

## MEMORANDUM

**TO: ALL REGIONS**

**FROM: MELANIE HUMPHREYS HEAD OF OPERATIONS**

**DATE: 29/6/2020**

**SUBJECT MATTER: PRODUCTIVITY RATES**

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All

For those returning to work over the next couple of weeks welcome back and hope you are all well.

For the first few weeks we will be completing Coop, Poundland and Boots counts.

Every week we see more clients requesting stocktake dates so this will quickly increase over the next month or so.

### Productivity Rates

We are currently revising the minimum productivity levels required and I will update you once these have been finalised.

The minimum scan rate and therefore grade 1 on the counter bonus will be set at what we have historically achieved as the average scan rate for each Client.

This means none of the scan rates set are unachievable as we have already proven we can hit those targets.

Based on the above, and as you have previously been advised by Dan Prickett (Managing Director), we will be allocating jobs based on people's productivity. This applies to counters and supervisors.

After every count overall job productivity and individual counter productivity will be calculated. Anyone not achieving the scan rates will be spoken to as will Supervisors who have not achieved the levels required for the overall job. Supervisors will have to provide a report to Regional Management on why the minimum scan rate was not achieved.

Counters who do not achieve the minimum scan rate (without reason) will be removed from future work and not scheduled going forward.

For new starters your productivity will be assessed after you have completed 6 jobs.

For those who have been scheduled already you have been given an opportunity to show you can achieve the levels required so we can continue to schedule you for counts. Do not miss this chance to prove yourself as there are people who have not been scheduled eager to get back to work and waiting to be assigned to jobs.

I am confident with the experienced loyal people we have we can do this and get to the end of July knowing we have achieved what we set out to do.

Thank you in advance

Melanie Humphreys  
Head of Operations  
29/6/2020

