

Ergonomics

Ergonomics is about fitting the job to the worker. Poor ergonomics can lead to strain, fatigue, and long-term musculoskeletal problems in retail workers.

Managing the risk

- Provide anti-fatigue mats at tills and adjustable chairs for seated work.
- Rotate workers between tasks to reduce repetitive strain.
- Ensure lifting is done with trolleys or aids where possible.
- Train workers in posture, lifting, and movement awareness.

Do

- Provide ergonomic equipment such as mats and chairs.
- Rotate tasks to reduce repetitive strain.
- Train workers in lifting and posture.
- Include ergonomics in risk assessments.
- Use mechanical aids to reduce manual strain.

Good practice

- Consult workers on workstation design and layout.
- Include ergonomic risks in regular assessments.
- Use mechanical aids wherever possible.
- Design stores with ergonomics in mind to improve safety and performance.

Don't

- Force workers to stand on hard floors without support.
- Ignore workstation layout issues.
- Overlook repetitive strain risks.
- Rely solely on manual lifting of heavy stock.
- Dismiss workers' concerns about discomfort.

Employee checklist

- Anti-fatigue mats in place.
- Workstations adjusted for workers.
- Task rotation scheduled.
- Workers trained in ergonomics.
- Risks reviewed regularly.