

# Agile Working: A Day in the Life

Presented by:

Scott Bottomer- Key account manager Scotland

Katharine Metters – Head Consultant MCSP MSc.Erg, CMIOSH, IIRSM

# Agenda

Explore the considerations and some possible solutions in relation to four common Agile Working Areas:

- Hotdesking
- Home
- Remote (coffee shop style)
- Car/travel

# Working Patterns and Environments are changing.

The fundamentals of the DSE regulations hold but for Agile Working to be effective and healthy requires that we go back to basics.

The regulations provide the principles of good practice to help us manage the risks and prevent discomfort and ill health - not just for audit purposes!

Agile Working provides opportunities to manage work and life better but can also well as to create issues.

The key is choose the right tool/workstation for the task at hand.

# Hot desking



# Challenges

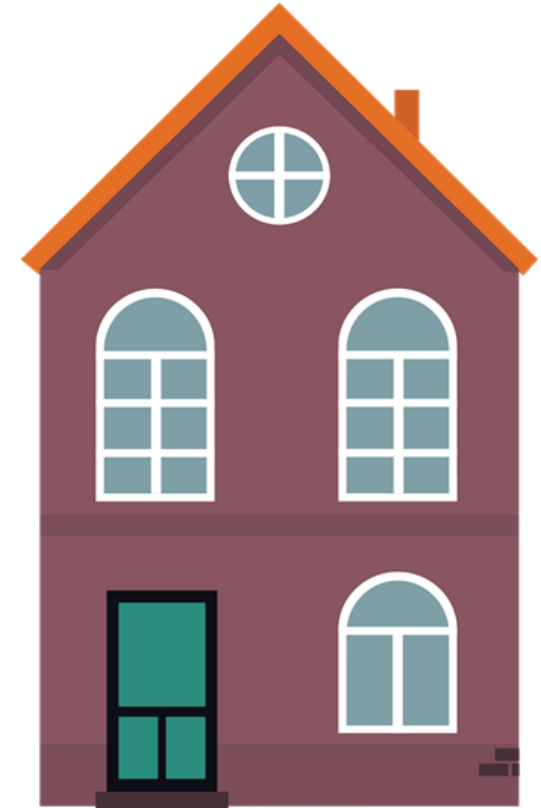
- Often a seated fixed height desk and chair
- Lack of workstation/environment options
- 'Standard' equipment that offers limited adjustment
- Encourages a primarily seating-centric way of working
- Can be poorly maintained and uninviting
- Poor acoustics/distractions
- Employees do not set up workstations
- Creep, meant to be there for 15 mins then stay all day!
- No ownership of the space



# Possible solutions

- Intuitive flexible equipment
- Range of workstations/areas including for collaboration
- Acoustic and privacy considered
- Simple/accessible training/reference material
- Attractive areas to be proud of
- Good support and management
- Encourage suitable 'breaks'
- Effective support and feedback systems

# Home working



# Challenges

- Poor equipment
- Lack of/inappropriate space
- Desire overrides good decision making!
- Sharing space with others – distractions/data protection
- Work creep “I’ll just send a couple of emails...”
- Work/Life blurring – additional working hours/always on
- Isolation
- Different management/training needs
- Distance from Company, colleagues, and culture.

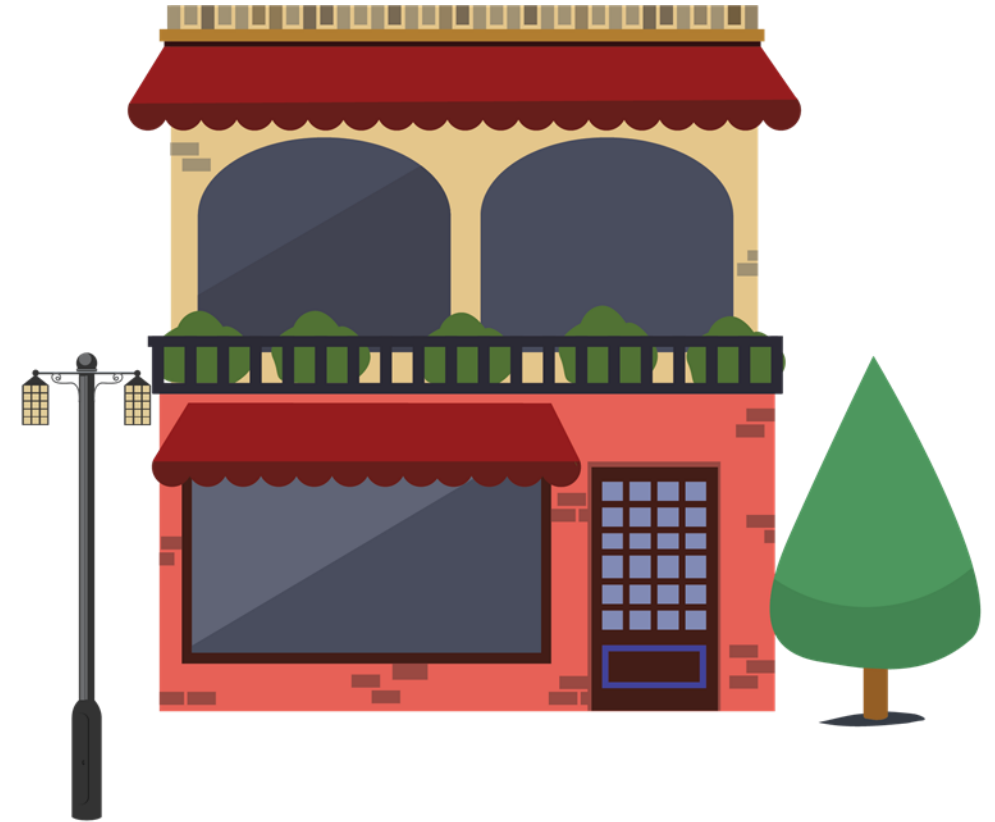




# Possible solutions

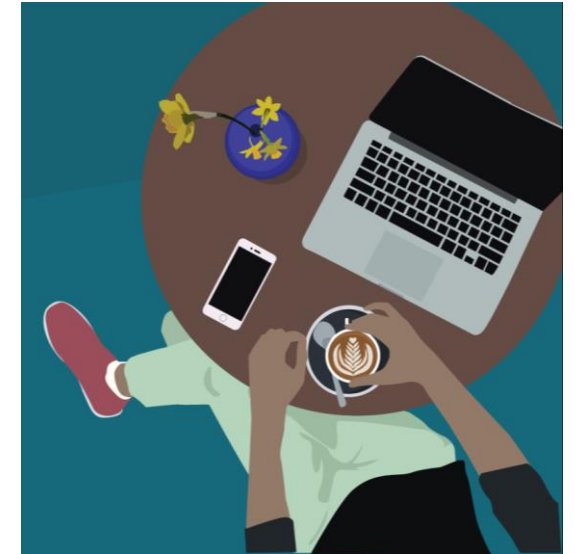
- If significant DSE usage is conducted at home then a suitable workstation is a must
- Mobile solutions will often work well at home
- Relevant training about task/workstation choices and adapting way of working
- Clear guidance regarding working hours and time management.
- Accessible simple support tools
- Communication/collaboration methods to be in built to the role

# Remote working



# Challenges

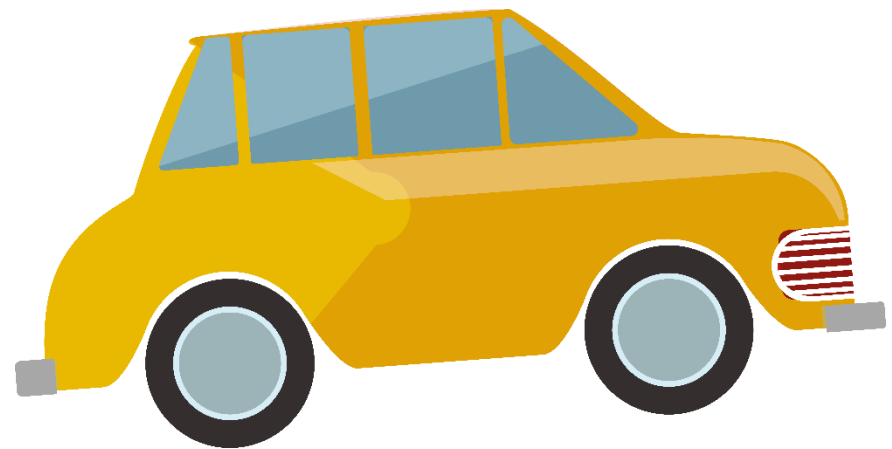
- Poor workstation for inputting head and hand aimed to the same place
- Holding devices
- Lighting
- Lack of/inappropriate space
- Sharing public spaces with others – distractions/data protection
- Different management/training needs
- Poor decision making- work anytime any place
- Lone working issues, including manual handling
- Distance from Company, colleagues and culture.



# Solutions

- Accessible training on the right tool, environment, for the task for the right time
- Advice on simple methods to improve situations including reducing need to carry items around
- Encourage use of hot desking and other environments
- Provide relevant accessories to reduce holding, improve the hand and head positions
- Consider different input options e.g. voice
- Movement!
- Suitable, non-conventional, equipment – Privacy screen filters, headsets, etc.
- Provision of wheeled bags/ruck sacks

# Car/travel



# Car challenges

- Lack of space leading to head down
  - neck flexion
  - awkward arm, wrist, and hand movements
- Sustained holding of devices
- Length of time in restricted position
- Privacy/security
- Temptation to monitor/work on the move



# Solutions

- Training on work planning to complete suitable tasks, suitable environments
- Use a suitable pointing device to aid navigation
- Consider using voice activated software in the comfort of your own car!
- Car set up and route planning /breaks advice
- Advice re working in the car e.g. using the passenger seat, store items in boot....

# Other travel challenges

## Trains/buses/airplanes

- Lack of space leading to neck flexion awkward upper limb movements
- Sustained holding of devices
- Length of time in restricted position
- Privacy/security
- Manual Handling
- Motion sickness
- Difficulties in navigating around screen creating errors and tension



# Solutions

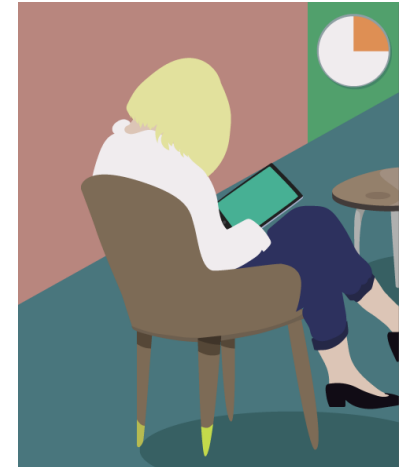
- Training on work planning to complete suitable tasks, in suitable locations.
- Travelling is a great time to read, think and make short notes - not to type and edit for extended periods
- Use a suitable pointing device to aid navigation
- Provision of wheeled bags
- Consideration given to sending items ahead or using solutions on site
- Work advice to limit carriage of paper documents

# Common themes for Agile working

- Consider what tasks are needed to be performed and plan for options for employees
- Managers to discuss with employees the best way to complete tasks and ensure they have the tools/environments to do this so they are productive and the risks are managed
- Create suitable environments, which are flexible and intuitive to set up
- Effective feedback systems
- Ensure employees are aware of the risks and their role in making decisions to manage the risks

Simple Messages...

What do our body tell us?



**Don't look down for extended periods:** *if your neck muscles are tight or sore you are probably looking down too much. Ask a colleague to take a picture of you working.*

**Don't hold items for long periods:** pain/ discomfort/tiredness in your arms and hands is a sign you are holding too much

**Make sure you can feel back support:** *if not you are probably leaning forwards and compromising your posture.*

**Check wrists and hands are relaxed:** *is there a straight line from elbow to fingers, are your hands angled upwards at the wrists, is there tension?*

**Hips above knees:** *if your knees are above your hips, your Posture will be compromised whilst sitting.*

# How long should we aim work for in each situation?

**Good DSE Setup (seated):** *Movement and eye breaks every 20mins; bottom off seat at least each hour*

**Good DSE Setup (sit/stand):** *Movement sit to stand every 20mins; stand for about 10; short walk each hr. (to printer, glass or water etc.)*

**Laptop/Tablet raised(low input/sitting):** *Movement and eye breaks every 20mins; bottom off seat twice each hour*

**Laptop/Tablet (high input/sitting):** Rest break away for situation every 15mins

**Mobile Device (low input):** *Swap and move the hands, shoulders, and neck at least every 5 mins; break from work at least every 15 mins.*

Remember...

The worse the position...

The more movement is required.



Thanks for your attention.  
We hope you enjoy the rest of the Day.