

A fact sheet prepared by the Ergonomic Committee of the National Telecommunications Safety Panel

Introduction

Working in a wireless retail store environment involves many tasks. Some job functions may involve potential cumulative trauma disorder risk factors: long term standing; awkward positions at computer stations; and light duty material handling. This fact sheet highlights some of these risk factors and provides practical solutions for improving health and comfort for wireless retail associates.

Ergonomic Tips – Kiosks/Computer Stations

1. If extended standing is required at point of sale and kiosk locations in a retail store, anti fatigue mats may be used to reduce fatigue to the feet and lower back.
2. As an alternative to anti-fatigue mats, wear shoes with supportive soles. They can provide comfort for the feet and lower back as well as supporting neutral alignment of the back, hips and legs.
3. If employees stand for long periods of time, it's important to change posture frequently and stretch the joints and muscles.



4. While working at a computer in a retail store, the following office ergonomic guidelines are recommended:
 - a. The wrists and forearms should be in a neutral position. A neutral position is "in line" with the forearms and the forearms are approximately parallel to the floor.
 - b. The keyboard should be close to the body.
 - c. The top of the viewing area of the computer screen should be at eye level or slightly below.



- d. The computer screen should be at a comfortable viewing distance in the range of 18"– 24" from the user.
- e. If employees rest their wrists while using the keyboard and / or mouse, use a padded wrist support and mouse pad.
- f. To avoid glare on your computer screen, position the computer screen in order to minimize glare from overhead lights, desk lights, etc. [See NTSP Lighting Fact Sheet.](#)

Ergonomic Tips – Materials Handling

1. When lifting or moving boxed material from shelving areas and store rooms, use correct lifting and material handling techniques.
2. Lift with the legs, not the back.
3. Grasp boxes firmly, positioning the palms of the hands on the box such that a firm grip is achieved and the weight of the item is balanced across the body.
4. When right or left turns are required while carrying an object, rotate the entire body without twisting the trunk.
5. When possible, keep boxes and stored goods on shelves for easy access to limit or avoid overhead reaching.
6. Keep storage areas organized such that tripping hazards and "blind" alleys or corners do not present hazards to associates working in these areas.
7. Take a few minutes before engaging in materials handling tasks to perform stretching exercises that help loosen and relax the muscles and joints.
8. If large amounts of material/boxes must be moved, use of a hand truck can be helpful.



Additional Information

- [OSHA Computer Workstation e-Tool](#)
- For additional resources, see the [NTSP Ergonomic Guidelines](#)