

ShopCare proudly acknowledges



---

## CASE STUDY

# Toll Global Express Video Accompanying document

[shopcare.org.nz](http://shopcare.org.nz)



**ShopCare**  
Charitable Trust

## **'New Beginnings**

### ***A health, safety, and wellbeing journey at Toll Global Express'***

ShopCare in collaboration with Toll Global Express, developed the following video case study to showcase to wider industry/community, an example of **industry good practice** in relation to **health, safety, and wellbeing leadership**. We encourage you to watch the full case study and focus on the key takeaways for you and your organisation. ShopCare is here to support industry with knowledge transfer and industry connectivity. If you have any questions, please don't hesitate to contact the team.

There are some key themes embedded throughout the case study such as **safety leadership, safety culture, effective site design, use of data trends** and **ensuring workers are engaged in processes and change**. We recommend you undertake some additional research on these themes that meets your individual/business needs.

One of ShopCare's key focal areas is on industry identified **critical risks**, of which **site traffic management** is one. As you will see from this case study, site traffic management is a critical risk that Toll Global Express are working tirelessly to ensure they are effectively managing. If you would like to find out more about critical risks, please visit our [website](#).

ShopCare also has a range of useful information including hierarchy of controls, seasonal guides, critical risk exposure insights report and bowtie analysis, on our [resource pages](#).

If you are interested in becoming part of the ShopCare community there are multiple benefits:

- Networking and connecting with others across industry
- Free resources and information
- Knowledge exchange
- Access to key up to date information
- Linkages to key safety bodies and authorities

It's free to sign up to our mailing list and you can also follow us on [LinkedIn](#).

If you would like to talk to us about any information within the Toll Global Express case study, please feel free to get in touch with [ShopCare](#).



In addition to the information in the video, you may also find some of the following information of use:

**WorkSafe Good Practice Guidelines for Managing Work Site Traffic:**

[This document](#) from WorkSafe provides robust guidelines that should be utilised by any organisation that has people, mobile plant and/or vehicles in operation at their premises. Section four of this guideline is on safe work site design, which is featured heavily within the case study.

Section 4.1 (P14) looks at the hierarchy of controls with the most effective control being elimination. The video case study showcases a great example of elimination in the form of an overhead walkway to separate people and vehicle/mobile plant. Toll Global Express have referred to their overhead walkway as a “skywalk” and you can view this just after the 4 minute mark on the video.

**Other WorkSafe resources that link to site traffic management may include:**

- [Seatbelts at work WorkSafe](#)
- [Whole Body Vibrations.](#)
- [Reversing and Spotting.](#)

**Overarching themes within the case study where WorkSafe have produced guidance:**

- [Health and Safety by Design.](#)
- [Managing Risk.](#)
- [Manual Handling.](#)
- [Temperature at Work.](#)
- [Warehousing.](#)
- [Working at Height.](#)

**Legislation that may be of use in your planning:**

- [Health & Safety at Work Act 2015.](#)

**Specific areas of focus include:**

- [Chain of Responsibility.](#)
- [Overlapping responsibilities.](#)

*Disclaimer: The information provided by ShopCare in this document is for general information purposes only and does not constitute legal advice. ShopCare does not accept any responsibility or legal liability to you arising from your use or reliance on the information contained in this document. Specific advice should be sought from qualified professionals in respect of your own situation before relying on any aspect of the content of this document or associated materials.*