VPZ PEOPLE PLATFORM

Every store.
Every colleague.
One system.

One people platform for VPZ: rota, time, annual leave, pay, learning, compliance and HR for every store and head office.

8	62	26
AREAS	FEATURES	AUTOMATIONS

RECRUITMENT · ONBOARDING · ROTA & TIME · PAY · LEARNING
PERFORMANCE · SAFETY · UK COMPLIANCE · INTEGRATIONS

Confidential — prepared for VPZ

CONTENTS

What’s inside

01 My VPZ
Everything a store colleague needs, on their phone

02 People
From first application to final day

03 Workforce
Rota, time, leave and pay that agree with each other

04 Capability
Learning that proves people can do the job

05 Performance & engagement
Regular conversations, not annual paperwork

06 Operations
Keeping stores safe and running

07 Insight & UK compliance
Head office sees every store, live

08 Platform
Secure foundations

09 Coming next
What is deliberately waiting, and what it needs

My VPZ

Everything a store colleague needs, on their phone

A calm Today screen for retail staff: clock in, see the next shift, and handle only what needs attention.

- ✓ **Today screen**
  Clock in and out, breaks, next shift, store tasks, must-read news and a short attention list.
- ✓ **Shifts & availability**
  Own rota, open-shift claims, swap requests and weekly availability.
- ✓ **Annual leave**
  Live balance, booking with day count and store-busy check, ask to cancel approved leave.
- ✓ **Absence reporting**
  Report sickness in two taps; return-to-work handled by the manager.
- ✓ **My learning**
  Courses, daily refresher, streaks, certificates with QR verification.
- ✓ **Documents & feedback**
  Read-and-confirm, typed-name e-signature, 360 feedback requests, goals and self-review.
- ✓ **Safety & engagement**
  Report incidents with photos, store checks, kudos, anonymous pulse surveys and suggestions.
- ✓ **Messages**
  Company channel, store group chats and direct messages, with read-by counts on announcements.
- ✓ **My pay**
  Payslips, total reward statement with print, and earned wage access — request up to a set share of wages already earned.

RUNS AUTOMATICALLY

- Alerts inbox collects everything waiting on the person
- Offline clock-ins queue on the phone and sync when signal returns

People

From first application to final day

Recruitment, joining and leaving are separate journeys with their own checklists, reports and automations.

Recruitment & careers site
Vacancies, public careers page with apply form, candidate pipeline.

Interview booking
In store, video, phone or trial shift; attendance, 0–5 score and outcome move the candidate on.

Offer letters & e-signature
Auto-filled offers, private link, candidate signs or declines; signed offers become starters.

Pre-start portal
Private welcome link: first-day info, and the starter sends bank, NI, address and emergency contact.

Onboarding
New starter wizard, checklists from editable templates, evidence uploads, activation blocked until done.

Offboarding
Leaver checklist, kit return, exit interview, holiday owed, future shifts removed.

Staff profiles & job changes
Full record, custom fields, dated job-change requests with HR approval and automatic history.

Org chart, succession & HR cases
Reporting lines, successors with readiness, confidential case files.

RUNS AUTOMATICALLY

- Unsigned offers chased after 5 days
- Joining and leaving tasks chased nightly
- Approved job changes applied on their start date
- Leaver holiday owed written onto the final-pay task

Workforce

Rota, time, leave and pay that agree with each other

Built for retail stores: a single readiness check stops anyone untrained or without right to work being rostered.

- ✓ **Rota**
  Templates, copy last week, cost vs store budget, cover rules (min 2, keyholder, age-check trained).
- ✓ **Open shifts & swaps**
  Staff claim or swap, manager approves; readiness re-checked every time.
- ✓ **Time & attendance**
  Today board, store kiosk with PIN, timesheets vs rota, bulk approve, fix-my-time requests.
- ✓ **Annual leave & absence**
  Pro-rata balances, carry-over, store caps, team calendar, return-to-work forms, Bradford factor.
- ✓ **Pay runs**
  Explainable pay lines, exception gate, period close and finance journal export.
- ✓ **Statutory pay, pensions, benefits**
  SSP, family pay, auto-enrolment records, benefits catalogue and enrolments.
- ✓ **Pay bands**
  Dated min/max rates per job and an outside-band report.
- ✓ **Pay review**
  Budgeted annual review: band-aware suggestions, manager proposals, HR approval, applied rises logged in job history.
- ✓ **Earned wage access**
  Staff draw down part of earned wages; approved amounts appear automatically as deductions on the pay run.

✓ **Auto-rota draft**
Fills a week from templates, skipping blocked, on-leave and unavailable staff; publish still enforces readiness.

RUNS AUTOMATICALLY

- Unpublished rota reminder (Thursday)
- Missed clock-outs and unapproved timesheets before pay run
- 48h / 11h rest / under-18 checks
- SSP record after 3 days, Bradford triggers, use-it-or-lose-it
- Open shifts unfilled after 48 hours

Capability

Learning that proves people can do the job

Skills, training needs and retention testing tied directly to who can be rostered.

- ✓ **Course builder**
  Modules, lessons, question bank, versioning with retake, server-marked final quizzes.
- ✓ **Certificates**
  Issued from quizzes or observations, every one with a public verify code.
- ✓ **Practical observations**
  Manager sign-off on a phone with photo and signature.
- ✓ **Skills matrix (0–5)**
  Role skill profiles, individual levels and gap actions.
- ✓ **Training needs analysis**
  TNA cycles raised from gaps, with a costed training plan.
- ✓ **Retention testing**
  7/30/90-day and pre-expiry checks with confidence scoring and decay reports.
- ✓ **Knowledge base**
  Approved articles, read-and-confirm, AI answers grounded only in approved content.
- ✓ **Launch briefs & classroom sessions**
  Store readiness board, waitlists and attendance.

RUNS AUTOMATICALLY

- Mandatory and refresher training assigned nightly
- Overdue nudges with 7-day manager escalation
- Test-purchase failure triggers retraining
- Every failure recorded for future alerts

Performance & engagement

Regular conversations, not annual paperwork

Goals, 1:1s, reviews and probation alongside the voice of every colleague.

Goals & 1:1s
Progress tracking, quick 1:1s with actions staff tick off.

Review cycles
Self and manager review with evidence, sign-off, rating spread by store.

Probation
Pass, extend or fail with reasons.

360 feedback
Named or anonymous, ratings with strengths and improvements.

Pulse surveys & eNPS
Anonymous, groups of 5+, AI comment themes, flight risk by store.

Kudos & suggestions
Value-tagged kudos wall and anonymous suggestion box with replies.

Calibration
HR compares store ratings against the business average and records agreed ratings with reasons.

RUNS AUTOMATICALLY

- Probation and overdue 1:1 reminders
- Survey reminders, auto-close and next round drafted
- Store score drop alerts
- Quiet-kudos nudges

Operations

Keeping stores safe and running

Health & safety, equipment and day-to-day store work in one place.

Health & safety
Incidents, near misses, test purchases, investigations, RIDDOR deadlines, signed risk assessments.

Store checks
Daily and weekly checklists with an editable item list.

Assets & fleet
Issue and return kit, leaver checks, vehicle MOT, insurance and service.

Store tasks
Per-store task lists, weekly/monthly repeats, completion from My VPZ.

News feed
Company or single-store posts, pinned, expiring, must-read with confirmation counts.

Store kiosk
Tablet clock-in with PIN and a photo captured for manager review — never blocks clocking in.

RUNS AUTOMATICALLY

- Overdue safety actions and RA reviews
- No first-aider rostered warning
- Overdue store tasks flagged to managers

Insight & UK compliance

Head office sees every store, live

Compliance is calculated from the source records, so the dashboard never drifts from reality.

- ✓ **UK compliance dashboard**
  Right to work, Working Time, holiday pay, day-1 sick pay, flexible working, family leave.
- ✓ **Age-restricted sales**
  Challenge 25 training coverage, refusals log, test-purchase results by store.
- ✓ **Data protection**
  Subject access requests (1 month) and breach log (72 hours).
- ✓ **Equality & pay gap**
  Optional monitoring with consent and gender pay gap reporting.
- ✓ **Head office dashboard**
  Store league table with RAG, 12-month trends, store summaries.
- ✓ **Ask a question & report builder**
  AI on store totals showing figures used; saved and scheduled reports.

RUNS AUTOMATICALLY

- Nightly compliance findings that self-close when fixed
- Monday head office digest

Platform

Secure foundations

Designed to be the single system of record for VPZ people data.

Roles
Separate screens for admin, HR, payroll, manager, training and staff; full RBAC switches on before go-live.

Audit & history
Filterable audit trail of every change with before/after values, plus automatic employment history.

Integrations
Signed webhooks with delivery log and retries, scoped read-only API keys, and a public job feed for Indeed/LinkedIn.

Versioned settings
Dated company rules so past pay runs stay traceable.

Data import
CSV import for sites, staff, courses; demo data load and clear.

Scheduled jobs
One nightly job with a Jobs screen and Run now.

Accessibility
Designed to WCAG 2.2 AA: keyboard, screen readers, status words not colour alone.

Phone app
Installable on phones and tablets; visited pages, shifts and clocking work without signal and sync later.

RUNS AUTOMATICALLY

- 6-year GDPR erasure
- Logins linked to staff records automatically

Coming next

A short, honest list — each item waits on one decision or input

- Email notifications and scheduled reports (needs sender email address)
- Role-based access controls before go-live
- Leaver keys, alarm codes and till access (needs store owner)
- Sales per labour hour (needs till sales data)
- Practical skills that block rostering (needs skills list)

Payroll continues to run through Intacct; VPZ People prepares and validates pay, then exports the finance journal.

VPZ PEOPLE PLATFORM

Built for the stores, ready for head office.

Every feature in this pack is live in the prototype today — no slideware, no mock-ups.

Feature content is generated from the live platform definition, so this pack always reflects the current build.