



Workday

Super User Onboarding

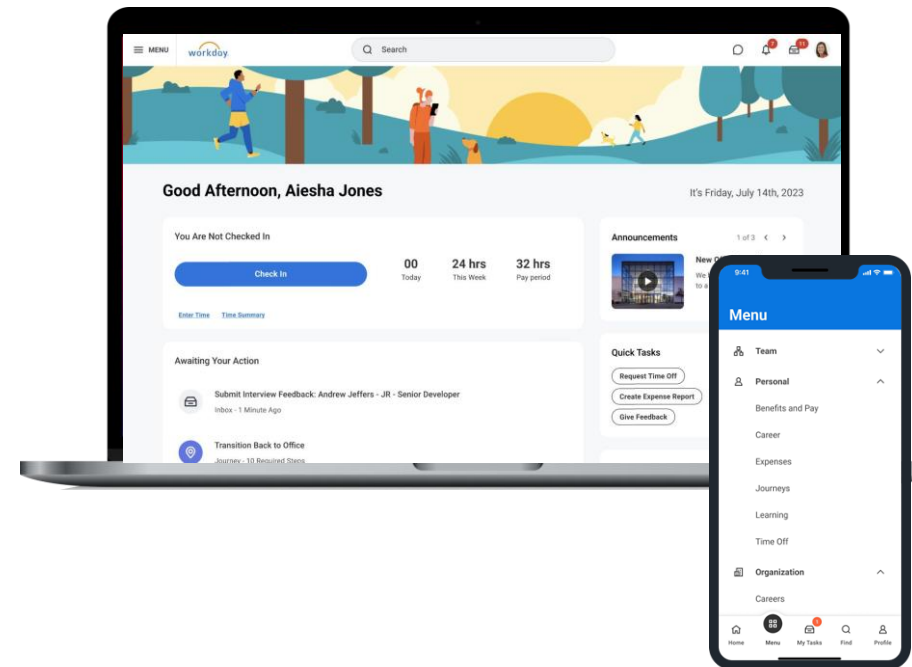
Sep 2025

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2. How we implement it
3. Support available to users
4. Role of the super user
5. Onboarding

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Role cards





What is Workday?
How do we implement it?



The purpose of Workday @ Landal



“ At Landal, our *future success* depends on how well we *align our people strategy with our business ambitions*.

With *Workday*, we’re not just upgrading a system—we’re *activating a unified, intelligent platform that connects every part of our employee journey to our strategic goals*.

From talent and performance to scheduling and workforce planning, *Workday becomes our engine for smarter decisions, faster collaboration, and a consistent, future-proof employee experience powered by an intelligent data core*.

This is how we *unlock capacity, accelerate growth, and become the employer of choice across every park and every region - every day*. ”

What will be included?



Workday modules along the Landal employee journey

- HR Core: Centralizes employee data and streamlines HR processes
- Recruiting: Enhances hiring with tools for job postings, candidate tracking, and interview scheduling
- Onboarding: Facilitates smooth transitions for new hires with structured plans
- Time & Absence: Manages employee time tracking, attendance, and absence
- Scheduling: Will align with Time & Absence and other HR functions (e.g. payroll) to manage employee schedules
- Expenses: Simplifies expense reporting and reimbursement
- Benefits: Direct access to employee benefits programs via Workday
- Core Compensation: Direct access to employee compensation plans and salary structures
- Learning: Provides online access to training and development resources
- Talent & Performance: Supports performance management, goal setting, and career development
- Workday Help: Centralized platform for employee support and inquiries





Understanding the HR system landscape in October 2025

Workday module	HQ NL	NL (Parks + Guest Services)	FR	DK	BE	UK
Core HCM	√	√	√	√	√	√
Recruitng	√	√	√	√	√	√
Compensation	√	√	√	√	√	√
Benefits	√	√	√	√	√	√
Expenses	√	√	√	√	√	√
Absence - Sickness	√	√				√
Absence - Leave	√	Initially via Nostradamus and Manus Plus; phased rollout of Workday later	Initially via ATOSS; phased rollout of Workday later	Initially via Planday; phased rollout of Workday later	N/A – via Strobbo	√
Time Tracking	N/A – Not needed					√
Scheduling						Initially manual; rollout of Workday later
Learning	√	√	√	√	√	√
Talent & Performance	√	√	√	√	√	√
Workday Help	√	√	√	√	√	√

Scheduling will start as pilot in November 2025. Rollout roadmap will be developed after that.



Which data and documentation will be available, and where to find it



All documents created from processes in Workday will be directly accessible in the Worker Profile. These include:

Hire & Retire documentation: Offer letters, contracts, retirement confirmation documents

Contract changes: Amendments, role changes, compensation adjustment

Absence data: Balances available at go live (for HQ NL)

Personal information: Address changes, bank information emergency changes

HR Policies and instructions: Workday articles (Work in progress beyond go live)

Workday reports and dashboards/hubs: Standard reports, dashboards and hubs

Payroll documents: Via payroll provider or AFAS



planview

strobbo
Optimize your flexible workforce

Until fully transitioned, the following will remain accessible through current systems:

Historical employee records: Via Power BI tooling

Legacy absence data: Parks only once migrated to WD Scheduling

Scheduling: Not part of October launch; start with pilots in 11/15

Payroll documents: Via payroll provider or AFAS

Reporting dashboards: Power BI tooling after the launch of Workday

HR policies and forms: Not yet fully digitised in Workday

Historic documents: Migrated to the new Therefore document management system

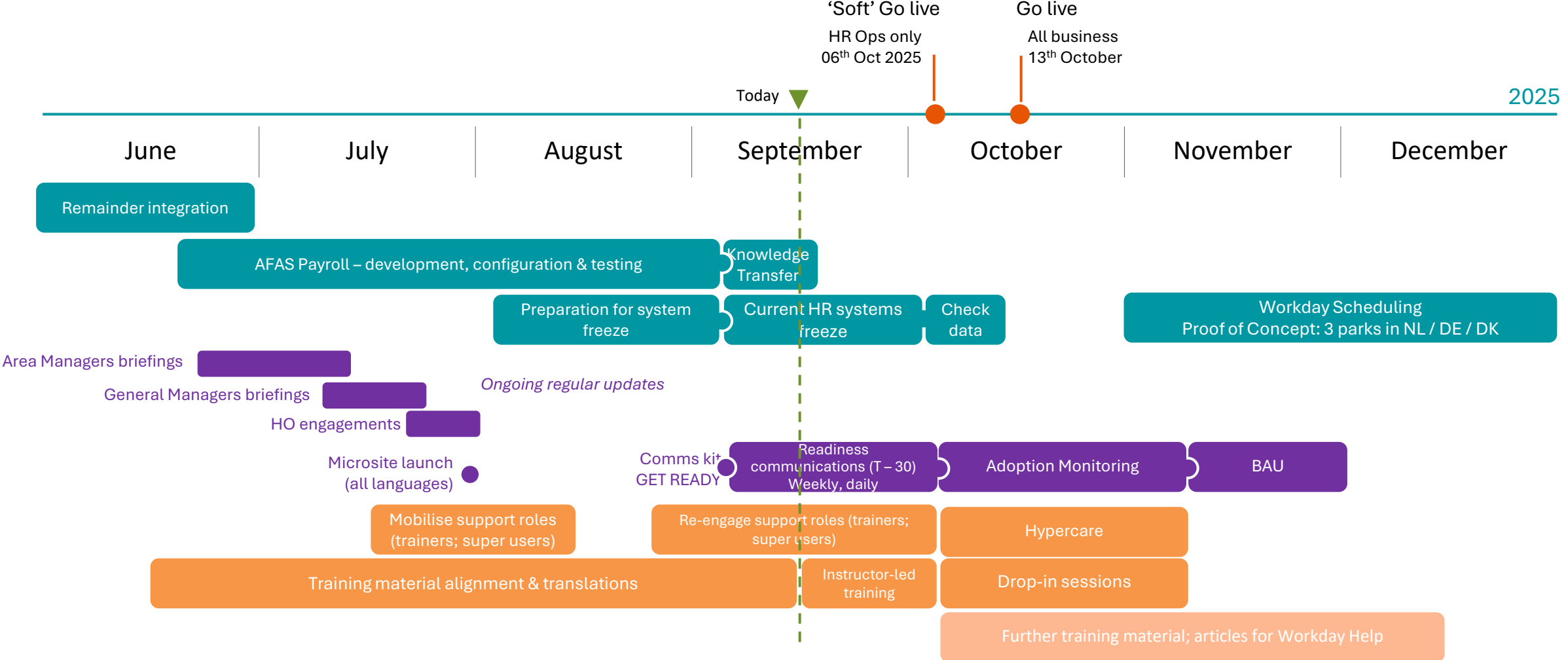


As we bring the new features in Workday, more documents will be available in Workday itself

We will inform you as new features will be available in Workday and Therefore



On track for October go live





Training you on what matters, when it matters

With its design in mind, will give you the flexibility to start the journey at your own pace

Blended, bite-size training & learning

Live virtual training covering the **key modules and major manager tasks***

Tailored to your role and location – in your local language

Non-essential learning* by access to **bite-size, step by step guides** (self-paced)

Extended, flexible learning path

Starting before go-live at the end of September, **90 min demo sessions**

Recorded sessions available to allow flexible learning & catch up**

Multi-week drop-in sessions after go live – extendable**



**For October 2025 go live*

***After go live*



Workday learning plan: Kick off and drop in

ILT sessions and weekly drop-ins after launch **form the foundation** of your Workday learning journey. It will start with essentials and grow with you over time as we add learning sessions and support material

Note: Invites have been sent out; Super Users being added

Latest update 14 Sept																																									
Final		Soft go live												All business go live																											
		24-Sep	25-Sep	26-Sep	29-Sep	30-Sep	01-Oct	02-Oct	03-Oct	06-Oct	07-Oct	08-Oct	09-Oct	10-Oct	13-Oct	14-Oct	15-Oct	16-Oct	17-Oct	20-Oct	21-Oct	22-Oct	23-Oct	24-Oct	27-Oct	28-Oct	29-Oct	30-Oct	31-Oct	03-Nov	04-Nov	05-Nov	06-Nov	07-Nov	10-Nov	11-Nov	12-Nov	13-Nov			
		W	T	F	M	T	W	T	F	M	T	W	T	F	M	T	W	T	F	M	T	W	T	F	M	T	W	T	F	M	T	W	T	F	M	T	W	T			
Teams	Language																																								
		ILT 90 min												Drop in 60 min																											
Head Office NL	English			EN						EN				EN					EN					EN					EN						EN						
Franchise Parks NL	Dutch				NL										NL						NL					NL					NL						NL				
Park Management & Super Users NL+BE	Dutch									NL	NL				NL						NL					NL				NL							NL				
Park Management & Super Users DE	German											DE				DE						DE					DE				DE							DE			
Park Management & Super Users BE	French												FR				FR						FR				FR				FR						FR				
Park Management & Super Users DK	Danish									DK					DK							DK					DK				DK							DK			
Park Management & Super Users UK	English										EN					EN						EN					EN				EN							EN			

- EN English
- NL Dutch
- DE German
- DK Danish
- FR French

ILT: Instructor-led training – all virtual



How we manage the user transition to Workday

Integrated comms, readiness, and training activities support the user journey – management cascade

Help users quickly set up, navigate, and complete tasks in Workday (Managers will attend tutorials)

Equip managers and super users to guide colleagues and direct reports in getting started

Workday resources & material – by role and need

- ‘Getting started’ starts here: quick reference guides, by role
- Only link or QR code required to access the microsite
- From quick reference guides / getting started to job aids by Workday module
- Tutorials’ presentations and recordings will be made available
- Available in local languages

Super Users and other support roles

- Super Users - Basic understanding of Workday & support material; provide ‘in the field’ support and guidance to users
- Trainers – provide training in local language; Testers - Payroll
- Some trainers assume role of super user; self help first

Central team coordinates & supports

- Manages communications, change and training
- Coordinates escalations and specialist interventions
- Supports park leadership and super users
- Manages communications via Managers and the other channels (AFAS, SWAY, Landal Teams, etc.)
- Manages training and training logistics



Workday Tutorials for Managers

- Workday Foundation and task walkthrough sessions
- Instructor-led delivery
- Conducted in local languages

Workday @ Landal microsite for barrier-free access

- Separate website set up by Landal IT dedicated to Workday resources
- Accessible using Landal domain emails, personal email and Franchise Parks
- All training and support material will be accessible here



Role of the super user

Time commitment

Super user journey



Nominate super users to support your parks

Principle: Every Workday users has access to at least one super user

Super Users are the first point of contact if Microsite does not resolve the issue (knowledge)

Super Users have the 'right' to ask users with issues to consult the Microsite first



The role

First point of contact only after Microsite does not resolve the issue (knowledge; raise ticket*)

Have the 'right' to ask users with issues to consult the Microsite first

Basic understanding of Workday // Microsite resources // Raise a ticket (if user has no access to Fresh Service)

Be available to assist users if called for during and after go live



The commitment

Attend Super User weekly calls (schedule once go live official) (45 min)

Attend Workday Foundation tutorial (60 min)

Familiarises with Microsite (once launched) and material

Reaches out to the central project team via Super User Teams channel for issues

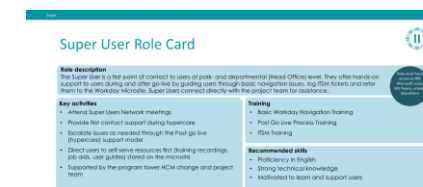
Available for up to 4 hours per week (first two weeks after go live)



The ask (to you)

Super User(s) nominated by Park Managers / Head of Department (ongoing)

Depending on park size, 1:40 Super Users / # of Workday Users



Role card – see next slide



Super Users – role card

Role description

The Super User is a first point of contact to users at park- and departmental (Head Office) level. They offer hands-on support to users during and after go-live by guiding users through basic navigation issues, log ITSM tickets and refer them to the Workday Microsite. Super Users connect directly with the project team for assistance.

Role must have access to RPL
Microsoft suite:
MS Teams, emails,
SharePoint

Key activities

- Attend Super Users Network meetings
- Provide first contact support during hypercare
- Escalate issues as needed through the Post-go live (hypercare) support model
- Direct users to self-serve resources first (training recordings, job aids, user guides) stored on the microsite
- Supported by the program tower HCM change and project team

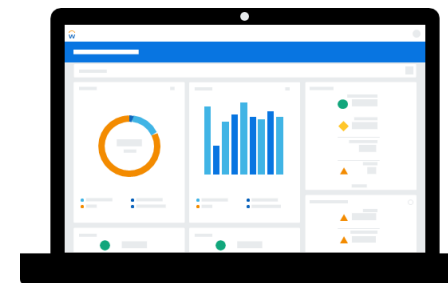
Training

- Basic Workday Navigation Training
- Post Go Live Process Training
- ITSM Training (Fresh Service)

Recommended skills

- Proficiency in English
- Strong technical knowledge
- Motivated to learn and support users

Super user journey



July / ongoing

- Nominations
- Initial onboarding to the role
- Confirm nominations
- Challenges (size of park staff, availability, etc)

Mid-August

- Deep dive : Microsite
 - Navigation
 - New to Workday: Getting started
 - Workday for Managers, Employees
 - FAQs (updated reg.)
 - Glossary of Terms

September

- Workday training
- Step by step guides
- Getting started
- Hyper care – process and role
- Familiarisation with Microsite / support network

October

- Workday training
- View all communications
- Regular calls to prepare
- Go live
- Support & Be supported
- Post your name
- Post-go live process Training



What support is available to you?



Barrier-free access to Workday support material

We have built a microsite allowing 6,000 users to access Workday resources from a desktop, laptop or their smartphone
 Accessible via links in communications, posters with QR codes on park teams' whiteboards – centrally maintained

One stop to access quick reference guides how to log into Workday, download the App, find your Super User ...

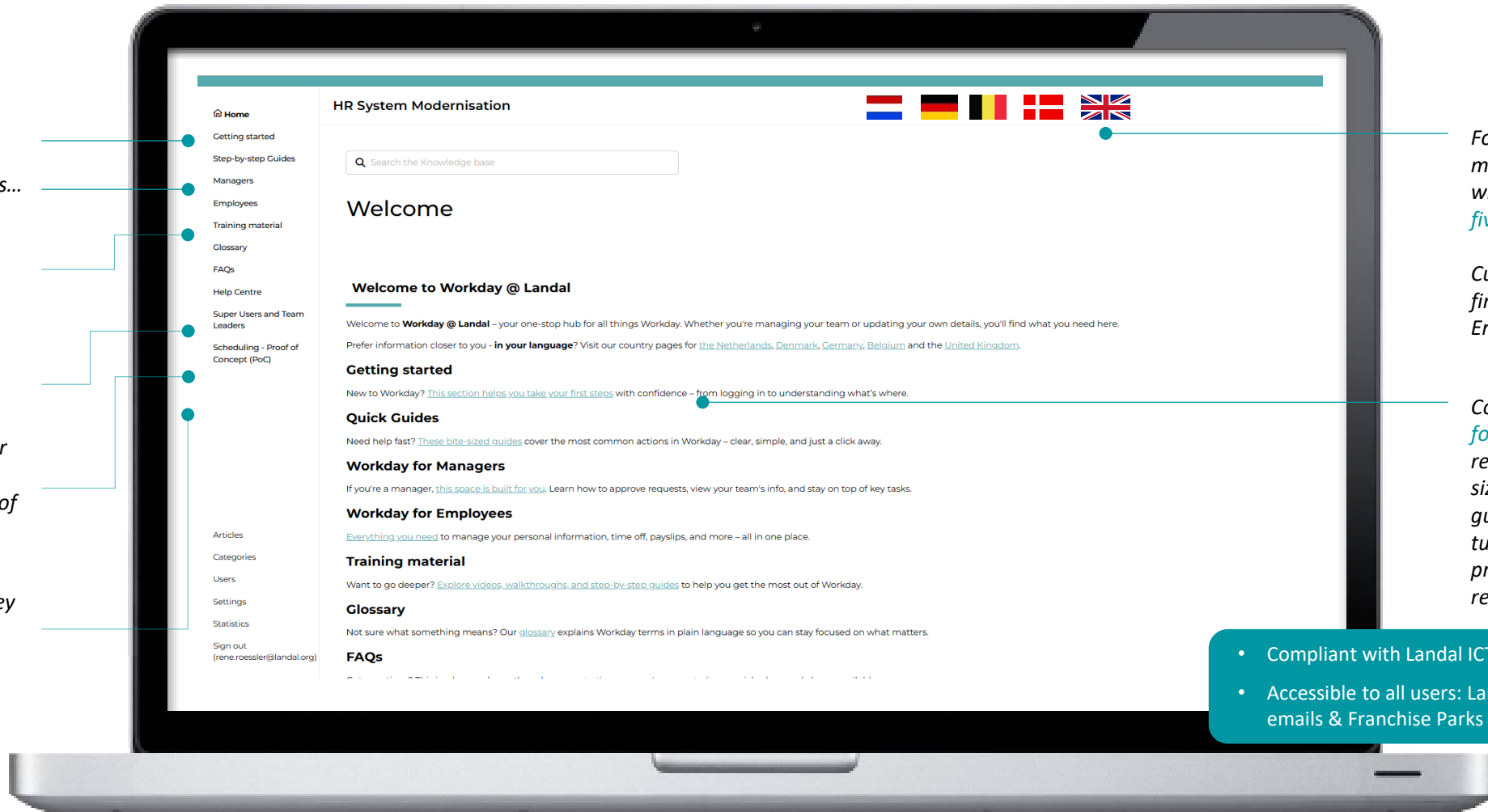
Job aids, videos, presentations...

Guidance and links to quick reference guides by role: Manager, Employee

Quick guides to help change roles onboard & help users, escalate

Frequently asked questions for fast orientation about the purpose, impact and benefits of Workday to Landal

Basic functional and task-related Workday glossary - key for effective search and understanding the new terminology



For go live, the microsite and material will be available in all five languages

Currently we are finalising the version in English

Content is hyperlinked for easy access to resources from bite size quick reference guides to job aids and tutorials' presentations & recordings

- Compliant with Landal ICT policy
- Accessible to all users: Landal domain, personal emails & Franchise Parks



Over to you

Your questions



Thank you

