

11:35–15:00	EQUIPMENT
11:35–11:55	»Evaluation of ergonomic professional equipment in hairdressing salons« (2 speakers) <i>Speaker 1</i> : Philippe BIELEC : Consulting Engineer to French national social security funds, <i>France</i>
11:55–12:15	<i>Speaker 2</i> : Docteur Pascal GILLET, President of the society MEDIALANE (telehealth platform), <i>France</i>
12:15–12:25	Questions
12:30–14:30	Lunch break
14:30–14:50	»Hairdressers’ shoulder load when blow-drying – studying the effect of a new blow dryer design on upper arm inclination« Morten WÆRSTED, Senior Physician Dr. med., Work related musculoskeletal disorders, Department of Work Psychology and Physiology, National Institute of Occupational Health, Oslo, <i>Norway</i>
14:30–14:50	Questions
15:00–15:50	TRAINING - EXAMPLE OF STANDARDS
15:00–15:20	»New way of working to prevent musculoskeletal disorders« Raphaël PERRIER, ceo Raphaël Perrier International Group, <i>France</i>
15:20–15:40	»Palm-to-palm technique and other standards from the Dutch Health and Safety Guide for Hairdressers« Martijn de KORT, One of the negotiators of the Dutch Hairdressers Health and Satefy Guide, <i>The Netherlands</i>
15:40–15:50	Questions
15:50–16:05	Break
16:05–17:10	NORMS: DEVELOPMENT OF RECOMMENDATION
16:05–16:25	»General conditions and recommendations for the ergonomics standardization of 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) <i>Germany</i>
16:25–16:45	»Towards European Standards to improve the working conditions of hairdressers?« Guido DE JONGH, Advisor European Trade Union Confederation (ETUC), <i>Belgium</i>
16:45–17:05	»The voluntary standardization : A framework for progresse for all« Thierry CRIGNOU, Jean-Loup COMMO and Florance SAILLET, Development Manager Occupational Safety and Health, Association française de normalisation (AFNOR), Standardization, <i>France</i>
17:05–17:15	Questions
17:15–17:30	Final word Jacques MINJOLLET, AG2R La Mondiale, Deputy Director to the Director General, Director of Les Institutions de la Coiffure, <i>France</i>
17:30	End of the day
20:00	Evening programme

Thursday 12 April 2018

Moderator: Bernard GAISSET and Franck LÉHUÉDÉ

9:00–9:10

Welcome

9:10–9:40

»Cross-cultural communication in the European Union«  
Michel DALONNEAU, Intercultural communication and management consultant of Itinéraires Interculturels, *France*

9:40–10:40

Discussion in small groups

10:40–11:00

Coffee break

11:00–11:30

Discussion in small groups

11:30–12:45

Results and recommendations

12:45–13:00

Official farewell

13:00

Lunch break / end of the workshop

Only for the members of the steering group:

13:00–15:00

Steering group meeting: evaluation and feedback (during the lunch)

Host : AG2RLa Mondiale – partner of the project

The workshop takes place at :  
Collège des Bernardins, 20 Rue de Poissy, 75005 Paris, France, métro Jussieu (ligne 7)

Hotel accommodation: Ibis Styles Chateau Landon, 1-3 Rue du Château Landon, 75010 Paris

Métro ligne 7 direct to JUSSIEU : transport between the workshop venue and the accommodation.

An evening event is organized for Wednesday, 11 April 2018, costs will be covered by AG2RLa Mondiale

Summaries of the presentations ergoHair workshop Paris 11–12 April 2018

»THE ARCHITECTURE OF THE HAIRDRESSING SALON«

Anne BERTRAND, *Sector Consultant FBZ PC 314, Belgium*

The presentation covers the various aspects and the importance of the equipment of the salon in relation to the prevention policy. The various areas of the Welfare Legislation such as health, safety, hygiene, ergonomics, psychosocial well-being, (living) environment and improvement of the workplace are interlinked and can create, by implementing prevention measures, a safe and pleasant workplace for the hairdresser and the customer.

The presentation focusses on the different areas of the hairdressing salon in terms of sectoral measures, available information and good practices. It covers the infrastructure, the environmental factors and the procedures in place to ensure safe work, with a focus on the building, fire and explosion, air quality, emergency and intervention plan, order & cleanliness, social services, heating and temperature.

»OCCUPATIONAL RISK PREVENTION, HEALTHY WORKPLACES AND ORGANISATIONS«

Véronique POETE, *Ergonomist for 25 years, Director of Alternatives Ergonomiques for 15 years, France*

Raphaël VILLECHENAUD, *Ergonomist for 3 years, Alternatives Ergonomiques, France*

Alternatives Ergonomiques intervened in several hairdressing salons in the context of two studies conducted ten years apart from each other, and a study on hairdressing in EPHAD (residential care homes for the elderly). These studies were commissioned by Institutions de la Coiffure, joint insurance structure for employees of the sector. The studies were conducted based on the theoretical field of the ergonomics in France. Observations and interviews concerning work situations were the main tools used for obtaining results.

This presentation will link health, space and organization and will offer recommendations in terms of furnishing of salons and work organisation. These recommendations will be derived from studies but also from the state of play concerning occupational risk prevention for employees of the hairdressing sector. This presentation also provides evidence on the strategy to adopt and implement these strategic projects in hairdressing salons.

## »ADVANTAGES OF APPLIED ERGONOMICS IN THE HAIRDRESSING SALON AND THE IMPORTANCE OF CORRECT MANAGEMENT SKILLS«

Martin CREMER, *former hairdresser, employer (until 2017), mentor / former coach of the hairdressing salon Mantype, Bruges, Belgium*

For 38 years Martin Cremer was active in the hairdressing sector, first as hairdresser and the last 15 years as employer. In his salon in Bruges he had management authority over some 10 staff members. Supported by his wife, a general practitioner, he has – during the last five years - completely restyled his salon, considering the best health and safety standards (with emphasis on materials, ergonomics, skin protection, shoes ...). During his presentation, he will explain how his self-study resulted in a full professional makeover. Based on his experience, he will also explain the adopted approach and why he motivated his staff to contribute to the implementation of this safety / ergonomics policy.

## »EVALUATION OF ERGONOMIC PROFESSIONAL EQUIPMENT IN HAIRDRESSING SALONS« (2 speakers)

Speaker 1: Philippe BIELEC : *Consulting Engineer to French national social security funds, France*

For helping promotion of new products in the field of prevention of occupational risks, standards are essential. We have to take into account not only the CE certification but also the way of using the product and health impact. In our case, ergonomic standards have been the key of the action.

Speaker 2: Docteur Pascal GILLET, *President of the society MEDIALANE (telehealth platform), France*

Prevention in the workplace in the hairdressing sector has a significant impact on the health of workers. An essential condition is the scientific evaluation of the actions undertaken. The Preciseo operation has made it possible to adapt the workstation to the user and has also had a positive and lasting impact on the shampoo box market, which is an important step in the maturation of MSD prevention.

## »HAIRDRESSERS' SHOULDER LOAD WHEN BLOW-DRYING – STUDYING THE EFFECT OF A NEW BLOW DRYER DESIGN ON UPPER ARM INCLINATION'«

Morten WÆRSTED, *Senior Physician Dr.med., Work related musculoskeletal disorders, Department of Work Psychology and Physiology, National Institute of Occupational Health, Oslo, Norway.*

Work with elevated arms constitutes an important risk factor for shoulder/neck complaints. In Norway a blow dryer with a completely new design came to market in 2016, aiming at reducing the need to elevate the upper arm while blow-drying. The presentation will give the fresh results of a project comparing the effect of this new handheld blow dryer with blow dryers of traditional design, both when blow-drying in a laboratory setting and when following the hairdressers for a full workday in the hair salons.

## »NEW WAY OF WORKING TO PREVENT MUSCULOSKELETAL DISORDERS«

Raphaël PERRIER, *ceo Raphaël Perrier International Group, France*

At this moment hairdressers are faced with a lot of musculoskeletal disorders. We have developed a pedagogical tool which permits to continue to work with traditional tools and at the same time prevents musculoskeletal disorders. After an evaluation over three years, we see a real improvement and a positive evolution in the prevention of current musculoskeletal disorders.

## »PALM-TO-PALM TECHNIQUE AND OTHER STANDARDS FROM THE DUTCH HEALTH AND SAFETY GUIDE FOR HAIRDRESSERS«

Martijn de KORT, *One of the negotiators of the Dutch Hairdressers Health and Safety Guide, The Netherlands*

## »A health &amp; safety guide for all workers in the hairdressing industry«.

Martijn de Kort was one of the negotiators of the Dutch Hairdressing health and safety guide which included a new way of approaching the subject. Instead of focussing only on the means to working safely (for example the measurements and height of chairs) it focusses on how to work in an ergonomically safe way for all hairdressers (including hairdressers who work outside of traditional salons). The presentation will present the Dutch standards including the palm-to palm technique and will include how these were translated to working in other situations than the traditional salon.

## »GENERAL CONDITIONS AND RECOMMENDATIONS FOR THE ERGONOMICS STANDARDIZATION OF 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*

OLYMP GmbH & Co. KG is a German company specialized in the furnishing of hairdressing salons.

The assortment products in furniture, salon techniques and equipment divisions are from our own development and distributed in 35 countries. In this lecture, the general conditions for ergonomic salon furnishings will be discussed in detail and recommendations for the design of ergonomic salon furnishing (chairs, stools, shampoo stations and dryers) will be given.

## »TOWARDS EUROPEAN STANDARDS TO IMPROVE THE WORKING CONDITIONS OF HAIRDRESSERS ?«

Guido De JONGH, *Advisor European Trade Union Confederation (ETUC), Belgium*

The contribution will bring a first understanding of what European standards are, how they can contribute to the well being of workers and what the ETUC can do for hairdressers, in relation to standards. The presentation will also address the status of standards in the regulatory framework.”

About the ETUC and ETUC STAND project: The ETUC is the voice of workers and represents 45 million members from 89 trade union organisations in 39 European countries, plus 10 European Trade Union Federations”. The ETUC STANDardisation project aims to influence the European standard setting activities and to advice and bring forward new needs of standardisation at the European level. The ETUC STAND also keeps an eye on the national and International standard setting activities, as these influence the European activities.

## »THE VOLUNTARY STANDARDIZATION : A FRAMEWORK FOR PROGRESSE FOR ALL«

Thierry CRIGNOU, Jean-Loup COMMO and Florance SAILLET, *Development Manager Occupational Safety and Health, Association française de normalisation (AFNOR) Standardization, France*

Brief presentation of standardization (what it is, what it is not; what it brings; options to meet your needs)

## »CROSS-CULTURAL COMMUNICATION IN THE EUROPEAN UNION«

Michel DALONNEAU, *Intercultural communication and management consultant of Itinéraires Interculturels*

Itinéraires interculturels is a training, consulting and cross-cultural management firm helping businesses along their internationalization and allowing anyone to manage multicultural teams. This workshop consists in a cross-cultural approach of communication within the European Union.

Through an interactive and progressive methodology, we will work towards a better understanding of the influence of various cultures on communication by taking into account the culture of each country of the European Union



Development and promotion of a healthy and safe working environment through the design of ergonomic workplaces and work processes in the hairdressing sector

## Wednesday 11 April 2018

**Moderator:** Bernard GAISSET: ex managing director de la Médecine du travail of the region Paris île de France and Franck LÉHUÉDÉ: Charged research in CREDOC, Paris Île de-France

8:30–9:00

9:00–9:15

9:15–9:30

9:30–9:45

9:45–10:00

10:00–10:20

10:20–10:40

10:40–10:50

10:50–11:05

11:05–11:25

## Registration

## Presentation of the Collège des Bernardins

## Welcome

Bernard STALTER, President of the National Union of Hairdressing Companies (Unec), *France*

## Welcome

Stéphanie PRAT-EYMERIC, President of Les institutions de la coiffure France, Chargée de mission/responsible FGTA FO, Secretary General of SGFOSCE and Claude Mouginot President UNEC for the European Social Dialogue Committee, *France*

## Summary workshop 1 Hamburg

Albert NIENHAUS, Prof., University Medical Centre Hamburg-Eppendorf (UKE), *Germany*

## 10:00–11:35 WORK ORGANISATION

## »The architecture of the hairdressing salon«

Anne BERTRAND, Sector Consultant FSE CP 314, *Belgique*

## »Occupational risk prevention, healthy workplaces and organisations«

Véronique POETE, Ergonomist for 25 years, Director of Alternative Ergonomiques for 15 years and Raphaël Villechenaud, Ergonomist for 3 years, Alternative Ergonomiques, *France*

## Questions

## Coffee break

## »Advantages of applied ergonomics in the hairdressing salon and the importance of correct management skills«

Martin CREMER, former hairdresser, employer (until 2017), mentor/former coach of the hairdressing salon Mantype, Bruges, *Belgium*