



Workforce Management (WFM) Policy

Policy Summary

Southern Co-op Workforce Management (WFM) is our planning and scheduling tool that provides a consistent methodology and format for scheduling colleagues in all our retail stores.

By using WFM, the process of creating schedules is supported by providing key information about the expected trading pattern (demand) and daily task requirements of a store.

The impact of holidays, absences and colleagues' training can easily be identified and planned for to ensure a consistency in customer service and store standards, whilst ensuring the personnel budgets are adhered to.

Policy Detail

- The WFM tool that must be used to generate weekly schedules in store.
- 3 weeks schedules (current week plus 2 weeks) must always be created and published.
- It is not permitted for stores to schedule/trade with only one colleague (including out of hours). A minimum of two colleagues must always be in the building (includes 30 minutes prior to store opening and 15 minutes post store closing). Refer to Lone Working Policy.
Important - WFM will generate an alert if these rules are not met.
- A Manager – either Store or Duty Manager (SM/DM) must always be present on site when the store is occupied.
- Exceptions are to be dealt with daily – SM/DM must deal with any exceptions that have occurred before they leave at the end of their shift.
- When scheduling their own hours, SM must meet the Flexible Working Request Line Managers Guidance of:
 - A minimum of 3 weekend shifts over a 4-week period to include at least one Sunday shift
 - A minimum of 1 Late shift (until at least 8pm) every week
 - A minimum of one mid shift every week
 - A minimum of one early shift (from store open) every weekAny deviation from this must be agreed with the Area Manager (AM).
- When a Store Manager is notified that they will be transferring from one store to another, or one area to another on a temporary basis, a notification email must be sent to Resourceplanning@southerncoops.co.uk

Responsible (R)	Resource Planning	Accountable (A)	Commercial Operations
Consult (C)	N/A	Inform (I)	Central Operations & Stores
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Job Role Approval	Head of Commercial Operations		