



This document provides a selection of good practice examples of ergonomics in the hairdressing sector in Europe. For advice or further information, please check the key contacts and websites in each example.

# Good practice examples



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# 1 AUSTRIA : „EVALUATION GUIDE FOR HAIRDRESSING SALONS“

## [EVALUIERUNGSLEITFADEN FÜR FRISEURSALONS]

### 1. Responsible organization(s)

AUVA (Allgemeine Unfallversicherungsanstalt)—Austrian Workers' Compensation Board is the social insurance for occupational risks

in cooperation with

WKO (Wirtschaftskammer Österreich)—Austrian Federal Economic Chamber, Guild of Hairdressers

### 2. Language

German

### 3. Web Access

<https://www.auva.at/cdscontent/load?contentid=10008.544670&version=1543272990>

<https://www.wko.at/branchen/gewerbe-handwerk/friseure/evaluierungsleitfaden-friseure.pdf>

### 4. Target audience and utilization costs

For members of the Austrian federal guild of hairdressers

### 5. Name and E-Mail of contact person

Christian SCHENK (AUVA)

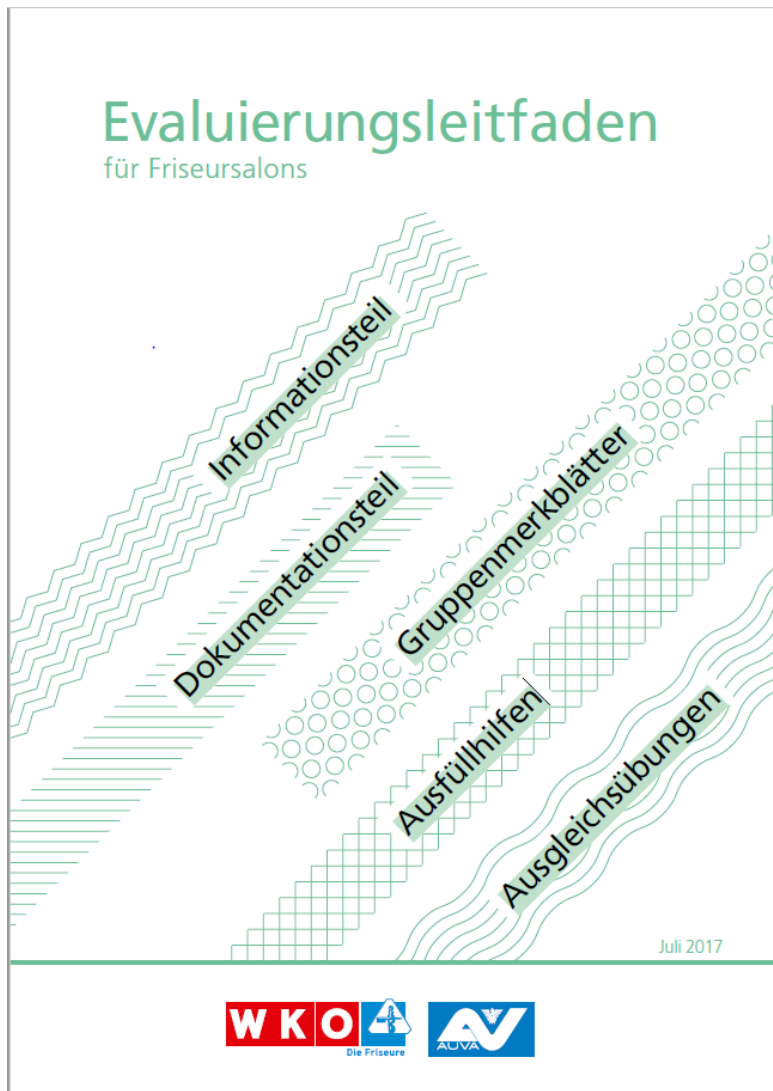
E-Mail: [christian.schenk@auva.at](mailto:christian.schenk@auva.at)

### 6. Short description

The evaluation guide is intended to help hairdressers, who employ workers, with the investigation and assessment of hazards in the workplace and also to support the determination and documentation of measures.

The guide was a cooperation by the AUVA and the WKO on the basis of the Employee Protection Act [ArbeitnehmerInnenschutzgesetz – AschG].

The Employee Protection Act contains the legal mandate to determine, in autonomy, dangers in connection with the work, to evaluate and, as a consequence, to take action to eliminate and/or to reduce them, to document and to implement. The goal is the ongoing improvement of the working conditions that should, on the one hand, avoid occupational accidents and, on the other hand, reduce work-related sick leaves.



Translation of the graph: Information part, documentation part, group information leaflet, filling aids, exercises

## **|| 2 GERMANY : „BGW STUDIO 78“**

### **1. Responsible organization(s)**

BGW (Berufsgenossenschaft für Gesundheitsdienst und Wohlfahrtspflege) — German Institution for Statutory Accident Insurance and Prevention in the Health and Welfare Services

### **2. Language**

German

### **3. Web Access**

[www.bgw-studio78.de](http://www.bgw-studio78.de)

### **4. Target audience and utilization costs**

Seminar fees partly amount to 69 to 99 Euro

### **5. Name and E-Mail of contact person**

Björn TEIGELAKE (BGW)

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### **6. Short description**

The BGW studio78 pursues an innovative strategy for the primary prevention of skin and musculoskeletal disorders, in which the needs of the customer are the focus of activities. Thus, increasing significance of the health and safety related topics is generated for the participants. The BGW offers hairdressing topics in which the prevention aspects are integrated. In hands-on seminars, the topic of ergonomic working is taken up parallel to specific hairdressing techniques. Special attention is given to the positive movement aspects of the working activity, which can be used to reduce unfavorable movements. In addition, participants will have the opportunity to test various technical solutions such as stools of various designs and ergonomic hairdryers.



## 3 GERMANY : „ONLINE COURSE – ERGONOMICS IN THE HAIRDRESSING SALON“

[„ONLINEKURS – ERGONOMIE IM FRISEURSALON“]

### 1. Responsible organization(s)

BGW (Berufsgenossenschaft für Gesundheitsdienst und Wohlfahrtspflege) — German Institution for Statutory Accident Insurance and Prevention in the Health and Welfare Services

### 2. Language

German

### 3. Web Access

<https://bgw.uv-lernportal.de/>

### 4. Target audience and utilization costs

Owners or managers of hairdressing salons

Access requirements: participation in the alternative needs-oriented support according to DGUV regulation 2 and participation in the basic training according to the training concept from July 2008.

### 5. Name and E-Mail of contact person

Stefanie RÖHRICH

E-Mail: [kontakt@bgw-lernportal.de](mailto:kontakt@bgw-lernportal.de)

### 6. Short description

This online course deals with the topics "ergonomic furnishing" and "ergonomic working". In the section "ergonomic furnishing" the participants learn what must be considered when designing and furnishing a salon. The following topics are addressed:

- flooring
- lighting
- furniture

- freedom of movement
- ventilation
- safety equipment and safety labeling

In the "ergonomic working" section, the participants are given suggestions on what is important for different activities in order to work ergonomically in the best possible way:

- movement and posture
- proper footwear
- ergonomic movements during washing, cutting and blow-drying
- optimum adjustment of the styling chair and the highchair

It is intended that the participants consider ergonomic aspects when setting up a hairdressing salon. The participants receive suggestions on how movement sequences can be optimized from an ergonomic perspective during certain hairdressing activities. This online course ends with a knowledge test. Upon successful completion, a certificate will be issued for the alternative supervision. The learning time is about 90 minutes. In 2019, the online course will be comprehensively revised.



Bewahren Sie Haltung

■ ■ ■ ■ ■ 2/5

### Das Friseurhandwerk – ein stehender Beruf?

Still gestanden - besser nicht



Wechseln Sie öfter mal die Position. Passen Sie Ihre Körperhaltung der Tätigkeit an und bewegen Sie sich um den Kunden herum.



Achten Sie beim Stehen darauf die Knie ganz leicht zu beugen. Belasten Sie gleichmäßig beide Füße.



Lassen Sie Ihre Schultern entspannt nach unten fallen. Halten Sie die Ellenbogen maximal auf Höhe der Schultern.














Translation of the graph: The hairdressing trade - a standing profession? Standing still - better not



## 4 FRANCE : "UNDERSTAND TO ACT BETTER BY LIMITING ARM MOVEMENTS AND ELEVATION DURING A CUT "

[COMPRENDRE POUR MIEUX AGIR EN LIMITANT LES DÉPLACEMENTS ET ÉLÉVATIONS DES BRAS LORS D'UNE COUPE]

### 1. Responsible organization(s)

Raphael Perrier has developed the cutting technique **PIBYRP** - 4 geometries in hair cutting

### 2. Language

French, English, Spanish

### 3. Web Access

[www.pibyrp.com](http://www.pibyrp.com)

### 4. Target audience and utilization costs

Depending on the agreement with the country and depending on the distributor

### 5. Name and E-Mail of contact person

Raphaël PERRIER

Séverine BEZANSON

E-Mail: [relationnel.pi@gmail.com](mailto:relationnel.pi@gmail.com)

### 6. Short description

**Aim:** The PIBYRP technique is a simple and ergonomic cutting technique for preventing MSD. The PIBYRP technique is labeled by OMC (Organisation Mondiale de la Coiffure) and is a simple and quick cutting technique developed by Raphael Perrier.

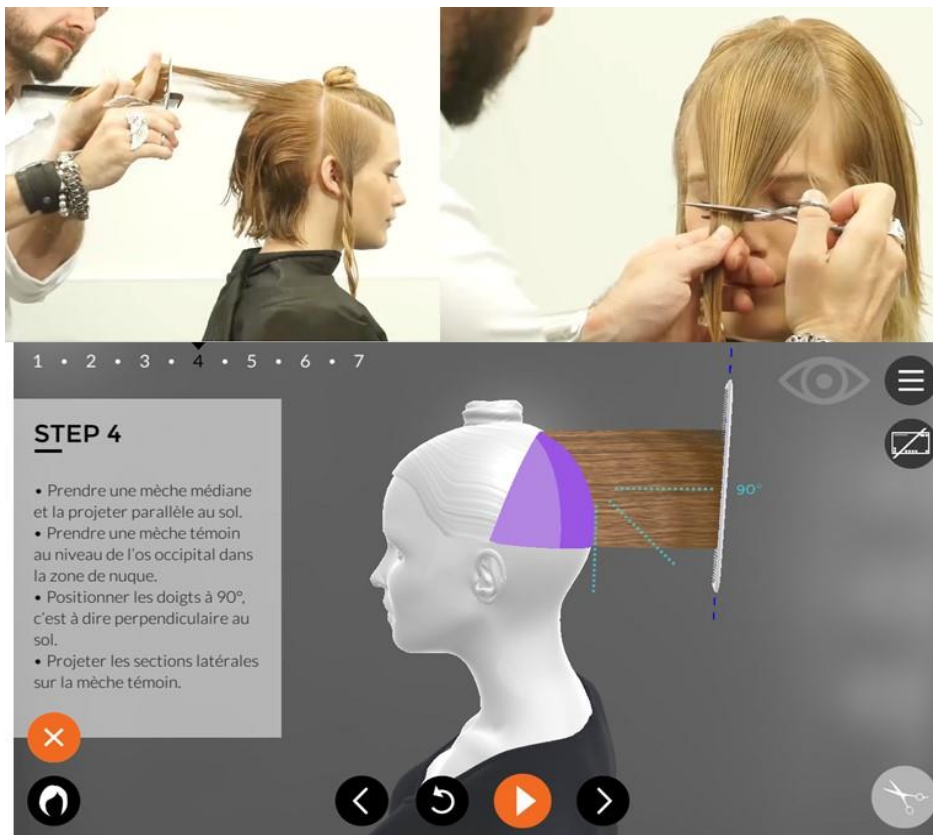
**Content:** Specific techniques for large separations reduce the working time and limit movements of the superior body parts. The reverted cutting technique limits the elevation of the shoulders. By using this techniques, hairdressers can cut quickly and in a comfortable position.

**Target audience:** graduates, qualified and students.

We create awareness on the prevention of MSD among all types of hairdressers. The training on the PIBYRP technique is available for hairdressers working in SME, artisans, employees, employers. It takes place at the Academy for professional training; >15.000 trainees each year. The training on the PIBYRP technique is also available for students in training centers who apply our technique (110 partner organisations, more than 8000 students). Young hairdressers learn the technique and can apply it using a 3D-cutting simulator, Hair Heach 3D (unique in the world). Our simulator is an application for training the technique on tablet or smartphone. This way, they can try out the technique before applying the cut in real life or on a mannequin head.

**Outlook:** Continuing raising awareness among all types of audiences and continuing training of young working people, insisting on the movements and postures in their working environment with the help of their training supervisors.

Validating this knowledge by awarding an international OMC certificate at the end of the training after having evaluated if the trainee knows the correct postures and movements for preventing MSD among hairdressers.



## **5 BELGIUM : „PREVENTION OF HEALTH RISKS IN THE HAIRDRESSING SECTOR – POSTER COLLECTIVE AGREEMENT / ERGONOMICS”**

### **1. Responsible organization(s)**

Coiffure.org by UBK/UCB

### **2. Language**

Dutch, French

### **3. Web Access**

[https://www.coiffure.org/sites/default/files/02\\_affiche\\_cao\\_nl\\_0.pdf](https://www.coiffure.org/sites/default/files/02_affiche_cao_nl_0.pdf)

[https://www.coiffure.org/sites/default/files/sans\\_titre-1.pdf](https://www.coiffure.org/sites/default/files/sans_titre-1.pdf)

### **4. Target audience and utilization costs**

Free poster

### **5. Name and E-Mail of contact person**

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### **6. Short description**

As images are more powerful and easier to understand and to remember than words, the sector decided to visualise the abstract term 'ergonomics' in a playful and clear manner, this by developing a '3D floorplanner'.

The design of a hairdressing salon has a significant impact on human well-being and thus ergonomics. In addition to a good working posture, optimal environmental factors promote a safe and healthy working environment. How can we make the best possible use of available spaces and means to create a safe and healthy working environment?

The poster shows the available space that the hairdresser can use to welcome customers, to carry out services, to prepare products, to eat, to rest, to stock, etc.

Hairdressers are working in optimal working conditions. There is enough room to move without hindering someone, there are enough rolling stools with a bike saddle seat and

trolleys within reach, enough backwash units, pump chairs, rolling stools with a bike saddle seat. Everything is clearly mapped out. The points of attention are provided with numbers, which refer to a brief explanation (on the bottom right of the poster).

The poster is free and is very popular among hairdressers and educational institutions. Additional information is given during sectoral workshops, where the different ergonomic aspects are translated into good practices.

## Prévention des risques pour la santé dans le secteur de la coiffure

CCT 2012/31400/71

coiffure.org  
UBK/UCB

GANTS RECOMMANDÉS  
BUJOUX INTERDITS

JMAES

Translation of the graph: “Prevention of health risks in the hairdressing sector”

## 6 THE NETHERLANDS : „THE HEALTHY HAIRDRESSER CAMPAIGN“

### 1. Responsible organization(s)

Brancheplatform Kappers

### 2. Language

Dutch

### 3. Web Access

[www.healthyhairdresser.nl](http://www.healthyhairdresser.nl)

(Also, see Youtube for videos: Dave Healthy Hairdresser)

### 4. Target audience and utilization costs

EUR 40.000 – 60.000 (excluding VAT) each year

### 5. Name and E-Mail of contact person

Hans van den HOEVEN

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### 6. Short description

**Background:** The "Arbocatalogus" for a safe and healthy workplace is the result of negotiations between social partners, ANKO, FNV MOOI and CNV vakmensen. The "Arbocatalogus" provides practical information on how to achieve the desired level of healthy and safe working in hairdressing salons. This concerns physical stress, allergenic effects and psychosocial stress. For example, the catalogue states when gloves must be worn at work, that hairdressers stools with saddle seat must be available, pump chairs, or what can be done about bullying and discrimination, etc.

**Target audience:** For dissemination of the Arbocatalogus, the Healthy Hairdresser campaign has been launched and focusses on the following target groups: Employers, Employees, Students

Training (students/teachers), Self-employed entrepreneurs without employees and suppliers.

**Content:** The website Healthy Hairdresser is the main element of the campaign. It provides specific information for the different target groups. *Dave* was chosen to give the campaign a face. This is an actor who plays in the short videos about "arbo" (H&S). There are also cartoons of him which can be used as visual material. You can see Dave throughout the whole campaign; he also answers questions from workers and is present at industry events. (see Youtube for videos: Dave Healthy Hairdresser). Workers can also call a helpdesk when they have questions.

Short blogs for social media are also an important part of the campaign, they provide information on "arbo", but also on professional techniques and trends. More and more workers use these blogs published on the website to obtain information.

The website is fully monitored. Statistics of visits are kept.

Official information (text of the "arbocatalogus") is available in booklets for the various target groups; as the industry is visually oriented and prefers visual material, videos are on various subjects are developed.

The risk inventory and evaluation (RI&E, required by law) is an important instrument for employers. It helps them to map out the health risks in the hairdressing salon. After having conducted this RI&E, an action plan is drawn up. This is online available and can be protected by using passwords etc.

BPK commissioned the development of teaching material which teachers can use during the training, ensuring that students learn the hairdressing profession the right way. The material is available for free and is embedded in teaching methodologies in the field of hairdressing.

The palm-to-palm technique is developed to prevent strain on wrists.

There is also a digital self-test available for students and employees. When examining these completed tests, social partners can see which topics should be addressed. Answers to questions regarding these topics are often wrong.

**Outlook:** One of the planned activities in 2019 is launching new videos on different topics. Another planned activity is sending out a letter with more information and different stickers regarding situations that require more attention in the hairdressing salon.

Self-employed entrepreneurs without staff don't have to comply with the "arbowetgeving" (legislation on safety and health at work), but they are encouraged to provide a healthy and safe working environment. Therefore, this group is also one of the target groups of the campaign.

# Veilig en gezond werken voorkomt nare klachten, die je liever niet hebt.

Hoe veilig en gezond werk jij?

DOE NU DE TEST

De test duurt slechts 2 minuten en geeft een indicatie van jouw kennisniveau.



Translation of the graph: "Working safely and healthy prevents unpleasant symptoms that you do not want to have. How safe and healthy do you work?" (Take a test)

## **7 BELGIUM : „A CLOSE SHAVE (OP-ÉÉN-HAAR-NA!) EUROPEAN SOCIAL FUND PROJECT“**

### **1. Responsible organization(s)**

UBK/UCB vzw-asbl, Belgium

### **2. Language**

Dutch, English

### **3. Web Access**

<https://www.coiffure.org/nl/sectorinfo/europese-projecten/transnationaal-esf-project-op-een-haar-na>

### **4. Target audience and utilization costs**

Free of charge

### **5. Name and E-Mail of contact person**

Miet VERHAMME

E-Mail: [miet.verhamme@coiffure.org](mailto:miet.verhamme@coiffure.org)

### **6. Short description**

Practical tools with regard to ergonomics and skin prevention were developed, such as a desk research with good practices from 17 countries, an instruction video, 2 manuals with background information for teachers (ergonomics and preventing skin complaints), visually supporting material, namelijk 'take care of yourself' sheets with some main concerns.

Experienced trainers are crucial because they enhance the credibility and the success of the training. If a teacher is unexperienced, the students will notice and they won't retain much of the information. As not all teachers dispose of the correct background information, they sometimes convey the message in conflicting ways to the youngsters. Students will begin to question the information given by teachers and won't take this information into account when carrying out the job. Therefore, we need a uniform framework for the exchange of information.



Different countries have already made significant efforts (information, aids, participative and interactive initiatives, awareness-generating campaigns). Behavioural change is very difficult. Key factors for changing behaviour: 1) experiences, 2) rumours, 3) prejudices, 4) objective information. There is little intrinsic motivation. Consequently, it is important for health and safety to be integrated into a practically oriented and based on real-life issues learning process.

**ERGONOMICS FOR  
START-UP HAIRDRESSERS** ✂  
TRANSNATIONAL ESF PROJECT

**'A close shave'**

TRANSNATIONAL ESF PROJECT

'A Close Shave'

Promoter: UBK/UCB vzw-asbl  
Author: Miet Verhamme

January – March 2014

FINAL REPORT - PHASE 1  
Promoter: UBK/UCB vzw-asbl  
Author: Miet Verhamme



## 8 ITALY : „DAVINES – FITNESS AND WELLNESS FOR HAIRDRESSERS“

### 1. Responsible organization(s)

Davines S.p.A, Parma Italy

### 2. Language

Italian, French, Dutch, English, Spanish

### 3. Web Access

ENG: <https://youtu.be/pUlriivLsKo>

ITA: <https://youtu.be/hGYLd1tZYGM>

ES: [https://youtu.be/MsB5S\\_qlads](https://youtu.be/MsB5S_qlads)

FR: [https://youtu.be/372ci193A\\_0](https://youtu.be/372ci193A_0)

NL: <https://youtu.be/mrhZ2-tG-2k>

### 4. Target audience and utilization costs

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### 5. Name and E-Mail of contact person

Brian SUHR

E-Mail: [b.suhr@davines.it](mailto:b.suhr@davines.it)

### 6. Short description

Working well means feeling well - easy exercises for a daily wellbeing

**Target audience:** Davines intuitional fitness videos are made for the clients within the Davines community.

**Content:** It contains simple but effective stretching exercises for hairdresser to use after their daily work. Aim is to improve their lifestyle and keep them reminding their

working posture as well as for a longevity of their professional and personal life. Each session explains how the exercise can be performed and practiced.

*Session one:* breathing exercises to loosen up which can be done at the beginning or end of the working day.

*Session two:* to prevent injuries to tendons, muscles and bones which can be done during the work session.

*Session three:* to relax and improve your wellbeing at the end of the work day.

