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MINUTES OF THE ERGOHAIR PROJECT WORKSHOP

Date : **Wednesday 11 April 2018**
Time : **09.00 – 17.30**
Location : **Collège St. Bernardins – Paris**

The moderator, Bernard Gaisset, former General Manager of 'Médecine du travail de la région Paris Ile de France' (Occupational medicine of the Paris Ile de France region), pointed out that during this workshop we will mainly focus on the following questions: Is it worth the effort to improve the interior layouts of hairdressing salons? How does the design of the hairdressing salons contribute to physical strain and stress? How do we go about setting up dialogue with the industry? Are norms necessary? It is important to assess (measure) the current situation, to gain an insight into this and then to be able to take action based on social dialogue. He welcomed the 15 European countries present (Sweden, Austria, Finland, Denmark, Spain, France, Germany, Belgium, the Netherlands, Norway, Croatia, the United Kingdom, Lithuania, Malta and Italy).

Presentation of the Collège des Bernardins

Welcome

Bernard Stalter, chairman of the National Union of Hairdressing Companies (Unec), France

Mr Starter thanked the organisers for the invitation. He believes strongly in Europe in terms of decisions affecting the short as well as the long term.

The French chairman wants to tackle a great many issues at present, including a review of "on-the-job learning" style of training. It is important that we also focus in the themes covered in this seminar on providing support for students.

At the current time a great many reforms are under way. In these reforms, we need to focus on a number of problem areas. Hairdressing is practised in the same way in every European country. Why then are all the rules on prevention and well-being not the same for all

European countries? This is an absolute necessity. We also need to take a careful look at and improve the situation with muscular and skeletal disorders. This is very important for employees.

Mr Starter referred to the MCB fair in Paris in September and proposed making an interim evaluation during this trade fair.

Welcome

Stéphanie Prat-Eymeric, chairman of Les institutions de la coiffure France,
contractor/manager FGTA FO, Secretary-General of SGFOSCE.

Claude Mougnot, Chairman of UNEC for the European Committee for Social Dialogue, France

Social dialogue in Europe with all social partners is important. Musculoskeletal disorders are a reality in all European countries. They have been working on this theme with various partners for about seven years. They would like to share their experiences and work on this problem throughout Europe.

Summary workshop 1 Hamburg

Prof. Albert Nienhaus, University Medical Centre Hamburg Eppendorf (UKE), Germany

Summary workshop 1 Hamburg – prof. Albert Nienhaus

Presentation of this organisation that works at the university clinic in Hamburg on research with a special focus on musculoskeletal disorders and working conditions of migrants.

The themes relating hairdressers on which they are working include:

- allergies and associated skin problems
- pregnancy and possible risks

Respiratory problems have not yet been studied.

During the various presentations in Hamburg, including six scientific and six practical, the subject of reducing musculoskeletal disorders (MSD) was discussed.

An analysis of the problem was outlined in the scientific presentations. The complaints that frequently occur are mainly low back pain, pain in shoulders and arms. Repetitive actions are risk factors, as well as a high workload and not taking breaks. But design and work equipment also present risk factors.

MSD is the main cause of absenteeism according to figures provided by insurance companies. Yet MSD is not considered to be an occupational disease because the cause is multifactorial (not a single risk factor). Carpal tunnel syndrome is an exception here, but because of the repetitive movements it is considered to be an occupational disease.

Literature studies have revealed very few preventive measures. Scientific studies mainly address the risk factors and there are very few new insights. Only three publications exist on prevention measures.

We must choose a combination of good education, balanced work and good interior design and equipment in hairdressing salons.

Mr Minjollet emphasised the importance of good interior design and equipment in hairdressing salons.

Pascale Sauret pointed out the importance of already starting to work on prevention and well-being during training programmes in schools. Healthy lifestyles must be part of education and training.

Christian Ouillet stated that hairdressers should certainly also pay attention to the factors that determine a healthy lifestyle, namely diet, good sleep and exercise.

Representatives from the hairdresser training centre demonstrated which practical principles have already been designed to meet the needs of hairdressers.

Brian Suhr underlined the fact that healthy lifestyle and getting and staying fit are topics that appeal to young people. He then provided examples of exercises that can be performed during everyday activities both at home and at work.

Mathieu Verbrugge indicated that in the event of an accident, people have to be examined by an occupational doctor. Hairdressers usually want to return to work as soon as possible after an illness. Mensura has created a special programme for this. Focus is on both the individual and the workplace.

Lorenzo Munar talked about pan-European measures.

François Laurent summed up that we already know enough about the problem, but that what it boils down to now is finding solutions through consultation, where employers as well as employees take responsibility. Employees must adopt a healthy lifestyle, and they must receive support during their training. Employers must play an exemplary role; they are responsible for ensuring a safe and healthy working environment, for example good interior design.

For more information regarding the first seminar in Hamburg, consult www.ergohair.eu

Results 2016. Barometer following monitoring of posture and psychosocial risks of the beneficiaries of sector agreements - Institutions de la coiffure

Franck L'éhuédé : Study and research manager at CREDOC

The CREDOC studied the impact of MSD on employees. In order to map out the experiences from the hairdressing profession in France, the CREDOC interviewed 1,100 hairdressers, including students, employees and employers.

Observations:

Hairdressers like their work. They have a positive image of the profession thanks to:

- 1) Customer relations
 - They are happy that they can make their customers happy (95%)
 - Gives them a good feeling (93%)
 - Discussions with the customers (93%)
- 2) Creative and artistic aspects
- 3) Variety in the tasks to be carried out

Less positive points about the profession include:

- 1) The low salary (66%)
- 2) MSD (51%)
- 3) Lack of respect from customers (50%)

Among employees we noted the following:

- 23% are on long-term sick leave
- 17% would like to change profession, particularly in relation to their health quoting MSD as one of the causes
- Over-representation of 40-49-year-olds. The older the employee, the stronger the incidence of problems due to illness.

Both employers and employees were ready to tackle the problem and wanted something to be done about MSD.

ORGANISATION OF TASKS AND WORK

'The architecture of hairdressing salons'

Anne Bertrand, Sector Consultant FBZ PC 314 Belgium

The Belgian hairdressing sector has created a floor plan of a hairdressing salon following the guidelines for public buildings, with a focus on the layout of the various necessary spaces in the hairdressing salon. For example, the following are taken into consideration:

- people with a disability (doors sufficiently wide, no obstacles, etc.). Accessibility is important for public buildings. Hairdressing salons are also public buildings and access must be safe and easy. The well-being of hairdressers and the customers goes hand in hand. A step measuring just three centimetres in height can already present an obstacle for certain people. By making your building easily accessible, you will attract a different target audience.
- lighting: poor lighting with shady areas can also lead to poor posture.
- temperature: not too hot, too cold, no temperature fluctuations, extraction of contaminated air.
- shop floor: sufficient room for moving around to prevent stress, no equipment or material obstructing access.
- floor: stable, non-slip, sound-absorbent, hatch to sweep away hair.

- furniture: should preferably be fire-resistant.
- wash units: should be able to tilt horizontally and vertically.
- chair: adjustable - see wash beds from Asia making it possible to work close to the customer.
- hydraulic chair: adjustable in height, tall chair.
- hairdressing stool with saddle to ensure good posture.
- laboratory: work surface at the right working height adapted to the height of the employees, two work surfaces provided at different heights (for taller and shorter employees), products easily accessible, shelves instead of cabinets.
- social facilities: a kitchen, separated from the hairdressing salon, where employees can relax and possibly stretch.
- stairs: sufficiently illuminated, non-slip, sturdy railing, edge of steps highlighted with highly visible markings.
- use of colour: should reflect the image of the salon. By using specific colours, one can also attract a specific target audience. The choice of materials for the floor also has a certain effect. We opt for quiet colours and natural materials (grey or natural colours, neutral colour: blue – creates a sense of peace, dark - paler shades) or we go for intense colours (e.g. red: courage, assertiveness, green: freshness, good for young people ...) ?
- furniture: these should preferably be in the same shades as the colour of the hairdressing salon to create a sense of harmony.
- use of glass walls: increases the sense of space.

A good combination of ergonomic and aesthetic aspects is very important. Important areas requiring attention are: costs, the personal comfort of the hairdresser and that of the customer, ergonomic aspects, the appearance, depending on the price, etc.

When designing a hairdressing salon it is important to make sure you are properly informed about prevention and well-being. You can obtain this via external prevention and well-being services or via suppliers and the OiRA tool.

‘Risk prevention on the shop floor, healthy work places and organisation of work and tasks ‘the young generations’

Véronique Poete, Ergonomist for the past 25 years, Director of Alternatives Ergonomiques for the past 15 years

Raphaël Villechenaud, Ergonomist for the past 3 years, Alternatives Ergonomics

Ten years ago a survey was carried out into MSD as an occupational illness. A second clinical study has since been carried out.

Visits were made to hairdressing salons and they were presented with a questionnaire about everyday life and their work as hairdressers. Various factors were taken into account: training, equipment, available space, organisation of work and tasks, etc.

It is worth pointing out the difference between the statistics and the actual findings in the hairdressing salons.

Problems were identified in directly identifiable factors such as: posture, repetitive movements, reactions to chemicals, etc....

However, there were also other less visible factors such as stress due to dealing with customers for instance, the number of customers, work tempo, regular breaks, variety in the tasks carried out, the option of using a hairdressing stool (often not used for aesthetic reasons).

It is also very important to learn to adopt the right posture and attitude at school in order to prevent physical complaints.

Hairdressing is a physically and psychologically demanding profession. The psychological factor certainly plays a role as hairdressers always want to satisfy their customers. So, not only should the customer feel comfortable, but the hairdresser themselves must also be at ease.

It is important to have the right equipment and a good layout in hairdressing salons. Not only are work stations important, but hairdressers must also have enough space for moving around objects too. In addition to the workplace and the available space, the work process is also important.

Access to the profession is governed by social legislation. Economic factors such as cost certainly plays a role. It is also important to have a good strategy when setting up a hairdressing salon and to choose the right colours when organising the interior design of a hairdressing salon (atmosphere), etc...

By implementing a good prevention policy you can prevent absenteeism due to illness and you can save a considerable amount of money.

So, when deciding on the concept of a hairdressing salon, you should first think carefully about the following aspects: space, equipment, number of chairs, breaks, storage space. It is very important that there is complementarity between the available space and needs. How does one move around customers and from one part of the salon to another, is it possible to see the faces of the customers, good lighting, etc.

It is very important therefore to first map out all needs beforehand.

- 1) strategic
 - a) market position
- 2) organisation
 - a) number of wash basins, specialisations
 - b) opening hours
 - c) customer services
 - d) storage of material and equipment
- 3) technical
 - a) safety, lighting, acoustics ...
- 4) functional
 - a) reception area

- b) technical area, laboratory
 - c) zone for hairdressing tasks such as cutting and styling, etc.
 - d) wash area
 - e) sales area
- 5) prevention of professional risks
- a) sufficient room for using a hairdressing stool and a trolley
 - b) relaxation area
 - c) good ventilation
 - d) work material to be used by different types of employees
 - e) team dialogue

As a basic starting point, we must assume that there are different types of customers and employees. We cannot base ourselves on an average type of person, but must take account of all the different types.

When setting up a work place, bear in mind that you need not only to stand behind customers but also alongside them. The functional proximity of the different areas and zones is also important. You must be able to contact an employee in the cutting zone from the washing zone. Colleagues must be able to pass information via a glance and without having to actually speak.

When designing the combination of space and how work is organised, it is important to involve everyone through dialogue. Team spirit is a very important factor here, but no less important is the involvement and commitment of the team.

There is a need for all parties involved to work together constructively.

Questions

- Malta is a very small country and space is scarce. Are there any specific recommendations regarding small spaces?

You need to seek information from the sector and the external department for prevention in the workplace. You also need to be aware of the limitations and try not to cram three wash basins and multiple workstations into a small space. Everything depends on the size of the team that is obliged to work in the space. The problems continue to be an important consideration even in small hairdressing salons. It is important to always bear in mind the elements that have been discussed here. Even on busy days we cannot compromise when it comes to comfort. However, I can acknowledge that this is not easy.

- How can we start working on this during the training of young hairdressers?

We can make recommendations for the schools and training centres. Young hairdressers are trained in educational establishments, but also on the shop floor. Hairdressers with experience are also in an ideal position to give good tips to young future hairdressers.

In Sweden, special training devices are used for schools and hairdressing salons. Attention is also paid to the height of the ceilings depending on the number of staff and customers present. With a good ventilation system, ceilings are 2.40 to 2.70 metres high.

The problem is finding a norm that is suitable for all European countries.

Collaboration is an important part of organising work and tasks.

With regards improvement in training, the presence of a good mentor is of great importance. It is also possible learn the basics using different methods, by using 3D simulations for instance. Digitalisation also plays an increasingly important role in the programme.

When one opens a new salon, one often tends to install a lot of chairs, but in practice it is rarely possible to handle such a large number of people at one time.

'Advantages of applied ergonomics in hairdressing salons and the importance of effective management skills.'

Martin Cremer, ex-hairdresser, employer (since 2017), mentor/former coach in the Mantype hairdressing salon in Bruges, Belgium.

As an employer, Martin Cremer observed that a great many young people were already suffering from back and neck complaints. When he became a manager (10 to 15 years ago), ergonomics was not yet hot news. Together with his wife who is a doctor, he decided to concentrate on ergonomics and skin prevention. Together therefore they developed simple movement/posture plans with exercises to keep the muscles and joints supple. Cards describing these are posted on the walls of the relaxation room of his hairdressing salon.

In order for the employees to adopt the right posture in their daily activities, it was essential to ensure good communications with the employees. The aim was to emphasize that looking after one's own health is important. Employees who are absent due to illness incur high costs for employers. Moreover, the size of the team is reduced, which also causes stress for the remaining hairdressers.

As a means of remedying this he ends each Saturday with an aperitif (on a voluntary basis) and a discussion that includes an assessment of the past working week. The subject of ergonomics has been included in this weekly gathering. It is discussed simply and playfully and particular attention is paid to problems suffered by the employees. Their problems were studied carefully and solution-oriented exercises were offered. Every hairdresser has his/her own exercises that they can carry out on the shop floor. As a men's hairdresser you often end up standing up a lot of the time, and this is why the most common problems affect the back and neck.

In Martin Cremer's hairdressing salon everyone works with fashionable shoes with insoles, specially created by a designer. The shoes are also evaluated during the Saturday consultation.

The most crucial aspects of this case story are effective consultation and team spirit. All his hairdressers are convinced of the importance of ergonomics and the members of the group coach each other. They talk to each other and indicate if someone is adopting the wrong posture by stating their name for instance. They are advised that if someone indicates that they are in pain, it should not be ignored, that one should confirm that it has been acknowledged.

It is important as an employer to set an example, because that is how you transfer your dynamism to your employees. Listen to them, do not encourage negativity, but anticipate and confirm positive aspects. But above all collaborate with one another.

What is striking is that young employees are far more concerned with prevention than the older generations. As an employer you have to be a good captain of your ship. You must always continue to provide support, when purchasing new material for instance (e.g. scissors). Give your employees freedom of choice, but also offer the necessary support in terms of advice (e.g. suggest that they should not be too big).

Conclusion:

It is the job of the employer to act as a coach and to motivate the team and to ensure that everything works harmoniously. This is no simple task, but working painlessly thanks to a relaxed body will promote creativity.

EQUIPMENT

'Evaluation of ergonomic professional equipment in hairdressing salons' (2 speakers)

Speaker 1: Philippe BIELEC: consulting engineer at French social insurance funds

In France there are 100,000 hairdressers that include 40,000 employers. It is a large sector therefore. The hairdressers enjoy their work, especially if they are comfortable. Customers experience a huge amount of pleasure every time they leave their hairdressing salon.

Because working to a scientific basis is important, we have based our approach on statistical information. Social partners, legislation, industry ... all played an important role in this.

Comparisons were made with similar professions and we consulted with AG2R La Mondiale.

We also focused on scissors, chairs, hair dryers, washing chairs.

A programme was started up with special focus on RSI and prevention for one-man businesses.

CNAM statistics

We looked at whether there had been any changes in a group of 100,000 people. There was a 3% margin of error so we are reassured that this survey is representative.

In 2014 we saw a drop in the number of occupational accidents followed by an increase. The reason for this is unclear.

In order to gather information about work accidents, we looked into the different problems associated with circulation, stress, car accidents, respiratory problems, etc.

We noticed that MSD was the most common disorder (43%) resulting in absenteeism, and whose impact is felt by both employers and employees as well as the whole company. This is why it was felt that something should be done about it.

In 2013, in consultation with the social partners, a subsidy of 10 million euros was made available to support hairdressing salons so that they could purchase ergonomic equipment. This was not for just any old kind of material, the industry was invited to come up with

proposals for high-quality material. Hairdressers were able to purchase this material at subsidised prices. The material also complied with European norms. Manufacturers who do not produce their products in France were able to deliver in France after the material had been examined and approved following a report.

The type of equipment and material proposed included:

- Ergonomic scissors: double ring, wrist in the same position.
- Hair dryers: had to weigh under 400g, but with the same air flow (it is not the heat that is important, but the air flow).
- Wash unit: must come just under the ribcage of the hairdresser.
- Chairs: problems with the hydraulic height adjustment after using three or four times. A difference of five centimetres has an enormous impact. It is better to work with an electrically adjustable model that you can set to the right height for the hairdresser.

Results:

- Hair dryers: it was difficult to measure the sound levels because this is not the only sound being produced in this environment.
- Ergonomic scissors: research was carried out by Tarbes University. An identical women's and men's haircut was carried out with an ordinary pair of hairdressing scissors and ergonomic scissors. No real improvement was observed on the body when using the ergonomic scissors. Perhaps the survey was not complete, but this is the only survey looking into this subject that we are aware of.
Problem areas are the type of steel and the length of the blade of the scissors as well as the use of different pairs of scissors for different techniques..
- Hydraulic chairs: the Italian University of Udine carried out a survey (using sensors). The conclusion emphasises the fact that adjusting hydraulic chairs to the right height has directly demonstrable results. The height of the chair immediately defines the number of times that hairdressers work with arms above their shoulders. As a result, it is very important to work at the right height, depending on the height of the hairdresser and the customer.

Speaker 2 : Dr Pascal GILLET, chairman of MEDIALANE (telehealth platform)

Telehealth platform is a call-centre for health. The centre also works for private companies and insurance companies.

Nurses used a questionnaire to measure the impact of using electrically height-adjustable wash basins on health.

The hairdressers who had requested a grant were contacted via the works insurance provider to take part in the survey. They were contacted by phone , before and after purchasing the items. The survey focused on pain (intensity and frequency), movement and stiffness in the neck and shoulders.

The important factor here was that the mission did not change in profile throughout the whole project and that it stuck to the same age group.

The participants were split up into three groups: those with no pain, with limited pain (once every 12 months) and those suffering from acute pain.

After six months we came to the conclusion that a clear improvement had been observed in the neck, upper and lower back following the introduction of the electrically adjustable wash basins.

The improvement was less obvious for the fingers and wrists. We observed a reduction of 50% in complaints affecting all parts of the body. Could it be possible that there was also a psychological effect? Given that those putting in applications had already suffered with MSD problems, this could have influenced the results.

Conclusion: a significant improvement was noted after the introduction of electrically adjustable wash basins. Good prevention is very important. As well as the fact that the users do not have to make a particular effort in order to obtain a good effect.

Questions

- How was the norm or recommendation drawn up and who was involved in it?

No norms have been drawn up, this was based on existing European norms.

Recommendations for awarding possible subsidies were made together with the social partners (European guideline '89). Norms have to be issued by the employment ministry.

The industry was not allowed to increase the price of equipment. It involved a reduction of 50% on the existing price, which was subsidised. This also made it possible for small companies to invest in ergonomic material.

- Does the height of the chair have a positive effect on putting strain on joints? What is the rule here?

There is no clear rule because everyone is different (see both the height of the hairdresser and the customer). The chair must be set in such a way that there is a limited strain on the joints, but age and hereditary predisposition also play a role. The correct position should be determined together with a coach (straight back, shoulders low). The hydraulic system ensures that chairs can be adjusted quickly and simply.

- How does one measure the noise produced by a hair dryer?

You have to measure this close to the ear, but hair dryers are usually placed at a certain distance from the ears. The environmental noise in hairdressing salons is located between 75 and 78 decibels throughout the day.

A noise level of 85 decibels over a period of 10 minutes can already lead to hearing problems.

A noise level of 120 decibels over a period of 10 minutes will lead to permanent damage to hearing.

- Which scissors were compared to the ergonomic scissors? When using ergonomic scissors it is important to use them in a particular way. Were the hairdressers participating in the survey aware of this?

For each pair of scissors there was an average of five hairdressers, these survey participants were all scissor representatives.

- One participant explained that for people with disabilities it is not just their height that is important, but also the fact that their back is bent over and the arms have to stretch out.

With hydraulic height-adjustable chairs, it is not just the height that is adjustable, but the chair can also be tilted. It is important that there is sufficient room for the hairdressing stool when cutting hair, so that hairdressers can move around the customers.

‘Shoulder complaints among hairdressers who dry hair – studying the effect of a new hair dryer design on bending upper arms’

Morten Wærsted, Senior Physician Dr. Med., Work-related musculoskeletal disorders, Department of Work Psychology and Physiology, National Institute of Occupational Health, Oslo, Norway.

This expert works for the Stami Institute in Norway and he also referred to his colleague senior researcher Dr. Med. Bo Veiersted. As researchers they study occupational illnesses among others. They work in close consultation with employers and employees. Their specialisation is occupational medicine and MSD complaints.

They offered a première of previously unpublished results on a PPT, these will not yet be officially communicated.

In 2008 a pilot study among hairdressers was carried out in which various work techniques were studied. The objective was to be able to work with a relaxed elbow. Comparisons were also made with other professions. The advantage of the hairdressing profession is that people can use the mirror to see their own posture.

In 2000, the Stami Institute followed students from a hairdressing school, mostly women, for a period of 6.5 years - from their training to their active professional career. This survey was also compared to a survey into electricians, who also often work with their arms in the air. The risk of adopting an incorrect attitude was confirmed.

After a well-known Norwegian hairdresser suffered problems herself using her hair dryer, she contacted the Stami Institute with a query about developing a new type of hair dryer. Stami only deals with scientific research and is therefore not paid to say 'this is now the best hair dryer'.

The new hairdryer was compared to a Parlux 1400. The new hair dryer (dual air) has two air outlets. More info can be found at www.dualair.no

The hair dryer has to be held loosely in the hand and can be positioned so that you can blow up and down with it. The hairdryer weighs more than 400 gr, but if used correctly it is possible to improve the distribution of the weight.

A comparative study was conducted into the lifting of the monkshap muscle (neck to shoulder) and the elbows using a normal hair dryer and the new hair dryer. Measurements were also carried out on dolls in the lab.

The survey was carried out with two groups. The first group worked with the new hair dryer for three months and the second group worked with the old hair dryer. The results were measured. The groups were then changed over and the results were re-measured. In this way it

was possible to compare the different periods. They were monitored by an assistant for one day in the hairdressing salon, where all factors (the angle, muscle activity, etc. ...) were measured by sensors on the arm, neck and forehead. The hairdressers were then asked every day about any possible pain and where it was located. All the results were evaluated at the end of the project. Sensors were also used in the laboratory to study the angle between the head in relation to the back, the angle of the upper arms and the muscles. Measurements were also taken of the periods of time that the elbows were held above the body at an angle of more than 60 degrees. By using the new dual-air hair dryer, it was possible to considerably reduce the angle above 60 degrees. Nevertheless, 13 of the 19 people participating in the survey preferred to use the old hair dryer. No direct reductions were observed in the amount of strain on muscles and neck and shoulder pain, but reductions in strain on the forearm were observed. As a conclusion it was observed that working with this new hair dryer requires effective training in order to obtain good results. An incorrect technique could result in an extra strain on the wrists. Perhaps it would have been better to have the test carried out by students undergoing training so that they could pick up the correct technique straight away. The preference for the type of hair dryer may also depend on the task being performed. Maybe it is good to have both types of hair dryer in hairdressing salons.

General recommendations are that risk factors for MSD are organisational, psychological and biomechanical in nature. That is why prevention is very important. The interior design of hairdressing salons and the equipment used must be of ergonomic design. The choice of equipment must be adjusted to suit the people working in the salon. Effective training also provides an important basis.

'Working towards European norms to improve the working conditions of hairdressers?'

Guido De Jongh, Advisor ETUC

Norms for hairdressers must be translated from theory into practice. Norms are everywhere, they are a policy instrument. There are currently no norms for hairdressers. There are norms for other professions that are applicable to hairdressers. Perhaps it is necessary to set norms to ensure that an ergonomic approach is taken. The norms that do exist are norms governing production. Where there are no norms, labels are used to compensate for this.

CEN, CENELEC and ETSI are European standard norms.

Hairdressers need to write the content of the standards themselves. In Europe there are also national organisations that deal with this. In Belgium this organisation is the CIB.

Norms are important because they are soft regulations. The EU cannot cover everything via regulations. When this kind of addendum to regulations is needed, they can be obtained by creating norms. And these norms are presented as recommendations that can be applied voluntarily. Europe has been working with norms for 25 years.

Hairdressers are service providers. When creating the norm, we could include guidelines for example on interior design and layout of hairdressing salons.

Not everyone is in favour of using norms. For example, norms might be useful for countries where there are insufficient regulations. Good examples from different countries could then be converted into norms for instance.

Norms are very technical and are of a different level than policies. For example, a hairdryer may not weigh more than x number of grams. These discussions cannot consequently be carried out with everyone.

In fact, it comes down to first asking the question: do we really want to create norms or not?

Perhaps we could take over the good examples of the health and safety catalogue from the Netherlands or the French norms throughout the EU?

There are always costs associated with creating norms. The good example of France shows us that a great many problems can be avoided by using ergonomic equipment and that a lot of money can be saved over the long term.

It is advisable to draw up a catalogue of the issues that need to be tackled and of the existing issues. We then need to decide whether we want to roll this out throughout Europe. We should then share all good national practices and also take into account that not all countries have the same financial resources.

ETUC plays the role of coordinator, works with national organisations and knows how to convert issues from a political to a technical level. It can provide support for implementation on the recommendation of the professional organisations and might also be able to set up a quality label.

TRAINING – EXAMPLE OF NORMS

'New working methods to prevent MSD'

Raphaël Perrier, C.E.O. Raphaël Perrier International Group, France

Raphaël Perrier has his own company and trains teams of hairdressers. He provides both basic and advanced courses. In France he has 115 schools teaching 15,000 students learning the profession through alternating learning and working. After all, one must have a passion for the hairdressing profession that is a tough one and very demanding, because it is a known fact that hairdressers often suffer from painful disorders. In schools, students often do not learn about the ergonomic aspect associated with working.

When drawing up a system, one should always take three aspects into consideration: the students, the employees and the employers.

We want young people to be able to work quickly and efficiently, that they are trained in the latest techniques, that they love their profession, that they are able to fulfil their dream and that they are happy in their profession. The assistance that we offer them is the key to their success.

We also want employees who are eager to constantly improve their profession and become increasingly professional themselves.

We observe that the young people are prepared make much more use of the latest techniques and that they are also much more sensitive to the notion of preventing MSD. They want to use the latest technologies and are very interested in video material. They want to be mobile and are constantly changing their different mobile devices.

In order to meet these needs, Raphaël Perrier has drawn up a new manual / training method.

The training method is interactive and fun. The manual is available round the clock via a QR code and videos and can be used on various mobile devices.

This new method was developed in 2010 and by 2018 a hundred schools will be working with it. In France, 10,000 hairdressers have already been trained with this method as well as 50,000 hairdressers abroad. The method can be used for any kind of hairdressing salon, even for franchised salons.

They work with the PiByRP method in which an action/movement is simulated before being practically executed. The aim is to gain a better understanding of why people perform actions and also to reduce the number of actions. If you want to change something, you must first understand what is possible.

In contrast to the traditional method, people carry out far fewer different separations.

In traditional styling operations, 150 cutting movements are carried out when doing a cut. With the new method, there are only between 30 to 40 cutting movements. This method ensures that a better posture is adopted, even without having much knowledge of ergonomics. All these factors help reduce the occurrence of MSD.

In order to work ergonomically, it is also possible to use traditional scissors in a different way by just turning them around.

Questions:

- An application was created for the method aimed at hairdressers and schools. It comprises a 3D manual and videos. Young hairdressers can choose themselves what they want to practise. The software can be purchased. A cut is shown in 3D. It is also possible to have one's own cut converted into a 3D image.

The programme is made up of four modules with its own training programme and is used in the different countries.

- This new model enables people to work more speedily and thus carry out a greater number of cuts.
- It is not because we have created 3D educational material that young hairdressers no longer need to undergo training or work with a coach. Simulation cannot completely replace teachers. Taking sufficient breaks, alternating tasks, etc. must also continue to be respected.

'Palm-to-palm technique and other norms of the Dutch Health and Safety Guide for Hairdressers'

Martijn de Kort, one of the negotiators of the Dutch Health and Safety Guide for Hairdressers' - the Netherlands

The industry platform in the Netherlands is a consultation platform between employers and employees, the aim of which is to improve working and health conditions. Health and safety regulations are regularly adjusted to take account of new scientific research and insights.

In 2014, the industry platform decided to draw up a health and safety catalogue for all Dutch hairdressers, i.e. employers, employees, students, the self-employed without employees and industry.

A Dutch research agency has reviewed the regulations regarding prevention in the Netherlands and the European Union and the pertinence of the rules, good practices and whether there is a monopoly situation. This investigation led to new rules and guidelines, namely the health and safety catalogue.

Ergonomic solutions can be broken down into 5 categories:

- posture
- interior design of the salon
- equipment
- work material
- organisation of tasks and work

The palm-to-palm method was developed as a non-mandatory technique in order to relieve strain on the shoulders.

To promote all this and to teach people how to work correctly, the industry platform developed a campaign with, among other things, booklets with checklists aimed at the different target groups (e.g. for the mobile hairdresser: recommendation to use an office chair, etc.).

Ergonomics is not exactly an attractive subject for hairdressers. It was also found that schools found it even less attractive than employers. 75% of the schools did not follow the rules, because the teachers do not always set a good example and because the schools are not always properly equipped. That is why the Industry Platform thought it was very important to include the new guidelines free of charge and uniformly in the teaching material (Pivot Point, HairlevelX ...).

It is important for everyone to be aware of why it is necessary to work safely, to know who we are targeting, and to set the right priorities, so that we don't tackle everything at the same time. It is important to check out what has not yet been done and the starting point is with the hairdressing schools ...

Questions:

- There must be rules, but there must also be controls.
 - *31% of hairdressers say that if they were trained in this, they would have been able to implement it effectively.*

• 45% of employees attach great importance to training programmes in which ergonomics is an important part.

- Is it feasible to draw up a norm? Will the EU Commission allow us to create a norm? See our H & S agreement.

The legislation comes from the European Parliament. The norms come from advisory bodies. They are applied voluntarily and are not mandatory.

- Which institution guarantees the validation of the standards within the 27 EU countries?

The European Committee for Standardisation, of which AFNOR is a member.

- Should we encourage people to use this new hairdryer?

They can try it but they should use it correctly. We certainly cannot make it compulsory. We can offer it in schools so that young people learn the correct way to use it right from the very start. It is important to offer a wide diversity of equipment in order to motivate people to adopt an ergonomic work style.

NORMS: DRAWING UP RECOMMENDATIONS

‘Working towards European norms to improve the working conditions of hairdressers?’

Guido De Jongh, Advisor ETUC

‘General conditions and recommendations for ergonomic norms in hairdressing salon furnishings’

Christian Frank, Dipl.-Designer, Dipl.-Ing. (FH), Head of Design and Development, Member of the Executive Board of Olymp GmbH & Co. KG (company for salon furnishings) Germany

Mr Christian Frank is a designer and engineer whose role is to provide recommendations on chairs, hairdressing stools, wash basins and hairdryers in hairdressing salons. He works for Olymp, Stuttgart. Olymp provides work equipment such as wash basins, laboratory material, chairs, hairdryers, curling tongs, etc. as well as the overall interior design of hairdressing salons (20 employees provide advice).

Olymp is the largest company in Germany, operating in 35 countries and has its own research department. Working sustainably is very important, as are ergonomics, quality and design. Olymp has already received different prizes for the ergonomics, ecology, safety and quality of its products.

When designing and furnishing a hairdressing salon, a number of various stakeholders are involved including the hairdressers and the customers. Different actions are also carried out at different times. In order to make an effective choice, it is important to determine different criteria. It is important to look at what the building looks like. Customers also contribute to certain decisions in determining the appearance of the hair salon. Why do customers choose specific hairdressers? Because of the look of the place that looks promising, the dignified

appearance of the hairdresser, the possible choice criteria, and the word of mouth advertising ...

Hairdressers also have to have the knowledge required in order to be able to integrate the equipment. Customers themselves need to be able to use the equipment (must be able to switch things off themselves for instance.).

Ergonomic parameters and recommendations for:

➤ HAIRDRESSING CHAIRS

Creating a good chair is not a question of chance, but of gradually building up a design, making a prototype, taking account of different customers (tall, short, fat, thin ...).

Ergonomic parameters:

- pump mechanism
- head rest
- comfort for adjusting the back supports (difficult to operate, must be hydraulic), lowering seat heights
- ergonomic design
- stability
- wheels

Recommendations for hairdressing chairs:

- There are no existing norms. We have to rely on the norm for office chairs to ensure stability, strength, safety and durability.
- The lowest seat height is max. 490 mm, 190 mm for men in Norway, 164 mm for women in Italy. It must be possible to adjust the heights, the hydraulic element is very important therefore.
- Hydraulic chair min 170 mm.
- It must be possible to clean the wheels easily because of the hair that remains stuck

➤ THE HAIRDRESSING STOOL

Ergonomic parameters:

- ergonomic shape of the seat, must not hinder blood circulation
- lower seating heights
- adjustable in height
- the mobility is important
- with or without back support, the back support is important
- classic chair for short-term use
- must be able to tilt
- stability

- wheels

Recommendations for hairdressing stools

- there are no existing norms, so they are based on those of office chairs for stability, strength, safety and sustainability
- lowest seat height is max 500 mm
- hydraulic seat minus 200 mm
- wheels must be easy to clean
- the wheels must be replaceable
- the diameter of the base must be sufficiently wide that that it cannot tip over

➤ WASH BASINS

Ergonomic parameters:

- different sizes of the wash basin
- sufficient depth, wide enough to get all the hair inside, it must be possible to gather up all the hair
- importance of the position, shape and adjustability
- when manufacturing products in porcelain, it often needs to be re-milled because it has to be perfectly smooth
- sufficient space behind the wash basin
- ergonomic shape for the customer – uncomfortable when it presses on the cervical vertebra - possibly with rubber but not as hygienic
- vibration, massage
- sitting or more supine position: the more supine one is, the greater the pressure on the neck. Footrest for the customer

Recommendations for wash basins:

- the distance between the back and the neck should be no more than 500 mm
- Sitting and standing installations should have different widths
- Should be able to tilt: if the customer does not feel comfortable, they should be able to push themselves up. Should be able to be operated by both hairdresser and customer.

➤ HAIR DRYERS

Ergonomic parameters

- the shape
- the surface of the grip zone
- weight and balance
- power

- air speed
- volume
- length of wire

Recommendations for hair dryers:

- ergonomic shape: no smooth surface on the handle
- maximum weight of 600 g
- AC motor instead of DC motor (dries faster - consequently has to be held for less time in the hand)
- technical details are important
- 2000W
- air speed 100 km / h
- 3 m cable
- 69 dB measured at the level of the head

The aim is to arrive at a joint norm that should also be circulated to all the users. This is also about a relationship of trust, more specifically trust in a specific piece of equipment.

Questions:

- Is it in the manufacturers' interest to be prepared to set up norms with the hairdressers, considering that this demands an enormous investment?

Olymp is present at this seminar, which is a sign that people are indeed prepared to do something about this problem. Perhaps a number of Italian competitors should also be addressed. Norms are published which means that they are not considered as trade secrets. The principal goal of Olymp is to deliver quality and to ensure that customers are satisfied. Its competitors are mainly Chinese wholesalers.

'A framework to ensure progress for everyone'

Jean-Loup Commo Development Manager Occupational Safety and Health at AFNOR
Standardisation, France

AFNOR is a French organization that draws up norms for health and safety. AFNOR is a member of the European Committee for Standardisation and also operates on the international circuit.

A norm is a frame of reference with guidelines for technical and qualitative requirements for products, services and practices.

It is important to make good use of the norms, given that they are used on a voluntary basis.

A norm is jointly drawn up by the various market players. Hairdressers, companies specialising in furnishings, professional organisations, trade unions, government bodies, ergonomists and prevention services ... could put in a proposal. After collective consultation, norms can be drawn up, approved and applied. Norms are only recommendations and not legally binding.

In France a debate is currently taking place about ensuring that norms and legislation are not confused. In the UK there is a problem with the word 'standard'.

Examples of prevention norms governing MSD and ergonomics already exist for cashiers, waste sorters, lifting heavy loads, noise and lowering noise in company restaurants, etc.

A voluntary norm should serve a general purpose for the sector, employers, public stakeholders, local authorities and consumers. One example would be a norm for employees and health insurance costs. We must ensure these norms are given greater visibility.

In France there are a total of 34,674 norms affecting all sectors. In 2016, 633 norms were scrapped and 13,034 were revised.

When drawing up a norm, a whole cycle has to be completed. From initial proposal to survey, from collective development with subsequent research and a study of the accompanying comments through to the final validation and publication. Reviews are scheduled to take place every five years.

In Europe:

CEN -> a European standard. Once the norm has been adopted, the different Member States must follow through with it. If national legislation rejects the EU norm, the countries must withdraw their national legislation.

CWA -> a document that is drawn up during a workshop by the participating members. This is only an agreement between the participating countries and is less binding in Europe.

CWAs are reviewed after three years. After the following three-year period, they become CEN norms or they are scrapped.

Drawing up European norms:

Based on consensus. No two norms are drawn up on the same subject. The document is drawn up in English together with a technical committee and the corresponding members. A public survey is carried out after studying the application. The duration from development to publication is three years. The norms are revised every five years.

One has to allow for between six and 38 months for a CWA to be issued.

Projects must be submitted with a clear definition of the objective and work programme, as well as details about financing. All participants must be registered. Expect to wait up to maximum 60 days for a reaction. The applicants must finance the process themselves.

It is not easy to participate in a CEN, because they are by invitation only. There are no voting rights. France can indeed participate.

A European norm for beauty specialists already exists.

It is important to map all existing national norms at the beginning. The next stage is to determine who will submit the application to draw up the norm. Is this done via CEN or a national organisation such as AFNOR?

If we so wish, we can insist that the request come from the stakeholders in the European Commission. The best solution is if a member of the CEN puts in a request for a norm. AFNOR only does if it is asked to do so.

Questions

Participating in CEN processes is not open to trade unions. It is only possible to participate via the EU federation without voting rights. That is why it is important to follow the example of the beauty care norm, first mapping the existing norms in the Netherlands and France, comparing them and making a decision. There is a choice of working directly with the EU on a CEN norm or one working via a national organisation when submitting the norm to the EU committee via a CEN. We only have information about ergonomics and not about services. Or else we draw up a very general service norm. AFNOR only works on the procedures when requested to do so.

Conclusion

Jacques Minjollet, AG2R La Mondiale, Deputy Director to the Director General, Director of Les Institutions de la Coiffure, France

It was a busy and enriching day. He thanked the speakers and referred to the five workshops that will take place tomorrow on the following topics: 1) hair dryers, 2) wash basins and chairs, 3) the way work and tasks are organised and interior design, 4) education and system of on-the-job learning, 5) norms: which norms do we want to adopt as standard? Recommendations? Advice?

Each group will come up with a maximum of three recommendations. The participants are free to choose for themselves which workshop they participate in.

End of the day and evening programme