

GMB National Health & Safety Forum



**'Safer Working
Together'**



Picking the Right Way

January 2017.

Dear Colleagues,

We are committed as a joint team to make our Grocery Online operations as efficient and effective as possible satisfying the needs of our customers, whilst securing the future for our colleagues.

Our aim is to simplify our operations and challenge any poor practice that prevents our colleagues from doing a great job. The pick operation is where the majority of our colleagues work and where we see large variances in both how the operation is run and how colleagues are coached.

We have jointly created a Pick Coaching Guide to help our store leadership teams and our colleagues work together to improve pick ways of working and efficiency to help achieve the department target.

We always ask that our colleagues do their best and that leadership teams remember to 'Respect The Individual' when coaching colleagues.

Your Ecommerce Trading Manager will be sharing this guide with you in the next few weeks.

Secretary, on behalf of
The National Health & Safety Forum.

Catrina Goldhammer

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Online Grocery Operations

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TOGETHER WE CAN BE BETTER

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