

National Health & Safety Notice



Pick Rates



‘Safer Working Together’

The Online Grocery Pick the Right Way, Joint Guide.

It is important to remember the following guidelines to ensure that we treat all our colleagues with respect, whilst improving pick efficiency:

- Colleague pick results, should not be put on display in the department, neither talked about to others
- Colleagues should not be given feedback on their pick efficiency in front of other colleagues
- Remember to recognise progress on a 1-2-1 basis – say thank you
- Individual daily pick rates should not be formally reviewed. Daily support and coaching is encouraged always.

GMB Members of The National Health and Safety Forum, worked together with Ecommerce Senior Management and recently a joint coaching document was published. The Forum Members inspected this joint document and shortly after, it was distributed to Ecommerce Departments throughout the Estate. In the demanding and competitive business of Ecommerce, the document highlights coaching and support, for both Our Leadership Team and Colleagues.

Pick rates have been acknowledged as a management tool and should no longer be displayed or discussed with others. The onus on attaining pick rates has been constantly raised by our colleagues. There should be no more pressure, stress and anxiety, surrounding pick rates within our Ecommerce Department.

Daily support, improvement techniques, coaching, Colleague Engagement is a must, giving and receiving feedback always – a simple thank you goes a long way!

Respect for the Individual.

John Warcup.
Chair on behalf of:

The National Health & Safety Forum.

ASDA
Senior Manager - People

Online Grocery and Fulfilment Centres

IF YOU DON'T REPORT IT – WE CAN'T SORT IT!

www.gmb-asda.com/support