



ERGONOMICS BEST PRACTICE SEMINAR: DUBLIN

[#EUHealthyWorkplaces](#)



Strategies and Interventions on managing Ergonomic Risk to improve Musculoskeletal Health

Frank Power, Senior Ergonomist
(Inspector) H.S.A.  October 2022

What we will cover

- **Introduction to Ergonomics and it how it relates to the workplace and its legal context**
- **Where Ergonomics fits in the Health and Safety Authority Strategy?**
- **Health and Safety Authority Interventions on managing Ergonomic Risk**
- **What does an Ergonomic Inspection involve? Examples of key activities**
- **Key Elements in managing ergonomic risk in the workplace**

Definition of Ergonomics

“Fitting the task to the human” (Grandjean)

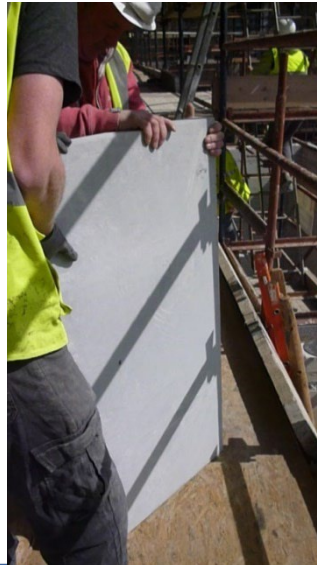
Observing how physical work activities (e.g. lifting/carrying a load, moving a patient, repetitive upper body work) are carried out and how it impacts on the individual in terms of their health and performance

Quantifying risk exposures using evidence based methods or tools

Developing better ways of working so that people can work within their capabilities and protect their musculoskeletal health and maximise performance

Example of ergonomic risk exposure

- Manual lifting of 90kg stone cladding units on site
- Very High risk exposure to physical ergonomic risks including excessive force and sustained awkward postures



Example of ergonomic risk exposure



Solution



Ergonomics and its legal context

- The 2005 Safety, Health and Welfare at Work Act and the Hierarchy of Controls
- The Manual Handling of Loads Regulation
- The Display Screen Equipment Regulation

Risk Management

**Avoidance of
Risk**

**Prevention of risk
to health at work**

**Adapt work to
the Individual**

**Use appropriate
means to avoid or
reduce risk**

**Evaluate
Unavoidable
Risk**

Where Ergonomics fits in the Health and Safety Authority Strategy

An Increased focus on Risk Management of occupational health risks in the workplace.

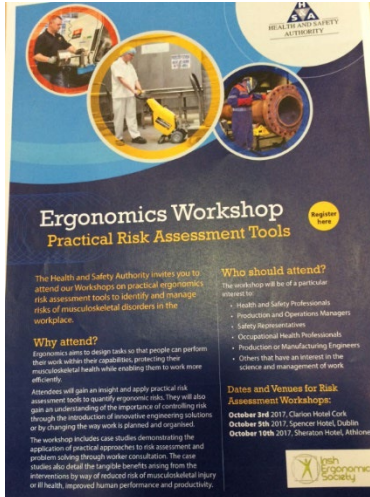
- Increase the knowledge and understanding of occupational health risks (e.g. Musculoskeletal injury/illnesses)
- Raise awareness of the value of controlling occupational health risks and promoting positive health and well-being
- Ensure legal compliance through proportionate enforcement

Health and Safety Authority Interventions on managing Ergonomic Risk

- Develop Inspector Competency in addressing ergonomic risk during inspection
- Ergonomic Risk Assessment Workshops/Webinars for Industry
- Ergonomic Risk Assessment Guidance
- Case Studies of Good Practice
- Proportionate inspection and enforcement to address manual handling risk at workplace level

Ergonomic Risk Assessment Workshops/Webinars for Industry

- Raise awareness amongst stakeholders on the need to manage ergonomic risks at workplace level: Practical Ergonomic Risk Assessment Workshops



Health and Safety Authority

Ergonomics Workshop

Practical Risk Assessment Tools

Register here

The Health and Safety Authority invites you to attend our Workshops on practical ergonomics risk assessment tools to identify and manage risks of musculoskeletal disorders in the workplace.

Who should attend?
The workshop will be of a particular interest to:


- Health and Safety Professionals
- Production and Operations Managers
- Safety Representatives
- Occupational Health Professionals
- Production or Manufacturing Engineers
- Others that have an interest in the science and management of work

Dates and Venues for Risk Assessment Workshops:

- **October 3rd 2017**, Clonon Hotel Cork
- **October 9th 2017**, Spencer Hotel, Dublin
- **October 10th 2017**, Sheraton Hotel, Athlone

Attendees will gain an insight and apply practical risk assessment tools to quantify ergonomic risks. They will also gain an understanding of the importance of controlling risks through the introduction of innovative engineering solutions or by changing the way work is planned and organised.

The workshop includes case studies demonstrating the application of practical approaches to risk assessment and problem solving through market consultation. The case studies also detail the tangible benefits arising from the interventions by way of reduced risk of musculoskeletal injury or ill health, improved human performance and productivity.



Health and Safety Authority
Published by Hugh Jordan (H)
Page Liked · 10 October · €

Over 50 people at our #Ergonomics Workshop in #Athlone this morning! Fantastic turnout

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26 Chronological

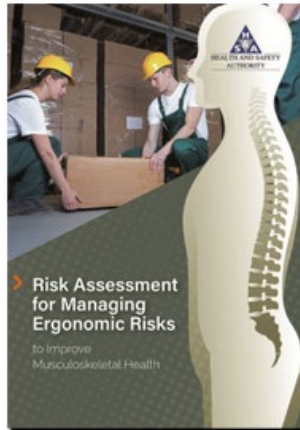
Mark Howard · Health & safety brilliant, should check out the state of some of the retail store in Dublin..... I'm sure you be pretty shocked to say the least.
Like Reply Message · 10 October at 12:21

Sylvester Cronin · Excellent workshop
Like Reply Message · 1 · 10 October at 23:37

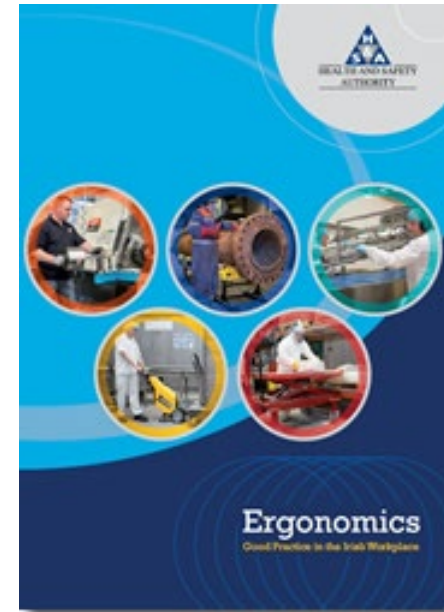
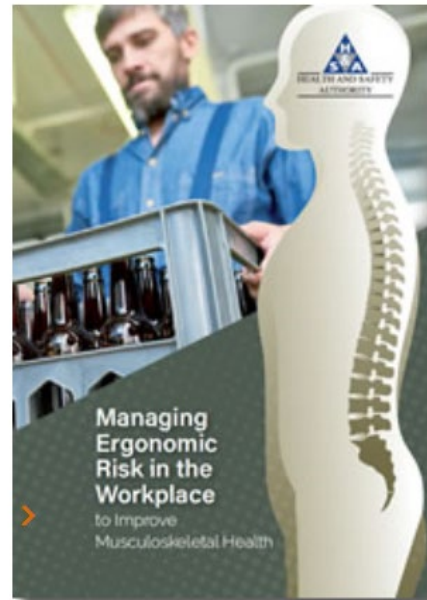
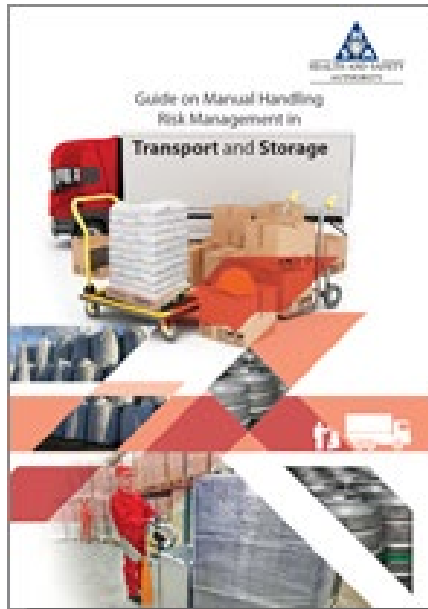
Ita Kenny · Excellent workshop
Like Reply Message · 1 · 11 October at 17:50

Write a comment...

MAC, RAPP, ART



Ergonomic Risk Assessment Guidance



Ergonomics Good Practice Case Study

Manufacturing Sector

Organic Lens Manufacturing (OLM)

Organisation:
Organic Lens Manufacturing (OLM)
Phone: 065-684 0300
Address: Gort Road
Industrial Estate,
Ennis, Co. Clare V95 Y320
Contact: Christine Kelly

This case study demonstrates how Organic Lens Manufacturing managed ergonomic risks through the introduction of a range of engineering and organisational improvements in the way work was carried out to avoid or reduce the risk of musculoskeletal injury.

The Project Team Involved

Left to right:
Christine Kelly,
Niall Geoghegan,
Thomas Doyle,
Bernard Dunne,
John McNamee.



Ergonomics Good Practice Case Study

Construction Sector

JJ Rhatigan & Company

Organisation:
JJ Rhatigan & Company
Address: Wolfe Tone House,
Fr. Griffin Road,
Galway,
H91 PW72
Phone: (091) 580 800
Contact: Emmet Hynes,
Group Health
& Safety Manager

This case study demonstrates how JJ Rhatigan & Company managed ergonomic risks through the introduction of a range of engineering and organisational improvements in the way work was carried out to avoid or reduce the risk of musculoskeletal injury.

The Project Team Involved

Left to right:
Seán Nolan, Carpenter,
Barry Brennan, Health &
Safety Adviser, Michael
Nolan, Carpenter, Pat
O'Malley, Contracts
Manager, Willie
Flynn, Site
Foreman,
Des Leamy,
Health &
Safety



- Inspection and enforcement to address manual handling risk at workplace level

What does an Ergonomic Inspection involve?

Examples of key activities

- Introduction (agenda for inspection, key contacts, overview of operations at workplace (e.g. flow process), areas where there is human interaction in the process, examples of materials used on site)
- Review of Documentation (e.g. policies, manual handling risk assessments, accident records review, training records,)
- Tour of Site involving observation and consultation
- Ongoing communication throughout inspection
- Wrap up and follow up (e.g. verbal advice/Report of Inspection/notice)

Key Elements in managing ergonomic risk in the workplace: Manual Handling Risk Management Policy (example of information in policy)

- The main activities that take place in the workplace and highlighting tasks where manual handling is a core part of task completion
- An acknowledgement that there is a manual handling of loads regulation and a summary of the key requirements
- An explanation of how the organisation will meet the requirements set out in the regulation (e.g. task-specific risk assessments, implementation of measures to avoid or reduce risk)
- An explanation that consultation with staff will take place during the risk assessment process
- An explanation that there will be a monitoring and review process in place to flag the need for new risk assessments where required


Key Elements in managing ergonomic risk in the workplace: Manual Handling Task specific Risk Assessment

- Complete a review of activities onsite and identify work activities where manual handling is a core **activity**



Key Elements in managing ergonomic risk in the workplace: Manual Handling risk Assessment

- Carry out a manual handling risk assessment:

Step 1	Task description	<p>The metal billets have to be transferred manually from a table into a CNC machine. The employee takes the billet from the table and carries it to the machine and then reaches in to place the billet in position in the machine.</p> 
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Key Elements in managing ergonomic risk in the workplace: Manual Handling risk Assessment

- Carry out a manual handling risk assessment:

Step 2	Collect technical information	<p>As this is a manual handling task, the appropriate risk assessment tool to use is the MAC tool.</p> <p>There are changes in posture as the billet is transferred from the table to the CNC. The billet can weigh 20–130kg. The table is at waist height. The floor is clean and free of debris. There are no handles on the load and it is difficult to carry.</p>
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Key Elements in managing ergonomic risk in the workplace: Manual Handling risk Assessment


- Carry out a manual handling risk assessment (Quantifying risk exposures (useful KPI)):

Step 3	Identify the risk factors using the relevant risk assessment tool and fill in the relevant score sheet	Complete the MAC tool score sheet for this task:								
		Insert the colour band and numerical score for each of the risk factors in the appropriate boxes below, with reference to your assessment using the tool								
		Risk Factors			Colour Band (G,A,R or P)			Numerical Score		
					Lift	Carry	Team	Lift	Carry	Team
		Load weight and lift/carry frequency	P					10		
		Hand distance form the lower back	R					6		
		Vertical lift region	G					0		
		Trunk twisting / sideways bending Asymmetrical trunk / load carrying	R					2		
		Postural constraints	A					1		
		Grip on load	R					2		
		Floor surface	G					0		
		Other environment factors	G					0		
		Carry distance (carrying only)								
		Obstacles en route (carrying on)								
		Communication and co-ordination (team handling only)								
		Other risk factors e.g. individual factors, psychosocial factor, etc.	TOTAL SCORE:					21		

There are a number of ergonomic risk factors with respect to this handling task. These include the load weight (billet weight up to 130kg), hand distance from the lower back (upper arms angled away from the body and trunk), trunk twisting and sideways bending when placing the billet into the CNC machine, and grip on load.

Key Elements in managing ergonomic risk in the workplace: Manual Handling risk Assessment

▪ Carry out a manual handling risk assessment:

Step 4	Identify the improvements to be put in place	<p>High-risk and very high-risk ergonomic risk factors were identified in step 3. As a result, the employer consulted with the person who does the job and a number of other colleagues to identify an appropriate solution to avoid the handling of the billets.</p> <p>A custom-engineered billet loader was fixed to the floor at each CNC machine centre and all operators were trained to use it.</p> 
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Key Elements in managing ergonomic risk in the workplace: Manual Handling risk Assessment

- Carry out a manual handling risk assessment:

Step 5	Review the effectiveness of the improvements made	<p>The new engineering intervention is very effective in that it has eliminated the ergonomic risk factors completely.</p> <p>The billet loader eliminates the manual lifting of the billet and can be operated with a neutral standing posture.</p>
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Key Elements in managing ergonomic risk in the workplace

- **Ensure that appropriate instruction is provided on any new risk reduction intervention put in place.**

Develop a safe system of work plan (SSWP) or a method statement as a useful way of demonstrating and documenting the interventions that have been put in place

Provide appropriate training so that workers understand what changes have been put in place

Ensure that the introduction of a new control measure to address ergonomic risk does not introduce any new risks

Conclusion

- Take account of the risk assessment process and importance of a clear policy or statement of intent
- Try to use the risk assessment tools
- Look at work activities in your workplace
- Talk to your staff
- Refer to our website and guidance www.hsa.ie
- Refer to EUOSHA Campaign Website healthy-workplaces.eu
- Register for our Ergonomic Risk Assessment Webinars: November 10th/15th 2022

Thank You



ERGONOMICS GOOD PRACTICE CASE STUDY

Stone Cladding Installation

STONE CLADDING INSTALLATION – Galway Garda Headquarters building



The construction of the new Galway Garda Headquarters Building, which entailed the installation of Limestone & Granite Stone Cladding to the majority of the building façade

Appointment of Stone Cladding Contractor who prepared and issued RAMS, however JJR did not enforce Mechanical means for the placement of the cladding to the façade and RAMS only outlined mechanical means with regard to getting the cladding to the working platform.

HSA visited site and observed works and requested a full review of the work practices

HSA worked with us in approving a Safe System of Work for the Installation Process

In Particular

- **The control of Manual Handling**
- **Introduction of a step by step pictogram format RAMS**

KEY INFORMATION - WEIGHTS

■ Granite

<u>Item</u>	<u>Height</u> (mm)	<u>Width</u> (mm)	<u>Thickness</u> (mm)	<u>Description</u>	<u>Weight (Kg)</u>
1	475	715	60mm	Cladding	53.4
2	650	715	60mm	Cladding	73.1
3	865	715	60mm	Cladding	97.23
4	940	715	60mm	Cladding	105.7
5	1220	715	60mm	Cladding	137.1
6	1265	715	60mm	Cladding	142.2
7	650	190	60mm	Reveals	19.4
8	1220	190	60mm	Reveals	36.4
9	1265	190	60mm	Reveals	37.8
10	715	715	60mm	Soffit	80.3646
11	1010	715	60mm	Soffit	113.522
12	1035	715	60mm	Soffit	116.3319

KEY INFORMATION - WEIGHTS

▪ Limestone

<u>Item</u>	<u>Height (mm)</u>	<u>Width (mm)</u>	<u>Thickness (mm)</u>	<u>Description</u>	<u>Weight (Kg)</u>
13	200	595	75	Cladding	24.1
14	200	898	75	Cladding	36.4
15	200	901	75	Cladding	36.5
16	398	824	75	Cladding	66.4
17	398	895	75	Cladding	72.2
18	398	1201	75	Cladding	96.8
19	470	895	75	Cladding	85.2
20	470	745	75	Cladding	70.9
21	470	750	75	Cladding	71.4
22	470	674	75	Cladding	64.2
23	589	816	75	Cladding	97.33
24	589	1194	75	Cladding	142.4
25	589	1195	75	Cladding	142.5

Part 1 – Getting Stone to Loading Bay & Working Area

- **Lifting and positioning of the Stone Cladding Pallets**
- **Scaffold Loading Bay Set Up**
- **Use of Trolleys (Lifting aids)**

Part 2 – Fitting Stone Cladding

- **Custom Made Bracket Set – Use of Concrete Parapet Structure**
- **Abaco Lifter Machine and Pulley Block – Vertical Stone Cladding Installation**
- **Double Scissor Lifting Platform Trucks – Horizontal Stone Cladding Installation (Soffit Works)**

PLANNING

- Pallet formed with correct cladding in sequence
- Cranage of pallet
- Positioning of pallet



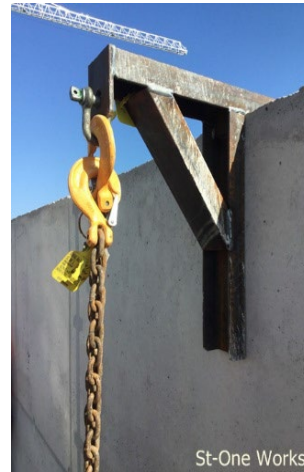
PLANNING

- Trolley
- Sliding / Heaving and toeing the stone
- Transport single use to prevent overloading



INSTALLATION

■ Custom Made Bracket



INSTALLATION

- **Alternative system – Horizontal Certified Stel Beam fixed to the length of the façade with runner attached holding the chains and lifter**



INSTALLATION

▪ Abaco Lifter Machine



INSTALLATION

■ Abaco Lifter Machine



INSTALLATION

- Top Rows of Stone



INSTALLATION – SOFFITT STONE

- Double Scissor Lifting Platform



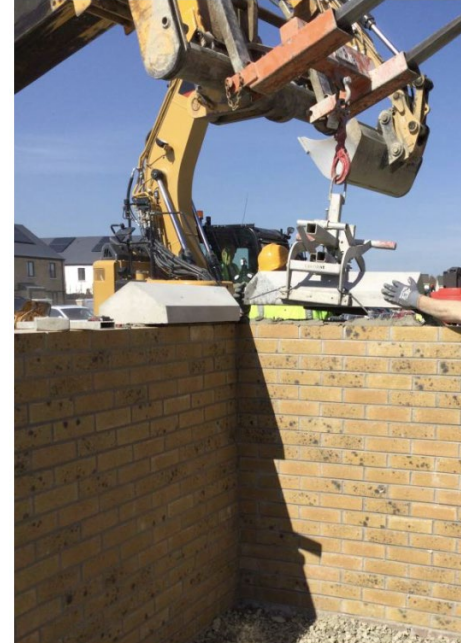
OUTCOMES / FINDINGS

As a result of implementing the above work method, it increased the safety of operatives and productivity of work, which also had the added bonus of cost savings

- **Eliminated Manual Handling (*i.e. Carrying Weight of stone; heaving and rotating only*)**
- **Better planning and coordination of works**
- **Improved productivity for vertical work – approx. 25%**
- **Improved productivity for soffit work – approx. 50%**
- **Reduced team numbers creating greater quantity of teams working in different locations (*Originally 4/5 person teams with the above 3 person teams*)**
- **Improved Quality and reduced damage / chipping to Stone Panels**

OTHER ERGONOMIC ASSESSMENTS UNDERTAKEN

▪ WALL CAPPING



MAC Tool Assessment Initial

Risk factors	Colour band (G, A, R or P)			Numerical score (for comparison)			Possible control measures to reduce the risk of red/amber factors – see http://www.hse.gov.uk/msd/mac/control-measures-scoresheet.htm for more information	
	Lift	Carry	Team	Lift	Carry	Team		
Load weight/frequency			P				10	product cannot be redesigned, use lifting eyes or mechanical lifting appliance
Hand distance from the lower back			R				6	locate the load at a suitable height for the worker, mechanically lift so it is not too low
Vertical lift zones		N/A	R		N/A		3	raise the load Mechanically
Torso twisting and sideways bending OR Asymmetrical torso or load (carrying)			R				2	use COG of the load lift in front of the workers so they don't have to over stretch
Postural constraints			A				1	keep area clear of obstructions and clean
Grip on the load			R				4	use mechanical lifter so worker just guides the cap into place not lifting
Floor surface			R				3	ensure area is cleaned prior to lifting operations so no underfoot hazards
Carry distance	N/A		A	N/A			1	Use mechanical aids so not carrying
Obstacles on route	N/A		R	N/A			3	Full clean up of area prior to any capping being installed , ground to be leveled
Communication, co-ordination and control	N/A	N/A	A	N/A	N/A		1	team leader must control lift, slinger communicating with Driver visually
Environmental factors			G				0	No extreme factors involved.
	Total score:						34	

MAC Tool Assessment Initial

Risk factors	Colour band (G, A, R or P)			Numerical score (for comparison)			Possible control measures to reduce the risk of red/amber factors – see http://www.hse.gov.uk/msd/mac/control-measures-scoresheet.htm for more information
	Lift	Carry	Team	Lift	Carry	Team	
Load weight/frequency			P				10 product cannot be redesigned,
Hand distance from the lower back			G				0 no physical lift , telehandler to do lifting
Vertical lift zones		N/A	G	N/A			0 Mechanical lifting
Torso twisting and sideways bending OR Asymmetrical torso or load (carrying)			G				0 Blocklayer does not have to twist, just guide into place
Postural constraints			A				1 open clear areas , no constraints physically
Grip on the load			G				0 mechanical lifter so worker just guides the cap into place not lifting
Floor surface			A				1 area is cleaned prior to lifting operations so no underfoot hazards
Carry distance	N/A		G	N/A			0 mechanical aids used no carrying
Obstacles on route	N/A		G	N/A			0 telehandler set up so no moving or avoiding obstacles
Communication, co-ordination and control	N/A	N/A	G	N/A	N/A		0 Telehandler and banks-man / Slinger visual signals
Environmental factors			G				0 no extreme factors involved
	Total score:						12

THANK YOU



Risk Assessments in the Workplace – HSA resources for Employers and Employees

Inspector: Brian Molloy

Introduction

- **Health and Safety Authority**
 - Strategy / Programme of Work
- **Enterprise & Employee Support Unit**
 - Focus Areas
 - BeSMART.ie
 - hsalearning.ie
 - Choose Safety
 - Consultation / Safety Representatives
 - COVID19
- **Framework Directive 89/391/EEC (1) on measures to encourage improvements in the safety and health of workers at work**



Enterprise and Employee Supports Goals

- Empower businesses to proactively engage in health and safety
- HSA Strategy and Programme of Work
- Safety statement and risk assessment for every business
- Education - Learn by doing
- Customer focused – what do they want and need?
- Consultation – employee engagement in health and safety
- Free
- Confidential
- Keep updated / new features



Small and Medium Enterprises



An Phríomh-Oifig Staidrimh

Central Statistics Office

Business Demography 2019

Business Economy

Active Enterprises
272,531

Persons Engaged
1,740,807

Enterprise Status

Births
14,112



Deaths
17,807

SME share of Business Economy

Active Enterprises
99.7%



Persons Engaged
66.4%

Number of Active Enterprises by employment size class

Under 10:
249,126 | 91.4%



10–19:
11,713 | 4.3%



20–49:
7,340 | 2.7%



50–249:
3,620 | 1.3%



250 and over:
732 | 0.3%



Number of Persons Engaged by sector

Services
821,033 | 47.2%



Distribution
390,546 | 22.4%



Industry
264,398 | 15.2%



Construction
158,227 | 9.1%



Financial & Insurance
106,603 | 6.1%





BeSMART.ie Statistics and Growth

2011 - 2021

Timeline

2011

**BeSMART.ie Launched
30 Business Types
Closed Source - Handson**

2013

**Redesign focus on customer
user interface and experience
- Responsive Design**

2015

High risk sectors added:
• **Construction**
• **Agribusiness**

2018

Website
• **Front end redesign**
• **PSCS business type
integration**

2022

• **User can create custom
business type**
• **Option to Add or Remove
Hazards from a Business
Type**



BeSMART.ie Overview

330

Business Types



86834

Accounts



522

Hazards



5000+

Controls

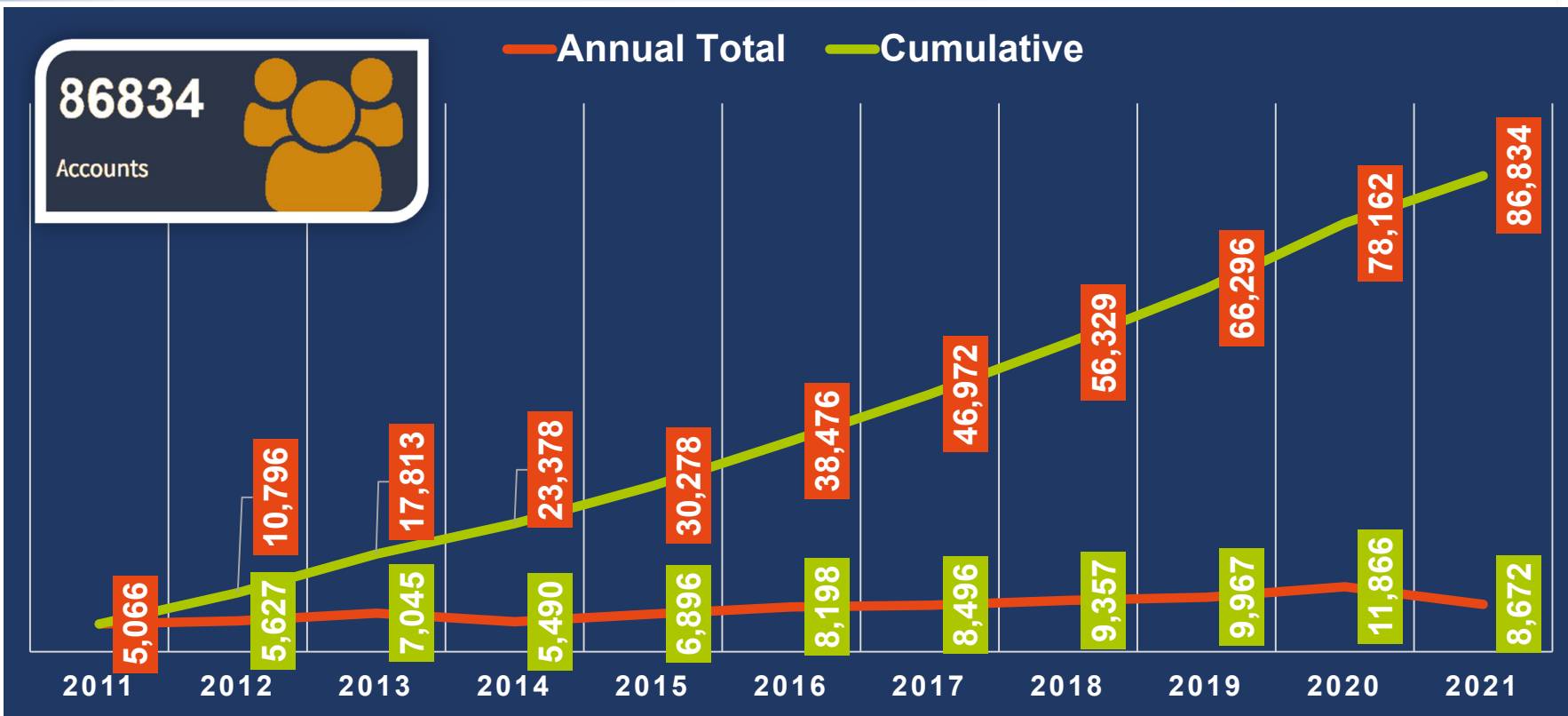


77465

Complete Risk Assessments



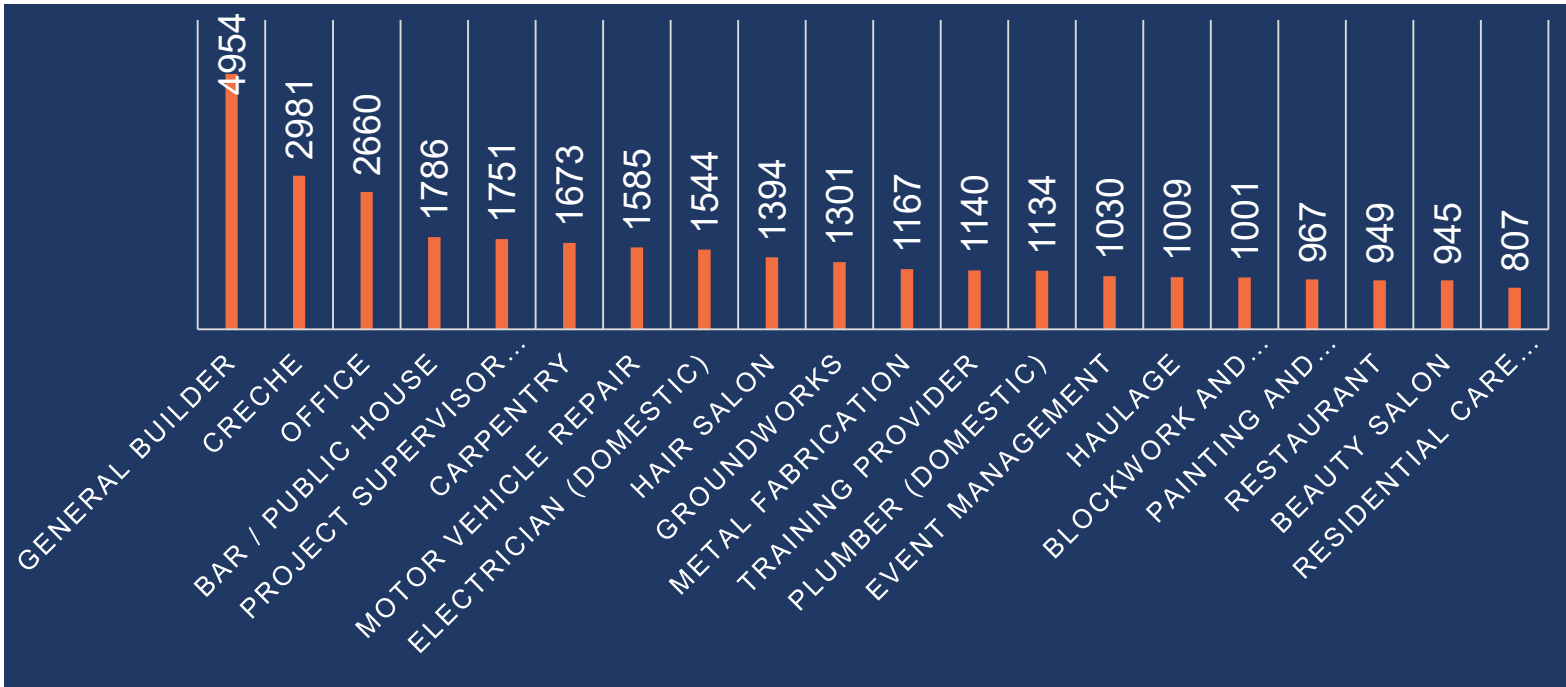
BeSMART.ie Registrations 2011 – 2021



Top 20 Completed Business Types 2011 - 2021

77465

Complete Risk Assessments



Completed Hazards

1,45m

Hazard
Assessments

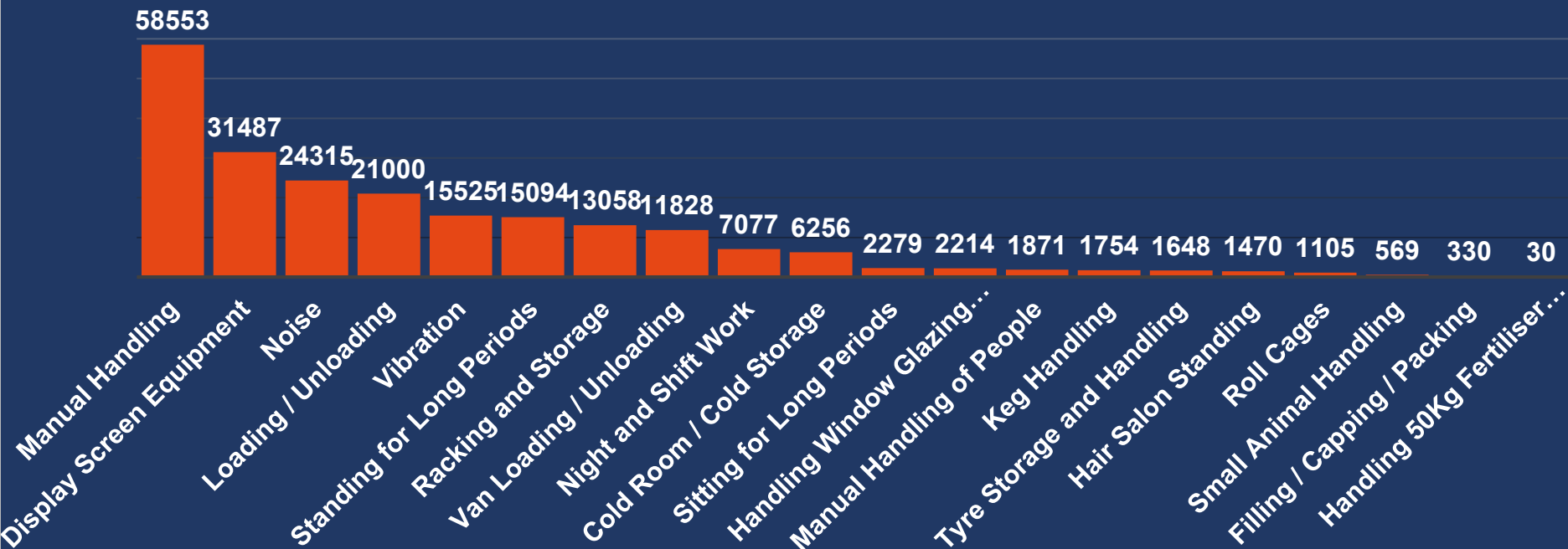
TOP 20 COMPLETED HAZARDS 2011 - 2022



Completed Ergonomic Hazards

1,45m

Hazard
Assessments



The screenshot shows the BeSM \blacktriangle RT.ie website interface. At the top left, the logo 'BeSM \blacktriangle RT.ie' and 'HSA' are displayed. Navigation links include 'View All Business Types', 'Learn More', and 'eLearning'. A 'New User' button is on the left, and a login form with fields for 'brian_molloy@hsa.ie' and a password, along with a 'Login' button and a 'Forgotten log in details?' link, is on the right. The main content area features a central title 'Business electronic Safety Management And Risk assessment Tool' in a yellow-bordered box. Below this is a four-step process flow: 1. Free to use (with a crossed-out Euro symbol and a green checkmark), 2. Select your business (with an illustration of a worker and a tractor), 3. Prepare your risk assesment (with an illustration of hands typing on a laptop), and 4. Download your safety statement (with an illustration of a laptop and download arrows). At the bottom of the main area, there is a video player thumbnail with a play button and the text 'Watch our video to find out more about BeSMART.ie'.

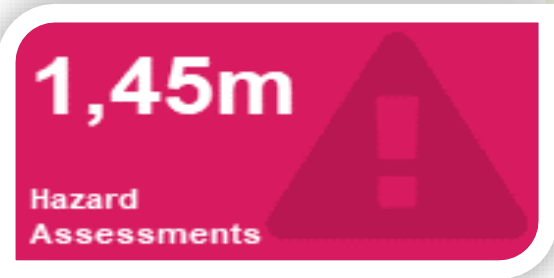
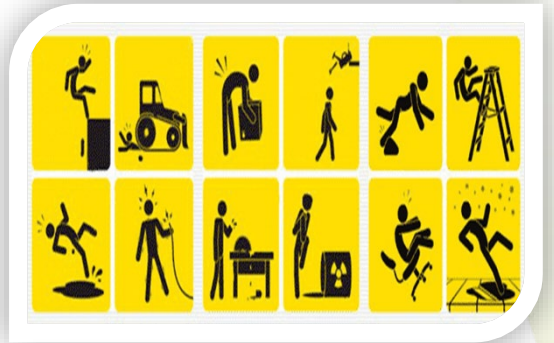
BeSMART.ie Structure

- **Landing Page**
- **Registration**
- **Business Selection**
 - Other Business
 - Construction Business
 - Agribusiness
 - Linked business types
 - Custom Business Type*
- **Learn More**
 - Sector Specific Information
 - Safety Representatives
 - FAQ's
- **4 Step Process**



BeSMART.ie Risk Assessment

- **Risk assessments written using simple English**
 - No technical jargon
 - No legislative terms
 - NALA Guidelines – National Adult Literacy Agency
 - Around 25% adult population difficulty in reading and writing
- **The BeSMART.ie risk assessment is based on the following standard and technique;**
 - Standard – IS EN31010:2019 Risk Management – Risk Assessment Techniques
 - Technique Used: B4 Checklists - A simple form of risk identification. A technique which provides a listing of typical uncertainties which can be considered. Users refer to a previously developed list, codes or standards. The technique does not provide a quantitative output



Risk Assessment Process



Mandatory Hazards
10 Pack Hazards
Hazard Definition
Hazard Question

▶ Risk Assessment Management

Manual Handling

Manual Handling means the lifting, putting down, pushing, pulling, carrying or moving of a load which involves risk of injury due to risk factors such as: Load is too heavy, large, awkward or is carried away from the body. Load is lifted too high or carried too far / too often or involves bending and / or twisting. Inadequate space, uneven floor or steps / ramps

Do you or your employees lift, push, pull, carry, move loads or heavy objects in your workplace?

YES NO

▶ Print Hazard

▶ Download PDF

▶ Exit

Risk Assessment Process



Mandatory Hazards
10 Pack Hazards
Hazard Definition
Hazard Question
Hazard Controls
Safety Statement

Task is organised to allow the use of mechanical aids (e.g. hoist, forklift, stairlift, gantry crane, winch, goods lift, pallet truck, trolley) **to avoid or reduce the need for manual handling**

Maintain the equipment in good working order and make sure staff are trained in its correct use. Lifting equipment such as hoists and lifts must be examined every 6 or 12 months by a competent person. Keep records

Task is organised so that handling is carried out between waist and shoulder height

Have you any additional controls or information you would like to add? YES NO

Add further information to your assessment

Print Hazard

Each manual handling task is assessed (Using the risk factors) **and measures put in place where needed to avoid or reduce the risks**

Risk Factors: Load is too heavy / large / awkward or carried with arms outstretched. Load is lifted above shoulder height, lowered to floor level or carried too far. Moving the load involves bending /twisting of body or is done more than 30 times per hour

Print Hazard

Employees receive relevant manual handling training where necessary

The control measures to be put in place may still require employees to carry out some manual handling. Employees need instruction on how to assess and lift loads safely and instruction is recommended to be delivered by a trained manual handling instructor

Action Lists – Follow Through

Indicate if the following controls have been implemented in your workplace.

Each manual handling task is assessed and measures put in place where needed to avoid or reduce the risks	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO ?
Task is organised to allow the use of mechanical aids to avoid or reduce the need for manual handling	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO ?
Task is organised so that handling is carried out between waist and shoulder height	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO ?
Heavy or large or unwieldy loads are broken down into more manageable weights or sizes or suitable mechanical aids / team lifts are used	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO ?
Work is planned to prevent handling over long distances or frequent repetitions	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO ?
Bending, twisting and unstable postures are avoided	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO ?
Employees receive relevant manual handling training where necessary	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO ?

▶ Hazard Control Summary

Manual Handling

Task is organised to allow the use of mechanical aids to avoid or reduce the need for manual handling

ADD TO ACTION LIST

NOT APPLICABLE

Manual Handling

Task is organised so that handling is carried out between waist and shoulder height

ADD TO ACTION LIST

NOT APPLICABLE

Manual Handling

Heavy or large or unwieldy loads are broken down into more manageable weights or sizes or suitable mechanical aids / team lifts are used

ADD TO ACTION LIST

NOT APPLICABLE

Manual Handling

Employees receive relevant manual handling training where necessary

ADD TO ACTION LIST

NOT APPLICABLE

▶ Save & Exit

▶ Continue

▶ Action List

Risk Assessment for

Assign Controls

Manual Handling

Task is organised to allow the use of mechanical aids to avoid or reduce the need for manual handling

Mark as complete

Assign Control

Manual Handling

Task is organised so that handling is carried out between waist and shoulder height

Mark as complete

Assign Control

Manual Handling

Heavy or large or unwieldy loads are broken down into more manageable weights or sizes or suitable mechanical aids / team lifts are used

Mark as complete

Assign Control

Manual Handling

Employees receive relevant manual handling training where necessary

Mark as complete

Assign Control

Controls Not Applicable to Action List

▶ Print

▶ Download

▶ Save & Exit

Notes

To aid you in tracking any actions required to complete your risk assessment, click on the 'Assign' button and provide the appropriate name and a due date.

Once the action is complete please click on the 'Mark as Complete' button.

Consultation – Employee Engagement

▶ Risk Assessment for

Consult



To complete your risk assessments you must consult with your employees on hazards that may affect them. You must also check that you have risk assessed all the hazards in your workplace.

Watch the video to learn how to do this

[Print Consult List](#)

[Return to hazards](#)

[Confirm & Continue](#)





hsalearning.ie
HSA Online Courses ➔

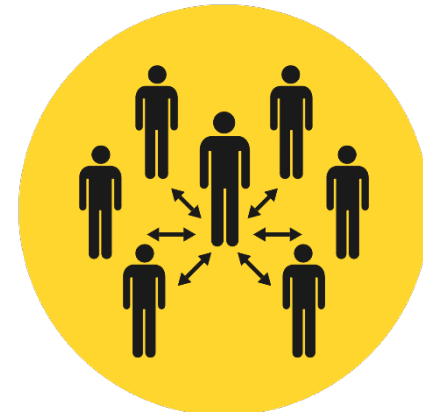
The logo consists of a stylized computer monitor with a red triangle and a blue padlock icon inside, all enclosed within an orange circular border.



Workplace Induction

- **8 Modules**

- Module 1 & 2 Mandatory – 45 mins each
- Modules 3 – 8 Optional – 20 mins each



Induction - Ergonomics Components

Unit 3: Manual handling

On completion participants should be able to:

- define manual handling
- outline the main causes of manual handling injuries
- understand the employer's role in conducting manual handling risk assessments
- outline some of the control measures for preventing manual handling injuries



Induction - Ergonomics Components

Unit 4: Display Screen Equipment

On completion participants should be able to:

- define ergonomics
- list some ergonomic hazards and the effects of poor ergonomics
- identify some of the measures workplaces take to reduce the risk of injury
- outline ergonomic improvements that can be applied to a computer workstation





HSA

▲ Accidents



BeSM▲RT.ie



▲ Health & Safety



WORKPOSITIVE^{CI}

An tÚdarás Sláinte agus Sábháilteachta
Health and Safety Authority





The Future of Work and Ergonomics

A perspective from An Post
Noel Lacey

Introduction to An Post

Provider of postal services in Ireland, established as a Commercial Semi-State Company

2 main business lines

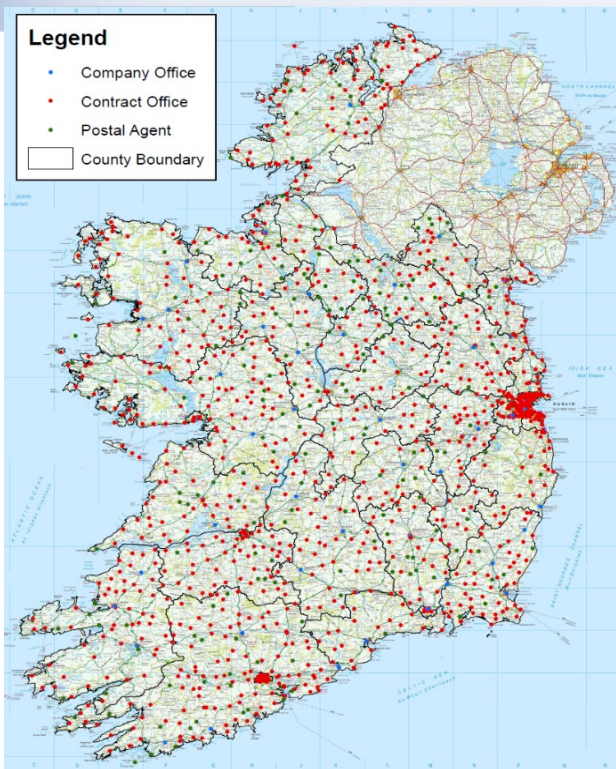
- 1 Commerce :** Delivering the highest quality postal service to every home and business in Ireland
- 2 Retail:** Ireland's largest retail network providing a wide range of critical services to the public including social welfare payments, parcel and letter postage, banking services and foreign exchange

912+ post offices, largest distribution network

Most reputable organization in Ireland

First postal service in the World to have zero emissions deliveries in all our cities

c. 910 Post Offices Nationwide:



Network Coverage & Access

- 913 offices in total
- 347 are Standalone (Incl. 45 Company owned Offices)
- 566 are Co Located with a retail outlet (65% of Contract offices)
- 99% of population within 10km of a Post Office, 93% within 5km
- An Post proximity protocol guarantees:
 - All rural communities with a population of 500 or more are within 15km of a Post Office
 - All urban communities with a population of 500 or more are within 3km of a Post Office
- Accessible Opening Hours - Monday to Friday 9am - 5.30pm & Sat 9am - 1pm

Key Stats

- 1.3m customer visits per week
- 90 million counter transactions in 2021
- Transactions to the value €12.3bn in 2021
- Over 3,500 people employed directly in Post Office Network
- All offices fully computerised and linked to central system
- **€5.9bn in Social Welfare payments distributed throughout the country in 2021**
- **4.2m Agency Banking transactions in 2021, and growing**
- **5.8m transactions on behalf of the NTMA**
- Number of Post Offices with no bank branch within 5km or 10km:
 - 5km – **540** Post Offices have no bank within 5km (**58%** Post Offices)
 - 10km – **375** Post Offices have no bank within 10km (**40%** Post Offices)

An Post's Reach:

Postal & Distribution

>40m

Real-time Track & Trace Events monthly

36m

Parcels delivered in FY21

2.2m

Premises visit every business day

114

Regional Delivery Service Units

6k

Digital handheld devices on every home delivery

10m

Electronic Customs declarations FY21



Retail & Financial Services

98%

Of the Population are within 10km of a PO. Irelands largest retail footprint with 920 stores

1.3m

Retail customer Visits per Week

Current Account

>80k current a/c's
>10m transaction p.a.

3k

Retail POS & Counter Technology solutions in every community

€2bn

Agency bank cash transactions

200k

An Post Insurance customers



Government Services

€24bn

Value of state saving administered (digitally available) for NTMA

30m+

Government Services Transactions

24.4m

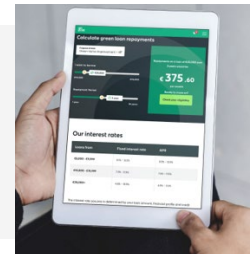
DEASP Clients paid every week with an annual value of €6bn

€153m

TV Licence income collected 60% digitally

€160m

2m Citizen payments to government departments and agencies



An Post brand purpose

**Our purpose is to act for
the common good, to
improve quality of life
now and for generations
to come.**



Climate action

- Eliminating carbon
- 50% reduction by 2030
- Carbon free cities





Mails company that does parcels

Peripheral to customers

Predictable and of the past

Average and passive

Only choice



Expert in financial services and e-commerce

Being central, inclusive and of the people

Contemporary, progressive and innovative

Expert, confident, decisive

Preferred choice

Evolution



Acceleration



Mails and Parcels

- Over 7,500 people in every community
- Deliver over 2 million items daily
- Serve 2.2m homes and businesses
- Letters – decreased 50% in last 10 years
- Parcel volumes up 40% last year
- Amazon's deliver partner in Ireland
- Saturday and evening delivery

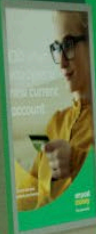
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money



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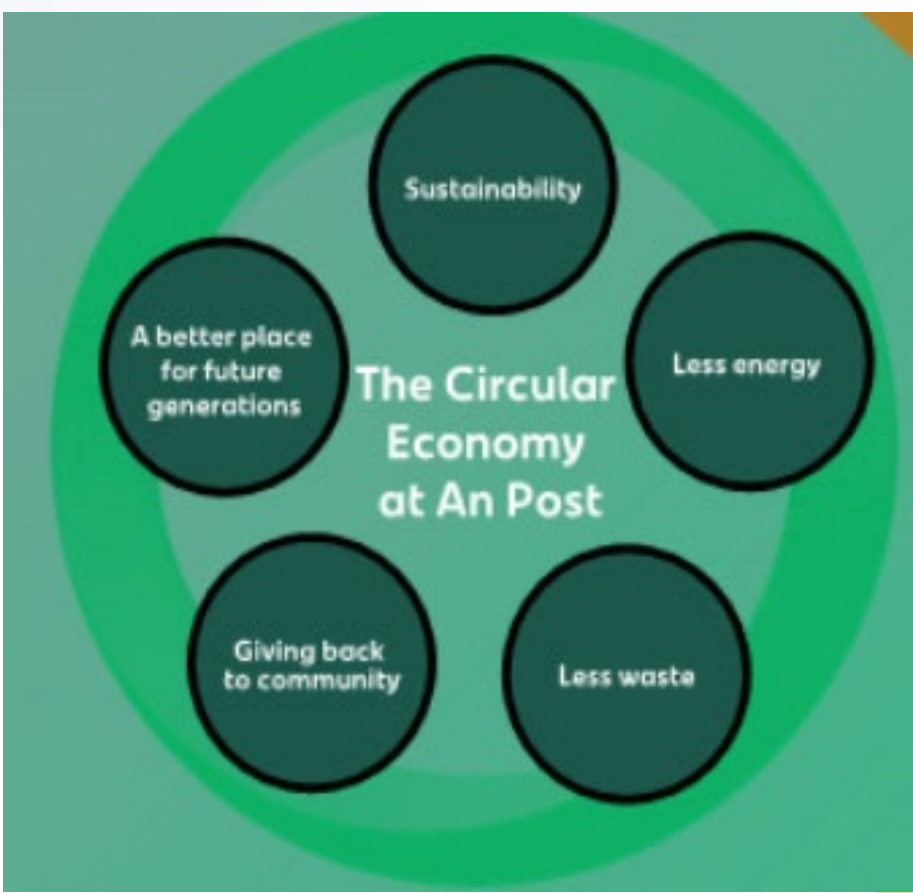


Parcel Lockers

Welcome

an
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Employees at heart of our Sustainability Strategy



Employee Assistance
Programme

Gender Pay Gap
eliminated



Professional
development



No zero hour contracts



Electric Vehicles

CLIMATE
ACTION



EVs

Electric Trikes

7.5 tonne Electric Truck

1300 Chargers Installed

Employee Engagement is key



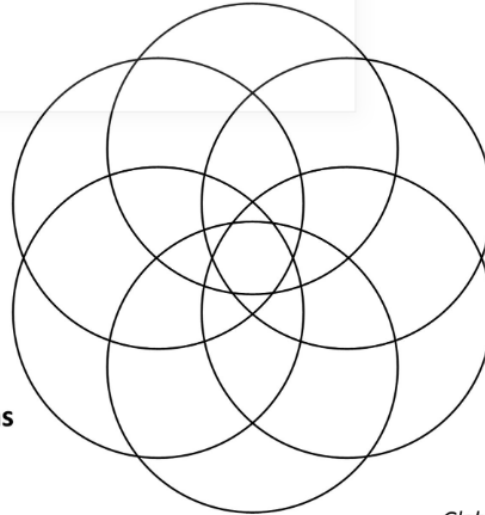
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Automation
Robotics and the role of the human in autonomous work system
Big data analytics
Transport automation
3D printing

Technological advancements

New ways of working

Flexible working arrangements
Activity-based working
Co-working/digital work hubs
Virtual and distributed teams
Telehealth



New organizational forms

Distributed organizational forms
Virtual organisations
Network organisations
Informal/Gig economy
Open innovation

Demographic shifts

Population and workforce ageing
Increasing workforce diversity
Multigenerational workforce
Female participation in work and equality

Globalisation and trade liberalisation

Internationalisation of labour market
Downward pressure on working conditions
Increasing migration and culturally diverse workforce
Rise in low-wage economy
Shift to manufacturing in developing countries

Environmental pressures

Global sustainability framework
Resource scarcity
Renewable energy
Low energy systems and products
Recycling

Bentley et al (2021) State of science: the future of work – ergonomics and human factors contributions to the field, *Ergonomics*, 64:4, 427-439, DOI: [10.1080/00140139.2020.1841308](https://doi.org/10.1080/00140139.2020.1841308)



People Focus

Wellbeing
Week
2022

Wellbeing for our world

Live sessions



**Mental Health 101 –
Let's talk about it**
Dr Cindy O'Connor
12.00pm, Monday 10th October



**An Overview of An Post's Occupational
Health Services & Supports**
2.00pm, Monday 10th October



Understanding Anxiety
Dr Niamh O'Dowd
2.00pm, Tuesday 11th October



Supporting & Building Resilience
Dr Marie McGrath
11.00am, Wednesday 12th October



**Digital Wellbeing in a Hyper-
Connected World**
Niall Watters
2.00pm, Wednesday 12th October



Beating Burnout
Melissa Kearney
12.00pm, Thursday 13th October



Make your money go further
Paul Merriman, Financial Expert
2.00pm, Thursday 13th October



Optimising your Work/Life balance
Dr Niall Loftus
11.00am, Friday 14th October

To register for any/all of the live events please email ourpeople@anpost.ie
Recordings of the sessions will be available on the **Post People app**
afterwards, for a period of 2 weeks.

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For our world

Office Environment - Current



- **Historic building of National Importance**
- **Circa 1920's**
- **>900 People**
- **Long corridors**
- **Multiple small offices**
- **Minimum meeting spaces**
- **No central HVAC system**
- **Not optimum for collaboration**
- **Employee Experience – could be improved**

Office Environment – New Q2 2023



Collaborative Spaces



Remote Access Hubs – Smart Working

Athlone Hub



Naas Hub



Smart Working – Hybrid model– incl WFH. Not where you work but how you work

Homeworking, if planned, can provide significant benefits such as:

- **Better work-life balance o higher employee retention**
- **reduced daily commutes**
- **flexible working hours**
- **Less impact on the environment o**
- **less traffic on roads**
- **less air pollution**
- **less stress on existing infrastructure for example road/rail network**
- **Recruitment does not necessarily need to be based in a particular geographical location**
- **A customised work environment for the home worker**
- **Savings on office space and other facilities**

Guidance on Working from Home for Employers and Employees –
HSA 2020

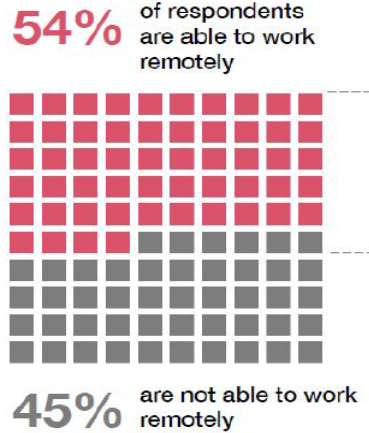


- homeworking policy;
- using the equipment provided for use at the workstation;
- instruction on using the workstation appropriately;
- information on the types of musculoskeletal disorders, the symptoms and the systems in place on how to report suspected musculoskeletal disorders to your employer;
- how the risk assessment/checklist process will be conducted; information on eye and eyesight tests; and
- how to plan work to allow for regular breaks or changes in work activity to reduce workload at a computer workstation .

Only half of workers can work remotely—and those who can't report lower levels of satisfaction

Q. Regarding your current job role: How would you prefer to work 12 months from now?

Q. How will your employer likely expect you to work 12 months from now?



- Not all employees can work remotely—including 45% of survey respondents—and they report **less satisfaction with their job** than those working in hybrid or fully remote work settings (50% versus 63%)

Base: Respondents who state that their job can be done remotely/from home (28,114)

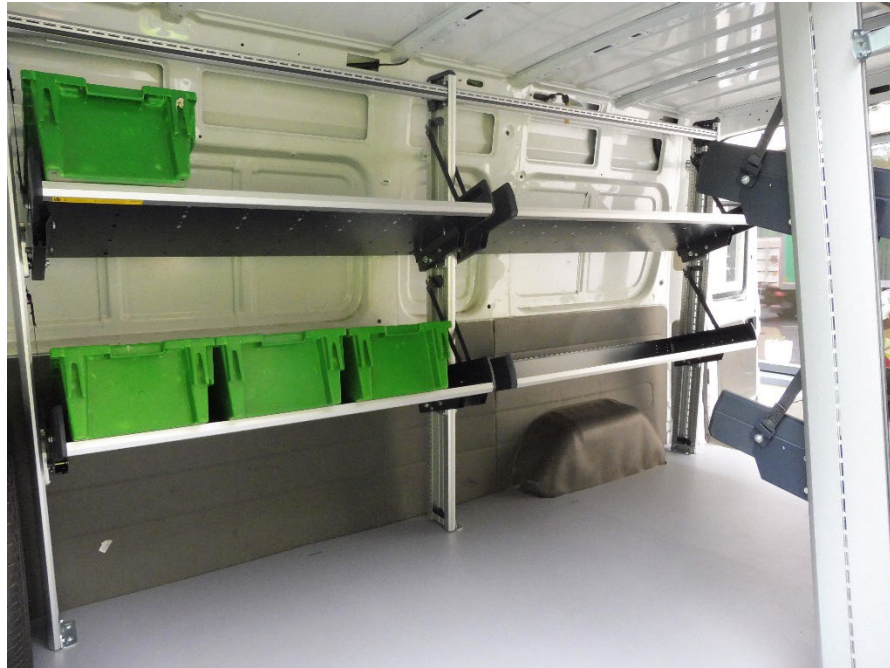
Source: PwC's 2022 Global Workforce Hopes and Fears Survey of 52,195 workers across 44 countries and territories

PwC Global Workforce Hopes & Fears Survey 2022

Post & Parcels Delivery – New Van fit out



New Van fit out -



Use of Mechanical Aids – Manual Processing



Simple use of High Lift Pallet Truck – 80% Electro Hydraulic in 2022

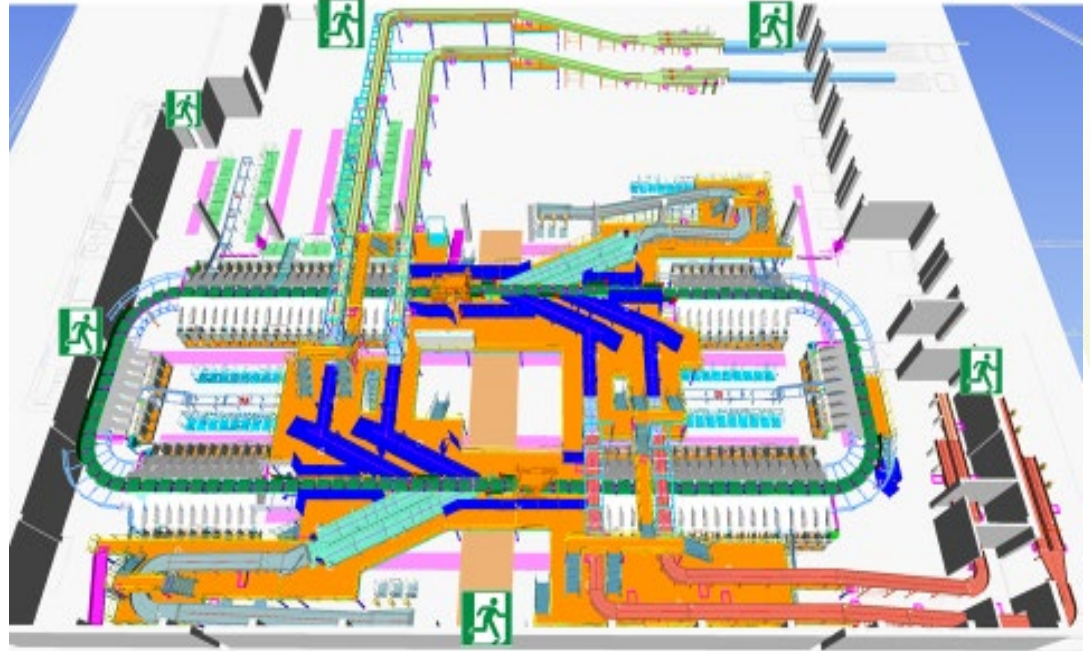


Automation Journey – Parcel Machine 2019 – Packet Machine 2021



Automation overview

- **Packets & Parcels were processed manually in An Post impacting our ability to introduce additional volume efficiently & relying totally on Human effort**
- **An Post decided to install an automated parcel machine in the DPH, and to restructure the transport network around this central parcels hub**
- **Installation began in March 2019, and was completed 6 months later in September**
- **This sorting system delivers automated sorting of 86% of Packets & Parcels nationwide after two years, reducing the manual effort required by our Mails processing team, in addition reducing unit cost and thereby support An Post's competitive position in the Packet & Parcel market**



Use of ; Mechanised pallet/cage tippers –Packet Sorting Machine

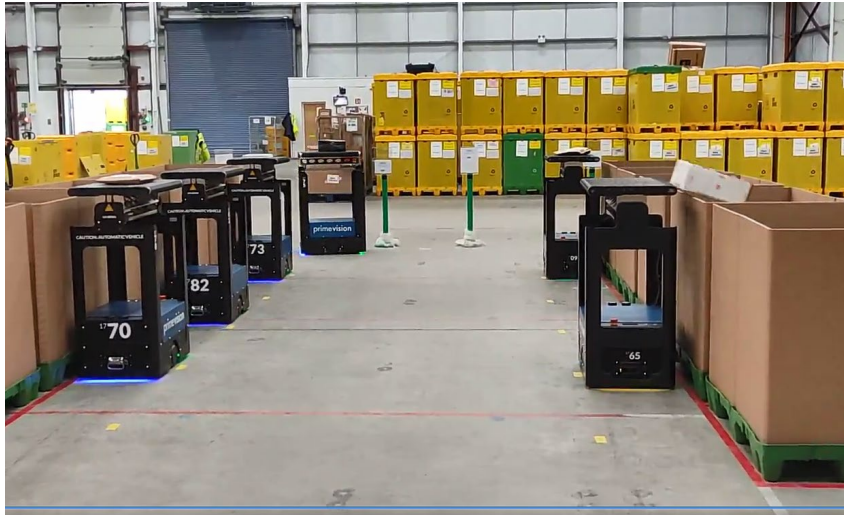
- 2 tippers feeding 8 stations
- 4k items/hour each
- For tipping pallet boxes (international in) and roll cages (domestic)
- Reduces Manual Handling Risk exposure ✓



Future projects in scope



IOT – Robotic Sorting – Feasibility Study 2022



Future delivery options.....! – What lies over the Horizon ?





Thank you

Any Questions?

THANK YOU

#EUHealthyWorkplaces