

## TWG SMOKEFREE POLICY MANAGER ONLY - FREQUENTLY ASKED QUESTIONS #1

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The Warehouse Group is proud to be going smokefree from 01 January 2018. We are doing this to encourage better health for our team members and to support the Smokefree Aotearoa 2025 goal.

It is your choice to smoke. We are not asking you to stop smoking. We are asking you to stop smoking while at work and while wearing our branded uniform. We know this could be a challenge so we are ensuring access to stop smoking support at work, should you choose it.

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### **What's different about the updated TW Group Smokefree policy?**

Under the current TWG Smokefree policy, no smoking is permitted by team members inside any TWG buildings.

Under the revised Smokefree Policy, which takes effect 1 January 2018, no smoking will be permitted on any part of TWG premises. This means the no smoking zone will be extended to include adjoining carparks, grounds, boundary fences, gardens, entrances, steps and company vehicles. The policy applies to e-cigarettes and vaping too.

In addition, team members are not permitted to smoke publicly wearing a TWG supplied uniform or any other item that identifies them as a TWG employee.

Team members must conceal any emblem, uniform, name badge, branded lanyard or other item that identifies them as a TWG employee while smoking.

Under the revised policy, team members wishing to smoke during work hours must leave the TWG premises (during their designated meal and tea breaks) and conceal their identification as a TWG employee.

### **Why have we updated our Smokefree policy?**

In 2011, the Government announced a goal to have a Smokefree Aotearoa by 2025. TWG is choosing to be a corporate leader on this social issue, and help our team and their families/whānau flourish by supporting team members to be smoke free at work by 1 January 2018.

### **Do I need to stop smoking to keep my job?**

No. As from 1 January 2018, if you want to smoke during work hours, you must leave the TWG premises (during your designated meal and tea breaks) and conceal your identification as a TWG employee.

We recognise that smoking is an addiction, and support is available for any team member who would like to stop smoking.

### **Will TWG be providing any support to help team members who want to stop smoking at work?**

Yes, for New Zealand based team members. Information about stop smoking services and programmes are available from your manager or online at the Ministry of Health's website



[www.smokefree.org.nz/help-advice/stop-smoking-services](http://www.smokefree.org.nz/help-advice/stop-smoking-services). Hard copy resources about stop smoking services and Quitline will be available in all lunch areas in August.

TWG will support team members who smoke to access the Ministry of Health contracted regional stop smoking organisations (RSSO) and Quitline if they choose to stop smoking. We will also support the use of nicotine replacement therapy (NRT) while at work and will fund up to \$20 for the first year of prescription fees for team members accessing NRT.

### **What is the best way for me to stop smoking if this is what I'd like to do?**

Everyone is different, but evidence shows that quit smoking attempts are more likely to be successful if they include Nicotine Replacement Therapy (including patches, gum and lozenges), combined with access to professional support groups.

### **How do I contact a regional support service organisation to help me stop smoking?**

Information about RSSO's and programmes in your area are available from your manager or online at the Ministry of Health's website [www.smokefree.org.nz/help-advice/stop-smoking-services](http://www.smokefree.org.nz/help-advice/stop-smoking-services). Hard copy resources on stop smoking services will be available in all lunch areas in August. Your local Regional Support Service Organisation is happy to offer 1:1 or group sessions either at your work place, at home or at a convenient location for you.

### **Who can write prescriptions for NRT?**

There are various ways you can obtain a prescription for NRT. Your local Stop Smoking Organisation or Quitline will be able to provide these for you or you are most welcome to obtain one from your local GP. The cost to see your GP however will not be covered by TWG.

### **How do I access the \$20 worth of prescription funding?**

Funding for NRT related prescriptions (up to a total of \$20) will work on a reimbursement basis. This means you will need to pay the prescription fee up front and then claim it back from TWG.

### **How do I make a reimbursement claim for my NRT prescription?**

For store and SSO based team members, please make a claim reimbursement through MyPay under Misc Expense Form. For DC based team members, please provide your receipt to your manager who will reimburse directly.

### **Can I access more than the \$20 prescription reimbursement from TWG for NRT?**

Currently TWG will reimburse team members up to \$20 for prescription charges related to NRT. This amount will be reviewed at the end of 2018, taking into account any feedback from team members.

### **Can my family/whānau also apply to receive support to stop smoking or reimburse the cost of NRT?**

Your family/whānau are welcome to join you in accessing any regional community support services. The reimbursement of NRT costs of up to \$20 is only available to TWG team members

### **Can I visit my GP or RSSO during working hours to discuss quitting smoking?**

Seeing your doctor or RSSO during work hours is at the discretion of your manager.



### **Can I use e-cigarettes on company premises?**

The new Smokefree policy also applies to e-cigarettes and vaping. This means you will need to be off site and not identifiable as a TWG team member if you choose to use these.

### **Why is vaping not permitted?**

The Ministry of Health is unable to recommend vaping as a safety cessation aid to stop smoking as the long-term effects on health are not known. We are following the Ministry's lead and including vaping in our smokefree policy.

### **Are underground car parks (like in a mall) considered TWG premises if we don't own them?**

Yes, they are considered part of our work premises.

### **At SSO, is the gravel pit parking area considered part of TWG grounds?**

Yes, this is considered part of our work premises.

### **Am I allowed to smoke in my own car if it is parked on TWG premises?**

No. TWG premises are smokefree.

### **Can I smoke in my uniform on my way to and from work in my car?**

Yes. Smoking is not permitted in uniform in "public view." We consider public view to mean anywhere you are clearly visible in your uniform. We feel this doesn't apply to travelling in your private vehicle.

### **I am a smoker and work on night fill. Where can I smoke while at work?**

Where possible we encourage you to substitute cigarette smoking with Nicotine Replacement Therapy while at work. If this is not possible, please speak to your Team Leader for information about your store's team safety plan.

### **I'm attending an expo and the event is being held in a private facility, can I smoke on their grounds if they allow it?**

Yes, so long as you are not wearing a TWG branded uniform or any other item that could identify you as a TWG employee.

### **What additional support will the business provide team members around general wellness/stress relief if smoking is not permitted?**

A TWG Wellbeing Programme Framework is available for you and your workplace. For more information, please contact Phillipa Bennetts, Wellbeing Manager, on [Phillipa.bennetts@thewarehouse.co.nz](mailto:Phillipa.bennetts@thewarehouse.co.nz)

### **Are we expected to enforce non-smoking to customers on our premises?**

No. Smoking is already not allowed in our store and in our buildings. There is no expectation for you to enforce asking customers/visitors/contractors to leave external areas of our premises if smoking.



## **Specific Manager related FAQs**

### **How can I ensure the safety of my night fill team who choose to smoke?**

TWG is first and foremost interested in the health and wellbeing of our team. With the increase in aggravated robberies and the risk to team member's safety, where possible, team members should not leave the building and be encouraged to use NRT. If this is not possible, an individual team safety plan should be developed along with your Regional Manager and Regional Loss Prevention Manager for your night fill team.

### **What shall I say if a team member comes to me saying that their breaks need to be longer so they can remove themselves from the grounds to have a smoke?**

There will be no extension to break times. If a team member requires NRT to manage their smoking at work, they need to speak to their regional stop smoking support group or their local GP.

### **What can I do if my team member is struggling to stay smoke free at work?**

Acknowledge that smoking is an addiction and that many people take several attempts to successfully stay smoke free. Ascertain what support they are currently receiving, ask them what you can do to further support them, and ensure they are making the most of the help available via the local regional support organisations.

### **I'm a manager and a smoker myself and I'm struggling to stay smoke free at work. How can I be supportive for my team?**

Role modelling of compliance of the TWG smokefree policy is vital to creating a healthy workplace culture. Explore the different options to stop smoking or to reduce smoking while at work through Quitline, your regional stop smoking support organisation or NRT.

### **What is my role as a Manager re compliance around the smoke-free policy?**

Like is the case with any other TWG policy, the expectation is that you will support and adhere to the revised policy. If you require help please seek support from Phillipa Bennetts, Wellbeing Support Manager TWG.

### **What are the consequences of not complying with the policy?**

Part of being a TWG team member means living by our company policies, house rules etc. while at work. Failure to comply – like any other policy – may lead to disciplinary action being taken. We do realise however that smoking is an addiction and TWG will support any team member who wishes to stop smoking in the first instance.

### **Do I need to contact the Stop Smoking regional provider for my team members (or myself) or will they contact me?**

If you require the services of the RSSO, please contact them using the contact options supplied in your managers briefing pack.

### **If a team member asks for support through a Stop Smoking Regional Provider, what do I do?**

Ask them to contact their local RSSO (contact details are provided in your managers briefing pack) and arrange a meeting. This can be done either at work, at their home or at the RSSO local office.



**I have run out of flyers/posters, how can I get some more?**

All resources can be accessed on line or through your RSSO or by emailing Phillipa Bennetts TWG Wellbeing Manager ([phillipa.bennetts@thewarehouse.co.nz](mailto:phillipa.bennetts@thewarehouse.co.nz))

**How do I process reimbursements for NRT?**

If your team member is store or SSO based, this will automatically be receipted through MyPay. If you are DC based, you will need the receipt from the team member to do this. The cost centre code for reimbursement is 352. Please remember there is a \$20 reimbursement cap for all team members.

**Will TWG cover the cost of a doctor's visit if a team member chooses to see their GP as part of their plan to stop smoking?**

No, the cost of GP visits is not covered by TWG.

**What additional support will the business provide team members around general wellness/stress relief if smoking is not permitted?**

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