

# Costa Logistics

## The approach

- WorkHealth checks offered to workforce of 250
- Employees participate in morning warm-up exercises, helping them to limber up and avoid injury
- 'Team Talks' daily update includes information about keeping healthy at work
- Safety posters around office include messages about health and wellbeing
- Activities/promotions tied in with health awareness events like World Tobacco Day
- Healthy eating options provided for workers through food vans and deals with local restaurants

## Logistics workers reach high for better health

Head down to *Costa Logistics* in Derrimut at about 9.30am on any day of the week, and you'll see a pretty impressive sight. More than 200 logistics workers in high-visibility vests and steel-capped boots, jogging on the spot then stretching as far as they can to the ceiling, all in unison.



It's all part of Costa's morning exercise program, designed to help workers 'limber up' ahead of the day's work in a low-temperature warehouse – which gets down to a chilly four degrees in the coldest section.

Based among a sea of warehouses in the suburb of Derrimut in Melbourne's West, Costa Logistics sees health and wellbeing as one of the key contributors towards high productivity and high performing operations. The morning exercise program is just one element of the company's overall approach.

"We saw the importance of warming up before shifts many years ago. We sought external advice on designing a program for our staff that would help them limber up for their work, and reduce their risk of injury," said Tavita Sao, National Operations Manager.

"We really see a lot of value in offering a group program, because if we asked workers to do the stretching by themselves, then the participation would inevitably drop. This way, everyone participates and it's all a bit of fun too."

Costa Logistics recently rolled out WorkHealth checks to its 250 staff and had an overwhelming response, with the vast majority of the workforce taking up the opportunity to learn about their health risk factors.

## The results

- 95% of workforce took up the opportunity to have a WorkHealth check
- Activities have increased awareness of health issues around the workplace, and have also contributed to high staff morale
- Some workers went to their GP for further advice after having their WorkHealth check

# WorkHealth Case Study

## Costa Logistics



### Strengths of the program

- Senior management participation in the morning exercise program and WorkHealth checks – leading by example
- Clear links made between OHS and health, i.e. morning exercise program is designed to both support the health of workers and reduce their risk of injury throughout the day
- Care is shown for the health and wellbeing of workers



“Most of the workforce are male, and in the real world we don't really like seeing the GP on a regular basis,” said Anton Marotta, Warehouse Team Leader.

“But when the opportunity was right there, all you needed to do was take 15 minutes off the floor for a health check, it was great. Everyone found it convenient and it was good to get the results on the spot too, there was no waiting and you didn't have to go out of your way.”

Warehouse Operator Pearle Moke said that her WorkHealth check helped her to realise she needed to make a few lifestyle changes.

“It was a helpful thing to do, it made me open my eyes to a few things. I'm now doing a bit more exercise, such as walking after work. I also took myself off to the GP afterwards for a check-up,” said Pearle.

Tavita said that he was “very surprised at the detail” offered during the checks.

“In only 15 minutes there was a lot of information. For example a lot of people don't understand the difference between good and bad cholesterol, and it was great to have that explained,” he said.

“The speed of results was also exceptionally good, and I think that many of our team found it to be an extremely eye-opening exercise. It raises awareness of the need for people to take care of their own health, and the feedback we received was that it does prompt people to take action to address any issues.

“We're very pleased as an employer to be able to initiate a program which promotes the importance of caring for your own individual health.”

In addition to the morning stretching program, workers are strongly encouraged to do similar exercises at the end of their breaks throughout the day.

The company also uses its daily ‘team talk’ meetings, which involve the whole workforce, to raise awareness of OHS and health and wellbeing issues. Other activities include health and wellbeing messages displayed around the workplace and access to healthy food options provided through food vans and deals with local restaurants.

“Our health and wellbeing program really contributes towards staff morale,” said Tavita.

“Our next step is to review the (de-identified) Workplace Profile Report from our WorkHealth checks, which will give us an opportunity to focus on high risk issues.”

### Further information

To find out more about the WorkHealth program, including the free WorkHealth checks and other resources for a healthy workplace, visit [workhealth.vic.gov.au](http://workhealth.vic.gov.au) or call WorkSafe Victoria on **1800 136 089**.