**Introducing the Case Study**We are absolutely thrilled you are interested to join us at Rohlik Group. By now we have spoken to you about your experience in detail. We think a great next step is to explore some role specific scenarios with you to understand how you would approach them. We hope this session will give us a great insight into how you approach work and also, through the questions we ask and the conversation that's generated, give you a better understanding of what it's like to work at Rohlik.

**Format**How you prepare for and present your thoughts on the case study is entirely up to you. There is no right or wrong way, the content is more important to us than the packaging! If you decide to prepare some material, please do share this 1 day prior so we can review it beforehand.

**Case Study - HRD Hungary**

**1. Working schedules**

Our Fulfilment centres operate from 3am to 23pm, 7 days a week. Propose a working schedule for FC and logistics (last mile) staff to cover that. Pls consider core shift system, shorter peak periods coverage and handling overtime. How would you staff the operations - consider core employees, as well as agency workers and temporary staff. Include in your proposal approximate cost calculations and state potential risks that could arise from your proposal.

Employees (Internal) --> 794 ; Driver 460 , Picker 67 and Stocker 27, 145 external workers

Average orders ca. 4000 Orders

**2. Attrition**

Working in a fulfilment centre as an operator is typically a low paid, yet demanding job. As a result, the attrition tends to be quite high. What are the actions (apart from doubling everybody’s salary) that can be taken from an employer perspective to keep the operators satisfied and hence staying longer with the company? Propose a system that recognises best performers and turns them into long service core employees.

**3. Values and Culture**

We are a young company with a strong and distinct culture. As we are growing rapidly, we need to make sure that all our new employees become familiar with our culture and Values ( we call them Ingredients). Also, our Ingredients must be reflected in all our core internal processes to keep the culture alive and trustworthy.

How do you suggest we roll out Ingredients to all white- and blue-collar employees? How do we make sure that our people understand the desired behaviours and stick to them in their everyday work life? What is the role of the People & Culture team and what is the role of management?   
  
4. As we are about to move our FC from one location to another in the same city, what are all the areas that need to be considered from HR perspective to make this move?

**Our Key Ingredients**

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