

# Workstation Ergonomic Setup Procedure

SAMPLE

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## Purpose

This Workstation Ergonomic Setup Procedure sets out the minimum requirements for establishing, adjusting and maintaining safe and ergonomically sound workstations at [Company Name]. It is designed to reduce the risk of musculoskeletal disorders (MSDs), eye strain and fatigue associated with computer and desk-based work in office, retail and wholesale environments.

This procedure supports [Company Name]'s duty under Work Health and Safety (WHS) legislation to provide a work environment that is safe and without risks to health, so far as is reasonably practicable. It applies to all employees, contractors and labour hire workers who use fixed or mobile workstations, including back-of-house offices, point-of-sale (POS) counters, customer service desks, and warehouse administration areas.

## Scope

This procedure applies to:

- All office-based workstations (fixed desk, sit-stand desks, hot-desks, shared meeting rooms).
- Retail and wholesale workstations (service counters, POS terminals, customer service kiosks, stock control desks, dispatch desks).
- Laptop, tablet and cooking station setups used for prolonged periods (more than 1 hour per day or regularly during the week).
- New starters, existing workers, and workers returning from injury or illness.
- Temporary and hot-desk arrangements, including work from home where authorised by [Company Name].

It does not cover specialised plant or equipment (e.g. forklifts, pallet wrappers, industrial machinery), which are managed under separate safe work procedures.

## Definitions

### Workstation

A combination of furniture, equipment and accessories used to perform work tasks, typically including a desk or counter, chair or stool, computer or POS device, monitor(s), keyboard, mouse or input device, document holder, phone, and accessories.

### Ergonomics

The design and arrangement of work tasks, equipment and environment to fit the worker, aiming to reduce physical strain, fatigue and risk of injury.

### Musculoskeletal Disorder (MSD)

An injury or disorder of the muscles, tendons, ligaments, joints, nerves or supporting blood vessels. Examples include back pain, neck strain, shoulder injuries, tendonitis and carpal tunnel syndrome.

## **Prolonged Sitting / Standing**

Remaining in a seated or standing posture for periods of 30 minutes or more without significant movement, or for more than 4 hours total per shift.

## **Reasonably Practicable**

What is reasonably able to be done to ensure health and safety, taking into account likelihood and severity of harm, what is known (or ought reasonably to be known) about the hazard and controls, and the availability and cost of those controls.

## **Responsibilities**

### **Officers (PCBU Representatives, Senior Management)**

- Ensure adequate resources are provided to implement this procedure, including ergonomic furniture, equipment training and assessment tools.
- Ensure that workstation ergonomics is integrated into WHS management systems, induction processes and change management.
- Review trends from incident reports, discomfort surveys and workers' compensation claims to identify systemic ergonomic issues.

### **Managers and Supervisors**

- Ensure this procedure is communicated to all workers under their control.
- Confirm that workstation setup is considered when onboarding new staff, relocating staff or changing work areas.
- Arrange ergonomic assessments for workers who:
  - report discomfort or early signs of MSDs,
  - are pregnant,
  - are returning from injury or illness,
  - require reasonable adjustments.
- Take timely action to implement recommended controls from ergonomic assessments.
- Monitor work practices to ensure workers are taking adequate micro-breaks, task variation and rest breaks.

### **Workers**

- Follow this procedure when setting up or adjusting their workstation.
- Complete any required workstation self-assessment checklists honestly and in full.
- Report any pain, discomfort, or concerns about workstation setup early to their supervisor.
- Use equipment and furniture as intended (e.g. do not override height adjustment or footrest settings for convenience).