

Safety Footwear

Team Member Fact Sheet



When we care passionately for self, team and customer we create a great and safe workplace for our team members to work in and our customers to shop in. Providing our Team Members with the tools to perform their roles safely is essential.

Why?

To help keep our team members safe, we are launching a safety footwear rollout! Our team members use all forms of equipment to move stock throughout the store every day. Using equipment such as roll cages, trolleys, manual and electric pallet jacks, exposes them to the increased risk of foot, toe and ankle related injuries. The safety footwear program aims to ensure that team members are provided with footwear to prevent and reduce the number of foot related injuries.

What do you need to know?

Your store has been selected as part of the safety footwear rollout (Stage 4), all eligible team members will be required to order new footwear between Monday 4 September and Sunday 17 September. Fittings will be conducted in store by nominated team members during the same timeframe.

The new safety shoes are Personal Protective Equipment (PPE) and form part of your Coles uniform, they will need to be worn at all times when you are at work.

- Eligible team members must be fitted in store by nominated team members using the tools provided. Eligible team members will be entitled to one pair of shoes every two years.
- There are eight styles of shoes to choose from.
- Team members are encouraged to leave their footwear in their lockers (if applicable), to ensure they are always available when arriving at work.
- To ensure that all footwear is delivered in store on time, please ensure that all eligible team members order their shoes via [mycoles>mywork>myteamdress>Supermarkets & Coles Services>Bizwear](#) by Sunday 17 September. This will allow Bizwear to deliver all shoes ordered in one shipment.
- Eligible team members (including new hires) that have missed out being fitted by Sunday 17 September will be able to order their shoes via [mycoles>mywork>myteamdress>Supermarkets & Coles Services>Bizwear](#).

Eligibility

Team members and managers working in the following base departments will be entitled to receive this footwear:

- Grocery, Dairy, Fresh Produce, Coles Services, Online
- Overheads - Store Manager, Store Support Manager, Duty Manager and team member completing receiving activities. To check if you are eligible, please follow the instructions in the Footwear Fitting Pack for Team Member Online Ordering. Eligible team members will be able to view 'Initial Allocation' to commence ordering footwear.

Eligible team members must be fitted and online orders placed by **Sunday 17 September 2017**.

Contacts

Supermarkets – Your Store Manager

Coles Services – Your Area Manager

Frequently Asked Questions

General

1. Who is eligible for new safety footwear?

Team members and managers working in the following base departments will be entitled to receive this footwear:

- Grocery, Dairy, Fresh Produce, Coles Services, Online
- Overheads - Store Manager, Store Support Manager, Duty Manager and team members completing receiving activities.

2. How do I check if I am eligible for new safety footwear?

To check if you are eligible, please follow the instructions in the Footwear Fitting Pack for Team Member Online Ordering. Eligible team members will be able to view 'Initial Allocation' to commence ordering footwear.

3. Why is my department not eligible for safety shoes?

Currently the safety footwear is available for selected departments and roles only. These departments have been selected based on analysing the number of serious incidents and near misses involving foot, ankle and toe injuries in the past five years.

4. How many pairs of shoes will I receive?

Each eligible team member is entitled to one pair of safety shoes at no cost every two years.

5. Do I have to wear safety shoes for all my shifts?

Team members must wear the safety shoes at all times during their shifts. The safety shoes are PPE and therefore a mandatory requirement.

6. What happens if I leave shoes at home?

If team members present to work without their footwear, managers will send them home to get their required footwear without pay, and a coaching/record of discussion will occur with repeat team members. It is recommended team members leave their safety shoes in their store lockers (if applicable).

7. Can I use insole or orthotics with the new footwear?

Team members can purchase their own insoles or orthotics and use them with the new footwear. We recommend team members who wish to use insoles or orthotics to order one size up. Please consult with your medical practitioner regarding any specific concerns.

8. What happens if my shoes are lost or stolen?

Team members will be required to replace any lost or stolen footwear at their own cost. They will have access to the Coles corporate rate when ordering via [mycoles>mywork>myteamdress>Supermarkets & Coles Services>Bizwear](#).

9. What happens if my shoes are faulty?

All faulty footwear will need to be taken back to the store leadership team.

10. What if I already own my own pair of safety footwear?

It is still mandatory to order Coles approved PPE safety footwear for the team members in the eligible base departments.

11. Can I wear my footwear outside of work?

Team members are encouraged to leave their footwear in their lockers (if applicable) to ensure that it is always available for their shifts. We advise against using the footwear for recreational purposes.

12. What do I do for my shifts at work if I have an issue with the footwear provided and have had to exchange them?

Team members can continue working as usual in the eligible departments until they receive their correct safety footwear. You will then be required to wear them as part of your mandatory uniform (PPE) once the correct footwear has been assigned.

Fitting

1. What shoe styles are available?

Eight shoe styles are available for you to choose from. Please see the end of this document for information.

2. What happens if my size is not available?

Shoe sizes range from 35-48. If team members require a shoe size outside of this range, please contact SafetyFootwear@coles.com.au for further information.

3. What if I have special medical needs that cannot be met with these shoes?

Team members with special medical needs are required to contact SafetyFootwear@coles.com.au for further information.

4. What if I am in between sizes?

Team members who are in between sizes are recommended to order one size up.

5. What happens if a team member is on leave during the fitting period designated for the store?

Team members who are on leave during the initial fitting period designated to the store will have an opportunity to order their safety footwear via [mycoles>mywork>myteamdress>Supermarkets & Coles Services>Bizwear](#) on their return to work.

Ordering

1. How do I order safety footwear?

Team members are required to order their safety footwear online via [mycoles>mywork>myteamdress>Supermarkets & Coles Services>Bizwear](#). A nominated team member in your store will assist with footwear fitting. It is important for team members to notate their required size as fitted and selected shoe style.

2. What is my user ID and password for Bizwear online ordering site?

You can logon to Bizwear online ordering site with single sign on via [mycoles>mywork>myteamdress>Supermarkets & Coles Services>Bizwear](#).

If prompted, please use the following details to login to Bizwear online ordering site:

User ID: 8 digit employee number

Note: if your employee number is shorter than 8 digits, please add '0s' to the front to make it up to 8 digits

Password: coles (case sensitive)

3. Can I order safety footwear if I work in multiple departments but my base department is different from the ones eligible for them?

Team members will be able to order the shoes at their own cost and will have access to the Coles price structure. Only eligible team members from the following base departments will be entitled to subsidised footwear: Grocery, Fresh Produce, Dairy, Coles Online, Coles Services and Overheads. To check if you are eligible, please follow the instructions in the Footwear Fitting Pack for Team Member Online Ordering. Eligible team members will be able to view 'Initial Allocation' to commence ordering footwear.

4. Is it mandatory to wear the safety footwear if I work in the multiple departments but my base department is not eligible for free shoes?

Team members who are based in a non-eligible department but work across eligible departments are not required to wear the safety footwear at work. Team members will be able to purchase their own pair if they wish via [mycoles>mywork>myteamdress>Supermarkets & Coles Services>Bizwear](#). The footwear will be available at a discounted corporate rate. This will not impact your ability to take on shifts across multiple departments.

Exchange

1. What if I receive my shoes and they are too small or big? Can I return for a different size?

Yes, you can return shoes and order a different size in the same style only. If your size is unavailable in selected style, please contact SafetyFootwear@coles.com.au

2. What if I receive my shoes and I don't like the style? Can I return them and order a different style?

You can only return the shoes to go up or down a size but you have to stay with the style you have originally chosen - no change of mind.

3. How do I return the shoes if they are incorrect size or faulty?

Exchanges can only be made for an incorrect size or for faulty shoes, which includes items damaged in transit, items incorrectly picked and manufacturing faults.

Bizwear will not replace any footwear for normal wear and tear and there are no style exchanges due to change of mind. Team members will be required to complete the 'Exchange Form' available on the Bizwear website and follow the instructions listed.

Note shoes can be returned using the following reply paid:

Bizwear PTY LTD
Reply Paid 77866
Bayswater
Victoria 3153

Safety Footwear | VIC/TAS Stage 4

Shoe Styles

You will have a choice of selecting any of the below six footwear styles.

Safety Footwear Styles

Footwear styles for team members to choose from



DYNAMICA – Unisex lace-up cordura and nylon shoe
Fit: Suitable for narrow feet. Runs small, we suggest ordering a size up.
Recommended for: GROCERY*
Size range: 38-47
Features:

- Water repellent with Coolmax® lining
- Safety composite toe cap
- Puncture resistant SJ Flex midsole
- Oil/fuel and slip resistant PU/PU sole
- Anti static and electro static discharge (ESD)
- Metal free

NOVA – Unisex lace-up leather shoe
Fit: Runs small, we suggest ordering a size up.
Recommended for: Grocery – shoe version of COSMOS
Size range: 38-47
Features:

- Water repellent leather and nylon mesh lining
- Safety composite toe cap
- Puncture resistant SJ Flex midsole
- Oil/fuel and slip resistant PU/TPU sole
- Shock proof and anti static
- Metal free

X1110 – Unisex lace-up water repellent leather dress shoe
Fit: Runs large, we suggest ordering a size down.
Recommended for: COL*, FRESH PRODUCE*
Size range: 36-47
Features:

- Safety composite toe cap
- Puncture resistant SJ Flex midsole
- Oil/fuel and slip resistant PU/PU sole
- Shock proof and anti static
- Metal free

* As per result of a trial, these shoes were preferred by team members from the mentioned departments

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Safety Footwear Styles

Footwear styles for team members to choose from



BESTGIRL – Ladies lace-up leather shoe
Fit: Suitable for narrow feet.
Recommended for: Smaller narrow feet
Size range: 36-42
Features:

- Water repellent leather and nylon mesh lining
- Safety steel toe cap
- Puncture resistant steel midsole
- Oil/fuel and slip resistant PU/PU sole
- Shock proof and anti static

CLIMBER – Unisex lace-up ankle boot
Fit: Suitable for wider feet. Spacious around toes. Very sturdy ankle support.
Recommended for: Coles Online* (COL)
Size range: 38-47
Features:

- Water repellent nubuck leather and nylon mesh lining
- Safety composite toe cap
- Puncture resistant SJ Flex midsole
- Oil/fuel and slip resistant PU/PU sole
- Shock proof and anti static
- Metal free

COSMOS – Unisex lace-up leather ankle boot
Fit: Runs small, we suggest ordering a size up. Very sturdy ankle support, may feel restricted around ankles.
Recommended for: GROCERY*
Size range: 36-47
Features:

- Water repellent leather and nylon mesh lining
- Safety composite toe cap
- Puncture resistant SJ Flex midsole
- Oil/fuel and slip resistant PU/TPU sole
- Shock proof and anti static
- Metal free

* As per result of a trial, these shoes were preferred by team members from the mentioned departments

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Safety Footwear Styles

Footwear styles for team members to choose from



BESTBOY – Unisex Leather Boot
Fit: Suitable for wider feet.
Recommended for: Team members requiring shoe size 35 and 48
Size range: 35-48
Features:

- Water repellent leather and nylon mesh lining
- Safety steel toe cap
- Puncture resistant steel sole
- Oil/fuel and slip resistant PU/PU sole
- Shock proof and anti static

MANAGER – Unisex Leather Dress Shoe
Recommended for: Managers and Above Store
Size range: 38-47
Features:

- Safety composite toe cap
- Puncture resistant SJ Flex midsole
- Oil/fuel and slip resistant PU/PU sole and rubber part
- Shock proof and anti static
- Metal free

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Team Member Online Ordering How-to Guide



Safety Footwear

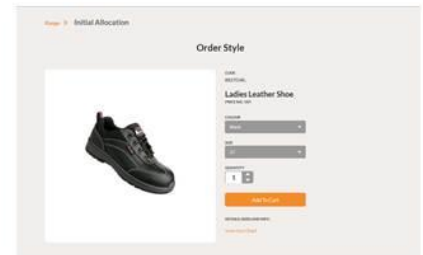
Team Member Online Ordering How-to Guide



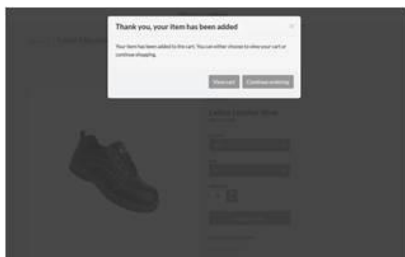
STEP 1: From [mycoles>mywork>myteamdress>Supermarkets & Coles Services>Bizwear](#), you will be directed to the Bizwear homepage. Click on the 'Begin' button to commence ordering.



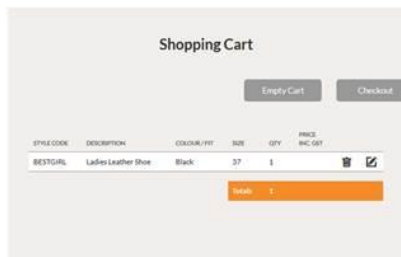
STEP 2: Eligible team members will see an 'Initial Allocation' pack available on their profile. Click on the image to enlarge and view product information.



STEP 3: When you have chosen your preferred style, select the size required from the drop down box and input the quantity required (1). Click on the 'Add to Cart' button to proceed.



STEP 4: A pop up box will appear to confirm that your selected item has been added to your cart. Click on the 'View cart' button to review and proceed to checkout.



STEP 5: Review your cart. If you are happy with your selection, click on the 'Checkout' button to proceed. Note there will be no price shown for the eligible team members.



STEP 6: Check that all your personal details are correct and input your email address. Click on the 'Submit order' button to finalise your order.

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