

Glossary of Safety Terminology

Prepared for the Supply Chain, Manufacturing,
Transport, and Retail Sectors of New Zealand.



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Introduction

This glossary is intended as a quick reference to definitions of general health and safety terms which are in common usage.

The definitions include those pertaining to functional safety, in addition to general occupational health and safety matters.

The glossary is put forward as guidance only and is not claimed to be exhaustive. The terms acknowledge the source of the definition, as below:

WorkSafe New Zealand

[worksafe.govt.nz/the-toolshed/definitions-and-acronyms/Managing worksite traffic good practise guidelines \(2020\) – yet to be published](https://worksafe.govt.nz/the-toolshed/definitions-and-acronyms/Managing%20worksite%20traffic%20good%20practise%20guidelines%20(2020)%20-%20yet%20to%20be%20published)

New Zealand Legislation: Health and Safety at Work Act 2015

www.legislation.govt.nz/act/public/2015/0070/latest/DLM5976685.html

ACC

www.acc.co.nz/assets/provider/2b3781de19/acc6075-moving-guide-glossary.pdf

Safe Work Australia:

www.safeworkaustralia.gov.au/glossary

Ministry of Transport

www.transport.govt.nz/mot-resources/new-road-safety-resources/glossary-and-references

The Organisation for Economic Co-operation and Development (OECD)

www.oecd.org/gov/risk/Critical-Risks-Recommendation.pdf

WebMD

www.webmd.com/lung/coronavirus-glossary#1

GS1 & Australian Logistics Council

[www.gs1au.org/api/sharepointlibrary/download ?g=My8y,LzlwMjEgNzoxNjow,OSB BTXxnczFhdS1nbG9zc2FyeS1hdXN0cmFsa WFuLXRyYW,5zcG9ydC1hbmQtbG9naXN0aWNzLnBkZnxmaWxl](https://www.gs1au.org/api/sharepointlibrary/download?g=My8y,LzlwMjEgNzoxNjow,OSB%20BTXxnczFhdS1nbG9zc2FyeS1hdXN0cmFsaWFuLXRyYW,5zcG9ydC1hbmQtbG9naXN0aWNzLnBkZnxmaWxl)



A

ACC	Accident Compensation Corporation continued by section 259 of the Accident Compensation Act 2001.
Accelerated Silicosis	A form of silicosis which develops over a short period (1 to 10 years) from inhalation of very high concentrations of respirable crystalline silica (RCS).
Acoustic Barrier	A solid structure that reduces sound or noise.
Act	A law passed by Parliament. Before an Act is passed it is called a Bill.
Administrative Control	A method of work, a process or a procedure designed to minimise risk, but does not include an engineering control, or the use of personal protective equipment.
Approved Code of Practice	Sets out WorkSafe’s expectations about how to comply with legal duties imposed by HSWA and regulations. Other practices can be used to achieve compliance if the level of health and safety is equivalent to, or higher, to that in an ACOP.
Arrival	Arrival Time and Arrival Location of the Cargo.
Asymptomatic	Not showing any symptoms (signs of disease or illness). Some people without any symptoms still have and can spread the coronavirus. They’re asymptomatic but contagious. Fever, cough, and shortness of breath are the main symptoms of COVID-19. Call your healthcare provider or a UVA clinic if you have any of the symptoms.
Audit	A check of specific programme components to assess whether planned or scheduled activities are carried out.

B

Backroom	A storage area for excess products kept on hand to restock the sales floor as needed.
Bagger	A retail clerk or associate who bags customers’ purchases at the check stand.
Benchmarking	A performance standard against which operating performance is measured, which is used to identify performance improvements and best practices in an industry.
Bin	A merchandising container for bulk product display. See warehouse slot.
Box Cutter	A knife-like device with a sharp blade used to open boxes.
Brand	A product that is uniquely labelled by a manufacturer, private label or national brands, for example.
Bullying and Cyberbullying	The use of superior strength, position or influence to intimidate. Bullying that occurs through any electronic form such as texts, photos, pictures, recordings.
Bunker	A refrigerated, open display case used to merchandise products, primarily in frozen food and dairy departments.



C

Business Continuity Planning (BCP)	Is the process involved in creating a system of prevention and recovery from potential threats to a company. The plan ensures that personnel and assets are protected and are able to function quickly in the event of a disaster.
Business Undertaking	The usual meanings are: <ul style="list-style-type: none">• business: an activity usually carried out with the intention of making a profit or gain.• undertaking: an activity that is non-commercial in nature (e.g., certain activities of a local authority or a not-for-profit group).
Cage	A secure area used to store selected products, such as cigarettes and aerosols.
Cargo	Cargo defines all the goods carried in the transport process and referred to in a Transport Instruction.
Carriage/ Shopping cart/ Trolley/ Trundler	Four-wheeled baskets that customers use to transport merchandise to the checkout counters.
Carrier	A registered, licensed truck or rail company, which transports merchandise from one point to another.
Carton	Typically, a cardboard or plastic box used for storage or shipping of goods.
Cash Handling	All operations that involve taking in or sending out money. Includes bonding employees; cash controls; coin shortages; making change at the checkout; forms; store deposits for banks.
Cashier/ Checker	A front-end employee who rings up, totals, and collects for a customer's order. Also known as a cashier.
Casualty	A person who sustained fatal, serious, or minor injuries.
Certificate of Fitness (CoF)	A mandatory check to establish whether a commercial motor vehicle is roadworthy.
Chain of Responsibility	The chain of responsibility is a policy concept used to place obligations on all parties in the transport supply chain or across transport industries generally.
Checkout Operations	Front-end operations, including the selection and training of checkers and baggers; parcel pickup and carryout services; front end scheduling; productivity; checkout equipment, including grocery bags, shopping carts, etc.; the universal product code, scanning and the electronic checkout; mandatory item pricing.
Code of Practice	Recommended procedures and techniques for compliance with the requirements of an Act.
Collision Avoidance Technology	The technology used on vehicles to prevent or reduce the severity of collisions with other vehicles, pedestrians, or objects.



Compactor	A device used to crush dry or wet waste. Often found in many stores in two separate units – one compactor for paper and cardboard, and one for all other materials.
Competent Person	In these guidelines, a Competent Person is someone who has the relevant knowledge, experience, and skill to carry out a particular task using appropriate techniques and procedures; and: <ul style="list-style-type: none">• has a relevant qualification proving that they have the knowledge, experience, and skill required; or• evidence (such as training records) has been kept by the PCBU to demonstrate that the person has the required knowledge, experience, and skill.
Compressor	Equipment fuelled with compressed gas that runs a refrigerator.
Confirmed Case	Someone tested and confirmed to have COVID-19.
Consignee	The recipient of a shipment of goods.
Consignment	Items offered for sale on cash or short-term credit basis.
Consignor	In a consignment view / scenario, the entity who will ship the physical shipment.
Consumer	An end-user of any product or service. A shopper or customer. The final link in the chain of the product distribution: manufacturing, selling, wholesaling, retailing, consuming.
Contact Tracing	A disease control measure. Public health workers known as contact tracers work with infected people to identify anyone, they had close contact with while they were contagious. The exposed contacts are then informed that they might be carrying the coronavirus and advised to stay home for 14 days while monitoring themselves for symptoms.
Container	A train, truck, aeroplane, or ship’s cargo van used to transport goods. Maybe refrigerated or controlled-atmosphere units. Standard sizes 10 – , 20-, 24-, 35 – and 40-foot units. Also referred to as a Cargo.
Contract of Carriage	A contract between a carrier of goods and the consignor and consignee. Contracts of carriage typically define the rights, duties, and liabilities of parties to the contract, addressing topics such as acts of God and including clauses such as force majeure.
Control Measure	An action is taken to eliminate or minimise health and safety risks so far as is reasonably practicable.
Convection Oven	An oven with circulating air that cooks more uniformly and at lower temperatures than a conventional oven.
Convenience Store	A small, easy-access food store with a limited range of product. Many convenience stores also sell fast food and petrol.
Cooler	A refrigerated holding unit in a warehouse or store for perishables.



Cooperative (Co-op) Store	A consumer cooperative owned food store operated by corporate management. Multi-store and single-store owners band together to achieve the advantage of chain-like distribution patterns.
Copacker	A contract packager or copacker is a company that uses manufacturer-supplied products and packaging and charges manufacturers per-unit. They may work for several different manufacturers.
Coronavirus (COVID-19)	A type of virus that looks like a corona (crown) when viewed under a microscope. There are many different coronaviruses. Most cause mild respiratory infections like the common cold, but others can cause serious illness. The strain of coronavirus that is causing the COVID-19 pandemic is called SARS-CoV-2.
Courtesy Counter (Customer Service)	An area in a store dedicated to customer services, such as check cashing, product returns, money orders, lottery tickets, bottle refunds, fax service, Western Union, etc. Usually located at the front of a store and is always staffed. Also called Service Desk.
Credits	Outdated, damaged, or unsalable merchandise where a refund can be obtained from another source.
Critical Risk	Threats and hazards that pose the most strategically significant risk, as a result of (i) their probability or likelihood and of (ii) the national significance of their disruptive consequences, including sudden onset events (e.g., earthquakes, industrial accidents, terrorist attacks), gradual onset events (e.g., pandemics), and steady-state risks (notably those related to illicit trade or organised crime).
Cross Contamination	A transfer of bacteria from one product to another by either direct or indirect contact.
Cross Docking	A process that takes place at a distribution centre where an arriving product/consignment is immediately broken down and reassembled into palletized store orders or moved to a temporary staging area. Product is then loaded onto waiting trucks for store delivery without ever going into storage.
Cross Merchandising (Cross Selling)	A display of related products, such as cereal and bananas, charcoal briquettes and starter fluid, or pasta and tomato sauces.

D

Dairy/Deli Case Extender	An insulated container display attached to a refrigerated case that extends into an aisle to stimulate impulse buys.
Distribution Centre (DC)	Is a warehouse or other specialized building for a set of products, often with refrigeration or air conditioning, which is stocked with products (goods) to be redistributed to retailers, to wholesalers, or directly to consumers. A distribution centre can also be called a warehouse, a DC, a fulfilment centre.
Delivery Cycle	The time between an order and its delivery.
Depalletise	To remove product from the original shipping pallet and repalletize it for shipping or storage.



Departure	The act of leaving. Departure Time and Departure Location of the cargo.
Designated Agency	A government agency (other than WorkSafe) designated to carry out health and safety functions for specific sectors. The designated agencies are Maritime New Zealand for the marine industry and the Civil Aviation Authority for the aviation industry.
District Health Board (DHB)	A regional organisation responsible for government-funded health services in New Zealand.
Direct Buyer	A buyer who places orders directly with a manufacturer and bypasses a wholesaler.
Direct Sales Force/Field Sales Representatives	A group of salespeople employed by a manufacturing company to work exclusively in promoting and selling its products.
Dispatch/ Ordering Centre	A supply centre department that coordinates product shipments.
Display	A merchandising method of highlighting a product by arranging it in a way that attracts the attention of the customer.
Display Case	A refrigerated or free-standing case for holding products on a sales floor.
Display Module	A preassembled kit for merchandise display in aisles or shipped on a pallet.
Distribution Centre	A warehouse used to receive, store and ship products to retailers.
Distributor	A person or company that supplies products to a retailer through a distribution centre.
Dock	An area to receive, load and unload shipments.
Dock Plate	A built-in or free-standing metal plate that forms a bridge between a trailer and a loading dock.
Dolly	A small handcart with two to four wheels used to move heavy objects.
DPI Programme	Preventing and Managing Discomfort, Pain, and Injury (an ACC programme).
Driver	The person who will be undertaking the trip.
Duty	A legal obligation to act responsibly according to the law.
Duty Holder	A person who has a duty under HSWA. There are four types of duty holders – PCBUs, officers, workers and other persons at workplaces.



E

Employee Assistance Programme (EAP)	EAP providers are available to help employees deal with personal problems that might impact their job performance, health and wellbeing.
Educator	A person who educates others on moving and handling, including providing training and training content.
Electric Jack	A pallet jack, equipped with a battery that operates under its power to move pallets within a warehouse or store.
Electronic Shelf Labels (ESL)	Liquid crystal display (LCD) shelf tags linked to a backroom computer and POS system that automatically display price changes.
Electronic Signature Capture	A liquid-crystal touch screen that records a signature as a digital image, which reduces paperwork.
Eliminate	To remove the sources of harm (e.g. equipment, substances or work processes).
End Aisle Display, End Cap, End Display or Ends	A large merchandise display at the end of an aisle which is a prime selling location for high margin, impulse items.
Enforceable Undertaking	An agreement between WorkSafe and a duty holder following a breach (including an alleged breach) of HSWA. Once in place, it's legally binding. Generally used as an alternative to prosecution.
Engineering Control	<ul style="list-style-type: none">• Means a control measure that is physical; and• Includes a mechanical device or process.
Engage In Conduct	To do any act or omit to do an act.
Environment	The setting in which a task will be undertaken, including space, availability of equipment, staffing levels, work culture and other resources.
Equipment	Aids and devices used for moving and handling people, product, or services such as hoists, ladders, dollies, etc.
Equipment Check	An assessment list and schedule of periods for specific items of equipment to be checked.
Equipment Register	List of all items of equipment held, suppliers, locations, servicing requirements and person responsible for maintenance.
Ergonomics	The study of the relationship between work behaviours, the physical environment where work takes place and the tools used during the work. Ergonomics assists the design of workplaces to ensure they are consistent with the biomechanical, physiological, and psychosocial limits of people.



Evaluation Systematic and often extensive review and assessment of a programme to assess how well it is working.

Exclusion Zone An area set aside for a specific activity, where only authorised workers can operate, for example, a forklift operating zone.

Exposure Monitoring Means the measurement and evaluation of exposure to a health hazard experienced by a person; and Includes:

- monitoring of the conditions at the workplace; and
- biological monitoring of people.

Extenders Shelves, tables, or baskets used along with permanent fixtures to increase display space in a department.

F

Fact Sheet Provides concise information on a topic.

Falling Object Protective Structure (FOPS) Is a structure attached to a mobile equipment (e.g. Forklift) to protect the operator from falling objects.

Fatal Injuries Injuries that result in death within 30 days of the incident. Up to and including 1974 it comprised injuries that resulted in death within 28 days of the incident.

Fatigue A state of extreme tiredness. There is increased discomfort and decreased efficiency, with a loss of power or capacity to respond to stimulation. There is a decreased desire for physical or mental effort.

Floor Care A specific program designed to keep floors clean and attractive.

Floor Merchandiser A movable, free-standing fixture, such as a spinner, which revolves; a rack; a fixed, portable unit; a floor stand; a disposable, cardboard unit; a prepack; a disposable display with products inside; and folding tables; for special displays.

Forklift A vehicle with projecting prongs that slide under a pallet to move merchandise in a warehouse or store.

Force The amount of physical effort required to perform a task.

Freezer An enclosed, refrigerated storage area that preserves frozen products below 0 degrees Celsius (0°C).

Freezer Burn The loss of moisture that affects frozen food. The white or grey spots caused by improper packing or food handling.

Full Container Load A full container load shipment is when a shipper contracts the transportation of an entire container. The cargo occupies the full container.

G

Generator The large motor designed to run cash registers and emergency lighting when normal power is lost.

Gondola Display shelves and racks that form aisles in a retail store.



H

Global Positioning System (GPS)	The Global Positioning System (GPS) is a satellite-based navigation system that provides location and time information anywhere on the earth where there is an unobstructed line of sight to four or more GPS satellites.
Good Practice Guidelines (GPG)	Describes current 'good practice' to help duty holders understand and apply their duties under HSWA.
Gross Weight	Entire weight of goods, packaging and freight container ready for shipment.
Hand Truck	A small two-wheeled cart used to move product.
Hand-Held Terminal	A portable computer terminal used for numerous in-store operations, such as price checks or placing orders.
Harassment	Any unwanted and unjustified behaviour which another person finds offensive or humiliating.
Harm	Illness, injury, or both, and includes physical and mental harm caused by work-related stress.
Hazard Analysis Critical Control Point (HACCP)	Is an internationally recognised system used to identify and manage significant food safety hazards, and ensure food safety for the business.
Hazard	Anything that can cause harm. Under HSWA, a hazard is defined as "includes a person's behaviour where that behaviour has the potential to cause death, injury, or illness to a person (whether or not that behaviour results from physical or mental fatigue, drugs, alcohol, traumatic shock, or another temporary condition that affects a person's behaviour)".
Hazardous Substance	Any product or chemical that has explosive, flammable, oxidising, toxic, corrosive or ecotoxic properties: <ul style="list-style-type: none">• Explosive: explodes or causes the explosion.• Flammable: ignites easily and burns rapidly.• Oxidising: could be gaseous, solid, or liquid and can cause or intensify fire and explosion.• Toxic: can harm people if it enters the body through contact, being inhaled or ingested. The effects can range from mild to life threatening and can be immediate or long term.• Corrosive: can cause severe skin burns and eye damage.• Ecotoxic: is toxic to the environment.
HAZMAT (Hazardous Material)	Is a material (such as flammable or poisonous material) that would be a danger to life or to the environment if released without precautions.
Health	Physical and mental health.



Health and Safety Representative (HSR)	A worker elected as a health and safety representative in accordance with subpart 2 of Part 3.
Health and Safety at Work Act (HSWA)	The key work health and safety legislation in New Zealand. All work and workplaces are covered by HSWA unless specifically excluded.
Health and Safety Committee (HSC)	A committee of PCBU representatives, workers and other members that meets regularly and works cooperatively to ensure worker health and safety.
Health and Safety Inspector	<p>A person employed by WorkSafe (or Civil Aviation Authority or Maritime New Zealand) to assess health and safety compliance and investigate work health and safety incidents.</p> <p>Inspectors have a range of powers under health and safety legislation, including being able to enter and inspect a workplace, to require answers to specific questions, and to seize items for use as evidence.</p>
Health Monitoring	In relation to an individual, means monitoring of the individual to identify any changes in his or her health status because of exposure to certain health hazards.
Hierarchy of Control	The hierarchy of risk control shows ways of controlling risks, ranked from the highest level of protection and reliability to the lowest.
Improvement Notice	<p>A notice issued by an inspector requiring the person to:</p> <ul style="list-style-type: none">• remedy the contravention; or• prevent a likely contravention from occurring; or• remedy the things or activities causing the contravention or likely to cause a contravention.
Infringement Notice	A notice issued by a health and safety inspector, requiring a responsible party to pay a fine for breaching specified health and safety obligations.
Interlocked Gate	A gate that uses technology to remain locked until it is safe for a pedestrian to cross (when there are no approaching vehicles detected).
Intermodal	Transportation process that involves multiple modes of transportation (i.e. road, rail).
Interpretive Guidelines (IG)	Describes how WorkSafe (as the regulator) interprets the law – may also indicate how the law will be enforced.
Jack	A wheeled device with lifting capabilities used to move pallets or heavy loads of product (often onto skids or pallets).



J-Hook A wire clip-on hook that attaches to the front edge of a grocery gondola and is used to display high-impulse products and gadgets, usually packaged on punched cards. Also called profit hooks or profit pegs.

Journey The act of travelling from one place to another. (i.e. Leg).

K

Kerbside Delivery The practice of delivering an order in bulk to the pavement in front of a retail store; or from the tailgate of a truck to an adjacent platform.

Kick Plate (Base) A metal sheet, usually at the bottom of doors, for protection purposes.

L

Leg Describes a path or journey between a single departure location and a single arrival location. A freight movement between a consignor and a consignee may involve multiple legs of different transport modes, for example road, rail, then road. For the purposes of tracking freight movements, there are no intermediate locations in a leg.

Linehaul Terminal-to-terminal long distance freight movements in transportation. These long distance moves are distinguished from local freight movements.

Lost Time Injury (LTI) A lost time injury is defined as an occurrence that resulted in a fatality, permanent disability or time lost from work of one day/shift or more.

Lost Time Injury Frequency Rate (LTIFR) Refers to the number of lost-time injuries within a given accounting period x 1,000,000 divided by the total number of hours worked in that period. LTIFR is a proxy measurement for safety performance.

M

Manifest A list of freight carried on a transport means, e.g., vehicle. May be a list of logistics units and/or trade items.

Manual Handling Any activity requiring effort by a person to lift, push, pull, carry or move, hold or restrain another person or an object.

Merchandising The creative handling and presentation of products at the point of sale to maximize their sales appeal.

Mist Very fine suspended water or other liquid droplets.

Memorandum of Understanding (MoU) Is a type of agreement between two (bilateral) or more (multilateral) parties. It expresses a convergence of will between the parties, indicating an intended common line of action. It is often used either in cases where parties do not imply a legal commitment or in situations where the parties cannot create a legally enforceable agreement.

Minimise To take steps that protect the health and safety of people by reducing the likelihood of an event occurring, reducing the level of harm to people if it does occur, or both.



Ministry of Transport (MoT)	The government’s principal transport adviser, providing policy advice and support to Ministers.
Minor Injuries	Injuries of a minor nature such as sprains and bruises.
Mobile Plant	Is a plant that is powered or self-propelled, such as vehicles and equipment. Examples include bulldozers, mobile cranes, forklifts, elevating work platforms and tractors.
Mobile Hoist	A floor-based hoist, with wheels or castors, that allows the movement of a dependent products from one location to another.
Musculoskeletal Disorder (MSD)	It includes conditions which affect the bones and joints, including the back and upper limbs. Arthritis, which includes over 100 conditions which affect the joints, Occupational Overuse Syndrome (OOS) and Repetitive Strain Injury (RSI) are umbrella terms which describe soft tissue injuries. It is often caused or worsened by repetitive motions or vibrations, exertion, poor posture, and long periods working at the same task.
Medically Treated Injury Frequency Rates (MTIFRS)	I.e., the number of reported medical treatment incidents multiplied by 200,000 divided by total hours worked in the period.
Musculoskeletal	Relating to the human anatomy of muscles and skeletal bones.

N

National Environmental Standards for Air Quality (NES)	Regulations made under the Resource Management Act 1991 which aim to set a guaranteed minimum level of health protection for all New Zealanders.
Notifiable Event	When any of the following occurs because of work: <ul style="list-style-type: none"> • a death • notifiable illness or injury • a notifiable incident. WorkSafe must be notified when a notifiable event occurs.
Notifiable Injury or Illness	An illness or injury that requires the person to have immediate treatment (other than first aid). For example, a serious head injury, a serious burn, an injury, or illness that requires, or would usually require, the person to be admitted to a hospital for immediate treatment or to have medical treatment within 48 hours of exposure to a substance.
Notifiable Incident	When someone has been immediately exposed to a serious risk to their health and safety because of an unplanned or uncontrolled work incident. For example, exposure to a leaked substance, an electric shock, or the collapse/partial collapse of a structure.



Officer	A person who can significantly influence the management of a PCBU. This includes, for example, company directors and chief executives. Officers must exercise due diligence to ensure the PCBU meets its health and safety obligations.
Order Picking	Selecting and assembling an order at the warehouse or distribution centre for loading.
Other Persons At The Workplace	Includes workplace visitors and casual volunteers (who are not volunteer workers). These people have their health and safety duties to take reasonable care to keep themselves safe and to not harm others at a workplace.
Outbound	The direction and flow of customer traffic just before entering the checkout aisles and leaving the store. Also, the flow of products out of a warehouse after order selection.
Overlapping Duties	When a PCBU shares duties with other PCBUs. When two or more PCBUs are working together at the same location or through a contracting chain, they must work together to fulfil their duties of care and manage risks. Where those duties overlap, the PCBUs must consult, co-operate, and coordinate with each other to meet their health and safety responsibilities to workers and others.
Owner Operator	A retailer who owns and operates a retail store and/or transport business store.



Packer	A company that is responsible for packing foods for consumption by customers, e.g., meat, poultry, fruits, vegetables.
Packing List	A packing list is a document that includes details about the contents of a package. The packing list is intended to let transport agencies, government authorities, and customers know the contents of the package. These details help each of these parties handle the package accordingly.
Packaging	An object or group of objects wrapped in a variety of types and shapes of packaging material suitable for shipping, storing, etc.
Pallet	A standard-sized base for assembling, sorting, stacking, handling, and transporting goods as a unit.
Pallet Display	A manufacturer's display unit that is shipped to a retailer on a pallet, which when placed on a sales floor serves as a free-standing, advertising display that saves time and labour.
Pallet Jack	A hand – or battery-powered device used to move pallets or products.
Palletising	Storing and/or shipping of products on standard-sized pallets.
Panning (Panning Out)	A bakery term for putting the raw dough on a cooking sheet.



A Person Conducting a Business or Undertaking (PCBU)	In most cases, a PCBU will be a business entity, such as a company. However, an individual carrying out business as a sole trader or self-employed person is also a PCBU. A PCBU does not include workers or officers of a PCBU, volunteer associations with no employees, or home occupiers that employ or engage a tradesperson to carry out residential work.
Pedestrian	A person travelling on foot at a worksite (not on or inside a vehicle).
Personal Protective Equipment (PPE)	Anything used or worn by a person (including clothing) to minimise risks to the person’s health and safety. This may include – but is not limited to: <ul style="list-style-type: none">• respiratory protective equipment• protective helmets• protective eyewear• protective boots• protective gloves• hearing protection• high-vis clothing• sunhats• sunscreen and lip protection• safety harness systems.
Pick to Belt	Warehouse selectors select items or cases, apply price labels, place them on an automated conveyor to the dock to ship to a retailer.
Pick to Light	A lighting system that guides warehouse selectors to the correct products.
Pick to Pack	A selector at a warehouse finds, prices, and packs small items in totes and transports them to the dock for shipping.
Pilferage	Shoplifting, theft of money, or product tampering by employees or customers – can be referred to as shrinkage.
Planogram	A department, shelf, or display schematic for allocating products by the number of facings and/or the depth of the display.
Plant	Includes: <ul style="list-style-type: none">• any machinery, vehicle, vessel, aircraft, equipment (including personal protective equipment), appliance, container, implement, or tool; and• any component of any of those things, and• anything fitted or connected to any of those things.
Point of Sale (POS)	The place in a retail store where products are scanned through the register system, data is collected, and sales are tendered. POS also describes sales data generated by checkout scanners.
Point of Origin	The place at which a shipment is sent from by a carrier from the shipper.
Presenteeism	The practice of continuing to go to work, especially when not working at a fully productive rate due to illness, stress, exhaustion caused by working beyond one’s set hours, etc., often in an attempt to show commitment to one’s employment.
The Primary Duty of Care	A PCBU must ensure, so far as is reasonably practicable, the health and safety of workers, and that other persons are not put at risk by its work. This is called the ‘primary duty of care’.



Q

R

Provisional Improvement Notice (PIN)

A written notice issued by an HSR to a person or a PCBU asking them to address a health and safety concern in the workplace.

Quarantine

The practice of staying home and away from others for 14 days after you've been exposed to COVID-19 to see if you get symptoms and avoid spreading the virus if you are carrying it.

Rack

A floor or counter display unit with shelves and hooks for merchandise.

Reasonably Practicable

What is or was reasonably able to be done to ensure health and safety considering and weighing up relevant matters including:

- The likelihood of the risk concerned occurring, or workers being exposed to the hazard.
- The degree of harm that might result.
- What the person concerned knows, or ought reasonably to know, about:
 - the hazard or risk
 - ways of eliminating or minimising the risk.
- The availability and suitability of ways to eliminate or minimise the risk.
- After assessing the extent of the risk and the available ways of eliminating or minimising the risk, the cost associated with available ways of eliminating or minimising the risk, including whether the cost is grossly disproportionate to the risk.

Control measures can only not be implemented where cost is grossly disproportionate.

Receiver

An authorised associate of a warehouse or retail store who receives and checks deliveries for condition and an accurate amount. The first handler of the delivery receipt or invoice.

Reefer

A refrigerated trailer used to ship perishable products.

Regulatory Function Policy

Provides information on WorkSafe's approach to meeting its regulatory functions.

Representative

In relation to a worker, means –

- the health and safety representative for the worker; or
 - a union representing the worker; or
 - any other person the worker authorises to represent the worker.
-

Retailer

A store owner or operator who sells products directly to customers sets or implements retail policies and procedures and is responsible for store conditions and profitability.

Riser

A shelf that extends above the normal top shelf to give a higher profile.

Risk(s)

Arise from people being exposed to a hazard (a source of harm).



Risk Assessment A methodology to determine the nature and extent of risk by analysing potential hazards and evaluating existing conditions of vulnerability that together could potentially harm exposed people, property, services, livelihoods and their environment.

Roll On/Roll Off A method of transport which allows wheeled vehicles to be loaded and discharged without cranes.

Rollover Protective Structure (ROP) Is a structure meeting an accepted performance standard or design specification, designed to be attached to, or form part of, a machine for the purpose of reducing the possibility of an operator from being injured should the machine roll over.

The terms safety frame, safety cab, protective structure, roll overprotective structure, and ROPS are synonymous.

Route The manner in which a shipment moves (i.e. the carriers handling the freight and the points at which the carriers interchange).

Return to Work (RTW) Work is seen as an important part of rehabilitation given the key role it plays in many peoples' lives. Keeping connected to work and maintaining your income and work relationships are likely to help you recover from injury more quickly.

S

Safe Work Instrument (SWI) A type of subordinate instrument (sometimes called tertiary legislation) under HSWA. SWIs can be used for almost any purpose, however, they only have legal effect where specifically referred to in relevant regulations. SWIs can be used to:

- prescribe detailed or technical matters or standards that change relatively frequently and will often be industry specific.
 - set additional or modified workplace controls for hazardous substances approved or reassessed by the Environmental Protection Authority.
 - provide an alternative means of complying with regulations.
 - support the effective operation of the health and safety regulatory framework, for instance by setting exposure monitoring standards or stipulating requirements for training, competence, or safety management systems.
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Safety Alert A short, timely response to an incident (or pattern of incidents) with a view to preventing a similar incident occurring.

Safety Cutter A case cutter used to open cases of product.

Safety Data Sheet (SDS) / Material Safety Data Sheet (MSDS) / Product Safety Data Sheet (PSDS) Describes the properties and uses of a substance, that is, its identity, chemical and physical properties, health hazard information, precautions for use, and safe handling information.



Sanitise	The last part of the cleaning procedure of food equipment and surfaces to reduce microbial counts to a safe level within the department.
Self-insured	An insurance policy within a company where revenue is generated for insurance from associates and company contributions rather than paying premiums to an external insurance company.
Self-isolation	Also called self-quarantine. Separating yourself when you're sick from healthy individuals to prevent spreading illness.
Self Service	A retail store with few service employees to assist customers other than at the checkout.
Serious Harm	The permanent loss of bodily function or the temporary severe loss of bodily function or musculoskeletal disease.
Serious Injuries	Fractures, concussions, internal injuries, crushings, severe cuts and lacerations, severe general shock necessitating medical treatment, and any other injury involving removal to and detention in hospital.
Shipment	A shipment is an identifiable collection of one or more traded items available to be transported together from the shipper (original consignor/ shipper) to the receiver (final/ultimate consignee). Typically, the shipment is the entity communicated between trading partners in the dispatch and receiving advice.
Shipper	In a shipment scenario, a party who engages in shipping goods. The shipper is also the original consignor.
Shopping Centre	A group of complementary retail stores with a common parking lot.
Shrink Wrap	A process to stabilize a pallet load by wrapping stacked products with clear plastic film.
Signalling/ Signallers	People who provide assistance to drivers when reversing or turning at a worksite where visibility is limited or there are other hazards present. Signallers require specific training.
Significant Hazard	A cause, or potential cause, of serious harm or non-trivial harm whose effects on any person may depend on the extent or frequency of the person's exposure to the hazard.
Site Induction	Information, training, and instruction provided to workers and visitors to a work site. Inductions should include basic health and safety requirements (including highlighting the key risks on site) and what to do in an emergency.
Social Distancing	The practice of keeping extra space between two people. Two metres is the minimum recommended amount to prevent spreading the virus. Cancelling large gatherings, working at home instead of in an office, and switching from in-person school to remote learning are also parts of social distancing.
Special Guide	Provides information on a notable topic.



Split Pallet Load/ Split Unit Load	A shipment of two different kinds of products on a full pallet. Each product makes up approximately half the pallet load.
Split Shift	A peak sales period of a day, week, or holiday season during which the largest number of employees possible are scheduled to work.
Stock Capacity	The total volume of products that can be placed on a shelf, in a slot or on a rack.
Store Layout	The design and layout of floor space and the placement of fixtures within a department or retail store.
Store Manager	A person responsible for daily operations of a retail store who hires and supervises employees, oversees merchandising and customer service, and meets sales goals.
Store Security	Methods used to provide a secure workplace and shopping area free of violence, burglary, shoplifting and employee theft.
Store Supervisor	An operations manager responsible for conditions, safety, product levels and cash handling procedures for several retail stores; a district manager.
Structure	Anything that is constructed, whether fixed, moveable, temporary, or permanent; includes: <ul style="list-style-type: none">• buildings, masts, towers, frameworks, pipelines, quarries, bridges, and underground works (including shafts or tunnels).• any component of a structure, and part of a structure.
Sub-Contractor	An external party whom a logistics service provider hires to perform a specific task as part of an overall transport movement. For example, a freight forwarder may hire a road subcontractor to perform one road leg of a larger movement where it is more cost effective or they have insufficient resources of their own to perform that task.
Supply Centre	The specific location in each department where supplies are kept.
Supply Chain	The process of fulfilment and movement of goods from producer or grower to consumer.
Supply Depot	A warehouse operated by a chain or a wholesale grocer that sponsors a voluntary group.
Safe Working Load (SWL)	The maximum load that equipment is designed to carry. May also be referred to as a safe working limit.
Safe Work Method Statement (SWMS)	Is a document that sets out the risk work activities to be carried out at a workplace, the hazards arising from these activities and the measures to be put in place to control the risks.



T

Technical Bulletin	Describes a known or identified issue relating to machinery or equipment or provides in-depth technical information or clarification on specific topics.
Terminal	An assigned area in which containers are prepared for loading into a truck, train, vessel or airplane or are stacked immediately after discharge from a truck, train, vessel or airplane.
Third-Party/ Third-Party Logistics (3PL)	An independent organization that offers a service that links a supplier and a distributor in some way. The term can apply to providers of warehousing or logistics services.
Traffic Management Plan (TMP)	Is a document that details the way road activities on site will be carried out so they minimise inconvenience and help ensure workers remain as safe as possible.
Transport Equipment	A piece of high-value equipment used to hold, protect, or secure cargo for transportation purposes (i.e., trailers, wagons, intermodal containers).
Total Recordable Injury Frequency Rate (TRIFR)	<p>A lost-time injury is something that results in a fatality, permanent disability or time lost from work. It could be as little as one day or shift.</p> <ul style="list-style-type: none">• LTIFR refer to the number of lost-time injuries within a given accounting period, relative to the total number of hours worked in that period.• LTIFR is a proxy measurement for safety performance.

U

Unit	A standardized package or amount used in shipping, e.g., pallet, slip sheet.
Unit Load	One or more transport packages or other items held together by such means as a pallet, slip sheet, strapping, interlocking, glue, or plastic wrap making them suitable for transport, stacking or storage as a unit.
Upright Freezer	An upright refrigerated display unit with doors used for merchandising frozen foods.
Upright Wall Merchandiser	A refrigerated, self-service, fixed display case that is placed against a perimeter wall.
Upstream PCBUs	<p>PCBUs who design, manufacture, import or supply plant, substances, or structures, or who install, construct or commission plant or structures. 'Design' includes the:</p> <ul style="list-style-type: none">• design of part of the plant, substance, or structure, and• redesign or modification of a design.

V

Violent and Aggressive Behaviour (VAB)	The act of or attempt to cause injury, physical or verbal abuse to others.
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Volunteer Worker

A volunteer who carries out work in any capacity for a PCBU:

- with the knowledge or consent of the PCBU, and
- on an ongoing and regular basis, and
- who is an integral part of the business or undertaking.

Does not include a volunteer undertaking any of the following voluntary work activities:

- participating in a fund-raising activity.
- assisting with sports or recreation for an educational institute, sports club, or recreation club.
- assisting with activities for an educational institute outside the premises of the educational institution.
- providing care for another person in the volunteer's home.

Vulnerable Road Users

Road users not inside motor vehicles such as pedestrians, cyclists and motorcyclists.

W

Warrant of Fitness (WoF)

A mandatory check to establish whether a private motor vehicle is roadworthy.

Wholesaler

A company that buys directly from a manufacturer and sells to retailers and is either affiliated (co-op or voluntary) or independent.

Worker Engagement, Participation, Representation, Representative

Engagement – how a PCBU involves workers in health and safety matters and decisions in the workplace. The PCBU has to engage with its workers when doing or planning anything that will affect the worker's health and safety.

Participation – ways that workers can raise health and safety concerns suggest ways to improve health and safety and be involved in decisions that affect work health and safety.

Representation – having one or more people representing workers on health and safety matters.

Representative – a person, such as a Health and Safety Representative, who workers can approach health and safety issues who will, in turn, raise them with the PCBU on the workers' behalf.

Workplace

Any place where a worker goes or is likely to be while at work, or where work is being carried out or is customarily carried out. Most duties under HSWA relate to the conduct of work. However, some duties are linked to workplaces.

Workplace Exposure Standards (WES)

It is intended to be used as guidelines for health risk management. WES is an important tool for monitoring the workplace environment. Where hazardous or toxic substances exist in the same environment as workers, and the PCBU is unable to successfully eliminate these substances from working environments, they are required to minimise and monitor worker exposure.



Worker	An individual who carries out work in any capacity for a PCBU. A worker may be an employee, a contractor or sub-contractor, an employee of a contractor or sub-contractor, an employee of a labour-hire company, an outworking (including a homeworker), an apprentice or a trainee, a person gaining work experience or on a work trial, or a volunteer worker. Workers can be at any level (e.g., managers are workers too). PCBU is also a worker if the PCBU is an individual who carries out work in that business or undertaking.
Worksafe New Zealand/ Worksafe	The government agency that is the key work health and safety regulator. Other government agencies can be designated to carry out certain health and safety functions, for example, Maritime New Zealand and the Civil Aviation Authority.
Work-related Health	The impact work can have on people's health. In the past, it was known as occupational health.
Wrapper	A machine used to wrap products.



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