TSW Electrical Services – Commusoft – How to Use & Daily Requirements Policy

This policy outlines the correct use of Commusoft for all operatives and ensures full visibility of your working week. Commusoft must be kept accurate, updated in real time, and fully completed each day.

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1. Daily Completion of Commusoft Events

- All Commusoft diary events **must be completed daily** and **in real time**.
- Do not wait until the end of the shift or the next day to complete events.
- Every event must show a status — **nothing should be left blank**.

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2. Incorrect Events Entered by the Office

- If you notice an incorrect diary event added by the office, you must **abort** the event.
- Your diary should clearly show either:
    o **"Left"** – if the job was completed normally, or
    o **"Aborted"** – if the job entry was incorrect or not attended.
- Blank or unclosed events are **not acceptable**.

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3. Missing Commusoft Events

- If events are missing from your diary, **it is your responsibility** to ensure they are added.
- You must either:
  - Inform the office immediately so they can add the missing events, **or**
  - Add the events yourself (if you have the required access).
- Your Commusoft diary must account for **your entire working week** with no gaps or missing jobs.

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4. Rebooking Yourself Onto Jobs

Operatives have the ability to add themselves onto any **open job** when required.

To rebook yourself:

1. Press the **'+'** button in Commusoft.
2. Select **'Rebook'**.
3. Search for and select the open job you wish to be added onto.
4. Confirm the rebooking so the job appears in your diary.

If the job does not appear when searched, inform the office so they can make the job accessible.

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5. Working With the Office

- Operatives must work collaboratively with the office team to ensure that Commusoft accurately reflects the work carried out.
- This includes confirming work completed, reporting delays, and flagging any errors or missing information.

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6. Job Feedback Requirements

- Your job feedback must be **clear, detailed, and complete**.
- Feedback should include:
  - Exactly what has been completed
  - Any variations from the original scope
  - Any issues encountered

- o   What materials have been used
- o   What follow-up work is required
- The more accurate your feedback is, the less the office will need to contact you.

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7. Use of Office Tasks

Use the **Office Tasks** feature to communicate with the office for:

- Ordering specialist or non-stock materials
- Requesting major adjustments to a job
- Reporting issues or barriers on site
- Any information the office requires to support or complete the task

This ensures a clear digital record and prevents missed information.

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8. Accountability

- Operatives are responsible for ensuring that their Commusoft entries reflect their actual working hours, progress, and job status.
- Repeated failure to complete Commusoft correctly may result in further action under company procedures.