Retail Store Ergonomics

-Presenter –

Denny Bloom, Assoc. Director
Risk Management – Safety/Health/Worker’s Compensation
Ergonomics - "In the Retail Store Environment"
Ergonomics

Retail Store Environment
Retail Store Environment
Ergonomics

Retail Store Environment
we had to deal with Legacy stores...
Retail Store Environment

...we worked through some less-than-perfect designs for our Retail POS stations...
Retail Store Environment
Retail Store Environment

We looked at a variety of workstation setup's...
Verizon Wireless Transition

• Regulatory Compliance
• Risk Management Participation
• Allowed for New Idea’s
• Allowed for SME on Ergonomics
• Training of the Designed Team-Vendor
• Development of Best Practices
• Retail Store design for consistency
• Design for Risk Management
• Employee friendly-Customer friendly
Safety Team Initiatives for Workplace ERGONOMICS

Assist to bring workstations in all facilities (call centers, retail stores, G&A offices, network facilities, etc.) up to current ergonomic consensus standards:

- Keyboards and Keyboard tray
- Desk tops - monitor placement (view positioning)
- Flooring / mats (anti-fatigue additions)
- Foot rests on POS stations
- Seating provisioning
- Lighting
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Safety Initiatives - Cont’d.

Enhance Training Opportunities for compliance with consensus standards

• Safety Website (About You)
  ➢ Guidelines
  ➢ Target Safety
• Management Training
• Virtual Learn Website
• Desk Reference Cards/ CD / video media
Ergonomic TTT assessment and evaluations program

- Qualified ergonomic Specialists
  - Outside vendors
  - Trained Coaches, HR staff, Safety staff, etc.
- Concentra - ergonomic specialists
Communications
• Training in continuous Ergo processes
• Identifying 'stressors' to trainer's / supervisors
• Management Responding to employee concerns
  • When we don't listen
    ➢ Concerns become incidents
    ➢ Incidents become insurance claims / OSHA complaints
  • When we do listen - - - - -
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2nd Generation Retail stores
we looked for furniture options to comply with corporate objectives and possible OSHA Ergonomic proposed Standards.
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... and, from an ergonomics perspective, we think we're close to having it right!
we've gone through several more iterations of the POS stations for our stores
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The name Evolution has a great connotation when we think back of where we were in regards to ergonomics in the retail stores. With in the last 5 years we have been able to institute a process where store design is looked at from a Customer, Employee and Design appeal all along staying with in budget.

- Best Practices Considered in Store designs
- Risk Management is part of the design review
- Employee Risks and Claim Cost have declined.
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New Inlayed flooring by Mat Works
Still Working on bringing printer and cash drawer closer to the user.
Today’s Retail Store Challenges

- Budgets
- Training
- Employees complaints / Standing
- Credit Card / Cash Drawer
- Floor Plans and Floor Surfaces
- Floor Accessories / Kiosks
- Security Safe Guards
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Ergonomics

Extreme comfort - -- not a Company initiative . . .
Thank you!

Questions / Concerns?

HR - Risk Management -
Safety / Health / Worker's Comp.