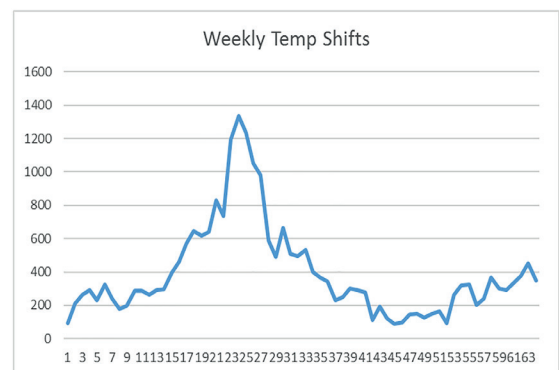


The challenge /

Increasing business efficiencies.

A leading retailer awarded a contract to **Templine** in preference to two incumbent agencies. At the time of transfer, the contract was for 80 people, with a peak requirement of 350 staff. The retailer has a significant increase in staffing requirements around the Cyber Weekend at the end of November.

Current status	On site – Lead supplier
Size	400,000 square foot
Product range	Clothing and homeware
Output / week	180,000
Pick method	Manhattan RTD
Peak temp number / day	350



The result /

Over a three-month period, **Templine**'s National Implementation Team oversaw the TUPE process, implemented **Templine** processes and recruited an on-site management team. All 80 operatives were successfully transferred to **Templine**, and a further 40 operatives were recruited during the transfer period to accommodate a small peak in sales during the summer. In addition to ensuring correct supply levels, **Templine** implemented welfare strategies to help with staff retention, as well as listening forums, open days, newsletters and employee reviews to add value to the operation. **Templine** also engaged a performance specialist to increase efficiencies for the business, optimising the number of operatives required at any given time.