

The Real Challenges of Home Working for the Global Workforce

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Presented by: Bill Pace and Jon Abbott, Cardinus LLC

Your Speakers



Bill Pace



Jon Abbott



The Challenges

- **No Regulation**
 - Cal-OSHA
 - General Duty
 - New York
- **Regulation**



Sentencing Guidelines

- **Examples of high culpability include:**

- A deliberate breach of or flagrant disregard for the law.
- Failing to put in place measures that are recognised standards in the relevant industry.
- Ignoring concerns raised by employees or others.
- Failing to make appropriate changes following prior incidents.
- Breaches subsisting over a long period of time.
- Actual foresight or wilful blindness to the risk of offending but the risk nevertheless being taken.

- **Examples of medium culpability include:**

- Having relevant systems in place but which were not sufficiently adhered to or implemented.
- An act or omission which a person exercising reasonable care would not commit.

- **Examples of low culpability include:**

- Minor failings occurring as an isolated incident.
- Significant efforts being made to address risk but being inadequate on a particular occasion.
- There being no warning or circumstance indicating a risk to health and safety.





The Challenges

- **260 million homeworkers, ILO**
- **No time to develop meaningful policies**
- **Estimated number of jobs that could be done from home, Dingel and Neiman (2020)**
 - 34% in US
 - 26% - 29% Argentina
 - 20% - 34% Uruguay
 - 24% in Italy
 - 28% in France
 - 29% in Germany
 - 25% in Spain
 - 31% in Sweden and the UK





The Challenges

- **A new way of working**
- **New routines**
- **Feeling disconnected**
- **Conflict of balancing work, home, caring, home schooling...**
- **Mental health pressures:**
 - Loneliness
 - Increased anxiety
 - Depression
- **Lack of movement**





Official Advice (UK)

- For those people who are working from home on a long term basis, the risks associated with using Display Screen Equipment must be controlled. This includes them doing workstation assessments at home.
- There is no increased risk from DSE work for those working from home temporarily. So in that situation employers do not need to ask them to carry out home workstation assessments.



[Hse.gov.uk/toolbox/workers/home.htm](https://www.hse.gov.uk/toolbox/workers/home.htm)



Official Advice (UK)

13.—(1) Every employer shall, in entrusting tasks to his employees, take into account their capabilities as regards health and safety.

(2) Every employer shall ensure that his employees are provided with adequate health and safety training—

- a) on their being recruited into the employer's undertaking; and**
- b) on their being exposed to new or increased risks because of—**
 - (i) their being transferred or given a change of responsibilities within the employer's undertaking,
 - (ii) the introduction of new work equipment into or a change respecting work equipment already in use within the employer's undertaking,
 - (iii) the introduction of new technology into the employer's undertaking, or
 - (iv) the introduction of a new system of work into or a change respecting a system of work already in use within the employer's undertaking.





Official Advice (Australia)

39 Provision of information, training and instruction

- (1) This regulation applies for the purposes of section 19 of the Act to a person conducting a business or undertaking.
- (2) The person must ensure that information, training and instruction provided to a worker is suitable and adequate having regard to:
 - (a) the nature of the work carried out by the worker; and
 - (b) the nature of the risks associated with the work at the time the information, training or instruction is provided; and
 - (c) the control measures implemented.
- (3) The person must ensure, so far as is reasonably practicable, that the information, training and instruction provided under this regulation is provided in a way that is readily understandable by any person to whom it is provided.

Maximum penalty:

In the case of an individual—\$6 000.

In the case of a body corporate—\$30 000.





Official Advice (South Africa)

The term “workplace” is defined in Section 1 of the OHSA to mean “... any premises or place where a person performs work in the course of his (or her) employment”.

The term “work” means “... work as an employee or as a self-employed person, and for such purpose an employee is deemed to be at work during the time that he is in the course of his employment ...”.

Equipment such as computers, laptops, printers, etc. would constitute “machinery”.





Official Advice (South Africa)

The employer would therefore be required, to the extent reasonably practicable, to comply with the responsibilities set out, particularly, in Sections 8 and 13 of the OHSA, which in summary, require the following:

- Conducting appropriate hazard identification and risk assessments (“HIRAs”);
- Implementing appropriate measures to address the identified hazards and the assessed risks, comprising of codes of practice, standards, procedures and instructions;
- Implementing an appropriate health and safety training and communication programme which is aimed at communicating the identified hazards and assessed risks, and the measures to be implemented to avoid the risks from eventuating;
- Appointment of competent supervisors; and
- Implementing a system of overinspection.





The Legal Viewpoint

Will the courts rule in my favour?

At the start of the coronavirus outbreak there were suggestions that courts would grant employers a greater degree of leniency and sympathy, given the pressures of running a business in a pandemic. Months later, however, society has become more accustomed to living with the virus.

If you have a valid injury claim and have been open and honest about exactly what's happened to you, there is a good chance that your claim for compensation could be successful. You'll need to be able to prove your employer has acted negligently.

Personal Injury Compensation for Homeworkers
By Ian Morris | Updated October 8th, 2020

2 questions have been answered below, why not ask your own?

The global spread of Covid-19 has left huge numbers of us working from home. Many employees have had to adapt to new routines, new systems and new (often improvised) workstations. In the absence of a crystal ball, it's reasonable to assume this will continue for some time. But how has this impacted workers' rights? Are you entitled to compensation if you suffer a workplace injury at home?

Speak with a claims expert
Your questions answered - get some free, friendly advice and see if you are eligible to claim.
01225 430285
Or we can call you back:
Your name

Gathering evidence for a personal injury claim

If you believe that you have been effectively mistreated by your employer whether as a consequence of health and safety issues, pressure to hit impossible deadlines, or being asked to do tasks which are beyond your experience, you may have a claim for personal injury compensation. What you might find is that taking individual incidents in isolation may indicate a relatively weak case but the cumulative impact of varying types of pressure should highlight potentially illegal activity by your employer. Where possible you should gather evidence including:-

- Photographs
- Copies of emails
- Work diary
- Direct and indirect threats
- Substandard health and safety advice
- A lack of safety equipment
- Failure to update employees on regulatory changes
- Pressure to work

It is safe to say we are in a relatively unique environment both from a physical and a legal perspective. Where an employee feels at risk, whether because of medical issues in their family or direct activities as an employee, they should communicate their concerns to their employer as soon as possible. The idea is simple, work together to try and find some middle ground where the employee feels safe and secure and they are able to carry out their working activities. If an employee's issues cannot

Again, while this list is not exclusive it will give you an idea of the regulatory obligations under which all employers operate. It is likely in the current environment that employers will be in more regular contact with their employees regarding health and safety updates and changes in regulations.



Space

- New build flats and apartments are getting smaller, just 65sqm in 2014.
- A retrofitted office block in London offered single studios of 13sqm
- Younger workers disproportionately affected.

Philip Hubbard, Jon Reades and Hendrik Walter





Space

“

We are both trying to work from home in a one-bed apartment with no garden. There's only one table and we both make calls during the day and so one of us works in the kitchen/living room area and the other in the bedroom. Neither of us are comfortable and working sat on a bed is not ideal for multiple reasons.

”

Philip Hubbard, Jon Reades
and Hendrik Walter



Injury

- **42% share a workspace with other adults.**
- **In the past two weeks:**
 - 58% aches/pain in neck
 - 56% aches/pain in shoulder
 - 43% aches/pain in elbow
 - 47% aches pains in wrist or hand
 - 20% say alcohol consumption has increased

Homeworker Wellbeing Study – Institute for Employment Studies



Injury

- I have experienced new or increased pain in my shoulders, back or wrists since I started working from home.

Strongly agree	13%
Somewhat agree	28%
Somewhat disagree	29%
Strongly disagree	30%

Chubb, 1202 responses





Injury

- Some customers are doing nothing
- Some customers are providing a stipend
- Some customers are offering a virtual assessment to all employees
- Many are standardising their approach. Leadership teams are realising the value of their workers' wellbeing





Injury



- Make sure your training and guidance is appropriate. Do not use a one-size-fits-all approach.
- Give your workers a voice. If they have issues, make sure there is an easy and sympathetic route for support.
- Know what your support strategy is. Will you provide equipment? If not, what options are available?
- Be creative, space and personal circumstances matter.
- Begin planning for the post-COVID workplace, things will change!



Injury



**Don't forget
mental health**

Any Questions?



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Office Ergonomics

How to Do an Assessment

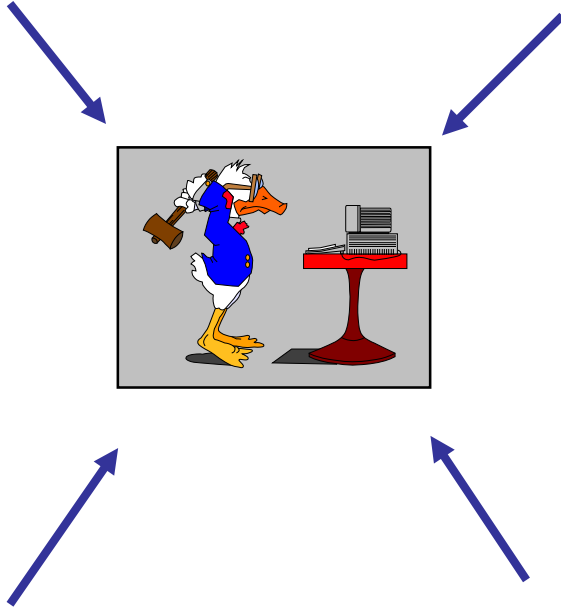
Presented by: Mark Yen

Objectives

The Assessment should be done such that the individual being assessed:

- * *Understands the principles of Ergonomics as applied to computer use.*
- * *Reduce discomfort.*
- * *Develop a knowledge of the adjustment capabilities at your workstation.*

Tips on doing a Workstation Assessment



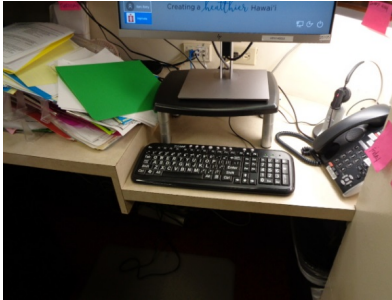
Observe from different angles. Sometimes you may only have one view.

Typical Office Cubicle.

- Look for:

AWKWARD POSITION
REPETITION
FORCE / VIBRATION
STATIC POSITION

Things you are dealing with?!?



Employee:	Department:
Supervisor:	Date:

BODY POSITION – Back, Legs, Feet

Are thighs near parallel to floor?	YES	NO
Is there space between the back of the knees and front of seat pan?	YES	NO
Can feet rest firmly on the floor or footrest?	YES	NO
Is person sitting upright, with back and neck nearly straight?	YES	NO
Can the backrest support the lower curve of the back?	YES	NO

Actions Taken:

BODY POSITION – Arms, Shoulders, Wrists

Are shoulders in relaxed position?	YES	NO
Elbows close to body?	YES	NO
Forearms are near parallel to the floor?	YES	NO
Armrests (if applicable), <i>used properly or not used while working?</i>	YES	NO
Wrists in neutral at the keyboard (close to straight)?	YES	NO

Actions Taken:

KEYBOARD/MOUSE

Does keyboard placement allow neutral wrist position?	YES	NO
Is mouse at keyboard height and close to keyboard?	YES	NO
Uses mouse with <i>near neutral</i> wrist position.	YES	NO

Actions Taken:

VDT SCREEN (Monitor)

Is top line of screen at or below eye level?	YES	NO
Is screen glare free?	YES	NO
Are dual monitors placed side by side?	YES	NO

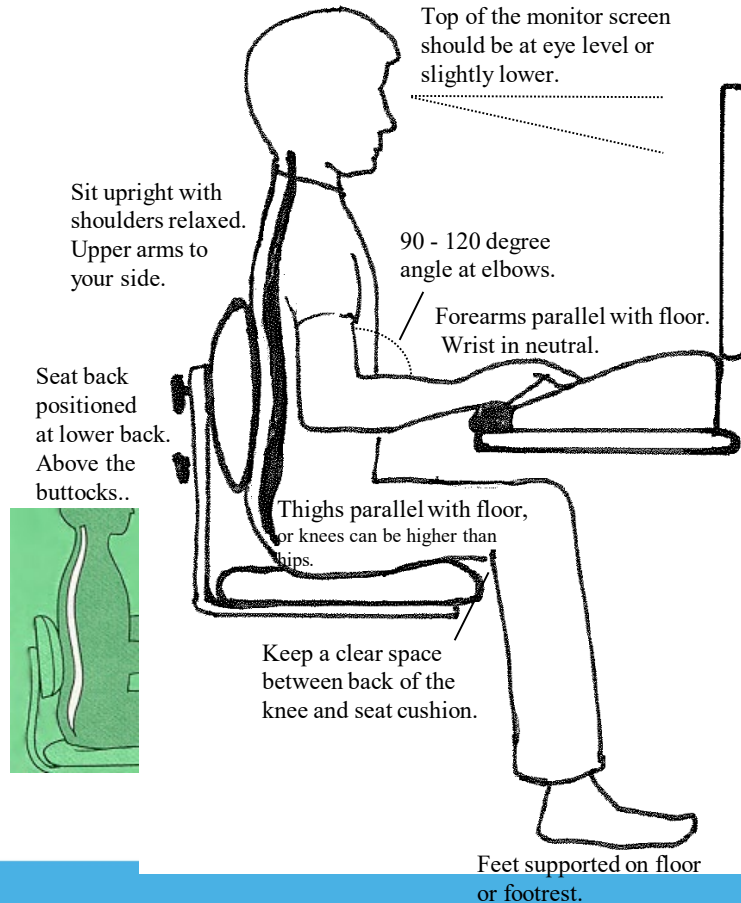
GENERAL

Operator, monitor, and keyboard are in alignment?	YES	NO
Frequently used equipment, documents, and manuals easily accessible?	YES	NO
Does the floor area under the work surface allow adequate leg room?	YES	NO
If phone usage is frequent, is headset available? <i>Provide if needed.</i>	YES	NO

Action Taken:

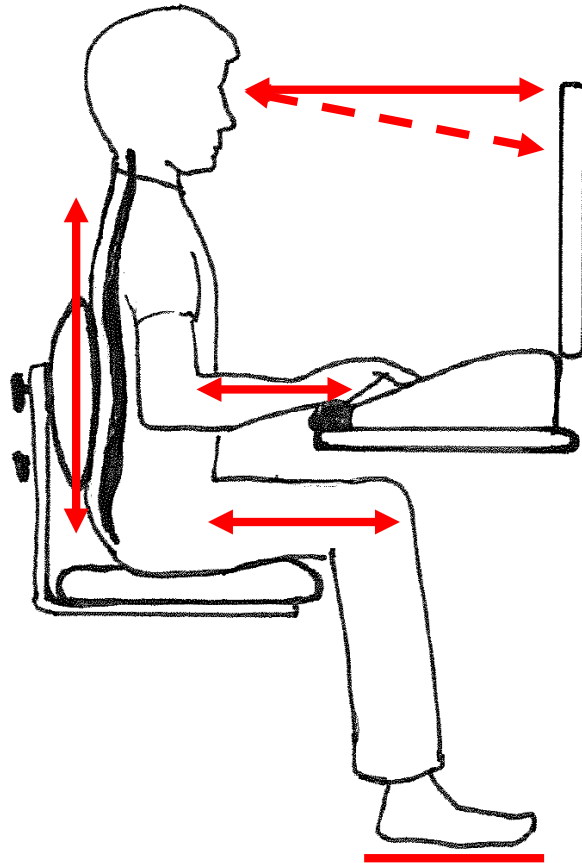
Supervisor: _____ Employee: _____

Optimal Sitting Position and Workstation Set Up



Slightly tilt monitor up, down, side to side to remove glare.

- Your back should be supported by the back of chair or a cushion to fit your spinal contour.
- Allow clear space underneath to all space for your legs and leg movement.
- The monitor, keyboard, and your proper sitting position should be in alignment with each other.
- Use a document holder to place document at side and same height of screen or directly below the screen. If no document holder, place document on the work surface next to the screen and as near in front of you as possible.
- Use wristrest to rest your wrist **only during intermittent** pauses from using the keyboard. Do not “plant” your wrist on the wristrest while keying in data.
- Do not hold pencil, pen, or other object in hand while keying in data.



What is your Neutral Position?



Stand up (your neutral position).

Shoulders are relaxed.

Arms and elbows at your sides.

Back is “upright” keeping natural curve of your spine.



Lift your forearms so that they are parallel with the floor.

This is the ideal position to be either sitting or standing.



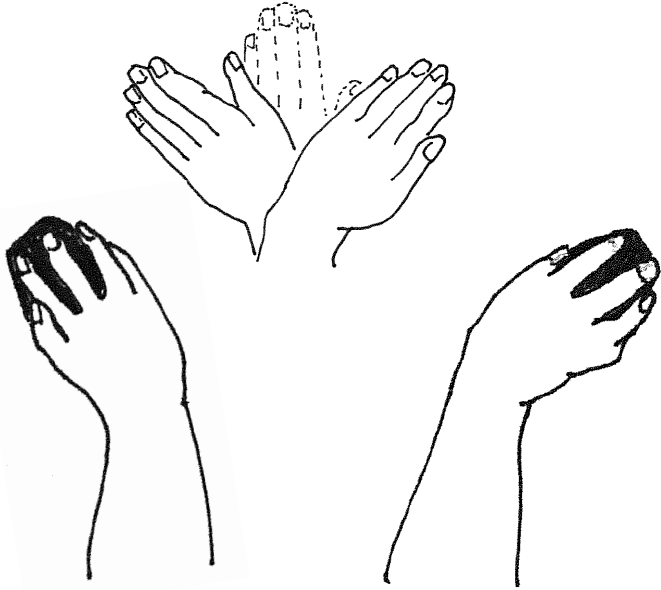
Sit down, shoulders and elbows should not move.

Good Position:

- Shoulders relaxed.
- Elbows in and relaxed.
- If using armrest, barely touching.
- Forearms near parallel with floor.

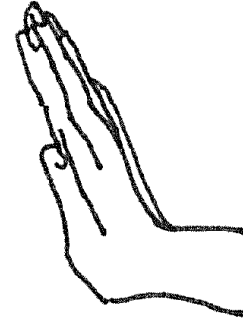


Awkward Wrist Positions

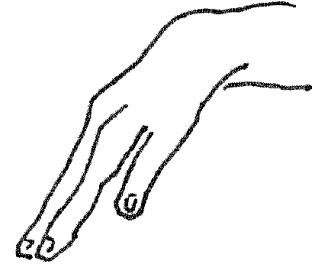


Radial
Deviation

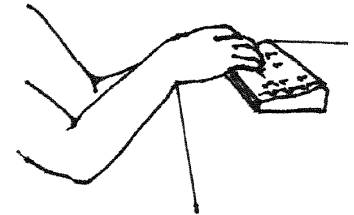
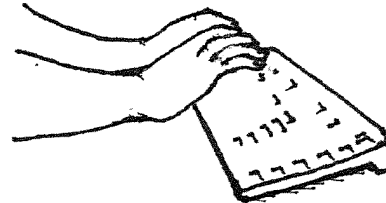
Ulnar
Deviation



Wrist
Extension



Wrist
Flexion

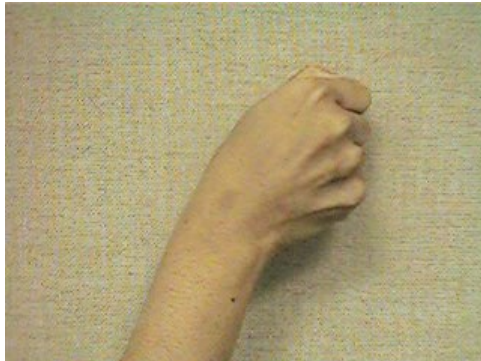
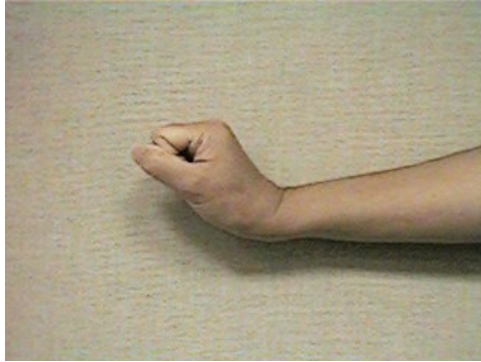


What is the **NEUTRAL POSITION** of your wrist?

*If you make a fist with your hands, your wrist will naturally move into the **NEUTRAL** position!
With the back of your hand facing up, open your hand, your wrist is in the **NEUTRAL** position!*



Wrist Deviation



So What Do I Start With First?

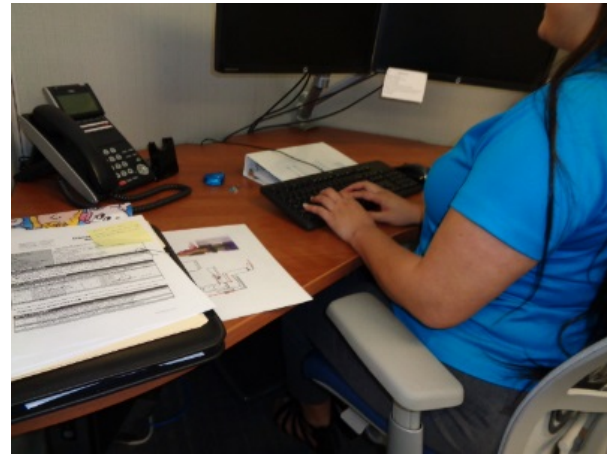
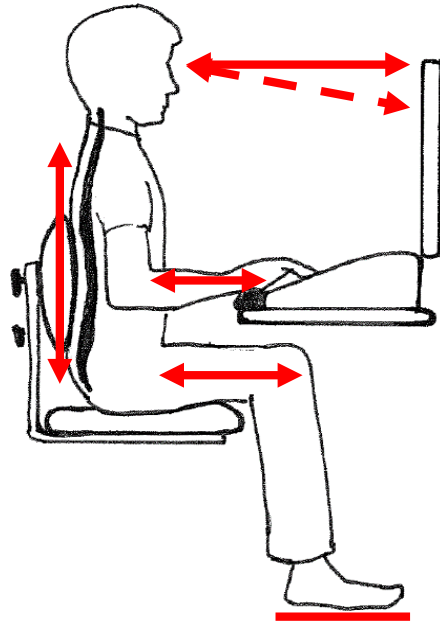
Start with your CHAIR

Find out what all the adjustment capabilities are.



The Assessment

With the individual working, observe the overall sitting position using the handout guidelines.



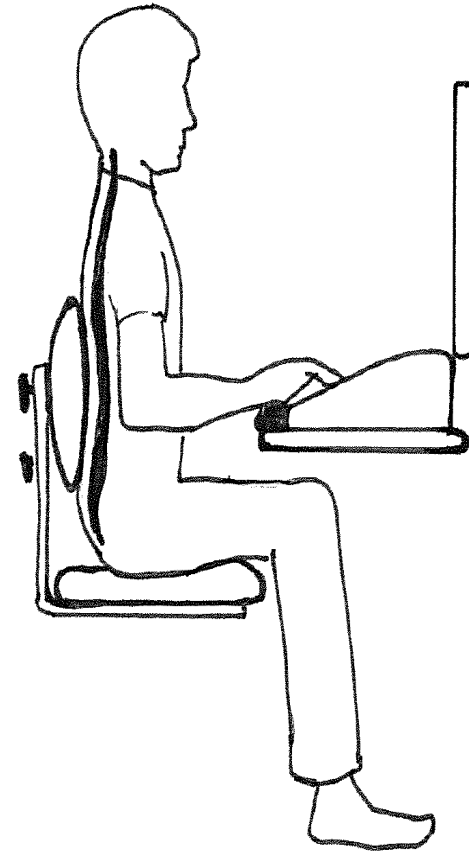
1. Sit down on your chair and adjust so that your thighs are near parallel to the floor. Move up to the desk and keyboard.

2. Raise the chair until your forearms are near parallel to the floor.

3. If your thighs are not parallel to the floor, support your feet with a footrest, box, or other flat surface object to bring your thighs near parallel to the floor.

If you have armrests, they should be set at their lowest position. If you feel you need support, they should be at a height just barely touching your arms and not interfere with moving up under the desk.

Adjust the back of the chair so that the support is at the lower curve of your back, just above the buttocks. If you need additional support, use a lumbar support, rolled-up towel, and position it above your buttocks.



Arm and Hand Placement



Wrist is in the neutral position at the keyboard.

Arms near parallel with the floor.



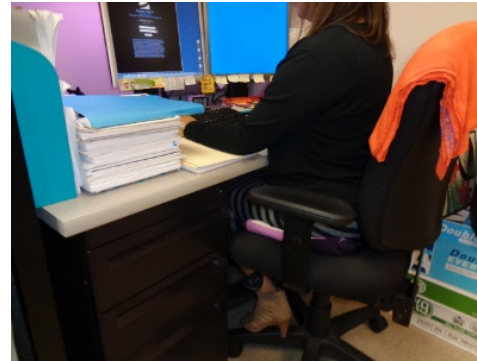
Elbows should be near 90-120 degree angle.

4. Top of Monitor is at eye level or lower?

5. Sitting position, keyboard, monitor(s) are in alignment.

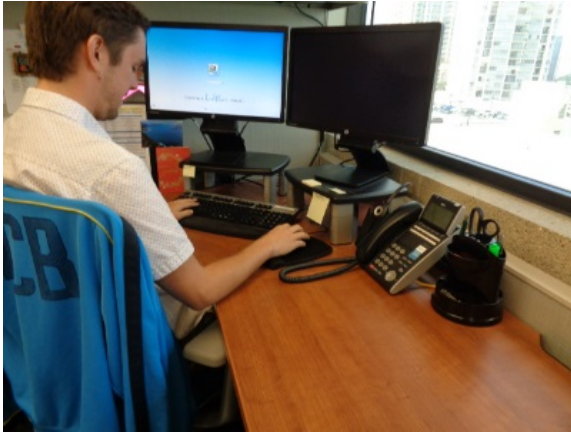
If one monitor is dominant (entering data), then that one should be aligned with keyboard and sitting position.

*If both are equally used,
Then center both with the user.*

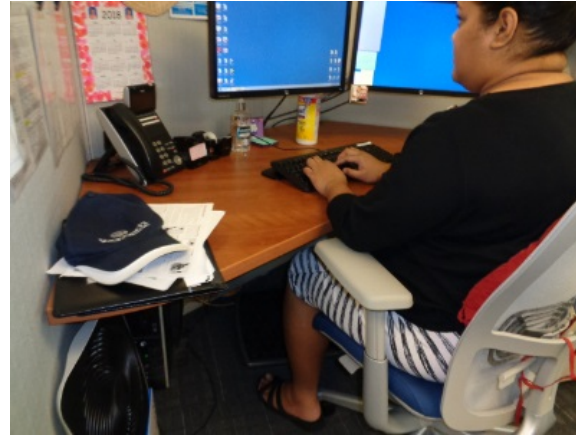


Monitor Placement

Monitors equally centered
If equally used.

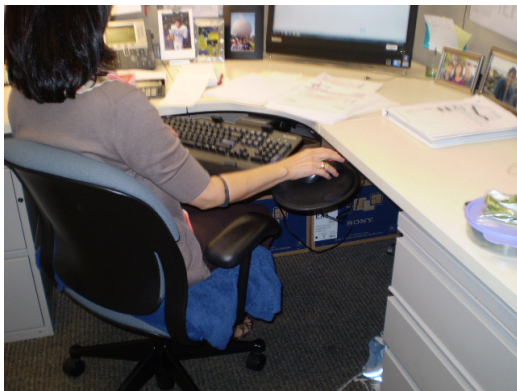


Dominant monitor is aligned
with supporting monitor at side.

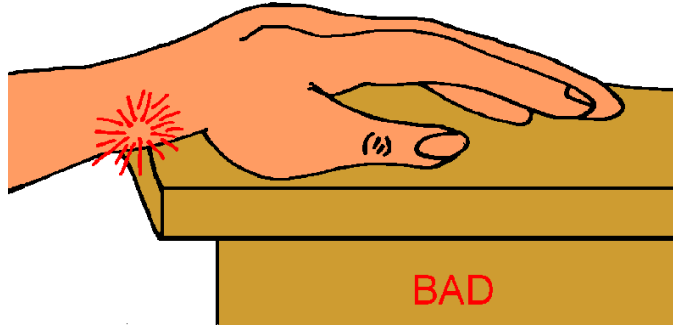


Keyboard Adjustable Trays

Don't always clear the desk work surface, so height adjustment is not done.



WRISTRESTS / PALM SUPPORTS



When computer keyboards were first used, most office desk tops did not have rounded edges. People would rest their wrist on the edge. The first wristrest was a simple flat foam strip placed on the edge of the desk surface to remove the pressure of the edge.

WRISTRESTS / PALM SUPPORTS



**The wristrest prevents
resting your wrist on
the edge of the work
surface during**

“PAUSES”

from keying in data.

WRISTRESTS / PALM SUPPORTS



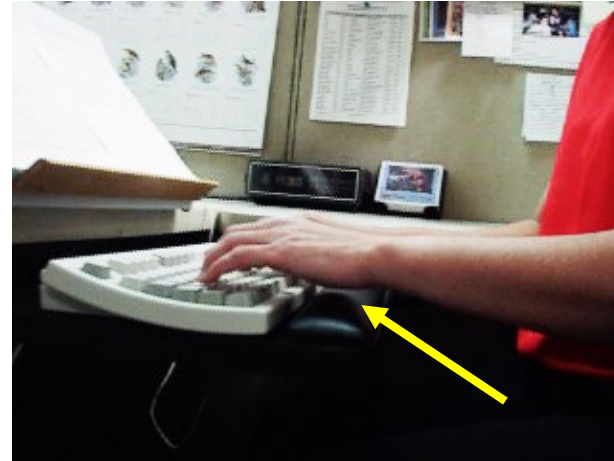
**“Planting and Leaving your wrist in one place creates
WRIST DEVIATION.”**

WRISTRESTS / PALM SUPPORTS

Move your **ARM**, *do not plant your wrist* when typing.
Only slight pressure should be placed on the
wristrest when keying in data. **“FLOAT”** your wrist.



“REST” Position



Typing Position

Helpful Tips

- Use your mouse with your non-dominant hand. *If you are right-handed, move your mouse to your left side and use the mouse with your left-hand.*
- Learn to use the left-hand key functions to select from the toolbar.

CHAIR ARMRESTS

To Have or Have Not?

Armrests should be adjustable. If armrests are used improperly, it may place arms wider, shrug shoulders, and force someone to lean forward.



Poor Posture: Elbows out, shoulders raised.



Stand up (your neutral position).

Shoulders are relaxed.

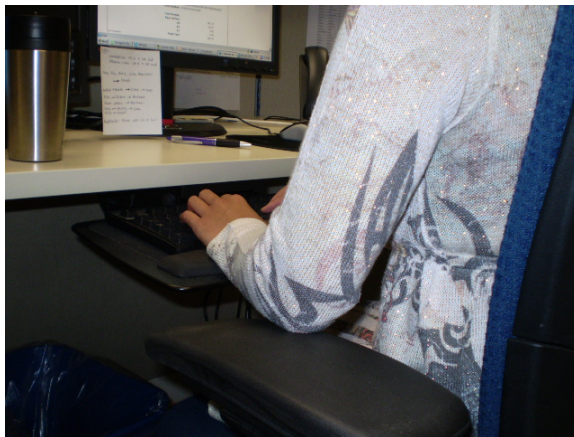
Arms and elbows at your sides.

Back is “upright” keeping natural curve of your spine.



Lift your forearms so that they are parallel with the floor.

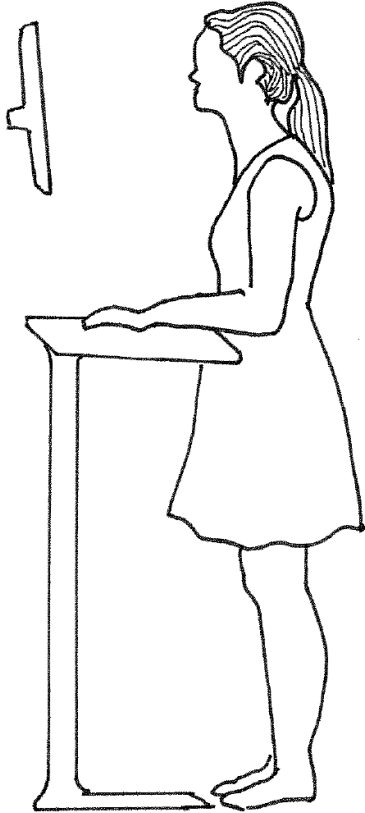
This is the ideal position to be either sitting or standing.



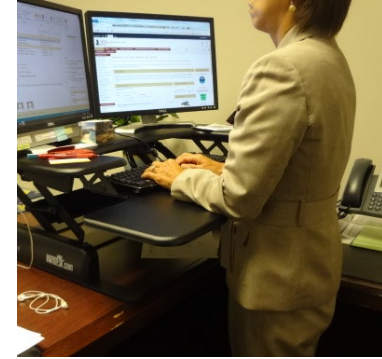
In this photo, the armrest is too wide. The person is not using the armrests when using the keyboard. This allows her to have her arms close to the neutral position.



STANDING



*Forearms parallel
with floor.
Wrist neutral.
Top of monitor at
near eye level.*



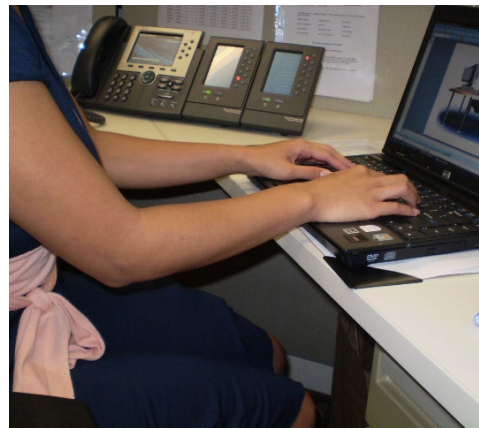
Not Good Position

Laptops

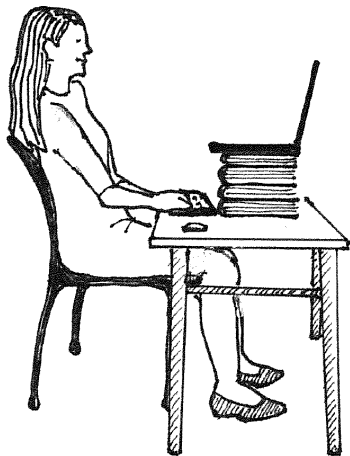
Need to follow same ergonomic guidelines.



POOR Posture!
Wrist Flexion,
Forearms not parallel
with floor.

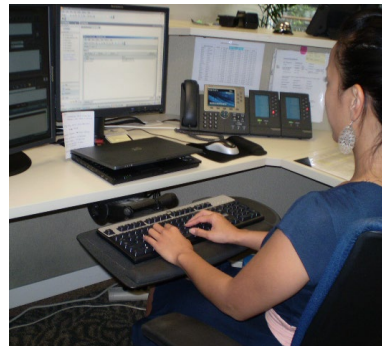


Better Posture!
Wrists in neutral position.

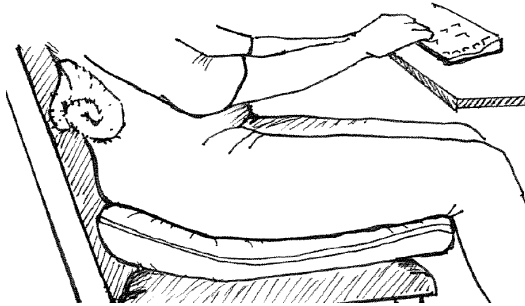


Laptops

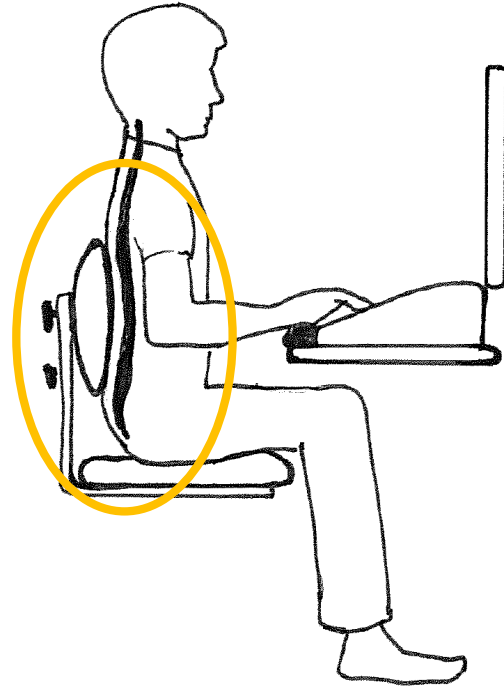
If just using an external keyboard, raise laptop to bring screen to desired height.



Is back supported at the lower curve?
Do you need a lumbar support?



Rolled up towel



Wrong placement of Lumbar Support



Lighting

Acceptable Levels

30 - 50 foot-candles.

for document reading.

Most office lighting measures above 50 foot-candles.

If individual feels the need for more lighting, then suggest task lighting (such as a lamp).

Summary

Start with the Chair.

Sitting Position Correct?

Adjust chair height so forearms are parallel with the floor and shoulders relaxed.

Forearms in Neutral Position?

Wrists in Neutral Position?

Equipment Alignment

Monitor, Keyboard, Operator

Is additional equipment needed?

Footrest, Headset, Document Holder . . .

Thank You!

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**When contacting, please indicate ErgoExpo in the
subject line**