Supplementary file to the article: Supporting sustainable futures in retail: an exploratory study on worker health, safety and wellbeing in Australia

Retail workers survey questions

(excluding participant information sheet, statement of consent and eligibility verification questions about age, employment sector, job role and previous participation in the same study)

Please enter your age in years:

How do you describe your gender?

- ◯ Male

- ◯ Female

- ◯ Non-binary / third gender

- ◯ Prefer not to say

Which category best describes you as a retail worker at this point of time?

- ◯ School dropout

- ◯ Student worker

- ◯ Sabbatical year/working holidays

- ◯ Apprentice

- ◯ Skilled

Is English your first/mother language?

- ◯ No

- ◯ Yes

Are you an Australian citizen or permanent resident?

- ◯ No

- ◯ Yes

Do you currently have more than one job/employer in the retail sector or elsewhere?

- ◯ No

- ◯ Yes

Please enter below the years of work **experience you have in the retail sector in total**. If you have been working for less than a year in retail, please type 1:

The following questions are about the business you currently work for as retail staff. If you work at more than one retail business, please answer the questions by keeping in mind the business at which you work the most hours on average.

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The retail business I currently work at is:

○ Part of a national or global chain of stores

○ Part of a local chain of stores (e.g., in the same State/Territory or region)

○ Independent

Please answer this question to the best of your knowledge by **considering whether the retail business belongs to a local, national or global chain.** The retail business at which I currently work has:

○ 19 or fewer staff members of any role (workers, managers, etc.)

○ Between 20-199 staff members of any role (workers, managers, etc.)

○ 200 or more staff members of any role (workers, managers, etc.)

The retail business I currently work at belongs mainly to the following group:

○ Supermarket and grocery store or convenience store

○ Liquor store

○ Other specialised food store (e.g., fresh meat, fish and poultry, fruits and vegetables)

○ Furniture, floor coverings, houseware and textile goods store

○ Electrical and electronic goods store

○ Hardware, building & garden supplies store

○ Clothing store

○ Footwear and other personal accessory store

○ Department store

○ Newspaper and book store

○ Other recreational goods store (e.g., sports and camping, entertainment media, toys and games)

○ Pharmaceutical, cosmetic and toiletry goods store

○ Any other store (e.g., stationary, antique and used goods, flowers)

Please answer this question by **considering only the location in which you currently work**, regardless of the retail business belonging to a local, national or global chain. The retail business I currently work at is located in the following State/Territory:

○ Victoria

○ New South Wales

○ Queensland

○ South Australia

○ Northern Territory

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○ Western Australia

○ Australian Capital Territory

○ Tasmania

The following questions are about the work features of the retail staff role you currently have. If you work at more than one retail business, please answer the questions by keeping in mind the business at which you work the most hours on average.

Currently, I am employed as:

○ Full-time staff

○ Part-time staff

○ Casual/sessional staff

How many years have you been working at the specific retail business? If you have been working for less than a year in retail, please type 1:

How many hours is your **shift length on average**, including any paid breaks?

Do you **usually work in split-shifts** (e.g., you work a few hours in the morning and then additional hours in the evening)?

○ No

○ Yes

On average, do you **work on Sundays/Public Holidays twice a month or more?**

○ No

○ Yes

Your shifts are:

○ Mainly in mornings/afternoons

○ Mainly in evenings/early nights

○ Mainly in late nights/very early mornings

○ Evenly distributed between mornings/afternoons and evenings/early nights

○ On a rotation basis of day and night shifts

When planning for your next week/fortnight/month activities, are **the hours and days of your work shifts reasonably predictable**?

○ No

○ Yes

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How do you **usually** work?

○ Alone

○ With other staff members

Supervisory responsibilities at a retail business (e.g., shift supervision) might be exclusive or in addition to other standard duties (e.g., assisting customers, working on the cashier, replenishing shelves). Do you have **supervisory responsibilities in your current role?**

○ No

○ Yes - supervisory responsibilities while also performing standard duties

○ Yes - exclusively supervisory responsibilities

My current **job role is mainly:**

○ Office-based located in a business store

○ Office-based in location other than a business store (e.g., head office)

○ Not office-based

Do you think your current job is **secure enough** so that you can work in this role for as long as you wish?

○ No

○ Yes

How much do you feel **your work environment supports your well-being, health and safety?**

○ None at all

○ A little

○ A moderate amount

○ A lot

○ A great deal

The following questions require some free text input related to your current work in the retail sector.

If you work at more than one retail business, please answer the questions by keeping in mind the business at which you work the most hours on average.

(Free-text question) What is the **single most important aspect** of your current work that you believe **contributes positively to your well-being, health or safety?**

(Free-text question) What is the **single biggest issue** in your current role that you believe **impacts negatively on your well-being, health or safety?**

(Free-text question) Please use this space to describe briefly any current or planned action(s) you know the specific retail business has in place or will launch regarding worker well-being, health and safety.

The following questions are about the resources and other support you have had available in the role you currently   have.

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If you work at more than one retail business, please answer the questions by keeping in mind the business at which you work the most hours on average.

Depending on your role, hygiene hazards relevant to you can include: exposure to substances (e.g., chemical liquids, dust, fumes, gases, metals) extreme cold/hot temperatures, very dry/humid environment, inadequate lighting vibrations, noise and radiation exposure to biological hazards (e.g., when handling food and animals or having (in)direct physical contact with customers when, for example, you touch goods they touched before). How would you characterise the **training/education/information you have received about hygiene hazards** related to your role?

○ Terrible/No training, education or information at all

○ Poor

○ Average

○ Good

○ Excellent

Depending on your role, ergonomic hazards relevant to you can include: manual handling (e.g., repetitive movements, high or sudden forces, awkward postures) sedentary work (e.g., sitting and standing for long periods), slips, trips and falls hazards (e.g., slippery surfaces, poorly designed or maintained walkways, poor lighting on stairs and walkways, badly stored materials). How would you characterise the **training/education/information you have received about ergonomic hazards** related to your role?

○ Terrible/No training, education or information at all

○ Poor

○ Average

○ Good

○ Excellent

Workplace psychosocial risks can include stress, fatigue, burnout, bullying, harassment, aggression, violence, etc. from interactions with management, colleagues or customers and other external persons. How would you characterise the **training/education/information you have received about workplace psychosocial risks** related to your role?

○ Terrible/No training, education or information at all

○ Poor

○ Average

○ Good

○ Excellent

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How familiar are you with the **health and safety obligations of your employer?**

○ Not familiar at all/I do not know whether they even exist

○ Slightly familiar

○ Moderately familiar

○ Very familiar

○ Extremely familiar

How familiar are you with the **health and safety rights and your obligations?**

○ Not familiar at all/I do not know whether they even exist

○ Slightly familiar

○ Moderately familiar

○ Very familiar

○ Extremely familiar

Health and safety roles/structures within a business can include health and safety departments or offices, managers, experts, advisors, committees, etc. Are you aware **if any of the above health and safety roles/structures exist** in the retail business you work? You can answer "Yes" if the business is part of a local or global chain and such roles/structures exist but not in the location you work.

○ No

○ Yes

Technical elements of a work system include the processes, procedures, equipment, workstation layout, physical environment, infrastructure, etc. How would you characterise the **technical elements of the work system** related to your role and necessary to execute your duties and perform as your employer expects without impacting negatively your well-being, health and safety?

○ Extremely inadequate

○ Somewhat inadequate

○ Neither adequate nor inadequate

○ Somewhat adequate

○ Extremely adequate

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Social elements of a work system include trust, honesty, fairness, transparency, respect, recognition, leadership, engagement, cooperation, etc. How would you characterise the **social elements of the work system** related to your role that can support you to execute your duties and perform as your employer expects without impacting negatively on your well-being, health and safety?

○ Extremely inadequate

○ Somewhat inadequate

○ Neither adequate nor inadequate

○ Somewhat adequate

○ Extremely adequate

Organisation elements of a work system include available time, work demands (e.g., productivity and quality), distribution of workload among staff when demand varies, communication, coordination and supervision of tasks, etc. How would you characterise the **organisation elements of the work system** related to your role that can support you to execute your duties and perform as your employer expects without impacting negatively on your well-being, health and safety?

○ Extremely inadequate

○ Somewhat inadequate

○ Neither adequate nor inadequate

○ Somewhat adequate

○ Extremely adequate

The following questions are about the effects of your current work.

If you work at more than one retail business, please answer the questions by keeping in mind the business at which you work the most hours on average.

According to the Australian Psychological Society, stress is often described as feeling overloaded, wound-up, tense and worried. Symptoms of stress include: Physical symptoms such as heart palpitations, fatigue, insomnia or other sleep disturbances, stomach upset, diarrhea, frequent headaches, muscular aches and pains, weakened immune system, high blood pressure. Psychological symptoms such as worry, fear, anger, tearfulness, irritability, anxiety, helplessness, difficulties with concentration or memory, or feeling overwhelmed. Considering the above, **how often do you feel stressed** during or after your shifts?

○ None at all

○ A little

○ A moderate amount

○ A lot

○ A great deal

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Physical health issues can include strain injuries, headaches, bruises and scratches, musculoskeletal discomfort, etc. How often have you **experienced physical health issues** that you have attributed to your work and decreased your work performance and/or necessitated medical attention?

- ◯ Never
- ◯ Once a year
- ◯ 2-3 times a year
- ◯ 4-6 times a year
- ◯ 7 times a year or more

Mental health issues can include anxiety, depression, eating disorders to different degrees, etc. How often have you **experienced mental health issues** that you have attributed to your work and decreased your work performance and/or necessitated medical attention?

- ◯ Never
- ◯ Once a year
- ◯ 2-3 times a year
- ◯ 4-6 times a year
- ◯ 7 times a year or more

During your work, how often have you **been a victim of psychosocial risks from internal or external sources** (e.g., harassment, abuse, aggression violence)?

- ◯ Never
- ◯ Once a year
- ◯ 2-3 times a year
- ◯ 4-6 times a year
- ◯ 7 times a year or more

The following last set of questions is about your experiences/perceptions related to the role you currently have. If you work at more than one retail business, please answer the questions by keeping in mind the business at which you work the most hours on average.

Physically challenging tasks can include manual handling (e.g., lift, push, pull, slide of materials), access to areas/storage places, body postures/movements necessary to perform your duties (e.g., bending, standing or walking), etc. How **physically challenging** is your job?

- ◯ Not challenging at all
- ◯ Slightly challenging
- ◯ Moderately challenging
- ◯ Very challenging
- ◯ Extremely challenging

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Do you believe that **sustaining physical injuries** (e.g., bruises, wounds, musculoskeletal issues) is a **somewhat unescapable** part of the type of work you do?

○ No

○ Yes

Cognitively challenging tasks include demands to process information and make several (difficult) decisions within the time available, maintain your awareness and vigilance, etc. How **cognitively challenging** is your job?

○ Not challenging at all

○ Slightly challenging

○ Moderately challenging

○ Very challenging

○ Extremely challenging

Do you believe that **sustaining cognitive issues** (e.g., confusion, disorientation, lack of coordination, failure to recall information from memory) is a **somewhat unescapable** part of the type of work you do?

○ No

○ Yes

Challenging or negative emotions include anger, emptiness, frustration, helplessness, fear, guilt, resentment, sadness, etc. and/or having to suppress your emotions. How **emotionally challenging** is your job?

○ Not challenging at all

○ Slightly challenging

○ Moderately challenging

○ Very challenging

○ Extremely challenging

Do you believe that **sustaining negative emotions** (e.g., anger, emptiness, frustration, helplessness, fear, guilt, resentment, sadness) and/or having to suppress them is a **somewhat unescapable** part the type of work you do?

○ No

○ Yes

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Retail managers/owners survey

(excluding participant information sheet, statement of consent and eligibility verification questions about age, employment sector, job role and previous participation in the same study)

Please enter your age in years:

Are you a (co)owner of the specific retail business?

○ No

○ Yes

For how many years have you been a (co)owner of the specific retail business?

Please enter below the years of **work experience** you have **in total as a manager in the retail sector.** If you have been working for less than a year as a manager in retail, please type 1:

How many years of **total work experience** do you have **in the retail sector?** If you have been working for less than a year in retail, please type 1:

Do you think your current job is **secure enough** for you to work as a manager and/or be a (co)owner for as long as you wish?

○ No

○ Yes

The following questions are about the business you currently (co)own or work at as a manager.

The retail business I currently manage or (co)own is:

○ Part of a national or global chain of stores

○ Part of a local chain of stores (e.g., in the same State/Territory or region)

○ Independent

The retail business I currently manage or (co)own has:

○ 19 or fewer staff members of any role (workers, managers, etc.)

○ Between 20-199 staff members of any role (workers, managers, etc.)

○ 200 or more staff members of any role (workers, managers, etc.)

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The retail business I currently manage or (co)own belongs mainly to the following group:

○ Supermarket and grocery store or convenience store

○ Liquor store

○ Other specialised food store (e.g., fresh meat, fish and poultry, fruits and vegetables)

○ Furniture, floor coverings, houseware and textile goods store

○ Electrical and electronic goods store

○ Hardware, building & garden supplies store

○ Clothing store

○ Footwear and other personal accessory store

○ Department store

○ Newspaper and book store

○ Other recreational goods store (e.g., sports and camping, entertainment media, toys and games)

○ Pharmaceutical, cosmetic and toiletry goods store

○ Any other store (e.g., stationary, antique and used goods, flowers)

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The retail business I currently manage or (co)own operates in the following States/Territories (click all that apply):

☐ Victoria

☐ New South Wales

☐ Queensland

☐ South Australia

☐ Northern Territory

☐ Western Australia

☐ Australian Capital Territory

☐ Tasmania

To the best of your knowledge, how much has **the sales volume changed during the last 12 months** in the specific business?

○ Much lower

○ Slightly lower

○ About the same

○ Slightly higher

○ Much higher

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Staff turnover refers to the total number of workers who leave their work/a business over a certain time period. To the best of your knowledge, what is the **staff turnover** (percentage % of all staff members) for the last 12 months in the specific business?

Absenteeism is defined as the practice of regularly staying away from work without good reason. To the best of your knowledge, what is the **percentage of the business staff (%) that has exhibited this behaviour** for the last 12 months in the specific business?

How much do you believe **the work environment supports the well-being, health and safety of workers?**

○ None at all

○ A little

○ A moderate amount

○ A lot

○ A great deal

The following questions require some free text input related to health, safety and wellbeing at the specific retail business.

(Free-text question) What is the **single most important aspect** that you believe **contributes positively to the well-being, health or safety of the workers?**

(Free-text question) What is the **single biggest issue** that you believe **impacts negatively on the well-being, health or safety of the workers?**

(Free-text question) Please use this space to describe briefly any current or future action(s) in place or to be launched to improve the well-being, health and safety of the workers.

The following questions are about the resources and other support available to the workers at the specific retail business.

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Depending on the workers' roles, hygiene hazards relevant to them can include: exposure to substances (e.g., chemical liquids, dust, fumes, gases, metals), extreme cold/hot temperatures, very dry/humid environment, inadequate lighting, vibrations, noise, radiation, exposure to biological hazards (e.g., when handling food and animals or having (in)direct physical contact with customers when, for example, staff touch goods customers touched before). How would you characterise the **training/education/information the workers have received about hygiene hazards** related to their role?

○ No training, education or information at all

○ Poor

○ Average

○ Good

○ Excellent

Depending on the workers' roles, ergonomic hazards relevant to them can include: manual handling (e.g., repetitive movements, high or sudden forces, awkward postures), sedentary work (e.g., sitting and standing for long periods), slips, trips and falls hazards (e.g., slippery surfaces, poorly designed or maintained walkways, poor lighting on stairs and walkways, badly stored materials). How would you characterise the **training/education/information the workers have received about ergonomic hazards** related to their role?

○ No training, education or information at all

○ Poor

○ Average

○ Good

○ Excellent

Workplace psychosocial risks can include stress, fatigue, burnout, bullying, harassment, aggression, violence, etc. from interactions with management, colleagues or customers and other external persons. How would you characterise the **training/education/information the workers have received about workplace psychosocial risks** related to their role?

○ No training, education or information at all

○ Poor

○ Average

○ Good

○ Excellent

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(Question only for managers) How familiar are you with the **health and safety obligations of your employer/the owner(s)** of the specific business?

○ Not familiar at all/I do not know whether they even exist

○ Slightly familiar

○ Moderately familiar

○ Very familiar

○ Extremely familiar

(Question only for owners) How familiar are you with the **your health and safety obligations as the employer/(co)owner** of the specific business?

○ Not familiar at all/I do not know whether they even exist

○ Slightly familiar

○ Moderately familiar

○ Very familiar

○ Extremely familiar

How familiar do you believe the workers are with their **health and safety rights and obligations**?

○ Not familiar at all/I think they do not know whether such rights and obligations even exist

○ Slightly familiar

○ Moderately familiar

○ Very familiar

○ Extremely familiar

Health and safety roles/structures within a business can include health and safety departments or offices, managers, experts, advisors, committees, etc. **Does any of the above health and safety roles/structures exist** in the specific retail business? You can answer "Yes" if the business is part of a local or global chain and such roles/structures exist but are not located in the store(s) you manage or (co)own.

○ No

○ Yes

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Technical elements of a work system include the processes, procedures, equipment, workstation layout, physical environment, infrastructure, etc. How would you characterise the **technical elements of the work system** that are necessary for workers to execute their duties and perform as expected without impacting negatively on their well-being, health and safety?

○ Extremely inadequate

○ Somewhat inadequate

○ Neither adequate nor inadequate

○ Somewhat adequate

○ Extremely adequate

Social elements of a work system include trust, honesty, fairness, transparency, respect, recognition, leadership, engagement, cooperation, etc. How would you characterise the **social elements of the work system** that are necessary for workers to execute their duties and perform as expected without impacting negatively on their well-being, health and safety?

○ Extremely inadequate

○ Somewhat inadequate

○ Neither adequate nor inadequate

○ Somewhat adequate

○ Extremely adequate

Organisation elements of a work system include available time, work demands (e.g., productivity and quality), distribution of workload among staff when demand fluctuates, communication, coordination and supervision of tasks, etc. How would you characterise the **organisation elements of the work system** that are necessary for workers to execute their duties and perform as expected without impacting negatively on their well-being, health and safety?

○ Extremely inadequate

○ Somewhat inadequate

○ Neither adequate nor inadequate

○ Somewhat adequate

○ Extremely adequate

The following questions are about the effects of work on workers in the specific retail business.

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According to the Australian Psychological Society, stress is often described as feeling overloaded, wound-up, tense and worried. Symptoms of stress include: Physical symptoms such as heart palpitations, fatigue, insomnia or other sleep disturbances, stomach upset, diarrhea, frequent headaches, muscular aches and pains, weakened immune system, high blood pressure; Psychological symptoms such as worry, fear, anger, tearfulness, irritability, anxiety, helplessness, difficulties with concentration or memory, or feeling overwhelmed. Considering the above, **how often do you think workers feel stressed** during or after their shifts?

◯ None at all

◯ A little

◯ A moderate amount

◯ A lot

◯ A great deal

Physical health issues can include strain injuries, headaches, bruises and scratches, musculoskeletal discomfort, etc. To the best of your knowledge, how often could each worker **experience physical health issues** that would be attributed to their work and decrease their work performance and/or necessitate medical attention?

◯ Never

◯ Once a year

◯ 2-3 times a year

◯ 4-6 times a year

◯ 7 times a year or more

Mental health issues can include anxiety, depression, eating disorders to different degrees, etc. To the best of your knowledge, how often could each worker **experience mental health issues** that would be attributed to their work and decrease their work performance and/or necessitate medical attention?

◯ Never

◯ Once a year

◯ 2-3 times a year

◯ 4-6 times a year

◯ 7 times a year or more

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To the best of your knowledge, during their work, how often could each worker **be a victim of psychosocial risks from internal or external sources** (e.g., harassment, abuse, aggression violence)?

○ Never

○ Once a year

○ 2-3 times a year

○ 4-6 times a year

○ 7 times a year or more

The following last set of questions is about your perceptions of the work of the retail staff in the specific retail business.

Physically challenging tasks can include manual handling (e.g., lift, push, pull, slide of materials), access to areas/storage places, body postures/movements necessary to perform your duties (e.g., bending, standing or walking), etc. On average, how **physically challenging** for the workers are their jobs?

○ Not challenging at all

○ Slightly challenging

○ Moderately challenging

○ Very challenging

○ Extremely challenging

Do you believe that **sustaining physical injuries** (e.g., bruises, wounds, musculoskeletal issues) is a **somewhat unescapable** part of the type of the jobs the workers do?

○ No

○ Yes

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Cognitively challenging tasks include demands to process information and make several (difficult) decisions within the time available, maintain your awareness and vigilance, etc. On average, how **cognitively challenging** for the workers are their jobs?

○ Not challenging at all

○ Slightly challenging

○ Moderately challenging

○ Very challenging

○ Extremely challenging

Do you believe that **sustaining cognitive issues** (e.g., confusion, disorientation, lack of coordination, failure to recall information from memory) is a **somewhat unescapable** part of the jobs the workers do?

○ No

○ Yes

Challenging or negative emotions include anger, emptiness, frustration, helplessness, fear, guilt, resentment, sadness, etc. and/or having to suppress emotions. On average, how **emotionally challenging** for the workers are their jobs?

○ Not challenging at all

○ Slightly challenging

○ Moderately challenging

○ Very challenging

○ Extremely challenging

Do you believe that **sustaining negative emotions** (e.g., anger, emptiness, frustration, helplessness, fear, guilt, resentment, sadness) and/or having to suppress them is a **somewhat unescapable** part of the jobs the workers do in the specific business?

○ No

○ Yes