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**Prevention of professional risks, what kind of space and organisational structure are needed in order to ensure a healthy working environment?**

Observations and responses

- ▶ What we know already
  - ➔ The kinds of problems that concern the profession of hairdresser are mainly
    - MSD of the upper limbs
    - Venous circulation problems
    - Skin and respiratory allergies
    - Back ache
- ▶ What is less commonly known
  - Increasing levels of stress
- ▶ With common issues observed between managers and salaried employees
- ▶ Often under-reported, not spoken about in the hairdressing salons
- ▶ Factors causing exclusion from the profession when they become chronic

## ▶ What we know already

The direct factors causing the problems

- Strenuous postures and gestures and the repetitive nature thereof
- The use of chemical products – shampoos, dyes and the frequency thereof

### ➔ Indirect factors causing the problems

- Equipment that is not always suitable for the tasks: wash basin, scissors, hairdryers

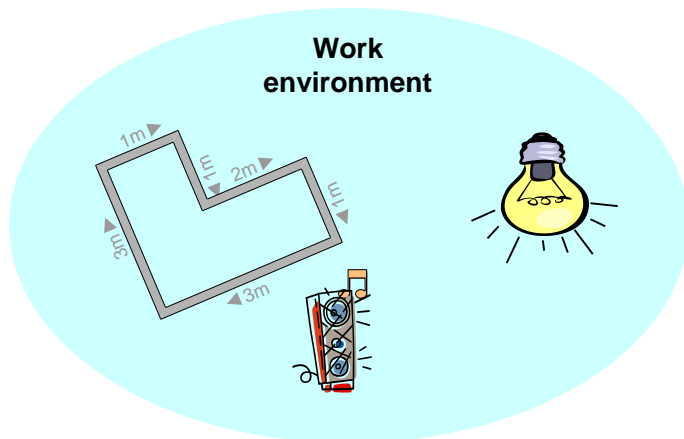
## ▶ What is less commonly known

### ➔ Indirect factors causing the problems

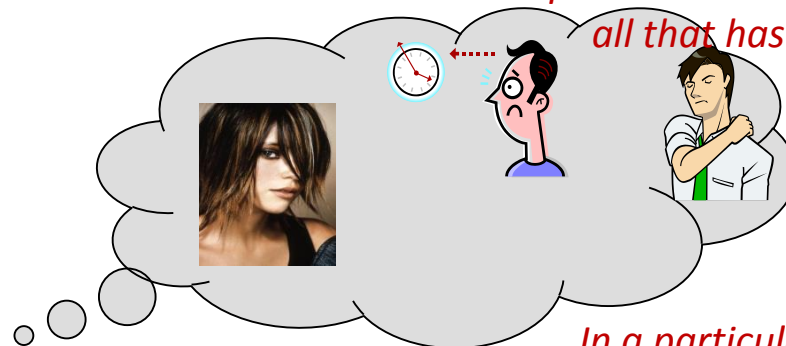
- Stress, straining and tensing the body due to organisational tensions
- Working space and environmental conditions
- Organisational structure
  - The rhythm of the work, the number of breaks
  - The diversity of the tasks to be carried out
  - The functional regulations
- Apprenticeship and mastering the profession
  - From education and training at school, to coaching in hairdressing salons

# A reminder about the demands of this profession

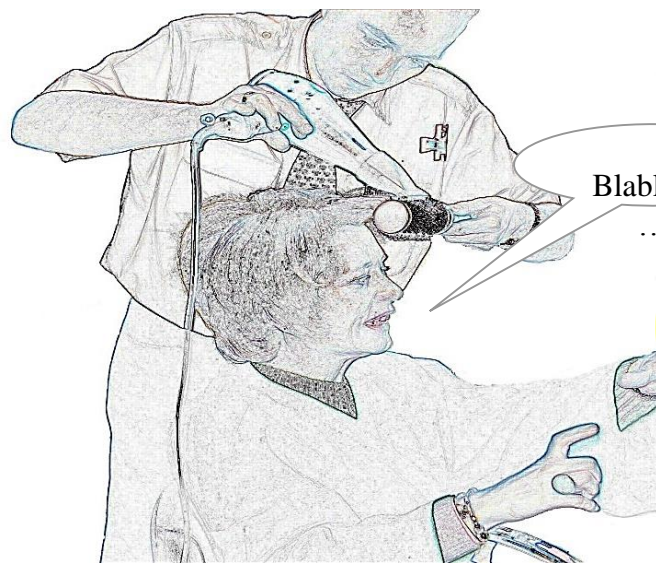
*Achieve the objectives: carry out a 'good cut', which includes listening to the customer, while at the same time observing the rules and functioning in the hairdressing salon, etc.*



*Physical, mental and psychological mobilisation required in order to achieve all that has to be done*



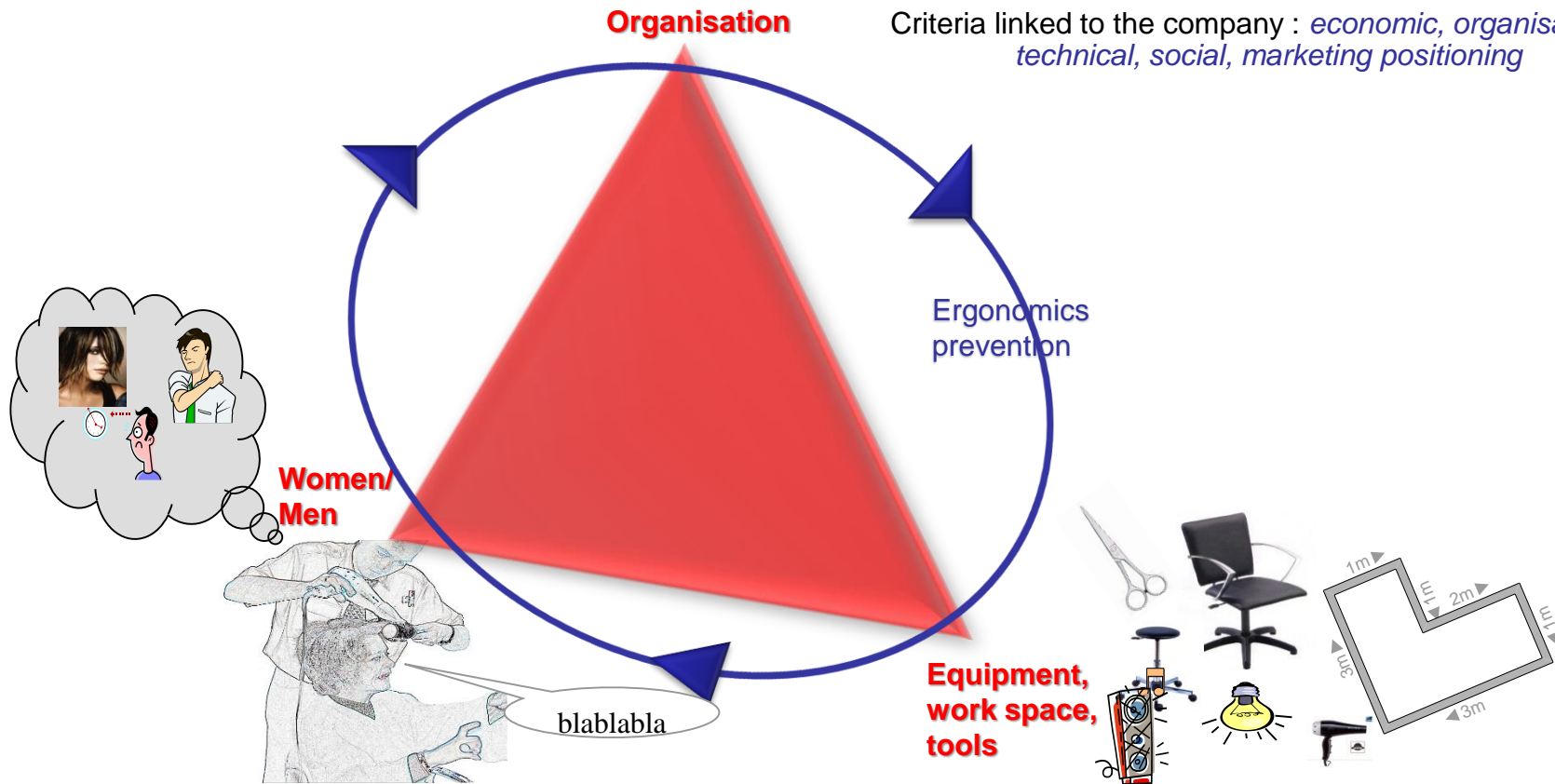
*In a particular working environment and organisational structure, etc.*



# From the work station to the work situation

Criteria linked to the context and organisational structure of the sector : *economic, legal, regulatory, social*

Criteria linked to the company : *economic, organisational, technical, social, marketing positioning*



*An organisational structure and work space must integrate the criteria linked to the needs of the job symmetrically and complementarily*

- ▶ Linking the work space and organisational structure, an occasion for a make-over project
  - ➔ Define a marketing positioning statement – target audience, market, etc.
  - ➔ Make sure all pertinent information is present – organisational, qualitative, functional, technical and financial
  - ➔ Integrate the needs associated with work activities (hairdressers) and usage (customers) → prevention of professional risks
    - A prior analysis of needs that can be based on the **uses and the users** (hairdressers, even customers)
      - Carry out a diagnosis of the current situation or analyse the reference situations
      - Question or redefine the way the work is organised
      - Take account of the needs of the users
        - Developments/health/safety/wellbeing
      - Make a projection of how it will function in the future

# List the needs: the start of the implementation of the project

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- ▶ **Strategic**
  - ➔ Marketing positioning
- ▶ **Organisational**
  - ➔ Number of hairdressing stations/wash basins/specialisations
  - ➔ Timetables, opening hours
  - ➔ Method for storing material/equipment (individual, collective),
  - ➔ Methods for welcoming customers, providing services (making appointments, sales of products, other services)
- ▶ **Technical**
  - ➔ Liquids, networks, safety, lighting, acoustics, norms
- ▶ **Functional**
  - ➔ Reception area (place to wait, area for hanging coats, and storage area)
  - ➔ Technical areas – laboratory, interviews,
  - ➔ Area for hairdressing duties: cuts/blow-drying/setting hair/perms/dyeing hair, etc.
  - ➔ Area for washing hair
  - ➔ Sales area
- ▶ **Prevention of professional risks**
  - ➔ Facilitate changes in the workplace, from one work station to another
  - ➔ Ensure that it is possible to work sitting down, on a stool therefore
  - ➔ Ensure that it is possible to add a mobile table to a work station for storing things closer to hand
  - ➔ Ensure that it is possible to have a good view of the cut one is working on or the dyeing process
  - ➔ Encourage exchanges between members of the team
  - ➔ Choose material that can be regulated to suit the different characteristics of the members of the team
  - ➔ Ensure the presence of a ventilation system
  - ➔ Ensure that there is an area for staff to take a break

# Example : Identify the needs in terms of surface area

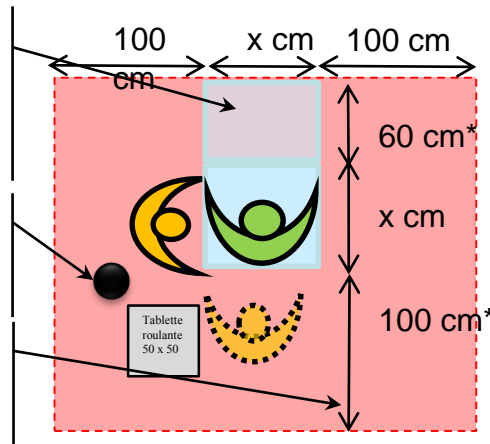
► Base yourself on a basic unit when designing your spaces

➔ Example : the hairdressing work station

The space needed to use a chair for one person plus the space for moving around the client in an upright position

Space needed for mobile elements – stool, small trolley

Space for moving behind the work station



1/ For one hairdressing work station : space for the hairdresser's activity - 100 cms around the hairstyling chair

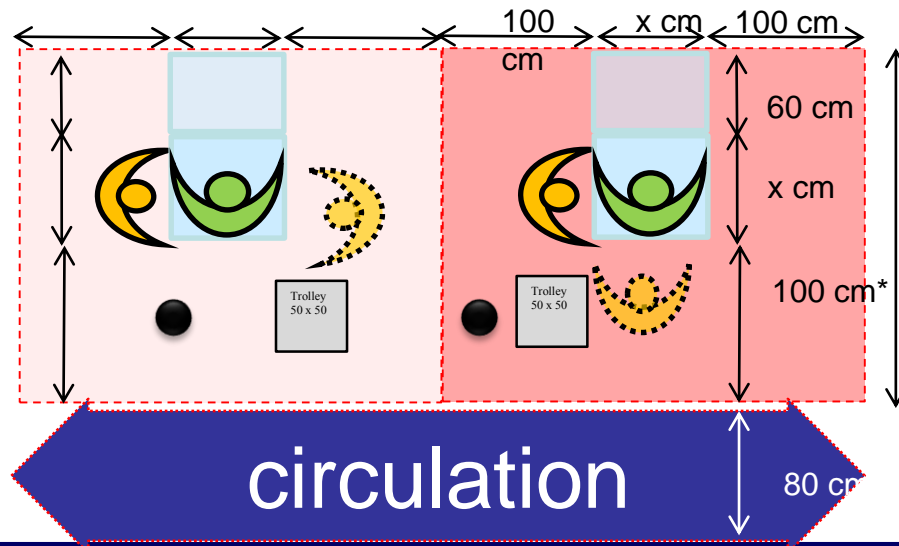
2/ Simulation of layout with two hairdressing work stations side by side : how much overlapping of space?

## Captions

-  Space for activity
-  Space for use of the chair
-  Hairdresser
-  Customer

\*Norm AFNOR NF X 35-107

- 60 cm occasional traffic,
- 100 cm space for moving in front of the work station,
- 80 cm occasional movement



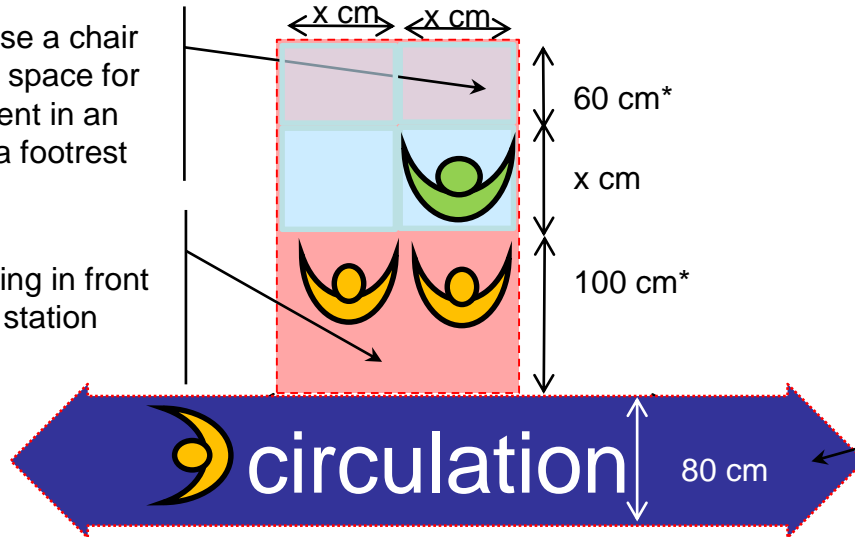


# Example : Determine the needs in terms of surface area

- ▶ Base yourself on the basic unit when designing your spaces
  - ➔ Example : the work station for SHAMPOOING hair

The space needed to use a chair for one person plus the space for moving around the client in an upright position or for a footrest

Space for working in front of the work station



- **Layout for two shampooing work stations side by side:** allowing for staff to circulate around it and with room to put away the products – shampoos, dyes, etc.

Circulation should not infringe on the space for working

## Captions

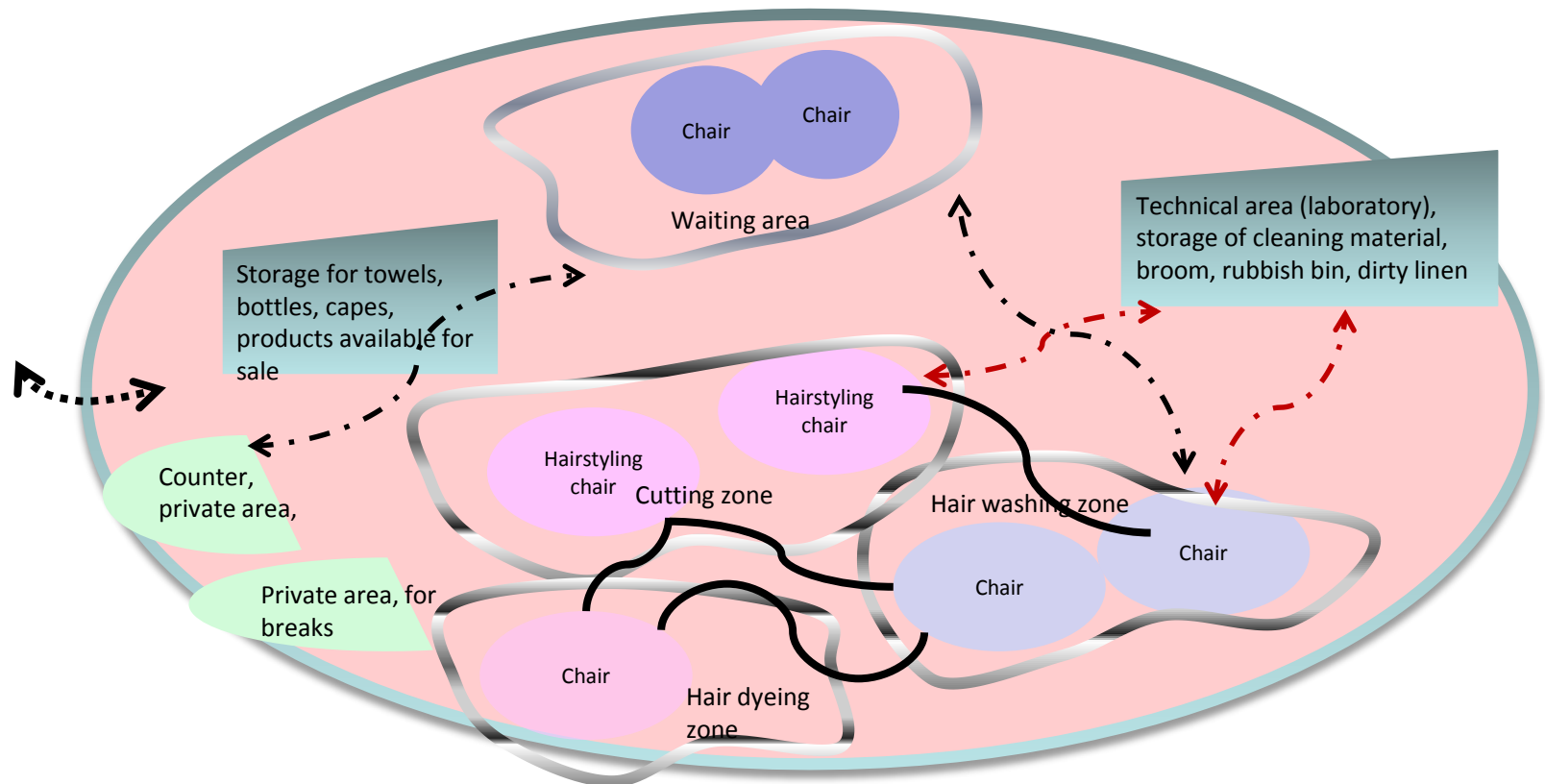
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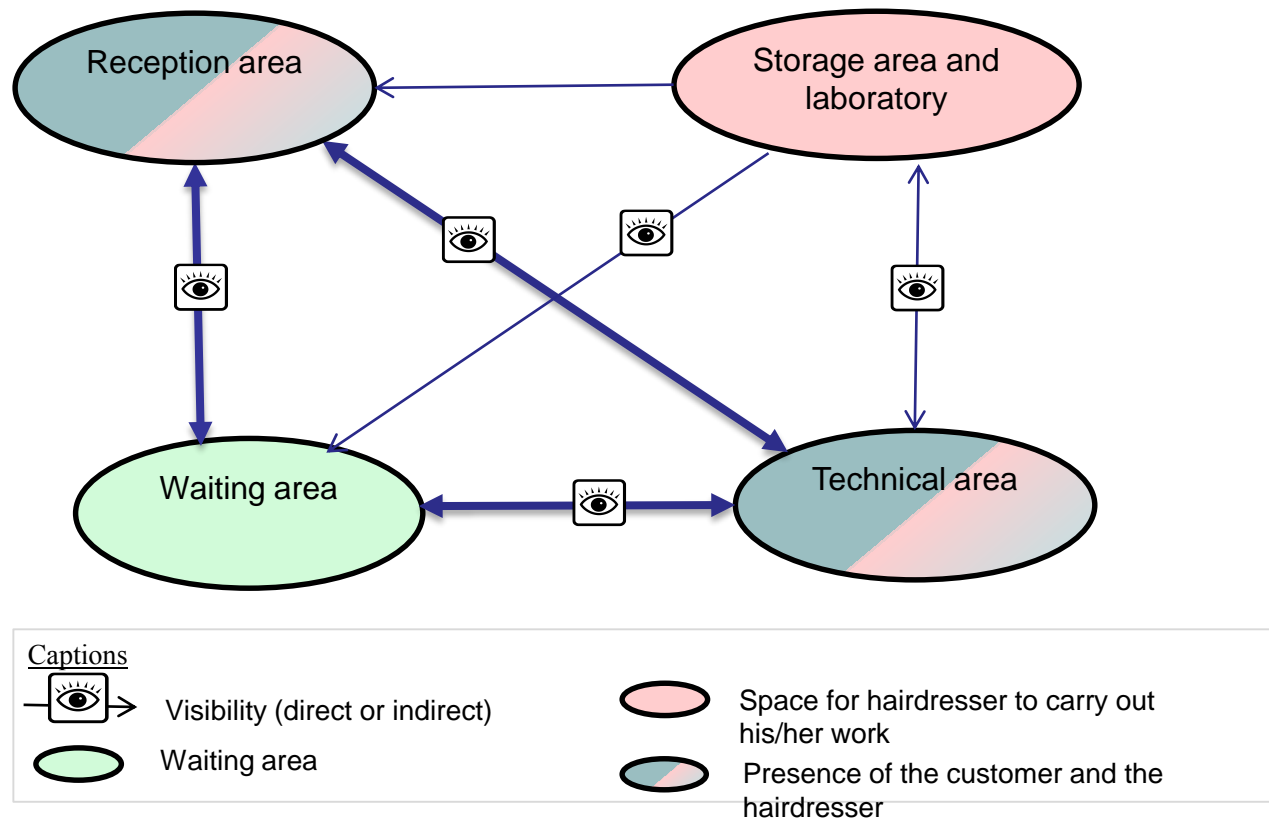
# Example : identify functional zones and areas where there is traffic

- ▶ Think about the functional proximities needed
  - ➔ counter → waiting → shampooing → cutting/drying → dyeing → rinsing → drying → counter
  - ➔ Storing → technical space
- ▶ Allow for fluid circulation of traffic between the different zones



# Example : be attentive to encouraging areas of visibility

- ▶ Ensure that it is possible to see customers and colleagues with direct or indirect (mirrors) visibility
  - ➔ To intervene in cases of dissatisfaction (having to wait too long)
  - ➔ To offer help to a colleague in carrying out a specific task
  - ➔ To pass on information by a look



- ▶ Choices in terms of organisational aspects seem to add flexibility in carrying out work – for example :
  - ➔ Working to appointments helps to ease the workflow and anticipate activity
  - ➔ Carrying out a range of different tasks offers the possibility of changing position, the rhythm with which gestures are carried out and even offer a certain form of rest
  - ➔ Closing the hairdressing salon during lunchtime makes it easier to eat a healthy and good-quality lunch
  
- ▶ But they must be integrated into a balanced overall functioning of the hairdressing salon and the professionals who make up the team that the salon is made up of
  - ➔ Take customers without an appointment, but respecting the time required for carrying out the work healthily
  - ➔ Carrying out multiple tasks must not be something imposed on professionals, it should be offered according to their wishes or demands to be accompanied
  - ➔ Lunch breaks can be a time when there is an increase in the number of customers arriving, rather than closing the hairdressing salon, a rota of staff could be set up.

- ▶ Linking the space and organisational structure, an occasion for a make-over project: a means to initiate a global brainstorming on the subject
  - ➔ If the users are associates
    - Avoid reviving habitual and/or unsuitable solutions without any innovative change or with an insufficient match with the actual reality in the hairdressing salon
    - Enrich, clarify organisational choices and ensure there is a balance between the different aspects
      - Between immediate financial feasibility and long-term financial feasibility
      - Between aesthetic and functional dimensions and professional risk prevention
      - While at the same time checking the technical feasibility (safety included)
    - Contribute to the cohesion of the team and build up the collective structure
      - Define, discuss, agree on the functional rules and regulations