

WANNA LIFT?

LIFT SMART, NOT HARD



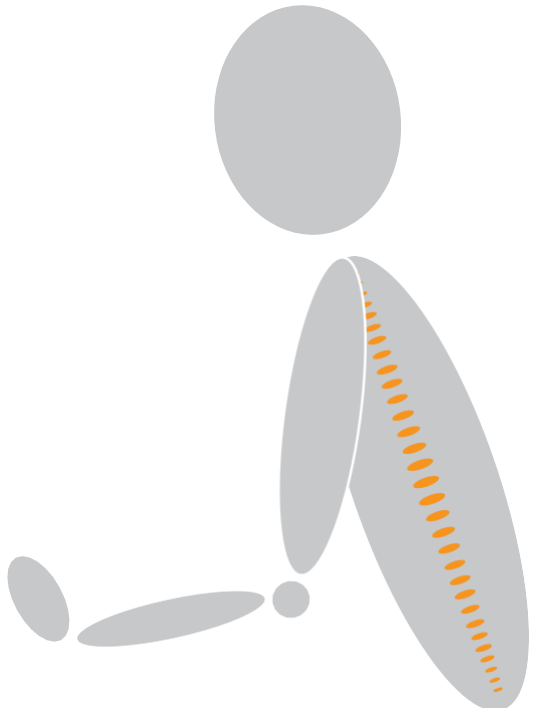
Choose between 22 short videos and learn
how to work safely in the shop

Read more on bfahandel.dk/hvordandubedst



BFA HANDEL





WELCOME TO 'LIFT SMART, NOT HARD - THE BEST WAY TO...'

Products need to be transported and moved, shelves and displays need to be stocked, organised and rearranged. For people working in retail, manual handling of products is everyday life, whether the products are small or large, light or heavy. But how do you lift and handle products smartly and safely for you and your colleagues? Let 'Lift smart, not hard – the best way to ...' guide you!

'Lift smart, not hard – the best way to ...' is a collection of resources with tips and guidance on how to work smarter and safer in a number of common work situations. The situations are illustrated by videos, instructions sheets and PowerPoint slides. The resources can be used by employers, managers or others responsible for instructing employees in proper manual handling techniques.

'Lift smart, not hard – the best way to ...' provides employees with practical advice on how to handle the flow of products in busy workday situations. Some of the advice is common knowledge, while some of it is new, but the new ways will be easier and smarter, not harder.

Read on to learn more about the different resources in 'Lift smart, not hard – the best way to ...' and find inspiration for how to use them in your daily instruction of employees, for teaching activities at staff meetings and for training new employees.

Find and download all of the resources at bfahandel.dk/hvordandubedst

BFAHANDEL.DK/HVORDANDUBEDST

Read and download all of the resources at the website bfahandel.d/hvordandubedst. The site has three types of instructions: videos, PowerPoint slides and instructions sheets. Use them depending on your specific situation and the technology you have at hand. The site also has descriptions of relevant mechanical aids and supporting information. All the resources can be downloaded.

You can choose whether to use only one type of resource or combine resources to fit your situation. Read more about the different types of resources in the following, and how to use them in your instruction activities.

INSTRUCTION VIDEOS

A main element of 'Lift smart, not hard - the best way to ...' is the introductory film and the 22 instruction videos with tips and guidance on how to work smarter and safer in a number of common work situations. The videos guide you through various typical work situations, showing you how to handle different types of products, from receiving to placing products on shelves, etc. Managers can watch the videos and learn how to instruct their employees, and employees can learn how to work safely by watching the videos.

Watch the videos online at bfahandel.dk/hvordandubedst or download them to watch them offline. Each video is around 2-4 minutes.

INSTRUCTIONS SHEETS

Each video relates to an instructions sheet, which uses photos, illustrations and brief descriptions to highlight the most important message about the work situations in question. Base your instruction of employees on the instructions sheets, or hand them out as checklists or put them on display in the lunch area or the stockroom. The sheets can also be organised in a binder made available in the lunch area or stockroom.

POWERPOINT SLIDES

The PowerPoint slides present the most important aspects from the 22 work situations with photos, illustrations and text. Use the slides if you don't have an internet connection, if there are too many for everyone to sit with a computer, or if you do not have a TV or DVD player at your disposal.

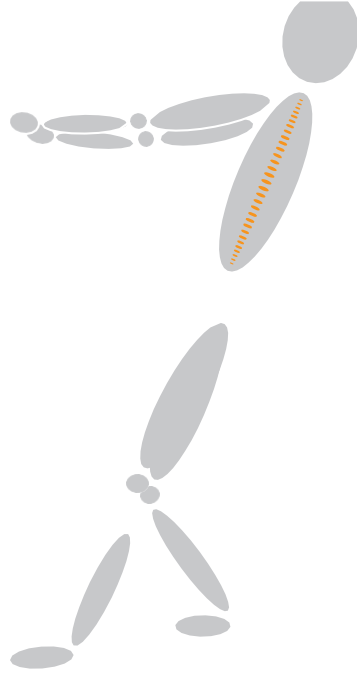
You can also prepare your own PowerPoint slides using the template available on www.hvordandubedst.dk. You can add background information or your own messages tailored to your specific shop.

MECHANICAL AIDS INFORMATION SHEETS

The work situations in the videos involve the use of mechanical aids to allow for smarter and more safe handling of the products. Each of the mechanical aids demonstrated in the videos is described in a mechanical aids information sheet, which also explains the benefits of using the aid, the requirements for use, and considerations before and after procuring the aid. The mechanical aids information sheets can be printed out and handed out to employees or made available in a binder.

SUPPLEMENTARY RESOURCES

The site also contains supplementary resources in the form of expert knowledge on safe limits for lifting, pushing and pulling, on manual handling techniques and on workplace layout, equipment and fittings and the organisation of work. All of the resources are ready for printing.



LEARN ABOUT 'LIFT SMART, NOT HARD - THE BEST WAY TO ...'

'Lift smart, not hard – the best way to ...' is useful in a number of situations - informal everyday situations as well as more formal situations, for example in day-to-day instruction of employees, training of new employees, group introductions at staff meetings and as part of a course module. Read more below about what to be aware of when using the resources.

Familiarise yourself with the resources

Start by familiarising yourself with the resources, so that you know what work situations are relevant for your shop. Use the website, watch the introductory film and the individual instruction videos and read the instructions sheets, so that you know these resources well and know how to use them in combination and for what purposes. The videos can inspire you in how to instruct others in proper manual handling techniques.

Situation, number of employees and equipment

Your instruction should be adjusted to the situation in question, the number of participants and the technical equipment at your disposal. If you are to instruct only one or two employees in a single work situation, you can show them the relevant video on a PC or give them a handout of the relevant instructions sheet and explain the instructions to them. If you want to make a more structured presentation for your entire staff, consider what technical equipment is available and how you can make the best use of it.

If you have no technical equipment at your disposal, you should still consider using the resources by simply going through the work situations using the instructions sheet. If you do not use the videos, however, you will not have the benefit of watching the work situations in their entirety as part of a dynamic workflow.

CHECKLIST: EQUIPMENT

PC without projector

Max. 3 participants, so everyone can see the screen. You can either play the videos online or download them to your own PC and play them offline.

PC with projector

No limits on number of participants. Use a white wall or a canvas and loudspeakers connected to your PC, so that everyone can hear the instructions. The same equipment can be used to show the PowerPoint slides.

No equipment

No limits on number of participants. Use the instructions sheet or the PowerPoint slides to go through the work situations.

CHECKLIST: DAY-TO-DAY INSTRUCTION

1. Use 'Lift smart, not hard - the best way to ...' when instructing employees on a day-to-day basis.
2. Find inspiration from the resources on the website whenever you need clarification about the best way to carry out a task.
3. Show the relevant video on a PC or use the PowerPoint slides or instructions sheets. You may want to talk with your employees about the use of mechanical aids and guide them through the relevant exercises.
4. Make important instructions visible at the workplace.
5. Display the 'Stop and think!' poster in the stockroom, lunch area or other staff areas.
6. Print the instructions sheets and display them in the lunch area or other staff areas.
7. Make the resources available to employees offline, for example by collecting them in a binder stored in the lunch area or other staff area.
8. Tell your employees about website's address.
9. Follow up on your training and instruction!

DAY-TO-DAY INSTRUCTION

Use 'Lift smart, not hard – the best way to ...' when instructing employees in proper manual handling techniques on a day-to-day basis. There are many benefits of using the resources on the website in everyday work at the shop: instruction and training will be based on the specific situation and will therefore be more relevant and realistic. Instructing your employees on a day-to-day basis helps to retain continued focus on remembering to use the right manual handling techniques.

Look for information in the resources on an ongoing basis, for example if an employee or colleague asks you for advice, if you want to advise an employee about how to best carry out a specific task, or if you are discussing what mechanical aids to use. Show the relevant video to employees or go through the instructions sheet with them.

Make important instructions visible at the workplace

Display the 'Stop and think!' poster in the stockroom, lunch area or other staff areas. Make printouts of the instructions sheets and display them in relevant places in the workplace to remind employees about how to safely carry out manual handling tasks, use the right mechanical aids and keep focus on the safety of themselves and their colleagues.

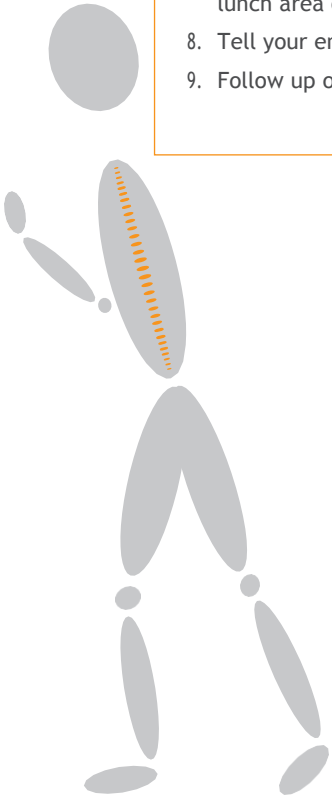
You can also choose to organise the relevant instructions sheets, mechanical aids sheets and other resources from the website in a binder made available in the lunch area or other staff areas. That way your employees can always quickly brush up on what they've learned.

'Lift smart, not hard' ambassadors

You may want to consider having the health and safety representative or other dedicated employees act as 'Lift smart, not hard' ambassadors at the workplace, where they can remind their colleagues about good work routines. You can train the ambassadors in instructing and training other employees in safe manual handling techniques and proper choice of mechanical aids.

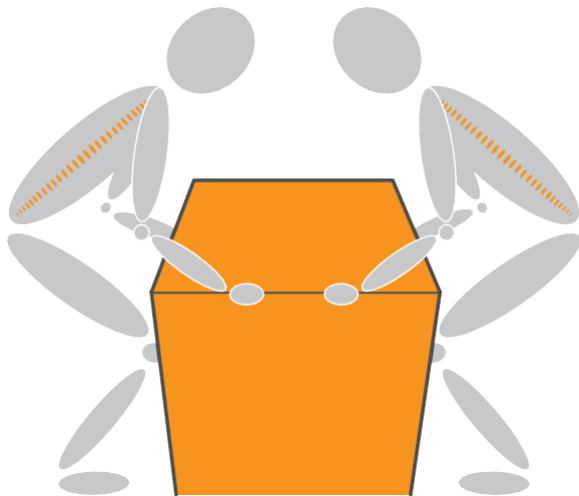
Follow-up

It's not enough to just instruct your employees once. If you want them to have good work routines as an integral part of their daily work, you have to follow-up, on a day-to-day basis as well as at staff meetings.



CHECKLIST: PREPARING GROUP INTRODUCTION

1. Determine the number of participants.
2. Decide what technical equipment to use: Do you want to use a TV, a projector, a PC, or no equipment at all? Also, check that the equipment is working.
3. Manage all the practicalities: How many will be participating, and what will you be eating and drinking?
4. Decide on the work situations that you want to address. Watch the related videos beforehand.
5. Print handouts of the relevant instructions sheets for all participants.
6. Prepare what to say as an introduction and in supplement to the different work situations - if you need more knowledge, look under 'Additional resources' on the website.
7. Prepare the exercises - what will you be needing for the exercises and where will you be doing them?
8. Make a programme for the evening. Plan how much time you will spend on eating, small talk, review of the handouts and videos, practical exercises and evaluation.
9. Invite the participants.



PREPARING GROUP INTRODUCTION

'Lift smart, not hard – the best way to ...' can be used in group contexts, for example when training several employees at once, at staff meetings focussing on proper manual handling techniques, or as part of an overall employee training programme. A staff meeting focussing on manual handling techniques or an overall employee training programme offers many benefits: you make sure that every employee at the workplace is introduced to the 'Lift smart, not hard' resources, and you will have appropriate time and opportunity to discuss the information and knowledge and to test it in practice. Finally, a joint introduction is a good basis for continued work with proper manual handling techniques at the shop.

When planning a whole course or a general introduction to manual handling techniques at a staff meeting, the first thing to do is to decide on the work situations you want to address. Then you need to decide how to address the work situations. This depends on the number of employees and the technical equipment at your disposal.

Print handouts for all participants of the instructions sheets relating to the individual work situations. You may also want to make handouts of the mechanical aids sheets and other resources as well.

Prepare exercises

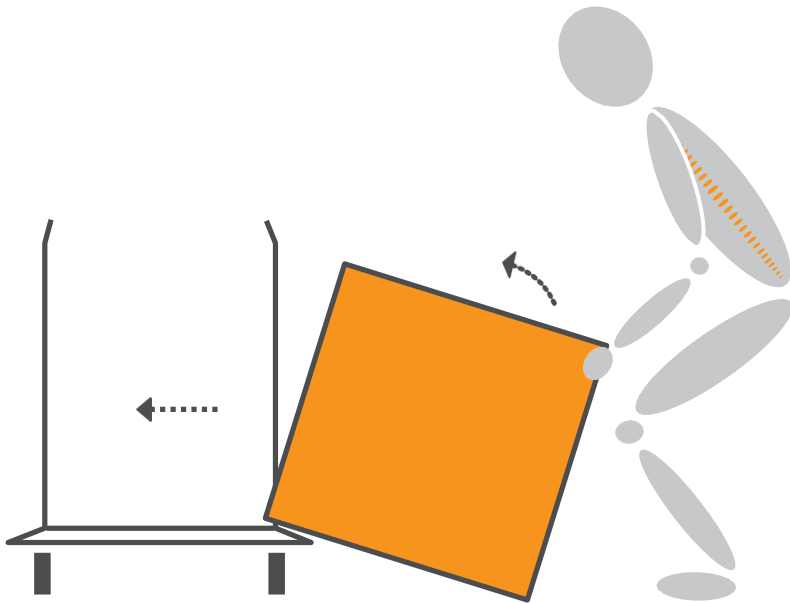
Consider whether you want to test the work situations from the videos in practice through exercises. Your employees will learn and remember the manual handling techniques better if they are able to test them in practice immediately after watching the videos. If you decide to include exercises, where will you do them? In the shop area or in the back room of the shop? What products and mechanical aids do you want to use for the exercise?

Programme and invitation

Make a programme of the event. How long do you need for the introduction? How much time should be set aside for watching the videos or going through the work situations, talking about them and testing them in practice? How long do you need for rounding off and evaluating? Finally, you need to prepare a written invitation, in which you describe the event.

CHECKLIST: GROUP INTRODUCTION

1. Explain the programme and the purpose.
2. Go through the individual work situations.
3. Talk about each situation and test the techniques in practice.
4. Relate what you've learned to your own everyday work life.
5. Evaluate the event together.



GROUP INTRODUCTION

Start by explaining why it's important to use proper manual handling techniques and what you expect your employees to gain from participating in the event. For example, explain that using safe manual handling techniques will also make your employees' workday easier, and that it's important to their employer that they take good care of themselves at work.

Then present the programme. Explain that you will go through various work situations to show how best to handle different types of products and tasks relevant to your shop. After reviewing each work situation, you will take time to talk about what you've learned. Do we have any similar work situations at our shop? Can we use the proposed technique at our shop?

Test the techniques in practice immediately after reviewing the work situation. Split larger groups up into smaller groups to ensure that everyone gets to do the exercises. While some in the group do the exercise, the rest can observe and help those doing the exercise to remember the right posture and technique. Afterwards, switch roles. Set aside approx. 15 minutes to each exercise.

Turn knowledge into action

Once you've gone through the work situations and have tested the manual handling techniques, take time to talk about what you've learned. What was it like to do things in a new way? Easier or harder? Is there anything that needs to be clarified further? Do we need to watch the video again? Talk about how you might help each other to remember the good habits and safe manual handling techniques in your daily work. How do you turn good manual handling techniques into daily routines? And how do you make being good colleagues who help each other to work safely everyday part of your work culture? Decide together if and when you need to follow up on what you've learned.

End the introduction by talking about the resources and explaining to the employees that the videos can be watched online at bfahandel.dk/hvordandubedst if they need to watch the work situations again.

'Lift smart, not hard - the best way to ...'

'Lift smart, not hard - the best way to ...' are resources targeted at everyone who works in retail and has to manually handle products on a daily basis. The resources include 22 videos describing well known work situations that you can make safer and more efficient following a few simple rules. Watch the videos and read about how to introduce your employees to the resources and how to make the new knowledge a part of your everyday work routines at the shop.

bfahandel.dk/hvordandubedst

TITLES

LIFTING

- A1 Lift large and heavy products onto a shop shelf
- A2 Lift heavy products off the floor
- A3 Lift a sack
- A4 Move large and tall objects
- A5 Lift a heavy box with a colleague
- A6 Lift a large, light box off the floor
- A7 Lift a light box down from shoulder height

PULL/PUSH AND MOVE

- B1 Move products on a pallet truck
- B2 Move heavy products long distances
- B3 Move heavy-loaded pallets long distances
- B4 Move long and heavy products
- B5 Move wheeled racks

STOCKING AND ORGANISING

- C1 Stock shelves with light products from a pallet
- C2 Stock shelves with light products from a stock trolley
- C3 Move heavy vegetable cases onto shelves
- C4 Organise/stock products in refrigerated and frozen display cases
- C5 Organise and stock light products on high shelves
- C6 Organise/stock products on low shelves
- C7 Stock and organise products in the dairy cooler

COLLECTING

- D1 Handle products when inspecting them
- D2 Retrieve light products from high shelves
- D3 Take individual products from a pallet



Sector Working Environment Council for Retail
(BFA Handel)

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