

mindset
MATTERS

NEWSLETTER

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small business
toolbelt.
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Welcome to our very first newsletter!

We are thrilled to welcome you to the very first edition of *The Small Business Toolbelt Newsletter*! Whether you're a small business owner, a health and safety manager, or a dedicated workplace health & safety rep, this newsletter is designed to keep you informed, empowered, and ready to create and support a safer working environment.

Each month, we'll bring you usable insights, practical tips, and industry updates to help you stay on top of workplace health and safety, where applicable.

Here's a glimpse of what's to come:

Health & Safety Essentials

Simple, useful updates on things like legislation, risk management, and compliance—so you don't have to dig through the fine print.

Customer Spotlight

This newsletter is about you, too! Share your wins with us—we'd love to highlight stories of businesses doing great things in workplace safety.

Your Questions Answered

Have a health & safety question? Send it in! We'll do our best to answer it, or point you in the right direction.

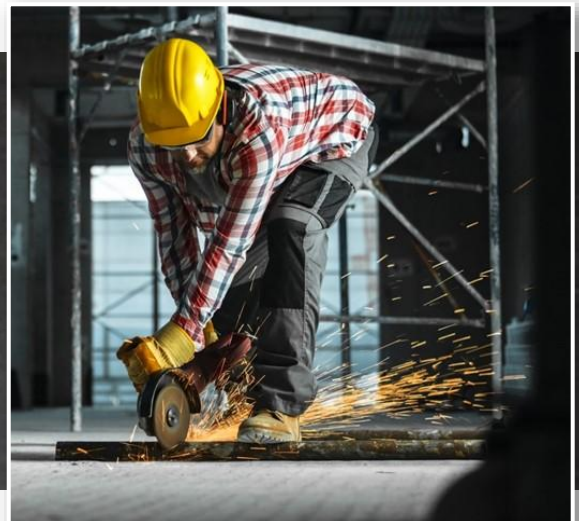
Products & Services

A quick look at tools, kits, and services that can make your job a little easier.

At *The Small Business Toolbelt*, we're all about helping you keep your workplace safe. Thanks for being part of the community—we can't wait to share more helpful tips and ideas with you each month!

In this newsletter:

- **How confident are you?**
- **Medicine in first aid kits.**
- **H&S planning made easy.**
- **A little about fire extinguishers.**





HOW CONFIDENT ARE YOU?

Your business has spent a substantial amount of time, money and effort providing for health & safety, but how confident are you that its all actually being used?

After shaking his hand, the auditor asked the crane operator a few questions about the crane and the planned work ahead. The auditor wasn't conducting a formal interview—just walking the site with the manager, learning more about the risks and how the job was being done.

“So, how often do you carry a suspended load over someone's head?” the auditor asked. “Oh, never,” the operator replied quickly. “The loads we move are far too big, and if one came down on someone it would be disastrous.”

“Very good,” said the auditor with a nod. “If I may, I've got another question for you—how often do you carry a suspended load over a person's head?”

The operator froze, caught off guard. After a pause, he repeated, “Ah, never... we're not allowed to. It's not safe.” The auditor smiled, thanked him, and let the comment stand.

Turning to Mike, the site manager, the auditor said, “Mike, could you grab me a copy of the crane's certificate, please?” Mike nodded and headed off to the site office. As soon as he was gone, the auditor leaned back toward the operator. “I know my approach might seem odd, but this really is an important question. The site's very busy, with people moving around in different areas. I'd like to understand honestly—how often does a suspended load pass over someone's head?”

The operator lowered his voice and admitted quietly, “At least three or four times a day.”

This story was shared with me by a good mentor of mine and it isn't really about crane safety. It's about the risk that those who design systems and processes might believe everything is under control—when in reality, daily decisions are made that put people in danger. Often, these risks remain hidden until someone gets hurt... or until genuine, honest conversations take place with the people actually doing the work.

“So, how confident are you that your team is making good use of your health & safety arrangements?”

Experience shows that many business managers—and even some people within the health & safety field—feel uneasy about site visits or safety discussions. But the truth is, they don't need to be complicated. In fact, the simpler the better.

Approaching discussions with curiosity, respect, and a genuine willingness to listen and learn from those who face challenges every day creates the right foundation. With time and patience, these qualities open the door to more honest and meaningful conversations. Here are some ways to put this into practice:

Curiosity

- Ask open questions rather than yes/no ones.
- Show genuine interest in the work being done and the challenges faced.
- Approach every conversation as a chance to learn something new.

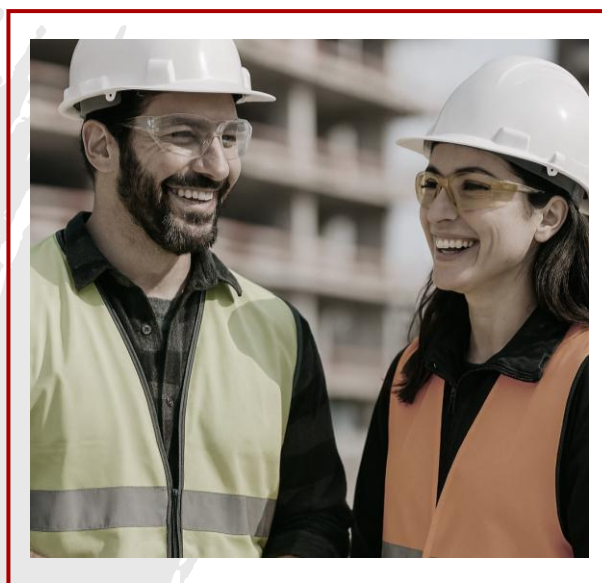
Respect

- Acknowledge people's expertise in their own roles.
- Avoid jumping to conclusions or making assumptions.
- Value every contribution, no matter how small it may seem.

Willingness to Listen

- Listen without interrupting or planning your next response.
- Reflect back what you've heard to show understanding.
- Be open to ideas that may challenge your own thinking.

And remember: conversations don't always need to be about “what's working and what isn't.” Building rapport can start with something simple—like asking about someone's weekend, or how their family is adjusting to a new baby. These small human touches build trust, making the tougher safety conversations much easier down the track.



So rather than treating site walkabouts as just another Key Performance Indicator, see them as an opportunity to connect. Take the time to be out on site with your team. Over time, the relationships you build will prove invaluable—strengthening trust, encouraging open dialogue, and ultimately supporting a healthier, safer workplace.



Article by **Rodger Hollins**, supporting small businesses to promote healthy & safe work.

Managing Medicine in Workplace First Aid Kits



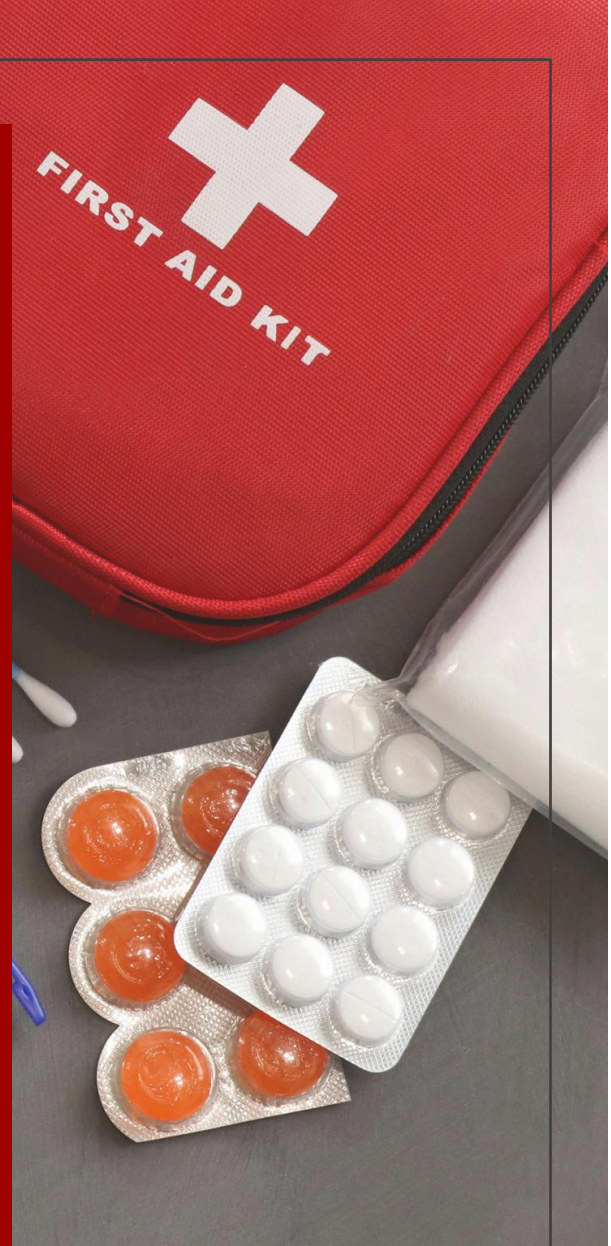
First aid kits play a vital role in workplace safety, but managing medication within them requires special consideration. Unlike bandages and antiseptics, medications come with risks if misused or administered without proper guidance.

In most workplaces, first aid kits should not contain over-the-counter or prescription medications as there could be legal and liability concerns. Providing medication without medical authorisation could lead to adverse reactions, allergic responses, or complications related to an existing health conditions. Additionally, many medications have strict storage requirements and expiration dates that can be difficult to manage in a workplace setting.

There are some exceptions where medication may be necessary. Employees with medical conditions such as severe allergies, asthma, or diabetes should carry their own prescribed medication, such as EpiPens, inhalers, or insulin.

To manage medication effectively, businesses should develop a clear policy outlining whether medications are allowed, who is responsible for them, and how they should be managed. Employees should be encouraged to carry and manage their own medications, and first aiders should receive training if emergency medications are kept on-site and are expected to be used.

Ultimately, managing medication in workplace first aid kits should be approached with caution to balance safety and legal responsibilities. Focus should remain on providing immediate first aid care without involving medication. By following best practices and the training that first aiders receive, businesses can provide reasonable care to those in need and avoid unnecessary risks.



“In most workplaces, first aid kits should **not contain over-the-counter or prescription medications ”**

PRODUCT INSIGHT

Improve the quality of contractor H&S plans by supporting them with an engaging online workshop.

As a main contractor, you probably set the H&S standards on your site—but do your subcontractors fully understand and apply them? ... and how well do they communicate this with you in their plans that you review?



has developed an engaging and interactive online workshop.

- **A supportive space to learn effective H&S plan preparation**
- **Training that focuses on principles, not just filling in templates**
- **Practice opportunities during training to build confidence and get it right for your site**



Capable contractors > Clearer plans > Safer sites

Helping contractors deliver safer, smarter plans—every time.

Something for you to check ...



Those “red things” hanging on the wall are easy to overlook. We know they’re there, but most of us don’t give them much thought—until the moment we actually need them.

So, here are a few questions to get you to think about them a little more, before something goes wrong?

- Are they the correct type for the type of fire expected? Remember, not all fire extinguishers work on all fires.
- Are they the suitable size? Some regulations outline the type and size (capacity) of fire extinguishers required.
- Do you have enough? How far would someone have to run to get to the nearest suitable extinguisher
- Can people access them quickly. i.e. are they visible and if they are big, can people get them off the wall?
- Have they been inspected by a registered company within the last 12 months and pressure tested within the last 5 years?



Would you like to contribute to this newsletter?

...then we want you! Do you have a success story, or something interesting and helpful to share. Reach out, and your story may be in a future edition.



Carbon Dioxide

black label

May not extinguish all types of common fires (fire may reignite) but they are great for protecting electronic gear. They are also heavier in weight and kill the fire by displacing oxygen.

Dry Powder

white label

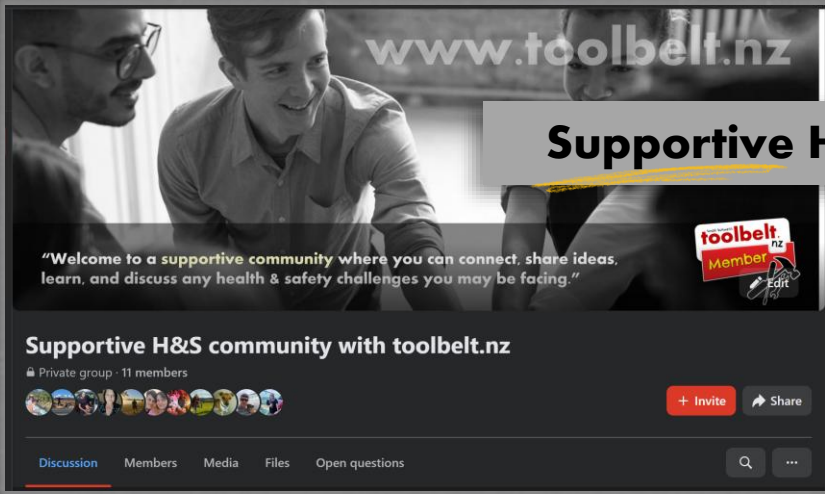
These are more suited for most fires. They can put out Class A, B, and E fires, making it one of the most versatile types for workplaces.



Why not [download this handy inspection guide](#) and have a look through your company’s fire extinguishers this month?



Do you think someone could benefit from receiving this newsletter or from joining our FREE facebook group? If so, please share our details.



Click here to
join us on



Supportive H&S Community

Feel valued and supported in our FREE H&S community, where we share weekly ideas on how you can add value to your workplace safety efforts and you can get to share your knowledge and experiences with others too. Ideal for business owners and those that support healthy & safe work.



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Tip #1:

Lead by Example

Remember, strong safety culture starts at the top. When leaders and managers consistently follow health & safety practices—wearing PPE, following procedures, and addressing hazards—they set the standard for everyone else. Employees are more likely to take safety seriously when they see it in action. This month, focus on leading by example and encouraging others to do the same!