SERVICE GUIDE
Solving problems, sharing solutions, serving you
Welcome

Let’s join forces to improve the health, wellbeing and productivity of your employees.

Posturite is a market-leading workplace health, wellbeing and ergonomics company. Today we’re a growing team spread nationwide, helping thousands of clients improve the health, happiness and productivity of their employees through a range of solutions - including DSE assessments, ergonomic product provision, training and consulting. Now, we’d like to share our experience, industry connections and famously personal service with you.

To help you get to know us better, we’ve put together this brochure to show you more about who we are, what we do, who else we help and, more importantly - how we can help you.
Contents

- Our Story ........................................................... 06
- DSE and Vehicle Assessments .......................... 14
- Ergonomic Products ........................................... 18
- Projects .............................................................. 24
- E-learning and Software ..................................... 28
- Face-to-Face Training ........................................ 32
- Consulting .......................................................... 36
- Disability Enablement ....................................... 40
- Emergency Products ....................................... 44
Our Story

Our story began in 1991, when founder and CEO Ian Fletcher-Price swapped a City office for his mother’s garden shed. His intention was to design an ergonomic writing board that would reduce the pain and discomfort experienced by so many office workers across the world. He succeeded and over two decades later the writing board is still one of our most popular products.

As Posturite grew in size and expertise over the years, our service offering grew with it. Over the course of our history we’ve worked with thousands of clients to improve all areas of workplace health, safety and wellbeing.
We’ve achieved a lot since our humble beginnings. Today our team is 230+ strong (and growing), we sell thousands of products, provide an excellent array of services and work with 75% of the FTSE 250, most central and local government organisations, and hundreds of other organisations of all sizes in all sectors.

**Exciting partnership**

In 2017 we began an exciting partnership with global mega-brand Fellowes, which is now a shareholder in our business. With over 100 years of expertise in the world’s office furniture market, Fellowes is perfectly placed to support us as we lead the workplace health revolution into the future.
Posturite in numbers

We’re a growing team of experts on a mission to share our knowledge. Over the coming years we’ll continue to grow and spread our important and passionate healthy working message across the globe.

In the last year alone there have been:

- **30,000** Ergonomic chairs bought
- **19,000** DSE assessments carried out
- **186,831** E-learning courses taken
- **5,000** People trained face-to-face
- **15,000** Sit-stand desks bought
- **105** New products added to our site
- **500** Face-to-face courses delivered
- **70** Blogs posted
- **10** Webinars broadcast
A knowledgeable team

We pride ourselves on recruiting top talent from all over the UK. We prefer our assessors to have sports or health backgrounds, so our experienced DSE team is largely made up of physiotherapists, personal trainers, ergonomists and sports scientists. Over a quarter of our staff members have been with Posturite for 10 years or more, giving them a wide and unique understanding of the ergonomic market. Our team will always help you find the best solution for your problem.
Accreditations

At Posturite we’re proud of our achievements, and that includes the accreditations we’ve worked hard to earn and retain. These accreditations are in recognition of the extremely high standards we achieve in every area of the business, from health and safety, to security and environment.

We choose our external suppliers carefully to make sure they reflect our own exceptional standards. These are just some of their accreditations:

The certificates mounted on the wall are just the start. Our governing bodies provide ongoing support and advice to help us continue to achieve and exceed the highest standards in our industry.
Workplace health - why does it matter?

Each year millions of working days are lost to injury and illness caused by poor working environments. There is a clear link between working environment, employee health and business productivity, and yet there are still a shocking number of businesses failing to meet even the minimum standards set out by the Health and Safety at Work Act.

Between 2017 and 2018

1.3 million people took 30.7 million working days off sick for work-related ill health and injury.

- 7.1 days for injuries
- 19.8 days for ill health cases
- 25.8 days for stress, depression or anxiety
- 14 days for musculoskeletal disorders

The average number of days taken per person for each category of health issue.
Clients we work with

Posturite’s support made all the difference. The team worked around our issues and managed so well around all the chaos. Without that kind of hands-on support we wouldn’t have made the most of our chairs.

- Yoox Net-A-Porter
Our services

What services do we offer, and what can you expect from us?

Every service we offer is designed to improve the health and wellbeing of your employees. Being uncomfortable at work is more than an inconvenience. It affects our ability to concentrate, carry out certain tasks and meet our full potential in our careers.

**We offer services across eight key areas:**

- DSE and Vehicle Assessment Services
- Ergonomic Products
- Projects
- E-learning and Software
- Disability Enablement
- Consulting
- Face-to-face Training
- Emergency Products
DSE and Vehicle Assessments

We offer a variety of workstation and vehicle assessments. DSE assessments are carried out by trained DSE assessors.
Our UK-wide force of experienced assessors can deliver a range of workstation assessments tailored to your goal - whether it’s simply to meet all-important display screen equipment (DSE) regulations, to future-proof your office, or to take a closer, more detailed look at more complex cases.
What is a DSE Assessment?

A display screen equipment (DSE) assessment is undertaken by an experienced DSE assessor whose job it is to check the quality and set-up of a workstation against standards set out by health and safety regulations. Depending on the level of assessment, the assessor will identify any areas that are not compliant with regulations, make adjustments for the individual, suggest improvements, write up a report and, if necessary or required by the client, provide product recommendations.

Employers are legally required to protect workers from the risks of using DSE. The Health and Safety (Display Screen Equipment) Regulations 1992 apply to workers who use DSE every day for prolonged periods.

The level of support given will depend on the type of DSE assessment selected. We provide a selection of different assessments for various environments and levels of involvement:

**DSE Workstation Assessment**

**Level 1**
Our fastest, simplest workstation assessment will identify set-up problems to help improve the comfort of users with musculoskeletal complaints.

**Level 2**
To produce a detailed report to help workstation assessment records more information to help improve the comfort of users with musculoskeletal complaints.

**DSE Compliant Workstation Assessment**
A fully compliant DSE assessment as required by the DSE regulations, undertaken by a Posturite employee trained in DSE assessments. Following the assessment, a completed DSE assessment form highlighting any areas of concern and providing recommendations will be submitted.

**DSE Telephone Consultation**
Our trained DSE assessors are able to carry out problem-solving consultation over the phone. Based on photographs, measurements collected by the user and information given during the telephone call, the assessor will be able to make product and positioning recommendations to help solve the user's issues.
DSE Workstation Assessment for an Identified Concern

This level of assessment aims to deal with more complicated cases requiring deeper knowledge and experience to address the reported musculoskeletal problems affecting DSE work.

Bespoke DSE Assessments

Bespoke assessments are designed to enable us to offer assessments of non-standard DSE related issues. Examples of this maybe where there is the use of several DSE workstations or working on different sites.

Vehicle Assessments

Driver Set-Up Review

This is for staff who have to drive for work. An assessment is carried out of the stationary car to make improvements to positioning and comfort.

Driver Comfort Assessment

This level of assessment aims to deal with more complicated cases requiring more in-depth knowledge and experience to address the reported musculoskeletal issues reported whilst driving the vehicle.

For more information visit posturite.co.uk/dse-and-vehicle-assessments
Ergonomic Products

We’re all different shapes and sizes - so why should we all use the same equipment?
Ergonomics puts human anatomy and behaviour at the heart of design. That means designing products that fit the user’s body type, the task they’re carrying out and the environment they’re in. This is by no means an easy task, which is why we invest heavily in developing and sourcing the most innovative, ergonomic products available.
We work hard to find and supply solutions that really do improve people’s lives by boosting:

- Comfort
- Performance
- Satisfaction
- Health and safety compliance

We design and supply a huge range of high quality ergonomic products for home and work use, from ergonomic chairs and sit-stand desks, to laptop stands and document holders.

For more information visit [posturite.co.uk](http://posturite.co.uk) or call us on +44 (0) 345 345 0010.
Hassle-free delivery and set up for chairs and desks

What works for you?

Receive your Posturite products how you want them, when you want them with our simple delivery options. Choose the level of support that suits you best.

Maybe you’re self-sufficient and happy to assemble your chair or desk yourself with access to online resources, chat support and a DSE helpline. If not, you can take advantage of our full delivery and set up service where you select a delivery date, get the products assembled with instructions on use, and have the option of recycling your old products.

Our delivery options

**Standard courier**

Self-assembly and set up

Happy to assemble and set up your chair or desk yourself?

Our courier option delivers your chair or desk to a ground floor entrance in a location of your choice. You’ll receive an email when your order has been dispatched.

You will also be provided with an introductory pamphlet with access to our online help hub, where you’ll find how-to video assembly guides and advice to get you comfortably positioned - as well as live chat and a support number to speak to our DSE team.

**Delivery, installation, set up and support**

Our delivery partners Product Care will have you comfortably set up and familiarised with your products at the time of delivery. They’ll also take away the packaging and, if you selected the option, remove your old furniture for recycling.

You’ll be provided with an introductory pamphlet to help you get comfortably positioned at your workstation, and you’ll have access to videos and advice sheets on our online help hub - as well as a support number to speak to our DSE team.
What to expect with our full delivery, installation and set up service

With our full delivery, installation and set up service, we will:

- Assemble and set up your products at the time of delivery, with instructions on use
- Offer immediate support and expertise from trained technicians
- Provide back up support from online videos, live chat and phone support

We will also be minimising our impact on the environment by:

- Removing and recycling packaging as standard
- Reducing our carbon footprint with fewer visits
- Recycling your old chairs and desks as an option

About Product Care

As one of the UK’s leading premium delivery companies, Product Care is the perfect partner to support our growing client base. The company already successfully provides similar services to hundreds of well-known brands throughout the UK.

Product Care staff are exceptionally well trained and understand that a personal service is needed to make sure that not only are the chairs and desks delivered when you want them, but that users are advised on how best to reap the ergonomic benefits of their new products.

With Product Care we can deliver five days a week from 7am to 8pm, with the option to recycle old products.
Projects

Transform your premises into a healthy, inspiring, efficient workplace with the help of our projects team.
The chairs we use day-to-day have the power to transform how we feel, act and perform at work. The right office chairs can improve comfort and reduce the risk and symptoms of musculoskeletal disorders. The wrong chairs can result in an office full of bad backs, low morale and untapped potential. Our experts are here to match you with the perfect chairs for your business.
The types of projects we help with

How we feel, behave and perform at work partly depends on the quality of the environments around us. Factors like uncomfortable seating, thoughtlessly designed work spaces and poor air quality can all have a negative impact on:

- Concentration
- Performance
- Company reputation
- Mood
- Sick leave

Our job is to work with clients to improve some or all elements of their working environments with the ultimate goal of boosting productivity.

Seating

Need help selecting, sourcing, installing and setting up new chairs? Our resident experts can support you through the entire process.

Agile working

Many employees now have the freedom to work where, how and when they like. But how do we protect staff when they’re out of sight and on the move? Our team can help you with ergonomic solutions to keep agile workers healthy.

Our chairs are our most-used tool in the office, making them one of the biggest opportunities for ROI
Sit-stand desk

Get your workforce up and active working with our help. We’re one of the leading sit-stand desk suppliers in the UK, and we supply free advice and resources as well as products.

Monitor arm

We’re passionate about workstation ergonomics, and monitor arms are a critical part of that. We’ll source and install as many monitor arms as you need.

Air quality

We’re proud suppliers of the leading air purification system Aeramax by our partners at Fellowes. We’ll source and install the best system for your space.

Why work with our projects team?

When you work with Posturite’s projects team, you benefit from:

- **Expertise**
  We’ve been improving workplaces across the UK for over three decades.

- **Personalisation**
  Every project is different. We work to your needs and visions.

- **Value for money**
  We work closely with clients and suppliers to keep costs down.

- **Full package**
  We handle every step of the process, so just sit back and let us do the hard work.

- **Ongoing support**
  We will remain your go-to experts, even after the project is complete.

- **Excellent service**
  Our team goes above and beyond to make clients happy.

Let us help you with your workplace improvement project. Get in touch today if you have any questions, or if you’d like to request a quote.
E-learning and Software

Training staff online is the simplest, easiest way to meet many of the regulations you need to run your business.
Don’t let legal red tape get in the way of business growth. Our e-learning courses are cost-efficient and developed in-line with all the latest government legislation, so you can train any number of staff in the required subjects.
Access and manage everything in one place online

The WorkRite management system handles all of your company's health and safety training information.

- Manage trainee data
- Follow a trail of actions required or taken
- Receive and set up automatic reminders of training requirements and post-assessment actions
- View all training records
- Create, view and schedule reports
- Email trainees

For more information visit posturite.co.uk or call us on +44 (0) 345 345 0010.
E-learning courses

E-learning is now the method of choice for most organisations to deliver essential health and safety training to their staff.

DSE and Ergonomics
- DSE (AssessRite)
- DSE for Homeworkers
- WorkRite Agile

Safety
- Asbestos Awareness
- Control of Substances Hazardous to Health (COSHH)
- Driver Safety Awareness
- Fire Safety Awareness (FireRite)
- First Aid Refresher

Food Safety Level 1
- Food Safety Level 2 (Catering)
- Food Safety Level 3 (Retail)
- How to Perform an Office Risk Assessment
- Office Health & Safety Awareness
- Office Health & Safety for Line Managers (OHSA)
- Manual Handling (HandleRite)
- Mobile Workers (MobileRite)
- Slips, Trips & Falls
- Working at Height

HR
- Anti-Bribery/Anti-Corruption
- Anti-Money Laundering
- Conflict Resolution
- Environmental Awareness
- Equality and Diversity
- General Data Protection Regulations (GDPR)
- New and Expectant Mothers
- Personal Travel Safety
- Safeguarding
- Stress Awareness (FeelRite)

CourseBuilder
You’re in control. Our CourseBuilder application provides the perfect platform for teams who want to create sophisticated, engaging e-learning courses. Teams can collaboratively create, edit and publish new training courses that will play on any device.

All our existing courses can also be edited to fit your organisation’s tone and style.

Software

Accident Management System (AMS)
The system helps you to fulfil your obligations under the RIDDOR regulations (reporting of injuries, diseases and dangerous occurrences regulations 1995).

Dyslexia screener
Online screener which offers a quick, convenient and cost-effective method for employers to identify adults with dyslexic tendencies.

Risk Management System (RMS)
RMS makes it easier to carry out risk assessments. It keeps a clear audit trail of actions and allows you to monitor the levels of risk in your business in real-time.

Managed service
Our friendly in-house team can roll out and manage your courses personally and deal with any issues face-to-face to take the stress away from you.

For more information visit posturite.co.uk or call us on +44 (0) 345 345 0010.
Face-to-Face Training

Our trainers are industry experts. They provide engaging, memorable training days when you want, where you want.
Accidents will always happen - but it’s your job as an employer to limit the risk. Face-to-face health and safety training equips your staff with invaluable knowledge that could reduce risks and save your business significant money in the long-run.
Benefits of training with us

- Experienced trainers located across the UK
- We can deliver a variety of courses and tailor to your requirements
- Choice of self-hosted or drop-in courses
- We provide blended learning with an e-learning alternative
- Delegates receive personal attention
- All equipment is provided

Training your staff is all about creating a positive, healthy, low-risk culture at work. This is one of the best ways you can protect both your employees and your business from the damage and distress often caused by accidents, ill health and emergencies at work. It’s also an effective way to meet your legal obligation under the Health and Safety Act 1974.

**Staff training is all about education. Helps ensure:**

- Staff know about their legal responsibilities
- There are people in the business who know how to react in emergencies
- Risks are highlighted
- Staff are protected as well as they can be
Face-to-Face Training courses

DSE

- DSE Assessment Foundation
- DSE Assessment Post-Foundation
- DSE bespoke

Health & Safety

- Manual Handling
- Manual Handling Train the Trainer
- Fire Extinguisher Training
- Fire Safety Awareness
- Fire Warden
- Evacuation Chair Training
- Evacuation Chair Training for Trainers
- IOSH Working Safely
- IOSH Managing Safely
- Bespoke courses

First Aid

- First Aid at Work
- First Aid at Work Requalification
- Emergency First Aid at Work
- First Aid at Work Annual Refresher
- AED Awareness
- Basic Life Support & Safe Use of AED
- Basic Life Support & Management of Anaphylaxis
- Emergency Paediatric First Aid
- Paediatric First Aid
- Administering Emergency Oxygen
- First Aid Scenarios
Consulting

Get hands-on support from our team of consultants in all areas of workplace health, safety, ergonomics and wellbeing.
Studies show that productivity improves when staff are as comfortable, happy and safe as they can be in their daily working lives. This is where our consultants can help you, whether you need expert guidance to improve health and wellbeing, or a helping hand to take the load off internal staff.
Our consultants specialise in three key areas of workplace health:

Health and safety
Services include risk assessments, fire safety, health and safety in the home, and guidance on policies and procedures.

Ergonomics
Every human being is different, and that’s why a bespoke approach is often required when it comes to improving ergonomics in a working environment.

Wellbeing
Mental and physical health at work matters. Make sure you’re providing the right level of employee support by enlisting the help of a wellbeing consultant.

Ensure compliance and take the pressure off internal staff with our expert consultants.
Our consultants aim to help you feel supported and confident with all health and safety, ergonomic and wellbeing matters. We work with all kinds of organisations, from public services like the NHS and various police forces, to private corporations like major banks, car brands and media portals.
Disability Enablement

People with disabilities often feel disadvantaged in the workplace. Our job as employers is to remove significant barriers to enable all employees to do their jobs as effectively as possible.
Our enablement service covers three different areas

Assessments

Our Assistive technology (AT) assessment services make sure individuals are matched with the right tools, and that they know how to get the most out of them.

Training

We offer AT training, one-to-one workplace strategies, and an assistive technology review.

Assistive technology

AT helps create a level playing field in the office. The term is used for equipment that helps people with disabilities do their job and includes both software and hardware.

The Equality Act 2010 says that you have a duty to make reasonable adjustments when an employee is placed at a ‘substantial disadvantage’ due to a disability when compared with their colleagues.

We should all make reasonable adjustments because doing so:

- Enables people to do their job properly
- Fulfils your legal obligation to do so
- Boosts staff productivity
- Creates an equal environment for everyone
- Attracts and retains talent
- Fosters business growth
What assessment services do we offer?

We offer a range of different assessment options to meet your enablement needs. See below to decide the right one for you, or contact us for advice.

**Dyslexia diagnostic assessment**
In-depth one-to-one session carried out by a fully qualified and registered psychologist specialising in adult dyslexia. This results in a written report outlining how dyslexia affects the employee’s working life.

**Workplace needs assessment**
We send a professional in to help staff with disabilities develop effective coping strategies for overcoming any issues at work. The assessment will conclude with assistive tech recommendations.

**Hearing impairment assessment**
This assessment concludes with a written report to help the employer develop a strategy for supporting individuals with hearing impairments. This will include precise recommendations for any reasonable adjustments needed.

**Visual impairment assessment**
Employees with visual impairments can benefit from this assessment, which includes a strategy for overcoming the impact their visual impairment might be having. The assessment will include a full report with precise recommendations for any reasonable adjustments needed.

**Colour overlay assessment**
If an individual has been diagnosed with dyslexia, dyspraxia or dyscalculia, a colour overlay assessment is a simple, quick assessment that can, on occasions, overcome the problem almost immediately.
Online dyslexia screening
An online screening tool designed to test whether there is a risk that an individual may have symptoms consistent with dyslexia. The screener takes 15 minutes to complete and test results are instant. These tests may need further analysis, and our enablement consultants will assist with interpreting results and understanding reports.

Assistive technology (AT) training
At Posturite we believe that the degree of benefit from any specialist AT product is directly related to knowledge, which is why we encourage companies to take advantage of our AT training. With specialist products like assistive technology, it’s vital that the end user is trained with their job role and environment in mind.

It is also vital that the employee understands their own capabilities and develops strategies to improve their productivity.

We provide the following AT training services:

Assistive technology training
Designed to work out individual needs and match the right technology to the user.

One-to-one workplace strategies training
We spend time with the individual to gain a thorough understanding of their role and the key tasks they are expected to perform. This helps us draw up a strategy to help them in the workplace.

Assistive technology / reasonable adjustments review
We will revisit individuals to review strategies and if necessary, revise methods for the best possible outcome.
Emergency Products

Could your staff cope in an emergency situation? Don’t wait until it’s too late. Invest in the right tools now to help save future lives.
Nobody expects an emergency situation, and yet bad things can happen at any time, to anyone, anywhere. Not even the most rigorous risk assessment can eliminate the potential for disaster.

What you can do is prepare: arm your employees with the right equipment and the necessary training. Thanks to the easy accessibility and low cost of incredible life-saving innovations like the automatic external defibrillator (AED) and evacuation chair, we can now help save more lives than ever.

**We believe all businesses should have access to emergency equipment, which is why we’ve sourced the most respected, cost-effective, user-friendly products on the market and made them available to you.**

### Defibrillators

After someone suffers a sudden cardiac arrest (SCA) - when the heart stops pumping blood around the body - the first few seconds are absolutely critical. Irreparable damage can occur within four to six minutes. The sooner rescuers can administer first aid - including defibrillation, the better the chances are of saving the victim’s life.

While there is no legal obligation to have an AED on site, if you don’t, the chances of survival are extremely slim. And remember, SCA can happen to anyone at any time.

We currently supply two of the top brands in the AED market: LIFEPAK, which is used by 70% of UK ambulances and, as of early 2017, HeartSine, the name behind the world’s first portable, battery-operated defibrillator.

### Evacuation chairs

Organisations have a legal obligation under the Regulatory Reform (Fire Safety) Order 2005 to make sure everyone on their premises should be able to escape safely in the event of a fire.

To help you fulfil this requirement, we manufacturer the lightweight, durable EvacuRite, a foldaway evacuation chair that gets people with limited mobility out of danger quickly.

For more challenging environments, we have other evacuation chairs available, including motorised versions.

**Now is the time to invest. Not when it’s too late.**
Experience our famous service for yourself

Now that you’ve had a chance to flick through our service brochure, hopefully you have a better idea of the depth of support we can provide at Posturite. Although they may seem far-ranging, all of our services are linked by a common bond to improve health, wellbeing and productivity at work.

When I started this company back in the early nineties, it was with an idea for a simple product - a sloped writing board designed to improve the posture and comfort of office workers. I set to work making the prototype in my mother’s shed, with no idea I was setting the foundations for what would later become a market-leading brand helping thousands of people around the world stay productive at work.

The years went by, the team grew along with our product offering and eventually it became clear that Posturite was more than just an ergonomics supplier. Our distinguishing feature was the extraordinary quality of our service. I wanted our account managers to have backgrounds in sports science and health care; I wanted them to understand human physiology and ergonomics so they weren’t just selling products, but selling the right products to the right people, with hands-on advice to go with it. We have since evolved from selling products and now – as you have seen in this brochure, our expert teams provide assessments, training, consulting and much more.

It is this depth of knowledge and willingness to help that has positioned us as a champion of healthy working behaviours, supporting various scientific studies and pioneering new, agile ways of working. When you work with us, you automatically become part of this journey with access to a huge store of expertise.

On behalf of the team, I would like to welcome you to get in touch to get things rolling, and look forward to working with you very soon.

“Ian Fletcher-Price
CEO

It became clear that Posturite was more than just an ergonomics supplier. Our distinguishing feature was the extraordinary quality of our service.”