



coles

COLES | CASE STUDY

Enhancing Safety at Coles Supermarkets

Background

Coles Supermarkets, a leading retail chain in Australia, prides itself on efficiency and safety. However, an overlooked practice within several of its stores presented a significant safety risk: employees had started using the roofs of cool rooms as storage spaces for boxes and packaging materials. This unauthorised use not only jeopardised the structural integrity of the cool rooms but also posed a potential safety hazard to the staff.

Challenge

The practice of using cool room roofs for storage had become ingrained in several stores, complicating efforts to address the issue. Coles needed a solution that was not only effective in preventing this misuse but also did not interfere with the day-to-day operations of the stores. The solution had to be cost-effective, minimally invasive, and quick to implement across multiple locations.

Workplace Defender's Solution

Recognising the unique challenge posed by this issue, Workplace Defender, a company renowned for its innovative safety solutions, was approached to devise a strategy. The team at Workplace Defender conducted a comprehensive analysis of the cool room structures and storage practices across various Coles locations to develop a tailored solution.

The answer came in the form of custom-designed fencing solutions. This fencing was engineered to be lightweight yet sturdy, easy to install, and capable of fitting the diverse configurations of cool room roofs across different stores. The design was minimalistic to ensure it did not detract from the store's aesthetics or impede maintenance access.

Implementation

The implementation phase began with a pilot program in a select few stores, allowing Workplace Defender to gather feedback and make necessary adjustments. Once refined, the solution was rolled out nationwide, with installations carried out during off-peak hours to minimize disruption to store operations.

The fencing effectively eliminated the possibility of storing items on the cool room roofs, thereby removing the safety hazard. Store employees were also provided with training and alternative storage solutions to adapt to the change seamlessly.

Outcome

The fencing solution was met with positive feedback from both the management and staff of Coles Supermarkets. It addressed the safety concern without requiring any significant changes to store layouts or operations. The project showcased Workplace Defender's ability to provide flexible, cost-effective, and innovative solutions to workplace safety challenges.

The success of the project at Coles Supermarkets has set a precedent for other retailers facing similar issues, highlighting Workplace Defender's role as a leader in workplace safety solutions.

Through collaborative problem-solving and innovative design, Workplace Defender ensured a safer work environment for Coles employees, reinforcing the importance of adaptability and foresight in addressing workplace safety concerns.

