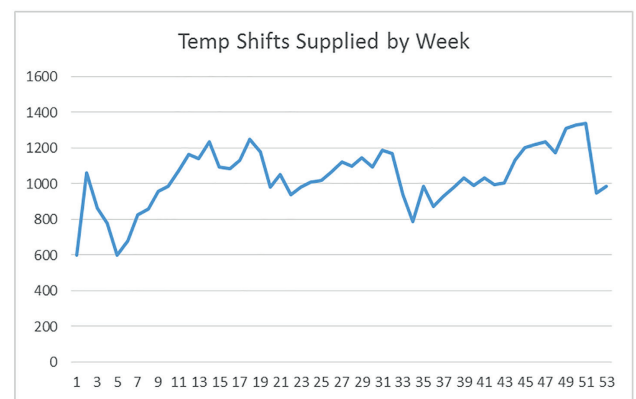


# The challenge /

## *Incentivising staff.*

A leading logistics and supply chain operator awarded a start-up contract to **Templine** on a sole supply basis in 2007, which the company has retained ever since. During this time, **Templine** has grown alongside the operation as the profile of the site has changed, adapting its working practices by changing the working hours and patterns of both the management team and the flexible workers to provide 24/7 cover, and helping its client achieve the required results.

Current status	On site – Lead supplier
Size	650,000 square foot
Product range	General Merchandise
Output / week	3.2 million
Pick method	Voice system
Peak temp number / day	280



# The result /

New systems have been introduced to manage flexible workers' hours and performance, including the implementation of a grading system that ensures five shifts per week – and first refusal for overtime – is offered to the best-performing operatives. This incentive motivates staff to increase their performance. **Templine** played an integral part in the client being awarded the accolade of Non-Food Distribution Centre of the Year 2011, and continues to be the master vendor of choice for agency staff.