



Hei og velkommen Eva-Maria!

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Arrangement

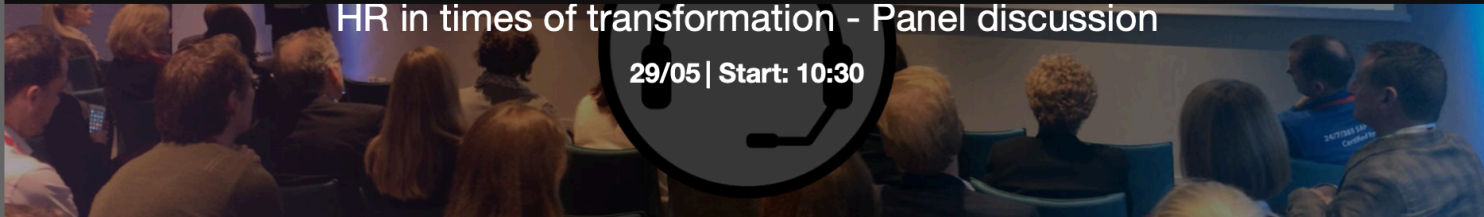
Nyheter

Community

Om SBN

Bli medlem

Bli partner



## HR in times of transformation - Panel discussion

29/05 | Start: 10:30

### HR in times of transformation - Panel discussion

May 29 10:30-11:30

A panel discussion between SAP / Large Norwegian Retail Customer on HR in times of transformation. A discussion related to HR teams taking up the dual challenge of transforming HR operations and the workforce.

#### Presented by:



**Camilla Pedersen** ([LinkedIn](#))

Service coordinator at NorgesGruppen ASA.

Camilla Pedersen is a very Senior person with a long background from many areas in SAP and especially in the area of HR.



**Ralf Wagner** ([LinkedIn](#))

Vice President HCM Solution Manager at SAP.

Ralf Wagner has long experience from HCM in SAP. He has in this role several times visited the Norwegian SBN Conference and presented the upcoming Roadmap for HCM.

Contact Bernt if you have questions or comments.



**Bernt Bakken**

Head of HR @SBN

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# This is NorgesGruppen

NorgesGruppen's key values are responsible, ready to cooperate and customer-oriented. We must put consumers' needs first by being competitive and available, and by delivering high quality.

## PRIMARY PRODUCERS

NorgesGruppen gives particular attention to Norwegian agricultural products.



## SUPPLIERS AND PARTNERS

NorgesGruppen has around 1,200 brand suppliers, of which about 400 are large Norwegian players, and close to 700 are regional or local suppliers.



## OUR PRODUCTION

### UNIL

Unil produces many of NorgesGruppen's well-known brands.



*Bakehuset*

Bakehuset supplies bakery products to 95 per cent of NorgesGruppen's stores, six days a week.



Matbørsen produces meal solutions and ready-to-eat products.



**JOH. JOHANNSON**  
— KAFFE OG GODT KAFFE —

Joh. Johansson Kaffe is a Norwegian company that produces a third of all the coffee consumed in Norway.

## OUR DISTRIBUTION

ASKO runs an efficient nationwide distribution network, offering 25,000 unique items.



## OUR EXTERNAL CUSTOMERS

### Catering

ASKO has 14,000 customers in the catering market.

### Groceries

In addition to its own stores, ASKO also delivers to external grocery store operators.

## OUR CHAINS

NorgesGruppen's strong chain concepts cover the full range from discount, via district stores, to supermarkets. We have 1,834 stores all over the country, of which 1,009 are owned by retailers. In addition, we have around 1,000 sales outlets within retail convenience.



# Our business and organization

- Independent business areas
- Decentralized decisions
- Economies of scale
- Competition



# Corona – impact on HR

- ↕ Food supply is defined as **socially critical function**
  - o General – full speed during the lockdown period
  - o Focus on responsibility and the employee health
  - o Expanding needs for **temporary employees** in the stores

## NRK 12th March

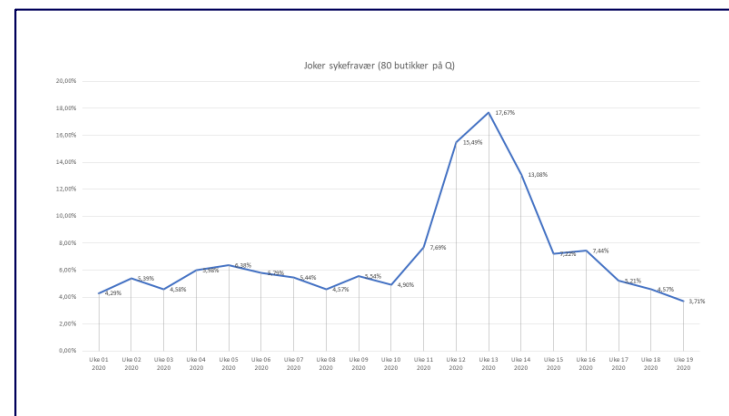
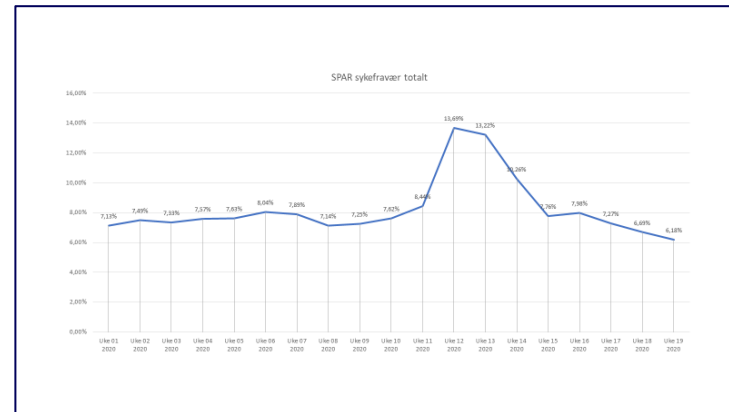
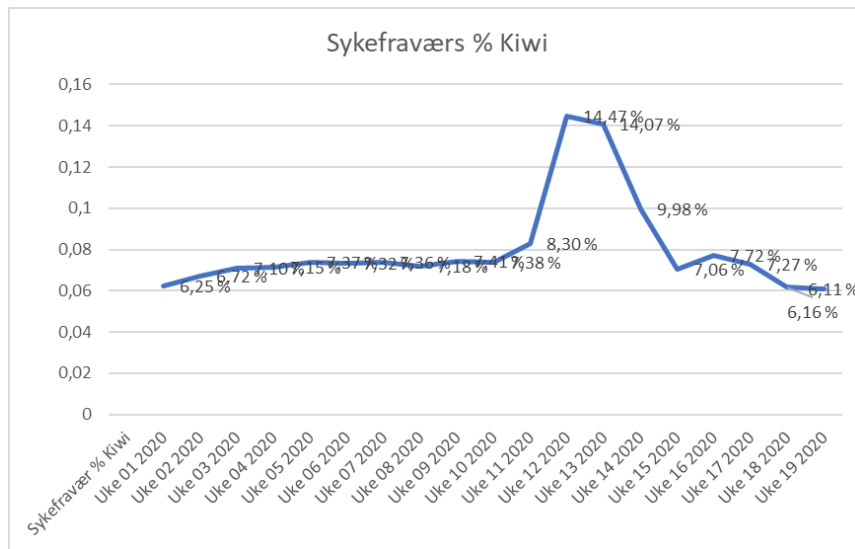


## 17th March: full product range





# Sick leave – still falling and lower than normal



Snitt Kiwi 2019; 6,8%, Snitt KMH 2019; 7,8%

# # Delingsdugnad

- ↕ Collaboration between NHO and large Norwegian enterprises
  - o Offering knowledge sharing for unemployed people
  - o Free advisory, e-learning etc.
  - o Part of the social voluntary work in Norway facing the consequences of Corona



## Kompetanseutvikling for permitterte og arbeidsledige

NorgesGruppen ønsker å dele kompetanse om varehandel og dagligvare med permitterte og arbeidsledige, slik at flere kan komme raskere tilbake til arbeidslivet.

13. mai 2020

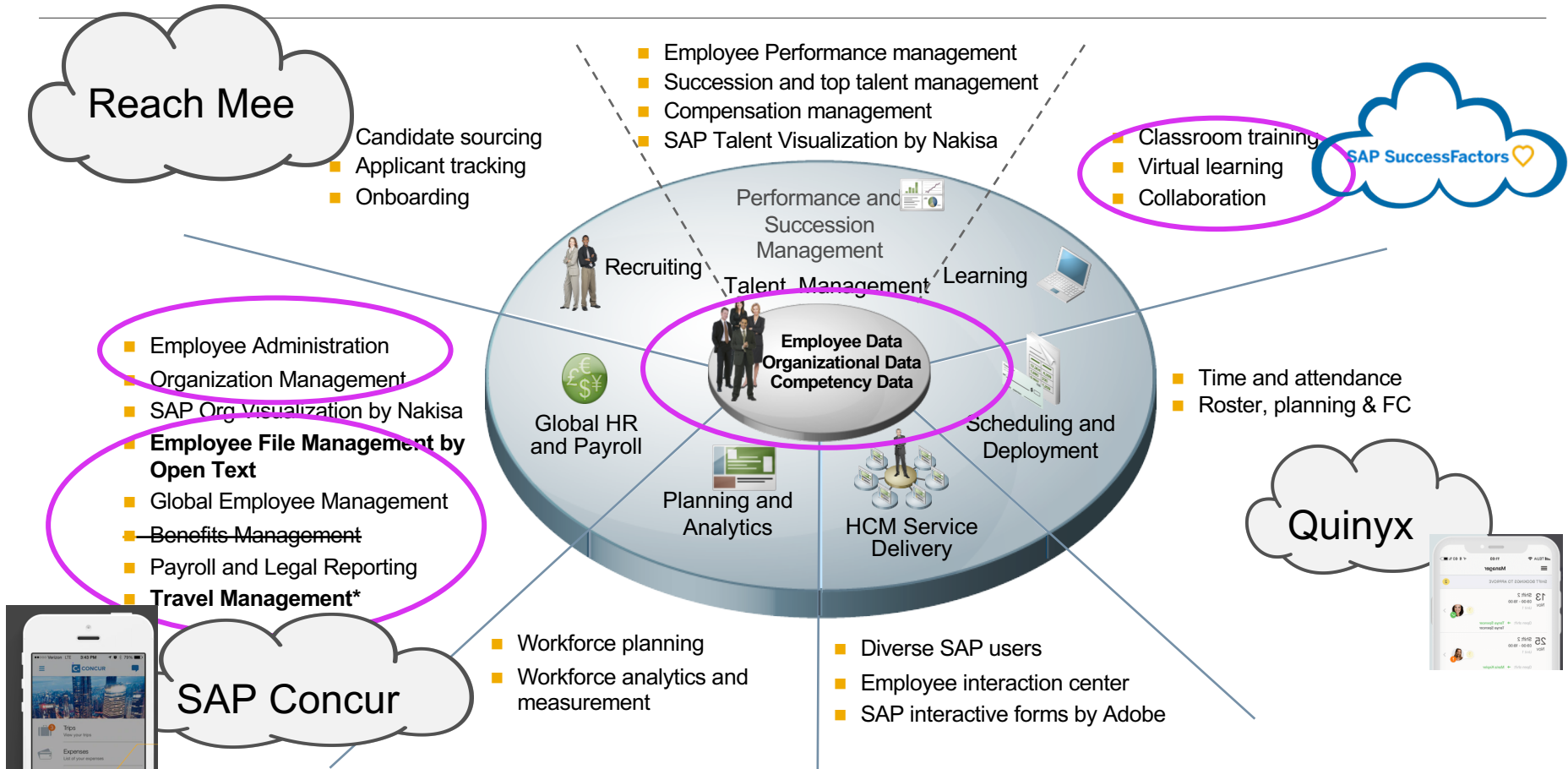


- Vi ønsker å bidra til at permitterte og arbeidsledige kan heve sin kompetanse innenfor blant annet matvareforsyning og dagligvare, sier konsernsjef Runar Hollevik. Alt for mange har fått arbeidslivet satt på vent, vi skal sammen ta hverdagen tilbake, sier Hollevik.

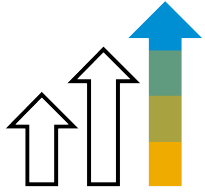
NorgesGruppen deltar i delingsdugnaden der flere store bedrifter og organisasjoner går sammen for å dele læringsressurser. Covid-19 har gitt Norge mange nye permitterte og arbeidsløse. Et viktig område i tiltakspakkene fra Storting og regjering har vært å jobbe for kompetansepåfyll og utdanning i perioden folk går ledige.

-Det er veldig bra at næringslivet stiller egne ressurser til disposisjon for felleskapet, sier forsknings- og høyere utdanningsminister Henrik Asheim (H). Det gir folk flere ben å stå på i vanskelige tider. Behovet for livslang læring og kompetanseheving i arbeidslivet var stort før korona, og det er forsterket nå. Delingsdugnaden næringslivet byr opp til er et godt initiativ og et godt bidrag til nettopp dette, sier han.

# SAP ERP HCM – What NorgesGruppen uses ? ■ = NorgesGruppen



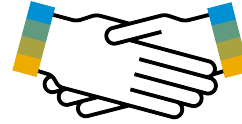
## The Boardroom Vision



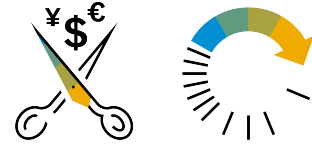
Sustainable  
business  
growth



A culture of  
innovation



The ultimate  
customer  
experience

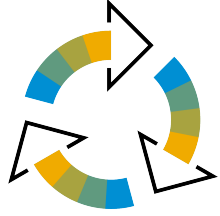


Reduce cost  
& boost  
productivity

**People** and **Technology** are the two biggest drivers of that vision

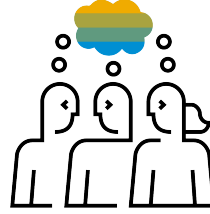
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# Trends impacting your people transformation journey



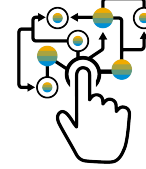
## **Workforce Composition**

is evolving: permanent, temporary, alumni, retirees



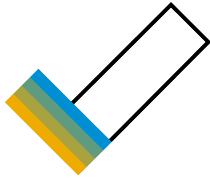
## **Employee Expectations and Demands**

continue to change



## **Intelligent Technologies**

are changing everything



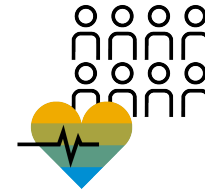
## **Upskilling and Reskilling**

are business-critical



## **Pay and Rewards**

are moving from “one size fits all” to highly personalized



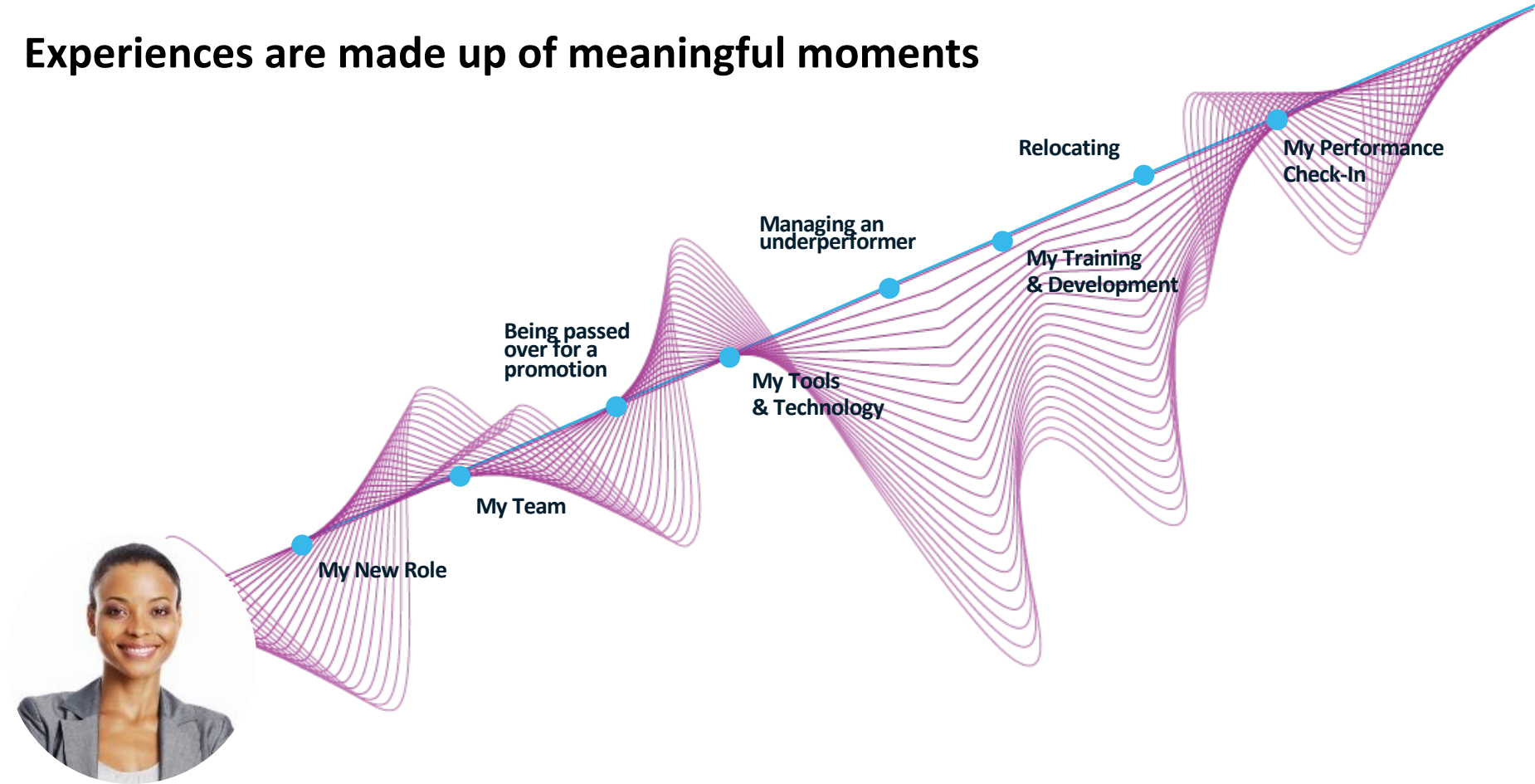
## **Employee Well-Being**

is an imperative

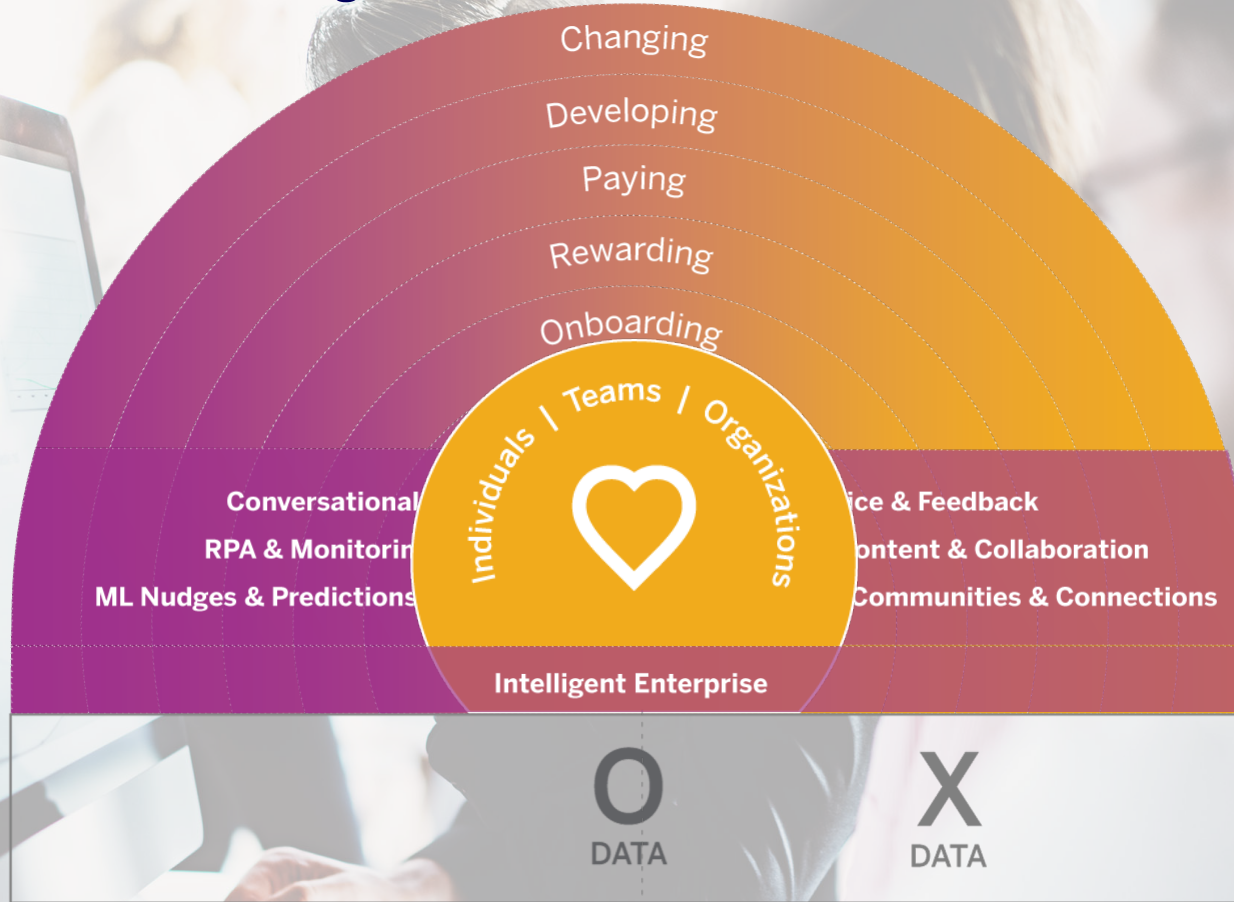
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# Experiences are made up of meaningful moments



# Human Experience Management



## Questions from NG

- As a customer - in which ways can we be able to have **impact** on the developments?
  - Which channels exists? How can we report enhancements and how can we follow up status and progress?
  - Any suggestions in how to use the help- pages efficient?
- **Customer Engagement Team:**
  - How can we use the team and their resources valuable?
  - Which services do they offer for the customers? – some examples is valuable
- **Support/ organization SAP/JAM:**
  - We are experiencing some challenges due to the SF and JAM support. Multiple times we have experienced that one issue is handles by several employees in the support organization and we need to repeat the explanations
    - Are the any SLA to what we can expect?
    - What are the routine for handling root causes? Our experience is that repeating errors is handled as individual cases
- **Competence/ solution insight:**
  - How can we get an overview of the possibilities in the solutions that we have implemented, and secure further adoption?
  - Is there any possibilities that we, as a customer, can get in touch with product experts who can highlight possibilities and give us further advice?

# SAP SuccessFactors Resources and Assets

**Road map** <https://roadmaps.sap.com/welcome#/>

**Release information** <https://community.successfactors.com/t5/Product-Updates-Blog/bg-p/ProductUpdates>

**Influence** <https://influence.sap.com/sap/ino/#/global?type=all&search=successfactors&managed=0>

**Community** <https://community.successfactors.com/>

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