**Minutes of Meeting**

**Date**: 15 September 2021

**Time**: 11.30am

**Venue**: SR4A

**Attendance**: Anna, Ai Xin, Chun Guan, Tennyson (MC)

**Minutes Done By**: Ai Xin

**Vetted By**: Anna

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|  | Questions & Answers Asked (Interview with Client) | Action Made |
|  | 1. How many people are there in one shift?    1. Minimum of 24 people per shift if there is 6 ambulances.         (1 ambulance = 1 driver + 1 caretaker + 2 paramedics)      1. Do we need to include core handlers /  medical technicians?    1. No need, we only need a driver, care assistant and 2 paramedics.      1. What is the availability of one staff shift?    1. 12h working, 12h of break.      1. Can a staff cancel a shift at the last minute?    1. Rejecting a shift (Within 24 Hours)    2. Last min sick leave (Requires MC)    3. Emergency (e.g Death/sickness of family members)      1. How does the manager plan for backup employees to work?    1. E.g A shift only have 10 people that are available to work, manager needs to find more employees to work (eg 12 people)       1. To get them to work more,          1. Pay them more (more pay, when they work for more hours)          2. However employees can reject to be on standby  (On Call/Backup)          3. E.g An employee applies for a shift, but doesn't get that shift, the employee will be the next in line to be assigned if something falls through to the original employee that was supposed to be working the shift.          4. Employees on leave will not be called or considered at all.          5. Client intends to ensure each individual process/interaction with employee  is formalised.(Accountability)      1. Driver’s main role will always take priority .    1. Only if a care assistant / paramedic asks for help, then will proceed to provide help. (Driver to double as caretaker will only happen during employees shortage)      1. Minimum 6 ambulances, are these tied to the management system?    1. if ambulances are available, more than 6 ambulances may be deployed    2. Dependent on the availability      1. It is possible to only have 3 employees managing one ambulance    1. Possible but try not to (Driver, Care assistant(Driver), 2 paramedics)      1. Is it possible that no employees want to work during one of the time frames?    1. So far there is no such problems       1. As employees earn by hourly basis, the more jobs they take the more they get paid       2. So far there is more supply than demands.      1. How do the employees identify themselves?    1. Based on their employee number / ID      1. If an employee were to reject an assignment, is there a limit to which he/she can reject?    1. There is no limit (up to the staff),    2. However the staff knows that if they were to reject shifts and not work for long periods of time, their work contract might not get extended / they might get blacklisted.      1. How do the Staff discuss with the manager if they want to reject an assignment?    1. Any form of communication is okay       1. Optional to put into system      1. Current pages to build: Manager, Jobs Allocation and Staff.    1. Main goal is to reduce time taken for job scheduling    2. Pages to facilitate managers’ in decision making      1. How do we define the top 3 priority staff to be displayed?    1. The lowest workload (by hour)      1. Main goal is for data and information to be displayed clearly on the main pages to facilitate the manager to make fast decisions. ===> improve quality of life for both employees and also managers.      1. Do they only update on thursday?    1. Only for mass update for the main schedule    2. But if employee rejects shifts, then manager will have to use the system to modify the schedule      1. Is there a deadline for rejection?    1. 24h to reject, after 24h, shift is auto accepted      1. IT admin, what other privileges do they have?    1. For us to advise    2. Ensure best practices is used in the industry    3. Main goal is for software to be secure | All |
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