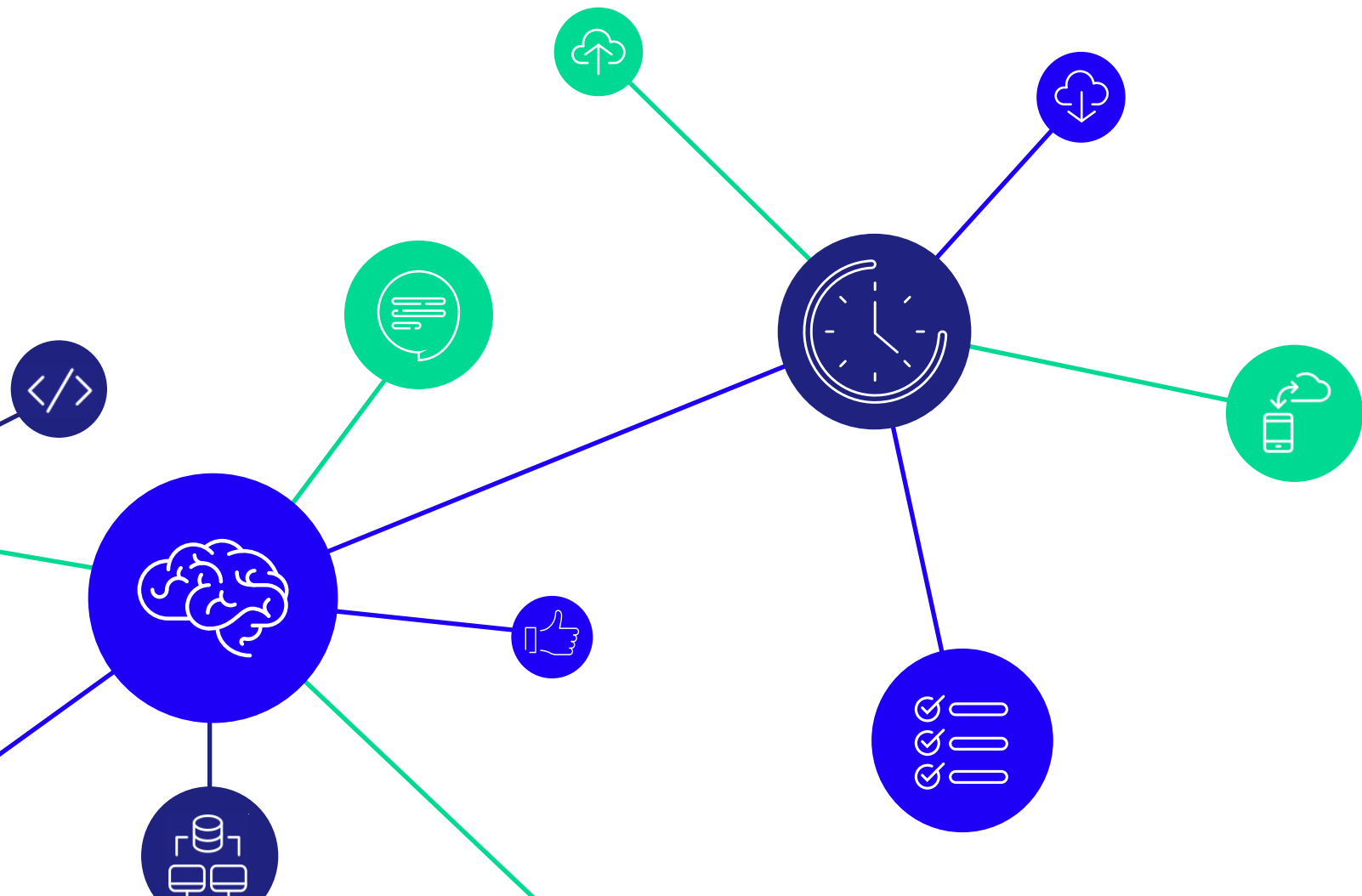




Using the WorkJam Digital Workplace in your Distribution Organization



WorkJam's Digital Workplace Provides Distributors With The Tools They Need To Meet The Demands Of The Distribution Employee Through Greater Employee Engagement

The high-velocity work environment of distribution facilities and fulfillment centers creates unique challenges for managing a nimble workforce that can flow with the demands and expectations of shipment processing. These challenges are compounded by a market focused on faster service at lower prices and a shrinking labor market. Even with major investments in distribution automation, human labor remains a core component of the distribution process and competition is causing distributors to be more agile than ever in the management and productivity of their labor.

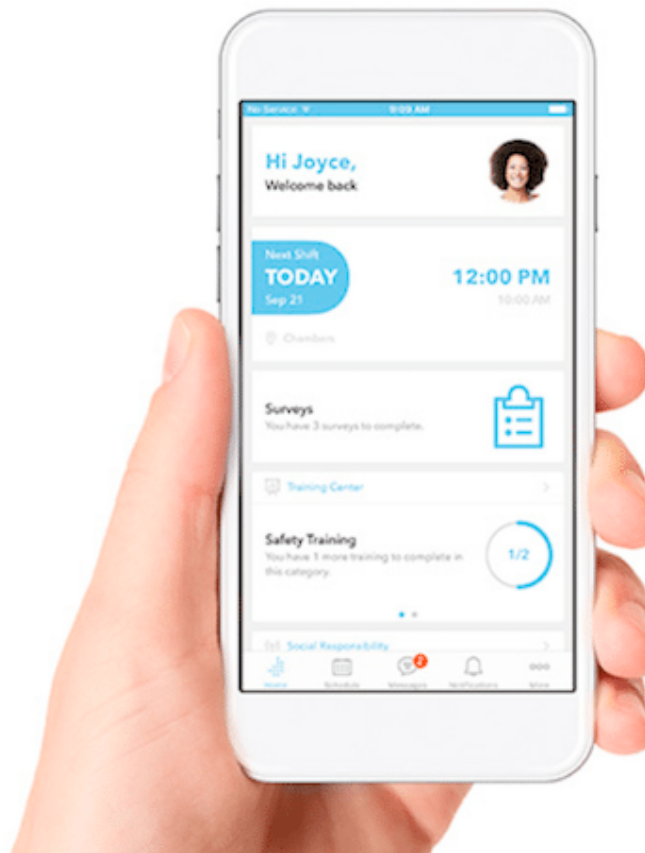
How can distributors win? Engaged employees. By cultivating a positive workplace experience, employers can boost employee productivity and knowledge, while reducing turnover and cutting operational costs through a superior employee experience.

In short, employees have come to expect a better employee experience. They expect to be informed and connected with their employer, feel well-equipped to do their job, and to know they are being treated fairly and being kept safe. They want more control and flexibility over their schedules regarding when and how many hours they work each week. They want their voices to be heard and to be recognized and rewarded for their achievements.

The WorkJam mobile and web platform extends existing workforce management systems and enables employers to improve labor utilization while developing, empowering, and engaging their workforce. The platform enables employees to manage their work life with intuitive resources like schedule management, task management, messaging, development, and training. With WorkJam, distributors can improve retention rates, align employees with business goals, and reduce operational costs.



How does the WorkJam Digital Workforce benefit each area of the Distribution Organization?



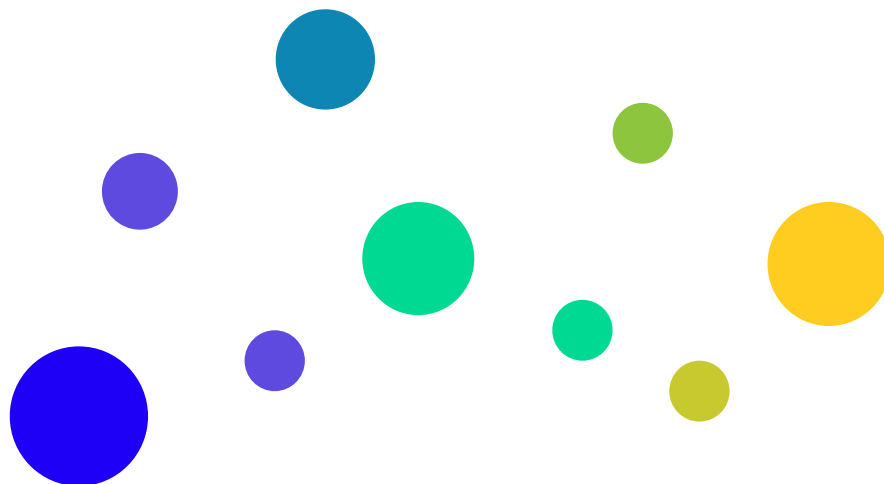
Hourly Employees

Attrition in distribution can be a result of disengaged employees who feel unable to maintain their work-life balance. With WorkJam, employees can manage their own work-life balance with flexible scheduling...

- An important cause of attrition in distribution is a natural result of disengaged employees who feel unable to manage and sustain their work-life balance. But, when hourly employees are given more control and flexibility over their work schedules, they're more likely to understand that their employers value their time. This, in turn, enhances employee trust and loyalty and reduces turnover. By retaining employees,

distributors avoid frequent hiring costs and develop a more experienced workforce, which improves labor productivity. WorkJam guides distributors to improve productivity with smart, mobile tools that ensure shifts are filled with qualified labor, that union rules are followed, and most importantly critical jobs are retained through engaging WorkJam tools to foster a work environment that creates loyal workers.

- Training activities are a critical function of the distribution process. Distributors need to build a culture of learning, delivering consistent training across all distribution centers. The WorkJam Digital Workplace offers distributors the opportunity to more easily and effectively equip employees with the know-how they need to be productive and safe. For example, receiving employees can be sent video training on the proper use of back belts and lifting techniques, preventing injury and unnecessary workers' compensation claims.
- Recognition for a job well done boosts employee morale, encourages positive performance, and provides a valuable source of intrinsic motivation for distribution employees. With WorkJam, supervisors can easily recognize employees for achievements and reward their efforts through badges, points, and direct feedback. As a result, distribution employees are engaged, motivated, and far more likely to stay.



| Leads, Foremen, & Supervisors

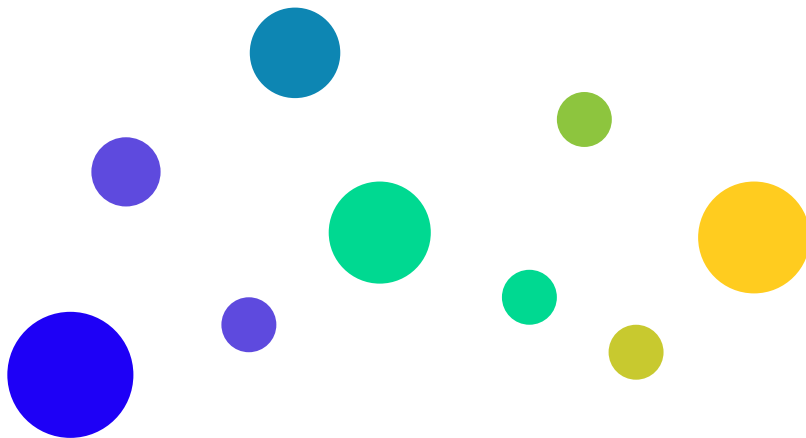
A WorkJam study shows that 65% of employees in the industry communicate scheduling changes to supervisors face-to-face. Shifting scheduling responsibilities to employees allows supervisors to spend more time managing output...

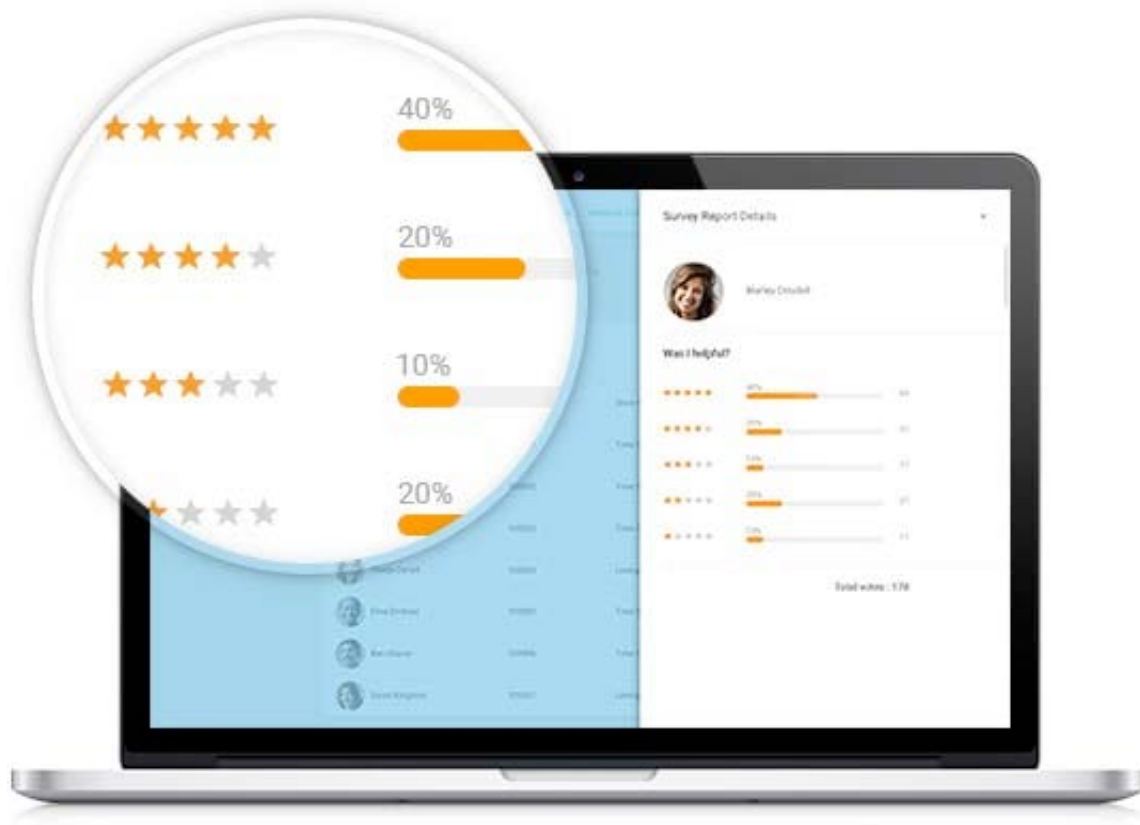


- Distribution/fulfillment centers plan for incoming and outgoing merchandise based on anticipated transportation and customer orders. As this happens, schedule maintenance and shift management are major time-drains for leads, foremen, and supervisors – whether they use paper charts, spreadsheets, or a workforce management system with optimized scheduling technology. When schedule needs fluctuate and clash with employees' availability, these supervisors enter the tiresome and inefficient process of finding staff to cover shifts through a hodgepodge of calls, texts, and on-the-floor conversations. This process is highly labor intensive with paper schedules and foreman trying to move shifts to meet the needs of the employees and the merchandise flow. However, with WorkJam, qualified employees are alerted when shifts become available and can use self-service tools to opt-in to the additional shifts they can work.
- By broadcasting open shifts to employees, WorkJam is able to help distributors meet fluctuating labor needs due to shifting demand from business activities such as omni-channel commerce. With WorkJam, employees can pick up shifts at will to take control

of their economic well-being and work-life balance, while meeting the business' labor requirements.

- Distribution supervisors spend a significant amount of time managing turnover and training staff. By enabling an engaged workforce, WorkJam helps motivate teams and lower turnover. This gives valuable time back to the supervisors, lowers operating costs, and builds a more experienced, knowledgeable, and productive team. With WorkJam, energy is focused on managing the efficiency and output of employees.
- A motivated and engaged workplace leads to happy customers. WorkJam makes it simple for distribution supervisors to motivate their employees through feedback, rewards and recognition, while giving real-time, actionable insights to help create a culture of engagement that will lead to stronger individual performance, superior employee retention, and ultimately – better results.





| Distribution Center Operations

WorkJam helps distribution centers adapt to changing labor demands and comply with union rules. Empowering supervisors and employees with a digital workforce tool reduces cost while increasing productivity and profitability...

Over the last few years, the hourly workforce has become the focal point of political debates, boardroom conversations and social movements alike. National and local pushes for a higher minimum wage and criticism over unfair scheduling practices have cast a shadow over the hourly employee experience, challenging distributors to take a critical look at their internal practices. WorkJam is unique in that it offers distributors a solution to these challenges, while helping to reduce costs and improve productivity and profitability at the same time.

By implementing the WorkJam Digital Workplace, distributors can:

- Provide employees with a more flexible and accurate scheduling process, leading to higher efficiency and happier employees.

- Enforce compliance to union rules and avoid contract violations and subsequent grievances. For example, WorkJam's optimization can ensure that more senior employees are given preference to shifts and days off according to the union agreement.
- Ease the burden of timely, antiquated scheduling practices and improve employee satisfaction by publishing open shifts and bidding processes based on availability, skillset, or tenure.
- Improve operations and logistics by planning labor needs consistent with anticipated workflow and flex the onsite labor based on unanticipated stress in the receipts and delivery demands. This flexibility will allow for greater control over payroll budget and best in class alignment of on demand resources.
- Connect employees with their supervisors using real time data and analytics to give management information on the utilization of their human resources.
- Help distributors retain employees, avoid recruitment costs, and develop a more experienced workforce.
- Deliver strategic and data driven reports combined with actionable, insightful, and connected analytics that change the way distributors think and align their workforce.
- Improve supervisor productivity by offloading time consuming work to self-service tools for employees.
- Improve communication across the distribution center by allowing individuals and teams to easily communicate with each other. For example, by sending direct, targeted messages, foreman and leads can simply send a message to multiple employees throughout the distribution center, requesting them to come to the packing stations to support an overflow of merchandise waiting to be sent to customers.
- Source internal labor across fulfillment locations and create an on-demand labor pool to significantly lower labor costs.
- Recognize fluctuating demand signals in order to meet labor needs while complying with advance notice scheduling laws.
- Utilize Task Management to enable warehouse supervisors to assign specific tasks to

employees with videos, photos, and specific written expectations for completion of the task.

- Make online employee handbooks and safety materials readily available. Knowing what is expected of every employee as part of the team allows each employee to simply and intuitively review policies including benefit information and safety requirements.

| Corporate Communications

Seven out of ten employees say corporate values and goals are communicated by supervisors face-to-face. WorkJam streamlines messaging across all levels of the organization without having to gather employees into a physical location...



- Timely, targeted, and relevant communications is the cornerstone of an aligned messaging strategy. Through the WorkJam Digital Workplace, distributors can deploy corporate strategy, messages, and objectives directly to their teams. Corporate can instantaneously communicate directly with its employees, providing consistent communication such as important safety information.

- Direct digital messaging is great for delivering a clear, consistent message to the right employees at the right time. By using the WorkJam Digital Workplace platform, corporate can update employees on upcoming distribution center activities, special announcements, corporate responsibility initiatives, health and safety processes, and deliver special timely messages from leadership. This means no more organization-wide game of broken telephone!
- WorkJam allows corporate to eliminate disparate, uncontrolled and unsecure messaging channels used by employees such as WhatsApp and Facebook – cutting out additional opportunity for miscommunication.
- With WorkJam, corporate has a trusted channel to receive valuable employee feedback.

| Training and Onboarding

WorkJam's Learning Experience System is able to onboard employees with efficiency, reducing the cost of training an employee. Knowledgeable employees are equipped to face challenges on an ongoing basis while keeping up with regulations...



- By completing training courses, employees can qualify for multiple positions and department scheduling, or even priority in a shift bidding process. By offering new work opportunities, employees will become more engaged by having more control over their economic well-being.
- Training departments can utilize WorkJam to effectively train distribution employees quickly with fun multimedia content, allowing campaigns and initiatives to be deployed with agility. In addition, distributors can utilize surveys and polls to gather important and timely feedback, while unlocking rewards and additional employee benefits.
- Onboarding is streamlined and more cost effective by communicating training guides through the Digital Workplace. By utilizing the WorkJam Learning Experience System, the onboarding cycle is flawlessly managed start to finish. However, while many believe that training stops after the onboarding process, this no longer has to be the case.
- WorkJam's Learning Experience System can stand alone, or be integrated with existing learning management systems. WorkJam also supports SCORM and Tin Can API training content.
- With WorkJam training tools are easily accessible, so distributors can feel confident that both new and seasoned employees will be equipped to tackle challenges on an ongoing basis.
- Training departments in distribution organizations require powerful learning tools that quickly and effectively help distribution employees cement new skills, whether during the onboarding process or as ongoing training process. To do this effectively, distributors need to provide experience-focused learning tools that offer easily digestible content with interactive hands-on participation to reinforce key messages. WorkJam enables this type of training which can also be pushed to employees based on their role and job duties with assessments assigned to ensure comprehension. WorkJam's Learning Experience System helps distributors meet ongoing safety training compliance requirements such as OSHA and achieve a reduction in workers' compensation costs through on-demand safety training.
- WorkJam Digital Workplace's Learning Experience System helps distribution organizations consistently train knowledgeable employees. With WorkJam, easy-to-navigate content, with videos, can be targeted to specific employee groups. Create assessment quizzes that gamify the learning experience and motivate workers to seek continuous improvement, rather than simply offering one-time lessons that quickly become stale.