

*Ergonomics*

# *Retail Store Ergonomics*

*-Presenter -*

*Denny Bloom, Assoc. Director*

*Risk Management – Safety/Health/Worker's Compensation*

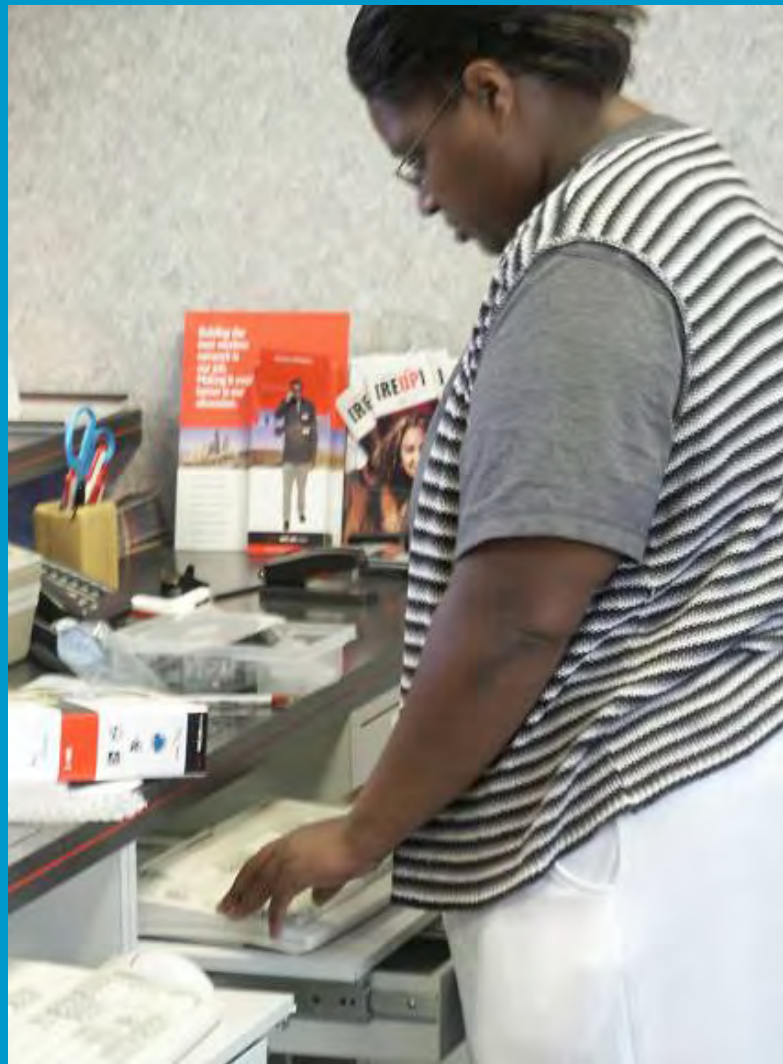


# Ergonomics -

"In the Retail Store Environment"

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## *Retail Store Environment*



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## *Retail Store Environment*



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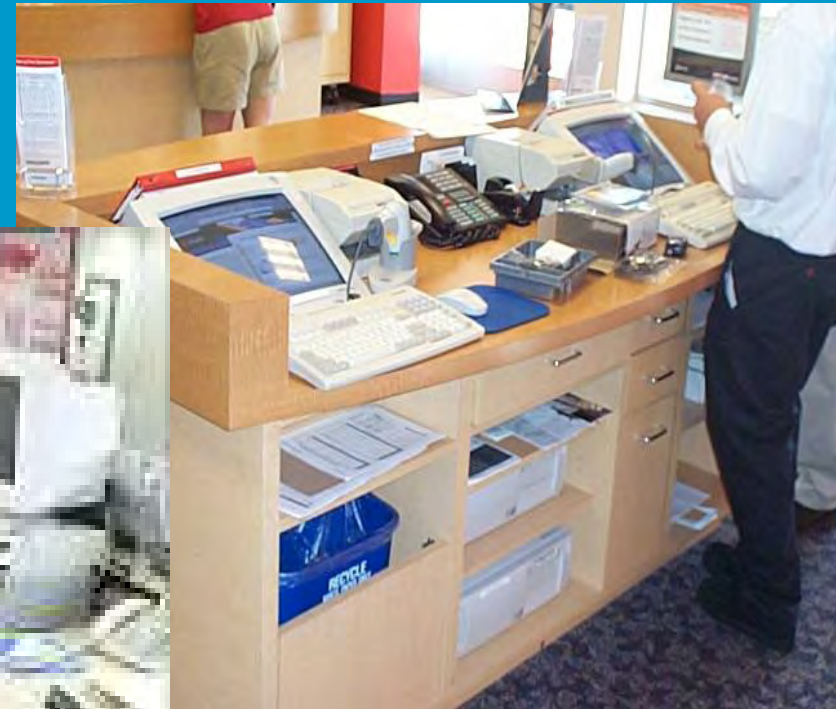
## *Retail Store Environment*



# *Retail Store Environment*

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... we had  
to deal with  
Legacy stores ...



## Retail Store Environment

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



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## *Retail Store Environment*



# *Retail Store Environment*

... We looked at a variety of workstation setup's ...



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## **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

## *Retail Store Environment*

### *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

## *Retail Store Environment*

### *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**

## *Retail Store Environment*

### *Safety Initiatives - Cont'd.*

#### *Ergonomic TTT assessment and evaluations program*

- **Qualified ergonomic Specialists**
  - Outside vendors
  - Trained Coaches, HR staff, Safety staff, etc.
- **Concentra - ergonomic specialists**

## *Retail Store Environment*

### *Safety Initiatives - Cont'd.*

#### *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 - - - - -

# *Retail Store Environment*

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## **2<sup>nd</sup> Generation Retail stores**

## *Retail Store Environment*

. . we looked for furniture options to comply with corporate objectives and possible OSHA Ergonomic proposed Standards.



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## *Retail Store Environment*

. . and, from an ergonomics perspective,  
we think we're close to having it right!



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*. .we've gone through several more iterations  
of the POS stations for our stores . . .*

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## *Retail Store Environment*



# *Retail Store Environment*

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## *Retail Store Environment*



# *Retail Store Environment*

## **3<sup>rd</sup> Generation**

### **The Evolution Retail Store**

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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.

# *Retail Store Environment*

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New Inlayed flooring by Mat Works

# *Retail Store Environment*

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Still Working on bringing printer and cash drawer closer to the user.

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## **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

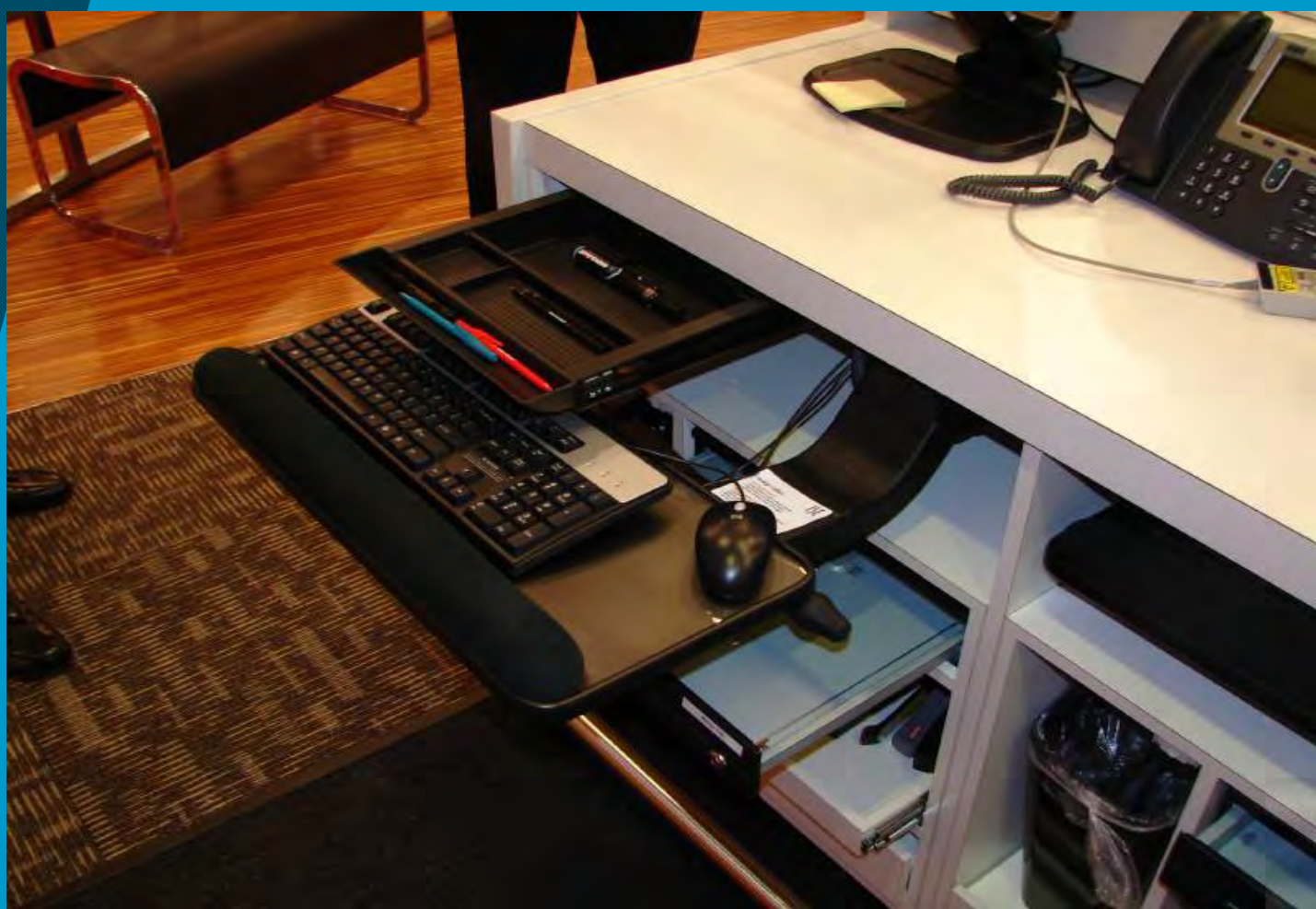
# *Retail Store Environment*

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# *Retail Store Environment*

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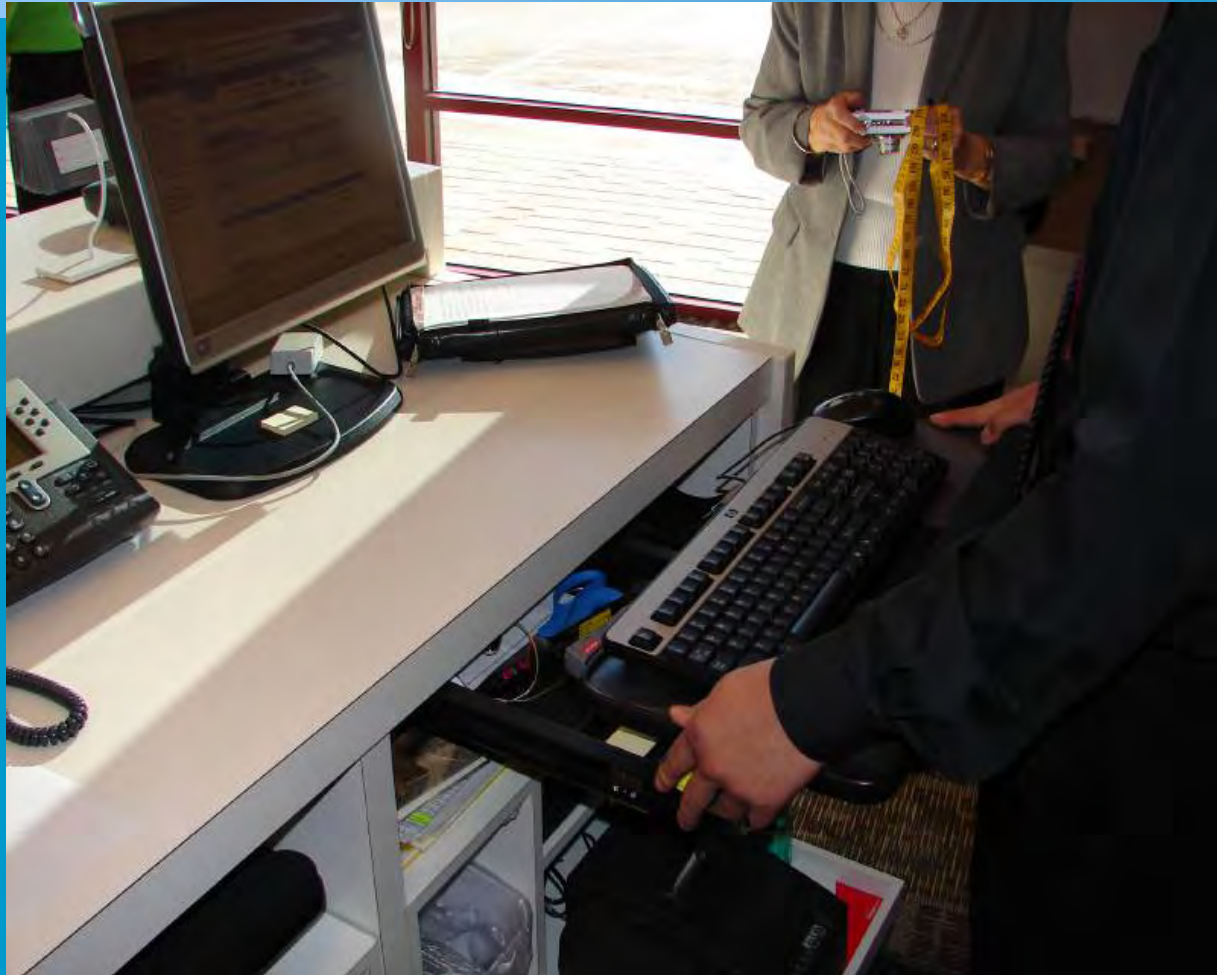
# *Retail Store Environment*

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## *Retail Store Environment*



# *Retail Store Environment*

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*Extreme  
comfort -*



*- - - not a  
Company  
initiative . . .*

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**Thank you!**

**Questions / Concerns?**

*HR - Risk Management-*

*Safety / Health / Worker's Comp.*