



# How to recruit faster, fill more shifts and keep staff longer

A guide for retailers

# Leading retailers are recruiting faster, filling more shifts and keeping staff longer by providing flexible pay – also known as earned wage access.

With a growing sense of frustration about stagnant wages in Australia, as well as staff shortages due to a lack of overseas travellers, many retail businesses are struggling to find and keep the right people.

To solve this, forward-thinking employers like Freedom, Best & Less, Hungry Jack's, Glue and JD Sports are making the switch to earned wage access with providers like us at Humanforce Thrive.

## What is earned wage access?

Earned wage access gives employees the ability to access a percentage of the money they've earned at any point in the pay cycle. It means employees are able to cover emergencies and pay bills on time without having to borrow. The outcome? Happy and healthy teams.

See the results from [our latest impact assessment](#).

The changes in the lives of employees are so significant our UK company was recently named by Retail Week's Discovery report as one of the top 10 start-ups in the world for retailers to partner with. Here's what the independent panel of judges said:

"We admire the fact that [earned wage access] is improving the employee payroll experience, which has been a particularly slow-to-innovate business function. We're not surprised it has found particular success within the retail sector."

## What are you looking to achieve?

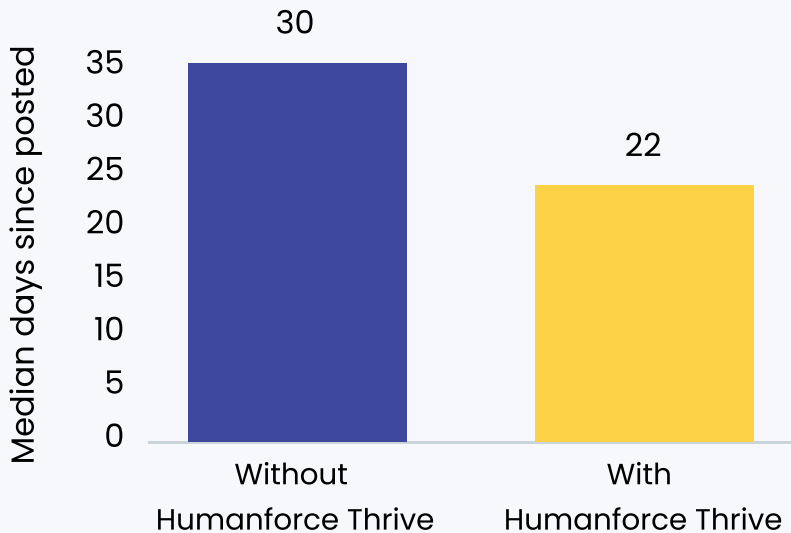
- ✓ Recruit 27% faster by providing a benefit that candidates are looking for
- ✓ Fill 22% more shifts by enabling people to see the reward for their work faster
- ✓ Reduce staff turnover 16% by reducing financial stress and improving standard of living



Our financial wellbeing tools see adoption rates of up to 79%

## Case study #1: Recruiting faster

An analysis of retail and hospitality jobs listed by over 900 companies on job listing website Indeed found those using our tools filled jobs within an average of 22 days. In comparison, jobs listed by similar companies that don't provide earned wage access took an average of 30 days to fill. When assessing potential employers, earned wage access is an offering that stands out to applicants.



Listings with Humanforce Thrive filled

**27%**  
faster

## Case study #2: Filling more shifts

When shift-based employees can instantly access their earnings after a shift, they're more likely to opt to work an extra shift if they're short of money or see an upcoming cash flow shortage. That's why the employers we work with fill 22% more shifts.

*"We've seen incredible uptake since we launched Humanforce Thrive. Team members have personally told me about how much it reduces pressure when rent is due or unexpected life events happen. It gives them the flexibility to plan ahead and pick up extra shifts when they need to. Not only does this mean they have the autonomy to manage their financial affairs in the most practical way for them, it's helpful for us as a business. We have engaged employees who now are able to really feel the value of an extra day of work."*

Mark Woodhouse, Chief Financial Officer, JD Sports



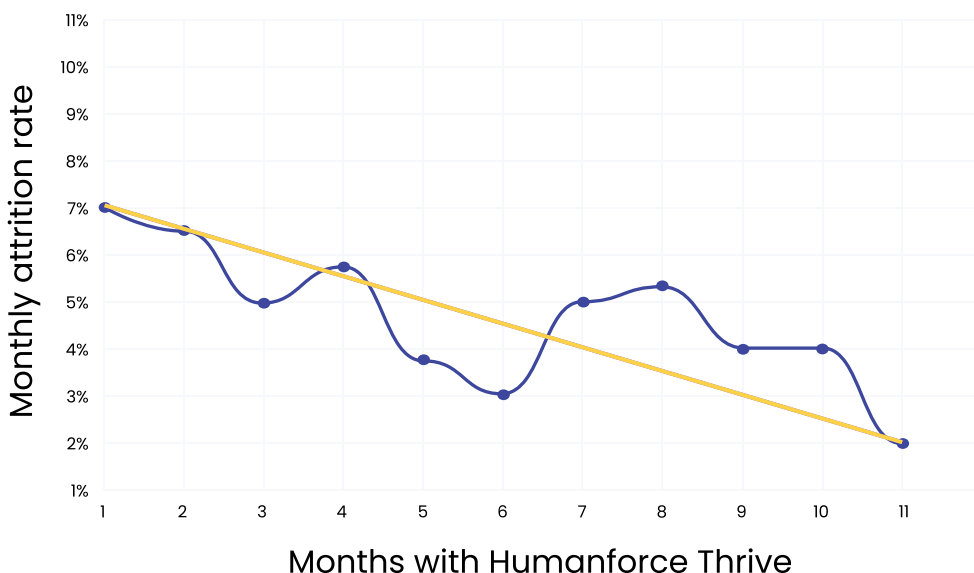
## Case study #3: Reducing attrition

Employee attrition costs businesses significantly through:

- Recruitment
- Time to interview and hire
- Training and onboarding

The cost is particularly high in industries with transient workforces such as retail. This graph shows the impact earned wage access has had at one of our employers with more than 3,000 staff. Another employer – with 5,000 employees – is saving approximately \$4.86m a year by retaining staff longer. The reason behind this change? Earned wage access.

### 46% reduction in attrition after implementing Humanforce Thrive



Yearly attrition rate using first 3 month average: 74%

Yearly attrition rate using last 3 month average: 40%

Yearly reduction in attrition: 46%

### Making a difference for those paid weekly

Weekly pay cycles are very common in hospitality and retail, and these two sectors make up the majority of Humanforce Thrive customers. Customers like Bupa, JD Sports and Travelodge pay weekly and see great benefits from using earned wage access.

The most common reason people transfer is to cover bills – making up 33% of transactions. An unexpected bill can occur at any point in the week and for many avoiding a late fee or paying interest by having to borrow is a huge help.

In some cases costs aren't able to be put off and if the employee doesn't have the means to borrow, without earned wage access they're stuck in a real bind. This is one of the benefits Bupa staff have seen:

*"No matter who you are, there will always be times when you face unexpected costs whether it's a broken down car or an unforeseen vets bill. We're allowing colleagues to access their earned wages ahead of payday, so that they've greater control over their finances when they need it most,"* Rebecca Pearson, Operations Director, Bupa Care.

1 in 4

weekly paid employees sign up to Humanforce Thrive

97%

of weekly paid employees track their wages

86%

of weekly paid employees say using Humanforce Thrive makes them feel less stressed

## What's next?

As the retail industry regroups and rebuilds following Covid-19, there has never been a more important time to focus on finding and keeping the right staff. Flexibility isn't just important to those working from home – that's why earned wage access can help set your business apart.



Make the switch to earned wage access

[Get in touch](#) • [contactus@humanforce.com](mailto:contactus@humanforce.com)

## We work with leading employers

If you're looking for ways to improve your employee experience and drive engagement, I recommend Humanforce Thrive. I've worked on many projects over my years at Hungry Jack's and Humanforce Thrive would have to be the easiest benefit that I've ever implemented. And that was thanks to the support that was provided from Humanforce Thrive.

Jenny McKie  
Chief People Officer of Hungry Jack's



Humanforce Thrive genuinely empowers people to take control. For me, offering flexible pay is the right thing to do because it genuinely empowers people to take control of their finances, to improve their financial literacy and to establish positive habits that are going to benefit them, regardless of where they take their career or what they do next. It is a tool that offers enduring lifetime solutions to help people get ahead.

Zahra Peggs  
Group Executive, People and Corporate Affairs at Telco Services Australia Group



100% I would recommend Humanforce Thrive to other employers. I'm not just saying it – the implementation process was 10 out of 10. Honestly, it wasn't technically super complicated, and it was professional and seamless.

Erica Page  
Country HR Director, The Adecco Group



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Glue.  
STORE

Best&Less



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tyro

