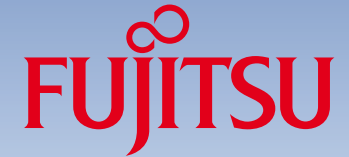


# Think! Worker Safety and Wellbeing in Retail and Hospitality.

At Fujitsu we work with our customers to **explore, plan and co-create result driven solutions**, providing actionable business insight.

These solutions comprise **Enterprise Wearables**, propriety algorithms and a SaaS platform to **provide worker safety**. Fujitsu solutions help **provide safer working environments** by remotely monitoring the wellbeing of workers and issuing alerts when or before accidents occur.



It is imperative to implement the most effective solutions for monitoring worker wellbeing.

Choose an incident to view a sample report:



Fall from Height



Lone Worker



Driver Drowsiness



Temperature Change



Manual Handling



Heat Stress



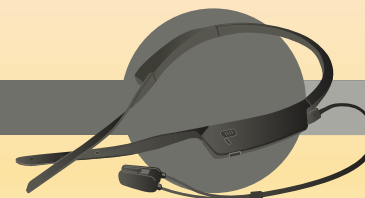
Vital Sensing Band

Wearable solution for lone workers that measures environmental temperature and humidity, highlighting levels of risk, predicting and measuring incidents as accurately as possible.



Location Badge

Combination of sensor and algorithms. Solution uses GPS for outdoor monitoring and Real Time Location System or Beacons indoors allowing worker location to be accurately monitored or used to 'Respond' when an incident occurs.



Driver Drowsiness Detector

Wearable solution to alert drivers when drowsiness is detected. By measuring biorhythms, the device identifies a loss in attention allowing the driver to self-manage their level of drowsiness and in parallel allowing route optimisation.



Head Mounted Display

Enhances training through hands-free use of augmented reality environments. The solution gives immersive training experience for better employee engagement.

shaping tomorrow with you

## Contact

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For more information on our Solutions for Retail & Hospitality visit [uk.fujitsu.com/retail](http://uk.fujitsu.com/retail)

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# Incident Report Form

This form is to be completed as soon as possible after the incident and emailed to the GP Incidents mailbox.

Date: 01/03/2017

Staff Number: 23415

Severity 1-5:  
(5 being the highest) 3

Role: Store Assistant

Store Location Code: LDN453

Description of Incident: Individual was stacking shelves using a ladder. The store assistant lost balance and fell off the ladder. The individual suffered from minor head injuries and bruising to the leg. There was a delay in responding as the incident occurred in a store room at the back of the retail store; the individual called for help but was not heard.

Action Taken: Ice pack on ankle and advised to rest. Taken to hospital to check for head injuries.

Business Change: A second store assistant must stabilise the ladder or special single person movable steps should be used. Also, automated incident reporting to get help to employee asap that allows actionable business insight into the incident.

Fujitsu Solution: **Vital Sensing Band** – wearable solution for lone workers, helping to highlight levels of risk, predicting and measuring incidents as accurately as possible. This is done by measuring vitals such as temperature, heart rate and positions (i.e. detects falls).  
The solution has the ability to predict issues such as increased levels of risk associated with working at height. When greater accuracy is required to monitor indoor workers (e.g. shop assistants operating in isolated environments such as a store room), Bluetooth Low Energy locators allow real time, low latency, high accuracy location monitoring.  
If the Store Assistant had been wearing the Vital Sensing Band when they fell, an alert would have been sent to the on-duty store manager to attend the incident immediately; the solution allows for automated notification to alert of sudden incidents in real-time including location.

Choose an incident to view a sample report:



Back to Home



Fall from Height



Lone Worker



Driver Drowsiness



Temperature Change



Manual Handling



Heat Stress

# Incident Report Form

This form is to be completed as soon as possible after the incident and emailed to the GP Incidents mailbox.

Date: 19/05/2017

Staff Number: 83729

Severity 1-5:  
(5 being the highest) 5

Role: Home Delivery Worker

Store Location Code: NOT435

Description of Incident: Home Delivery Worker was faced with an unfriendly customer who became aggressive because the parcel was delivered later than expected. The delivery worker felt threatened and felt their safety at risk as the customer got louder and appeared visibly angry.

Action Taken: Home Delivery Worker left premise immediately. However due to the level of aggression the Home Delivery Worker experienced, they felt their safety was at risk with the possibility of being followed when leaving the premise.

Business Change: If off-site lone workers are expected to travel to remote locations, safety should be monitored via location tracker. There needs to be a system in place that allows for an understanding of the location of an entire field team. An automated system such as tracker that monitors location in real time can be used to alert the in-store duty manager of any risk when an alert is sent via the employee pressing a 'panic button'. Alternatively, for reassurance that there is no risk, a button can be pressed to notify that the delivery worker has safely made the delivery or arrived safely at their destination.

Fujitsu Solution: **Location Badge** – wearable location solution using GPS and RTLS to accurately monitor location. Location monitoring detects when staff are not where they are expected to be for a defined period of time. Can improve safety by tracking location. This also allows for alarm based response. A button can be included to alert the store that lone field worker is at risk. Alternatively, for monitoring purposes, the journey can be tracked by sending an instant notification when the individual has reached their required location safely. Alerts received by the web management tool can automatically generate SMS, e-mail and phone calls to a local agreed representative in store, providing details of the lone field workers' location if there is an incident or concern, directing in-store staff to the nature of the reported event.

Choose an incident to view a sample report:



Back to Home



Fall from Height



Lone Worker



Driver Drowsiness



Temperature Change



Manual Handling



Heat Stress

# Incident Report Form

This form is to be completed as soon as possible after the incident and emailed to the GP Incidents mailbox.

Date: 23/05/2017

Staff Number: 87346

Severity 1-5:  
(5 being the highest) 4

Role: Delivery Driver

Store Location Code: LDN583

Description of Incident: Delivery Driver on night shift fell asleep at the wheel, causing the vehicle to swerve and hit the side of the road.

Action Taken: Driver taken to hospital for checkup.

Business Change: Ensure drivers are safe to drive by checking for vital signs such as fatigue and drowsiness. This needs to be checked in real time. This can be done using wearable technology to enable the driver to monitor drowsiness.

Fujitsu Solution: **Driver Drowsiness Detector** – wearable solution to alert drivers when attention/pre-drowsiness is detected. The sensor measures biorhythms while the device identifies loss in attention, which is part of a drowsiness curve allowing a driver to self-manage their level of drowsiness and in parallel allowing the organisation to optimise route planning to change routes, preventing drowsiness e.g. avoiding long road works. For retailers this can be used for delivery drivers to stores and for employees who deliver to home addresses. If they reach a pre-drowsy state they are notified and action can be taken to prevent an incident. This can also help to design delivery routes to avoid drowsiness triggers. In a retail environment the solution is used for long haul journeys, suitable in the distribution function where deliveries of inventory are required from a long distance. The solution allows for information to be gathered from multiple drivers, illustrating which routes are more likely to result in driver drowsiness. Managers can then use this to forewarn drivers of these routes or part of.

Choose an incident to view a sample report:



Back to Home



Fall from Height



Lone Worker



Driver Drowsiness



Temperature Change



Manual Handling



Heat Stress

# Incident Report Form

This form is to be completed as soon as possible after the incident and emailed to the GP Incidents mailbox.

Date: 04/07/2017

Staff Number: 76352

Severity 1-5:  
(5 being the highest) 5

Role: Kitchen Porter

Store Location Code: MAN623

Description of Incident: The door shut behind kitchen worker in the in-store chiller, leaving the individual in freezing cold conditions.

Action Taken: Worker given blankets and taken home to rest.

Business Change: Monitor staff whereabouts to check for any abnormalities in location and activity. This can include extreme changes in the temperature, which would highlight increased risk.

Fujitsu Solution: **Vital Sensing Band** – wearable solution for lone workers, helping to highlight levels of risk, predicting and measuring incidents as accurately as possible. This is done by measuring vital signs such as temperature, heart rate and positions. It also measures surrounding environment and pulse and estimates any increased risk of heat stress.  
In a hospitality environment, the vital band measures the environmental temperature and humidity, so the solution can be used to send alerts of any changes in the surrounding environment or by measuring biorhythms such as pulse highlighting a state of risk. The alert can automatically generate SMS, e-mail and phone calls to in-store manager directing them to the location of the employee and the nature of the reported event. The device can help highlight a long-term solution or warn of risks as a web management tool can be used to review events over time, across locations and employees. This pro-actively investigates re-occurring events in defined areas.

Choose an incident to view a sample report:



Back to Home



Fall from Height



Lone Worker



Driver Drowsiness



Temperature Change



Manual Handling



Heat Stress

# Incident Report Form

This form is to be completed as soon as possible after the incident and emailed to the GP Incidents mailbox.

Date: 09/10/2017

Staff Number: 97452

Severity 1-5:  
(5 being the highest) 3

Role: Sales Assistant

Store Location Code: LPL342

Description of Incident: In store staff lifted heavy box from the kitchen section for a customer. The box included electrical equipment and was lifted manually from the third shelf. Lifting the item the worker sustained back injuries - the box was heavy and the worker did not use the correct posture to properly lift the box.

Action Taken: Sent home for bed rest.

Business Change: Should have received proper training on how best to lift heavy items to avoid injury.  
Detailed training should be given to prevent injuries from improper manual handling. This includes when an object requires more than one person to carry it, or when lifting equipment should be used.

Fujitsu Solution: **Head Mounted Display** – augmented reality solution that can be used for training purposes. Can be used in Retail environments to deliver hands-free ease of use to enhance training through augmented reality. Can improve worker efficiency by helping to bridge the skills gap with centralised support.  
Sales Assistants can use the Head Mounted Display during in-store training to highlight which types of items require specialist lifting help. The solution provides remote support and can better educate the worker through engaging training methods. The device can be used for guideline purposes and give insight into correct processes, through augmented reality. In a retail store environment, it can guide a worker through handling processes such as manually handling of a heavy box that requires lifting tools to use. This is done by overlaying information related to the equipment and what needs to be done. The Head Mounted Display shows this information via the eyepiece.

Choose an incident to view a sample report:



Back to Home



Fall from Height



Lone Worker



Driver Drowsiness



Temperature Change



Manual Handling



Heat Stress

# Incident Report Form

This form is to be completed as soon as possible after the incident and emailed to the GP Incidents mailbox.

Date: 12/09/2017

Staff Number: 23781

Severity 1-5:  
(5 being the highest) 3

Role: Chef

Store Location Code: BGM817

Description of Incident: Chef fainted due to high temperatures in kitchen, leading to heat stress.

Action Taken: Opened windows to cool down and given water once conscious.

Business Change: Monitor kitchen conditions i.e. temperature to ensure it is safe for workers. Monitor the surrounding environment such as the kitchen temperature as well as worker vital signs, and the way the individual responds to the temperature.

Fujitsu Solution: **Vital Sensing Band** – wearable solution for lone field workers, helping to highlight levels of risk, predicting and measuring incidents as accurately as possible. This is done by measuring vital signs such as temperature, heart rate and positions. It also measures the temperature of the surrounding environment and user's pulse, estimating any increased risk of heat stress. When managing workers in areas where the surrounding environment may pose a risk to their health, there is the need to monitor/track individuals to prevent incidents. Through the web application dashboard, alerts are raised when user's vital signs show higher stress levels or when environment readings change. The Interface allows new devices/sensors to be managed and deployed. Additionally, new events and rules can be set for when incidents occur, for example a call to the duty manager when a colleague has fainted due to changes in the atmosphere and/or if their vital signs show abnormalities.

Choose an incident to view a sample report:



Back to Home



Fall from Height



Lone Worker



Driver Drowsiness



Temperature Change



Manual Handling



Heat Stress