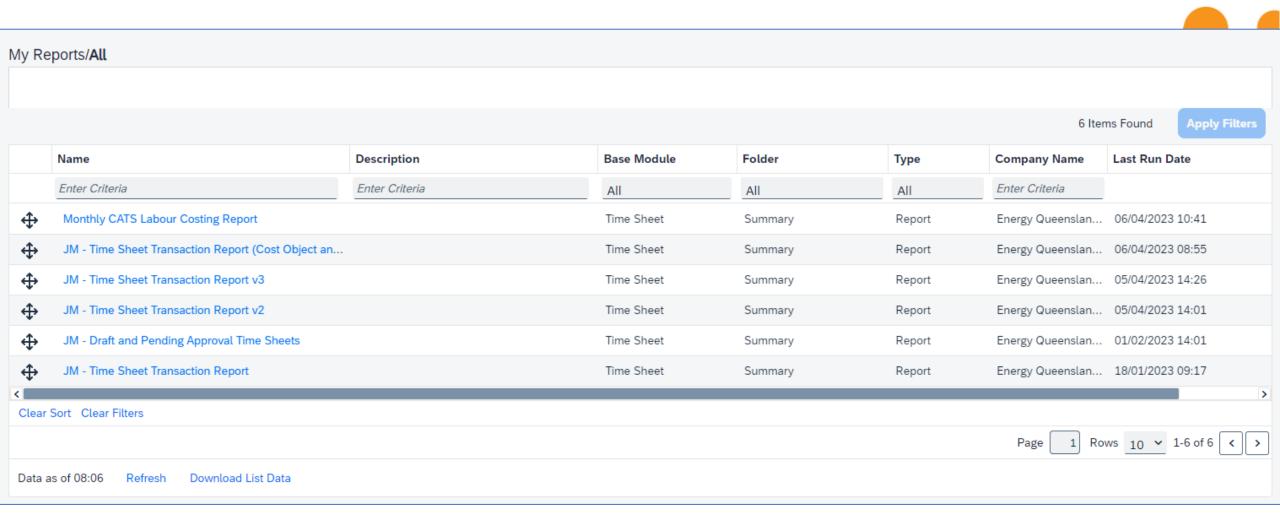


Change billing to completed work without the need to journal



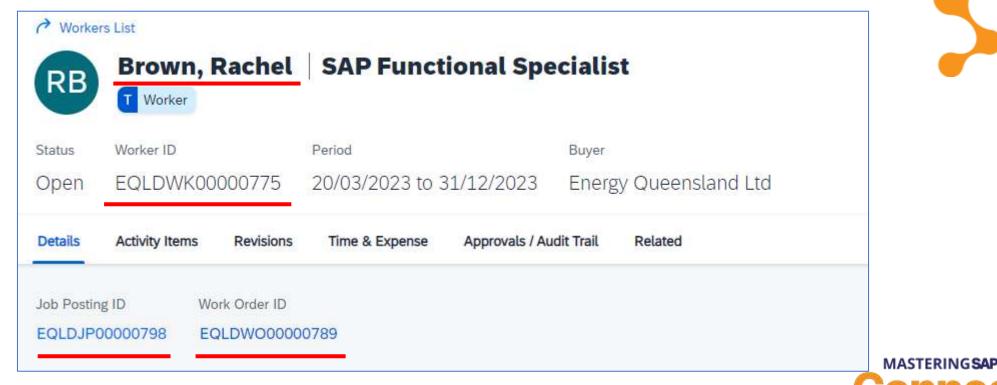
Customise your own reports

My full detailed labour billing report runs in under 1 minute

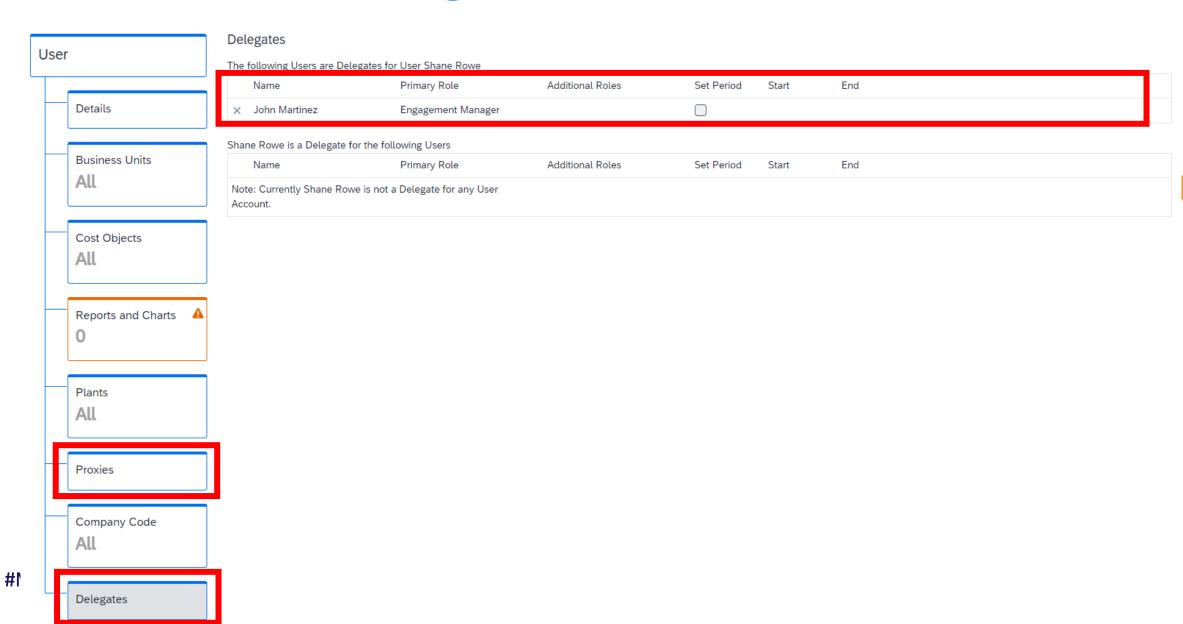


Full history stored in Fieldglass – no need for document management system

All historical information is stored in the system – No separate document management system



Proxies and Delegates



In summary

Fully automated recruitment process – 60-75% reduction in processing time.

No involvement from purchasing or accounts payable – 98% reduction in processing time.

Contract variations (400 – 500 per year) – Previously a 10 minute process now less than 30 seconds.

Reporting – Previously 10 - 15 mins depending on report now less than 1 minute and delivers more accuracy and relevant information.





5 - 6 JUNE 2025

ROYAL PINES RESORT | GOLD COAST

How to connect with me

E: john.martinez@energyq.com.au

M: +61 408 197 661







Spend Connect

In conjunction with Mastering SAP Connect

Thank you.

Contact Information:

Toni Jackson:

toni.jackson@sap.com

0420961110

