



UKG for Grocery

# Intelligent HR and Workforce Management Solutions that Connect, Empower, and Engage



# The Grocery Industry Challenge

As grocers adapt business models and expand offerings to meet changing consumer demands, they need engaged and productive employees to deliver the level of service that can maintain — and grow — market share.





When it comes to buying groceries, consumers have more shopping options than ever — from limited-assortment stores and big-box retailers to meal delivery services and online ordering. At the same time, customer expectations continue to expand beyond quality, cleanliness, and price to include curbside pickup, home delivery, and a wider variety of meal solutions. To stay competitive, grocers need an engaged, productive, and effectively deployed workforce that can deliver a friendly, convenient, and efficient shopping experience that attracts customers and earns their loyalty.

Managers need to ensure the right staff is in place to delight customers, while completing HR and payroll paperwork, managing labor costs and compliance, and keeping employees happy and motivated. Meeting these challenges is especially difficult when you rely on manual processes, legacy systems, or disparate workforce solutions that hamper accuracy, slow decision making, and frustrate workers.

UKG for Grocery is a comprehensive workforce solution that helps you attract and retain best-fit employees and effectively manage the critical business issues you face every day. Leveraging artificial intelligence (AI) technology, UKG™ solutions make it easy to pinpoint opportunities to boost savings and productivity, create schedules that meet customer demand and employee preferences, and comply with evolving meal and break regulations and wage and hour laws. Intelligent automation and easy-to-use mobile tools guide managers and empower employees, helping you deliver a superior shopping experience — in store, curbside, or at the customer’s front door.

<sup>1</sup> Jim Dudlicek, *Labor Issues Top Grocer Concerns but Others Not Far Behind*, Progressive Grocer (June 12, 2019), found at <https://progressivegrocer.com/labor-issues-top-grocer-concerns-others-not-far-behind-annual-report>.

# Delivering a Comprehensive Solution

UKG for Grocery provides innovative solutions — from timekeeping, scheduling, and task management to HR, payroll, and analytics — to help you address workforce management challenges and deliver a differentiating customer experience that drives better business outcomes.



## Attract and retain a winning workforce

Today's war for talent makes it tough to find dedicated grocery employees and control chronic turnover. UKG for Grocery accelerates recruiting and streamlines onboarding with a personalized experience to attract talent, welcome employees, and bring them up to speed fast. Offering convenient mobile tools, AI-powered pulse surveys, and accurate payroll, UKG solutions create a more connected, meaningful work experience that makes employees feel empowered, valued, and motivated to stick around.



## Create a culture that helps employees thrive

Engaged employees are more productive and committed to the success of your business. UKG solutions provide mobile and self-service tools that let employees view schedules, request time off, and pick up open shifts — from any device. Intelligent shift-swap recommendations enhance flexibility for improved work-life balance. And advanced scheduling that takes into account employee preferences and consistently enforces work and pay rules helps ensure fairness and schedule predictability — leading to reduced absences, higher retention, and better job performance.





### **Intelligently control labor costs like never before**

Your people are your most valuable asset — and your largest controllable expense. UKG for Grocery unlocks savings by applying intelligent automation to workforce management. AI-powered volume forecasting analyzes historical volumes, seasonality, and special events — pooling data across locations and learning patterns over time — to drive optimized scheduling that minimizes costly overstaffing. UKG solutions monitor time, attendance, schedules, and other data in real time for proactive overtime management and a powerful, accurate payroll engine reduces errors.



### **Streamline compliance management**

Keeping pace with ever-changing labor laws, government regulations, and union rules is no easy feat. UKG for Grocery helps you minimize compliance risk and avoid penalties with automated adherence to federal, state, and local labor laws, including FLSA, ACA, and FMLA. The solution lets you track employee hours and confirm attestation to meal and rest breaks, while the built-in AI engine detects patterns that may lead to compliance violations and offers proactive alerts to help managers stay on track.

“With optimized scheduling, we’re getting sales benefits from executing on service strategies — from having the right person with the right skill set in the right place at the right time to making sure products are fresh and in place according to our presentation guidelines. This is about competitive advantage.”

— Manager of Labor and Productivity, Hannaford Supermarkets

# Managing Your Entire Workforce

UKG workforce solutions are designed for everyone in your organization — from cashiers, stockers, deli clerks, and delivery drivers who interact directly with customers to district, store, and department managers overseeing the business side of operations.

## Hourly workers

Today's employees want a work experience that gives them more flexibility, control, and convenience. With UKG self-service and mobile tools, workers can check their schedules, hours worked, and accrual balances, and request time off as needed. They can even pick up or swap shifts — right on their mobile device. What's more, the UKG system intelligently generates schedules that align with employee skills, certifications, and availability preferences.

## Store and department managers

UKG for Grocery gives managers unified data and tools to recruit and onboard employees, track time, and manage compliance across the workforce. Dashboards and Dataviews provide visibility into employee absences, actual vs. scheduled hours, overtime, turnover, and other trends. Plus, AI-driven recommendations guide smart decisions — from filling shifts to approving time off — to control costs and maintain productivity. With UKG, managers can spend less time in the back office doing paperwork and more time on the floor coaching employees and interacting with customers.

## HR and payroll administrators

UKG solutions give HR staff all the tools they need to attract and retain best-fit employees. Compliance capabilities — backed by powerful reporting and auditing — support proactive management of federal, state, and local labor regulations, including FLSA, FMLA, wage and hour laws, minimum wage and tipping rules, and more. In addition, automated processes help payroll staff deliver perfect paychecks every pay period.

## District managers

To see the big picture clearly, district managers need real-time visibility into every store within their district. UKG for Grocery offers robust reporting and analytics that can track each store's performance against budget and pinpoint opportunities for cost savings or productivity gains. With an in-depth view of the entire workforce at their fingertips, district managers get actionable insight into performance and the information needed to create effective performance reviews and drive continuous improvement.



### About UKG

At UKG, our purpose is people®. As strong believers in the power of culture and belonging as the secret to success, we champion great workplaces and build lifelong partnerships with our customers to show what's possible when businesses invest in their people. Born from a historic merger that created one of the world's leading HCM cloud companies, our Life-work Technology™ approach to HR, payroll, and workforce management solutions for all people helps more than 80,000 organizations around the globe and across every industry anticipate and adapt to their employees' needs beyond just work. To learn more, visit [ukg.com](https://ukg.com).

Put UKG for Grocery to work for you:  
+1 800 225 1561 | [ukg.com/grocery](https://ukg.com/grocery)

