



THE BEST WAY TO...

Organisation of work

Employers are responsible for ensuring that work is organised and planned so that employees can perform their tasks appropriately in terms of health and safety.

Employers can do this by planning and managing work, ensuring an appropriate layout and design of the workplace, ensuring access to the necessary mechanical aids, and ensuring that employees have been properly trained and instructed in how to carry out their tasks.

Employees are obliged to follow the instructions they have been given and to carry out their work safely.

[This PDF document contains more information about:](#)

- Organising work
- Planning the delivery of goods
- Planning stocking activities
- Designing an appropriate workplace layout
- Choosing suitable mechanical aids
- Planning instruction and training

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ORGANISING WORK

The organisation of work affects how a task is carried out and how physically strenuous it is.

You should therefore consider the following:

Ensure variation in tasks

- Don't let the same person(s) lift many heavy loads for longer periods of time. Make sure the same person is not always performing the same type of lifting, for example lifting low loads, lifting from heights, lifting heavy or light products, etc.
- Organise work so that the individual employee can shift between tasks that involve lifting, tasks that involve pushing/pulling, and other tasks.

Use appropriate work clothing

Cold temperatures and draught in combination with physically demanding work increase the risk of injury as muscles and joints become cold. Thermal clothes/gloves, along with personal protective equipment, must be made available to employees working in cold surroundings and/or with cold products.



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Organisation of work

PLANNING THE DELIVERY OF GOODS

You can help reduce loads and increase safety for your employees already when you order your goods. This may require that you involve your supplier and transport company.

You should consider the following:

How are goods currently delivered to us?

- Identify how your goods are currently being delivered and consider whether you can reduce the loads somehow, for example by using mechanical aids, changing the layout of the workspace or how the products are packed and delivered.
- Consider how products must and can be handled in the stockroom and in the shop area, for example how many times do products have to be handled? And are there any challenges associated with handling products?
- Could weight labels be stuck on the boxes/products, so that employees know the weight before lifting the boxes/products?

How much space do we have?

- What type of pallet or other package fits the entrance to the shop, for example in terms of height, width and size?
- Do we have enough room to use the same type of mechanical aid with which the products are delivered, so that we can avoid reloading and double handling? And do we have this type of mechanical aid?
- What types of mechanical aids do we have? Some take up more space than others, so make sure to use the kind that you have room for, and that will allow you space to work with a good posture, etc.
- Should we increase our space to accommodate the space requirements of palletted/packed products on delivery? How and where should we store them?

Mechanical aids - what do we have and what do we need?

- How will we transport products from the point of delivery, for example the backdoor, and on to the stockroom, the back room of the shop, the point of sale, or similar?
- What does the individual product weigh? Can it be lifted by a single person or do we need a suitable mechanical aid for the job?
- What type of mechanical aid is used when the products are delivered to us? Do we have a similar mechanical aid at our disposal, which could make onwards transport and handling of the products easier?
- How should the products preferably be delivered to us to accommodate our space capacity and mechanical aids?
- Do we have enough room along aisles to manoeuvre mechanical aids? For example when turning around corners with the mechanical aid and the products.



THE BEST WAY TO...

Organisation of work

Is it possible to establish a good working height?

- Can palletted products be unpacked and heavy products lifted at a good working height, i.e. between mid-thigh and shoulder height?
- Can registration of products be performed at a good working height, for example between mid-thigh and elbow height?
- Can the products be lifted to a good working height at around elbow height for jobs that require close visual inspection?
- Is the pallet/load max. 180cm high and the grip height of the topmost product max. 160cm?
- Can densely packed pallets be split into two layers with a layer pallet, so that it is possible to use a pallet stacker, for example, to lift the topmost product down from the pallet?

Can the load be reduced?

- Can heavy products be packaged using material that reduces friction, for example by using cardboard or plastic at the bottom?
- Can the weight of individual loads be reduced by arrangement with the supplier?
- Can products be transported instead of carried?
- Can pallets be packed so that products to be displayed in the same place in the shop are placed next to each other on the pallet?
- Can pallets with mixed products be packed so that heavy products are placed between mid-thigh and shoulder height?

Can we reduce the risk of injury?

- Have pallets/loads been appropriately stacked/packed, so that there is no risk of products falling off or shifting during transport and depalletising?

PLANNING STOCKING ACTIVITIES

Planning ahead when packing your stock trolley makes stocking the shelves in the shop less strenuous and saves you both time and energy.

Think about how you place the products on transport equipment

- Place the products that you need first on top.
- Place heavy products at an appropriate working height on the trolley/transport equipment - between mid-thigh and elbow height.
- Stack products, especially heavy products, at a height as far as possible corresponding to the height of the shelf in the shop, so that you can slide and push the product into place on the shelf instead of lifting it.
- If you're using a two-tiered stock trolley, place the products that go onto the top shelves on the top tier and the ones that go on the bottom shelves on the bottom tier.
- If you're using a two-tiered stock trolley, place the largest and lightest products on the bottom tier and the smallest and heaviest ones on the top tier.



THE BEST WAY TO...

Organisation of work

Establish a good working height

- Do not stack the transport trolley/transport equipment so that grip heights are above shoulder height.
- Consider whether to use a makeshift worktable, for example empty packaging or the platform of the trolley, so you can place the box with products at an appropriate working height between mid-thigh and elbow height.
- Consider whether to use a kick step or ladder, for example, to reach high shelves.
- Consider whether to use a kick step or stool, for example, to sit on when stocking/organising low shelves.

Place yourself close to the shelves

- Make sure the space is cleared, so that you can place the transport trolley as close to the destination shelf as possible.
- Make sure you can access the products on the trolley/transport equipment from at least three sides.

Think about the order of steps in your workflow

- Stop and think where on the shelves the various products need to go and what weight classes are on your trolley/transport equipment, and then assess which shop shelves to stock first.
- If you're using a two-tiered stock trolley, put the products from the top tier in place on the shelf first, then collapse/retract the top tier so you can access the bottom tier.

DESIGNING AN APPROPRIATE WORKPLACE LAYOUT

The layout of your shop and choice of fixtures and furnishings influence your possibilities for enabling good working positions and safe manual handling techniques.

Bear the following in mind when choosing layout, fixtures and furnishings

- There should be appropriate space to maintain a good working position.
- There should be appropriate space to use suitable mechanical aids.
- Employees should be able to handle products at an appropriate working height - light products should be placed on low or high shelves, and heavy products between mid-thigh and shoulder height.
- Employees should be able to lift heavy products between mid-thigh and elbow height.
- Employees should be able to handle products within an appropriate reaching distance, i.e. as close to the body as possible.

Read more under 'Design of the workplace'.



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Organisation of work

CHOOSING SUITABLE MECHANICAL AIDS

Mechanical aids such as pallet trucks, sack trolleys and stock trolleys make physically demanding jobs easier. For example, using mechanical aids you replace heavy lifting and carrying with pulling and pushing, you avoid lifting from floor level or above shoulder height, and you avoid double handling products.

Your choice of mechanical aids should be adapted to the nature and availability of space, the task at hand and the persons who will be using them:

- For what do we need the mechanical aid?
- What do we need to lift or transport? (weight, size, shape, packaging)
- Do we have enough room to manoeuvre and use the mechanical aid?
- What type of transport surface and transport distances must the mechanical aid be suited for?
- What base will the mechanical aid be stored on?
- What handling heights should the mechanical aid (a ladder, for example) enable?
- Does the mechanical aid require special training? Is there an age requirement to use it?
- Do we have other requirements? (for example, different types of lifting gear, manoeuvrability, material)

Read more under 'Mechanical aids'.

PLANNING INSTRUCTION AND TRAINING

Employees must receive appropriate and complete instruction and training in all matters pertaining to the tasks they will be performing, so that they have sufficient knowledge and training to perform the tasks.

The employer is responsible for ensuring this and for making sure the instructions are followed. Employees are obliged to follow the instructions they have been given.

Read more under 'Instruction and training'.