



2024 Overview of Office Ergonomics Services

Prepared by:

United States Ergonomics

1.0 OVERVIEW

United States Ergonomics provides a broad range of office ergonomics services to businesses for both in-office and Work From Home (WFH) scenarios. The services presented in this overview include:

- On-Line Guided Self-Assessment & Correction
- Individual Ergonomic Evaluations (Virtual or In-Person)
- In-Office “Quick-Checks” & Workstation Adjustment
- Ergonomic Awareness Training
- “Train-the-Evaluator” Office Ergonomics Course
- Ergonomics Program Audit & Strategy
- Coordination of Program Management

Most services are available using live virtual or in-person on-site methods. The following overview outlines the scope of work, deliverables, time frame and costs associated with each of the services.

1.1 About United States Ergonomics

US Ergonomics has been providing services to corporations large and small for over 30 years. Our ergonomic professionals are in over 150 cities across the United States. United States Ergonomics’ Staff are Certified Professional Ergonomists (CPE’s), and Ergonomic Assessment Professionals with extensive experience in providing ergonomics services.

A Company Overview is presented in Appendix A. Additional information may be found on our website at <http://www.us-ergo.com>.

2.0 SERVICES

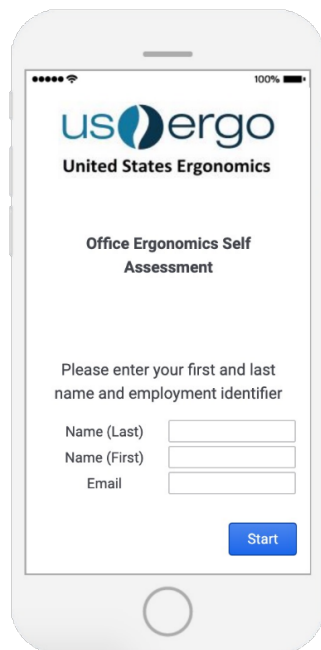
The following summarizes the service components associated with supporting office ergonomics efforts.

2.1 On-Line Guided Self-Assessment & Correction

US Ergonomics offers an on-line educational self-assessment and adjustment tool. The assessment is delivered via an e-mail Link to the employee accessible on computer or mobile phone (example right). The evaluation provides the employee with an education in ergonomic principles and proper setup. As the employee completes a survey they are guided through a series of interactive self-evaluation and correction steps.

The self-assessment tool prioritizes employee risks, tracks issues and improvements and provides the employee with a personalized report. The information collected from the company is presented in a dash-board format to aide in program management and guide the allocation of resources (sample output below).

The tool was developed and is delivered via a secure platform (ISO 27001:2013, FEDRAMP Certified).



2.2 Individual Ergonomic Evaluations

The evaluation provides specific guidance and accommodation for employees with physical discomfort, injury or as part of a return-to-work strategy. It is completed by a Certified Professional Ergonomist specializing in office ergonomics cases and physical challenges. Advanced accommodation level evaluations for individuals with chronic illness or imitations in physical capabilities are also available. Both home office and business office assessments may be complete as either an:

- **In-Person Evaluation**
- **Live Virtual Assessment**

The ergonomist will review medical case records (as available and in accordance with HIPAA), listen to the employees concerns and conduct a review of work methods, workstation layout, physical capabilities and available equipment. The ergonomist will educate the employee regarding specific techniques they should use to improve technique and minimize stressors. The ergonomist will work closely with the employee and supervisor to prescribe feasible solutions.

The results of the evaluation are captured in a comprehensive report that will include photos of setup and modifications, documentation of employee concerns, recommendations for enhancing the setup and reducing ergonomic stressors. If equipment is proposed the report will specify the desired features and propose vendors model #'s. Equipment may also be selected from the company's pre-approved equipment vendors and suppliers. An "Ergonomic Setup Guide" will be provided to the employee.

2.2.1 Follow-up

The follow-up is typically performed within two-weeks to one-month after the primary assessment. Several objectives are associated with the follow-up as follows:

- To ensure that the setup of any equipment received is adjusted properly
- To ensure that the discomfort and/or triggers that lead to the assessment have been corrected
- To reinforce the proper work methods

Although recommended, the follow-up is not a requirement. The severity of the original ergonomic concern and the complexity of the corrective actions typically determine the need for the follow-up. The follow-up assessment may be performed using either in-person or live virtual methods. A summary status report is provided with each follow-up.

2.3 On-Site or Virtual “Quick-Checks”

The objective is to raise the employee awareness of proper ergonomic technique and provide them with the knowledge to optimize their setup. It is primarily recommended for employees moving to new offices, returning to the office, and for educational and preventive purposes.

During a one-on-one session the ergonomist will work with the employee to enhance setup, work technique and overall comfort. This may include simple adjustments to the workstation setup, chair, monitor positioning, keyboard/mouse placement, or other accessories. The ergonomist can also demonstrate the use of new equipment.

Employees will be provided an “Office Ergonomic Setup Guide” to reinforce proper techniques. The guide can be customized to include customer specific information and policy.

This service may be combined with ergonomic awareness training group sessions.

Summary documentation is provided with each quick check that includes:

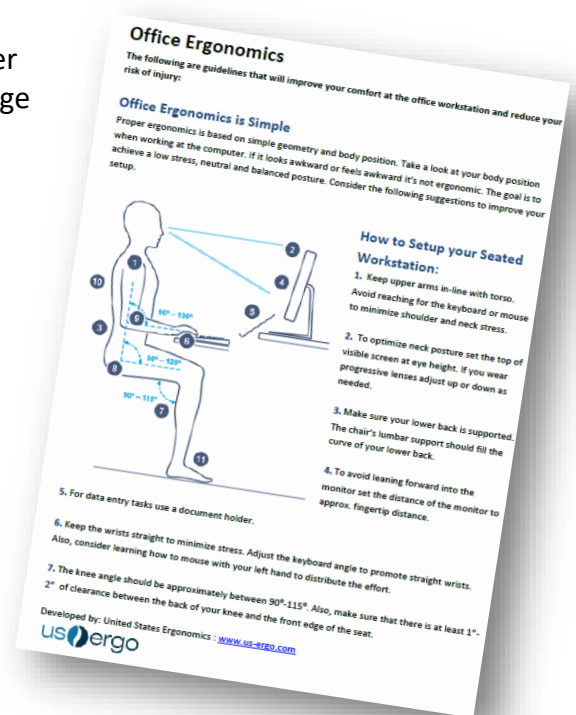
- Employee name
- Issues/concerns
- Adjustments made
- Equipment recommendations (only if requested by customer)

This service is very effective for reaching large numbers of employees over a short period of time. A single ergonomist may meet with approximately 15-30 employees in a single day (results will vary based on office layout, employee issues and documentation options).

2.4 Ergonomics Awareness Training

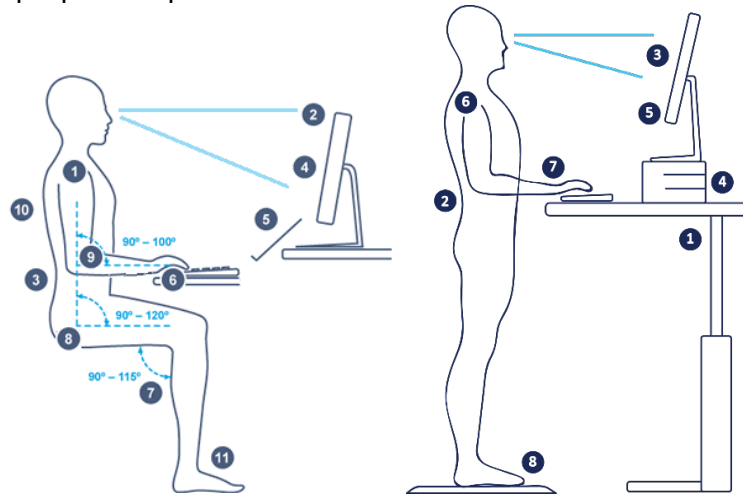
The objective is to raise the employee awareness of proper ergonomic technique and provide them with the knowledge to optimize their setup. The format is an instructor led interactive session running between 45 min to 1 hour in duration. The session may be delivered as a webinar.

Prior to the session the ergonomist would walk through the facility to become familiar with the environment, setups and equipment in use at the site. The training session



Overview of Office Ergonomics Services

would potentially utilize a workstation, chairs and accessories from the company's office to demonstrate proper setup.



Sample graphics from setup guide

Upon completion of the session, employees will be able to:

- Minimize ergonomic-related risks through proper work techniques.
- Optimize their setup through simple workstation adjustments.
- Actively participate in the organization's ergonomic efforts.
- Recognize ergonomics opportunities within their office setting.

The program agenda is as follows:

Awareness Training Session Agenda

Introduction to Ergonomics • Employee roles and responsibilities • Simple anatomy and biomechanics of the human body • Controlling ergonomic-related risk factors in the office environment • Proper work technique • Setting up an ergonomically correct workstation • Examining workplace examples

2.5 Train-the-Evaluator for Office Ergonomics

The Train-the-Evaluator course is an interactive session (in-person or live webinar) designed to provide in-house resources with the knowledge needed to conduct basic office ergonomic evaluations. Attendees may include EHS staff, supervisors, managers, facilities and IT staff. The session covers the principles of ergonomics including biomechanics, anthropometry and physiology. The session involves 'hands-on' ergonomic evaluations of employees by the attendees. Furniture and office equipment available at the site will be used to demonstrate proper setup and work methods.

The training focuses on the practical application of ergonomics and the commitment necessary to achieve a successful and sustainable effort. The course covers the Best Practices for an ergonomics program and provides strategy for developing and

Overview of Office Ergonomics Services

implementing a program. Topics include departmental roles & responsibilities, cost/benefit, tracking program metrics, standards and case studies. If completed as part of an ergonomics program audit, the session will include extensive examples and a specific action plan for that facility.

The course will provide the attendees with the knowledge and skills needed to identify risk factors and workstation deficiencies, suggest corrective actions, and provide basic employee education in ergonomics

The training content can be customized to reflect the workstations and work practices at the site.

2.6 Ergonomic Facility Audit and Strategy

A Certified Professional Ergonomist (CPE) will conduct an assessment of the facility, equipment and policies related to ergonomics. The purpose is to devise a practical plan and strategy and for enhancing ergonomics and the work environment.

The audit process involves:

- An evaluation of the physical characteristics of the facility, office layout, lighting, seating, furniture and peripheral equipment (monitors, keyboards, input devices, etc.).
- A review of departmental setups and work requirements, employee techniques and survey of general ergonomic awareness.
- A review of the safety, health and wellness related programs, and reported ergonomic issues/concerns.

Opportunities to enhance ergonomic performance will be identified along with an implementation plan. The focus will be on cost effective strategies and working with what is in place. Recommendations may also include modifications to existing workstation layouts, environmental adjustments (e.g., lighting, glare control, heating/cooling), changes to policies and procedures and the consideration of off-the-shelf equipment and furniture modifications. As appropriate recommended resources for office equipment, furniture and accessories may be specified.

2.7 Coordination of Program Management

US Ergonomics offers management services related to the ergonomics program efforts. US Ergonomics will work with your company's internal resources (facilities group, EHS, HR, Skilled trades) and work-order systems to coordinate ergonomic assessments, equipment ordering, equipment installations and follow-up.

The services are coordinated by a dedicated US Ergonomics resource working with the local site personal. The management process includes a combination of on-site work related to assessments and employee follow-up and off-site coordination of efforts related to prioritizing the assessment needs and coordinating equipment ordering and installations.

The work flow and status is actively tracked for each employee. Reports on active and overall program efforts are shared in real-time. All metric tracked may be analyzed to assess program performance. (example, # assessed, products ordered, corrective actions implemented, follow-ups, discomfort ratings), sample below.

Overview of Office Ergonomics Services

Number of Responses

29

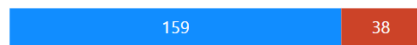
Issues Identified

197

Issues Resolved

159

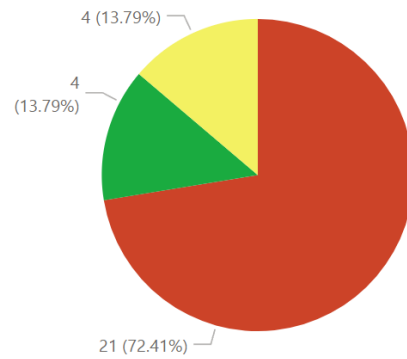
Issue Resolution Index



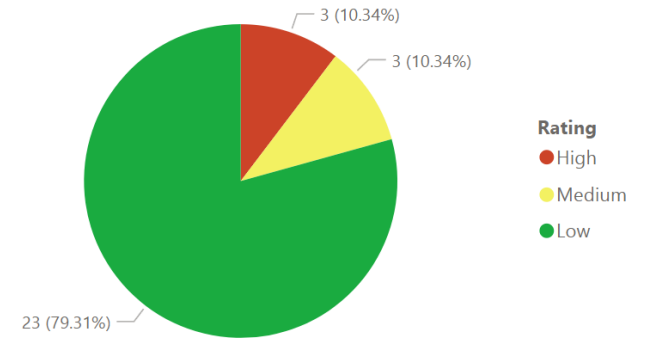
Please enter your first and last name and employment identifier - Email

brian.g	
Chelse	
dale.ba	
DAWN.	R.COM
EMILY.T	COM
Gregor	om

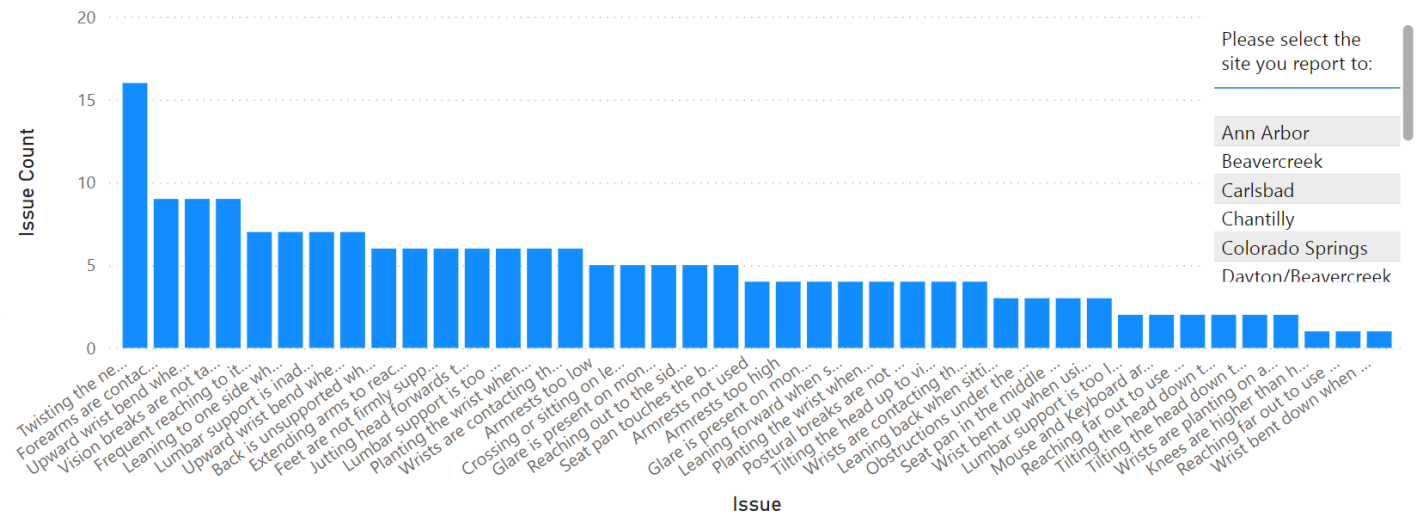
Pre-Survey Risk



Post-Survey Risk



Most Common Issues



Sample Dashboard Metrics

United States Ergonomics

3.0 OUR COMMITMENT

United States Ergonomics is committed to quality service and high value return for our customers. We are dedicated to the continuous improvement of our methods to increase effectiveness and refine best practices. Our goal is to reduce injuries while improving human efficiency, comfort and the quality of work.

Thank you for the opportunity to submit this overview of services.

Signed:



Kevin J. Costello
Certified Professional Ergonomist
President
United States Ergonomics

APPENDIX A : UNITED STATES ERGONOMICS OVERVIEW

Company Overview

United States Ergonomics is a national consulting firm specializing in workplace and product ergonomics. Services include, workplace design, risk assessment, program strategy, training, product certification & testing. US Ergonomics focuses on achieving sustainable gains in productivity while reducing the ergonomic risks and ensuring employee health & safety. Our goal is to improve human efficiency, comfort and the quality of life by enhancing the design of products and the workplace.

Our methods involve quantitative ergonomic risk assessment methodologies to measure exposures and prioritize the ergonomic program strategy. This has resulted in dramatic and quantifiable reductions to the incident rates and lost work days experienced by our customers while providing a significant return on investment.

Certified Professional Ergonomists

US Ergonomics maintains a multi-disciplinary team of Certified Professional Ergonomists with additional expertise in industrial hygiene and safety. The experience of the group spans a broad range of work environments.

Consulting Services Worldwide

US Ergonomics has experienced ergonomists in over 150 US cities. We can provide local resources for most projects. The US Ergonomics team has provided services to many industries throughout the country. Additional resources are available in Canada, Mexico and parts of Asia, Australia, Europe and South America.

Industry Experience

Aerospace, Agriculture, Appliance, Automotive, Chemical, Communications, Construction, Computer Equipment, Consumer Products, Data Processing, Defense, Distribution, Education, Electronics, Financial, Food Distribution, Food Processing, Foundry, Government, Healthcare, Heavy Equipment Manufacturing, Hospitality, Healthcare, Insurance, Laboratories, Legal, Leisure/Sports Equipment, Marine, Medical Research, Office Furniture, Oil & Gas, Packaging, Pulp & Paper, Petrochemical, Pharmaceutical, Plastics, Public Utilities, Publishing, Railroads, Retail, Steel Production, Textiles and Transportation, and more.

Professional Ergonomics Services

Industrial/Healthcare/Laboratory Ergonomics & Program Services

- Ergonomics Program Audit & Strategy Development
- Ergonomics Job Analyses, Risk Assessments & Solution Design
- Customized Stretch & Flex Programs

Overview of Office Ergonomics Services

- Physical Demands Analysis (PDA)
- Automobile Ergonomic Assessments (Auto-fit)

Industrial/Healthcare/Laboratory Ergonomics Training Programs

- Leadership Awareness Training
- Ergonomic Awareness Training
- Manager & Supervisors Applied Ergonomics
- Advanced Industrial Ergonomics
- Custom Training Program Development
- On-Site Technique Training & Coaching

Office Ergonomics

- Office Design Support
- Site Audits & Ergonomic Program Strategy (supporting LEED)
- Office Furniture and Equipment Standards
- Awareness Training & Personal Workstation Adjustment
- Train-the-Evaluator Training Program
- Ergonomic Evaluations of Employees
- Telephonic Evaluations

Advanced Ergonomics Services

- Ergonomics Engineering Simulation, Analysis
- Ergonomic Design of Assembly Lines, Equipment or Facility Design
- Ergonomics Exposure Monitoring & Job Design
- Vibration Measurement & Abatement Programs
- Pre-Placement Screening Programs

Ergonomics Testing Services

- Product Testing and Specifications
- Whole Body & Hand/Arm Vibration testing
- Muscle Effort Monitoring (Electromyography)
- Thermal and Heat Stress Monitoring
- Physiologic (heart rate) Monitoring
- Contact Pressure Measurement

Company Resources

Ergonomics Laboratory

US Ergonomics' advanced testing and design is performed in our state of the art ergonomics laboratory. Through testing it is possible to ensure measurable improvements in work design to enhance productivity while reducing the risk factors associated with ergonomic injury.

Test methods include; muscle effort monitoring (electromyography), dynamic postural measurement (electrogoniometry), human vibration analysis, surface pressure mapping, comfort surveys, thermal interface testing, human computer aided design, human motion analysis, physiologic testing, and biomechanical modeling.

Commitment to Quality and High Value Return

United States Ergonomics is dedicated to expanding our knowledge and improving our analytical tools and methods for the advancement of the applied science. We are committed to the on-going investigation and refinement of best practices in ergonomics across a broad range of companies, large & small. Our goal is to improve human efficiency, comfort and the quality of life by enhancing the design of products and the workplace.

Overview of Office Ergonomics Services