

## Newsletter - Nov/Dec 2020

### Liz's Update

In our last newsletter for the year, I'd like to take a moment to reflect on 2020 and share some of the achievements made in the face of what has been a challenging and uncertain year for everyone.

#### 12 months on...

When we established ShopCare just over 12 months ago, we had a very clear mission - to support the manufacturing, retail, transport, and supply chain industry through visible and meaningful leadership on health, safety, and wellbeing (HS&W) initiatives. Our aim was to drive safety leadership to increase awareness, positively change behaviours, and save lives.

Our mission and aim have endured through the challenges of COVID-19 and have also ensured we remain relevant to the workers and businesses we represent.

#### Relationships are key

Like many businesses across the industry, COVID-19 forced us to review our position and operations. The entire operating landscape had changed, and in order to appropriately support our industry members, we needed to pivot and continue to add value. Our team, and the volunteers who form the ShopCare Steering Committee and Working Group have provided invaluable support and guidance. Thank you for the time and energy you have dedicated to activities across the year.

As an organisation, we formed strong working relationships with a number of industry partners, and contributed to initiatives that provided best practice and consistency in terms of COVID-19 operating guidelines. We also reviewed HS&W priorities for the industry and reflected these in our six key workstreams: Critical Risks; Site Traffic Management; Transport; Manual Handling; Violent and Aggressive Behaviour; and Industry Connectivity.

#### Moving forward

It is fair to say that progress in some of the workstreams has achieved more than we expected given the complications of COVID-19. In other areas, there is still foundation work to be completed before we really start hitting our stride. You will be hearing more about our progress in each of the workstreams in subsequent newsletters.

#### We need you

Our success is heavily dependent upon the engagement, participation, and contributions of industry members, as without you we would not be able to identify areas of common concern, define best practice, and drive change.

We continue to build our network across the industry and look to each of you to help us connect with the right people. You can continue to support ShopCare by linking us to HS&W leaders in your businesses and encouraging participation in our research projects. Together we can make people safer, sooner, and save lives.

#### Here's to 2021!

As we face the new year, there is a renewed sense of enthusiasm. We have come through uncharted waters, and although there will no doubt be challenges ahead we are in a strong position. May 2021 be a successful year for you all and we look forward to working with you and continuing to drive safety leadership across the industry.

**Liz May - CEO ShopCare**

# The first in our series of Steering Group member profiles

Gerry Lynch - ShopCare Steering Group Chair, and Managing Director of the Real Leadership Company

Gerry has been a board member of the Food & Grocery Council since 2012 chairing the Industry Relations group. In this capacity Gerry set up a safety working group involving retailer and supplier representatives to drive progress on safety culture for the industry. This has now transformed into ShopCare, supported by ACC to help step change H&S in the retail and supply chain industry. Gerry continues to work with ShopCare supporting them to achieve safer and healthier workplaces.

Gerry Lynch set up The Real Leadership Company in 2020 to help companies build stronger cultures and businesses. He focuses on helping them with their strategies, capabilities and culture to enable the strategy. Gerry speaks on building effective teams, building a highly engaged culture, building a strong safety leadership culture, how to build a growth business, effectively driving a change management agenda and turning around a business.



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## Pink Shirt Day at ShopCare



Kōrero Mai, Kōrero Atu, Mauri Tū, Mauri Ora – Speak Up, Stand Together, Stop Bullying!

Pink Shirt Day works towards creating schools, workplaces, communities and whānau where everyone feels safe, valued and respected.

Pink Shirt Day on October 16th brings people together across Aotearoa to speak up and stand together to stop bullying. Joining the ShopCare team in our pink (ish) shirts is Jerry He from ACC. Thanks Jerry for being such a good sport and joining in.

## Do not compromise Health, Safety & Wellbeing this Christmas!



(Image courtesy of <https://www.goodhousekeeping.com/holidays/christmas-ideas/advice/a22748/holiday-safety-advice/#sidepanel>)

The festive season for retail is a busy one, and this year is no different but with a bit of added complexity to keep workers and customers safe from COVID-19.

It is often around this time of year that more casual, temporary, or office-based workers are employed or redeployed to meet customer demands. This leads to the holiday season being potentially the most dangerous time of year and placing a strain on health, safety, and wellbeing, making it even more important to focus on proper planning ahead of time.

In the spirit of the '12 days of Christmas', here are some recommendations to assist the retail and supply chain industry to prevent incidents.

### 1. Induction & training

In the rush to get casual, temporary, and office-based workers on board to meet customer demand during the holiday season, there is a risk that workers will not be provided with adequate induction and training. This is a vital part to ensure workers can safely perform their work. It is also a legal requirement for businesses to provide adequate information and training to their workers.

### 2. Vulnerable and young workers

Consider adjustments for workers such as expectant mothers, or young workers. They are at a greater risk of being injured at work than any other worker.

### 3. Violence and aggressive behaviour

Work-related stress, resulting from violent and aggressive behaviour, harassment and bullying that occur in the industry. These incidents happen to customer-facing workers as well as internally between co-worker and/or contractors working on site.

Plan to conduct effective training to diffuse the potential for verbal and physical violence. A bit of empathy, calmness and patience goes a long way

#### **4. COVID-19**

ShopCare has COVID-19 Retail operation protocols and Supply Chain guidelines documents for use at different alert levels. Businesses are expected to apply a risk management approach to ensure the health and safety of workers and customers.

#### **5. Musculoskeletal harm and congestion risks.**

Get manual handling training in order, reinforce safe manual handling behaviour with additional training and support. Plan and manage to include lifting heavy or awkward objects, moving and working in and around congested walkways, storerooms and chillers. Create a safe space to move in.

#### **6. Working at height**

Provide and maintain the right equipment for working at height including stepladders. Monitor behaviours when people are working at height.

#### **7. Working “overtime” & shift workers**

Fatigue increases the likelihood of incidents and near misses. Good rest is of utmost importance.

#### **8. Housekeeping, slips and trips**

Monitor all exit routes and walkways to keep them obstruction-free, keep stockrooms organised, and do not allow congestion. All the floors, front and back of the site, are kept in good condition. Ensure all workers including contractors know how to respond correctly in case of spillages.

When working in a store be mindful of the space you are working in, always being aware of potential hazards.

#### **9. Site traffic management**

Plan, coordinate and communicate well in advance any concerns or changes to the site traffic management of the site. Clear and up to date communication to transporters, mobile plant operators and pedestrians will be key for a safe site.

Whenever you or your team visit a site, always make sure to familiarise yourself on-site traffic.

#### **10. Shop fittings and visual merchandising**

Confirm that all installations and fixtures are properly secured accordingly. Consider the placement of any attractions. Distracted customers or workers are less focussed on the potential hazards around them.

When working in a store be mindful of the space you are working in, always being aware of potential hazards.

#### **11. Fire safety**

Assess the risk before introducing any additional heat or electrical sources such as candles, portable electrical appliances or Christmas trees and lights.

#### **12. Risk Management**

Consultation is an important part of risk management and no one knows the risks better than the frontline workers, it would be wise to consult with workers throughout the risk management process. Worker involvement in health and safety will result in a safer workplace.

May all of you have a splendid and safe festive season and remember to keep hydrated.



**MASSEY UNIVERSITY**  
**TE KUNENGA KI PŪREHUROA**  

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**UNIVERSITY OF NEW ZEALAND**

### **Mental Wellbeing @ Work:**

*Would your workplace benefit from a FREE customised mental health toolkit?  
Does your business have less than 100 full time equivalent employees?*

Tena koutou,

With the heightened pressures of Covid19 affecting much of our workforce, employee mental health and wellbeing is even more important now than ever.

Massey University are offering eight manufacturing organisations the opportunity to participate in a facilitated process to create and implement customised employee wellbeing initiatives.

The impact of these initiatives will be evaluated by the research team with the aim of building a toolkit of evaluated wellbeing initiatives for the Food and Grocery manufacturing sector in New Zealand.

The project steps and timeline are below. Requirements to take part are as follows:

- Be operating in the Food and Grocery manufacturing space,
- Employ less than 100 FTE employees;
- Be based in the greater Auckland region.

If you are interested in finding out more about the project, please contact the researchers directly:

[healthyworkproject@massey.ac.nz](mailto:healthyworkproject@massey.ac.nz), or:

Dr Kate Blackwood: [k.blackwood@massey.ac.nz](mailto:k.blackwood@massey.ac.nz); 09 213 6391

Dr Kate Bone: [k.bone@massey.ac.nz](mailto:k.bone@massey.ac.nz); 09 213 6408

## Improving Conditions for Health and Wellbeing in Small and Medium Enterprises in Aotearoa New Zealand – An outline of the project stages



If you are interested in taking part in this project as a case or control organisation, or would like more information, please get in touch with us at [healthyworkproject@massey.ac.nz](mailto:healthyworkproject@massey.ac.nz) or:

**Dr Kate Blackwood:** [k.blackwood@massey.ac.nz](mailto:k.blackwood@massey.ac.nz); 09 213 6391

**Dr Kate Bone:** [k.bone@massey.ac.nz](mailto:k.bone@massey.ac.nz); 09 213 6408

*This project has been reviewed and approved by the Massey University Human Ethics Committee: Northern, Application NOR 20/45. If you have any concerns about the conduct of this research, please contact Dr Fiona Te Momo, Chair, Massey University Human Ethics Committee: Northern, telephone 09 414 0800, x 43347, email [humanethicsnorth@massey.ac.nz](mailto:humanethicsnorth@massey.ac.nz)*

## Toll new site visit

Liz and Catherine toured the new Toll New Zealand premises in Wiri, Auckland at the end of September. Thanks to our wonderful hosts Jon Adams, Executive General Manager and Tony Demchy, National HSE Manager, for taking the time to show us around. ShopCare visited Toll's previous site last year, and the enhancements at their new Wiri depot were clear to see. The design incorporates worker-led safety features and effective use of space. Jon and Tony also talked us through some of the changes that have occurred during the past year, not just in terms of sites but also on their health and safety journey.



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## National Road Safety Week

ShopCare, alongside multiple organisations supported and attended the launch of Road Safety Week at Westhaven Marina in Auckland run by road safety charity Brake. The theme of this year's event is **“Step up for Safe Streets.”** The Auckland Harbour bridge was illuminated in yellow for the first time to mark the event. See what activities were held this year by visiting:

<https://www.roadsafetyweek.org.nz>



From left : Lisa Buckingham - Counties Manukau Territory Manager St John, Leah Abrams - CEO NESAs, Bryan Sherritt - Executive General Manager Safety Auckland Transport, Catherine Ross - Business Development Manager ShopCare, Christine Armstrong - Trustee Brake, Sgt Ralph Bosma - NZ Police.

# The Warehouse Group Site Visit

(North Island Distribution Centre)

Wiri seemed to be the place to visit during October! Thanks to Natalie Jarman (H&S Business Partner, Logistics) for showing Catherine around the site and talking through some of the key critical risks, how they manage issues like site traffic management (STM) and what their key challenges are. Like many others, STM is always something top of mind so those on site are welcoming the announcement from the regulator that guidelines are being developed that will demonstrate best practice.

These are just a few of the visits we hope to make now COVID-19 restrictions have allowed us to do so. We also hope to open up opportunities in the new year for our members to visit each other's site and learn from each other. If you would like to host a tour, please contact us.



Natalie Jarman - H&S Business Partner, Logistics, The Warehouse.  
This photo was taken with appropriate safety precautions



Shoulders Video

SHOULDERS



provention.

Manual handling injuries continue to plague New Zealand both in the workplace and at home. Even a small strain can develop into a significant issue over time if not addressed promptly. These injuries are for the most part preventable by using the correct technique when moving items and this is particularly true when items are heavy and or awkward. In partnership with ShopCare, Intuto Online Learning, and Provention, the FGC is able to provide the First Move programme to help all warehouse and merchandising teams get their staff ready to use the correct technique to help avoid needless manual handling injuries.

This programme, offered FREE to the Grocery Industry, is already being used by over 40 New Zealand FMCG suppliers successfully. The First Move programme is delivered through a combination of short video clips and practical interactions and can be done at any time and any location with online access or with the optional team meeting set up. Used consistently the programme will help build safe movement habits and will be one more step in building a healthier New Zealand.

For more information on the program, [click here](#)

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**ShopCare  
celebrates  
it's first  
year!**

Officially launched  
on 29th October  
2019 with support  
from ACC., the NZ  
Food & Grocery  
Council and Industry

We have achieved a number of milestones during this past year, some highlights include development and launch of the Manual handling injury prevention program, and the launch of a Health and Safety App, for employees to check in on, jointly developed with Safe365.

Once COVID-19 arrived we turned our minds to how we could support industry to get through this and developed the Retail protocols during the first lockdown, and the Supply Chain guidelines during the second lockdown, which helped businesses return to operations safely.

ShopCare has advisors representing 100,000+ workers across the industry and currently has 5 major pieces of work underway with support from our Steering group, and working groups. We will be sharing more about these as they progress.

## Actively engaged and collaborating on solutions with ShopCare



*"Becoming part of ShopCare couldn't have happened at a more fortuitous time, given Covid-19. Like other business leaders with a large team, who's well-being and safety are important to us, having resources we could adapt and use, proved invaluable. Communication and connection with ShopCare were key to the way we supported our people and kept them as safe as possible with relevant, accurate information. Caring for our team has been easier with the support of ShopCare and the resources and insights from other members, Worksafe and ACC. With our ongoing focus on keeping workers safe, I look forward to being part of ShopCare and addressing some of the other risks to all those working in New*

Thank you Angie Samuel and Storelink for being actively engaged with ShopCare. Being open to new ideas, learning from what others have done as well as being proactively willing to share your risks, solutions and insights is fundamental to improving health and safety in both your business as well as the wider industry. Remember what you are doing does not have to be *perfect* to share with others.

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ShopCare's Retail Protocols and Supply Chain Guidelines for operating during COVID-19 Levels 3 and 2 are regularly reviewed, updated and published on our website. Click below for the November updates.



Don't forget to follow ShopCare on LinkedIn, and if this email has been forwarded to you, please connect with ShopCare directly, you can register for updates [here](#), or email us [here](#). We love to hear about what you are doing in the health safety and wellbeing space.

The ShopCare team wish you all a happy and safe New Zealand Summer.

