



# National Health & Safety Forum

**'Safer Working Together'**

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[www.gmb.org.uk/join](http://www.gmb.org.uk/join)

November 2016

## Pick Rates Within E-Commerce

Dear Colleagues,

Your GMB National Health & Safety Representatives met at ASDA House on 26<sup>th</sup> October to discuss pick rates within E-Commerce. We had raised concerns with ASDA due to a lack of consultation and possible breach of SRSC regulations 1977.

ASDA confirmed that there had been no consultation and an apology was given and accepted by your GMB National Health & Safety Forum.



A discussion took place in relation to the pick rate of 116.5 which is being used in stores and how this rate is being managed.

Your GMB National Health & Safety Representatives reviewed documentation provided and stated: -

- "ASDA appear to be trying performance managing members based upon their pick rates."
- "These colleagues were not employed in the business on the understanding of achieving a pick rate."
- "Comparisons with Tesco's pick rates are not comparable as pay scales differ across the two companies"
- A comment made that a colleague, with a disability, who could not achieve the pick rate would be moved to a different department may be deemed as discrimination arising out of a disability and therefore would be a breach of policy and the Equality Act 2010.
- "The pick rate within ASDA is NOT a target pick rate."
- There has been no time and motion study done on the current operation to support any pick rate."

GMB clarified "We cannot agree, or support, ANY pick rate currently within ASDA Stores E-Commerce operation, however we are willing to continue discussions upon a solution to this situation"

Yours Sincerely

*Health & Safety Forum*

GMB National Health & Safety Forum

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			Wales & South West Region
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