

The business case for Stable scheduling practices



Build your reputation as a great employer

Stable scheduling is a big part of what makes a job enjoyable and dependable, which is what all workers want. "This is just how the industry does things" doesn't have to dictate how your own business is run – especially when the industry norm means conditions that don't let workers plan their life outside the workplace.

Stable scheduling practices are zero-cost and produce benefits like:

- Attracting great staff who want to work for you
- Retaining experienced and knowledgeable staff who deliver excellence, year over year
- Mitigating staff absenteeism



+5%
hourly increase in
revenue after
implementing stable
& predictable shifts
at The Gap Inc.

Be known as a great employer

Stable scheduling practices include:

- Providing schedules 2 weeks in advance
- Keeping schedules as predictable as possible
- Accommodating staff needs and conflicts, such as family care and other jobs
- Offering more hours to part-time staff before hiring new staff

Benefit 1: Attracting great staff that want to work for you

At big and small companies, word-of-mouth reputation makes it much easier to hire talented, experienced staff and spend less money doing it. In local neighbourhoods, word gets around about which employers offer scheduling that makes it easy to have a life outside of work.

Benefit 2: Retaining high-performing staff who deliver, year over year

When The Gap Inc. tested stable shift scheduling in some stores, their **revenue increased by 5% per hour!** Why? Most likely because it reduced the quit rate by knowledgeable, experienced staff who preferred jobs with predictable schedules (1).

Benefit 3: Mitigating staff absenteeism & quit rates

Staff turnover is highest in jobs that don't accommodate work-family scheduling conflicts. Workplaces that have a system where workers know what hours to expect in advance, and a fair, dependable process for resolving scheduling conflicts, experience big reductions in absenteeism & quit rates (2).

(1) Williams, J.C. et al. (n.d.) Stable scheduling increases productivity and sales. University of Chicago and University of North Carolina at Chapel Hill.

(2) Wolfers & Zilinsky. (2015). Higher Wages for Low-Income Workers Lead to Higher Productivity. Peterson Institute for International Economics. <https://bit.ly/3fkltnY>