WELLBEINGSOLUTIONS™

FOR RETAIL CHAINS
NEW ZEALAND

PROACTIVE WELLBEING FOR YOUR PEOPLE

WE ARE A PEOPLE BUSINESS FIRST.

Regular, personalised text check-ins that look after shop floor, checkout, warehouse and yard teams every day. **No app to download. No login. Every generation understands a text.**

PROACTIVE OR AFTER AN INCIDENT: MORE THAN A TEXT MESSAGE

1
Check-in sent
A proactive wellbeing check-in, or after an incident or emergency event

→

2
Every reply triaged
Replies are free for employees*, and every reply is triaged and responded to

→

3
Who needs help identified
People who ask for support are flagged for follow-up

→

4
Connected to professional support
Your preferred professional support

*Once connected to your communication provider.

01 REACH OUT
Everyday and after-incident check-ins

By name, to one site, one shift, or every team. Send now or schedule.

02 FOLLOW THROUGH
Help that doesn't slip

Anyone who says they'd like support hears from your approved professional support, who will be in touch. Missed follow-ups are escalated.

03 ANY HOUR
Built for every shift

Check-ins reach staff on early starts and late closes, and AI-4U is there 24/7.

04 SEE HOTSPOTS
Confidential psychosocial risk assessment

8–12 minutes for staff. Shows where pressure sits by site or shift, and supports your psychosocial risk management.

FREE FOR STAFF TO REPLY
once connected to your communication provider.

MULTILINGUAL
Check-ins in the languages your teams speak.

TRY IT FIRST
Free 2-week pilot of Custom SMS + AI-4U for up to 10 staff.

SHOP FLOOR: THE FRONT LINE

Checkout, service desk, shop floor and trade desk teams deal with the public all day, often short-staffed.

Customer aggression and retail crime

Abuse at the checkout or trade desk, shoplifting and confrontations with thieves can leave staff shaken.

Understaffing and workload

Thin rosters, busy weekends and seasonal peaks put pressure on every team.

Cost of living

Many frontline staff are under financial pressure outside work too.

Weak support after incidents

Security spending deters offenders, but checking on the worker often relies on them calling for help themselves.

WAREHOUSE & YARD: HEAVY WORK, EARLY STARTS

YOUR EARLY-START AND LATE-CLOSE TEAMS WORK WHEN YOUR EAP DOESN'T.

Fatigue

Shift work is associated with about 28% higher odds of poor mental health and 33% higher odds of depressive symptoms (meta-analysis, 28,431 people).

Near-misses and physical risk

Forklifts, heavy lifting and busy yards. A near-miss can stay with someone long after the shift ends.

Lone working and no support after hours

Fewer people on site before opening and after close. Managers and support services are often off site.

HOW WELLBEINGSOLUTIONS HELPS

Pain point	How we help
Abuse, theft or assault	✓ A same-day personalised SMS check-in to the affected team. Every reply is acknowledged, and support will be in touch with anyone who asks.
Staff not reaching out	✓ Check-ins come to staff, instead of waiting for them to call.
Warehouse, yard and lone workers	✓ Check-ins at any hour, plus AI-4U 24/7 to guide people to support.
Understaffing, fatigue, rostering	✓ The Confidential psychosocial risk assessment shows hotspots by site or shift.
Many sites, one view	✓ Leadership reporting across every site and shift.
Diverse teams	✓ Multilingual check-ins.
Floods, outages, emergencies	✓ An "Are you safe?" check in across every site quickly.

WellbeingSolutions
Text message · Today 2:14 pm

Hi Aroha, it's Sam from the store team. Just checking in after this morning's incident at the checkout. How are you feeling? Reply Yes if you're OK, or No if you need support.

No. I'd like some support.

Thanks for letting us know, Aroha. Stay strong. Professional support will be in touch shortly. Always remember, you are never alone. 💙

Example only. Your questions, your answer options, your wording, sent when you choose.

Fully customisable. Your questions and your answer options, from a simple Yes/No keyword to replies in their own words.

LEADERSHIP REPORTING & AI-4U

Confidential psychosocial risk assessment

See where pressure sits across your sites and shifts, from customer aggression to workload and fatigue. Supports your psychosocial risk management. **Full details on page 6.**

Leadership reporting across every site and shift

Leadership reporting: see check-in reach, replies, who has asked for support and whether follow-ups happened, across every site and shift.

AI-4U, 24/7

Confidential 24/7 web chat that guides people to support, including recognised helplines and your chosen support, at any hour.

AI-4U guides people to support. It does not diagnose and is not an emergency service.

MORE THAN A TEXT MESSAGE: WHAT HAPPENS AFTER SOMEONE ASKS FOR HELP

A text reaches people where they are. What happens next is professional support, a confidential history, and anonymous reporting for leaders.

1 Check-in sent
The business writes its own check-in text and sends it to staff.

2 Instant reply and triage
When someone replies 'No', the system sends a warm reply straight away and flags them for support.

3 Professional support notified
The business's professional support or EAP gets an email with the person's name, mobile number, the question asked and their answer.

4 The full story, in confidence
Support signs in and opens the person's profile to see their history.

5 A conversation that captures what matters
Support records the call in the contact section, with the person's name if they agree or anonymously if not.

6 A clear plan
Support creates a support action with guidance for the person and books a follow-up call.

7 No one falls through the cracks
If a follow-up isn't updated in time, the system escalates and alerts the business admin to assign someone else. The admin is only told the callback is overdue, never the person's details.

Support also records the circumstances, a risk rating and any prior support. This feeds anonymous leadership reporting, never names.

PRIVACY AND SECURITY: ROLE-BASED ACCESS

Each business creates its own roles and decides exactly what every user can view, create, edit or delete. Professional support can see an employee's replies, profile, history, cases and support actions. A business admin can manage contacts and send check-ins, but can't see what people reply or any personal information they share. Leaders see anonymous reporting only.

Example roles (created by the Account owner)	Contacts	Support action	Cases	SMS
Professional Support	View, Edit	View, Create, Edit, Delete, Close	View, Create, Edit, Delete	View, Send
Business Admin	View, Edit	Off	Off	Send

The Account owner sets up the account and creates each role. Example permissions as shown on wellbeingsolutions.co.

DATA PROTECTION

Role-based access
Each user sees only what their role allows.

Full audit log
A time-ordered record of every action users take, kept for 120 days.

Recycle bin safety net
Deleted records are kept for 60 days before permanent deletion. Only administrators can permanently delete, and other users can restore their own records.

Confidential by design
Individual replies and history are visible only to professional support.

LEADERSHIP REPORTING: ANONYMOUS TRENDS, NOT NAMES

See check-in reach, replies, who has asked for support and whether follow-ups happened, across every site and shift. Leaders see anonymous trends by category, never individual replies.

EXAMPLE REPORT, FICTIONAL DATA Fully customisable in Power BI

Category: All
Gender: All
Age Bin: All
Primary Ethnicity: All
Region: All
Occupation: All
Term of Employment: All

No. of New Cases

Year	Month	Count
2025	October	12
2025	November	15
2025	December	9
2026	January	8
2026	February	21
2026	March	18
2026	April	14
2026	May	11
2026	June	16
2026	July	13
2026	August	19
2026	September	17
Total		**173**

Priority Level

Year	High	Medium	Low	Total
⊟ 2025	**5**	**13**	**18**	**36**
October	2	4	6	12
November	2	5	8	15
December	1	4	4	9
⊟ 2026	**20**	**49**	**68**	**137**
January	1	3	4	8
February	4	7	10	21
March	3	6	9	18
April	2	5	7	14
May	1	4	6	11
June	2	6	8	16
July	2	5	6	13
August	3	7	9	19
September	2	6	9	17
Total	**25**	**62**	**86**	**173**

Presenting Issues

Year	Family	Fatality or Grief	Health or Injury	Mental Health	Workload	Total
⊟ 2025	**9**	**4**	**6**	**10**	**7**	**36**
October	3	1	2	4	2	12
November	4	2	2	4	3	15
December	2	1	2	2	2	9
⊟ 2026	**31**	**14**	**22**	**41**	**29**	**137**
January–June	20	8	13	27	20	88
July–September	11	6	9	14	9	49
Total	**40**	**18**	**28**	**51**	**36**	**173**

Support teams and leaders can filter trends by category, region, occupation and more. Leaders only ever see anonymous totals.

Example leadership report (Power BI). Fictional data for illustration only.

THE CONFIDENTIAL PROFILE

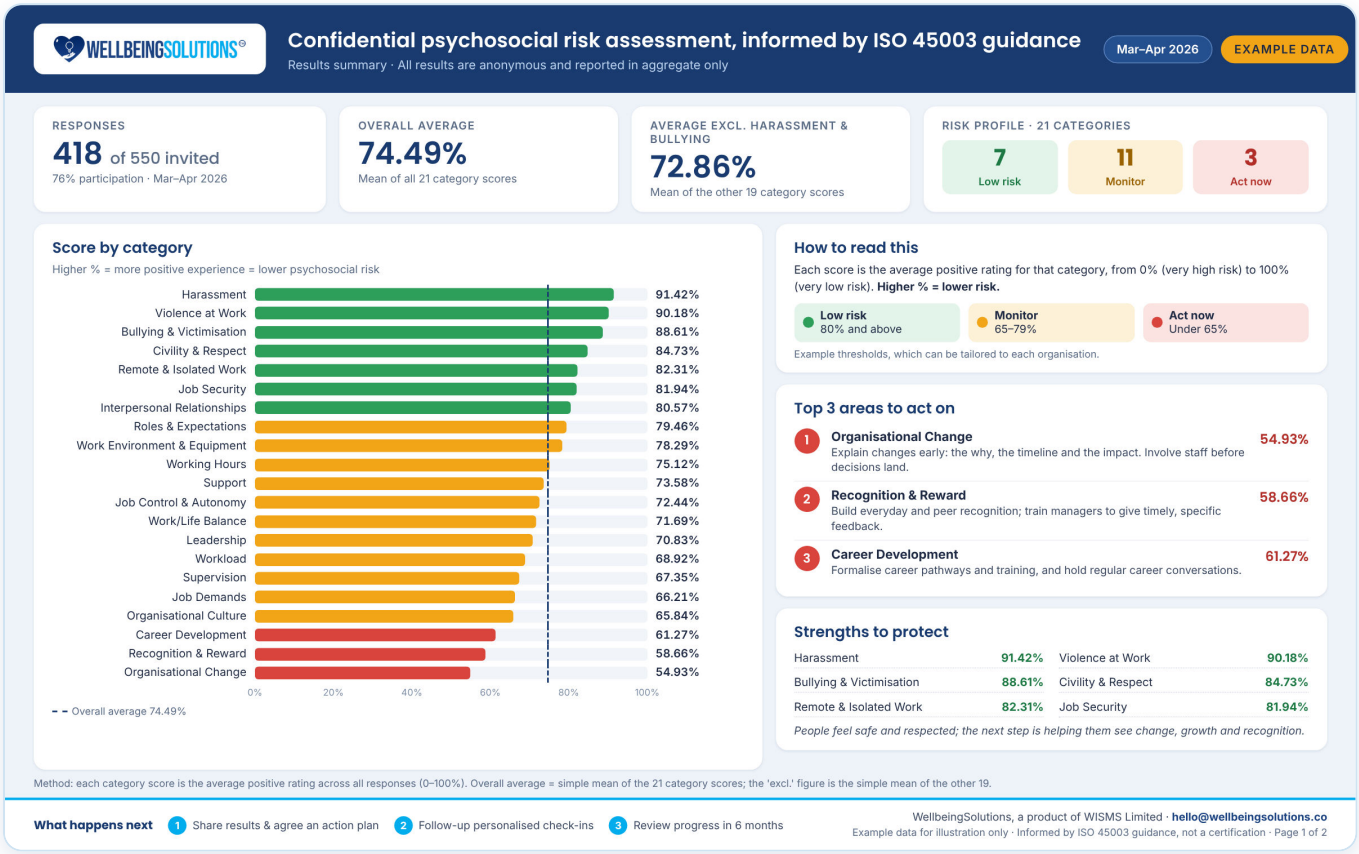
Only professional support can open a person's profile. It brings their check-in replies, contacts and support actions together, so support sees the whole story before they call.

- Every reply, in date order
- Contacts recorded, named or anonymous
- Support actions and booked follow-ups
- Business admins can't see it

PSYCHOSOCIAL RISK ASSESSMENT

Understand the conditions affecting your people. Use their feedback to guide practical workplace improvements.

The assessment takes 8–12 minutes. It is sent by text or email, and no personal information is asked. Informed by ISO 45003 guidance.



Example results dashboard. Fictional data for illustration only. All results are anonymous and reported in aggregate.

New Zealand

Informed by ISO 45003; helps you meet your duty under the Health and Safety at Work Act 2015, which covers mental as well as physical health, including psychosocial risks. Anonymous workforce feedback can help you record hazards and controls in your own psychosocial risk register.

Victoria

WorkSafe Victoria's Occupational Health and Safety (Psychological Health) Regulations commenced on 1 December 2025. They set out how employers identify psychosocial hazards and control the risks.

New South Wales

SafeWork NSW publishes a Code of Practice for managing psychosocial hazards at work. New NSW psychosocial laws passed in Feb 2026 and are not yet in force.

In Australia, WellbeingSolutions supports your psychosocial risk management under work health and safety laws (OHS in Victoria). Our approach is informed by ISO 45003 guidance. It is not ISO certification, a diagnostic assessment or a guarantee that an organisation meets its legal duties.

FROM ASSESSMENT TO ACTION

1. Agree the scope, participating groups and privacy arrangements.
2. Gather workforce feedback and consult people about work pressures and support.
3. Review aggregated findings in leadership reporting.
4. Prioritise practical controls, assign owners and review progress with workers.

Participation is voluntary. Responses are not used for recruitment, disciplinary, performance or site-access decisions.

OPTIONAL ADD-ON PRICING

Staff	Year 1	Year 1 with offer (3-year)	Years 2–3 (3-year)
Up to 100	$2,995	$1,497.50	$1,995
101–249	$4,495	$2,247.50	$2,995
250+	Quote	Quote	Quote

Yearly add-on to the core bundle, + GST. 50% off year 1 on a 3-year agreement with Custom SMS check-ins. 1-year agreements pay the full price.

START WITH A FREE 2-WEEK PILOT

1. **Tell us about your team**
   One site, one shift or one warehouse team, up to 10 staff.
2. **We set up your check-ins**
   Your questions, your wording, your languages. We'll be in touch to get your check-ins set up quickly.
3. **Staff reply, support follows**
   Every reply is acknowledged, and support will be in touch with anyone who asks.
4. **See how it went**
   A short summary of how your pilot went.

The free pilot covers Custom SMS check-ins and AI-4U for up to 10 staff. Free for staff to reply once connected to your communication provider. **You decide within 7 days.**

After a "No": instant reply and triage, your professional support is notified, and no one falls through the cracks. See the 7 steps on page 4.

TRY IT FREE FOR 2 WEEKS

www.wellbeingsolutions.co/pilot

hello@wellbeingsolutions.co
www.wellbeingsolutions.co

Sources

Shift work and mental health meta-analysis (n=28,431): pmc.ncbi.nlm.nih.gov/articles/PMC6775929. Shift work generally, not sector-specific.

Health and Safety at Work Act 2015 (NZ); ISO 45003:2021, Psychological health and safety at work.

Example names and messages are illustrative. Photos are illustrative.

SIMPLE, PUBLISHED PRICING.

SPECIAL OFFER

50% off year 1 on a 3-year agreement

Core bundle. Offer ends 11:59pm NZDT, Tuesday 15 December 2026. Not applicable to setup.

Site size (staff)	Core bundle 3-year, per year	Year 1 with offer (3-year)	Core bundle 1-year
Under 30	$2,995	$1,497.50	$3,495
30–100	$3,995	$1,997.50	$4,495
101–249	$5,495	$2,747.50	$5,995
250+ and large distribution centres	Quote	Quote	Quote

Core bundle: Custom SMS check-ins + AI-4U + leadership reporting. Prices per site per year, + GST. CPI applies annually on multi-year agreements.

Worked example: a site with 30–100 staff, core bundle, 3-year agreement

YEAR 1: $1,997.50 (50% off $3,995) · Years 2–3: $3,995 + CPI each

3-year total from **$9,987.50 + GST** (plus CPI, excluding setup).

Multi-site savings

Sites	Discount per site
5–19 sites	10% off each site
20+ sites	15% off each site
National or head office	Quote

Setup

$995 per group, or **$495** on a 3-year agreement signed within 7 days of your pilot summary. Plus **$295** per additional site.

Optional: Confidential psychosocial risk assessment

Staff	Year 1	Years 2–3 (3-year)
Up to 100	$2,995	$1,995
101–249	$4,495	$2,995
250+	Quote	Quote

Yearly add-on to the core bundle. 50% off year 1 on a 3-year agreement ($1,497.50 / $2,247.50). Not part of the free pilot.

Included at no extra cost: casual and night-shift staff. Staff changes within your band are free, reviewed yearly. No app download. Free for staff to reply once connected to your communication provider.

STEP 1: START WITH A FREE 2-WEEK PILOT

www.wellbeingsolutions.co/pilot

Custom SMS + AI-4U, up to 10 staff

www.wellbeingsolutions.co · hello@wellbeingsolutions.co