



# GMB NEWSBRIEF ASDA STORES GMB – YOUR “VOICE” IN ASDA

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## NAME & SHAME NOTICES IN PODS

Dear Colleagues,

Recently GMB had been made aware that name and shame noticeboards have been placed in Stores in areas of the PODs for Home Shopping. The boards contained names and individual performance records of colleagues. It is a major breach to publicly release confidential data protected performance records, in an attempt to ridicule. The boards are against the company pledges of respect to colleagues, and were not sanctioned by the company. The boards also contained records of those picking in excess of the independently measured pick rates of 108. Outperforming can have serious safety implications for the individual. As a result the company nationally urgently sent the following FAST TASK to stores;

### Summary Driving Pick Rate

- Following on from the eCommerce Roadshow one of the messages was to focus on Pick Rate
- Follow the guidance within the task to ensure you are clear on the messages given

### Task Review Pick Rate Actions

- To really drive an improvement in Pick Rate ensure the following is in place:
- Equipment - ensure all equipment is available and in working order for your Personal Shoppers from 5:00am
- Pick Model - follow the Pick Model, focus on the type of pick required i.e. Multi Order and Start Pick times, i.e. Fresh from 6:00am
- Aisle Locator -drive the Leadership Team to ensure all modulars are assigned and that new modulars are updated
- Pick Walk - ensure your pick walk flows in the most efficient way
- Service Crew and Stations - ensure these are set up and fully resourced throughout the pick

### Celebrating Success

- It is important to celebrate success with colleagues who are achieving the required pick rate
- Some of your Personal Shoppers may require further coaching to reach the required level
- Always remember to demonstrate Respect for the Individual - whilst you celebrate all colleagues who achieve the pick rate target of 108 by perhaps highlighting the number of colleagues within your POD it is important that you do not reveal to other colleagues those that require additional coaching. *If this process is in place in your store it must be removed immediately.*
- All coaching should be done on a one to one basis with colleagues and Line Managers should take the time to understand if the colleague has any additional needs or requires support through Occupational Health.

Yours Sincerely,

*Mick Rix*

Mick Rix  
National Officer  
GMB

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