

# Ergonomic Challenges in Wireless Retail Stores – Do They Exist?



**Sprint**<sup>®</sup>

Together with NEXTEL

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Given the fact that in the US, wireless retail stores have been deployed with such fury and volume, chances are most EHS departments simply were not involved in the planning and design states of these facilities. Is this an understatement??



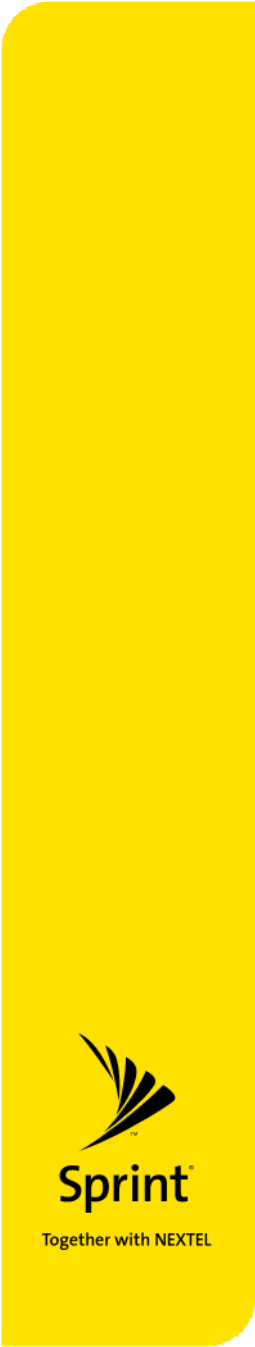
If you have wireless or similar retail stores, have you evaluated the work tasks at these locations, using your ergonomic eyes?

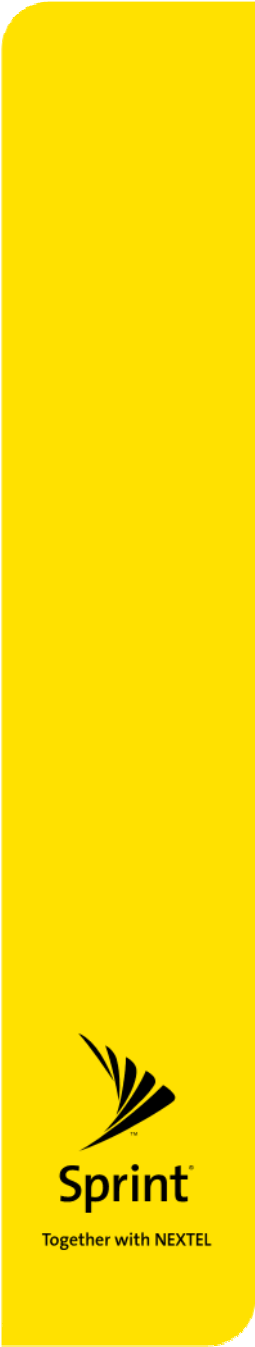


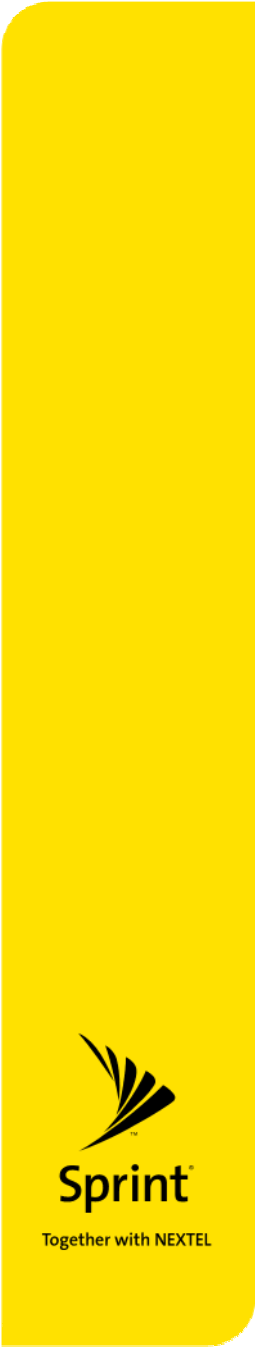
# Typical Wireless Store Layouts.....











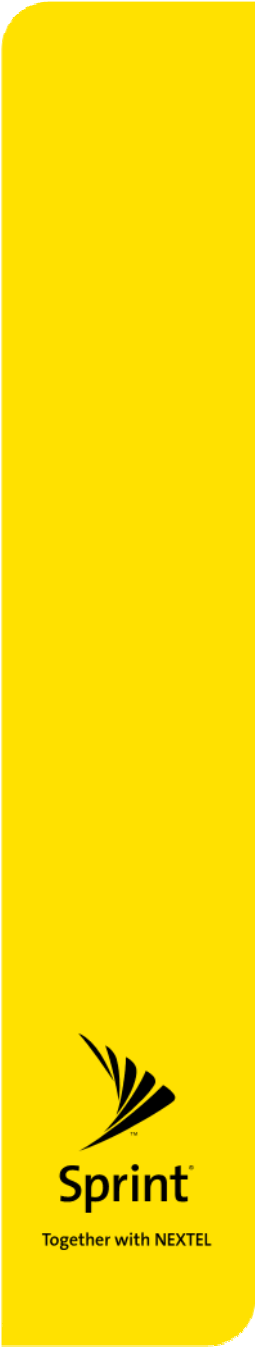


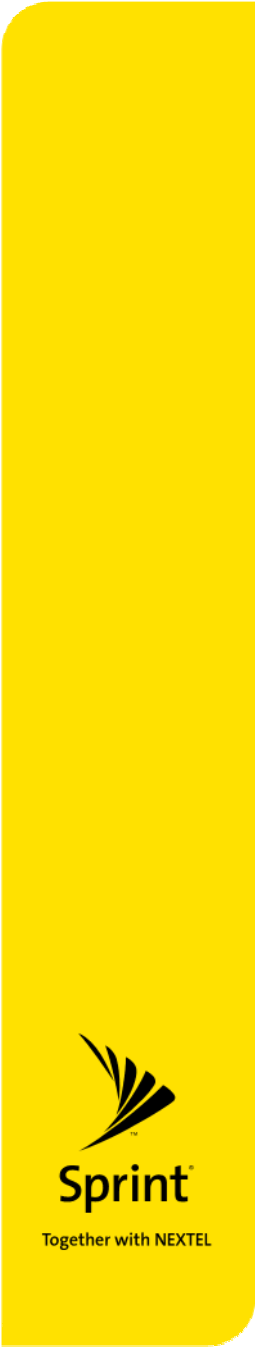


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# So, Where Are We Today with Reference to Ergonomic Challenges Within Wireless Retail?

Primary issue - some retail providers have removed chairs from their stores.

What challenges have resulted:

- Employee relations challenges
- Non Adjustable keyboard surfaces – awkward wrist positions
- Fatigue challenges – employees stand most of the time



## Actions Taken by Sprint Nextel to Address Ergonomic Challenges in Our Retail Operations:

- Bridge has been built between EHS and Retail Merchandising
- Bridge being built between EHS and Retail Operations decision makers. Slow process. Competing priorities, constant churn and change
- EHS is urging Retail Operations to consider health impacts to employees when making policy changes.
- Retail operations is providing shelves and adjustable keyboard trays as requested by Retail store associates.
- Retail is providing anti-fatigue mats to stores via the greeter mat vendor.



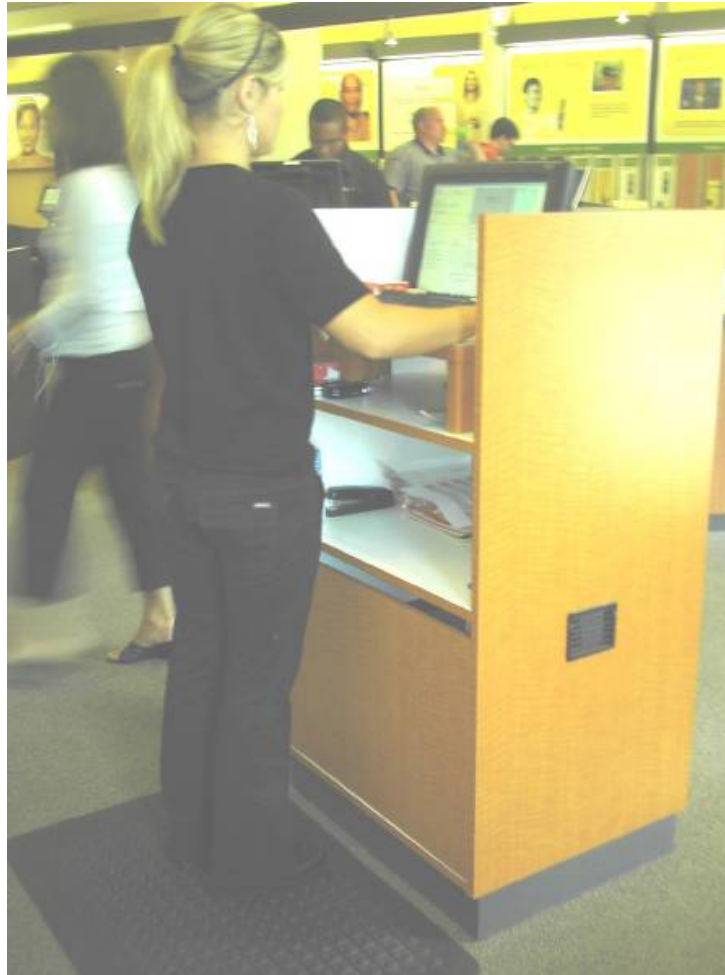
# Typical Sprint Nextel Retail Store



# Store Host/Hostess Concept

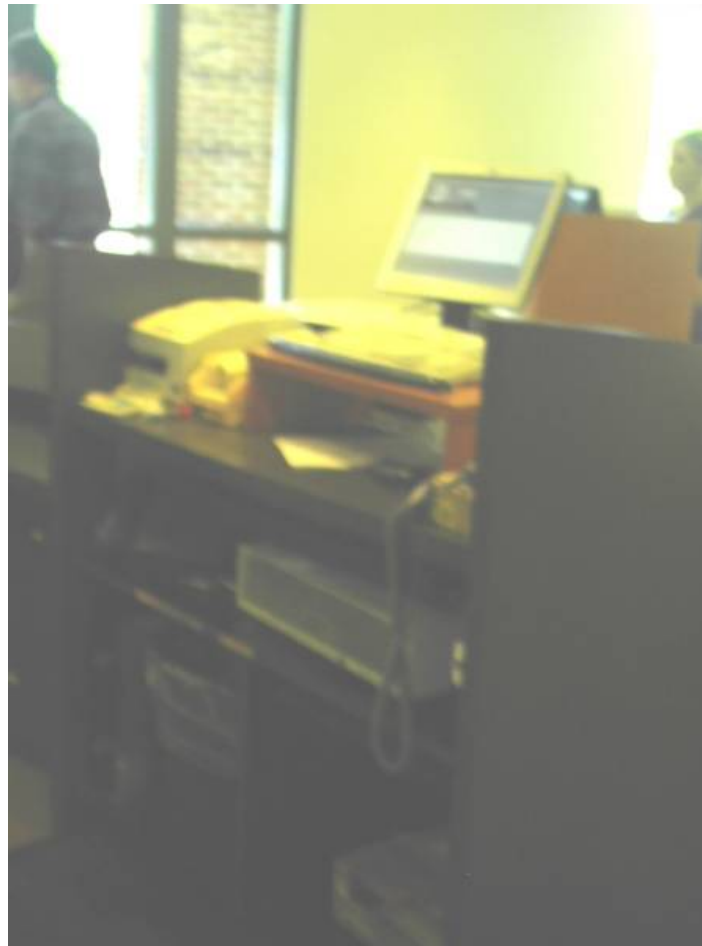


# Anti-Fatigue Mats Provided





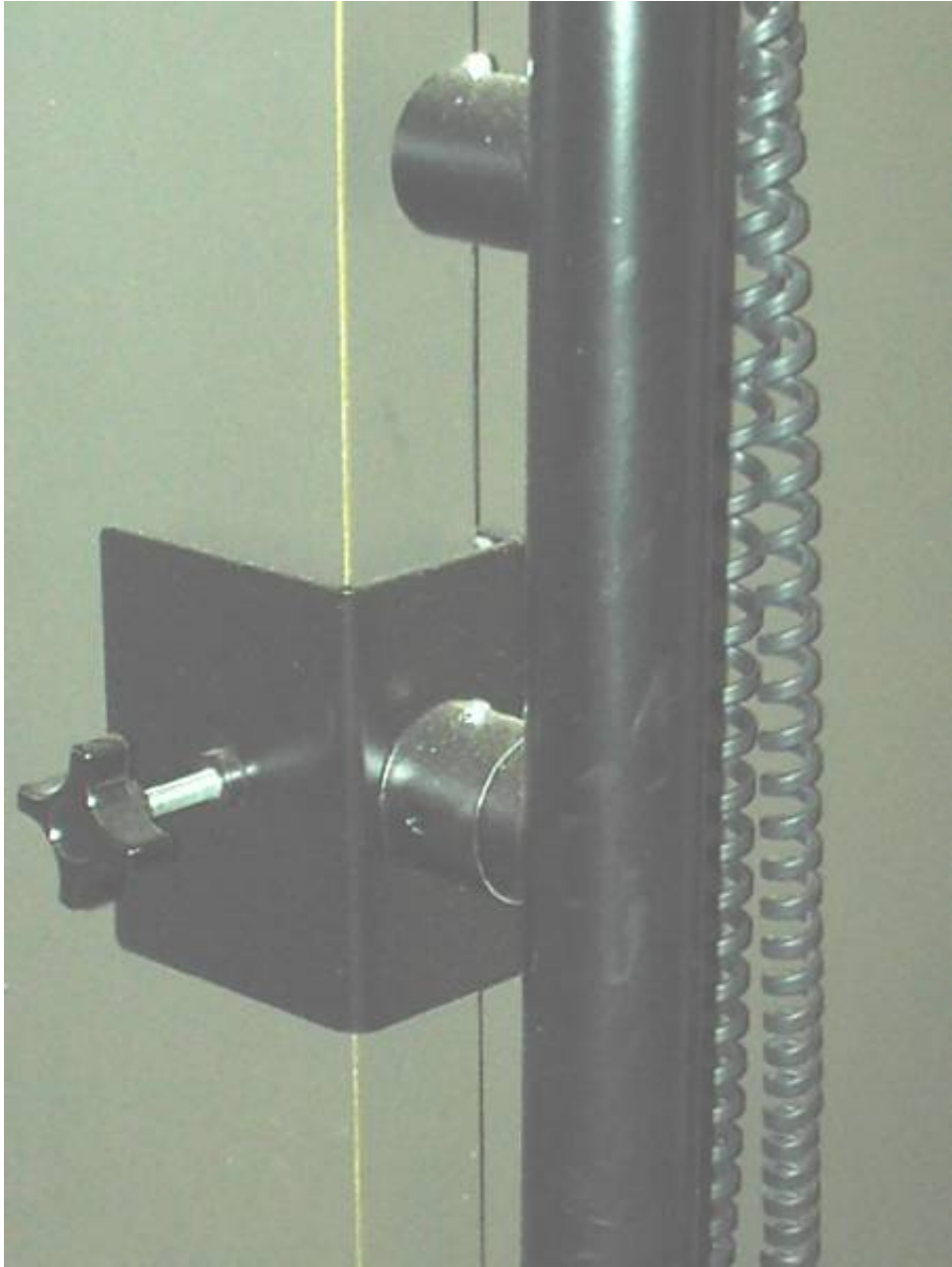
## Provided Shelf for Keyboard Tray



# Providing Adjustable Keyboard Platform Provided – In Process







## Key Recommendations to Ergonomic Challenges in Wireless Retail Environments

- Build bridges to and work with the decision makers of your Retail Operations and Merchandising teams.
- Insert yourself into the design and decision making process of your Retail operations.
- Use your charisma and charm to “wow” your internal customers and they will begin to see ergonomics as a mission critical component of the Retail business.





# THE END

