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Sent: Wednesday, 14 March 2018 4:12 PM
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Subject: MFS App Update and GPS Functionality
Attachments: MFS App with GPS capability v1.2.pdf

Hi everyone,

Following our previous communications regarding the development and launch of GPS functionality within the Mob Field Service (MFS) app, I would like to advise that following rigorous technical testing, the MFS app update which contains this functionality is ready to launch on technician mobile devices on Friday 16th March. On this day you will be notified of the upgrade to the app by IT Service Desk as per the usual process.

What does this mean?

It is important that you understand that once you update your MFS app your phone will have the GPS capability enabled. Initially we will pilot the use of the GPS functionality, which will enable you to become familiar and comfortable with it and the in-built privacy safeguards, prior to any use, or visibility to customers or task management. This will also give you the opportunity to raise any questions about the use of the application prior to full implementation.

Once enabled, technicians should utilise the Automatic mode unless advised otherwise. Note, in instances where technicians in WA have elected not to sign a written consent form, those individuals may use manual mode to provide location updates. I encourage ACT and NSW team members to refer to Glen Trestrail's email entitled 'GPS Notice' sent on 15th December 2017 to re-familiarise themselves with the written notice that was provided in line with relevant legislation in those states.

What does the new functionality in the app do?

The technical abilities of the app following the update are explained in the attached document, which you should read thoroughly to make sure you understand the app's functionality, capability and how to use the privacy safeguards.

prior to use. The use of GPS functionality with in the MFS app by technicians and the use of GPS data by all Canon employees is governed by relevant Canon policies.

The new policy

A draft GPS Tracking policy has been shared with you previously. However, as you would be aware, this policy is currently subject to a Fair Work Commission process and therefore has not been finalised. Whilst not having the final policy available is not ideal, given that we are initially running a pilot of the GPS functionality, it's not a major concern. Once the Fair Work process concludes, Canon will make the final GPS Policy available to you. In the meantime, you are expected to fully participate in this pilot.

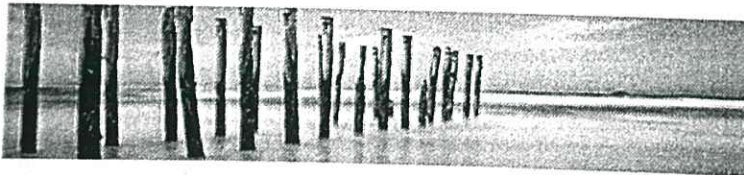
Just to reiterate, at this stage the roll out is a pilot with technician GPS location data not visible to customers nor to supervisors or task management. However, it is possible for Canon to extract management reports to review usage during the pilot period. I will ensure you are aware (and have a chance to view) customer and task management screens prior to their launch, and will update you before customer and task management screens are launched.

If you have any questions please speak with your supervisor, your HR Consultant or myself.

Regards

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