



Newsletter - September 2020

CEO UPDATE

Welcome to the second edition of the ShopCare Newsletter. In this edition we'll update you on a number of projects keeping us busy, as well as our COVID-19-related activities.

First of all, it is wonderful to be growing our network so quickly and connecting with people across the industry through LinkedIn and our website. We are seeing audience numbers and enquiries increasing every week. We encourage you to share information about ShopCare with others in your organisation or network and if you don't already follow us on LinkedIn, connect with us today.

On the COVID-19 front, we previously supported the Government to deliver Retail Guidelines for businesses as they moved from Level 4 to 3 then 2. The recent return to Level 3 for businesses in the Auckland region and additional requirements has necessitated a revision to the guidelines. The update has been completed and the revised Retail Guidelines can be downloaded from our website. We have also prepared Supply Chain Guidelines for operating at Levels 3 and 2. This is also available to download from our website.

We have also been working in collaboration with WorkSafe to coordinate industry feedback on new draft guidelines for 'Managing Site Traffic' as well as 'reversing and spotting of vehicles'.

Future consultation opportunities will be posted on LinkedIn and on our website so make sure you come back frequently to find out what's going on. You can also "Register for Updates" on our website and we will email you about the opportunity to be part of shaping our industry.

Another project that has connected us strongly into the industry focuses on identifying critical risks – these are things within the workplace that can seriously harm or kill someone. Have you got critical risks in your business? We have the first ever review of critical risks across the Retail and Supply Chain sector. Have a look at the next article, are they what you thought they would be?

To contribute, connect with us today. (refer the critical risks piece in the content)

Liz May



Retail, Manufacturing and Supply Chain Critical Risk & Controls.

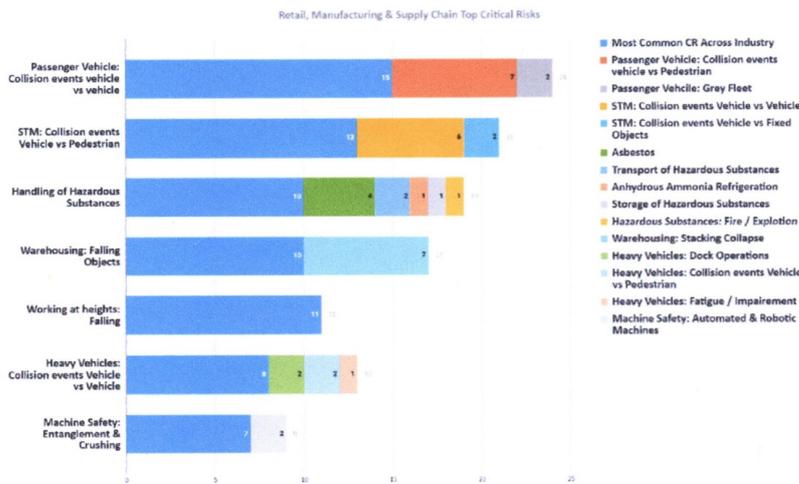
One of ShopCare's streams of work is around critical risk collaboration. We now have the first-ever Industry view of Critical Risks collected from multiple businesses across the industry. These businesses represent over 130k workers. We aren't stopping there though, we are connecting with more and more businesses and this is just the start of a long term program of critical risk collaboration.



To date the 7 most common "Critical Risk Categories" across these businesses are:

- Light passenger vehicles
- Site traffic management
- Hazardous substances
- Warehousing
- Working at heights
- Heavy vehicles
- Machinery

These 7 can then be broken down into 14 subgroups as detailed in the chart below.



controls, rather than reinventing and most importantly make

We will continue to engage with more businesses to contribute their critical risks and solutions.

We will anonymise the details, collate and then communicate findings and the recommended controls within the industry sector, after which relevant controls and material will be made

shareable across industries.

This is an opportunity to get into contact with ShopCare and be part of the solution. The sooner you act the closer we come to have a safer industry-wide workplace.

Please don't hesitate to contact the team to share or discuss further.

- Wes at wes@shopcare.org.nz / 027 5454 837 or
- Catherine at catherine@shopcare.org.nz / 021 1933 787 to share or discuss further.

We thank you in advance for your contribution and support.



Get to know our Steering Group Members

From left: Mike O'Brien, Liz May, Terry Johnson, Scott Kyle, Craig Langley, Michelle Cooper, Angie Samuel. On screen: Tony Ziolo, Kathy Faulkner. Not present: Gerry Lynch, Ben Sheidow

During our last Steering Group meeting in August the group helped to review ShopCare's existing risk matrix and provided some suggested solutions in addition to reviewing the focal areas for the next 6 months which are:

- ◆ Site Traffic Management
 - ◆ Critical Risks
 - ◆ Transport
 - ◆ Manual Handling
 - ◆ And last but certainly not least COVID-19!
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- ◇ The Steering group also had the opportunity to meet a WorkSafe Chief Inspector and Engagement Lead to hear more about WorkSafe's focus which also provided a great opportunity to provide feedback to WorkSafe.
 - ◇ The Steering group discussed the growing concern of violence and aggression in retail specifically and are working through how we can tackle this challenge.
 - ◇ Our Steering group members come from a variety of businesses but all have a passion for health, safety and wellbeing. In future newsletters you can expect to hear more about our individual members with featured articles.

ShopCare Working Groups Update 24 August 2020

ShopCare kicked off 2020 with three industry working groups, “Instore safety”, “Mobile plant & Equipment” and “Manual Handling”. While Covid-19 has interrupted the year for all of us the members of the working groups are all highly engaged and passionate about connecting for safer and healthier workplaces.

Our current working group members are:



It is still early days for the working groups but so far they have identified key potential focus areas, of which some have already kicked off e.g. the need for the industry to all talk the same terminology within the industry as internally businesses title and define these differently, then at least we can all call things by the same name, more on that soon.

The focus on identifying industry critical risks and compiling risk controls and case studies is high on the list, as we venture down this path to share and create real change in reducing risk for all workers and businesses.

Since the onset of COVID-19 there has in many cases been a decentralised way of working and some confusion around the rules for different lockdown levels. ShopCare had to identify quickly how to support industry and those who could only operate at lower levels. Other pieces of work in the pipeline are Knives (laceration injury prevention), investigating the causes and solutions around aggressive and violent behaviour, injury management procedures and determining the true cost of harm. The working groups are still in their infancy but are beginning to identify some real injury preventing pieces of work. Stay connected and as they say, watch this space.

ShopCare's guidelines for businesses operating in Alert Levels 3 and 2



Some of the recent questions and comments people have been talking to us about.

- ◆ *“What is the legal requirement for First Aid resources in vehicles”?*
- ◆ *“I have some extra time and would like to offer my help in a way that gives back to industry. If there are any opportunities to become involved, please get in touch”!*
- ◆ *“We would like to see what is offered to the store in way of guidance on Traffic Management and scheduling loads”.*
- ◆ *“What is the process for managing items that weigh over 16KG”?*
- ◆ *“Can someone share process for chain of command in terms of truck roll-over”.*

At ShopCare we love to hear from people interested in Health, Safety and Wellness, we want to hear from you too, so we can understand your concerns and share proven solutions. Connect with us now, and one of our team will contact you.

ShopCare has recently been working with Mackie Research who have been selected by WorkSafe to lead a piece of research on **'managing vehicle related risks from supply chain pressures'**.

This research forms part of a bigger project of works from WorkSafe called the WIAV programme (Working in and around vehicles). The research outputs intend to provide industry solutions that can then be handed over for government and industry to work on. The nature and potential outcomes of the research have synergies with the objectives of the ShopCare transport project hence the partnership has been developed.

So far, Mackie Research has undertaken an initial literature review and held a stakeholder advisory meeting over Zoom in July from which a Steering group emerged (of which Liz May is a member). If you would like further information, please get in touch with either [Liz](#) or [Catherine](#).

The research outputs are expected in January 2021

Liz May talks to Matt Jones about her passion for health and safety and ShopCare's journey to become the official Health, Safety and Wellness industry body, for retail and supply chain.

[View here](#)

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Liz May
CEO ShopCare
Thursday 23 July @1pm

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Working in and around vehicles

ShopCare has been working closely with WorkSafe through Engagement Lead Ruth Cook. This unique relationship allows ShopCare to provide feedback on new and existing WorkSafe initiatives and workstreams in addition to sharing connections/networks. You may notice the ShopCare team posting updates on LinkedIn about WorkSafe initiatives with the intention that as many of our followers as possible are abreast of the agency's current work. A significant area is the WIAV programme:

- ◆ WIAV (Working in and around vehicles) is a programme focused on tackling the significant rates of harm in and around vehicles. Focal areas include site traffic management (STM), the trucking industry, supply chain business practices and seatbelt use of which there are programmes in their own right. Make sure you follow us on LinkedIn so you can keep up to date.
- ◆ Recently ShopCare has been gathering feedback from industry on WorkSafe proposed guidelines produced on STM, reversing and seatbelts.
- ◆ BetterWork is a new platform: a place for businesses and workers to come together and share, collaborate and connect around workplace betterment. Find out more here www.betterwork.nz or contact Catherine@Shopcare.org.nz

WORKSAFE

Mahi Haumaru Aotearoa



"National Road Safety" week is coming up soon, this year it's from 9th -15th November.

Find out more about what's happening [here](#)



"National Truck Driver Appreciation" week will also be taking place at the same time.

Find out more about our local heroes [here](#)



Who's been visiting the ShopCare offices of late?

Charles Dawson from AutoSense popped in to see the team in July, and Liz tried out the virtual reality training technology for forklift drivers, which aims to improve driver skills.

Forklifts are responsible for many serious injuries in the workplace, harming your people and impacting business.

AutoSense's industry statistics tell us that 70% of incidents can be avoided with proper training and screening.

Are you interested in improving Health, Safety and Wellness at work?

Is your Health, Safety and Wellness lead connected to ShopCare? If not please forward this Newsletter so they can [register](#) and be connected to the official industry body for Retail and Supply Chain, it's free to sign up.

Here are three great reasons to register for a ShopCare update.

- ◆ You get a bi monthly newsletter summarising ShopCare's activities
- ◆ Hear about industry initiatives in the early stages
- ◆ ShopCare is the official NZ industry body for Health, Safety and Wellness, working in the space between industry and regulators

We won't spam you and it's free, so why wouldn't you [register](#) now?