



The ShopCare Retail Pledge

To formally recognise occupational violence and aggression as a critical risk in retail.

As a signatory to The ShopCare Retail Pledge, we acknowledge that occupational violence and aggression (OVA) is a critical risk to the retail sector and to the people who work in it. We recognise that protecting our people requires leadership, collaboration and a commitment to continuous improvement.

We therefore pledge to:

- **Recognise** occupational violence and aggression as a critical workplace risk in retail that deserves the same attention as any other significant health and safety risk.
- **Lead** by creating a culture that prioritises the safety, wellbeing and dignity of our people
- **Prevent** harm by identifying risks, implementing practical controls with verification, and continually improving our approach.
- **Support** workers/kaimahi who experience violence or aggression by ensuring incidents are reported, responded to and followed up with care.
- **Learn** from data, incidents and industry insights to strengthen our response.
- **Collaborate** with others across the retail sector to reduce violence and aggression.
- **Champion** respectful behaviour in our workplaces and communities.

Together, we can create workplaces through New Zealand where everyone is treated with respect, feels safe at work, and violence and aggression are never accepted as "part of the job."

We encourage all organisations connected to New Zealand retail, employers, suppliers, landlords, technology partners, industry bodies and policymakers, to add their voice. Kia tūtahi tātou, working together for a brighter future.

**We pledge to stand together for safer workplaces
in retail and its supply chain.**