



metro

connect | communicate | comply | control

without compromise

www.metrofy.com

Examples of Effective use from:

極度乾燥(しなさい)
Superdry.

A U R U M

WHSmith

hobbycraft

Superdry (Dryve)



Highlights

- ✓ To ensure Dryve is an integral part of the business and maintain user engagement it was rebranded and refreshed this year to ensure the navigation process to find content was as easy as possible for store and Head Office users. A survey was published following the changes which showed America and EU stores not only liked the brand and navigation changes but also created a positive improvement in usage and task compliance.
- ✓ All HR forms have been recreated with specific workflows and notification requirements. As well as helping the environment by not using paper this has created a HR database for the HR teams to review and allows them to monitor HR processes in real time in all UK stores. In line with paperless forms all users now have a personal log in account as well as a generic store log in.
- ✓ A separate task page to split action from news. By using a HTML widget stores can view the task calendar on the task page to show the target date of tasks and the workload for a store now they have removed the traditional today, prepare and outstanding task widget. This allows stores to review tasks for the current and upcoming weeks on a desktop and mobile device.

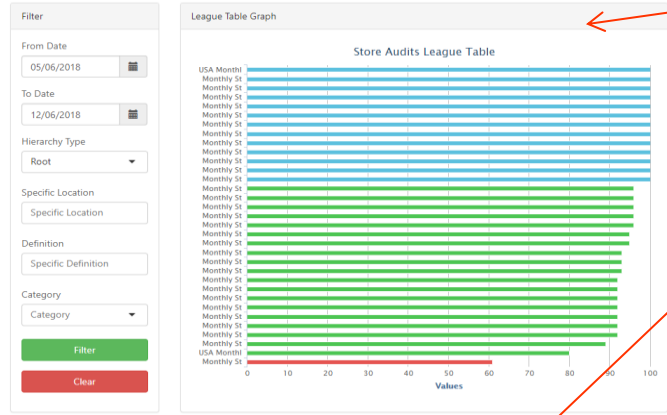
Benefits

- Reduced the amount of paper in the business by using forms for all HR form processes e.g. new starter, change of personal details, maternity requests...
- Maintains brand focus through the new look and feel of the site and the communication CK Editor tools (All communications have a brand header and footer as well as brand font and colour as standard)
- Tasks split by task type allows Management teams in store to assign tasks to the correct users
- New navigation to make finding content possible in under three clicks

Unique

- Translated in German, French and Spanish
- Use of external content templates to publish financial, delivery and mark down reports based on store, area and country
- Incidents and Accidents are only reported through Dryve and monitored by the H&S and Risk teams
- Area Managers carry out monthly inspections in all UK and USA stores by using the Site Visits module
- HR have gone paperless using Forms for the UK
- Separate task page to help stores isolate and understand what they need to do compared to what they need to know
- On brand through the homepage designer and within each communication
- Use of Gifs and specific homepages to promote Sales and Campaigns- One place to find all content on an engaging page instead of multiple news communications that the store needs to search for.

Store Audits League Table



- ✓ Monthly audits with compiled results
- ✓ Reactive & Responsive HR forms
- ✓ External content templates to send specific content based on hierarchy
- ✓ Use of homepage designer to drive Sale and Campaign engagement
- ✓ Separate task page where stores can see tasks by task type, a weekly view by day and a task dashboard to monitor their own compliance

Change of Personal Details Submit Close

Employee to Complete

Store
---select---

Name *

Employee Number *

What do you need to update? *

- Contact Details / Address Details
- Bank Details
- Name
- Emergency Contact Details

HR to Complete

Completed by

Date

Notes



The dashboard shows a 'Task Calendar - Week 7' with tasks for Sunday (10/06/2018) and Yesterday (11/06/2018). Tasks include 'USA - Monthly Store Audit', 'Quarantined Cartons Task', and 'CCS Order - US'. A 'Task Compliance' section shows a bar chart with categories: Monthly H&S Che. (77.8%), Noise Assessment... (86.0%), CCS Order - Cre... (93.0%), CCS Order - US... (50%), and Elizabeth Mar... (100%). A legend indicates: Red = Could Not Complete, Blue = Could Not Complete Compliant, Green = Complete, Yellow = In Progress, Black = Not Started.

Paternity Request Form Submit Close

Employee to Complete

Store
---select---

Employee Name *

Employee Number *

I will be taking *

- 1 week paternity leave
- 2 weeks paternity leave

Due Date *

Paternity Start Date *

Manager to Complete

Managers name

Job title

The 'Reports' section displays a grid of report cards for various categories like 'Product Reports', 'Finance Reports', and 'The Club Reports'. Each card shows a title, a date range, and a status indicator.

Highlights

- ✓ The site is now the main hub to access communication, videos... within the site are also links to external WHSmith content which can only be access through this platform
- ✓ Key focus on engagement linking stores and Head Office users through the use of video and content sent from the Retail Director, Kevin Hall. This links the two branches and makes the site seem more personal to the store users
- ✓ Strict approval processes ensures that the communications are streamlined, written in a similar format to maintain continuity and targeted correctly. This ensures that when stores see communications they can understand which team members need to read/complete and also the timeframe without opening the news or task
- ✓ The reject function is used during the approval process with advice on how to improve to ensure Head Office publishers can learn and improve their communications for the future

Benefits

- Targeted communication based on High Street or Travel stores
- Engagement
- Mobile designer to ensure the platform can be accessed by field team
- Real time compliance

Unique

- Head Office publishers trained for each area within the High Street and Travel branches of the company
- Head Office approvers then review documentation based on their business areas prior to publishing
- Specific task types to allow the Management team to identify which colleagues within their stores the task needs to be delegated to
- ADFS implemented to engage users and solidify the platform as part of their daily routine
- Update to localisation to make sure the platform is on brand and easy to understand for all users
- Huge focus on task and task compliance

- ✓ Split homepages focused on Travel or High Street stores
- ✓ Specific zones for key messages from the Retail Director to drive engagement
- ✓ Focused task types with additional, specific sub tasks and compliance reasons to ensure tasks target the correct department within stores
- ✓ Approval functionality to ensure Head Office publications are sent right first time

Task Types

Title	Icon	
Action		
Action (Created within Store)		
Action (Regional)		
Back To School		
Books		
Bounceback & Marketing		
Cardmarket		
Cards		
Christmas 17		
Click & Collect		
Commercial		
Conference Call		
Daily Update		
Entertainment		
Gaming		
H5 Range Review		
H5 Task Template		
Impulse		
Kobo		
Line Swaps		
Meeting		
Meeting (Created within Store)		
Modelzone		
News		
Old Template - H5 Range Review		
Operations		
Price Changes		
Range Promotion Ending		
Range Review		
Range Review (1 Week To Go)		
Range Review (Launch)		
Remove From Sale		
Rep Visits		
Routine Task		
SSL Update		
Stationery		
Store Checklist		
Tactical Update		
Task with Forms		
Urgent Remove From Sale		

Aurum – (One)



Highlights

- ✓ Aurum has heavily contributed in the furthering of how Metro reports compliance, pushing beyond the compliance widgets, and, having worked alongside the team at RMS, to introduce the Compliance Trend Export – increasing the reporting capabilities of Unified Comms, and in turn, not only allowing their Communications Teams to deliver ever more precise reports, but also drive user compliance ever closer to that 100%
- ✓ As ambassadors of Metro, Aurum are always looking to lead the way with both the use and expansion of the product, while also aiming to get the most out of the platform's current features. By constantly looking for ways to make the product even more exciting, be it through the use of video or updated homepages, Aurum always aim to keep One the one place you need to go in the business.
- ✓ With the success of One in the British side of the market, Aurum are looking to roll out One into their American locations, starting this year.

Benefits

- Bespoke Homepages – Designed with brand and user in mind, to be both eye catching and effective
- Multi Brand – Able to store and deliver information broken down by brand role
- Immediate visibility of compliance – Allows the company to challenge underperformers and praise the highflyers.
- “One for All” - All other external business links accessed through One.

Unique

- Extensive use of video – “One Theatre” uses video to not only deliver information to the user, but also engage the user.
- Extensive use of compliance – having worked with RMS to create a new compliance reporting tool.

One for Comms.
One for Tasks.
One for Resources.
One for All.


A U R U M

Username
jspokeadmin

Password
.....

Login

ONE@aurumholdings.co.uk



We are Ethical We are Dedicated We are Enthusiastic We Care We Strive for Excellence We are a Team

Home Calendar Create View Settings Admin - Root

NEWS CENTRE

News Centre

Today

CSC Card Issue
Detail of an issue with CSC Cards...

Task Awareness - JLC Polaris Intervention - Completion by Close Weds 20th June
Copy of task for stores to carry out actions on the back of a Polaris recall.

By Appointment Clienteling Guide
By Appointment Clienteling guide for boutiques to email to clients.

Amor Delivery Tracking - Week 8
Information on the Amor deliveries arriving this week.

Reminder - Omega Training Thurs 28th June, Bristol

PUBLICATIONS

Customer Stories
COG & ICE
CLARITY 24 HOURS IN HEATHROW

Aurum Awards 2018 Winners Gallery

We're delighted to share all of the winners photos from the Aurum Awards 2018...

DISCOVER MORE

TASK CENTRE

Task Centre

Due Today (0) Outstanding (0) To Do (0)

CURRENT PROMOTIONS

Current Promotions

Week 8 Promotions

Launch of the Goldsmiths Sale - Fri 29th June - Sun 29th July

Mappin & Webb Sale - Fri 29th June -

TAG Heuer/ Red Bull Promotion

VIBe PeopleHub brilliance CLOSURES, OPENINGS & WORKS one Theatre

VACANCIES REPORTING HUB DAILY TEAM BRIEF RESOURCES CONTACT DIRECTORY FURTHER FIGURES & REPORTS

Home Calendar Create View Settings Admin - Root


Box Office - Choose Your Movie...

Tudor Summer Incentives
Video of the prize experiences up for grabs for the Tudor Incentive...

Perksville Launch Video
The Great Place To Work Team are delighted to welcome you to... PERKSVILLE! Here's the launch video...

Cartier Santos Learning App
The Cartier Santos Learning App is now live and this video introduces the App, which will support you on your learning journey...

Cartier Santos Launch Video
Video to introduce the background and influence behind the design of the Cartier Santos.



To view your movie, simply make a selection from the **Box Office** to the left

Lights. Camera. Action.

Home Calendar Create View Settings Admin - 402 MW Bluewater

NEWS CENTRE

News Centre

Today

CSC Card Issue
Detail of an issue with CSC Cards...

By Appointment Clienteling Guide
By Appointment Clienteling guide for boutiques to email to clients.

Launch of the Mappin & Webb Silversmiths Workshop
Detail of a new Silversmiths service for Mappin & Webb boutiques.

Yesterday

Mappin & Webb World Cup Incentive - Our 1st Winner is...
Information on our 1st World Cup incentive winner!

PUBLICATIONS

Customer Stories
COG & ICE
CLARITY 24 HOURS IN HEATHROW

Aurum Awards 2018 Winners Gallery

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DISCOVER MORE

TASK CENTRE

Task Centre

Due Today (0) Outstanding (0) To Do (1)

New Article Numbers for Selected Roberto Coin, Maison Birks and Gucci Jewellery

CURRENT PROMOTIONS

Current Promotions

Mappin & Webb Sale - Fri 29th June -

Belvedere Promotion £4k Off 1ct Ring

Mappin & Webb Q1 Empress Promotion Details

MW Q1 Bridal Campaign

VIBe PeopleHub brilliance CLOSURES, OPENINGS & WORKS one Theatre

VACANCIES REPORTING HUB DAILY TEAM BRIEF RESOURCES CONTACT DIRECTORY FURTHER FIGURES & REPORTS

Hobbycraft – (Hubnet)



Highlights

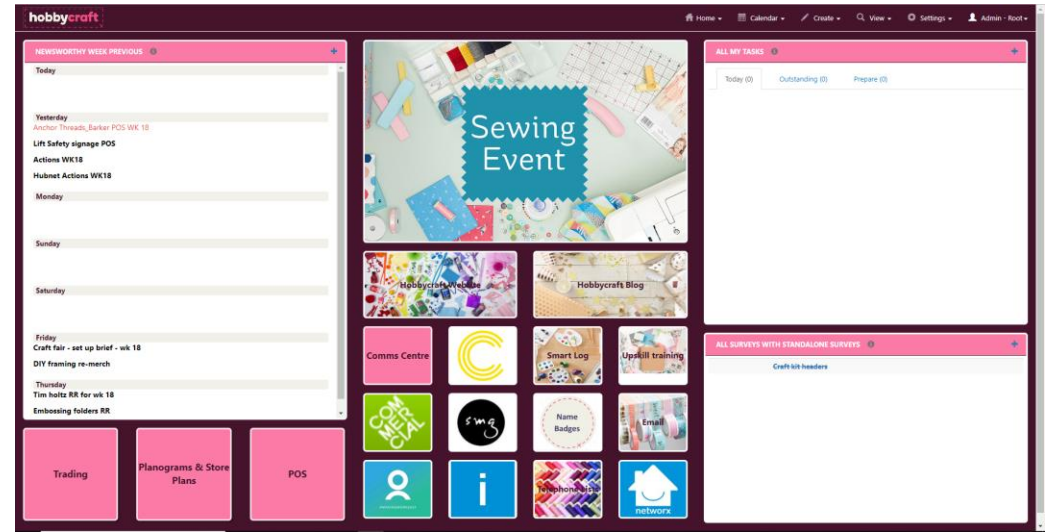
- ✓ In the process of coming over to Unified Comms, Hobbycraft have managed to overhaul the static content from their previous platform, in the shape of the “Comms library, making it easy to navigate and use, while also pushing to further the abilities of the Metro content widget and search function.
- ✓ Hobbycraft has embraced the Metro platform, making expansive use of the site's mobile capabilities and homepage designer, and also the use of content templates to make sure that communications are kept clear and consistent – only ever reaching its intended audience.
- ✓ Response to the new Hubnet has been extremely positive, with users saying that it stands head and shoulders above what came before and head office aiming to use it to bridge the gap between them and stores .

Benefits

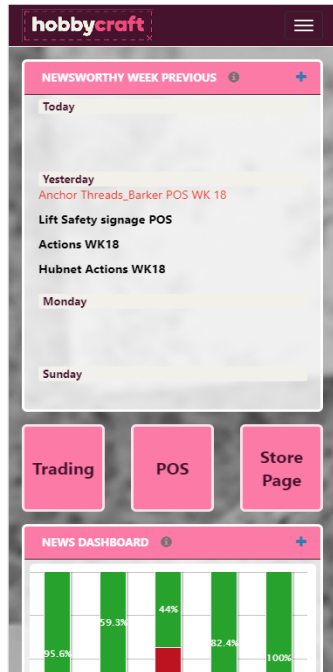
- Uses of company colours – Keeping Hubnet on brand with the correct company colours
- Visibility of latest/key events & campaigns – Through use of imagery both on logging on and within Hubnet.
- One stop shop - All other external business links accessed through Hubnet.
- Bespoke Homepages – Designed with the user’s immediate needs in mind.

Unique

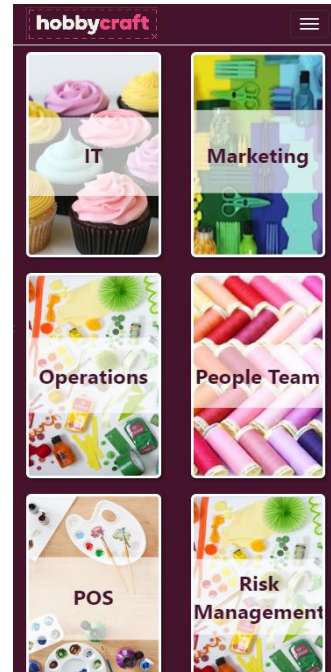
- Fully responsive site across all devices – mobiles, tablets and PCs
- Mobile for Area Managers – allowing for the entirety of Hubnet to be used while on the go.



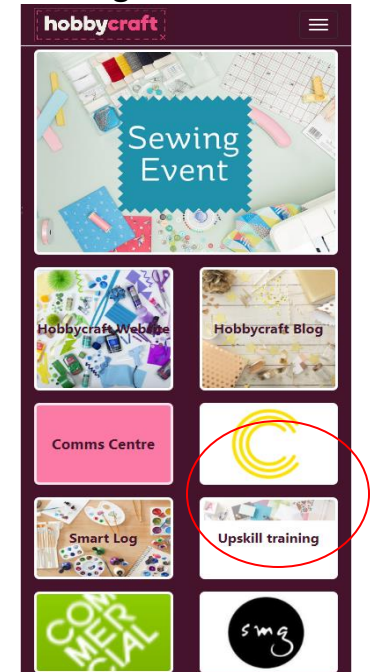
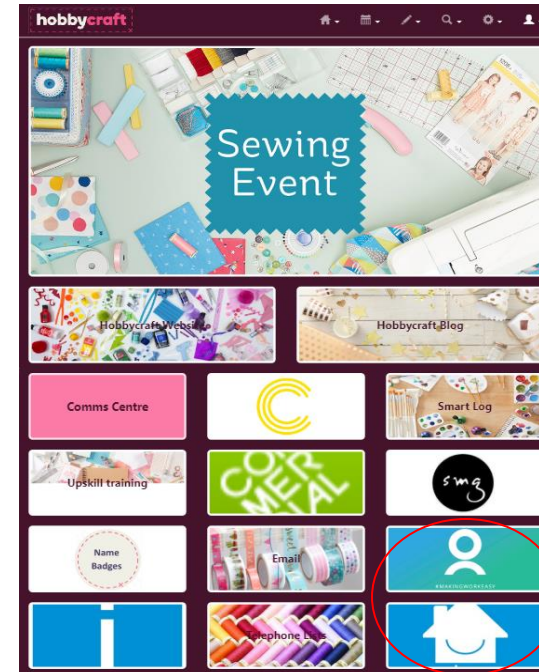
Area Manager Mobile View:



Comms Centre:



Mobile Store View – with buttons leading to exterior sites:



Examples of Expansive use from:

MATALAN



Matalan (Insight)

MATALAN

Over the last 12 years Matalan have been avid users of the RMS platform.

This has been an integral operational tool for their business now for over a decade, and has completely reshaped the way that they talk & communicate with their colleagues across the UK.

Its numerous features and simple user interface have bolstered efficiencies and immeasurably improved the responsiveness of the business as a whole.

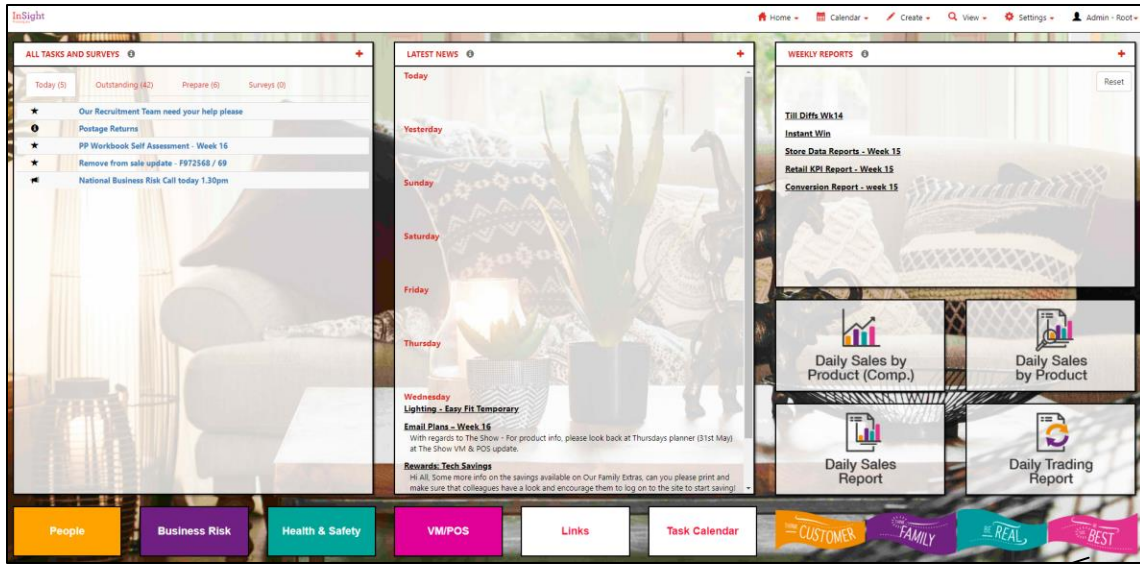
Features such as:

- ✓ Bespoke home screens layouts for targeted functions of the business
- ✓ Key documentation instantly available now on specific department homepages to make it easier for users to find and the company to monitor usage
- ✓ Audience targeting to communicate with relevant parties
- ✓ Integrated reporting & dashboard features for immediate KPIs
- ✓ Sophisticated surveying tools allowing for quick & detailed data collation
- ✓ Daily task management tools at both a corporate & personal level
- ✓ Tablet / mobile friendly user screens for even quicker access on every homepage specifically for those in the field and on the move

The potential to build onto the core platform has also been a major positive for the business, with the development of both the G101 banking system (giving our accounts team instantaneous banking records by store & week) along with accident and incident forms (giving quick & detailed insight to our health & safety and insurance teams).

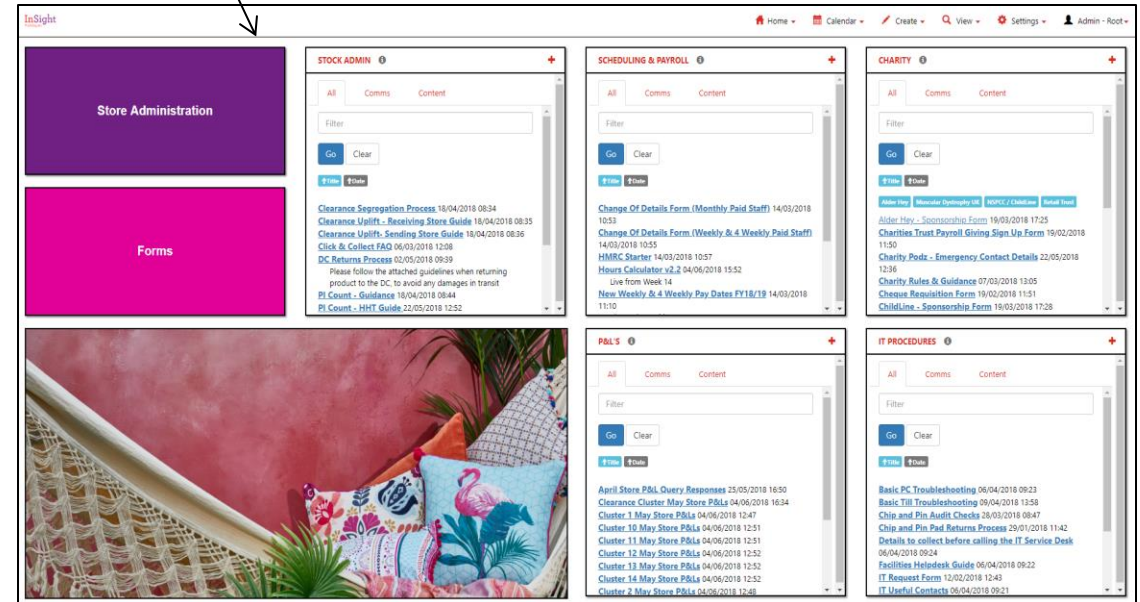
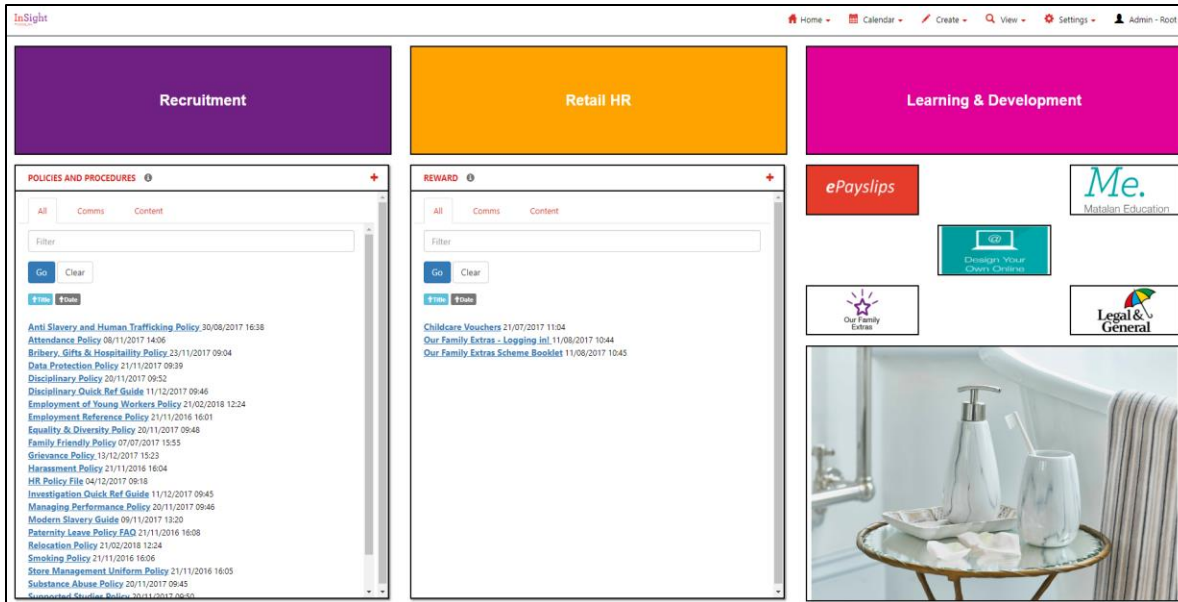
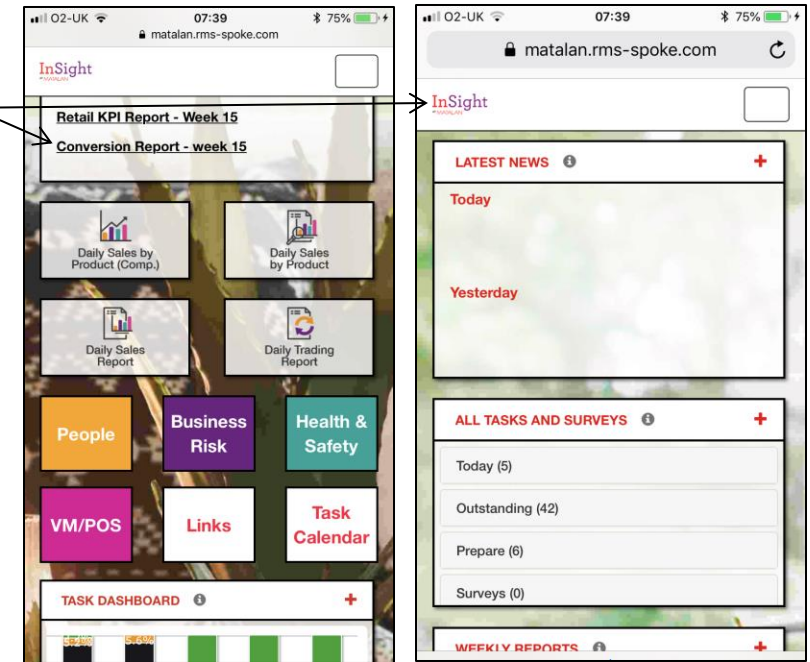
The perpetual evolution of the platform continues to strongly serve the business and open even greater opportunities to improve the way in which they communicate.

This is why RMS is and continues to be the communication tool of choice for Matalan.



✓ Every homepage now accessible on a mobile, tablet or desktop.

✓ New look and feel on all homepages to match the Matalan brand. New navigation to make it easier for users to find content.



Highlights

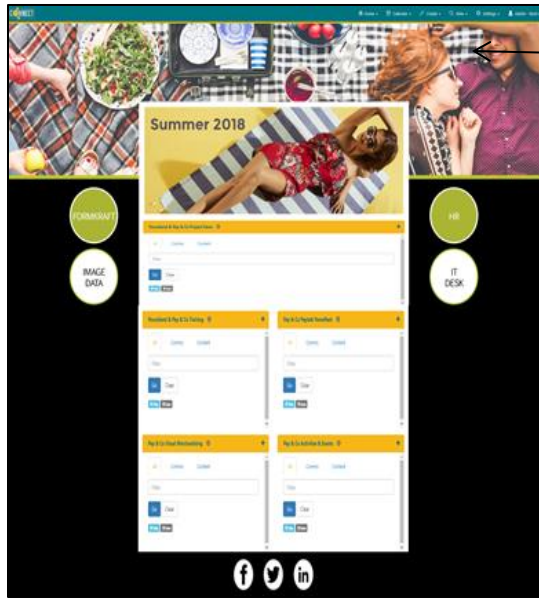
- ✓ To provide a multi-beneficial platform the Retail Operations team have embraced Connect and made it the one place for stores to resolve their needs. All forms and documentation can now be found on one scrolling page and is fully translated and targeted for store colleagues in the UK, France and Spain.
- ✓ Users can access any page from a mobile, tablet, laptop or desktop device to ensure they are kept up-to-date on the latest Poundland news.
- ✓ All POS needs can be satisfied by the use of the Print module where stores will only receive the POS they are graded for and are sent daily tasks to ensure they meet Trading Standards for daily price changes.
- ✓ A full site rebrand has captured the true feel of Poundland and made the Connect site an extension of the key brand focus to engage users and solidify Connect's place within the business.

Benefits

- Deployment throughout the whole company- Used by Head Office, Distribution centre and Poundland & Dealz stores in the UK and EU
- Engagement
- Connect is now the one platform for all Poundland, Pep & Co and Dealz needs

Unique

- Translated in French, Spanish and Polish for Dealz stores
- Trained publishers in the UK, France and Spanish Head Offices and the Distribution Centre to communicate news, tasks and static content for the relevant stores
- Use of the Print module in the UK and ROI for all POS needs
- New look and feel to maintain brand message
- Use of external news templates to communicate mystery shopper reports on mass but direct to the stores instead of communicating them one at a time
- Use of Site Visits to complete Area Manager visits in store and compare the results
- Use of electronic forms to reduce paper usage within the company
- Site wide use of video to promote key business messages and product focus



- ✓ New look and feel pages to match brand of Poundland and Pep & Co
- ✓ Use of Print Controller for stores to print instore POS specific to them
- ✓ Use of electronic forms for the UK, Spanish and French stores
- ✓ All static content for policies and procedures can be found on one scrolling page

Store Claim Form for Delivery Discrepancies Submit Close

This form is for Store Teams to be able to log claims against the Distribution Centres for products or pallets not delivered in line with the Delivery Discrepancy Process.

ALL CLAIMS MUST BE MADE WITHIN 24 HOURS OF THE DELIVERY DATE

THE DC TEAMS HAVE 7 DAYS TO INVESTIGATE AND RESPOND TO THE CLAIM

Complete the form to make your claim and press SUBMIT

STORE INFORMATION REQUIRED

Select Today's Date Using The Calendar Widget *

Store Number *
Example 1234
4 Numbers

Store Name *
Example Kings Heath
If there are two stores in your area/ town please be specific with the Name

Name of Person Completing the Form *
Example Bob Smith
First Name and Surname

Store Contact Number *
Example 01234 567890
Store Number or Mobile

Home Calendar Create View

3005 Newport Street Commercial Street

Description	Contains	BABY WIPES FRAG FREE 64'S	1	REQUEST
SKU Number	Value	HAT & MITTENS SETS 2-6 YEARS	1	REQUEST
Department Description	Value	DOC MCSTUFFINS BATH DOCTOR KIT	1	REQUEST
Barcode	Value	BABY WIPES FRAGRANCED 64'S	1	REQUEST

Sort By: Row Number, Descending

SEARCH REQUEST ALL

Facilities Health and Safety Learning and Development Miscellaneous PPE Protection

Filter

Go Clear

File Edit

Bookmarks

Bookmarks and History

Learning and Development Courses - July and August 2018 18/06/2018 13:49

Manager's Guide - Refresher Annexes 24/06/2018 10:27

Refresher Training 24/06/2018 10:26

SOP RPS002 ZEPHCO Dumpsops 14/05/2018 10:24

SOP RPS001 Work Equipment 22/07/2017 11:40

SOP RPS001 Top Blocking 22/07/2017 11:41

SOP RPS002 Bank Safety 22/07/2017 11:41

SOP RPS003 Shop Stock Counts 22/07/2017 14:17

Health and Safety

Filter

Go Clear

File Edit

Bookmarks

Bookmarks and History

Basket Safety Instructions 16/05/2018 15:30

Evacuation Chair 16/05/2018 15:35

Fire Extinguishers 16/05/2018 15:39

BEVE Baler 16/05/2018 15:41

Acceptance Declaration Signs C10s 16/05/2018 11:47

Bankman Instructions 16/05/2018 15:49

Block Clearing 16/05/2018 15:44

Learning and Development

Filter

Go Clear

File Edit

Bookmarks

Bookmarks and History

HR Contact List 31/07/2017 10:31

Updated July 2017

WEEE Poster 04/06/2018 10:41

Miscellaneous

Filter

Go Clear

File Edit

Bookmarks

Bookmarks and History

ATM Guide 24/06/2018 10:46

Bank of England - Note Checking Guide 04/06/2018 11:08

Banking Notice 24/06/2018 10:31

Bank's Check Guide 04/06/2018 10:31

Northern Bank Note Guide 04/06/2018 11:05

Poundland Opening Hours Poster 28/11/2017 13:46

PSNCR 28/11/2017 13:06

PPE Protection

Filter

Go Clear

File Edit

Bookmarks

Bookmarks and History

Formulaire de Réclamation Magasin pour Défaut de Livraison Submit Close

Ce formulaire est conçu pour que les Equipes en Magasin puissent enregistrer une réclamation contre le Centre de Distribution pour les produits ou palettes non livrées selon la Procédure de Défaut de Livraison.

TOUTE RECLAMATION DOIT ETRE FAITE DANS LES 24 HEURES SUIVANT LA DATE DE LIVRAISON

LES EQUIPES DU DEPOT DISPOSENT DE 7 JOURS POUR ENQUETER ET REPONDRE.

Complétez le formulaire de votre réclamation et cliquez sur SUBMIT

INFORMATION MAGASIN DEMANDEE

Sélectionner la Date d'Aujourd'hui en Utilisant l'Outil Calendrier *

Code du Magasin *

4 Chiffres

Nom du Magasin *

S'il existe deux magasins dans votre zone/ville veuillez le spécifier avec le Nom

Nom de la Personne Renseignant le Formulaire *

Prénom et Nom

Caffe Nero (Colin & Brian)



Highlights

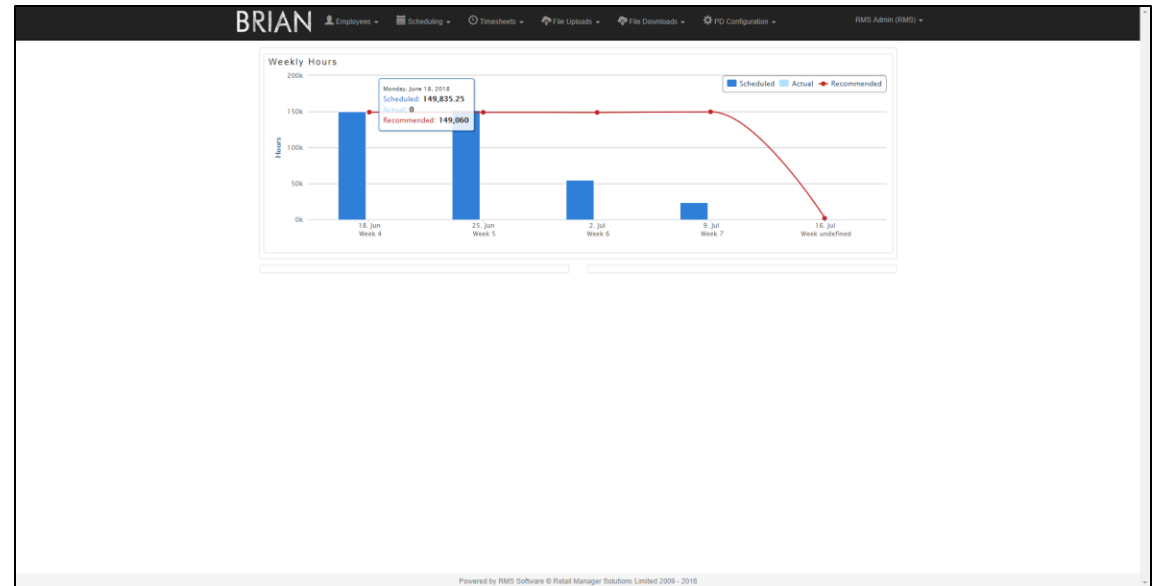
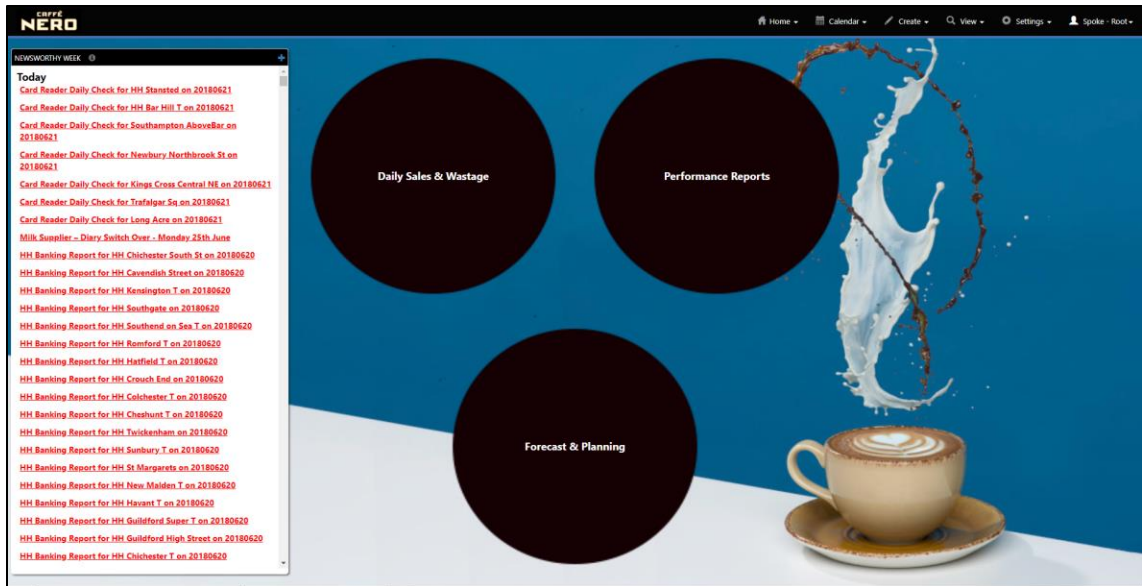
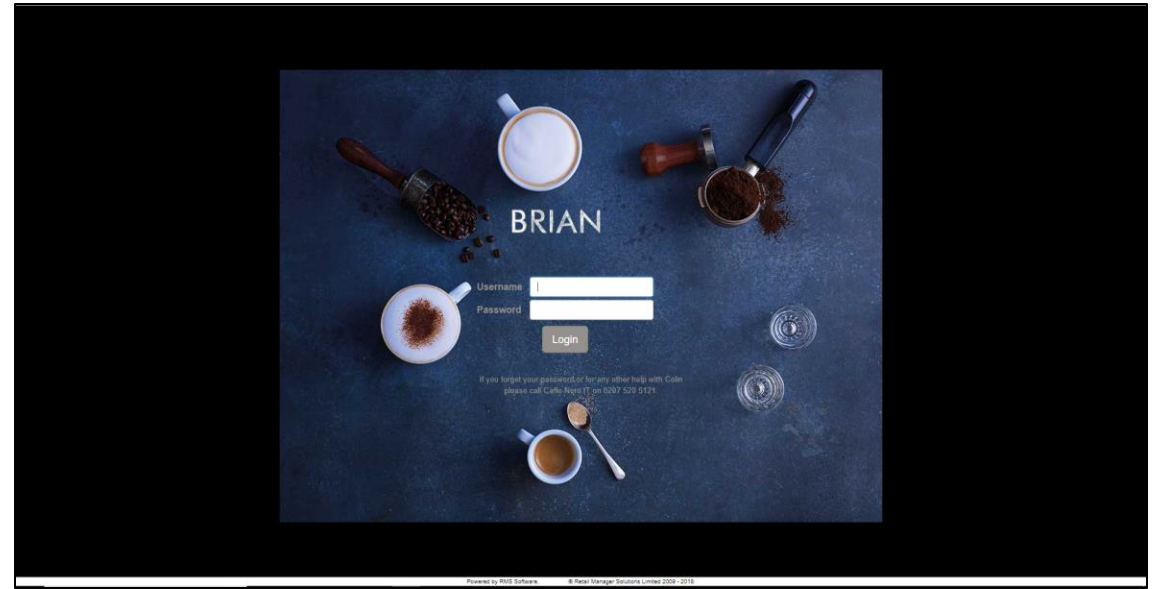
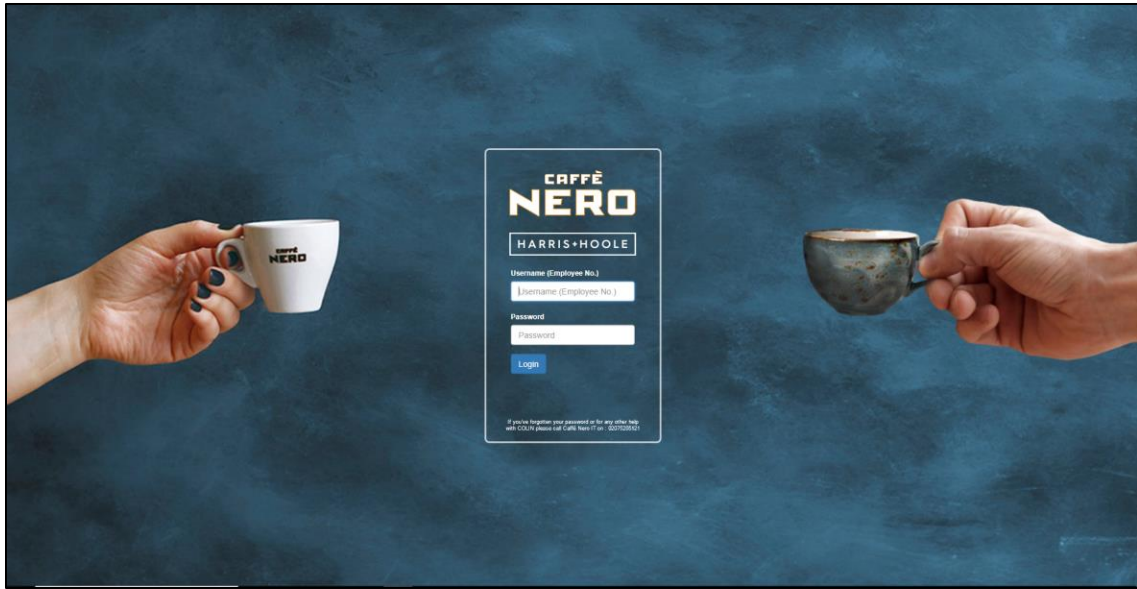
- ✓ With Caffe Nero using both the Unified Comms and People product, they are in the position that allows them to connect the two modules, due to the Metrofication of People, and soon Colin and Brian will be able to communicate, and thus be open to a whole new world of possibilities.
- ✓ Caffe Nero strive to be ambassadors of the Metro products and always aim to work alongside Metro to get the best out of the current platform, and look for ways to expand it in the future, to the benefit of both themselves and other Metro customers.

Benefits

- One location for everything – By having both Colin and Brian, Metro is the essential tool in the day to day working of a Caffe Nero employee.
- Dual Brands – with also having Harris & Hoole as part of the business, Caffe Nero have been able to adopt them into Colin and Brian, creating bespoke pages and requirements to match the need for that brand.
- Going abroad – Due to the adaptiveness of Colin & Brian, Caffe Nero can investigate launching one, or both, into their international market.
- Embracing all elements – Whenever a new element or module is made available, be it for Colin or Brian, Caffe Nero are quick to question if it is right for the business and where to implement. Video and mobile being a great example of this, now being a huge part of this for Colin.

Unique

- Extensive use of Unified Comms (Colin) – embracing all elements of UC and looking for ways to further embed it into Caffe Nero
- Extensive use of People (Brian) – across the two brands of Caffe Nero and Harris & Hoole



Nuffield Health QMS



Highlights

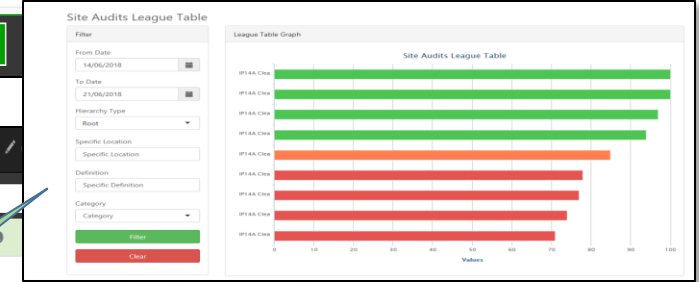
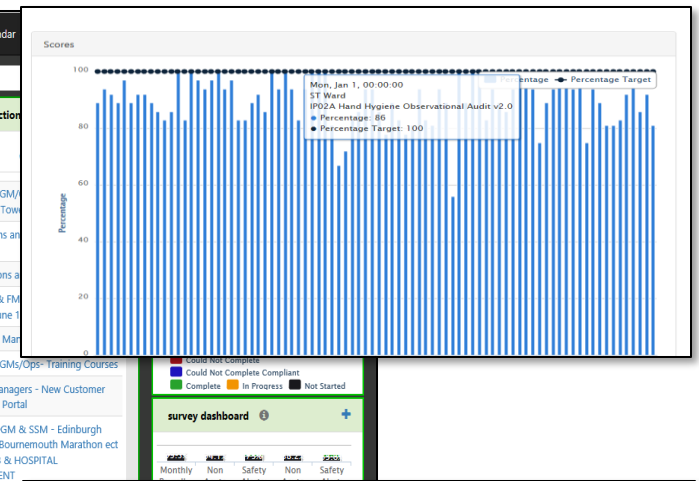
- ✓ provides the best QMS solution for Ensuring compliance is achieved to our Quality Standards across all our sites – continual monitoring and improvements and compliance to CQC. (Care Quality Commission)
- ✓ League table scoring highlights what is happening, all compliance and quality control in one place
- ✓ Site Audits giving flexibility in design, easy to updates - SME`s “We are able to be more effective when creating the audits, change the questions, add scoring, simple and easy to use giving us more clarity. Quicker, easier, very intuitive.” No need for macros, database, excel, hand crunching.
- ✓ Team created easy access homepages tailored to the different locations ease of use buttons for e.g policies, procedures.
- ✓ QMS is the place to go for information in Nuffield Health.

Benefits

- All of Nuffield Health are using the QMS system, (Quality Management System) consistently meeting customer requirements and enhancing their satisfaction.
- System has quality information such as latest news, but also safety alerts on medicines, techniques. Monitoring process and procedures across cross functional sites (audits, task compliance, surveys, forms). From Hospitals, Head office, to fitness centres (gyms, swimming pools) through to occupational health.
- Able to target all levels of user from Hospital nurse, matron to hospital director, thus ensuring the right information is to the right users. Whether at central operations, on route to a site or in one of the centres or hospitals QMS is always on hand.
- **Unique**
 - Used in hospitals, Hospital departments – hospital task compliance, matrons, directors , managers,
 - Occupational Health – Health centres
 - Clinical services - clinics
 - Support centres
 - Central operations
 - Wellbeing – Consumer and corporate locations

Each sector has own page & related info

bulletin tasks - action required



Site Audits, League tables

Site Audits, different levels

Site Audits, drilling down observational audits

Facility	Name	Due Date	Status	Score	Percentage	RAG
243	NACORPIA Operations Quarterly Audit 2018 v2.0	01/02/2018 00:00:00	Completed	53 / 53	100%	Green
243	NACORPIA Operations Quarterly Audit 2018 v2.0	04/04/2018 00:00:00	Completed	58 / 59	98%	Green
243	GOVISA Information Risk - Site Risk Assessment 2018 v2.0	05/04/2018 00:00:00	Completed	39 / 39	100%	Green
3M	NACORPIA Health and Safety Quarterly Audit v1.0	18/04/2017 00:00:00	Draft	75 / 75	100%	Green
3M	NACORPIA Operations Quarterly Audit v1.0	13/04/2017 00:00:00	Draft	68 / 70	97%	Green
3M	GOVISA - Information Risk - Site Risk Assessment - 2017	06/04/2017 00:00:00	Completed	37 / 37	100%	Green
3M	NACORPIA Operations Quarterly Audit v1.0	25/01/2017 00:00:00	Completed	79 / 80	99%	Green
3M	NACORPIA Health and Safety Quarterly Audit v1.0	18/01/2017 00:00:00	Completed	91 / 91	100%	Green

Examples of Creative use from:



Greene King (The Vault)



Highlights

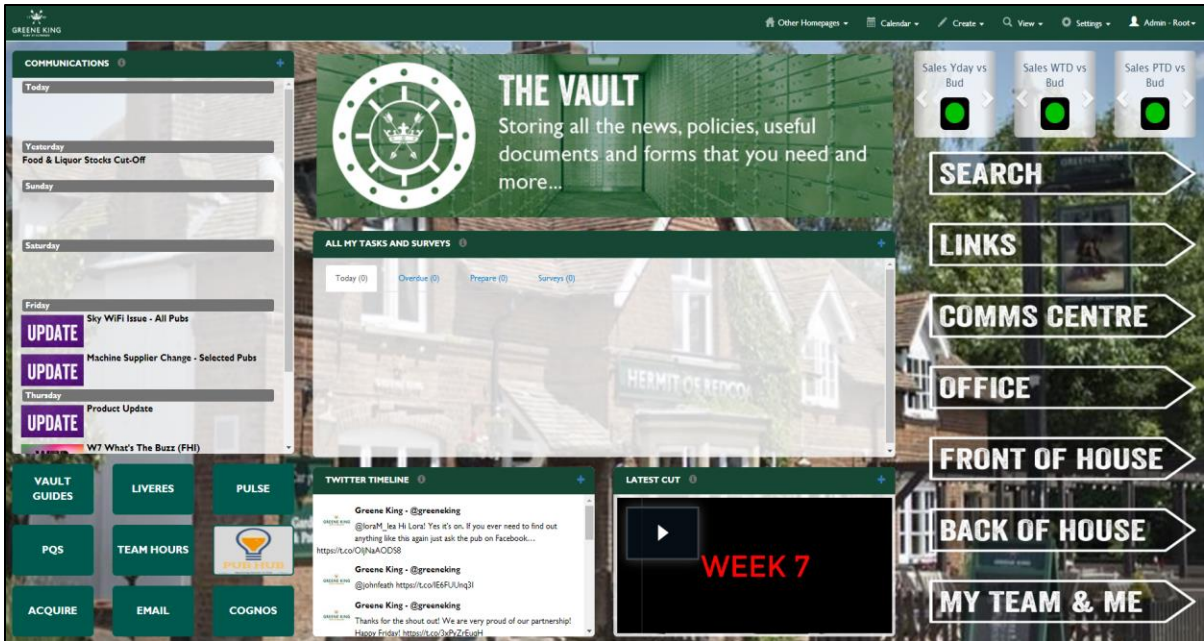
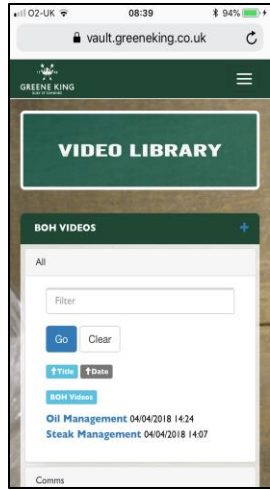
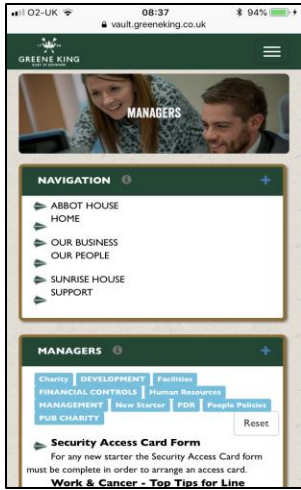
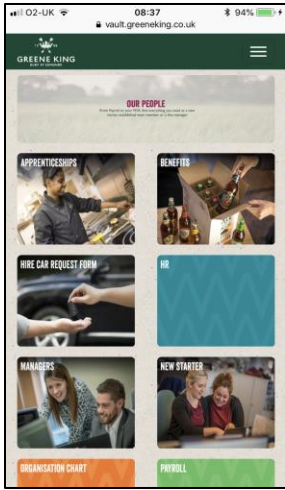
- ✓ Two different uses of the brand colour scheme and artwork for Corporate and Pubs to update;
 - The Background
 - Widget headers
 - Button images
- ✓ Rotating news widget to highlight key content
- ✓ Sales KPI on every pub page to highlight performance

Benefits

- Complete user of brand colours and artwork to maintain the GK brand
- Rotating news widget on the corporate, pub, admin and field user page's that holds corporate news for the whole of GK to maintain the link between Head Office and House colleagues
- Use thumbnails to highlight content of news prior to users opening the communication
- Pub back office pages have different background images to match the content e.g. food image for food communications, team images for payroll

Unique

- Two different colour schemes implemented to highlight the different between Head Office(s) and Pubs
- On the pub pages the buttons to navigate the site are always along the right of the page. When accessing back office pages the buttons update to show other back office pages they can access without having to go back to the main homepage
- On the Head Office back office pages they have implemented a links widget on every page with links to every back-office homepage, so they can access them without returning back to the department landing pages
- Site was built for the mobile first then desktop as the focus is to get Managers out of the office and onto the pub floor
- KPI widgets on all Pub pages to highlight the pubs sales performance



Hotel Chocolat (The Baton)



Highlights

- ✓ Brand colour scheme to update;
 - ✓ The Background
 - ✓ Widget headers
 - ✓ Button images on brand

Benefits

- Complete use of brand colours and artwork to maintain the Hotel Chocolat brand
- Use thumbnails to highlight content of news prior to users opening the communication
- Fully mobilised site
- Buttons to navigate the site on the store, head office and field homepages are in the same place throughout the site to ease navigation

Unique

- Use of transparent and white backgrounds on widgets to show the difference between static content e.g. policies and procedures and new communication.
- Transparency for static content and white for news, tasks, surveys and messages

theBaton #commsrevolution

NEWS & UPDATES

Today

The North Results Show

No Retail News today
See Surveys & Tealot Comm!

Its Treat Time!
"Ready To Drink Tealot Anyone?!"

URGENT Caramel Vodka Liqueur- Labeling Issue
Refer to Survey to upload info

URGENT Survey published- We need your opinion ASAP
Please complete by Monday functions where possible.

Task Dashboard

District Center: 83.3%
Change order?: 100%
Complete Paper?: 100%
Weekly returns: 100%
Trade report?: 100%

Legend: Could Not Complete (Red), In Progress (Yellow), Complete (Green), Not Started (Black)

APPROVALS

There are no items to show in this view.

Document Library

Retail J, Website, Appollo, Intranet

Hotel Chocolat Ltd

EMPLOYEE RELATIONS

1. Maternity Congratulations Letter
23/03/2018 15:01

Absence Management Policy 23/03/2018 15:22

Application for Maternity Leave
23/03/2018 15:02

Application for Paternity Leave
23/03/2018 15:07

HR ADMIN

Started: 2 - Checkin | Started: 3 - Pack
Started: 4 - 1st Day | Welcome

Acknowledgement of Resignation
13/09/2017 10:53

Adding a Right to Work record to Cascade for your employees 28/02/2018 14:16

Adding Holiday Entitlement video
13/09/2017 12:24

CONTACTS

1. HCS-IN-133 Daily Operation File Contents.docx 05/06/2017 11:04

Brand Centre Contacts for Retail Team ppt 05/06/2017 11:18

HCS-IN-129 Retail Escalation Scenarios.docx 07/02/2018 14:19

HCS-IN-131 IT Escalation Scenarios.docx 05/06/2017 11:25

HCS-IN-134 Retail Support Network 07/02/2018 14:30

HCS-IN-134 Retail Support Network.docx 07/02/2018 14:19

HCS-IN-138 Emergency Communication Scenarios.pdf 07/02/2018 14:23

Maintenance priority guidance 2016.xlsx 05/06/2017 11:38

MAINTENANCE TICKET FORM 15/05/2018 11:46

Retail Telephone List April 2018 05/06/2018 19:22

FLOOR OPERATIONS

888 Relistage Schedule.docx 06/09/2017 15:19

Escalation Guidelines 2017.xlsx 06/09/2017 15:57

Cyclist Count Schedule 201718.xlsx 06/02/2018 13:32

Food Safety and Quality Process for Retail Teams.pdf 07/02/2018 14:29

HCS-FM-002 Temperature Log Sheet.xlsx 06/09/2017 15:01

HCS-FM-037 Security Incident Form.docx 06/09/2017 16:02

PARTICLE CALENDAR.pdf 06/09/2017 16:24

Period Chart 1516 and 1617.pdf 11/10/2017 11:49

Period Chart 1718 and 1819.pdf 11/10/2017 11:49

Retail Commercial Daily Brief P201718.xlsx 24/03/2018 11:07

Updated 24/03/2018 (Version 2.0)

Template CUSTOMER COMPLAINT FORM.docx 11/10/2017 12:23

Weekly Management Check.xlsx 11/10/2017 12:23

TILL OPERATIONS

HCS-PS-007 Refund Information Table.pdf 11/10/2017 12:45

HCS-IN-019 Processing a refund or exchange.docx 11/10/2017 12:48

HCS-IN-108 Till Operations.docx 11/10/2017 13:05

HCS-PR-008 HCS Refund Policy.docx 11/10/2017 12:53

Manual Trading Guide for Kit.docx 11/10/2017 12:54

theBaton #commsrevolution

NEWS & UPDATES

Today

The North Results Show

No Retail News today
See Surveys & Tealot Comm!

Its Treat Time!
"Ready To Drink Tealot Anyone?!"

URGENT Caramel Vodka L...
Refer to Survey to upload info

ALL MY TASKS AND SURVEYS

Today (0) | Outstanding (0) | More+

News Dashboard

No Treat Time!: 95.4%
No Retail News: 95.1%
HCS-134-133 Daily: 99.1%
HCS-134-133 Retail: 99.1%
The North Results: 65%

Task Dashboard

District Center: 83.3%
Change order?: 100%
Complete Paper?: 100%
Weekly returns: 100%
Trade report?: 100%

Survey Dashboard

Caramel Vodka L...: 86.0%
Big Change- The...: 89.3%

Legend: Complete (Green), In Progress (Yellow), Not Started (Black)

Hotel Chocolat Ltd

theBaton #commsrevolution

NEWS & UPDATES

Today

The North Results Show

No Retail News today
See Surveys & Tealot Comm!

Its Treat Time!
"Ready To Drink Tealot Anyone?!"

URGENT Caramel Vodka Liqueur- Labeling

Office File

Daily Operations File

Marketing & VM

HR

Product Information

F & B

Franchise

Central Operations

Health & Safety

IT

Superdry (Dryve)



Highlights

- ✓ Brand colour scheme to update;
 - ✓ The Background
 - ✓ Widget headers
 - ✓ Colour of news when read and unread
 - ✓ Colour of task titles
 - ✓ Button images on brand
 - ✓ GIFS for buttons to bring movement to the page and highlight the importance

Benefits

- Complete use of brand colours and styles to link Dryve to Superdry and make the site a true extension of the company
- Continuity throughout the whole site
- Adding the headers in each content page ensures users are confident that they have navigated to the correct page
- Every page available on mobile, tablet, till, laptop, desktop, TV
- Margins implemented on every page to make the site look like a website
- Use thumbnails to highlight content of news prior to users opening the communication

Unique

- Split out task from the homepage to ensure the homepage is focused on what the user needs to know and key events
- Task page includes the task calendar to help users plan for the upcoming weeks

Superdry

Welcome to Dryve

Latest News

Today

Yesterday

UPDATE Airport Staff Work Disrupted

UPDATE Printer Update Document Was Now Printer

Sunday

Saturday

Friday

UPDATE S. Read Issue Resolved

PRODUCT SS18 Sale UK, US, EU

OUTLETS SS18 Sale Deck - Outlets UK and EU

PRODUCT Pacific Sport Jacket Further Reduction

Thursday

Wednesday

FEATURE

SS18 Sale

Show it who's boss

[View Here](#)

TASKS

OPERATIONS

CUSTOMER

RISK

COMMUNICATION CATCH UP

HR

REPORTS

SEASONAL HOMEPAGE

[VIEW HERE](#)

LAUNCH PACK

Workplace

[CLICK HERE](#)

Superdry

dryve.rms-metro.com

Feature Video

SEASONAL HOMEPAGE

SALE

Workplace

TASKS

OPERATIONS

CUSTOMER

RISK

COMMUNICATION CATCH UP

HR

REPORTS

Superdry

dryve.rms-metro.com

Reports

Product Reports

All

Filter

Go Clear

↑ Title ↓ Date

- 50% Outlet Further Reductions**
08/06/2018 12:08
- 50% Outlet Further Reductions**
08/06/2018 12:08
- 50% Outlet Further Reductions**
08/06/2018 12:08
- 50% Outlet Further Reductions**
08/06/2018 12:08
- 50% Outlet Further Reductions**
08/06/2018 12:08

Superdry

dryve.rms-metro.com

H&S Audits

- USA - Monthly Store Audit
- Monthly H&S Checks

[Click Here To View Full Task Calendar](#)

Task Calendar - Week 7

Task Type All

Key

Sunday 10/06/2018

- USA - Monthly Store Audit

Yesterday 11/06/2018

Superdry

HR

MY SUPERDY STORY

AMRIS

TIME TARGET

NEXTRA

You And Superdry At Your Best

Managing The Team

Whats In It For You?

Balancing Work With Life

Filter

Go Clear

Filter

Go Clear

Filter

Go Clear

Filter

Go Clear

Absence Return to Work Form 05/06/2017 2100

Absence Self Certification Form 05/06/2017 2059

Developing Your Career 11/10/2017 13:43

Disciplinary Guidance 13/04/2018 13:33

Disciplinary Guidance 13/04/2018 13:42

GER Gehaltsabrechnung - Actix ePay 10/11/2017 16:24

GER Gehaltsabrechnung - Actix ePay 10/11/2017 16:37

GER Mitarbeiter Guidelines 14/05/2018 10:08

GERSAUT ABCD - Employee Guide 10/11/2017 16:54

GERSAUT ABCD - Managers How To Guide

AUT Übersicht arbeitsrechtliche Bestimmungen für Manager 23/02/2018 15:27

Changes of Personal Details Form 25/02/2018 11:36

Changes to Employment Form 22/02/2018 11:37

Core & Hesa Calendar 22/02/2018 11:26

GER Änderung Verfügbarkeiten für Mitarbeiter Workcalendar 10/11/2017 13:58

GER Anzeigebekanntmachung 10/11/2017 16:04

GER Ausweisformular 10/11/2017 16:05

GER Checkliste Mutterschutz und Elternzeit DE 10/11/2017 16:37

GER Formular Verfügbaränderung 10/11/2017 16:06

GER Induction Document Sales Assistant

AUT Mitarbeiterbetriebsprogramm 25/02/2018 11:41

EAP - BEL 22/02/2018 11:47

EAP - FR 22/02/2018 11:47

EAP - ITA 22/02/2018 11:48

EAP - NL 22/02/2018 11:49

EAP - SPA 22/02/2018 11:49

EAP - US 23/11/2016 16:02

Employee Referral Scheme Program - Germany/Austria 14/10/2017 13:00

GER Flyer Superdry Engagementwandelung 10/11/2017 16:29

GER Informationsblatt B&B Kundenkarte 10/11/2017 15:26

Career Break Form 23/02/2018 12:30

Flexible Working Application Form.x2 22/02/2018 11:41

Flexible Working Policy 22/02/2018 11:42

GER Checkliste Mutterschutz und Elternzeit DE 10/11/2017 15:23

GER Elternzeit Antrag 10/11/2017 15:23

GER Elternzeit Antrag auf Verlängerung 10/11/2017 13:24

GER Elternzeit Antrag Totzeit in der Elternzeit 10/11/2017 15:24

GER Information Mutterschutz Elternzeit Österreich 10/11/2017 15:25

GER Präsentation Mutterschutz und Elternzeit 10/11/2017 15:26

Superdry

dryve.rms-metro.com

People

- Elizabeth Marsham H&S Refresher
- Amris Task - Store Manager

Product

- Pacific Sport Jacket
- High Summer Windows

Operations

- Risk Assessments Need Refreshed By 13/6
- Store Feature Rollouts
- LB Womenswear SS18 Denim Price Amend - Re-ticketing Task
- T-Systems Revault
- Size Cylinder Removal
- Cleaning Survey
- UK & Ireland Recalls Wk

My Ongoing Surveys

H&S Audits

- USA - Monthly Store Audit
- Monthly H&S Checks

[Click Here To View Full Task Calendar](#)

Task Calendar - Week 7

Task Type All

Key

Sunday 10/06/2018

- USA - Monthly Store Audit

Yesterday 11/06/2018

- Quarantined Cartons Task
- CCS Order - US

Today 12/06/2018

- Monthly H&S Checks
- Risk Assessments Need Refreshed By 13/6

Tomorrow 13/06/2018

- CCS Order - East UK & Netherlands

Task Compliance

Monthly H&S Chk. 100%

Noise Assessment 100%

CCS Order - GB 96.9%

CCS Order - US 33.3%

Elizabeth Marsh 100%

Legend: Could Not Complete, Could Not Complete Compliance, Complete, In Progress, Not Started

Highlights

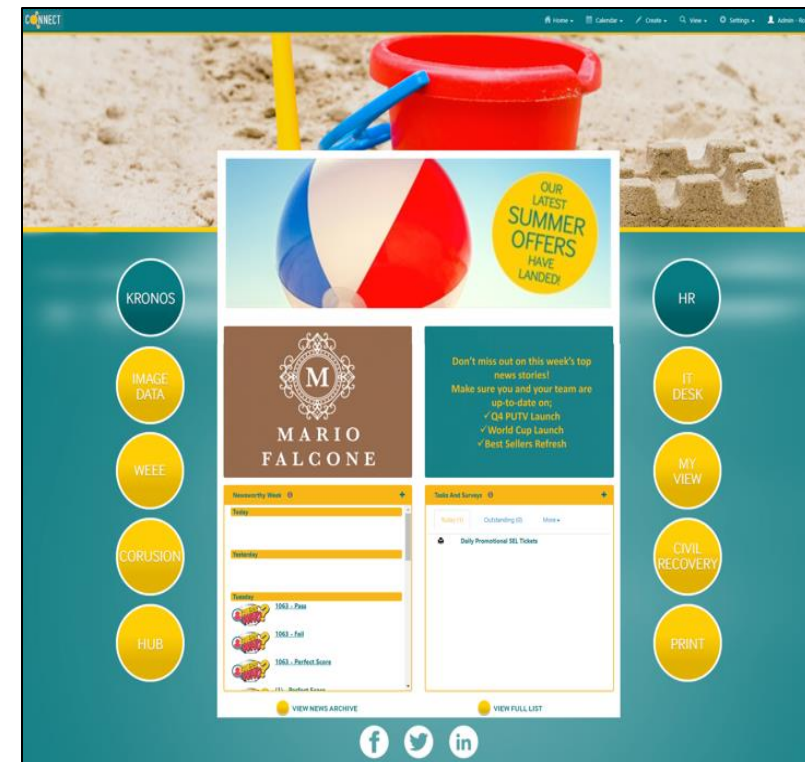
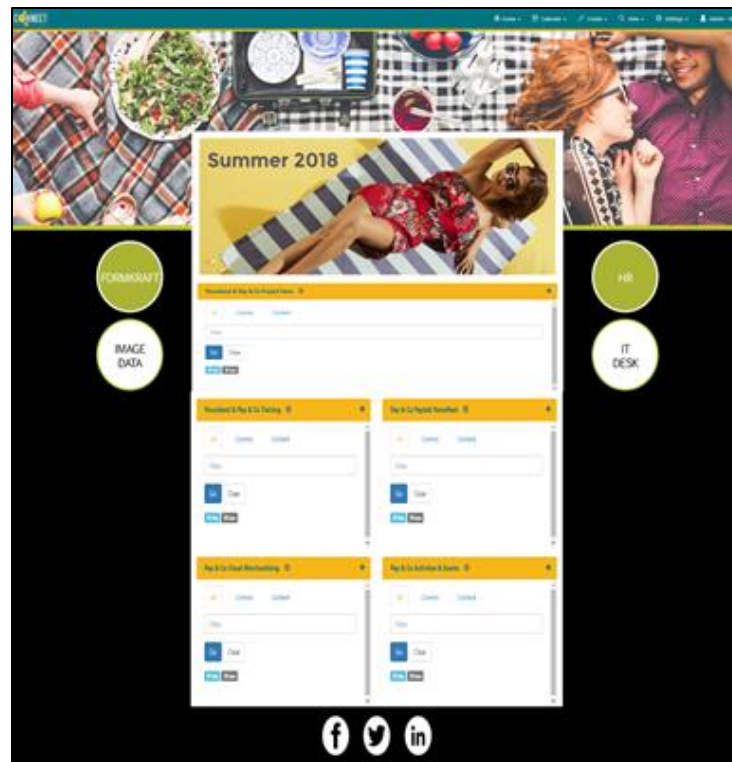
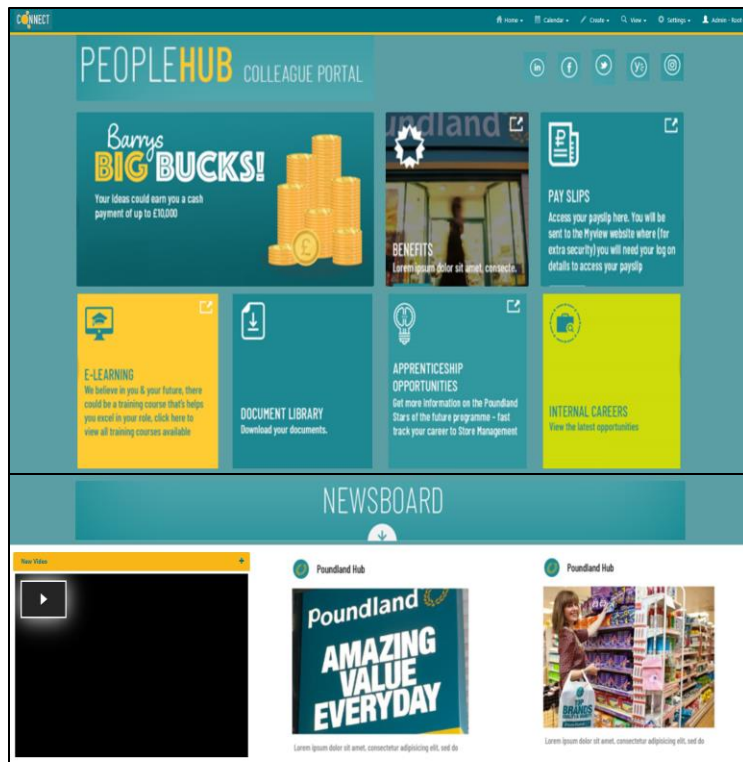
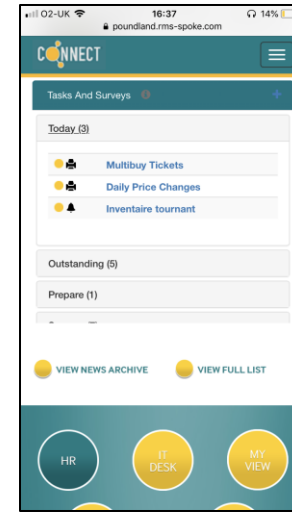
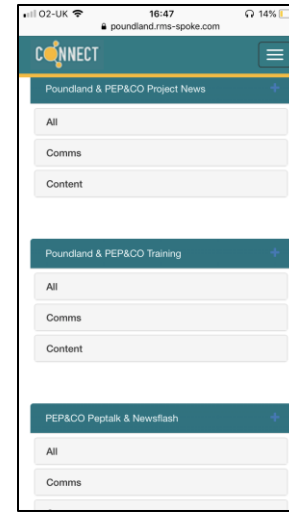
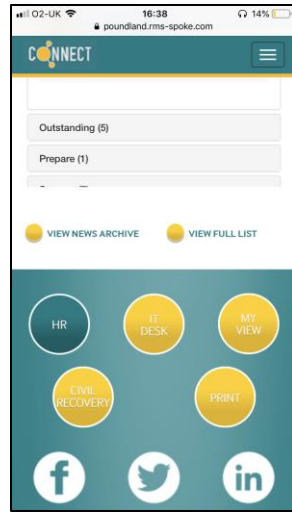
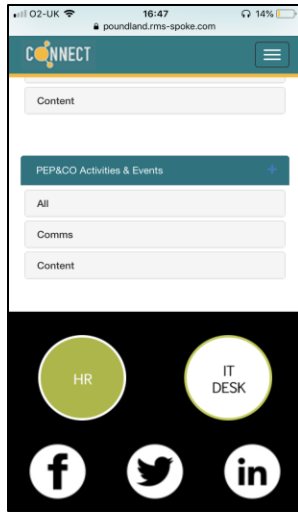
- ✓ Brand colour scheme to update;
 - ✓ The Background
 - ✓ Widget headers
 - ✓ Button images on brand
 - ✓ Rotating news widget to highlight key content
- ✓ Images on homepage to highlight key content to action that week
- ✓ Background image to be updated to highlight campaigns in store

Unique

- All pages scroll to make the site look more like a website but also allow more content widgets on each homepage without having a negative effect on the look and feel
- Images on the Poundland homepage above the news and task widgets to highlight the key news/tasks that need to be actioned that week. Help push key actions and also update the page frequently
- Background image will be updated according to campaigns instore e.g. Summer, World Cup, Easter.... To highlight importance and also keep the page fresh

Benefits

- Complete use of brand colours and styles to link Connect to Poundland. This also links to any POS, Campaigns... in store
- Margins implemented on every page to make the site look like a website
- Continuity throughout the whole site with the look and feel and layout of the pages
- A rotating news widget has been added to the Poundland and Pep & Co homepages to highlight key campaign events
- Every page available on mobile, tablet, laptop and desktop
- Use thumbnails to highlight content of news prior to users opening the communication



The Entertainer (Toy Talk)



Highlights

- ✓ Brand colour scheme to update;
 - The Background
 - Widget headers
 - Button images on brand
 - Logo within the navigation bar
 - Navigation bar icon for homepages is a castle to relate to their products
- ✓ Video wall created to host all live adverts- minimises number of clicks to find the content

Benefits

- Complete user of brand colours and font
- Added buttons to the bottom of the page on every homepage for continuity and help users navigate the site easier
- All pages fully mobilised
- Use thumbnails to highlight content of news prior to users opening the communication

Unique

- Uses the same background image on the login screen throughout the whole of the site for continuity
- Removed The Entertainer logo and replaces with the systems Toy Talk logo to promote the site
- News items turn from black to red once they have been read to help stores understand what has been communicated/reviewed

Examples of Engaging use from:

claire's

A U R U M

Miss Selfridge

Poundland® 

極度乾燥(しなさい)
Superdry.

Highlights

- ✓ Since the initial launch the Claire's team have been working tirelessly on making The Hub the one place to go for stores and field users.
- ✓ Store and field colleagues reported how they were receiving communications from different areas of the business and needed it to be in one place... The Hub. Now through the use of external content templates, forms and the KPI dials their colleagues are no longer bombarded by different communication tools and they only have one site to review.
- ✓ The team continued to listen to their target audience- the stores and field users on how they can make the site more user-friendly and engaging.
- ✓ Based on store feedback the team have updated the Store page to include two news areas- one where they receive news from their DSM and RSM and one where they receive news from Head Office, so the stores can see quickly who has contacted them and prioritise which they should open/read first.
- ✓ To help the DSM's and RSM's the team removed the dashboard widgets from their homepage and created a separate compliance page they can access through a button so that when they initially log into The Hub their top priority is to see what has been communicated, ensure they are up to date on what Head Office is asking their stores to do and then track compliance. This ensures that the site then follows the DSM's and RSM's ways of working and most importantly; makes The Hub an effective tool that they want to use.

Benefits

- The whole of Claire's no longer send any communication to stores via email- everything including reports and sale performance is now managed through The Hub.
- District and Regional Managers did not like that they couldn't see news and task sent to their areas when on the move- To correct this and keep the field users engaged and motivated with the system the team have now implemented the 45 mobile site so the field users can see what has been communicated to their stores.
- Head Offices can target communications based on audience filters- Territory, Country, District, Store Type.... And now also by user e.g. DSM or RSM based on language for tasks and surveys

Unique

- Translated in German, French, Spanish, Italian, Czech, Hungarian, Polish, Portuguese...
- Four Head Offices (UK, USA, Spain and France) publish content, manage compliance and user engagement
- Use of external content templates to publish financial, product, labour hours and scorecard reports by store, district, country and territory to a specific Reports page so Stores and their relevant District or Regional Managers can manage performance
- The mobile version of 45 is used to ensure District and Regional Managers have access to the news and tasks communicated to stores whilst they are on the move
- District and Regional Managers send news to their Districts and Regions in order to motivate and drive performance
- Stores can set their own simple tasks to plan and manage workload and also respond to District and Regional news if they have queries
- Stores have two separate news widgets to help understand which news comes from their District and Regional Managers and what comes from the Head Office
- KPI dial on the store landing page, and additional on KPI page, to drive sale performance
- Use of forms to track School Holiday and store closure which the company has never been able to capture

THE HUB

ALL TRACKS, SURVEYS AND ONGOING SURVEYS

Today (1) Outstanding (0) Prepare (0) Surveys (1) Ongoing Surveys (0)

IT Service Desk
0044 (0)121 206 1000
Customer Services
0044 (0)145 063 9988
Hkaccountservices@claireshub.co.uk
Click for more contacts

Date	Subject	Status	FAQ
09/02/2017 08:10	Thanks x	Unanswered	?
09/02/2017 00:43	Fabi	Unanswered	?

Home

- News 2849
- Tasks 189
- Messages 2

Navigation: Reports, Calendar, School Holidays, Journal, Backoffice

02-UK

15:23

claireshub.com

THE HUB

Home

- News
- Tasks
- Messages

THE HUB

ALL TRACKS, SURVEYS AND ONGOING SURVEYS

Today (1) Outstanding (162) Prepare (18) Surveys (15)

NEWS / INFO

Today
Strategieplan

Store visit report
Sam
resultados hasta el miercoles
Natalia

ORGANISATION DU PASSAGE De l'ourse
VISIT REPORT 1018 13 JUNI

NEWS FEED

- HUB NEWS: Managing Applications... 12.06.2018 - HUN
- HUB NEWS: Managing Applications... 12.06.2018 - CZ
- HUB NEWS: Managing Applications... 12.06.2018 - PL
- HUB NEWS: Management van Sollicitaties 12.06.2017 - NL
- HUB NEWS: Sale Doosverkoop/ EU Labour Hours/ Leveringen/ Sweet Pups/ Pikmi Pops/ Harry Potter 12.06.2018 - NL
- HUB NEWS: SALE SELL THROUGH/ Labour Hours report/ Deliveries/ SWEET PUPS/ Pikmi Pops/ Harry Potter 12.06.2018 - NL
- HUB NEWS: SALE SELL THROUGH/ Labour Hours report/ Deliveries/ SWEET PUPS/ Pikmi Pops/ Harry Potter 12.06.2018 - NL
- HUB NEWS: SALE SELL THROUGH/ Labour Hours report/ Deliveries/ SWEET PUPS/ Pikmi Pops/ Harry Potter 12.06.2018 - NL
- HUB NEWS: D37/D30 tals lines- selected stores 12.06.2018 - CZ,HUN
- RSM NEWS: IP Incentive 11.06.2018 - R11, R12, R13 & R37 - Deadline: 14.06.2018
- DSM ACTION: Cycle Count Process 11.06.2018 - UK, ROI, PL, CZ & HU - Deadline: 14.06.2018
- RSM NEWS: IP Incentive 11.06.2018 - AT, CH & DE - Deadline: 14.06.2018
- HUB NEWS: Jo Jo Cycle Count Herminering 08.06.2018 - NL
- HUB NEWS: Jo Jo Cycle Count Reminder 28.06.2018 (K REV: B1, C7 HU)

Ongoing Surveys (41)

- SP - SKU seleccionados de Doug the Pug Cambio de precio
- Doug the Pug Re-price - week 19
- Ré-étiquetage selection peluches Doug the Pug - sem 19
- NL - Doug the pug Reprice
- IT - Aggiornamo prezzi Doug the Pug - Linee Selezionate - Sett 19
- PL - CZ & HU: Doug the Pug Reprice
- UK & ROI: Doug the pug Reprice
- AT, CH & DE: Doug the Pug - ausgewählte Artikel
- CH: Ré-étiquetage d'une selection de peluches Doug the Pug D45 (sem. 19)
- CH: Doug the Pug - Linee Selezionate Aggiornamo prezzi - Sett 19
- PT - Atualizacao de preço: Doug, the Pug

Navigation: Dashboards, Communication Catch Up, Reports, Store Manager Page, Back Office Page, Calendar, Ongoing Survey

- ✓ Store page with separate news feeds from DSM'S & RSM'S and Head Office
- ✓ Access from the Store homepage to use forms and find all store reports
- ✓ Mobile access for DSM's & RSM's
- ✓ Updated DSM & RSM page focused on communication
- ✓ Monitor store performance on a separate page

Closed Day and School Holiday Form

Week 1 Week 2 Week 3 Week 4 Week 5 Week 6 Week 7 Week 8 Week 9 Week 10 Week 11

Week 1 - commencing 04/02/2018

Closed Day - This Year

Is your store open 7 days this week? [Dropdown]

School Holidays - This Year

Will your store benefit from school holiday traffic this week? [Dropdown]

School Holidays - Last Year

Did your store benefit from school holiday traffic this week last year? [Dropdown]

THE HUB

EP Scorecard District

All | Filters | Clear

Top 100 Bestsellers Territory 1	Top 100 Bestsellers Territory 2	Top 100 Bestsellers Territory 3
EP Scorecard District 1103 8018 14/02/2018 10:58	EP Scorecard District 1103 8018 14/02/2018 10:58	EP Scorecard District 1103 8018 14/02/2018 10:58

Close

Sales Mtu Rn Class CAMBODIA DESTI 11/06/2018 10:44

Sales Mtu Rn Class CARLSLE DESTI 11/06/2018 10:16

Sales Mtu Rn Class CHOCOLATE DESTI 11/06/2018 12:46

Sales Mtu Rn Class CIGARETTES DESTI 11/06/2018 12:36

Sales Mtu Rn Class COULBAINE DESTI 11/06/2018 12:20

Sales Mtu Rn Class DARGALING DESTI 11/06/2018 11:57

Sales Mtu Rn Class DORVILLE DESTI 11/06/2018 10:44

Sales Mtu Rn Class DUNDEAL DESTI 11/06/2018 11:29

Sales Mtu Rn Class DUNDEAL DESTI 11/06/2018 11:29

Sales Mtu Rn Class EAGLE DESTI 11/06/2018 12:44

Sales Mtu Rn Class FIVE DESTI 11/06/2018 12:44

THE HUB

Your Dashboard

72.5% (PT - Awareness)

100% (CH - In-store)

91.5% (AT, CH & DE)

94% (UK & ROI: Doug)

91.6% (UK & ROI: Doug)

Legend: Could Not Complete, Could Not Complete/Complete, In Progress, Not Started

Survey Dashboards

1 - Sales WTD %

Legend: Complete, In Progress, Not Started

Aurum–One



Highlights

- ✓ Aurum always strive to lead the way when it comes to engagement, by having first worked hard to create a site that is both visually engaging, and also practical, and then having used video as a way to create a sense of community with the users of One.
- ✓ They always aim to increase that sense of community that comes with one, and have this year furthered this by introducing “Welcome to Perksville”, a project based around colleague perks, and this was all launched through One – featuring a video and bespoke home page – all adding to user engagement.

Unique

- Embraced Video - The “One Theatre”, a place to share new events, campaigns and news.
- “One for All”- All business communications and other external business links accessed only through One.

Benefits

- Sense of community – users can be kept up to date on what is going on in Aurum through the use of video, all featured in the One Theatre, and also through the company magazines and articles (Clarity), with features items such “Team/Sales Consultant of the Month” and takes a prominent position on all brand homepages.
- Platform for Campaigns & Training – Able to present all the latest information, be it community based, or a training video on how to use a function on ONE, through user friendly, and easy to follow videos.
- Bespoke Pages – Homepages that are designed to fit the look and feel of each of the many different brands, while also presenting both a stylish, engaging and effective platform to work from.
- Company Feedback – Using the platform to gain feedback from users on what they as a company could do to work smarter.

Home Calendar Create View Settings Admin - Root


Box Office - Choose Your Movie...

Tudor Summer Incentives
Video of the prize experiences up for grabs for the Tudor Incentive...

Perkville Launch Video
The Great Place To Work Team are delighted to welcome you to... PERKSVILLE! Here's the launch video...

Cartier Santos Learning App
The Cartier Santos Learning App is now live and this video introduces the App, which will support you on your learning journey...

Cartier Santos Launch Video
Video to introduce the background and influence behind the design of the Cartier Santos.



To view your movie,
simply make a selection
from the **Box Office**
to the left

Lights. Camera. Action.

Home Calendar Create View Settings Admin - Root

WELCOME TO PERKSVILLE!

BUILT FOR YOU BY THE GREAT PLACE TO WORK TEAM


Perkville

Twycross Zoo
Twycross Zoo is a medium to large zoo in Leicestershire and has the largest collection of monkeys and apes in the Western World...

Virgin Experience Days
Treat your loved one, or even yourself with an indulgent treat, fantastic day out, or once-in-a-lifetime experience with Virgin Experience Days. From flying lessons and track days to our gourmet master classes, balloon flights, football stadium tours, afternoon tea treats, spa days or even a day at the zoo... there really is something for everyone!

Welcome To Perkville!

0:33 / 3:03



Home Calendar Create View Settings Admin - Root

News - Hand CRAFTED Welcome to the World of Ted Baker Jewellery

Edit Close

— Created by Stacie Wood on 14/02/2018 10:46
— Updated by Aron Simpson on 13/03/2018 10:45

Summary Compliance Audit

This video gives colleagues a key insight into how Ted Baker jewellery is designed and handcrafted as the brand give us a glimpse into their Ballerina collection.

- Duration: 3 minutes 10 seconds
- Upload Date: Wednesday 14th February 2018

To view the video, simply click the ticket below:

The ONE Theatre

ADMIT ONE

Home Calendar Create View Settings Admin - Root

NEWS CENTRE

News Centre

Today

CSC Card Issue
Detail of an issue with CSC Cards...

Task Awareness - JLC Polaris Intervention - Completion by Close Weds 20th June
Copy of task for stores to carry out actions on the back of a Polaris recall.

By Appointment Clienteling Guide
By Appointment Clienteling guide for boutiques to email to clients.

Amor Delivery Tracking - Week 8
Information on the Amor deliveries arriving this week.

Reminder - Omega Training Thurs 28th June, Bristol

PUBLICATIONS

Customer Stories COG & ICE CLARITY 24 HOURS IN HEATHROW

Aurum Awards 2018 Winners Gallery

We're delighted to share all of the winners photos from the Aurum Awards 2018...

DISCOVER MORE

TASK CENTRE

Task Centre

Due Today (0) Outstanding (0) To Do (0)

CURRENT PROMOTIONS

Current Promotions

Week 8 Promotions

Launch of the Goldsmiths Sale - Fri 29th June - Sun 29th July

Mappin & Webb Sale - Fri 29th June -

TAG Heuer/ Red Bull Promotion

VIBÉ

PeopleHub

brilliance

CLOSURES, OPENINGS & WORKS

The ONE Theatre

VACANCIES

REPORTING HUB

DAILY TEAM BRIEF

RESOURCES

CONTACT DIRECTORY

FURTHER FIGURES & REPORTS

Miss Selfridge – The Word



Highlights

- ✓ With the introduction of video Miss S were able to both record and deliver the directors Christmas message in a format that was both engaging, and far more personal than previous years – with it having previously been a typed-up message. This has driven them to look at future possibilities with video, with the opportunities such as filming store manager’s morning meetings and then posting it to The Word, so it is there for all to see as and when they come in.
- ✓ Miss S were also an integral part of the introduction of the mobile element of Metro, working alongside RMS to make sure the responsiveness of Metro was as good as it could be.

Benefits

- Mobile – The word can now be viewed on personal and portable devices.
- Miss S TV – Has allowed Miss S to bring the viewing of company videos, such as Loss Prevention and Health & Safety, under the control of the user.
- Homepages – Offer a sleek, modern and on brand look, with the use of company imagery combined through the use of GIFs, while also being effective and professional.

Unique

- Leading the way – Miss S is part of the Arcadia Group, and was the first to go live with responsive pages and video .

Das Selfidge

Home | Calendar | Create | View | Settings | Admin - Root

STORE NEWS

Today

Yesterday
[The Update Wk 43](#)

Monday
[GENERIC GRAPHIC CATALOGUE 2018](#)
[Wk42 Ereceipt tracker](#)
[Wk42 Email capture tracker](#)
[Wk42 Opt in data not available yet](#)

Sunday

Saturday

Friday
[Delivery Helpdesk... HOW 2 June2018 update](#)
[Wk43 DCK Sale... Lines at 25% move to 50% off](#)
[Wk43 Hallett New and Further Markdowns](#)
Live Tuesday 19th June - Blue Vanilla, Mala, Unique 21



Thursday
[Wk42 PFS Midweek update](#)
URGENT PRODUCT RECALL BEE BOOR EMB TEL 12H1600HT

SEARCH

COMMUNICATIONS CENTRE

KPI'S

MISS S TV

TEAM DIARY

COMMUNICATIONS DIRECTORY

USEFUL LINKS

NEWS COMPLIANCE

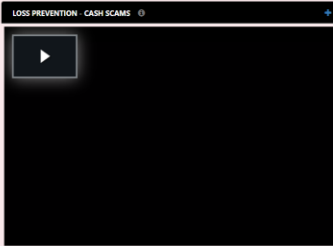
TASK COMPLIANCE

■ Could Not Complete
 ■ Could Not Complete Compliant
 ■ Complete
 ■ In Progress
 ■ Not Started

Das Selfidge

Home | Calendar | Create | View | Settings | Admin - Root

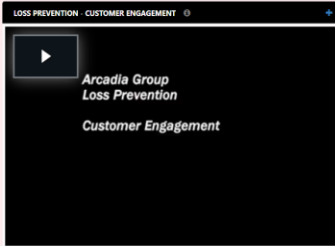
LOSS PREVENTION - CASH SCAMS



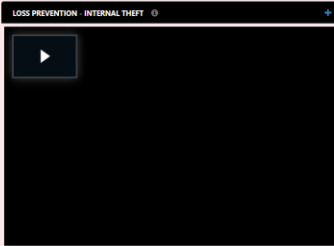
LOSS PREVENTION - CUSTOMER ENGAGEMENT

Arcadia Group
Loss Prevention

Customer Engagement




LOSS PREVENTION - INTERNAL THEFT




LOSS PREVENTION - ORGANISED RETAIL CRIME

Arcadia Group
Loss Prevention

Organised Retail Crime - ORC



LOSS PREVENTION - FITTING ROOMS



Das Selfidge

STORE NEWS

Today


Yesterday
[The Update Wk 43](#)

Monday
[GENERIC GRAPHIC CATALOGUE 2018](#)
[Wk42 Ereceipt tracker](#)
[Wk42 Email capture tracker](#)
[Wk42 Opt in data not available yet](#)

Sunday

SEARCH

COMMUNICATIONS CENTRE **KPI'S** **MISS S TV**



Das Selfidge

SEARCH

COMMUNICATIONS CENTRE **KPI'S** **MISS S TV**



TEAM DIARY **COMMUNICATIONS DIRECTORY** **USEFUL LINKS**

Das Selfidge

Home | Calendar | Create | View | Settings | Admin - Root

STORE NEWS

Today

Yesterday
[The Update Wk 43](#)

Monday
[GENERIC GRAPHIC CATALOGUE 2018](#)
[Wk42 Ereceipt tracker](#)
[Wk42 Email capture tracker](#)
[Wk42 Opt in data not available yet](#)


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Saturday

Friday
[Delivery Helpdesk - HOW 2 June2018 update](#)

SEARCH

COMMUNICATIONS CENTRE **KPI'S** **MISS S TV**



TEAM DIARY **COMMUNICATIONS DIRECTORY** **USEFUL LINKS**

NEWS COMPLIANCE

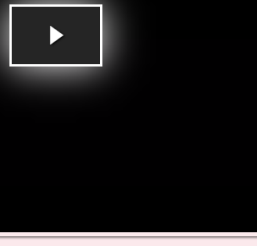
Category	Read	Unread
The Update Wk-4...	35.4%	4.6%
Wk42 Opt in dat...	93.8%	36.2%
Wk42 Email capt...	99.7%	50.3%
Wk42 Ereceipt GRAPHIC...	95.1%	54.9%
GENERIC GRAPHIC...	53%	47%

TASK COMPLIANCE

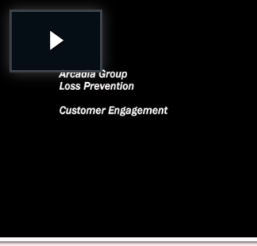
■ Could Not Complete
 ■ Could Not Complete Compliant
 ■ Complete
 ■ In Progress
 ■ Not Started

Das Selfidge

LOSS PREVENTION - CASH SCAMS



LOSS PREVENTION - CUSTOMER ENGA...



Highlights

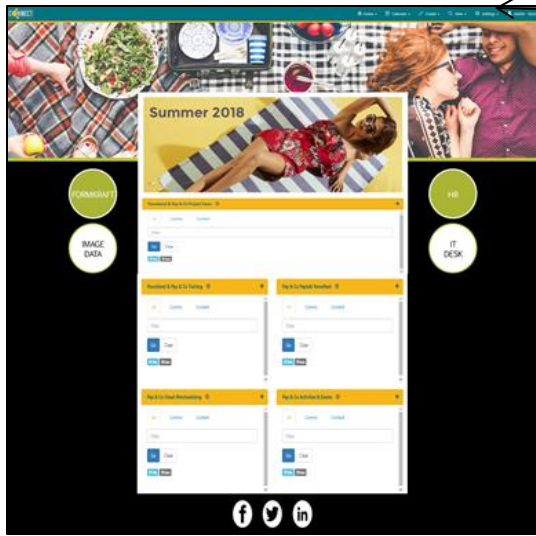
- ✓ New rebrand of the site makes Connect look and feel a part of Poundland whilst also helping stores access and find content easier
- ✓ Fully translated site makes the EU countries feel part of the Poundland team
- ✓ Mobilised site means field users can keep up to date with communications sent to their area and not have to wait till they can be in front of a laptop
- ✓ Print module ensures stores don't print POS for products they don't have in store (reduces paper waste) and also means HO can monitor their compliance to ensure they are trading legally

Benefits

- Stores receive all of their communications and POS via Connect
- Area Managers and Store/Pep & Co page are fully mobilised to allow access when travelling or on the shop floor
- Site has been rebranded to match their brand and stay in line with the company key focuses
- All external links are accessed through the site to drive users to log in daily
- Use video to communicate how to use systems e.g. Concur and also to promote key products and their features and benefits instead of written communications to make it more engaging and less room for interpretation

Unique

- Translated in French, Spanish and Polish
- Four Head Offices (UK, Spain, France and Poland) publish content, manage compliance and user engagement
- Four distribution centres (UK, Spain, France and Poland) publish content on deliveries and export submitted forms to manage stock discrepancies
- UK stores use the Print module. This ensures stores no longer receive POS via the post which includes labels for products they don't receive and results in waste. Instead stores can print POS as and when required.
- Daily Print tasks are sent to the relevant stores which generate POS they need to print based on daily price changes. Head Office can then monitor who completes the task to ensure their stores are compliant with Trading Standards
- Use of external content templates to mystery shopper reports directly to stores
- Electronic forms are used by stores which are fully translated to be used in each country
- New look and feel of the site will be regularly updated via the background image, image rotator and two images to promote key campaigns/activities and the key actions stores need to focus on so that the site isn't static and reflects what the stores are focused on



- ✓ New look and feel pages to match brand of Poundland and Pep & Co
- ✓ Use of Print Controller for stores to print instore POS specific to them
- ✓ Fully translated site for forms, homepages and content to ensure the Spanish, French and Polish teams are engaged and know they are a part of the Poundland team

Store Claim Form for Delivery Discrepancies Submit Close

This form is for Store Teams to be able to log claims against the Distribution Centres for products or pallets not delivered in line with the Delivery Discrepancy Process.

ALL CLAIMS MUST BE MADE WITHIN 24 HOURS OF THE DELIVERY DATE

THE DC TEAMS HAVE 7 DAYS TO INVESTIGATE AND RESPOND TO THE CLAIM

Complete the form to make your claim and press SUBMIT

STORE INFORMATION REQUIRED

Select Todays Date Using The Calendar Widget *

Store Number *

Example: 1234
4 Numbers

Store Name *

Example Kings Health
if there are two stores in your area/ town please be specific with the Name

Name of Person Completing the Form *

Example Bob Smith
First Name and Surname

Store Contact Number *

Example 01234 567890
Store Number or Mobile

Home Calendar Create View Settings 1005 Newport Gwent Commercial Street

Description: Contains Value

SKU Number: Is Value

Department Description: Contains Value

Barcode: Is Value

Sort By: Row Number Descending

SEARCH REQUEST ALL

BABY WIPES FRAG FREE 64S	1	REQUEST
HAT & MITTENS SETS 2-6 YEARS	1	REQUEST
DOC MCSTUFFINS BATH DOCTOR KIT	1	REQUEST
BABY WIPES FRAGRANCED 64'S	1	REQUEST

Formulaire de Réclamation Magasin pour Défaut de Livraison Submit Close

Ce formulaire est conçu pour que les Equipes en Magasin puissent enregistrer une réclamation contre le Centre de Distribution pour les produits ou palettes non livrés selon la Procédure de Défaut de Livraison.

TOUTE RECLAMATION DOIT ETRE FAITE DANS LES 24 HEURES SUIVANT LA DATE DE LIVRAISON

LES EQUIPES DU DEPOT DISPOSENT DE 7 JOURS POUR ENQUETER ET REPONDRE.

Complétez le formulaire de votre réclamation et cliquez sur SUBMIT

INFORMATION MAGASIN DEMANDEE

Selectionner la Date d'aujourd'hui en Utilisant l'Outil Calendrier *

Code du Magasin *

4 Chiffres

Nom du Magasin *

S'il existe deux magasins dans votre zone/ville veuillez le specifier avec le Nom

Nome de la Personne Renseignant le Formulaire *

Prénom et Nom

CONNECT Home Calendar Create View Settings Admin: 2183 Becies

Hygiène, Santé et Sécurité au Travail Divers Support de formation

All Comms Content

Filter

Go Clear

Filter

Go Clear

Filter

Go Clear

Notes diverses - entretiens et utilisations 17/01/2018 09:28

Plan de prévention simplifié Becies 17/01/2018 09:10

Procédures Magasin 17/01/2018 08:59

Fiche salarité entrant 11/01/2018 11:09

Liste des contacts entreprises 17/01/2018 09:10

Nouvelle loi Fiscale 2018 10/01/2018 17:04

Process - Stop Affaires famille - Petit à parler - 02/02/2018 16:34

Process Commande de Fournitures 11/01/2018 16:17

Process note de frais 11/01/2018 16:14

Connect - Guide Utilisateur 11/01/2018 11:39

Process Validation des chèques 06/02/2018 15:03

Highlights

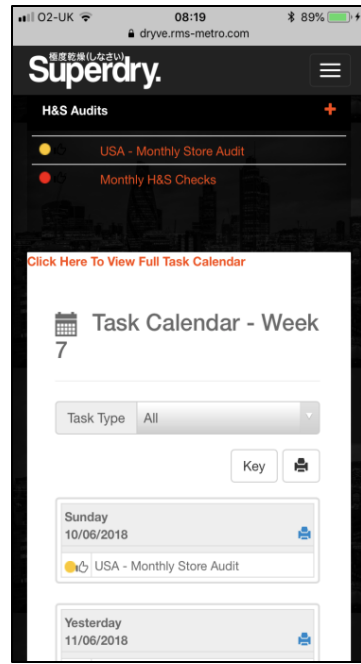
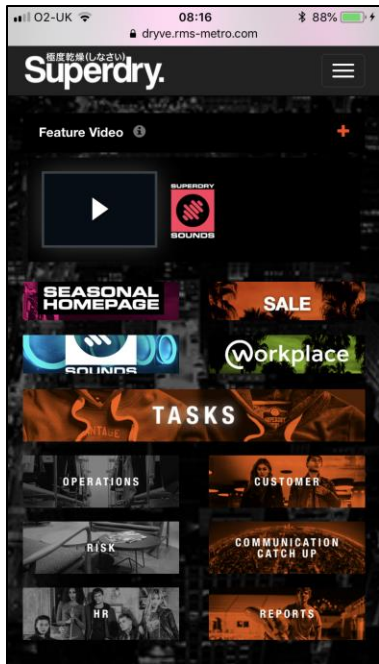
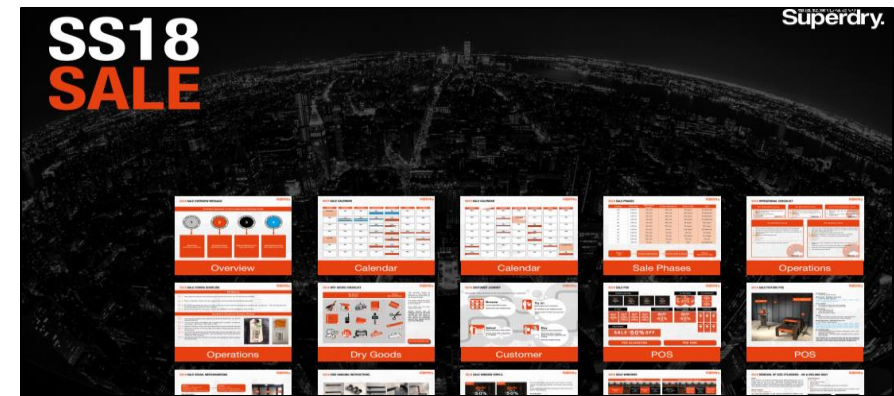
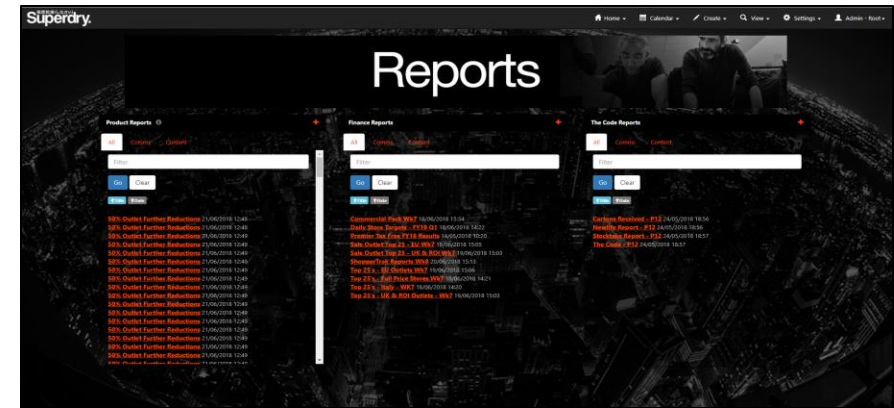
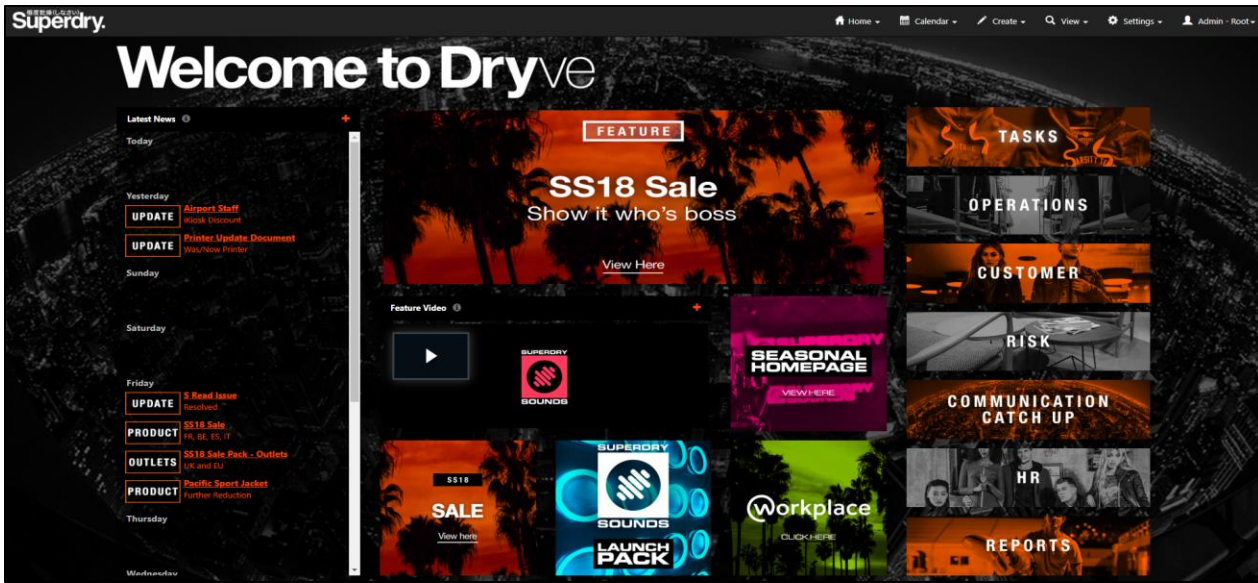
- ✓ The team rebrand the look and feel of the site each year in order to make it match Superdry's brand in store
- ✓ When rebranding the team review the navigations and update this where they can make accessing documentation easier for the stores and HO users
- ✓ After each update a survey is always sent to stores for feedback to ensure what they have done works for the store's way of working
- ✓ Their Area and Regional Managers now have access to what their stores are being communicated to when on store visits
- ✓ Store Managers can access Dryve on their tablets which means they can stay on the shop floor with staff and customers and spend less time in the back office
- ✓ The landing page for stores, field users and head office users is now the same view to promote a 'one team' feel amongst the company and remove the idea that things are different/better in store or head office

Unique

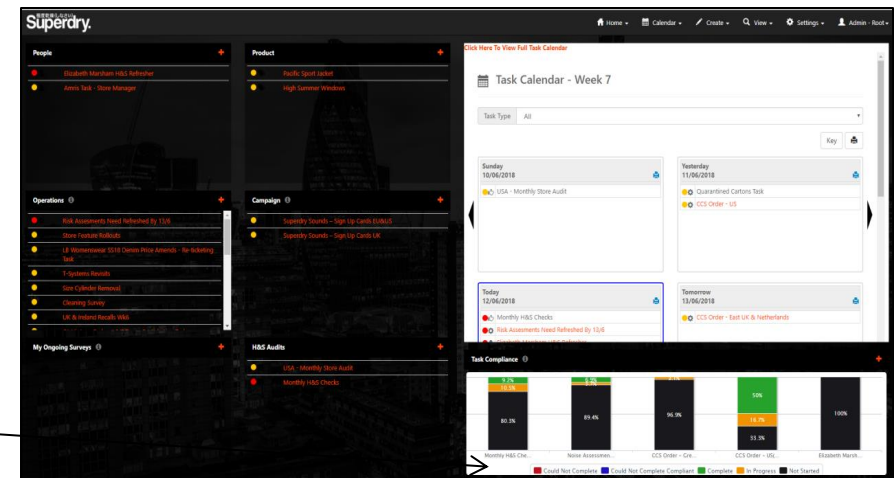
- Followed rebrand of new look and feel and navigation changes of the site with a full user survey for feedback.
- The responses showed a huge popularity in favour of the rebrand and suggestions of how to improve it even further which the team then implemented to show they are listening to their target audience
- The team created a task page so that stores and field team could see on one page all of the tasks sent to stores, a calendar view of the week with the tasks populated by day and a task dashboard. They were the first to implement a task dashboard for stores which now helps stores understand what has and hasn't been done and drive compliance
- Use of GIF'S on buttons and the image rotator to add movement to a homepage and make it look less static
- Translated in German,
- Have launched all HR forms in the UK currently which now means each user has a single login as well as generic store logins. This has driven users to sign in more on their own login to complete personal changes
- The KPI dials are used to communicate the Great 8 scorecard- this is important to all levels of the store and field team as it applied to their bonus scheme. Ach audience level e.g. store, area manager... have a Great 8 page where they can see their performance and documents to help improve
- For key campaigns the team create a country specific sale communication where stores can find all of the relevant content, in one place and reduce the amount of time they have to search for documentation.

Benefits

- Use external content templates to send product, finance and code reports based on store, area and country. These can now all be found on one page via Dryve instead of being emailed and stores can only see what is relevant to them
- The whole site is now mobilised and can be accessed on a mobile, tablet, till, laptop, desktop and TV screen to ensure all users can access at any time or anywhere
- Promotes Superdry's recycling and reducing wastage scheme by removing paper forms and replacing with electronic versions
- Use of Accidents and Incidents module in store to drive them to log into the site and make the platform the one place for all store needs
- Now Site Visits can be completed on mobile devices, Area Managers no longer have to complete in store then submit when in front of their laptops. Instead they can complete in store



- ✓ Same landing page for stores, field users and head office to promote a one team feel
- ✓ User of external content templates to communicate store specific reports on to one area in Dryve
- ✓ Fully mobile site to allow all users access to Dryve at any time
- ✓ Sale specific content to drive the campaign and find all relevant documentation
- ✓ Task page with compliance dashboard down to store level to help them review and monitor their own compliance



Examples of Innovative use from:



Caffe Nero (Colin)



Highlights

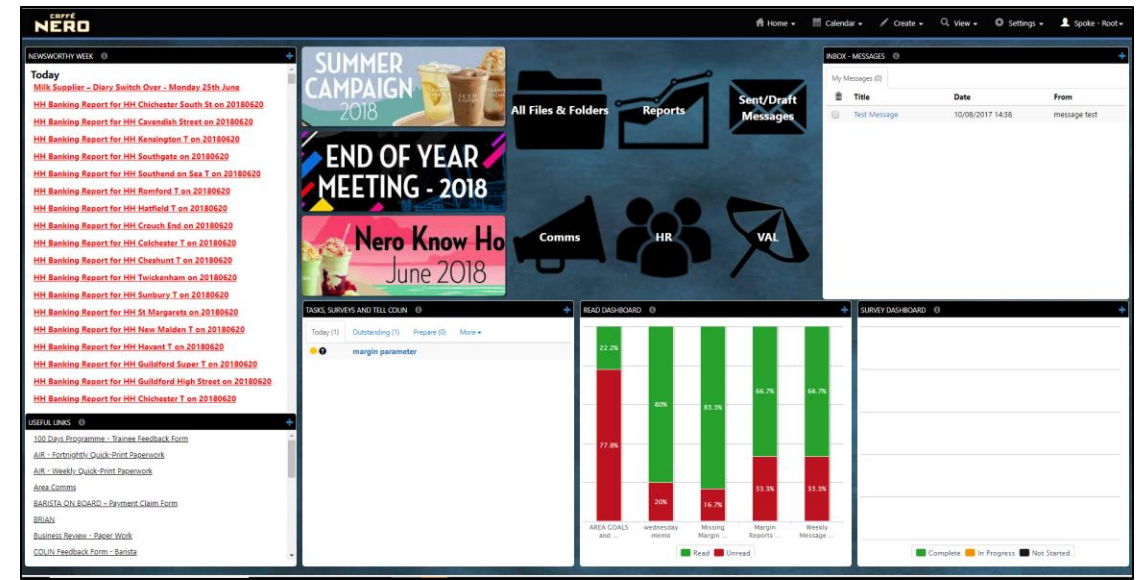
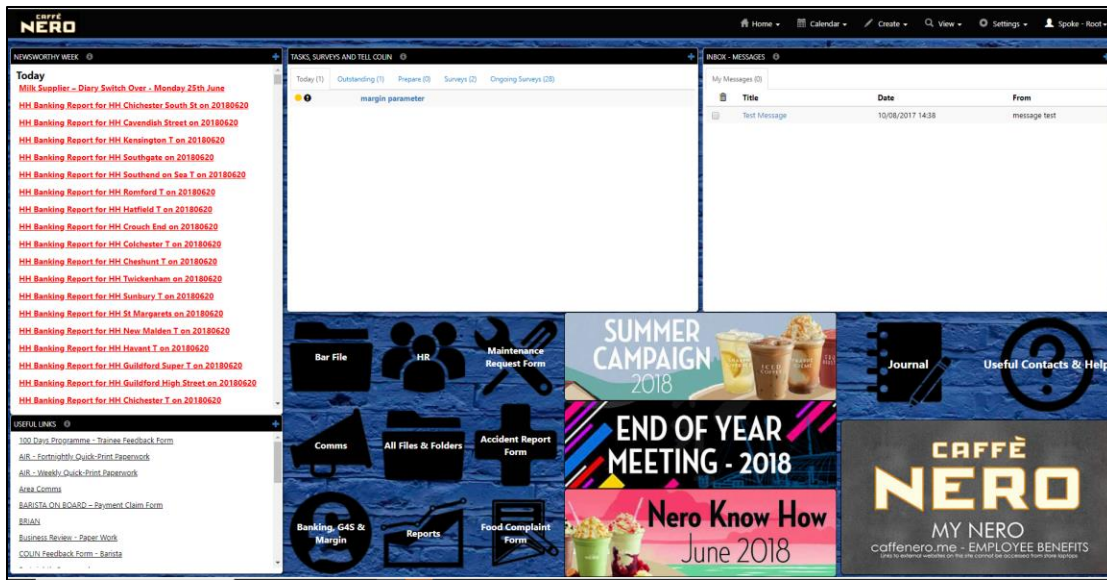
- ✓ Having been part of the “Metro Four” Caffe Nero have worked alongside RMS from the beginning, always looking for new ways to drive Metro forward, as both a product and in their business.
- ✓ This year has seen the introduction of new elements to the mobile designer, which will result in users having both different views and experiences depending on what device they log on to Colin with.

Unique

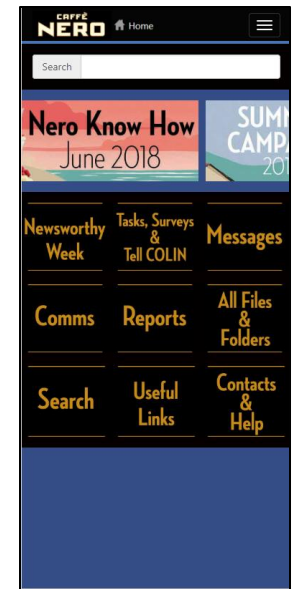
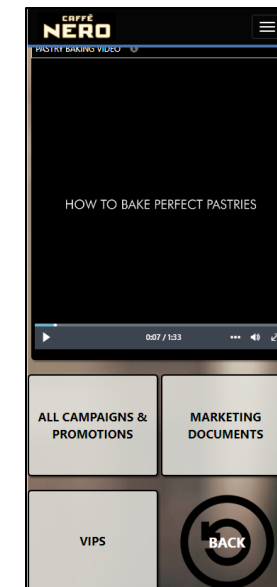
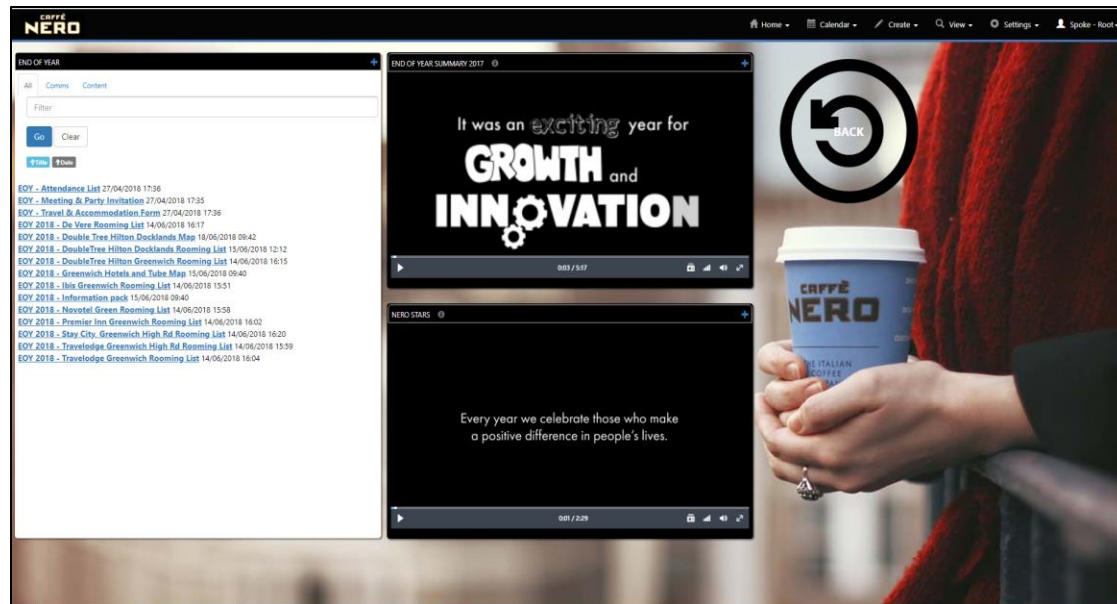
- Striving for excellence – Caffe Nero always work alongside RMS to both better and expand the product.
- A new mobile experience – Working alongside Caffe Nero, RMS have been able to further develop the mobile user experience.
- Leading the way – One of the first customers to take Metro

Benefits

- Improvement engagement – With a new mobile experience in development, Caffe Nero will be able to offer users different experiences when using Colin, depending on the device they log in on.
- One location for all – With the introduction of Okta, Colin will be the main location for Caffe Nero users.
- Personalised look & feel – Caffe Nero have taken Metro and, having embraced the versatility of the product, created something that is both on brand and practical – finding new ways to use Metro in the process.
- New ways to deliver – Be it through a new module, widget or piece of design, Caffe Nero always aim to take Metro’s latest offering and see how they can work for them. Along with the introduction of mobile, Caffe Nero has introduced a number of Metro’s offerings, such as the use of the video module, converting many of their guides into user friendly, how to videos.



Current & future mobile look and feel



Greene King (The Vault)



Highlights

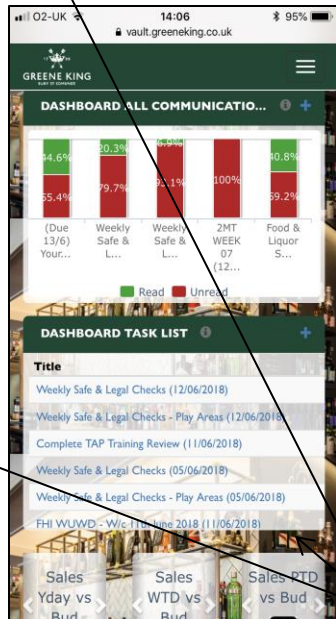
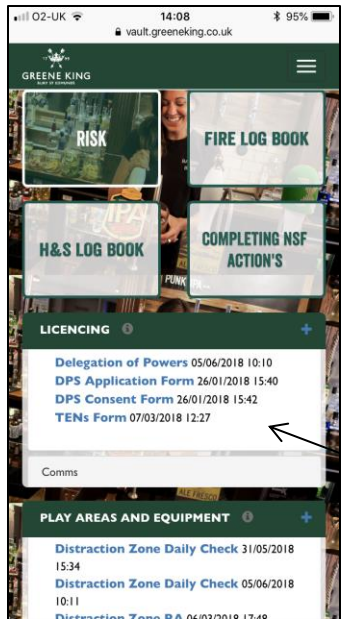
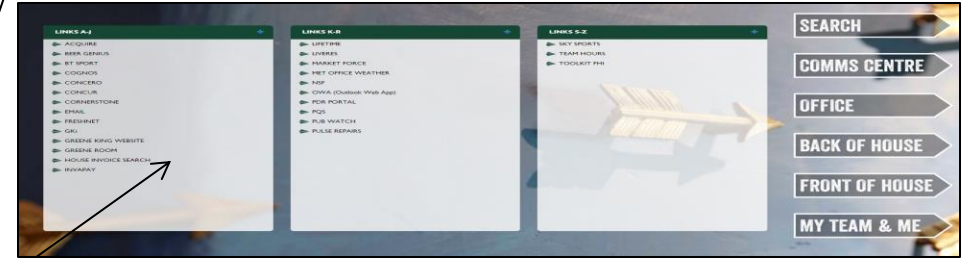
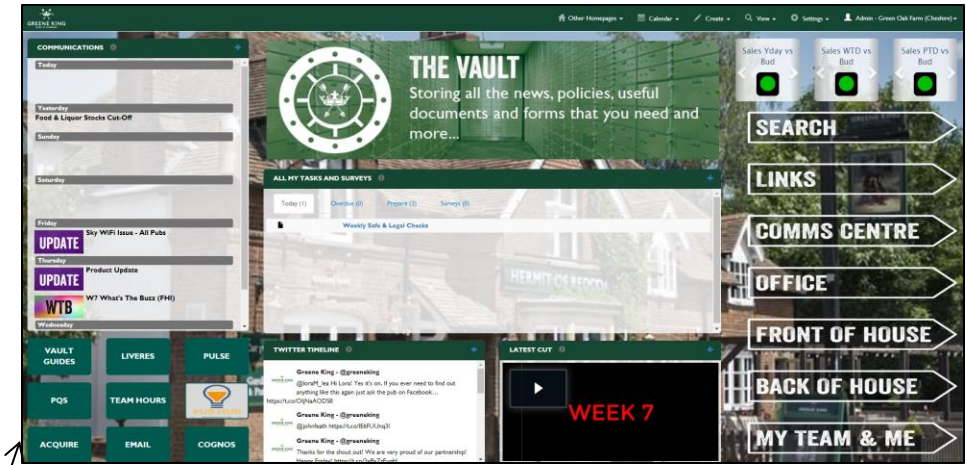
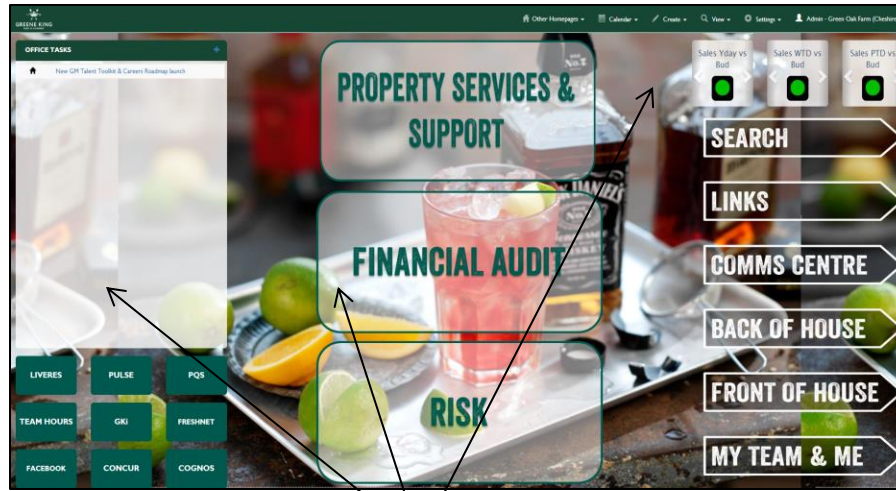
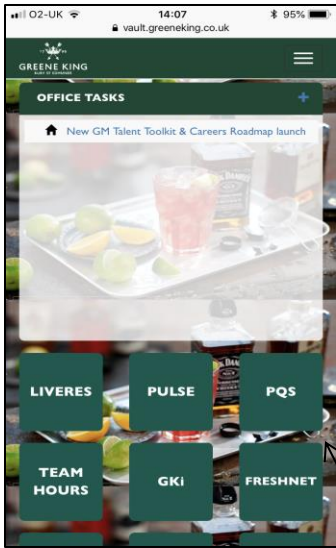
- ✓ The site has been built for mobile first then desktop to ensure it can be accessed on the pub floor, by field users and then on desktops and laptops in the head office's
- ✓ For each House area e.g. kitchen, front of house... task types have been created and task widgets added to the relevant homepage so when pub colleagues log in they can see the tasks and pages relevant to the department they work in
- ✓ Comms centre page has been created for users to view any key communications they must catch up on if they have been absent on or annual leave

Unique

- Deployed to Farmhouse Inns and Burton Head Office
- Pub colleagues can now only access external links through The Vault which drives them to log in multiple times a day and review their news, tasks and surveys
- Two teams are responsible- Pub Communications for all content communicated to pubs, BDM's, OM's... and Internal communications who communicate to both Head Offices
- Department Champions have been trained to publish news and static content such as policies, guides...
- Both teams use the approval and reject functionality in order to approve/reject communications from the department champions
- Use of KPI's to communicate pub sale's performance
- Hierarchy and User imports run weekly to maintain the hierarchy and manage new starters and leavers
- Pubs report Accidents and Incidents through both modules
- Use of video to publish the key weekly updates and how to guides instead of the traditional written communications
- All forms have been created electronically for pub and corporate users to fill out and submit. Each form has a specific workflow and alerts the relevant users with a notification email
- Individual logins have been provided and new starters and leavers are managed by Greene King through FTP imports

Benefits

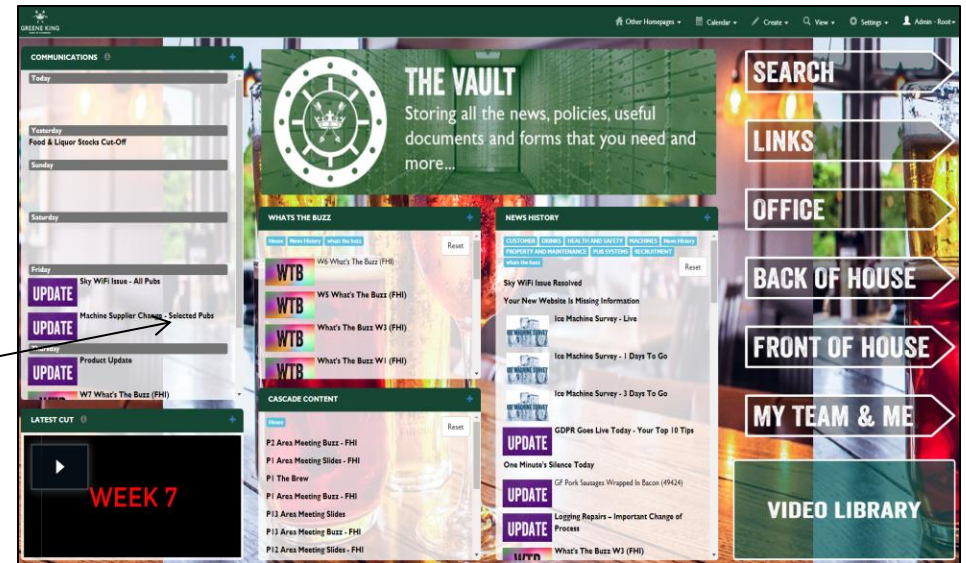
- All Greene King employees are now uniformed onto one site- one version of the truth
- The site has been created then reviewed by corporate and pub colleagues to ensure the navigation flows for both audiences and will help users find content quickly and in three clicks or less
- Able to monitor compliance and user log ins to drive engagement, usage and ensure pubs are safe and legal



✓ Departments are split based on the different areas within a pub. Within each back office page they can access specific content, tasks relevant to the department, monitor their sales performance through KPI's and access other department pages

✓ Pub users have access to external links only through The Vault- top 9 links appear on the homepage and the remainder can be accessed via the Links page

✓ Comms Centre page shows all key communications and videos that are a pub's top priority to help those how have been absent or on annual leave catch up
Every page is accessible via mobile, tablet, laptop, desktop and screens to ensure all users can be kept up-to-date



Highlights

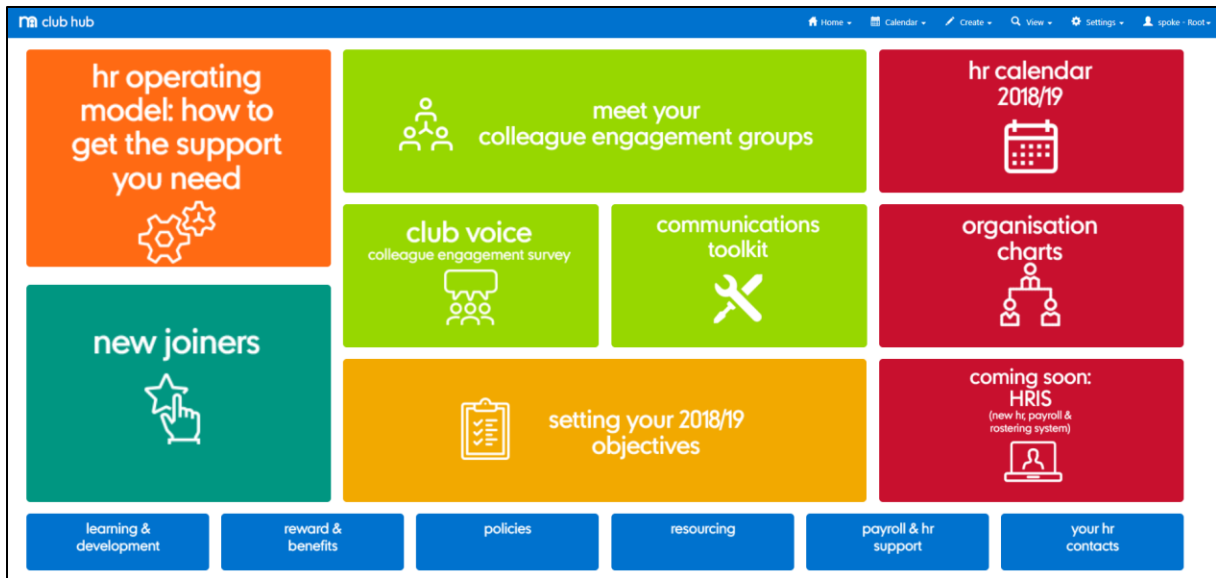
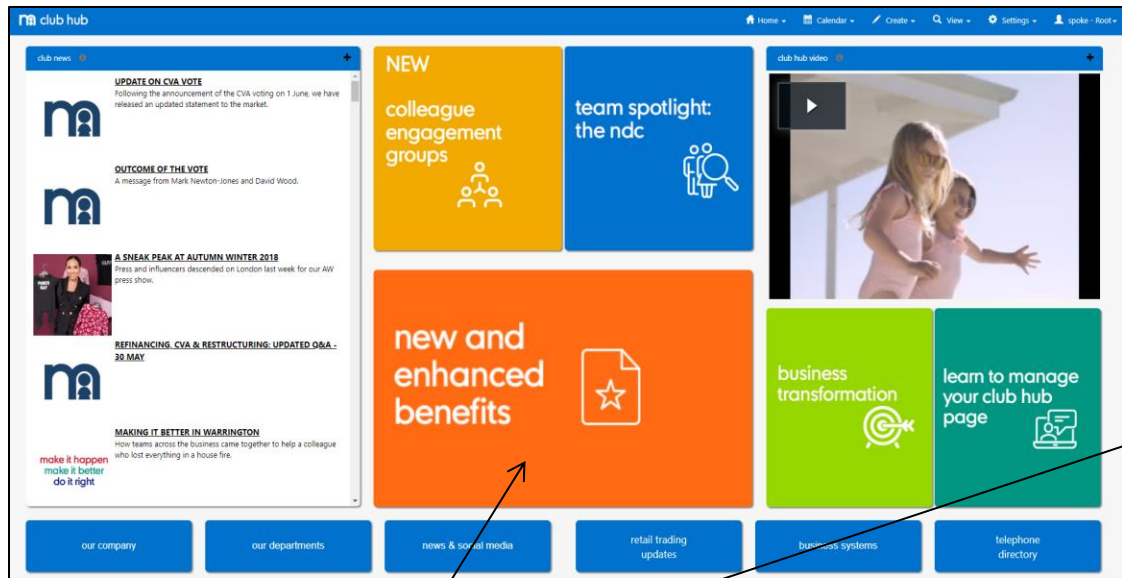
- ✓ Department champions have been selected from each department within the Head Office. They are all trained on creating widgets, homepages and publishing content without using the approval functionality
- ✓ Each department has created and controls their department pages where stores and head office users can find content such as policies and procedures or team information
- ✓ Brand rules have been implemented to ensure continuity through the head office pages

Benefits

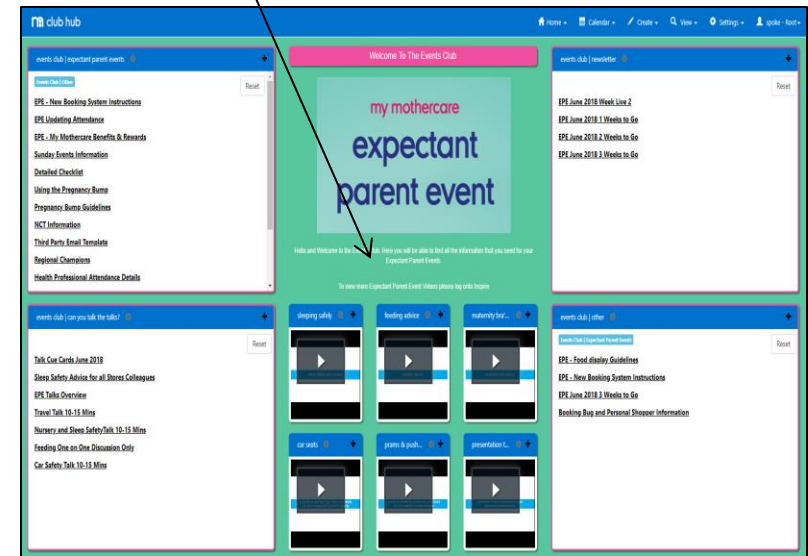
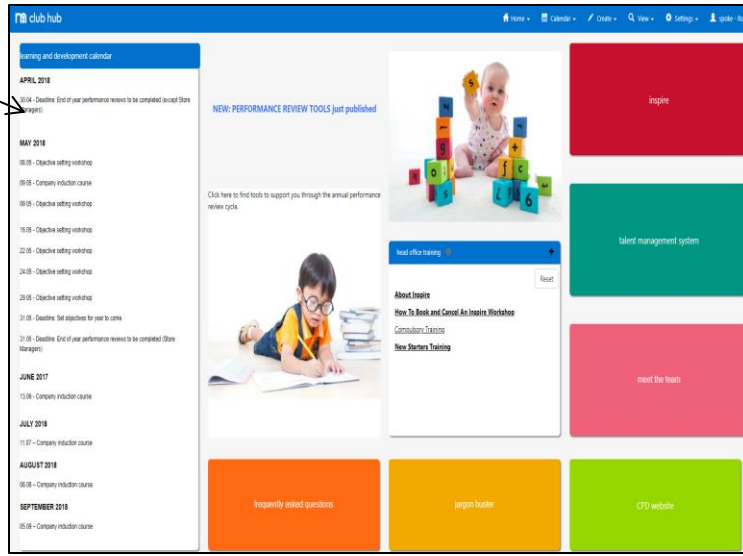
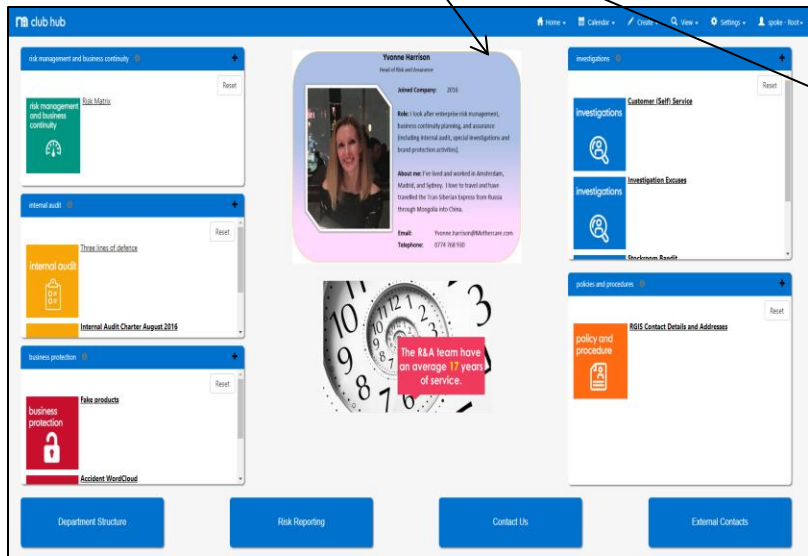
- Improved engagement and usage in the Head Office
- The corporate pages have been rebranded with company brand colours
- More trained colleagues to manage communications

Unique

- Deployed through the whole of the company
- This is the only platform where stores, distribution centres and Head Office can access communications targeted to them
- Two teams are responsible for the site- one for corporate and the other for stores
- Use of KPI's to communicate store performance and the period score card
- Stores report incidents via the Incidents module for the Risk team to review
- Use of video to publish how to videos- no room for interpretation
- Use of electronic forms to attach to tasks where they need questions to respond to answers
- Use of Q&A for stores to send trading queries to Head Office to help in store issues



Pages created and designed by the Department Champions adhering to the new brand scheme
 Use of video to communicate sleeping safely, feeding advice, pushchair advice... for colleagues to share in store



Rackley Swimming & CVM – (CENTRAL)



Highlights

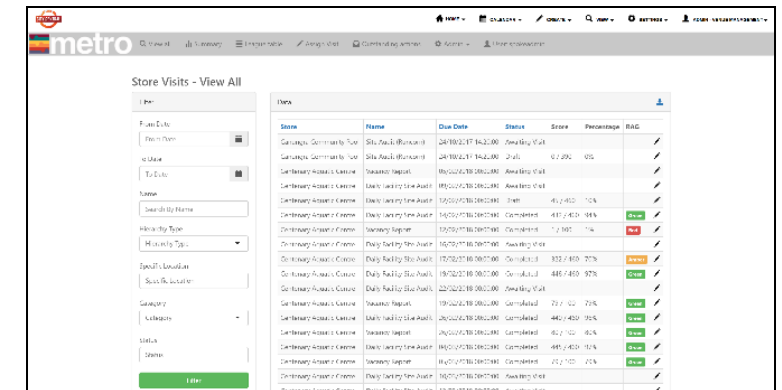
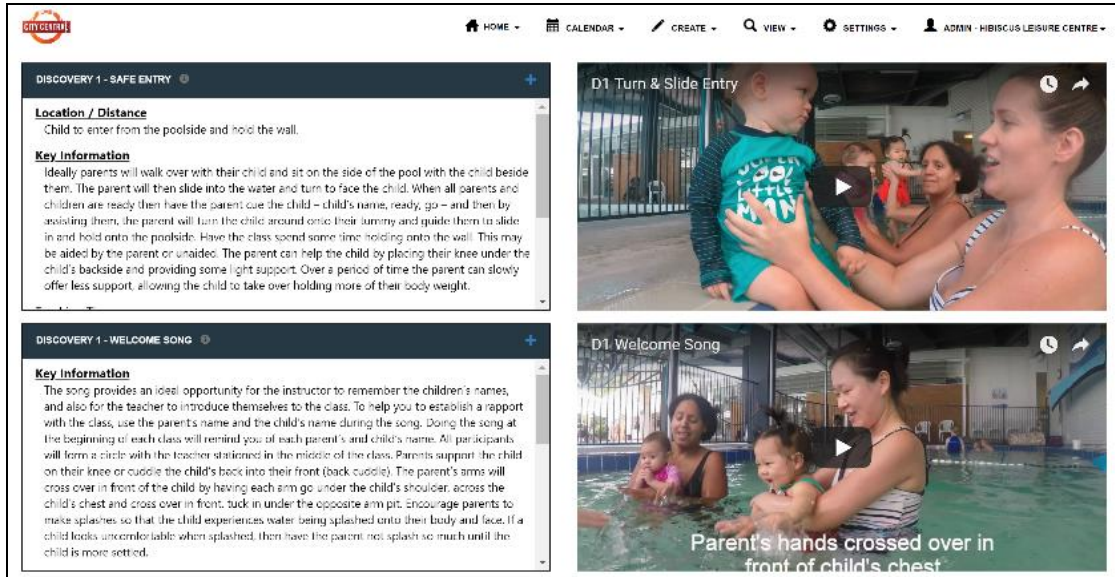
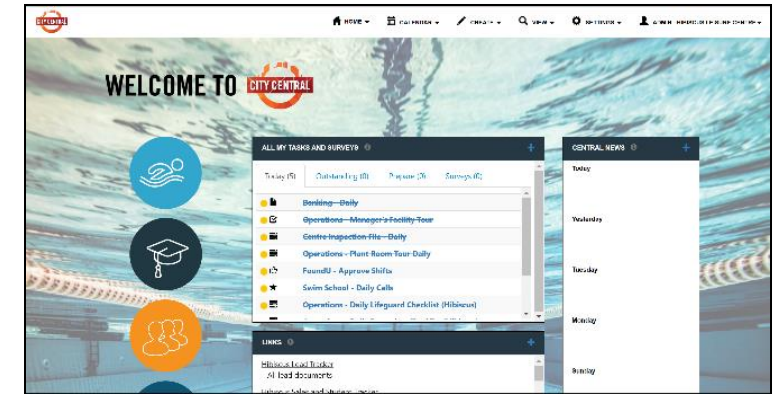
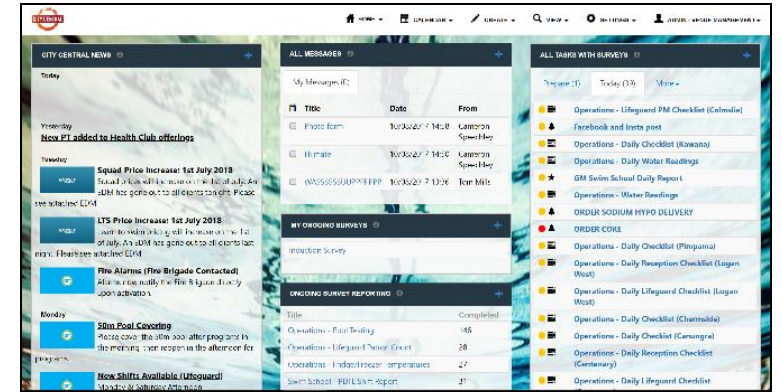
- ✓ Rackley rolled out Central primarily to have one place for their business to go for all documents and reference. Before, all of this was done on GoogleDrive/DropBox, and now a year down the line they have moved 98% of all documents across, with RMS supporting development for those final items.
- ✓ After the content was delivered to all users, Rackley then moved on to Task, Training and Audits. Where each of their sites is run by them for local councils, they needed transparency on Audit results and performance, to which Central has been key.
- ✓ Design around training is still developing and they are keen to keep updating Central to ensure it supports all the many roles in their business.
- ✓ Rackley are also keen in working with RMS to update their LMS system to a simple effective way, using many parts already in use in the Unified Comms product

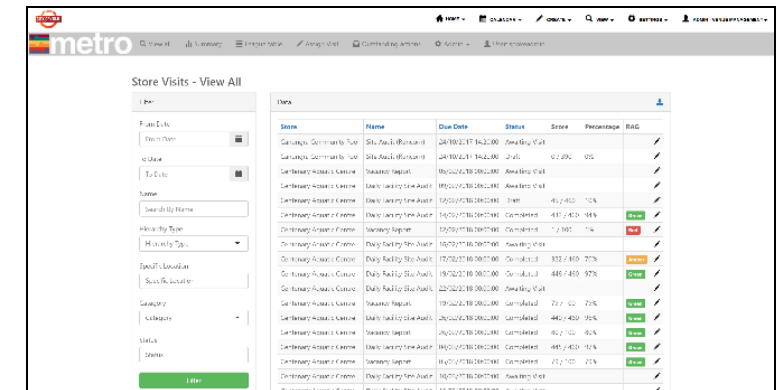
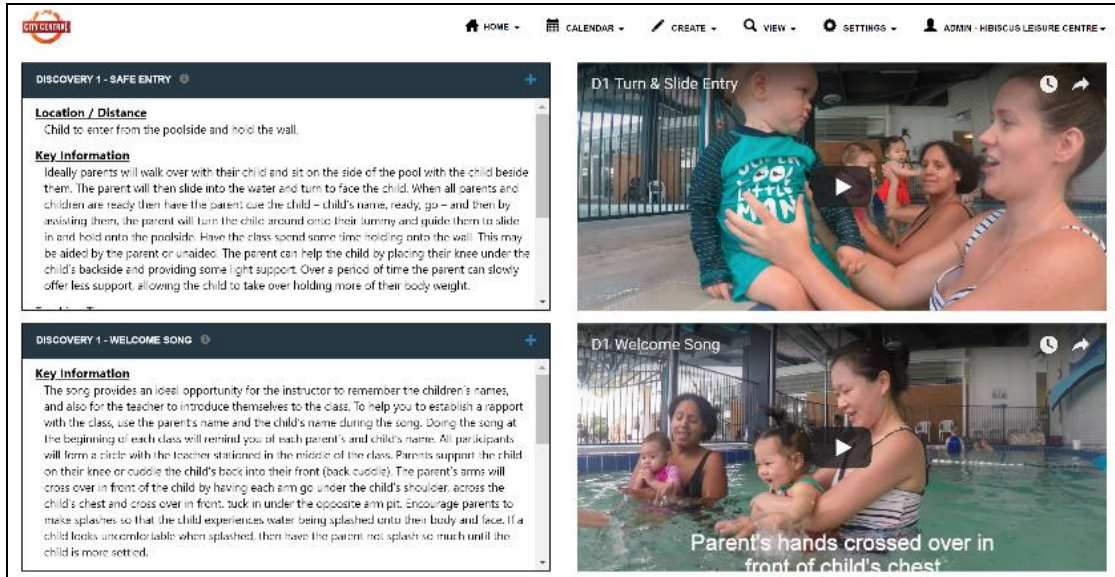
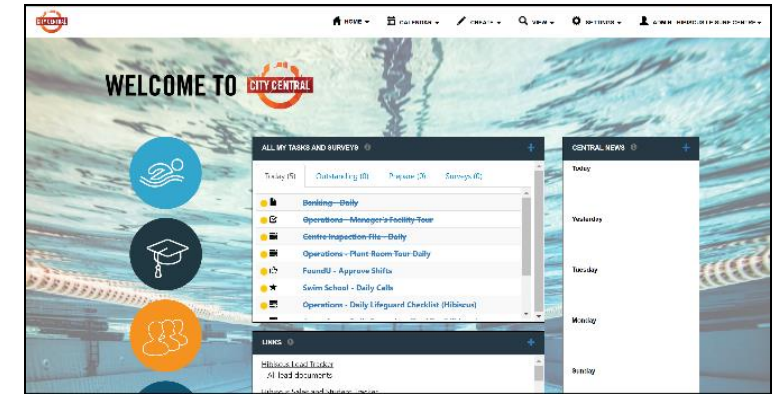
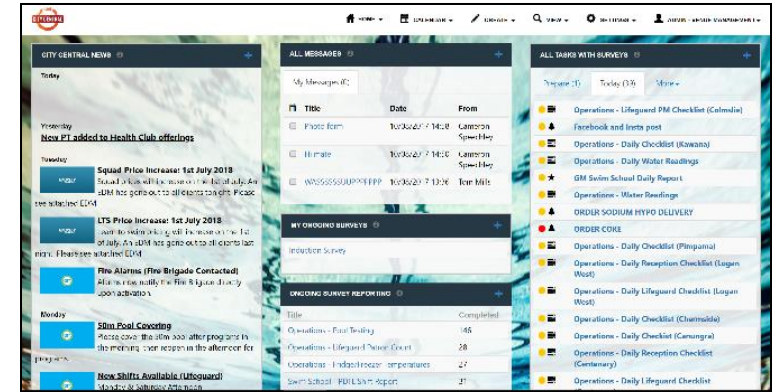
Benefits

- Site designed around Swim School and Swim Teaching. On brand design based on the group and Rackley swimming, bring all 3 brands into one.
- Training area allows easy navigation across all devices, and quick access to Text and Video guidance.
- Because of the scrolling homepage idea, all pages have enough space for all content, without the need to sacrifice content to replace with restricted area. This means homepages grow organically through Role based feedback and requirements.

Unique

- Full designed site and first to adopt the “scrolling homepage” idea, moving away from traditional single view.
- Mobile was adopted for the staff members on site such as Teachers, Lifeguards, who need to access task and information on the move.
- Use of site audits to gain information on KPI’s, performance, as well as Site Standards and Health & Safety.
- Unique display of training material, with content and video all on one easy page for each separate lesson type, enabling the Teachers to read and watch simultaneously.





Southern Co-op ELS (Connect)



Highlights

- Being the first Metro customer to be based in the funeral sector, ELS have used Metro to create a platform shaped to their needs.
- ELS don't only use Connect to send and receive news, tasks and surveys, they also use it to find and store the content they need by quickly navigating from bespoke homepages to dedicated content pages and widgets.
- They also have worked hard, and continue to do so, in bringing all other exterior sites etc into Connect so that Connect is the first and only place an ELS employee needs to go to.

Benefits

- Allows an overall view of the different sectors of the business – Crematoriums, Coffin shops etc
- Streamlined content – Having brought all previous content into one location and broken it down into easy to navigate and simple to use pages – while also breaking it down to show only the relevant content to the relevant user.
- One stop – All links to external suppliers etc are accessed through Connect, making it the primary tool for a ELS user.

Unique

- First RMS implementation into the Funeral sector
- Use across several sectors of the business.

southern coop

Home | Calendar | Create | View | Settings | Admin - Southern Co-op

FUNERAL NOTICEBOARD

- Latest News Fleet - Meet & Greet
- Latest News Rose Green - Cake Sale
- Latest News Rowmer Supports the Circus
- Latest News SOUTHSEA - Invite to The Spinnaker Tower
- Latest News SOUTHSEA - Chop, Chat and Cook
- Action New process for LYH Goods and Local Funding requests
- Latest News Vintage vehicle rally & Family Fun day
- Action Membership Points
- Latest News Rose Green, Bognor and Felpham Branches Support Felpham Colts Under 9's Blue Football Team
- Latest News Sacred Heart Summer Fete - Sacred Heart Summer Fete -
- Latest News Cowplain - St Wilfrid's Spring Fayre
- Latest News Cowplain & Elvial
- Latest News Findon Charity Partner
- Action Bereavement Register
- Latest News Howe & Son Car boot sale
- Latest News St Wilfrids Spring fayre
- Latest News Sacred Heart Summer Fete
- Information Southern Co-op's Wild Photography Competition

Actual vs Budgeted Funerals Period to date

MY TASKS & SURVEYS

Today (0) | Outstanding (0) | Prepare (0) | Surveys (0) | Ongoing Surveys (0)

our safety

est

ops manual els

Price Lists & Order Forms

forms library

bunzl

much loved

e-learning

my info

agresso

love your neighbourhood

southern coop

Home | Calendar | Create | View | Settings | Admin - Southern Co-op

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southern co-op jobs

love your neighbourhood

southern coop

Home | Calendar | Create | View | Settings | Admin - Southern Co-op

ELS Operations

Community

Finance

Health & Safety (Coming Soon)

HR

Commercial Support Team (CST)

Membership

Business Continuity Planning

southern coop

Home | Calendar | Create | View | Settings | Admin - Southern Co-op

southern coop

Username

Password

[Login](#)

Highlights

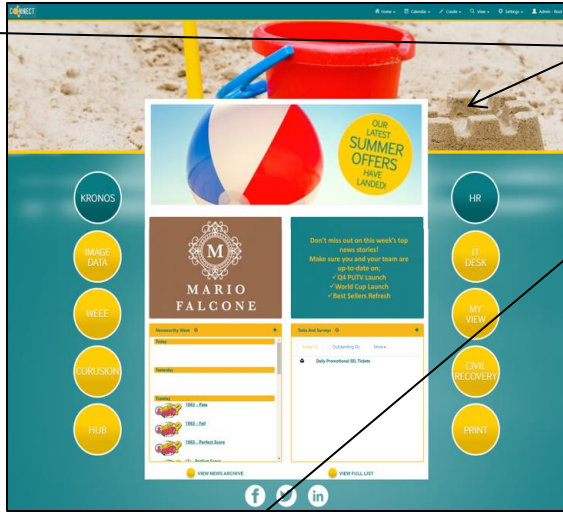
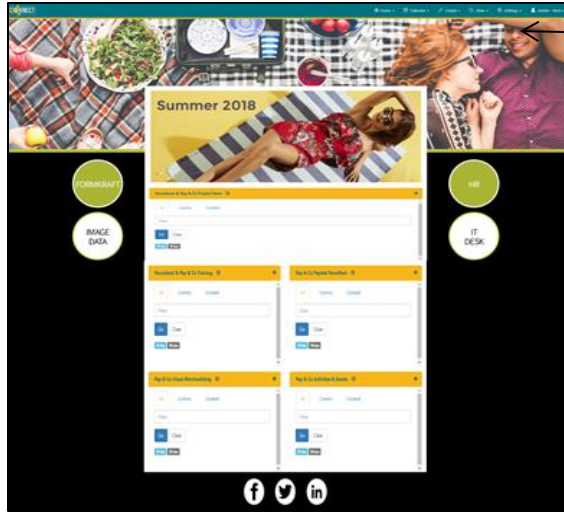
- ✓ Fully translated pages and forms for each country so it is specific to them and allows easy use
- ✓ New look and feel to maintain the brand but will also be updated via the background and image rotator to drive key campaigns and keep the site looking fresh. Two images will be updated on the store homepage frequently to show key tasks to action at that time
- ✓ Use of the Print module to ensure stores only print what is relevant to them and also remain legal

Unique

- Used in Head Office, UK, France, Poland and Spain as the only source of communication from Poundland
- The UK oversee the look and feel, training and overall use of Connect but the Head Offices in France, Spain and Poland are responsible for posting and communicating content
- The UK team have also trained the depots in the UK, Spain and France to send news communications to provide stores with specific delivery updates and also extract submitted forms where they have stock discrepancies (A process that was previously done via email which has now been put into Connect)
- HO publishers trained to create content on Connect
- Use of the approval and reject functionality for HO to create content and the Retail team to review and approve or reject
- Use of video to engage stores on key campaigns and top products to focus on as well as how to videos instead of written communications
- Electronic forms used for stores to report stock discrepancies to the distribution centre, order Retail Thank You Cards from Head Office. All translated for each country to use and set up to notify the relevant colleagues
- New look and feel of the site to refresh the background picture and image rotator on the store homepages as often as the login screen to promote the key campaign in store and keep the site up-to-date
- Use of external content templates by a HO colleague to report Mystery Shopper results
- Use of print module where stores access all POS and can only print off what is stocked in their store
- Stores receive daily tasks via the Print module with all price changes live that day for stores to print and confirm they are trading legally

Benefits

- All Head Office users now have access to Connect through their own logins
- All external links that the stores or Head Office need to access are only available through Connect which drives users to log into the system
- All colleagues in store, Head Office and the distribution centre receive communications through Connect
- Mobilised the store, and field manager page to allow 24 hour access whilst on the move



- ✓ New look and feel pages to match brand but will be updated regularly to remain fresh and drive campaigns and key activities
- ✓ Use of Print Controller for stores to print instore POS specific to them
- ✓ Use of electronic forms for the UK, Spanish and French stores
- ✓ All static content for policies and procedures published for UK, Spain, France and Poland- all fully translated

Store Claim Form for Delivery Discrepancies Submit Close

This form is for Store Teams to be able to log claims against the Distribution Centres for products or pallets not delivered in line with the Delivery Discrepancy Process.

ALL CLAIMS MUST BE MADE WITHIN 24 HOURS OF THE DELIVERY DATE

THE DC TEAMS HAVE 7 DAYS TO INVESTIGATE AND RESPOND TO THE CLAIM

Complete the form to make your claim and press SUBMIT

STORE INFORMATION REQUIRED

Select Today's Date Using The Calendar Widget *

Store Number *
Example: 1234
4 Numbers

Store Name *
Example: Kings Heath
If there are two stores in your area/ town please be specific with the name

Name of Person Completing the Form *
Example: Bob Smith
First Name and Surname

Store Contact Number *
Example: 01234 567890
Store Number or Mobile

Home Calendar Create View Search

Home Newport Covent Commercial Street

Description: Contains Value

SKU Number: Is Value

Department Description: Contains Value

Barcode: Is Value

Sort By: Row Number Descending

SEARCH REQUEST ALL

BABY WIPES FRAG FREE 64S	1	REQUEST
HAT & MITTENS SETS 2-6 YEARS	1	REQUEST
DOC MCSTUFFINS BATH DOCTOR KIT	1	REQUEST
BABY WIPES FRAGRANCED 64'S	1	REQUEST

Facilities Health and Safety IT Learning and Development Miscellaneous Profit Protection

Filter: Go Clear Filter: Go Clear Filter: Go Clear

Facilities: EMCON ENGLAND CCTV PROBLEMS/NOTES 04/04/2018 1440, EMCON FM CONTACT DETAILS 04/04/2018 1416, EMCON HUB CONTACT DETAILS 04/04/2018 1415, EMCON REPORTING PROBLEMS WITH CCTV 04/04/2018 1444, EMCON SKIP ORDERING 04/04/2018 1439

Health and Safety: Basket Safety Instructions 16/05/2018 1526, Evacuation Chair 16/05/2018 1535, Fire Extinguishers 16/05/2018 1539, 609V Baler 16/05/2018 1541, Acceptance Declaration Sign Offs 01/05/2018 1147, Bookman Instructions 16/05/2018 1543, Waste Changing 16/05/2018 1544

IT: Chip & Pin Tamper Check Daily Log Sheet 10/05/2017 0853, Chip & Pin Tamper Check Poster 10/05/2017 0851

Learning and Development: Learning & Development Courses - July and August 2018 16/06/2018 1348, Manager's Guide: Refresher Assess 04/06/2018 1027, Refresher Training 04/06/2018 1036, SOP EPOS/2 ZEP/CO Composite 16/05/2018 1324, SOP R2P01 Work Equipment 12/07/2017 1140, SOP R2P01 Top Stacking 22/07/2017 1141, SOP R2P01 Best Selling 22/07/2017 1141, SOP R2P01 Daily Stock Counts 12/07/2017 1417

Miscellaneous: HR Contact List 31/07/2017 1031, Updated July 2017, WEEE Poster 04/06/2018 1048

Profit Protection: Cash Handling Cash Recovery Security Stock Movement, ATM Guide 04/06/2018 1346, Bank of England - Note Checking Guide 04/06/2018 1103, Banking Notes 12/06/2018 1533, Sundry Check Guide 04/06/2018 1031, Northern Bank Note Guide 04/06/2018 1105, Poundland Cheating Hours Poster 29/11/2017 1349, Retail & Bargaining 29/11/2017 1348, Health Care

Formulaire de Réclamation Magasin pour Défaut de Livraison Submit Close

Ce formulaire est conçu pour que les Equipes en Magasin puissent enregistrer une réclamation contre le Centre de Distribution pour les produits ou palettes non livrés selon la Procédure de Défaut de Livraison.

TOUTE RECLAMATION DOIT ETRE FAITE DANS LES 24 HEURES SUIVANT LA DATE DE LIVRAISON

LES EQUIPES DU DEPOT DISPOSENT DE 7 JOURS POUR ENQUETER ET REPENDRE.

Complétez le formulaire de votre réclamation et cliquez sur SUBMIT

INFORMATION MAGASIN DEMANDEE

Selectionner la Date d'Aujourd'hui en Utilisant l'Outil Calendrier *

Code du Magasin *
4 Chiffres

Nom du Magasin *

S'il existe deux magasins dans votre zone/ville veuillez le spécifier avec le Nom

Nom de la Personne Rendant le Formulaire *
Prénom et Nom

Examples of International use from:

極度乾燥(しなさい)
Superdry.

claire's

DENNER

RACKLEY
SWIMMING

Superdry (Dryve)



Highlights

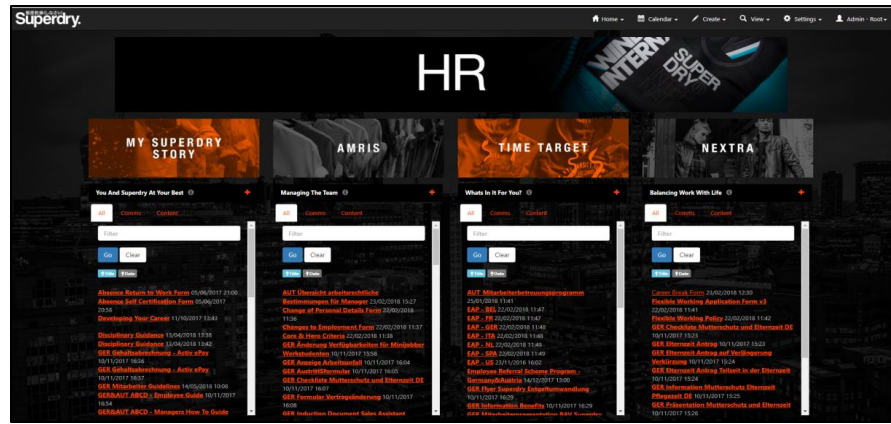
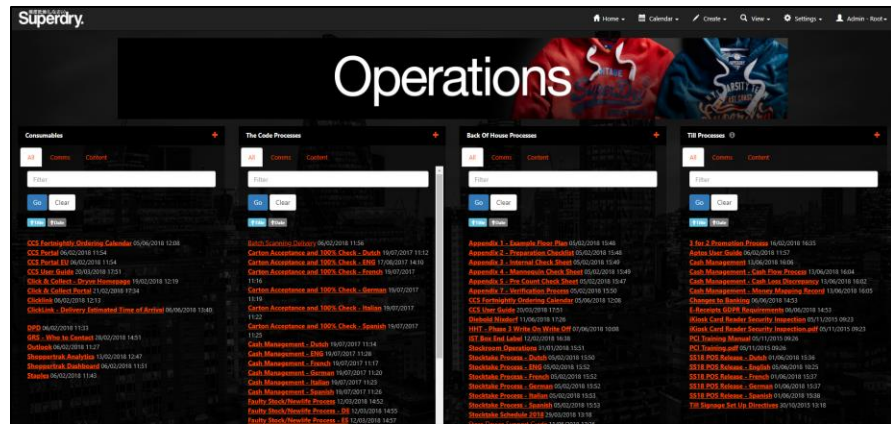
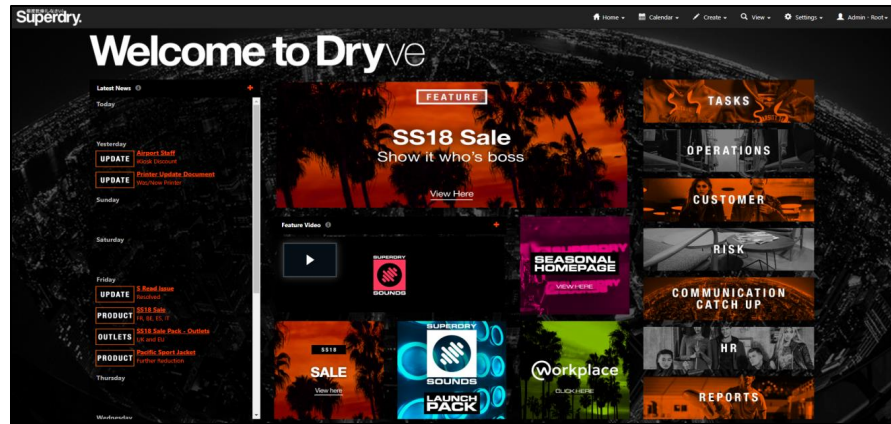
- ✓ Able to send content by Country and Region
- ✓ Use the store hierarchy to manage the above filters- if there are any additions or changes this is updated in Dryve automatically
- ✓ All countries now have one place to access all Superdry news and static content
- ✓ HO departments have one area to communicate and manage content

Benefits

- Users log in at store with a generic store or managers account but also have their own personal account
- All back-office pages are the same for each country
- H&S and Risk team can access all submitted accidents and incidents in one place for the whole of the company

Unique

- Used in Austria, Germany, Iberia, Netherlands, Belgium, Italy, USA and the UK
- Translated where users don't speak English
- Managed by the UK team
- All countries use the same pages to promote a one team feel and promote continuity across the company. This ensures HO users in the UK and view and check on one page that all content is available
- Use of Accidents and Incidents module in all countries that is fully translated



- ✓ All countries have access to the same pages to promote continuity
- ✓ HO Departments manage their page and have their translated documents publish by the Ops team
- ✓ All countries record Accidents and Incidents through Dryve and receive the correct translation based on the language within their browser

Incidents

Raise Incident Export Export Assets

By Location Assigned

Category: All Date From: Date To: Date applies to: Incident Date Filter Reset

#	Type	Date	Location	Reported By	Status
09306	Shoplifting/Theft	21/06/2018 13:00	Dublin	Dublin Staff	Submitted
09305	Shoplifting/Theft	21/06/2018 12:00	Exeter	Ross Clatworthy	Submitted
09304	Shoplifting/Theft	21/06/2018 11:15	Bullring	Bullring Staff	Submitted
09303	Shoplifting/Theft	21/06/2018 10:00	Glasgow Fort	Glasgow Fort Staff	Submitted
09302	Shoplifting/Theft	20/06/2018 00:45	San Francisco Centre	San Francisco Centre Staff	Submitted
09301	Shoplifting/Theft	20/06/2018 17:30	Dundrum	Dundrum Staff	Submitted
09300	Shoplifting/Theft	20/06/2018 17:45	Edinburgh	Edinburgh Staff	Submitted
09299	Shoplifting/Theft	20/06/2018 17:00	Edinburgh	Edinburgh Staff	Submitted
09298	Shoplifting/Theft	20/06/2018 17:00	Edinburgh	Edinburgh Staff	Submitted
09296	Threat of Violence	20/06/2018 12:45	Trafford Centre	TraffordCentre Staff	Draft

1 2 3 4 5 >>

Accidents

Raise Accident Export

By Location Assigned

Category: All Date From: Date To: Filter Reset

#	Type	Accident Date	Location	Reported By	Reporter	Status
01553	Penetrating Injury	21/06/2018 11:...	Southampton	528 Staff	Adam Fletcher	Submitted
01552	Struck By Falling Object	20/06/2018 12:...	Bromley	586 Assistant	Sarah Munn	Submitted
01551	Near Miss	20/06/2018 13:...	Avignon	873 Staff	Takhtoukh Dou...	Draft
01550	Struck By Falling Object	20/06/2018 12:...	Dusseldorf	829 Manager	Jessica Limper	Draft
01549	Other - Non Work Rel...	20/06/2018 14:...	Kingston	505 Staff	lauren woodward	Submitted
01548	Contact With/Use Of E...	20/06/2018 11:...	Swansea	585 Staff	Emma Kieft	Submitted
01547	Manual Handling	17/06/2018 10:...	Innsbruck	805 Staff	Dennis Masche...	Draft
01546	Contact With/Use Of E...	19/06/2018 16:...	Gatwick North	208 Staff	Agata Wiktor	Submitted
01545	Slip / Trip / Fall	19/06/2018 13:...	Pamrdorf	350 Manager	Willibald Kalas	Submitted
01544	Hit By Vehicle	19/06/2018 07:...	Wolfsburg	387 Staff	Patrick Felsing	Submitted

1 2 3 4 5 >>

Claire's (The Hub)

Highlights

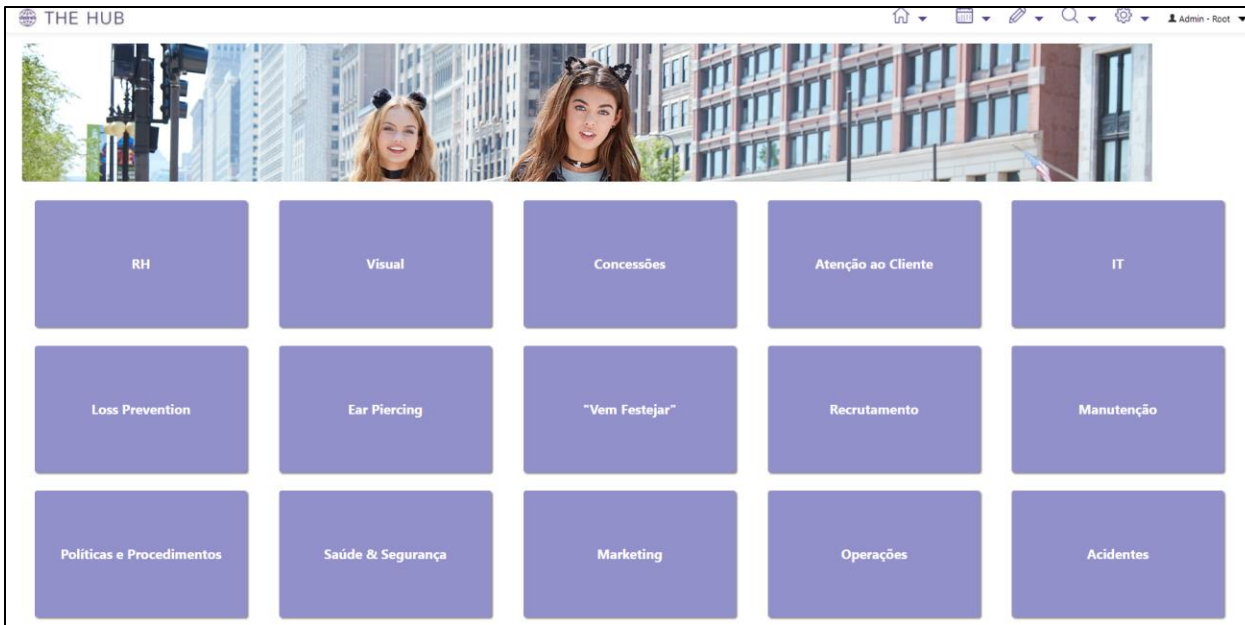
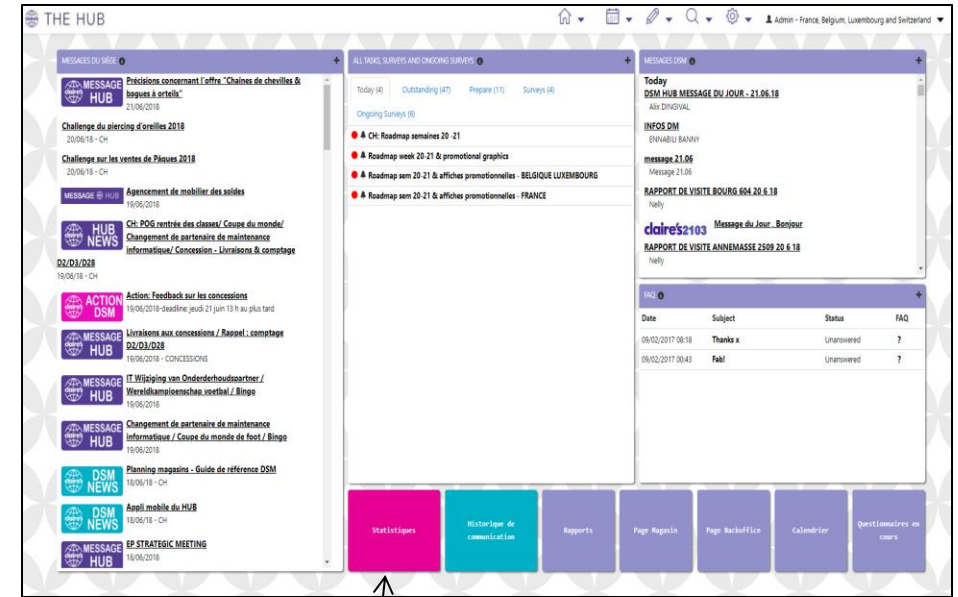
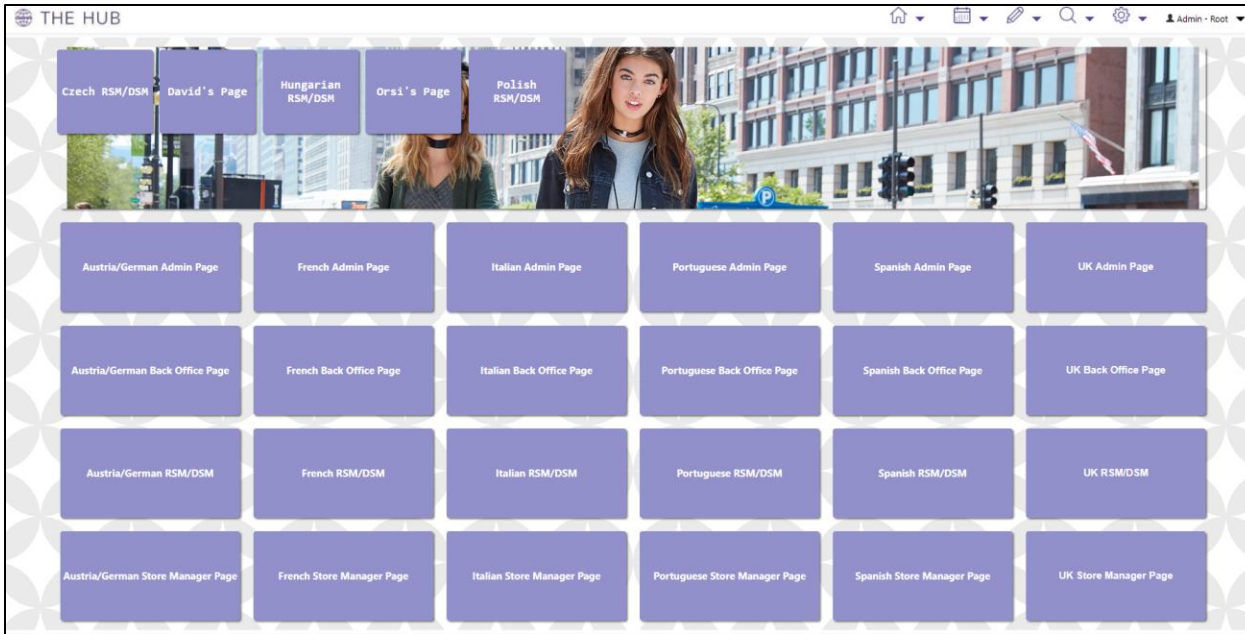
- ✓ Able to send content to store and user level in the correct language so there is no need for the audience to translate
- ✓ Use the hierarchy and user profiles to ensure the country and language is managed through The Hub. Any changes in country or language will then automatically update in the system
- ✓ All countries and users now on a unified platform with the same look and feel to promote they are all part of Claire's and have one site for all of their needs

Unique

- Managed by four Head Offices (Spain, France, USA and UK)
- The site is available in all stores in North America, UK, France, Belgium, Luxembourg, Switzerland, Germany, Austria, Czech Republic, Hungary, Poland, Spain, Portugal and Italy
- Accessed in store by tills and by phone and laptop for District and Regional managers
- Language specific home pages and back office pages have been created for the stores
- Where District and Regional managers manage different countries they have been provided with pages in their preferred language to fully engage and ensure they can access the site as easy as possible
- Individual communication teams translate content in every language, so a communication is published correct for each store and user in their preferred language to minimise any work the target audience (store and field team) have to spend translating
- Overseen by the UK and USA teams

Benefits

- Although each language has a page the look and feel is the same within the EU to ensure continuity for stores, District and Regional managers and Head Offices
- Use country and language audience filters to only send the correct language version of any communication to the stores and District and Regional managers
- When using forms the team create in each language and only allow stores to see the form in the relevant language



- ✓ All EU pages can be accessed from here with language specific pages
- ✓ RSM/DSM page with fully translated widgets and buttons based on your browser language
- ← ✓ Example of a Spanish Back Office page
- ✓ List of fully translated forms for one topic to ensure users can read and complete easily

Definitions

Name

- Closed Day and School Holiday Form
- Closed Day and School Holiday Form_Czech
- Closed Day and School Holiday Form_Dutch
- Closed Day and School Holiday Form_French
- Closed Day and School Holiday Form_German
- Closed Day and School Holiday Form_Hungarian
- Closed Day and School Holiday Form_Italian
- Closed Day and School Holiday Form_Polish
- Closed Day and School Holiday Form_Portuguese
- Closed Day and School Holiday Form_Spanish

Highlights

- ✓ Denner has been a Customer of RMS for over 6 years.
- ✓ Denner continue to maximise on their investment utilising the core RMS tool set.
- ✓ Denner drove their ERP integration to provide stores clear visibility of promotional activities and promotion stock.
- ✓ Stores were empowered to bid for promotion stock, rather than stock being pushed.
- ✓ Clear visibility of deliveries, delivery changes and updates.
- ✓ On line access to invoicing.
- ✓ On line access to product information.

Unique

- Switzerland Based Supermarket chain
- Need to provide end user choice of language – 3 different languages
- Tightly integrated with Microsoft Dynamics
- Promotion pull from Stores – Stock bidding

Benefits

- The ability to target communication to specific outlets and brands
- Clear visibility of compliance
- Enabling Stores to bid for promotional stock based on local knowledge

Rackley Swimming & CVM – (CENTRAL)



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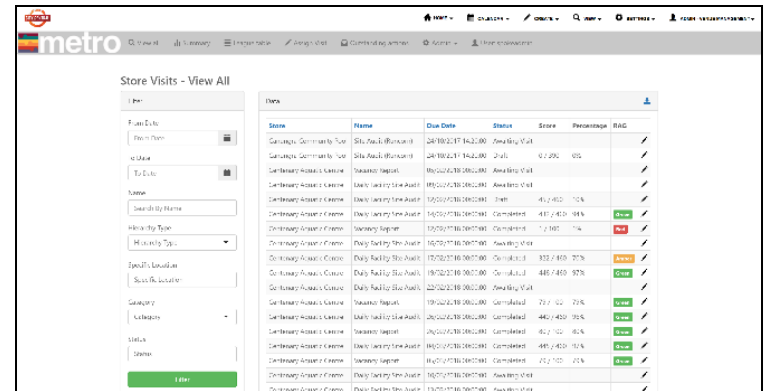
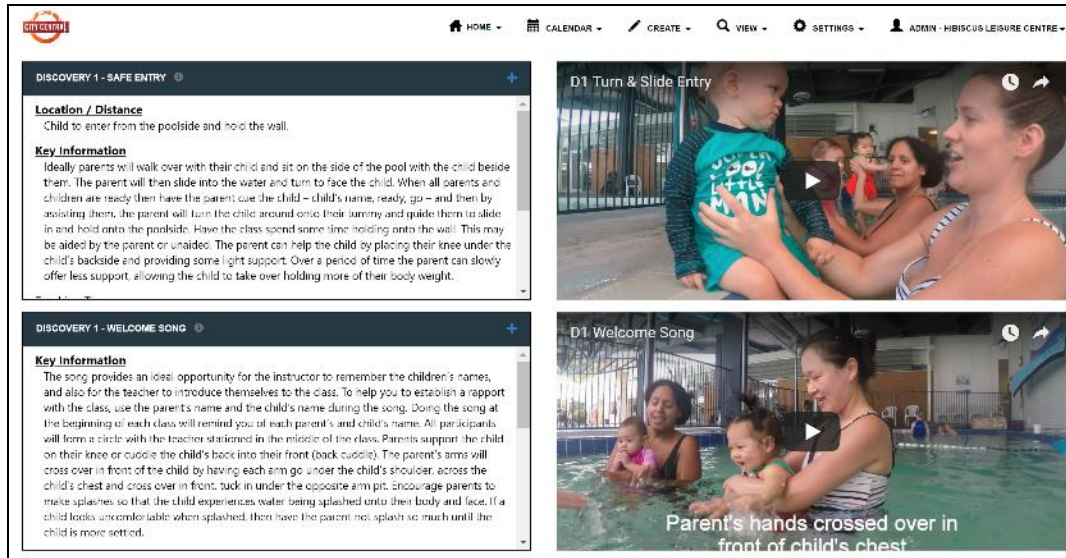
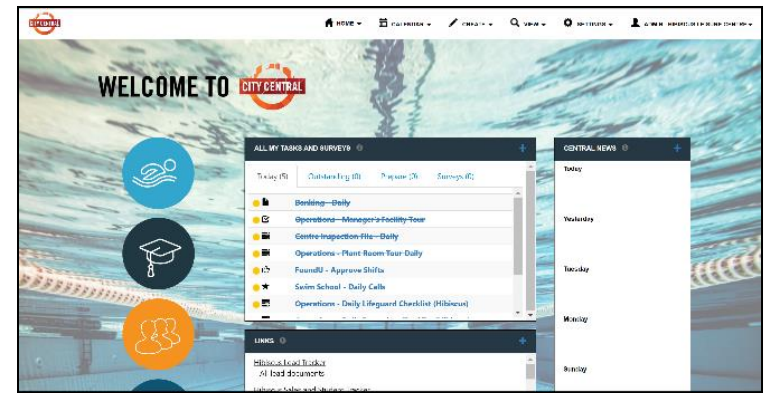
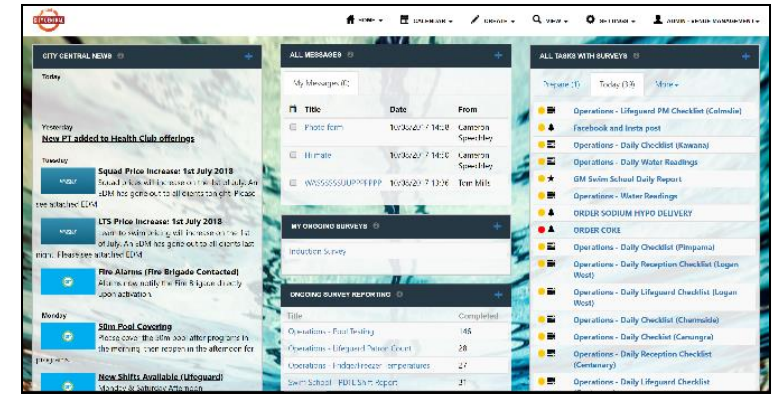
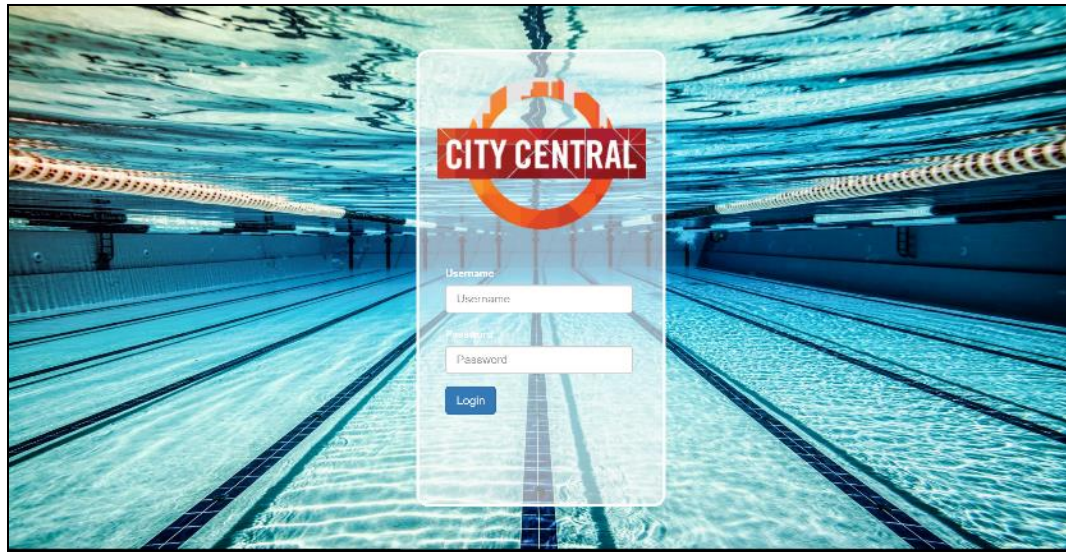
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- ✓ After the content was delivered to all users, Rackley then moved on to Task, Training and Audits. Where each of their sites is run by them for local councils, they needed transparency on Audit results and performance, to which Central has been key.
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- ✓ Rackley are also keen in working with RMS to update their LMS system to a simple effective way, using many parts already in use in the Unified Comms product

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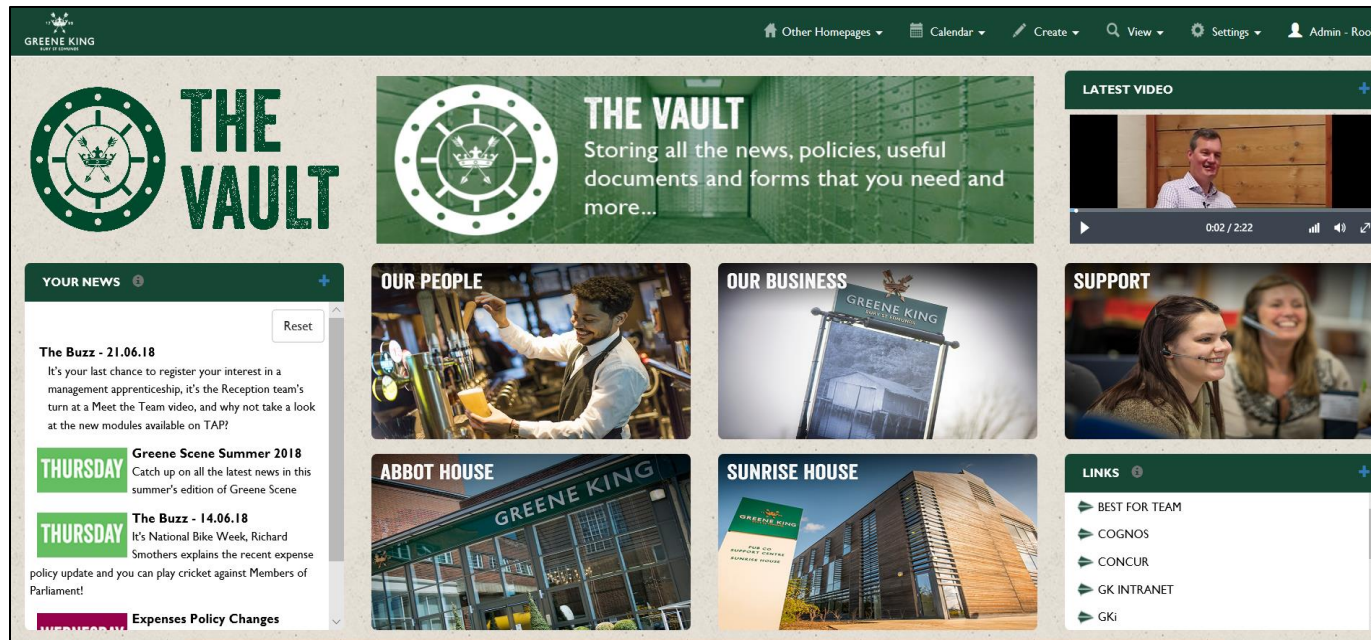
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- Use of site audits to gain information on KPI’s, performance, as well as Site Standards and Health & Safety.
- Unique display of training material, with content and video all on one easy page for each separate lesson type, enabling the Teachers to read and watch simultaneously.



Example Project Implementations from:





Project Approach

- A defined Project Team to surround the project, every department involved
- Focused approach to getting the 'landing' of The Vault across Head Office and 15+ Brands
- Expansive approach to include all areas of the business
 - Health & Safety
 - Field Management
 - Pubs
 - Head Office
- Focus on 'On Brand'
- Passion to get right first time
- Passion to remove multiple applications and replace with 'The Vault'

Innovation

- Embraced use of Video
- Compliance and use of – for the right reasons
- Driving Metro product change and enhancement for the RIGHT REASONS

The screenshot shows a mobile application interface for 'Rackley Swimming'. At the top, there is a navigation bar with icons for Home, Calendar, Create, View, Settings, and Admin. Below the navigation bar, there are two video lesson cards. The first card is titled 'DISCOVERY 1 - SAFE ENTRY' and contains text about location, distance, and key information for a safe entry technique. The second card is titled 'DISCOVERY 1 - WELCOME SONG' and contains text about the purpose and instructions for a welcome song. Both cards include video thumbnails showing a woman assisting a child in a pool.

DISCOVERY 1 - SAFE ENTRY

Location / Distance
Child to enter from the poolside and hold the wall.

Key Information
Ideally parents will walk over with their child and sit on the side of the pool with the child beside them. The parent will then slide into the water and turn to face the child. When all parents and children are ready then have the parent cue the child – child's name, ready, go – and then by assisting them, the parent will turn the child around onto their tummy and guide them to slide in and hold onto the poolside. Have the class spend some time holding onto the wall. This may be aided by the parent or unaided. The parent can help the child by placing their knee under the child's backside and providing some light support. Over a period of time the parent can slowly offer less support, allowing the child to take over holding more of their body weight.

DISCOVERY 1 - WELCOME SONG

Key Information
The song provides an ideal opportunity for the instructor to remember the children's names, and also for the teacher to introduce themselves to the class. To help you to establish a rapport with the class, use the parent's name and the child's name during the song. Doing the song at the beginning of each class will remind you of each parent's and child's name. All participants will form a circle with the teacher stationed in the middle of the class. Parents support the child on their knee or cuddle the child's back into their front (back cuddle). The parent's arms will cross over in front of the child by having each arm go under the child's shoulder, across the child's chest and cross over in front, tuck in under the opposite arm pit. Encourage parents to make splashes so that the child experiences water being splashed onto their body and face. If a child looks uncomfortable when splashed, then have the parent not splash so much until the child is more settled.

D1 Turn & Slide Entry

D1 Welcome Song

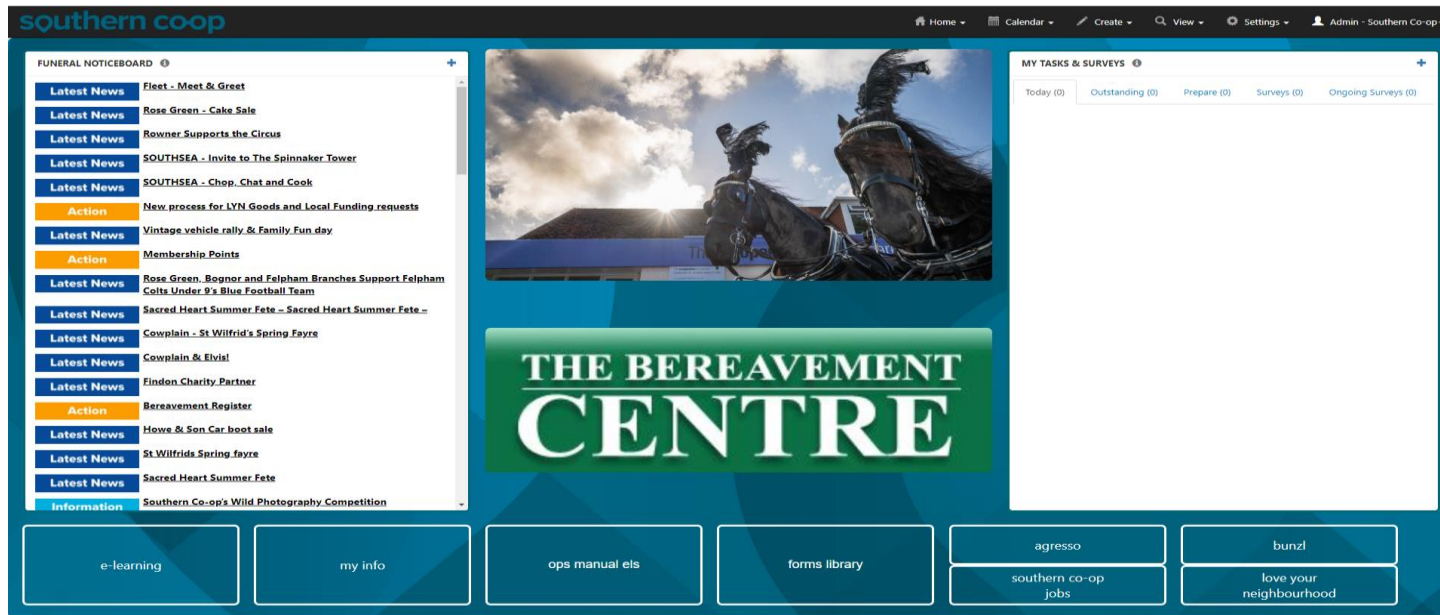
Parent's hands crossed over in front of child's chest

Project Approach

- A small Project Team with a BIG heart
- Saw the opportunity to engage with all employees
- Kept initial implementation simple but effective
- Saw ability to expand, without business barriers
- Implemented – QUICKLY, EFFECTIVELY and from over 10,000 miles and a 10 Hour difference

Innovation

- Embraced use of Video
- Pushed the boundaries of Site Audits
- Approach from a true WEB design
- Embrace MOBILITY for BYOD
- Adopted platform to maximise opportunity of on line and visual learning

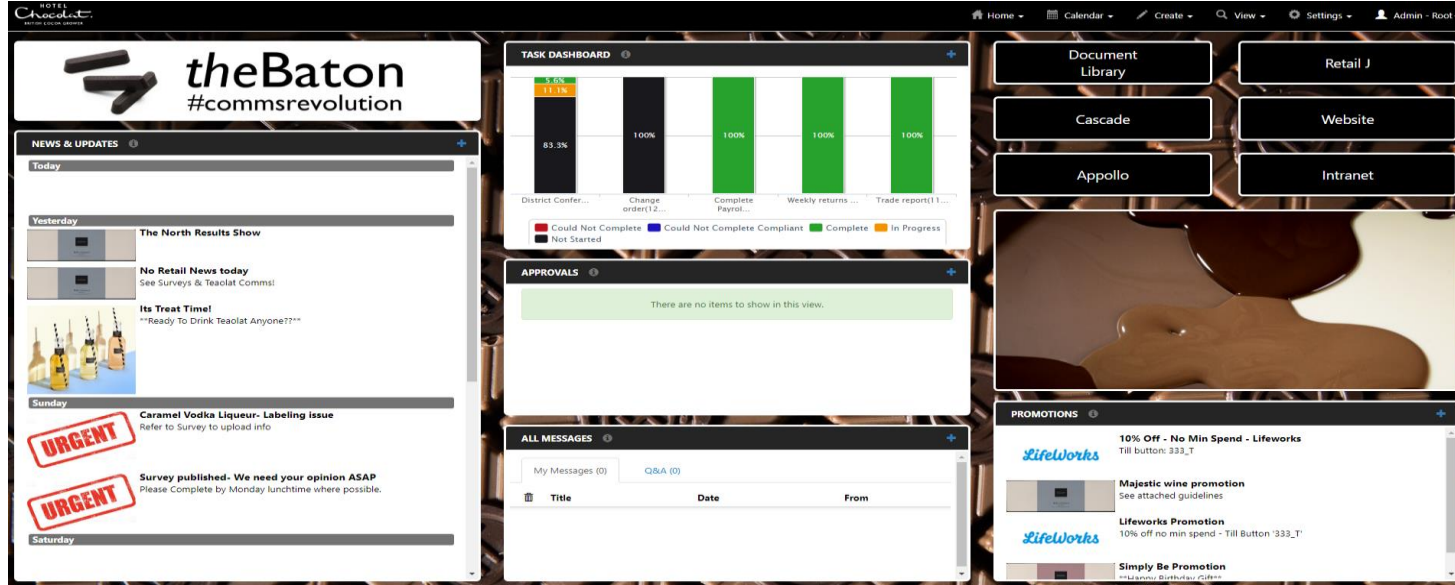


Project Approach

- A small Project Team with a BIG heart
- Took the lead over the Retail implementation in order to land first
- A completed different way of Communicating to Funeral Centres in a sensitive way
- Aim to bring all forms, content and activity into a single location

Innovation

- First use of the Metro solution within the ELS environment
- Ability to focus on using in a positive manner to engage employees
- Same solution being used in Florist, Coffin Planning, Funeral Planning, Masonry
- Use of KPIs in a very different way



Project Approach

- A small Project Team with a BIG SWEET heart
- Retail Led – Saw the opportunity for both owned stores, international and franchises
- Showed huge sensitivity to landing the project right first time in a way that the Stores could embrace
- Had to ensure being on brand once again
- Focused on UI to enable - NEED, KNOW, PERFORMANCE and COMPLIANCE
- A revolutionary approach to bring all communications together

Innovation

- Beautiful approach to content navigation
- Excellent use of branded thumbnails
- Effective use of dashboards
- Extensive use of content
- On Brand Execution



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without compromise

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