



# LABOR SHORTAGES IN THE SUPPLY CHAIN

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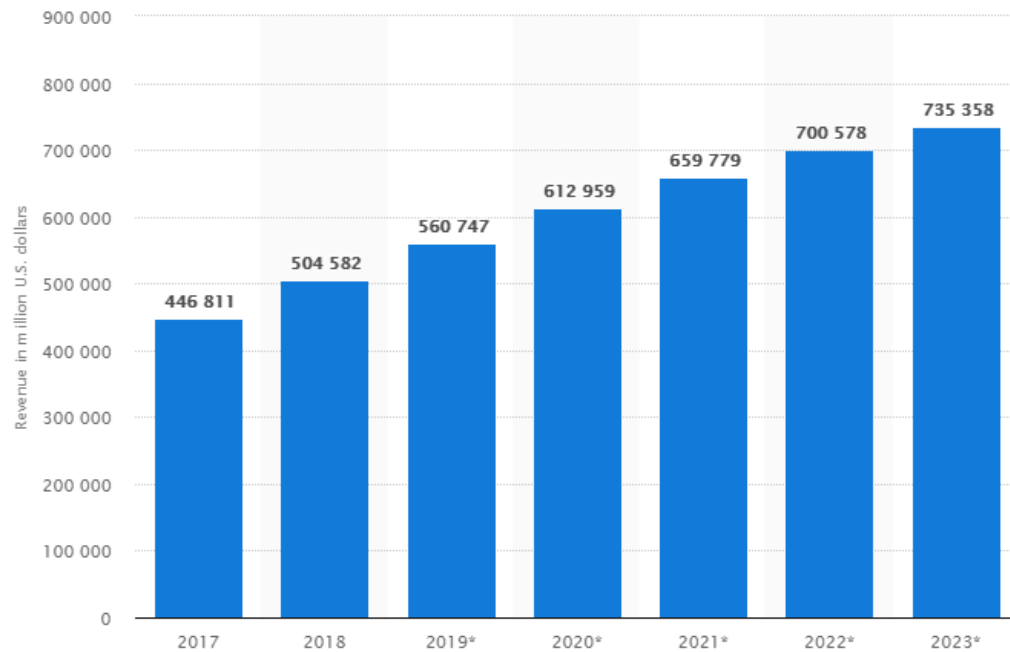
PITNEY BOWES

# ROADMAP

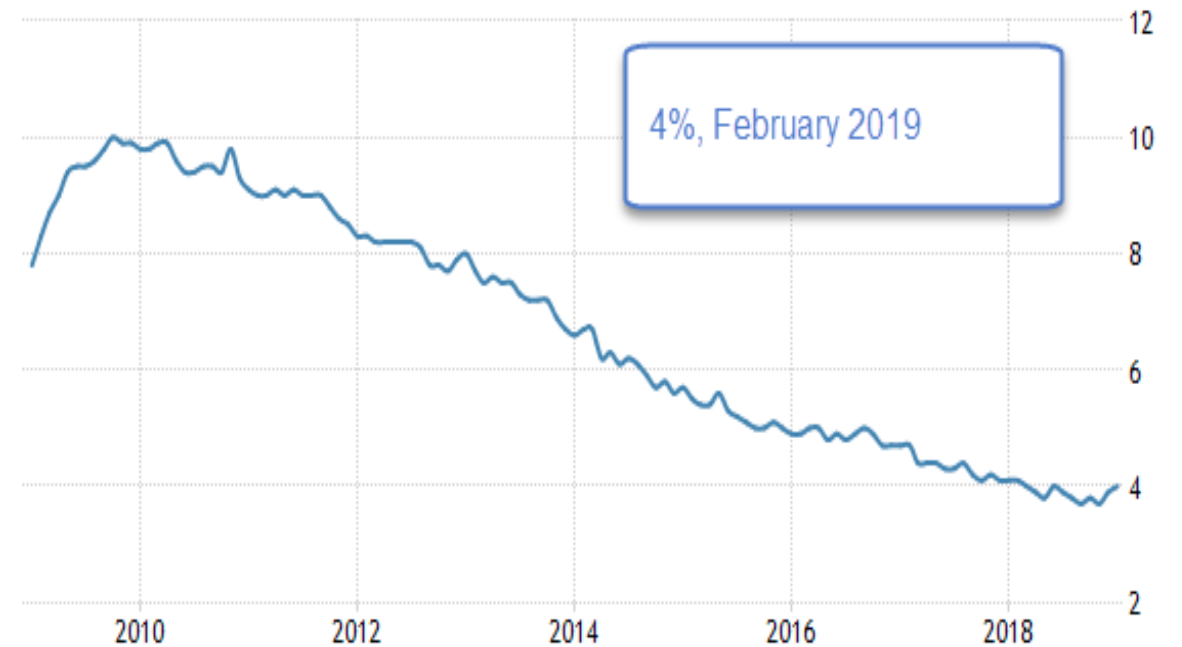
- The Situation
- Talent Acquisition
- Onboarding
- Retention & Development
- Wrap Up, Q&A

# THE SITUATION

## Ecommerce Growth Projections



## Current Unemployment in the US



SOURCE: TRADINGECONOMICS.COM | U.S. BUREAU OF LABOR STATISTICS



# TALENT ACQUISITION

DATING

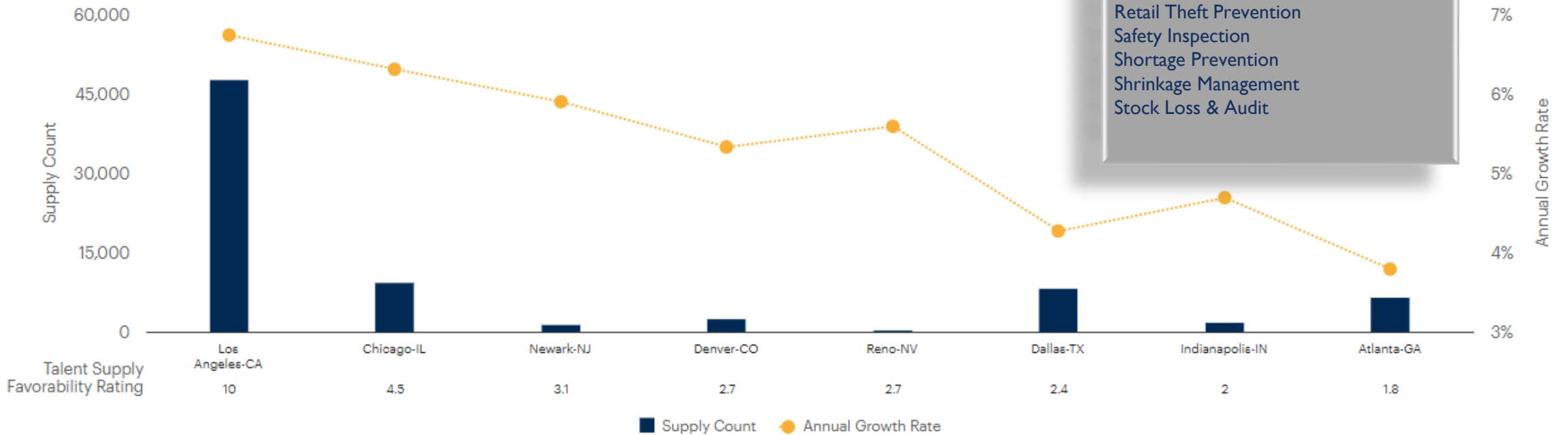
# PLANNING YOUR SEARCH



# UNDERSTANDING THE MARKET

- Accident Investigation
- Accident Investigation Technician
- Asses Protection
- Closed-Circuit Television (CCTV) Surveillance
- Fire Management
- Fraud Protection
- Investigative Audit
- Legal Compliance
- Loss Prevention Certified
- Merchandise Recovery
- People Protection
- Premises Protection
- Retail Theft Prevention
- Safety Inspection
- Shortage Prevention
- Shrinkage Management
- Stock Loss & Audit

## Talent Supply of Retail Loss Prevention - eCommerce Hotspots



# UNDERSTANDING YOUR MARKET & TARGET

Scenario – You're looking for Regional Loss Prevention Manager here in Dallas, TX

Installed Talent Pool



5,038

Approximate Jobs Open



335

Average Time to Fill



65 Days

Estimated People Looking



402

Stack Breakup



# COMPETENCY CORRELATION & JOB DESCRIPTION



# TIME TO FILL

## Talent Acquisition Process



### Hiring Difficulty

Easy

Difficult



63.1%



# SO WHAT DO I DO?

- Lease Talent (Agency & Temps)
- Build the Talent – Graduates, Internships, Apprenticeships
- Poach the Talent
  - Competitors
  - Other Industries
  - Referrals
- Alternative Talent Pools
- Automation

“As theft cases came up, I would look at the back grounds and see if the person had anything on their record that I may have missed. What I found was that they didn’t have a record.”

- Erin Wallace (Newgistics Adjudication Expert)
  - Regional Manager, West Coast
  - Environmental Health & Safety
  - Pitney Bowes

An illustration depicting the concept of onboarding. A solid blue figure is leaning forward, reaching out to assist a white figure who is running. They are on a light blue path that recedes into the distance. To the left, three solid blue figures stand in a row. In the background, a long line of semi-transparent blue figures follows the path. The overall scene suggests a supportive and forward-moving environment.

# ONBOARDING

IT'S GETTING SERIOUS, LET'S MOVE IN TOGETHER

# ORIENTATION VS ONBOARDING

Differentiators	Orientation	Onboarding
Time	Single event	Several months to a year
Delivery	Classroom style	Scalable, requires 2-way feed of information
Message	Need-to-Know information	Customized information based on role
Results	Still considered "new" and rely on the assistance of their managers and colleagues	Strengthens new employees' connection with their role and the company Fully integrates new employees and gets them productive faster



# ONBOARDING

Onboarding  
could last up to  
a year!



# RETAIN & DEVELOP



TO HAVE AND TO HOLD

# RETAIN

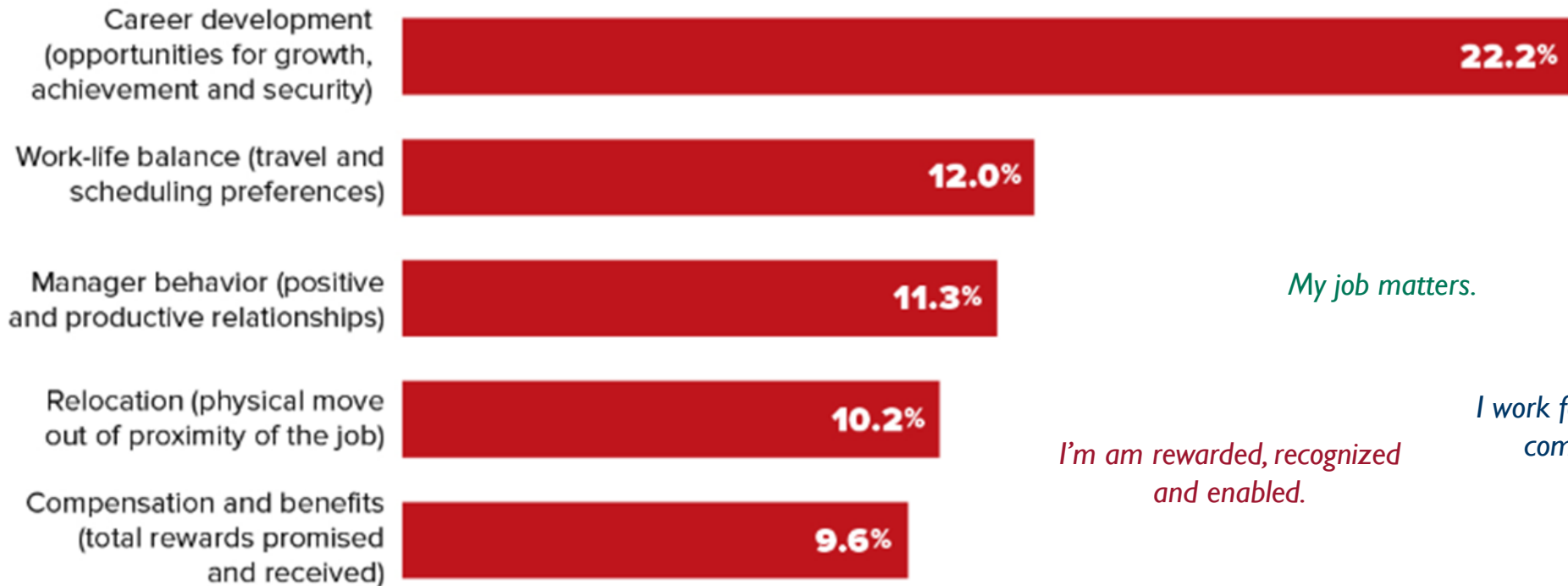
**67%**  
Soft Costs



**33%**  
Hard Costs



# RETAIN



*My job matters.*

*I'm am rewarded, recognized and enabled.*

*I work for a great company.*

# RETAIN



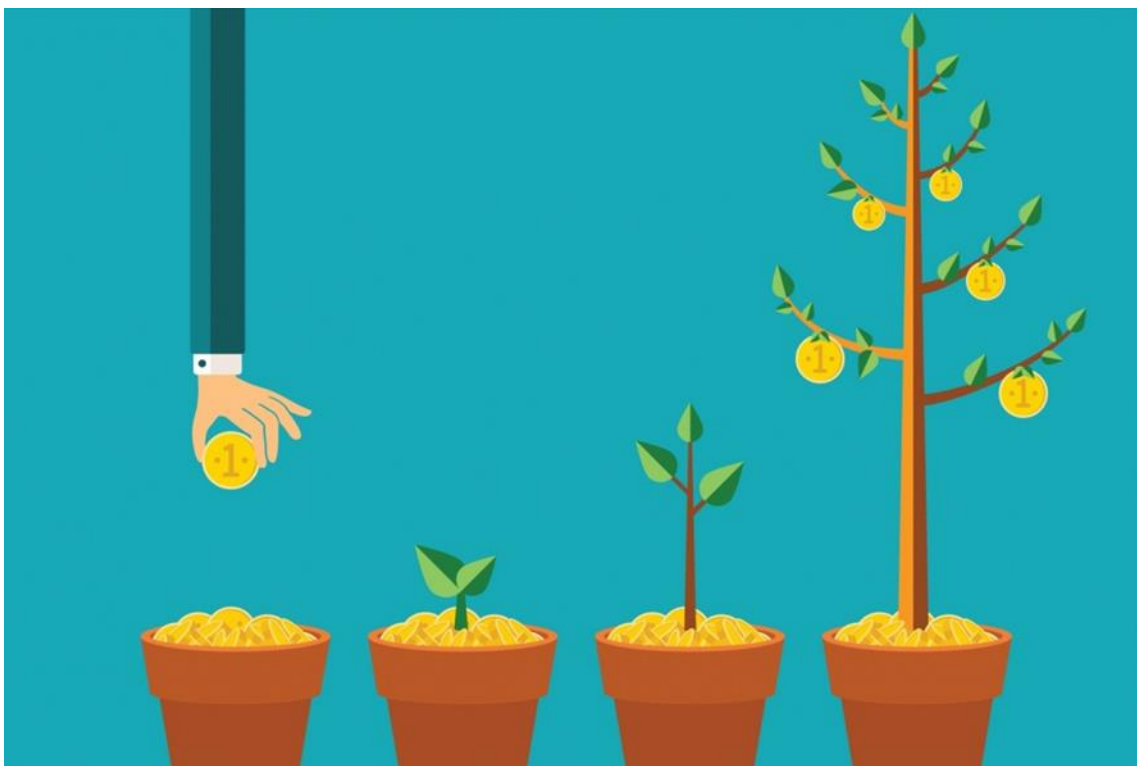
- Retention Conversations
- Total Rewards
- Clear Understanding of Role & Path
- Great Culture & Place to Work
- Training & Development
- Reward & Recognition
- Contribution to the Business & Clients
- LISTEN! & Act on Feedback

# DEVELOP

- Business Goals & Alignment
- Assessment of Skills & Skill Gaps
- Give Feedback Regularly
- Check in & Measure Progress Toward Goals
- Provide Manageable Training
- Mentoring
- Provide Challenges & Path for Career
- Promote to the Right Positions & for the Right Reasons



# SUCCESSION, YOUR BENCH & THE FUTURE



- What phase of business are you in?
- What phase is your employee in?
- Succession is Performance & Potential?
- Do you have what you need in place to Scale?
- Do you have in place what you need to sustain the operation when you leave?



# WRAPPING UP

HAPPILY EVER AFTER



Search



Apply



Join

PITNEY BOWES IS HIRING  
[HTTPS://CAREERS.PITNEYBOWES.COM/](https://careers.pitneybowes.com/)



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Q&A

The image features the text "Q&A" rendered in a bold, three-dimensional, blue font. The letters are thick and have a slight shadow beneath them, giving them a 3D appearance. The "Q" is on the left, followed by an ampersand "&" in the middle, and the letter "A" on the right. The background is plain white. At the top of the image, there is a horizontal bar composed of three segments: a dark blue segment on the left, a medium blue segment in the middle, and a light grey segment on the right.



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THANK YOU