

LIFE AND DEATH IN THE WAREHOUSE

Written by Helen Black
Directed by Joseph Bullman

POST PRODUCTION SCRIPT

FKBI929H/01

10:00:00 INT. CORRIDOR DAY
MID SHOT OF ALYS IN PAIN AGAINST A WALL

10:00:03 - MUSIC IN - FULFILMENT M01

**10:00:05 - CAPTION ON SCREEN: THE BOOM IN ONLINE SHOPPING HAS CREATED AN
INVISIBLE ARMY OF AROUND ONE MILLION WAREHOUSE WORKERS**

10:00:10 -INT. TOILET. DAY
**MEGAN ENTERS TOILET – ALYS IS HUDDLED IN PAIN ON THE FLOOR
WITH NADIA & DEVON COMFORTING HER**

DEVON
Call the fucking ambulance

**10:00:15 - CAPTION ON SCREEN: SOME OF THE COMPANIES YOU WILL
KNOW, OTHERS YOU WON'T HAVE HEARD OF**

DEVON
Call an ambulance!

10:00:18 - INT. TOILETS. DAY
BACK TO THE TOILETS

DEVON COMFORTS ALYS - SHOT OF ALYS'S BLOODIED TROUSERS

10:00:22- CAPTION ON SCREEN: THIS FILM IS INSPIRED BY HUNDREDS OF REAL STORIES

10:00:26- INT. TOILETS. DAY
MEGAN LOOKS HORRIFIED AT THE SCENE IN FRONT OF HER.

NADIA
Do something!

10:00:33 - EXT. WAREHOUSE. DAY
BIG CLOSE UP OF MEGAN AS SHE'S ABOUT TO ENTER THE WAREHOUSE

10:00:38 -TITLE ON SCREEN; LIFE AND DEATH IN THE WAREHOUSE

10:00:41 - CAPTION ON SCREEN - DAY 1

10:00:41 - MUSIC OUT - FULFILMENT -M01

10:00:41 - INT. SECURITY. DAY
Workers make their way to the queues in front of three scanners, airport style

10:00:41 - CAPTION ON SCREEN - DAY 1

TANNOY
Personal electronic devices are not permitted on the picking
floor – please stow them before entering

BETHAN
Right, one at a time people. Make sure we're six

inches apart so we don't set off the alarms...

BETHAN (CONT'D)

That's not six inches, Alys Morgan.

ALYS

Awh, shut up! That's not six inches either
babe no matter what that lad told you last night!

DEVON

(chatting to Alys) ... that girl I was talking to you about
she does 60/70 hours per week some days she does a fortnight like ...

Alys spots Megan with a beaming smile of recognition.

ALYS

Oh my God, Megan? That is mental! How are you? You're not working here?

MEGAN

First day.

ALYS

This is mental. Our Lauren said she'd seen you up town,
I was like, no way, she's working in London or something
So, you living at home?

MEGAN

Yeah, yeah...

ALYS

How's your brother?

MEGAN

Yeah, driving Dad round the bend, you know. But it's hard on his own, so...

ALYS

(suddenly serious)

I was so sad to hear about your mam. I loved her.

MEGAN

(big smile)

Yeah, um, you know... It's fine, it is what is is... So glad to see you!

ALYS

Yeah, you too. This is Devon. Dev, this is Megan. We grew up
on the same street when I was a kid.

DEVON (CONT'D)

What was she like back in the day?

MEGAN

(laughing)

Oh you know.

Loud. Always in bother. I think every guy on the estate fancied her.

ALYS
Oh shut up!

BETHAN
You can't go in with your coats. Have to put them in your locker. In your lockers.
(TO MEGAN) You can't take all of that in. You gotta leave them in your locker.

MEGAN
They said it would be alright. I got an email to show you

BETHAN
Oh – go on then.

MEGAN
Thank you

BETHAN
Right, there's loads of you by the
lockers so jump in the other queue, yeah.

Devon's through security now

ALYS
How come you got your 'phone?

MEGAN
They said it was alright so.

ALYS
That's weird.

DEVON
(to Megan)
So, d'you know where they're gonna put you?

ALYS
Picking, definitely, they're always looking for pickers.

MEGAN
(blushing)
Actually I'm on this fast track scheme thing.

Alys and Devon stare at her.

ALYS
Is it Management?!

MEGAN
Well like, trainee manager.

ALYS
That's so cool. Oh my God.
Get me with friends in high places!

MEGAN
I wouldn't call it that -

DEVON
We'll see you in a bit then yeah?

MEGAN
Maybe we could catch up on break.

ALYS
Yeah. I mean I hardly get any time but I'll try.

10:02:35 - INT. THE MEETING ROOM. DAY

**CCTV screens of the centre.
A Management Meeting in progress.**

DANNY
Tell me, who's feeling good, who's feeling great?!
That's what I wanna hear.
This is Megan. She's joining us today as a
Customer Outcomes Supervisor.

10:02:42 -CAPTION ON SCREEN - MANAGEMENT ORIENTATION

Everyone cheers which makes Megan blush.

DANNY (CONT'D)
And we all know how many candidates she had to beat to get the
position of the coolest company in the world!

More whoops.

DANNY (CONT'D)
Megan, come up here. Come on, You're one of the chosen few now.

**Megan gulps and makes her way to the front. She smiles
nervously at the other line managers who chant 'Chosen. Chosen. Chosen.'**

DANNY (CONT'D)
Just got to remember to spend that signing on bonus. You know the one.
And my God she's gonna earn it!

10:03:12 - INT. MEETING ROOM. DAY
Fewer people now. Danny talks to Megan.

DANNY
Overwhelming right?

MEGAN
That was quite special

DANNY
Special place, special people! Now you're one of the special people.

OK?

MEGAN
(NODS) OK

Danny points to a team on the screen.

DANNY (CONT'D)
Now. Ready. Big moment... This is your team.

10:03:24 - MUSIC IN - FULFILMENT - M02

10:03:24 - MONTAGE OF PICKERS

DONNA (OOV)
What you're going to notice is that yesterday their average pick rate was 100 items an hour. We like it to be 120 so a pick every 30 seconds.

NADIA
Pick!

10:03:37 - INT. MEETING ROOM. DAY

DANNY
Obviously you're going to need to resolve this as a first priority.
Analyze the metrics of each associate,

10:03:41 - MONTAGE OF ASSOCIATES METRICS

DANNY (CONT'D) (OOV)
locate the problem, you solve that problem.

10:03:44 - INT. MEETING ROOM. DAY

DANNY (CONT'D)
If someone's slowing down, they're slowing down the team. You need to help them improve that.

10:03:49 - INT. WAREHOUSE. PICKING FLOOR
Workers picking

DANNY (CONT'D) (OOV)
And if they can't speed up,

10:03:50 -INT. MEETING ROOM. DAY

DANNY (CONT'D)
then you're gonna have to off board them.

DONNA
Which is super easy if they're agency; just go to the temp Desk and tell Julie and she'll get rid.

10:03:54 - CUT TO SHOT OF JULIE AT TEMP DESK

JULIE
Sharon, nothing tomorrow. Sorry

10:03:58 -MONTAGE OF WORKERS

DONNA (OOV)
If they've got a green vest then it means they're a permanent member of Staff so you have to go through the process.

SEAN (OOV)
Green vests are like gold dust so-

10:04:04 - INT. MEETING ROOM. DAY

DANNY
(to Megan)
If this is a job they want to keep they'll listen. If not...

Danny points to the first picture in Megan's team - Alys stares back at them.

DANNY (CONT'D)
Now this is Alys Morgan.

10:04:10 - INT. WAREHOUSE
ALYS WORKS ONSCREEN AS THEY TALK ABOUT HER.

DANNY (CONT'D) (OOV)
Yesterday her pick rate wasn't good. It was 99.

ALYS
Pick

10:04:14 - INT. MEETING ROOM. DAY

MEGAN
Is Alice agency?

10:04:15 - INT. WAREHOUSE
ALYS WORKS ONSCREEN AS THEY TALK ABOUT HER.

SEAN (OOV)
No. She's green vest. So you'll have to work with her to get her pick rate back up..... help her stop the problem.

10:04:21 - INT. MEETING ROOM

MAN
Actually her idle time was at six minutes more than the team's average.

10:04:23 - CCTV FOOTAGE OF THE TOILETS

DONNA (OOV)

I mean she spent eleven and a half minutes in the toilet.

10:04:26 - INT. MEETING ROOM. DAY

MEGAN

You know how much time she spent in the toilet?

DONNA

Yes.

DANNY

We know everything about every associate.

MEGAN

I can't tell if you're joking or not!

THEY ALL LAUGH

DANNY

No, I'm not, I'm not joking. You see, that's the point.

10:04:38 - EXT. HOUSE. DAY

A woman picks a parcel up from her doorstep.

10:04:40 - INT. METRICS HUB

A bank of monitors covering everywhere in the warehouse.

10:04:41 - CAPTION ON SCREEN - METRICS HUB

DANNY (CONT'D) (OOV)

If we want to get

the customers what they want, when they want it, total commitment to the metrics is key.

10:04:45 - CCTV - INT. WAREHOUSE

NADIA DRINKING A DRINK. IT SPANS OUT TO A MONTAGE OF WORKERS.

10:04:49 - INT. WAREHOUSE

NADIA AND ALYS MESS AROUND WITH A VIBRATOR. THIS SPANS OUT IN TO A MONTAGE OF WORKERS. ALL TRACKED. ALL IDENTIFIED.

10:05:01 - INT. THE PICKING FLOOR. DAY

ALYS

How was your date?

NADIA

I did a wax..

She points at her crotch.

ALYS

Thank Christ. I've seen what you've got down there and

Jon Snow wants his coat back.

NADIA
Wanna see?

She pulls the waist band of her joggers so Alys can have a butchers

ALYS
Awh ...I'd get some frozen peas on that.

10:05:12 - MONTAGE SHOTS OF WAREHOUSE FLOOR

10:05:19 - INT. PICKING FLOOR
ALYS PICKS AND LOGS HER PROGRESS ON HER SCANNER.

ALYS
Pick

10:05:20 - EXT. BACKSTAIRS. DAY
Megan stands on exterior stairwell, rehearsing her lines for her first team meeting

10:05:22 - MUSIC OUT - FULFILMENT - M02

MEGAN
... in the meantime, I would like to take the opportunity to congratulate Nadia Kov..
Kov... Kovak.. Good morning everyone...I'm Megan Roberts. Hi Everyone...

10:05:33 - INT. TEAM MEETING AREA (PICK FLOOR). DAY

MEGAN
I'm Megan, I'm your new team leader. I know
a couple of you already but I'm sure I'll get to know the rest of you very soon.

10:05:37 - CAPTION ON SCREEN - TEAM MEGAN MEETING ONE
in the b/g someone shouts "looking forward to it" to which Megan replies "me too"

MEGAN (CONT'D)
Um ... in the meantime I'd like to take the opportunity to congratulate
Nadia Kovak who had the highest pick rate on the team yesterday.

in the b/g someone shouts "well, she would, wouldn't she"

MEGAN (CONT'D)
So well done Nadia, that's fantastic work

10:05:53 - CAPTION ON SCREEN: Congratulations

10:05:54 - CAPTION ON SCREEN: What's she saying?

10:05:55 - CAPTION ON SCREEN: I've got the highest pick rate.

Nadia tells her coworker in polish that she's got the highest pick rate

MEGAN

It's obvious that Nadia ... it's obvious Nadia's really been focusing on her picking strategy
(smiles at Alys)

And that's paid off in her, um ... exceeding her targets so as a team,
if we could look to her performance and try and match that, that'd be
really brilliant! Ok, so yesterday, the team's average was 100, well,
we would be looking for it being , we would be looking for it being
more like 120. Team members
are spending a bit more time in the toilets than we would like and that's
bringing the average down.

DEVON

(leans in to Alys)
Did she just say that?

WORKER

Hang on a minute, what if I wanna take a shit in
the toilet for 10 minutes?

ALYS

Dev, leave it

MEGAN

(RESPONDING TO WORKER)

Well, if you can try and make it that it didn't take 10 minutes...

WORKER

Dump & run is it!

MEGAN

Well, it's really bringing the team's average down...

WORKER

If you're working on P4...

MEGAN

Can you step forward, I can't quite hear you...

WORKER

If you're working on P4 – you expect us to scan an item, go down to the toilet,
Which is on P2 or P1, which ever toilet's available, then get back and scan an item in
10 minutes! Have you worked in a factory before, just out of curiosity?!

MEGAN

Right ... um,OK. So P4 ...

WORKER

You expect us to go down to the toilet,
And get back and scan an item in ten minutes. Like you need to extend it.

MEGAN

What's your name sorry?

WORKER

Julia

MEGAN

Julia. Thank you for bringing that up, it's my first day so I don't quite know the floor plan but I'll definitely look into that and get back to you...so thank you

ANOTHER WORKER

It takes 10 minutes ... It takes 10 minutes to get to the toilets!

MEGAN

Nadia's been doing really well so if Nadia can do it, then maybe the rest of us can do it!
Um ... ok... the next bit of good news is that there's overtime.

Nadia translates for her friend in Polish

10:07:48 - CAPTION ON SCREEN - Overtime

MEGAN (CONT'D)

Ok, so I think that's everything, so thank you for listening... and have a good day.
Thank you

**This doesn't get the response Megan was hoping for,
as everyone looks at their feet and sighs.**

10:07:55 - INT. THE PICKING FLOOR. DAY

Megan heaves a huge sigh after the meeting as Alys approaches her

MEGAN

So nerve hacking.

ALYS

Oh my god I know. Listen. They were being harsh on you like, don't worry about it.
They're lush.

MEGAN

Loud ain't I?

ALYS

Look, I'm sorry mate but I can't do the overtime.

Megan throws a worried glance over her shoulder at DONNA and Sean. She drops her voice.

MEGAN

You know you have to-

ALYS

Yeah I know and honestly, I could do with the extra money but.

MEGAN

Look Als, your pick rate's already really low...

ALYS

It's a medical thing though and I can't re- arrange it.

MEGAN

Alright. Yeah. Of course. No problem.

ALYS
(relieved)

Thank you so much. You're a life saver. I'm so glad you're here like.
OK, I'll see you later and we'll have that catch up.

MEGAN
Yeah

ALYS
Thank you. Bye

She goes back to work

DONNA
(to Megan)
Do you two know each other?

Megan changes the subject. Quickly.

MEGAN
She's got a medical appointment so she can't do the overtime...

Donna isn't happy.

MEGAN (CONT'D)
She's going to do her ten hours so...

DONNA
We do sixty hour weeks, Megan. It's not like we're asking
associates to do longer shifts that we wouldn't do ourselves.

MEGAN
Just cos it's a medical appointment. Is that not different?

SEAN
I think it's also important that if you're showing favouritism to
someone you've got a relationship within,
it doesn't show well with the rest of the associates...

DONNA
Exactly that. We wanna pull together. To hit these targets.
It's just..

MEGAN
Yes, of course, makes total sense.

DONNA
Yeah?

MEGAN
Yeah

SEAN
Thanks Megan.

10:09:10 - INT. SHOP FLOOR DAY

DEVON APPROACHES ALYS

DEVON
Al!

ALYS
You alright?

DEVON
Yeah I'm good.
Um... I was just going to ask if you wanted to come to the pub after work tonight.
... there's a bunch of us going... Beth's going & Ryan ...

ALYS
I would love to, I just can't tonight. I just got this thing – I can't re-arrange it.

DEVON
Yeah, yeah, it's fine. What you laughing at?

ALYS
I'm not...

DEVON
You are! Making it awkward...

ALYS
Shut up, I'm not.

DEVON
Yeah, we'll just do it another time...

ALYS
Yeah, see you later.

DEVON
What? What you laughing at?

ALYS
I've got to get these picked.

DEVON
I'll see you

10:09:52 - MUSIC IN - FULFILMENT DRONE

10:09:56 -INT. THE CANTEEN. NIGHT

10:09:56 - CAPTION ON SCREEN - MANAGEMENT TRAINING

**White tables and plastic chairs in primary colours.
Megan alone in the far corner, watching a training video on her iPad.**

SMILEY EXEC
(so reasonable)

... we do not believe trade unions are in the best interests of our customers and what's more, we value a direct one- to-one relationship with all our associates. Anything that comes in the way of that is likely to damage our customer fixated culture...
As a new recruit you'll learn about the early warning signs of union activity...
...things to look out for include associates not normally connected to each other holding meetings and an excessive focus on workers' rights...

10:10:26 - INSERT OF CORPORATE GRAPHICS

SMILEY EXEC (CONT'D) (OOV)
...if you spot anything you suspect to be union activity please contact upwards immediately.

10:10:31 - INT. PICKING AREA DAY

10:10:31 - CAPTION ON SCREEN: DAY 2

10:10:32 - MUSIC OUT - FULFILMENT DRONE

NADIA IS PICKING.

TANNOY
Kudos to Team Bronwyn. Average 147 this hour

Nadia's headset gives instructions in polish

NADIA OPENS A CAN OF DRINK.

ANNOUNCEMENT
Proceed to Y 001

WORKER
Pick.

10:10:45 - INT. THE METRICS HUB. DAY

Standing desks and screens where management analyze every second and every inch of the centre in real time.

DANNY
Morning, morning.

MEGAN
Morning.

DANNY
(still smiling)
So Megan, Alys Morgan didn't want to do any overtime last night. Any thoughts?

MEGAN
Yes, she had a medical appointment.

DANNY
Which is fine. You know, people have got to go to the Doctors but if you're one associate short, it's not going to help your team with the pick rate.

MEGAN

Yeah, no, I was totally wrong. My mistake. I'm really sorry.

DANNY (CONT'D)

There's no mistakes. There's no mistakes at all. Just err,
The associates don't tell us when they can work and when they can't.

MEGAN

Completely. Yeah thanks. I'll make a note of it.

DANNY

Yeah

MEGAN

Yeah, thanks

10:11:22 -INT. THE CANTEEN. DAY

Team sat in canteen, Nadia half asleep

DEVON

... you should have seen the fucking burger she had last night ...

BETHAN

I think after a couple you've got to have some food. You
Know what I mean? Nads, are you alright? You alright? You
Gonna get through this shift or what?

ALYS

You're sweating

NADIA

(DRINKING AN ENERGY DRINK) I had a few of these

**Nadia tries for a smile but she's just so bloody knackered. Bethan
fishes in her pocket and produces a packet of pills.**

BETHAN

Have a few of these n'all.

ALYS

Like a drug dealer more like

DEVON

No fucking wrong with that.

BETHAN

They're energy tablets. It's not like I'm going to be serving up mandies
in the middle of the canteen, like

NADIA

How many?

BETHAN

As many as you want, they're just natural energy tablets.

ALYS

Don't tell her that – she'll take the whole of the bag.

Nadia grabs the packet and pops five tablets into her can.

ALYS

You took like, Nads, you took way too many then.

NADIA

I have to

ALYS

Your pick rate is going to be 250! It's already high, you don't...she's on a mission, aren't you?

Desperate for the green vest, aren't you?

NADIA

Yes

BETHAN

You look so much better

NADIA

I feel better, yes.

Megan enters and approaches the associates.

MEGAN

(to Alys)

Hi. Sorry. Can I have a word?

ALYS

Yes.

The others move away.

NADIA

We can go.

MEGAN (CONT'D)

Big night out last night was it?

ALYS

Oh my god you're joking. I was in bed by ten I was.

MEGAN

10pm?

ALYS

Yes

MEGAN

Once upon a time, 10am would have been early for you!

ALYS

I know. God. Remember. Things change, eh?

MEGAN

I just needed to talk to you about something. So, it's not your fault.

It was my mistake but erm

I got it in the neck yesterday about the overtime.

ALYS

Oh fucking hell I'm so sorry.

MEGAN

It's not your fault. And I told them it was a medical thing-

ALYS

It was-

MEGAN

I totally believe you! But yeah they weren't really having any of it.

Yeah and going forward I won't be able to, I can't let you off doing the overtime.

Alys leans in - conspiratorial, voice low.

ALYS

You know what it is Meg? I'm pregnant!

On Megan's surprise.

ALYS (CONT'D)

Yeah, that's why I couldn't do the overtime because I had a medical appointment at the hospital. See the Doctor. I know.

A genuine smiles breaks across Megan's face.

MEGAN

Congratulations. I mean is it congrat...

Alys laughs and nods.

ALYS

Oh yeah, I'm chuffed ...I'm really happy. It

Wasn't planned like, believe me. But yeah

No, I'm happy.

MEGAN

I'm shocked ...In a good way. It's lush

ALYS

I'm gonna be a Mum. Can you believe it?

MEGAN

Oh my Gosh, so much has changed. Is Devon the Dad?

ALYS

Oh My God! Shut up! No! What? No. He's just...

MEGAN

What? You two are really close. Are you two not together?

Alys thinks for a second about what Devon is.

ALYS

No, he's just a mate.

Megan's like - really? Alys giggles.

ALYS (CONT'D)

A good mate. I mean, I haven't even told him yet.

MEGAN

He's smitten, you can see from miles off.

ALYS

Stop it.

MEGAN

So who is the dad?

ALYS

Remember, don't judge, Kaden Robinson?

I know it's hard to forget him.

MEGAN PRETENDS TO THINK

MEGAN

Do I remember Kaden Robinson. Hmmmmmm.

Do I remember. Oh my God. He's the Dad?

ALYS

Least it's gonna be good looking right?

MEGAN

Oh my God that's amazing.

Do you know what you're having?

ALYS

(strokes her belly gently) Girl. I know. I'm chuffed.

MEGAN

And everything's alright, yeah?

ALYS

Well I went to the Doctor and they said she's growing well.

And I heard her little heartbeat. Which was lush.

But he said that my blood pressure's high and I should avoid doing lots of exercise

or heavy lifting. I said mate, you do know where I work

, don't you? I literally walk seventeen miles a day half the time on oversize.

They share a laugh, but then Alys is suddenly anxious.

ALYS (CONT'D)

So I'm a bit worried about that. And he's given me a note.

Do you think you could get me reassigned?

Honestly, I wouldn't ask but the Doctor was like, 'You need to change'

Megan furrows her forehead.

MEGAN

Totally. That makes, yeah of course.

ALYS

Thank you so much.

MEGAN

It makes so much sense now. I mean I can't guarantee it

But I'll absolutely ask.

ALYS

Don't tell anyone like?

MEGAN

I mean I think I'll have to tell management.

ALYS

Oh yeah, yeah, yeah.

MEGAN

Is that OK?

ALYS

Yeah, whatever you need to do.

MEGAN

I mean I'm really honoured you told me. And

I promise to keep the secret.

ALYS

Thank you so much. Alright see you later.

MEGAN

Congratulations.

ALYS

Thank you!

MEGAN

I'll see you in a bit.

ALYS

See you babe

10:15:03 - INT. THE BLUE DESKS (PICK FLOOR). DAY

Management area off the shelves.

Donna scrolls through comments in the Management Feedback Tool. Types - 'I'm concerned that James isn't committed to raising his team's pick rate.

MEGAN

(reading the comment) Did you grass me up about the overtime?

DONNA

(without taking her eyes from the Management Feedback Tool)

I used the Management Feedback Tool to let Danny know that Alys didn't stay, yes.

MEGAN

Right...

DONNA (CONT'D)

That's literally what it's there for.

MEGAN

What and you don't you think criticizing colleagues anonymously is a bit...well... out of order?

DONNA

I was concerned that you were trying to do the easy thing rather than the thing that was best for your team.

Every failure is an opportunity to become more customer fixated.

If you see anything I could be doing better, then flag it up on the system.

I'd expect you to. OK?

MEGAN

Yeah. Thanks.

DONNA

Cool.

Donna leaves

SEAN

Bloke on my team's pick rate is shit.

MEGAN

Oh right, what are you gonna do about it? Cos I really need some advice on how to help Alys.

SEAN

I don't know. Craig's shoulder's a mess. Happens a lot to be honest.

10:16:07 - INSERT - WORKERS SHOWN ON SCREEN

MEGAN

Oh really?

SEAN

It's just all the picking – it's relentless.

MEGAN

Why don't you just speak to Danny and see if you can put him on sick leave or something?

SEAN

Danny knows all about it, that's just not how things work around here.

TANNOY

(In Polish)

Congratulations Nadia Kovak

10:16:24 -INT. THE AGENCY DESK. DAY

10:16:24 - CAPTION ON SCREEN: TEMP DESK

MEGAN

I really appreciate this thank you.

JULIE

This one's turned down quite a few shifts in the last few months.

MEGAN

Do you know why?

JULIE

And today's pick rate is crap. I wouldn't be offering him a shift tomorrow if I were you.

(off a picture of Craig)

This one on your team? Cos he can't hack it any more believe me.

JULIE (CONT'D)

This one is definitely yours though; terrible pick rate.
Shame she's permanent.

MEGAN

Alys is a really good worker though so I think I'll keep her.

JULIE

Used to be.

Pick rate 82, should be 120. Lucky for her she's got that green vest.

10:16:48 - INT. SECURITY. DAY

**End of shift and the associates file out past Julie who tells them
if they've got work the following day.**

JULIE

Yes, in tomorrow. See you then. Yes, you got a shift tomorrow. Pick up the pick rate though. Just about.

Rachel, nothing tomorrow Rachel, sorry.

RACHEL

What about the day after?

JULIE

I have no idea. Keep an eye on your phone yeah? That's how it works.

RACHEL
What about next week?

JULIE
I couldn't tell you. Phone.
Yeah? Eve?
Yeah, back tomorrow, skin of your teeth.
Check your phone. Pick up your rates. All I can tell you.
Time to look for something else. If you kept working hard,
maybe you'd be back in tomorrow yeah?
Got nothing tomorrow, keep an eye on your phone yeah?
I got a long line here yeah? Keep it moving. Come forwards.

NADIA AND KARINA GO THROUGH

JULIE
You're back tomorrow Nadia.
(to Karina) And you're back tomorrow.

KARINA
(in Polish)
Beautiful bitch.

10:17:23 - CAPTION ON SCREEN: Beautiful bitch

JULIE
What's she saying?

NADIA
That she loves this place.

10:17:28 - MUSIC IN - FULFILMENT BELLS THE ISLAND

10:17:33 - EXT. WAREHOUSE. DAY
Establisher

10:17:33 - CAPTION ON SCREEN - DAY 3

10:17:36 - INT PICKING FLOOR
ALYS COMES ACROSS DEVON WEEING INTO A BOTTLE

10:17:37 - MUSIC OUT - FULFILMENT BELLS THE ISLAND

ALYS
Oh mate, d'you know how minging that is?

DEVON
Perving on me

ALYS
Please just go to the lav like a proper human.

DEVON
Got to say customer fixated babe. You know this.

He puts the bottle on a shelf

ALYS

Babe! Get rid of that. Case I pick it, send it to someone

10:17:54 - INT. THE METRICS HUB. DAY

DANNY

(to Donna)

So we've got an average team rate of one twenty one.

DONNA

I'm really happy with that.

DANNY

Apart from... (he points) could do better. You work on that (to Sean)

And the same could be said with Craig, on your team Sean.

10:18:07 - INSERT OF CRAIG WORKING

DANNY (CONT)

And I can't believe I'm asking this question again. I mean I'm concerned about him.

SEAN

I'm concerned. it is frustrating. I've had the one conversation with Craig but I will talk to him again I think we'll get that rate back to where it should be.

DANNY

Yeah? OK.

MEGAN

So, I've had a chat with Alys and I got to the bottom of why her pick rate is so low.

DANNY

Yeah. 89 today

MEGAN

Yeah so turns out, she's pregnant.

Not the response Megan was hoping for, but she ploughs on.

MEGAN (CONT'D)

So I'm thinking the best way forward would be to reassign her.

Still nothing from Danny.

MEGAN (CONT'D)

I thought we could put her on packing.

DANNY

(at last)

She could if she was trained in packing. Which is a shame cos she's not!

MEGAN

No. But we could sort that out for her I was thinking.

DONNA

I'm a little bit concerned that you're not committed to raising your team's pick rate, Megan.

MEGAN

No, I am committed.

DONNA

That's great!

MEGAN

That's why I've come up with the solution of packing. That just seems like the best way forward.

DANNY

I don't think it's a solution because you can't really pass your problems on to another team.

MEGAN

Yeah. She's got a doctor's note. I feel like I have to ... I need to do something to help her.

DANNY

Course – we need to do something to help her. Just throwing it out there. A suggestion. You fire in with whatever you think. But I'm saying a personal enhancement plan for Alys.

DONNA

Agreed! Absolutely! Yeah.

DANNY

You could deliver this Megan, get that pick rate right up to where it should be.

MEGAN

It's just I feel like she's not going to improve because she's not gonna Be able, she's gonna get worse.

DONNA

As a team. You help her, she helps you. The two of you help us.

DANNY

We all help each other. Can you handle it?

MEGAN

Yes. Definitely. Yeah thanks. OK

DANNY

Great. Great, great, great, great.

10:19:58 - MONTAGE PICKING – IN POLISH

10:20:06 -INT PICKING FLOOR. DAY

(Devon peers down the shelves and spots Alys)

DEVON

Al, I got something for you.

ALYS

What is it, you nicked something...

Devon hands her a Kit Kat with a small smile.

ALYS

Thank you. It's lush. I broke it. You have a bit of it.

DEVON

No, you're alright. You have it. I don't want it.

ALYS

We can share it.

DEVON

It's for you, it's for you. No it's for you.
I've just had a sandwich.

ALYS

Thank you.

DEVON

Cheers. You can't work through your breaks.
You're entitled to two half hour breaks a day. Al, I'm serious.

ALYS

Thank you. See you later.

DEVON

I'll see you in a bit yeah?

Alys' scanner lights up and she's off to her next pick.

10:20:53 INT. THE PICKING FLOOR. DAY

ALYS

Pick

MEGAN

Hi Alys. Can I borrow you for a minute?

HEADSET

Go to P6 Ep 162

MEGAN

So you know that thing you told me? That your Doctor said?
Well I asked to get you reassigned.

ALYS

Thank you! I could bloody kiss you.

MEGAN

Yeah, the thing is, everyone thinks you're a great member of the team
and we don't want to lose you.

We've just got to get your pick rate back up. So I've put together this
Personal Enhancement Plan for you.

10:21:18 - CAPTION ON SCREEN - PERSONAL ENHANCEMENT PLAN

ALYS

I don't know what that is..what's that?

MEGAN

Ok so err. OK. I'll show you.

MEGAN (CONT'D)

I've noticed that you can be a bit slow in between picks sometimes
And if you go a little bit more at this pace. That'd really help to get
Your pick rate back up.

(Megan grabs the cart and strides away, spins and returns it to Alys.)

ALYS

Right

Megan tries to stay chipper.

MEGAN

And you bend your back quite a bit and actually if you bend your knees
like this when you're picking stuff up off the bottom shelves,
that'll be better for your back and quicker.

(She Bends up and down)

MEGAN (CONT'D)

See. Win, win

ALYS

Megan. I'm not trying to offend you or nothing. But
I have worked here for over a year and I know how
To pace myself.

MEGAN (CONT'D)

I know. Look it's my neck on the block here. I've only been here
two minutes. We just need to get your pick rate back up and I need to
prove to them that we can do that and you can get better.

Alys softens, she doesn't want to see her mate so stressed.

ALYS

I'm honestly not trying to cause trouble, It's just my
Doctor said I shouldn't be doing this so I've been stressed.

MEGAN

Yeah, well if you could just implement the things I've shown you.
Then that might help. Could you?

ALYS

Yeah.

MEGAN

OK. Thank you

10:22:29- MUSIC IN - FULFILMENT M03

ALYS

Thanks

10:22:32 - INT. WAREHOUSE

Busy workers.

10:22:37 - INT. THE PICKING FLOOR. DAY

(There are dark circles under Alys' eyes as she stops at a shelf, checks her scanner, finds the item, graphic on screen shows her falling pick rate.0

HEADSET

Go to P4 J578

ALYS

(into head set) Pick.

The headset continues to bark numbers at her. Alys works hard but her Rate continues to fall.

10:22:53 - GRAPHIC ON SCREEN - DAY 4

**Alys continues to work and her pick rate drops lower.
She struggles, putting heavy items on her cart. She looks exhausted
And sits down.**

The Headset barks out orders

HEADSET

Time to next pick, exceeded.

10:23:26 INT. THE METRICS HUB. DAY

MEGAN LOOKS AT THE SCREEN – ALYS IS SITTING ON THE FLOOR

10:22:33 -INT. THE PICKING FLOOR. DAY

Megan marches down an aisle towards Alys who is cross legged on the floor, head on her chest.

MEGAN

Are you trying to get me sacked?

Alys doesn't respond

MEGAN (CONT'D)
You know your rate's below a hundred?

Alys lifts her head

ALYS
Just went a bit dizzy. Give me a sec

MEGAN
Alys. Alys please. Just get up.

MEGAN (CONT'D)
Alys, you alright?

She can't. She collapses.

MEGAN (CONT'D)
Alys? Alys? Alys you alright?
Al?

KARINA (in Polish)
Call an ambulance

KARINA
(In Polish)
Call them for fuck's sake

Megan pulls out her mobile and punches 999

MEGAN
Yeah ...Ambulance please.

10:24:05 -EXT. THE FULFILLMENT CENTRE. DAY
Megan watches the ambulance leave, blue lights flashing.
Her face is pinched with concern.

DONNA
Alys Morgan collapsed. Megan called her an ambulance

JESS
Megan luv – why did you call an ambulance? We need to talk about
this and see where you went wrong...

MEGAN
Just... an associate collapsed an ...

DONNA
That's going to be a bit of a problem...

10:24:28 - MUSIC OUT - FULFILMENT M03

10:24:23 - INT. NEWS STUDIO

REPORTER

Concerns have been raised over safety at a distribution centre after it was revealed that at least a 105 ambulances have been called to the site over a three year period. That compares to 17 callouts to a nearby supermarket warehouse over the same Period. We contacted the centre but managers have declined to comment.

10:24:38 -BACK OUTSIDE THE WAREHOUSE

DONNA

You thought of yourself and one member of your team but do you feel you've left the rest of them down?

MEGAN

She needed medical attention...

DONNA

Easy decision isn't always the best decision, sometimes...

SEAN

... you could've referred to the First Aider

DONNA

Yes absolutely. Yes

SEAN

This is a real opportunity for growth...A real learning curve

10:25:00 - MUSIC IN - c

DONNA

Absolutely— a real teachable moment here – we are here to support you – all the way.

10:25:03 - BLACK SCREEN

10:25:06 - EXT. WAREHOUSE

Establisher

10:25:11 - CAPTION ON SCREEN - DAY 5

10:25:15 - INT. WAREHOUSE. TEMP DESK. DAY

10:25:16 - MUSIC OUT -10:22:29- MUSIC IN - FULFILMENT M03

JULIE

Yeah, you got a shift...

RYAN

Hey Julie. Ryan Andrews

JULIE

You're not needed today

RYAN

... but I got a text to come in

JULIE

Yeah, I know, things have changed. Unfortunately.
Just keep coming forward.

RYAN

It cost me six quid in bus fare to get here – it took over an hour

JULIE

I don't know what to say to you – there's nothing here for you today.

**MEGAN LOOKS ON SYMPATHETICALLY WHILE RYAN
CONTINUES TO REASON WITH JULIE**

RYAN

Can you not have a chat with the team leader – he knows how good I am
– I'm good at picking, my pick times are great...

JULIE

You know that's not how it works. There's no shifts for you today.
I can do nothing more.

RYAN

I'm already here though. If I'm already here.

JULIE

I understand that, but I can't let you through those gates.
Bethan won't let you through those gates as there is no shift for you today. Yeah?

RYAN

I need the money. Please.

JULIE

I understand that, so does everyone on the floor.
They've got shifts you haven't. It's just the way it is.
Just keep coming forward. You're better off getting yourself home,
Wait on a text.

10:26:01 - INT. THE PICKING FLOOR. DAY

**Shots of Karina – knocking back energy drink and energy pills
and then frantically picking**

TANNOY

Avoid excessive idle time.

10:26:17 - INT. THE PICKING FLOOR. DAY

**Devon strides through the aisles, catches sight of a ghostly pale
Alys and reverses towards her.**

DEVON

Eh, are you alright – fuck – I was calling you all night – Karina said you
fainted. Al man, you gotta take these breaks like. Your sugars are gonna drop.
Look after yourself.

ALYS

It's not that Dev...

DEVON
What's wrong?

ALYS
I need to tell you something...

DEVON
You can tell me anything, you know that...

ALYS
... I'm pregnant

He's floored.

ALYS (CONT'D)
I been wanting to tell you, um ...

DEVON
Who's the Dad, then?

ALYS
Oh, it doesn't matter – some dickhead I know from school. I'm so sorry Dev...
I been wanting to tell you for ages ...

Devon walks away.

10:27:12 - CCTV FOOTAGE
Devon and Alys are seen in CCTV footage

10:27:17 - INT. WAREHOUSE. PICKING FLOOR

DEVON
Don't fuckin' follow me. I'm serious, like..

ALYS
I should have told you. Devon, can you just stop.
Please don't make me run. I should have told you
And I feel like an idiot.

DEVON
So whose is it? Tell me who is it.

ALYS
Dev, it really doesn't matter...

DEVON
What's his name?
Fuck I've been such a twat.

ALYS
No you haven't!

DEVON

I have been though. I bet everyone else knows eh?

ALYS

I feel like a fucking idiot. Some of them know...

DEVON

Who knows?

ALYS

... Nadia

DEVON

Fuck!

ALYS

Please don't get upset.

It's breaking my heart to see you upset, Dev ... please... I
been an idiot, I am completely taking the blame! OK. It's my fault.

DEVON

Do me a favour – delete my number and never fucking talk to me again –
I'm serious ... Why you crying? Why are YOU crying?

ALYS

Because I didn't want to upset you

DEVON

Awh, fuck off!

ALYS

(left alone) Fuck!

10:28:05 - INT. THE MEETING ROOM. DAY

All management.

10:28:05 - CAPTION ON SCREEN - POST INCIDENT DEBRIEFING

DANNY

Megan, yesterday an ambulance was called to the centre.

Silence. At last Megan clears her throat.

MEGAN

Yes. Alys Morgan fainted.

DONNA

And do you think it was really necessary to bring the emergency services here?

Megan's eyes dance between Donna and Danny.

MEGAN

Well, I mean it was an emergency.

DANNY
Did you panic?

MEGAN
Well I was scared for Alys, because of her condition.

DANNY
Of course,.

DONNA
Understandable. But that's why the policy is there.
The policy's there to protect you. To protect Alys, to protect the team.
You bring the first aiders over, they're trained, they
assess the situation. They decide. You don't just go straight for an ambulance.

**Megan's eyes widen in concern - this is turning into a pile on.
Sean looks away, uncomfortable.**

MEGAN
Yeah, I just did what I thought was best at the
time. I mean she was out cold.

DANNY
Megan, we're a team. OK? I don't think it's helpful for you to be defensive.

MEGAN
I'm not being defensive.

DANNY

We can all benefit about talking
about our mistakes – me included.

MEGAN

Yeah I totally agree. I don't quite understand
how calling the ambulance was a mistake.

SEAN

OK

DONNA

Ok – thank you for your honesty

DANNY

Megan, would you say you take the easiest route,
or what's best for the team?

MEGAN

I always try to think about the team.

DANNY

OK

DONNA

And your friendship with Alys. The fact that you're so close with Alys.
Do you think that maybe that clouded your judgement. That got in the way,
Made you emotional and stopped you from putting the team first?

MEGAN

We're not even that close.

DONNA

OK

MEGAN

Honestly.

There's a long moment, the silence ringing in Megan's ears.

MEGAN (CONT'D)

We used to live on the same street. I've barely seen
Her these last few years, that's the truth.

DANNY

So why haven't you dealt with her pick rate yet?

MEGAN

I have dealt with it! I delivered the Personal
Enhancement Plan like you asked me to.

DANNY

And yet her idle time is one of the highest in the centre

(Donna intercepts)

DONNA
26 minutes.

DANNY
And her pick rate one of the lowest.

DONNA
87.... 87

**Megan opens her mouth to state the obvious,
thinks better of it. There's a pregnant pause.
Donna prompts her.**

DONNA (CONT'D)
And we like it to be....

MEGAN
One Twenty

DONNA
One twenty.

DANNY
Megan. I say this from a warm place. But maybe
you need to have a think about
whether you're happy here.

Megan's eyes fill with panic. Is Danny going to sack her?

DANNY (CONT'D)
As great as this place is, it isn't for everyone.
We all can't make the cut. And that's the truth.

10:30:18 - MUSIC IN - FULFILMENT NO TITLE 1

**Megan CANNOT get the sack. Her eyes dart around the
other managers. She needs to turn this around.**

MEGAN
Maybe I did make a mistake in calling the ambulance.

DANNY
Maybe?

Silence.

MEGAN
Definitely.

DANNY
Definitely.

MEGAN

I definitely made a mistake. I panicked. Like you said, I panicked.

She nods her head violently.

DONNA

OK

MEGAN

But I can do better. I can definitely do better.
I can try and be calmer in situations like that.

DANNY

Great. Great. What else do you think you could do better?

Megan swallows hard.

MEGAN

So...I could...Sorry, sorry

She doesn't know what else to say. Her eyes glisten with tears.

SEAN

(throws her a bone)

Do you think you could be more customer fixated, Megan?

MEGAN

(beyond grateful) Yes, yes.

SEAN

That's great.

DANNY

Great! Because some of the comments on the Management Feedback Tool suggest a concern that you're not on the same page as us with regards to customer fixation.

MEGAN

Who said that?

DANNY

You know that's anonymous. And it doesn't matter.

DONNA

It's irrelevant

DANNY

What does matter is that we're grateful for the feedback, from Any source, right?

DONNA

Absolutely

MEGAN

I am completely open to all feedback.

DONNA

We need to be desperate to please our customers.

MEGAN

I am! I'm 100% desperate

DONNA

100%

MEGAN

110, I'm 110 desperate. 110% desperate
To please our customers.

DANNY

Which involves listening to whatever is said about us. From whoever.
My ears are always open.

DONNA

Always.

Everyone waits. Megan can barely contain her tears.

MEGAN

(choked)

Yeah so maybe I don't enjoy being talked about.

DANNY

But this is good, this is honesty.

MEGAN

I totally understand that I need to get over that so that I can better myself
And challenge myself.

Beat.

DANNY

And that's where we come in and we will support you with whatever you need.
We'll put anything in place if that's what you want.

DONNA

That's why we're here.

MEGAN

Yeah, yeah definitely.

DONNA

What do you need from us?

MEGAN

I need you to help me so that I can be better.

DONNA

You get better?

MEGAN
Oh, we're all better.

10:32:41 INT. THE TOILETS. DAY

Megan checks her hair in the mirror. What's just happened was horrendous, but she can't cave now. She needs to tidy herself up and crack on.

Then she bends, presses her palms into the sink unit. The sheer weight of this place bearing down on her.

10:33:00 - BLACK SCREEN

10:33:02 - EXT. WAREHOUSE. DAY

Establisher

10:33:08 -EXT SECURITY

10:33:08 - CAPTION ON SCREEN - DAY 30

Megan stands outside and watches as Sean walks away

MEGAN
Where you off?

10:33:14 - MUSIC OUT - FULFILMENT NO TITLE 1

SEAN
They've 'off-boarded' me.

MEGAN
What? Why...?

Sean gives a defeated shake of the head.

SEAN
'Cos I didn't give Craig that last warning, did I? Just couldn't do it.
Well, it's stupid 'cos they'll get rid of him anyway. So we'll both be unemployed.

MEGAN
I'm really sorry ...

SEAN (CONT'D)
Well, look after yourself, Meg. Don't let them turn you into something you don't like.

10:33:46 -INT. THE METRICS HUB. DAY

Megan and Donna check the stats.

DANNY
Any problems on shift?

DONNA
We need to keep an eye on the number of incorrect picks. Make sure everyone's double checking those QR codes.
Oh, I had a new associate who was slipping under target, so I offboarded him.

MEGAN

Alys Morgan's pick rate is still low but I'm working with her on that.

DANNY

Still? I think time for a disciplinary.

Donna nods in agreement.

DANNY (CONT'D)

And we need to off-board Craig.

DONNA

I can do that.

DANNY

No, no, no... I think, Megan should do it.

MEGAN

So you want me to do it now?

DANNY (CONT'D)

Yeah, you'll find him in oversized.

10:34:24 -INT. THE PICKING FLOOR. DAY

Megan strides to the over sized goods section and when she sees Craig.

10:34:25 - MUSIC IN - FULFILMENT NO DRONE

10:34:36 -EXT. THE BACK STAIR CASE. DAY

Megan sits on the steps, when her phone rings.

On screen we see Dad from the chin down.

10:34:45 - MUSIC OUT - FULFILMENT NO DRONE

DAD

Hello stranger. You alright? Barely seen you recently.

They still got you run off your feet?

10:34:58 - MUSIC IN - FULFILMENT INJURED

Megan nods.

DAD (CONT'D)

(O/S) What's up, love?

Megan pauses. Can she tell him?

MEGAN

You know my signing on bonus?

DAD

(on Megan's phone) Yeah.

MEGAN

How much of it is left?

DAD
(on Megan's phone) I don't know exactly...

MEGAN
... round about, Dad?

DAD
(on Megan's phone)
Well we had to get the boiler fixed and your
brother needed new school shoes...

MEGAN
Right. Not much then?

DAD
(on Megan's phone, eyes full of concern)
What's a matter, love?

MEGAN
Nothing. Just shattered. I gotta go –
but I'll speak to you later, OK?

10:35:43 - BLACK SCREEN

10:35:45 - INT. WAREHOUSE. DAY
Speeded up shots of a busy warehouse.

10:35:51 -EXT. THE MEETING ROOM. DAY
An even-more-pregnant Alys waits outside on a chair.
Devon arrives and sits next to her.

10:35:58 - MUSIC OUT - FULFILMENT INJURED

10:36:01 - CAPTION ON SCREEN - DAY 33

ALYS
I didn't think you were even speaking to me.

DEVON
You need a union rep for this, Al.

ALYS
I know Dev, you can't... I appreciate it, but as soon as they
know you're in the union they will make your life a misery.

DEVON
Yeah. I know.

ALYS (CONT'D)
Like I can't have you losing your job over me, Dev.

DEVON
Al, I thought about it, ok?

10:36:29 -INT. THE MEETING ROM. DAY
Megan & Danny sit opposite Alys and Devon.

MEGAN

This is a disciplinary meeting following your lack of performance on the pick team. And anything you say will go on your file.
 It's your right to be accompanied and I can see you've brought Devon here for support.

10:36:35 - CAPTION ON SCREEN - DISCIPLINARY

DEVON

I'm here in my capacity as a trade union representative.

Megan did not see that coming but she rallies quickly.

MEGAN

(to Alys)

I'm sorry you felt the need to involve the union, Alys

DANNY

It's not that we're against union it's just that we prefer a more one-to-one approach with our associates.

ALYS

So why's there two of you here then?

MEGAN (CONT'D)

Um ... You'll recall previous discussions where we looked at your idle time.
 This is twelve oh six on eleventh November and you'll see
 that your toilet break lasted nine minutes.

Megan shows Alys footage on a tablet

ALYS

Yeah, well I'm pregnant. You know this.

MEGAN

And here's your second break which lasted eleven minutes.
 Can you explain why it took an extra two minutes?

DEVON

Megan, she just said, like!

ALYS

I literally, I don't know what to say. I mean how long am I supposed to take?
 Am I supposed to stop mid-flow? Cos my bladder's not
 up to that at the minute, if I'm honest.

MEGAN

And here's another shift three days later with an idle period of twelve minutes.

DEVON

D'you wanna listen before you go on to the next one, like...

ALYS

I'm not being funny, it's like, this is why the whole place is littered
with bottles of pee, are you aware of this? No one wants
to go to the lav cos they're terrified of bugging their pick rates and have you guys
like breathing down their neck.

DEVON

Yeah you've been aware of this situation for such a long time like...
it's not the first time we brought this up...

ALYS

So many times...

MEGAN

Clearly not all your time off task is spent in the toilet because
this conversation lasted two minutes and thirty three seconds.

**She shows a conversation between Alys and Nadia on a tablet.
Alys doesn't answer.**

MEGAN (CONT'D)

So, what were you talking about?

ALYS

I don't know, do I?

MEGAN

Right, so it wasn't about a work issue?

ALYS

I said I don't know, I've no idea.

MEGAN

Any time off task, any conversation not work related is idle time. And we've calculated
that your average time off task per day is twenty three minutes...
conversations that are lasting 2 minutes 33 seconds...

ALYS

I can't believe you're timing me.

MEGAN

...Should not be non work related conversations.

ALYS

Let me get this straight -
So you're telling me, I can't go to the toilet

MEGAN

We're not saying you can't go to the toilet Alys

ALYS

Basic human right
It sounds like it! I told you I'm pregnant,
I can't hold it a second longer

MEGAN

Everyone on the team needs to
be desperate to please. We need to
be desperate to please. We need to be fixated
on our customers twenty-four seven ...

ALYS

Let me explain to you cos probably you don't understand. Right.
When I'm at work I can walk hours and hours without
Speaking to anyone at all. That's the job. Right.
Miles and miles without even seeing a soul. So
When I do see a mate I feel like saying hello because
All I've got is the headset going off in my ear and if
I say hello to a mate it makes me feel better and I can carry on
For the next four, five, six, seven hours.

MEGAN

There's saying hello and there's having conversations.

ALYS

It's really fucking hard work! Sorry for swearing.
It's really hard OK.

MEGAN

It doesn't take 2 minutes 33 seconds to say hello.

DEVON

(calm but clear)

Stay customer fixated. Look right. Alys has been a
fucking brilliant picker ever since she got
here. That's why she was given a green vest-

MEGAN

The team's average is way down because of Alys.

DEVON

Because she's fucking pregnant!

ALYS

I'm not a robot, Megan. I'm pregnant.

DEVON

I'm so confused.

ALYS

Are you gonna sack me cos I'm pregnant?

DEVON

Y'know, the Equality Act 2010,
section 18 makes it unlawful to discriminate against a
colleague on the grounds of them being pregnant.

DANNY

Nobody's being discriminated against because they're pregnant.

10:39:38 - MUSIC IN - FULFILMENT NO TITLE 2

DEVON
That's bullshit like

ALYS
It's alright

DANNY
I'm sorry you feel that way... you're going to need to calm down...

10:39:49 - EXT. THE MEETING ROOM. DAY

Alys & Devon, as they walk out of the room...

10:40:00 - INT. THE MEETING ROOM. DAY

Danny and Megan have a de-brief.

DANNY
Have you been looking out for the early warning signs of
union activity on your team, Megan?

MEGAN
Yeah, of course – I don't know how I missed it...

DANNY
You're going to need to tell
Security Ops everything. They'll start monitoring
Devon's social media. In the meantime, if he
Puts a foot wrong you
record it for a disciplinary.

MEGAN
What will happen to Alys?

DANNY
Well, you're going to need to start building a case of gross misconduct against Alys.

MEGAN
(QUIETLY) Ok

10:40:32 - EXT. THE BACK STAIR CASE. DAY

Megan, when her phone rings - it's Dad wanting a Facetime. She accepts.

MEGAN
Hiya.

DAD
(on Megan's phone)
I know you're busy, love But I was just thinking.

Megan sighs. What now?

DAD (CONT'D)

(on Megan's phone)
I don't suppose, what with you working there
you could get me some shifts at the centre?

Oh God No!

MEGAN
No, it's really physical dad.

DAD
(on Megan's phone)
Oh come on, I'm fit as a fiddle me.

MEGAN
Dad, there's not jobs for you, here!

Megan covers her eyes with her hand. She really can't do this.

DAD (CONT'D)
(on Megan's phone)
I need some work, Meggie. And there's absolutely nothing else
around.

MEGAN
Yea, I know but something will come up – it'll be fine.
Look, I can't talk about it right now. I'll speak to you later... ok?

MEGAN CRYING

10:41:21 - BLACK SCREEN

10:41:24 - EXT. THE FULFILLMENT CENTRE. DAY
Establisher

10:41:37 - INT. WAREHOUSE. PICKING AREA
Megan walks through the picking area

10:41:37 - CAPTION ON SCREEN - DAY 45

10:41:41 - MUSIC OUT - FULFILMENT NO TITLE 2

10:41:44 - INT. MEETING AREA. DAY

MEGAN
This team, us as a team are currently ranked bottom at the centre.
Bottom. And I'm pretty certain that none of us want to be here.
I don't want to be here at the bottom. I'm sure you don't either.

Karina coughs.

MEGAN
Are you ok, Karina? You know you shouldn't be
here if you think you've got Covid...

NADIA
No, it's allergies!

DEVON
She's got rent to pay. So

MEGAN
Right. So I am urging you all to stay focused on
your pick rate – it's really, really important.
Every single one of us matters. It makes a difference.
And we need to be desperate to please our customers.
Please, please focus

10:42:25 - CAPTION ON SCREEN - TEAM MEGAN, MEETING FORTY FIVE

MEGAN (CONT'D)
On your pick rate today. 120.
Unfortunately there are some members of this team that are not
Pulling their weight and that means we are falling
Way, way behind. However on a better note, I would
Like to congratulate Nadia on her continued improvement.
Well done. Really brilliant. And if you carry on like this.
I'm gonna put your name forward for a green vest.
And that's what happens when we stay focused. Do you
Know what else might help Alys? If you actually stayed focused.
Right OK that's everything. Like I said, 120's the target.
Pick, pick, pick

10:43:02 - MUSIC IN - FULFILMENT NO TITLE 3

10:43:11 - INT. THE PICKING FLOOR. DAY
ALYS, EXHAUSTED ON THE PICKING FLOOR
– PICK COMMANDS...PICK COMMANDS...

HEADSET
Proceed to P7 D374
Proceed to P1 A97
Proceed to P7 D3
Proceed to P2 C3

10:43:41 - CCTV footage
Footage of the workers

10:43:45 - CCTV INT. TOILETS
Alice enters

10:43:53 - INT. MANAGEMENT AREA
Megan looks at the CCTV

10:43:56 - CCTV. INT. TOILETS
Alice enters

10:43:58 - INT. MANAGEMENT AREA
Megan looks at the screen and then decisively walks off

10:44:00 - INT. TOILETS. DAY

In a cubicle, Alys has a wee, head bowed.
 She reaches for some loo paper, wipes, checks. Is there a pink wash on the paper?
 Alys takes another piece, wipes - clear.
 She's so tired, she thinks maybe she's losing the plot. Is she? Did we see pink?

10:44:32 - INT. OUTSIDE TOILETS

MEGAN

You've had eleven minutes idle time this shift.

ALYS

Megan, I promise you...I'm trying my best. My back is hurting
 so much I can't even think straight.

MEGAN

Sorry! This is your best? Really this is your best?!

ALYS (CONT'D)

Why are you doing this to me, Megan?
 I told you about my blood pressure, I'm really worried about everything
 and I begged you to get me re-

MEGAN

(hisses)

You're not the only one with a family to look after,
 We've only got my wage coming in. I can not afford to
 Lose this job, but
 as per, all you can think about is yourself.

ALYS

What the fuck are you talking about?

MEGAN

You've always been the same. The only person who
 matters to Alys Morgan is Alys Morgan.

ALYS

You are bullying me! You are bullying me!

MEGAN

No. I'm trying to help you. Do you understand that?
 I need this job.

ALYS

I'm having a baby.

MEGAN

I have done everything I possibly can to help you

ALYS

I just went to the toilet in there right.
 And I don't even know if I saw what I think I saw.

It was like some pinky water on the toilet paper.
 I'm not even sure though. I can't even see straight, I've
 Got a headache. So it might be fine. I don't know.
 And you are making it worse.

MEGAN

They are breathing down my neck!
 They are breathing down my neck. I am trying to help you.
 And you just throw it in my face. You just throw it in my face
 The whole time.

ALYS

I've got to get back to work.

10:45:45 - INT. THE PICKING FLOOR. DAY

**(Alys is so shattered and uncomfortable she can't see straight, bumping her
 cart into a shelf.)**

HEADSET

Proceed to P4 E21

2 P A 9

Proceed to next pick

P P P 1

10:46:12 - CCTV

Alys sinks to the floor.

10:46:16 - INT. THE PICKING FLOOR. DAY

**She scribbles a note and puts it in some baby shoes.
 She cries**

10:46:45 INT. CANTEEN

Nadia and Devon look at Alys, concerned.

DEVON

... she was outside the toilets... waiting for you...
 That is fucked up

NADIA

... is she blind? Can she not see? ...
 Talk to her. She has to let you go home.

DEVON

Al. Al, please, please.

NADIA

She has to say yes.

DEVON

Just go up to her and just be like 'I can't physically go on the way I am' and
 if you don't do it then I'm going to do it...

ALYS

Ok

10:47:05 -INT. THE METRICS HUB. DAY

MEGAN
(brisk)

Look, if you go home now, you'll be in breach of your employment contract and you'll lose your green vest.

ALYS

Megan, I can't lose my maternity. Please

MEGAN

There's nothing I can do – you need to finish your shift.

ALYS

Just the afternoon.

MEGAN

You've used all your sick days. It's in your contract.
You need to stay and finish your shift.

10:47:33 INT. THE PICKING FLOOR. DAY

Alys battles on, so so tired. Each step hurts and it's almost as if she's hallucinating - everything white and hot and burning her eyes.
Pick rate commands, Pick rate commands...

10:47:46 - CCTV

Footage of a bone tired Alys.

HEADSET

Proceed to next pick.

10:47:50 - INT. THE PICKING FLOOR. DAY

Alys drags her cart as the headset barks out commands.

10:48:04 -INT. THE TOILETS. DAY

Alys in toilet, in agony, realization of what is happening

ALYS

... Oh God no...

10:48:35 - CCTV

NADIA GOES IN TO THE TOILET,
COMES RUNNING BACK OUT. MUTED SCREAM FOR HELP...

10:48:52 - INT. MANAGEMENT AREA

MEGAN SEES NADIA ON CCTV AND RUSHES TO THE TOILETS

10:48:56 - INT. PICKING ROOM FLOOR. DAY

MEGAN RUNS

10:48:59 - INT. THE TOILETS. DAY

**Then we smash into the carnage at full volume. Alys is out of the cubicle.
Nadia and Devon try to help.**

ALYS
I feel like I need to push.

NADIA
No, no, no. Do something. Do something.

Alys' trousers are soaked in blood.

10:49:27 - MUSIC OUT - FULFILMENT NO TITLE 3

DEVON
Fucking hell.

NADIA
Do something. Megan – do something!

DEVON
Call the fucking ambulance! Please.
OK. Look at me. Just breathe deeply. OK.

**Megan's paralysed, staring at Alys who's eyes are squeezed shut,
as she lets out a shuddering moan.**

NADIA
Do something!

**But it's as if Megan's rooted to the spot.
Devon jumps to his feet, trousers covered in blood. He snatches the phone
from Megan, stabs 999 with slippery hands.**

DEVON
What the fuck is wrong with you. Fuck.
(into phone)
Hiya, can we get an ambulance.

10:49:33 - MUSIC IN - FULFILMENT NO TITLE 3

DEVON TRYING TO COMFORT ALYS

DEVON
Put your legs out yeah. Don't push down below.
Instead of pushing, just squeeze my hand yeah?

**10:50:17 - EXT. THE FULFILLMENT CENTRE. DAY
Alys, wrapped in a silver heat blanket, is wheeled on a
trolley to an ambulance by paramedics. Shocked associates and managers watch.**

DEVON
(to Alys) Alys, it's Dev. Listen to me.
I'm going to get a taxi, I'm gonna follow right behind you.
I'll be right behind you....Yeah, they're gonna take good care of you.

(to Megan) Oi! Listen to me, I'm not fucking letting you get away with this, alright!

10:50:40 - MUSIC OUT - FULFILMENT NO TITLE 3

10:50:40 - INT. THE TOILETS. DAY

Megan tries to wash her blood stained hands, but she's shaking uncontrollably.

10:50:50:51 - INT. THE MEETING ROOM. DAY

A shocked Megan sits opposite Danny.

MEGAN

Are you going to sack me?

DANNY

Why would you think that?

MEGAN

Because you're going to blame me for what just happened.

DANNY

No, no, no but you must see that an associate having a miscarriage in the toilets - that's not great news for us.

Megan crumples, defeated.

DANNY (CONT'D)

But you can make this right, Megan. I know you can

10:51:40- BLACK SCREEN

10:51:44 - EXT. WAREHOUSE

Lorries being loaded.

10:51:58 -EXT. MEETING ROOM. DAY

10:51:59 - CAPTION ON SCREEN - DAY 60

Alys and Devon wait, side by side. Alys seems numb but Devon is a tightly wound ball of fury. The door opens and Nadia emerges, eyes red-rimmed. She nods at Devon and scurries away.

ALYS

Nadia?

10:52:17 -INT. MEETING ROOM. DAY

Megan paces. Practices what to say.

MEGAN

Everyone's devastated. Absolutely everyone is devastated.
Obviously everyone is devastated Alys

10:52:23 - CAPTION ON SCREEN - NON DISCLOSURE AGREEMENT

10:52:27 - INT. MEETING ROOM

MEGAN is sat across from DEVON and ALYS

MEGAN

Absolutely devastated.

And although we know it won't make up for what happened,
the company would like to offer you some money.

Alys wasn't expecting that.

MEGAN (CONT'D)

Then you can take a few weeks off to recover without having to worry.

ALYS

(suspicious) What?

MEGAN

As far as we're concerned you're still a valued member of the
team so we'd like to give you six thousand pounds to help with things.

On Alys - six grand!

MEGAN (CONT'D)

And we're prepared to offer you two thousand pounds, Devon.

Megan slides a pair of NDAs across the table at them.

ALYS

What's this?

MEGAN

These are NDAs.

ALYS

I don't know what that is. What's an NDA?

DEVON

A gagging order basically.

MEGAN

It's a contract confirming that you won't discuss what happened with anyone

DEVON

(snarls)

Why?

Because you're worried how it will look if people find out?

Is it?

MEGAN

(ignores Devon)

It's just to keep things between ourselves.

Do you want people knowing your business, Alys?

ALYS

People know already. Everyone knows. I mean
Nadia was there for starters. I don't understand.

MEGAN

Nadia's signed an agreement.

DEVON

Bullshit!

ALYS

She wouldn't do that, she's my friend. She wouldn't
Sign away....

MEGAN

Nadia and every other member on the team have signed. Alys...

DEVON

What have you threaten her with?

Megan finally levels Devon with a steely eye.

MEGAN

It's not about threats, Devon. Nadia wanted to become a permanent
member of staff. She wanted a green vest...

**Devon and Alys look at one another - they've bribed Nadia with
a fucking green vest.**

ALYS

So if we don't sign we ain't got a job?
We ain't got our green vests or nothing?

MEGAN

Obviously if you sign, there'll be jobs here for you.
To come back to. But if you don't you will lose your permanent status.
If you want the money, you have to agree to not tell anyone about it.
And should you break that agreement, the company would require
That the money be returned and their could be legal consequences.

Devon jumps to his feet, his chair crashing away.

DEVON

So you think right, that you can fucking kill a baby and make it go away.

MEGAN

Devon. Devon you need to calm down.

DEVON

Is that what you fucking think?

MEGAN

You need to calm down.

DEVON

You think you can give us eight grand between us and...

MEGAN

Nobody killed a baby. It was a terrible tragedy.

ALYS

No, I asked you if I could go home. I begged you.
 You knew everything that was happening. I told you, I told you.
 I told you when I went to the toilet. I told you what was happening.
 You just ignored it. All you told me to do was go back to work, get
 My pick rate up. So don't say that to me. I told you what was happening.
 And you made me stay.

MEGAN

If you'd have said to us that you were in labour, then
 Things would have been different.

DEVON

Don't you fucking dare say that. Don't you fucking dare.

ALYS

So it's my fault?

MEGAN

Things would have been different. You need to
 Calm down Devon.

DEVON

Calm down? Don't you fucking dare say that

MEGAN

Stop pointing your finger at me.

ALYS

I had to go to hospital and sit with other ladies who were pregnant.
 Waiting for their scans, and I was there checking that everything was
 Out Megan! Do you know how that made me feel?

She sobs.

ALYS (CONT'D)

Now you're telling me I've got to sign this, otherwise I lose my job.
 And I can't tell no one. And everyone's signed it?
 Nadia's signed it?

MEGAN

Everyone on the team's signed it.

DEVON

Fuck

ALYS

I can't even focus. I can't even read it properly. I need time
 To think about it

MEGAN

I'm going to level with you Alys, this offer's not going to be
 on the table overnight. I had to twist arms as it is

10:55:31 - MUSIC IN - Fulfilment No Title 4

DEVON

Alys, even if this isn't for us right. This is our opportunity to take a fucking stand
And call them out for who they actually are.
We should tell the whole fucking world what they've done.

ALYS

(every last drop of fight gone)
Devon, there's nothing round here.
What would we do? We'd have no money.
We'd have nothing. No permanent job, it'd be
Worse than everything that's happened.
And we get eight grand. That's a lot of money.

DEVON

It's not a lot of money that.

ALYS

We can start again. We can start again.
There's nothing else round here.

Devon leans his forehead against the table, eyes screwed tightly shut.

**Alys looks like her heart will break for him. When he starts to cry,
she moves to him, still clearly in pain from the miscarriage, and puts her arms around him.**

MEGAN

Your job's will be waiting for you if you sign – we'd love you to come back.

THEY SIGN

10:57:02 - MUSIC OUT - Fulfilment No Title 4

10:57:02 INT. MEETING ROOM. DAY

Danny enters the room and smiles at Megan.

10:57:12 - MUSIC IN -Fulfilment No Title 5

DANNY

Well done, Megan. No, no, no. Sit, sit, sit, sit.
Now everyone's signed an NDA
So we can put this whole thing to bed.

Megan gives a tight smile in return as a piece of her dies inside.

DANNY (CONT'D)

And you, well you've finished your probation. So I think we can both agree that you're
Got a very bright future here – yours for the taking.

MEGAN LOOKS STRAIGHT IN TO THE CAMERA

10:57:32 - BLACK SCREEN

10:57:34 - EXT. SUBURBAN STREET DAY

A van drives down the road.

10:57:38 -INT. SMART HOUSE DAY

MIDDLE CLASS PREGNANT MUM all glow opens the door
and finds a brown package on the step. She scoops it up.

She opens the outer packaging and finds a pair of baby shoes she ordered. Awww.
With a happy smile she pulls them out, but a sheet of purple paper flutters to the floor.
Puzzled, she bends to retrieve it and the in horror reads some scrawled words - HELP ME!!!

10:58:03 - CUT TO ALYS – FLASHBACK HER ON CCTV WRITING THE NOTE

10:58:17 - CAPTION ON SCREEN: ON AN AVERAGE DAY, BRITISH CONSUMERS
SPEND £337 MILLION ONLINE

10:58:24 CAPTION ON SCREEN: AND ON BLACK FRIDAY WEEKEND 2021
CONSUMERS SPENT £5.7 BILLION ONLINE

10:58:31 - MONTAGE OF PICKING SHOTS.
HEADSETS BARK OUT OVERLAPPING ORDERS.

10:58:49 - MUSIC OUT -Fulfilment No Title 5

10:58:58 CREDITS;

CREATED AND DIRECTED BY
JOSEPH BULLMAN

WRITER
HELEN BLACK

PRODUCER
TRACIE SIMPSON

EXECUTIVE PRODUCER
AYSHA RAFAELE

AIMEE-FFION EDWARDS
AS
MEGAN ROBERTS

POPPY LEE FRIAR
AS
ALYS MORGAN

WITH CRAIG PARKINSON
AS
DANNY

ALED AP STEFFAN AS DEVON
SION DAINEL YOUNG AS SEAN
ALEXANDRIA RILEY AS JULIE
KIMBERLEY NIXON AS DONNA
ALEX HARRIES AS JESS

JALISA ANDREWS AS BETHAN
 NATALIA KOSTRZEWA AS NATALIA
 MAJA LASKOWSKA AS KARINA
 LEON CHARLES AS CRAIG
 SUNNY DHILLON AS RYAN

ELIZABETH MCCAFERTY AS TRAINING VIDEO PRESENTER
 HANNAH JARMAN AS PREGNANT MUM
 JAMS THOMAS AS MEGAN'S DAD
 DARREN EVANS AS RICKY
 DEBBIE LEWIS AS DEBBIE
 LYNETTE DUNBAR AS PICKER #3
 LUCY OWEN AS NEWS PRESENTER
 GEORGIE LEONARD VOICE COMMANDS
 ZANETA KLYZ VOICE COMMANDS

WITH THANKS TO
 MARK HARDING
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RESEARCHERS
 JEREMY BARCLAY
 ROSINA ANDREOU
 PAUL BIGNALL

DEVELOPMENT EXECUTIVE
 MARCO CRIVELLARI

LINE PRODUCER
 MEESHAN SAXENA

PRODUCTION COORDINATOR - CJ PERKINS
 PRODUCTION SECRETARY - JACK MACLEAN
 PRODUCTION RUNNER - HANYA GIBBINS
 PRODUCTION ACCOUNTANT - CRAIG JONES
 ASST. PRODUCTION ACCOUNTANT - PENNY MOORE
 RESOURCING AND TALENT ADVISOR - DEBORAH EVANS
 PRODUCTION DESIGNER- GWYN EIDDIOR
 PROPS MASTER - IFAN RAMAGE
 STAND-BY ART DIRECTOR - CASSIE AUSTIN
 BUYER - HELEN GUBB
 ART DEPARTMENT RUNNER - SEB CHAN
 SET PAINTER - RAYMOND HOUGH
 ART DEPARTMENT GRAPHICS - CARWYN EVANS
 1ST ASSISTANT DIRECTOR - GEOFF SKELDING
 2ND ASSISTANT DIRECTOR - ALEX WILLIAMS
 3RD ASSISTANT DIRECTOR - KATE FLEMING BROWN
 FLOOR RUNNERS - MANON METCALFE
 FINBAR JENKINS
 SCRIPT SUPERVISOR /VOICE COMMANDS - ASH DENVER
 NEG CHECK - DEBBIE BANBURY-MORLEY
 CAMERA OPERATOR - JOHN ELLIS EVANS
 FOCUS PULLER - NATIE DAVIES

CLAPPER LOADER - LEWIS MORGAN
CAMERA TRAINEE - JOSHUA ROBINSON

GRIP - MARTYN JONES
ASSISTANT GRIP - OWAIN DAVIES
SOUND RECORDIST - MARC WALTERS
SOUND MAINTENANCE ENGINEER - DAF PARRY

GAFFER - MATT WILSON
BEST BOY - MIKE SHERNO
ELECTRICIAN - NIGEL MONK

COSTUME DESIGNER - LINDSAY BONACCORSI
COSTUME SUPERVISOR - FAY BESCOBY
STAND-BY COSTUME - EMILY DAWSON
COSTUME TRAINEE - GRACE WOOD

CASTING DIRECTOR - LEIGH-ANN REGAN
CASTING ASSOCIATE - OLIVER WILLIAMS

MAKE UP DESIGNER - DANNY MARIEELIAS
MAKE UP ARTIST - AMY PAUL
RHIANNON ADAMS

CATERING - DELIVISION
UNIT DRIVERS - MARK EVANS
MONTIL JALIL
CAMERA EQUIPMENT - FILMS@59
LIGHTING EQUIPMENT - PKE LIGHTING
FACILITIES - AP TRANSPORT
SECURITY - LEE WILLIAMS

BBC STUDIOS HEALTH AND SAFETY - JACKIE COBNER
COVID SUPERVISOR - DAVE DAVIES
STILLS PHOTOGRAPHER - SIMON RIDGWAY
QUARTZ PRODUCTION INSURANCE - ALEX MCVITTIE

POST PRODUCTION SUPERVISORS - ILISA FACTOR
HARRY SMITH
ASSISTANT EDITORS - ELIAN WILLIAMS
JESSICA POLLARD
SOUND DESIGNER - BLAIR JOLLANDS
DIALOGUE EDITOR - MATTHEW COX
FOLEY ARTIST - AMAYA SOLER
FOLEY EDITOR - JAVI DELGADO
DUBBING MIXER - OWEN THOMAS
ONLINE EDITOR - LEE BHOGAL
ONLINE EDITOR/COLOURIST - WILLIAM OSMAN
GRAPHIC DESIGNER - STEPHEN FIELDING
EDITOR - TIM HODGES
COMPOSER - ROGER GOULA
VOCALS - VIOLETA VICCI

DIRECTOR OF PHOTOGRAPHY - STEVE LAWES

SENIOR BUSINESS AFFAIRS MANAGER - RUTH B. PAUL
 BUSINESS AFFAIRS MANAGER - ELIZABETH WALL
 BUSINESS AFFAIRS EXECUTIVE - HARRIET COODE
 BUSINESS AFFAIRS ASSISTANT - MATILDA NIEL
 BBC STUDIOS POST PRODUCTION COORINATOR - FELICITY WING

DIRECTOR OF PRODUCTION - CHARLOTTE BLOXHAM

COMMISSIONING EDITOR - EMMA LOACH

COMMISSIONING EDITORS FOR BBC WALES - JULIAN CAREY
 NICK ANDREWS

