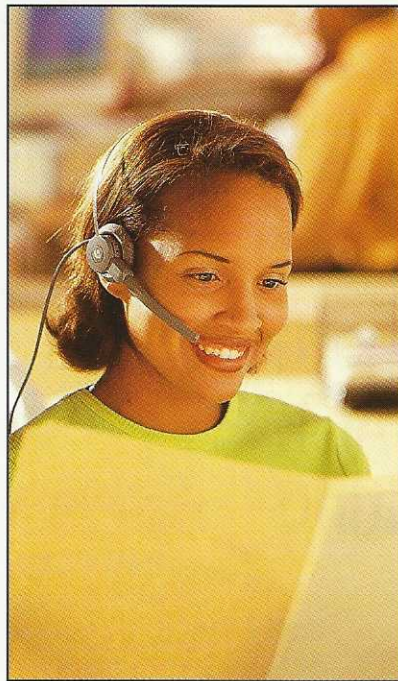


ERGONOMICS

IS MAINLY
GOOD
OLD-FASHIONED
COMMON
SENSE



Ergonomics is not about fancy chairs. It's about the relationship between workers and their work environment.

Ergonomics looks at the whole picture to make workers comfortable and more efficient in their work space. Not only by providing them with the right furniture, work stations and equipment, but also by looking at how well they interact with each other. Call it applied common sense.

In a call centre, ergonomics isn't a luxury, it's a necessity. A good ergonomics program will maximize workers' effectiveness, improve efficiency and reduce costs due to injuries and staff turnover. A well-designed call centre doesn't have to cost a lot. But it can save you a lot.

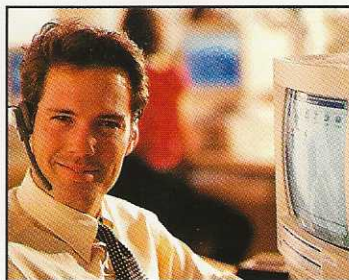
IHFCergo...
**UNIQUELY QUALIFIED
TO MEET YOUR NEEDS**

International Human Factors Consulting (IHFCergo) specializes in call centre solutions. Some companies may design call centres and others may provide ergonomics consultation. But IHFCergo is a unique organization with expertise in call centre ergonomics, design, training, and project management.

Our knowledge of call centre requirements is based on the real-life experience of setting up and advising companies on call centres for many years. Experience that's now available to you.

**How IHFCergo's
customized
solutions can
work for you**

IHFCergo provides a range of services, each one geared to your specific needs.



Call centre assessment

Our on-site assessment includes an evaluation of job demands and an examination of physical and psychosocial issues. We start by measuring the physical environment... from space allotments to lighting levels. Then, after in-depth interviews with employees and management, we prepare a prioritized action plan. On top of maximizing worker effectiveness and improving efficiency, a comprehensive assessment can reduce health-related expenses and staff turnover.

Staff training

Our ergonomics training program teaches agents how to make the best use of their existing work environment. Through hands-on instruction, employees learn practical ergonomic principles applicable in their daily lives... techniques such as neutral posture, and simple exercises. This helps you take charge of your own ergonomic well-being.

Program management

Ergonomics is an ongoing process. Whether implementing a program from scratch or integrating enhancements to your existing program, IHFCergo can help. Support includes ergonomics team selection assistance, program implementation, customized training, control strategies and ongoing evaluation. Our goal is to ensure development of a self-sustaining program to help you continuously optimize efficiency and improve worker health.

Design & implementation

Our involvement in new facility design includes everything from optimizing your existing layout to developing an entirely new floor plan. We can also help in the specification and selection of equipment and services, the procurement of furniture and the implementation of in-house training programs. Our experience can save you money by minimizing costly errors and omissions.



ERGONOMICS BEYOND THE CALL CENTRE

The principles of ergonomics can improve any work environment — from the reception desk to the shop floor — anywhere people and equipment interact.

By making simple changes to your existing layout and equipment, or by designing new systems and environments, IHFCergo can make your whole organization operate more efficiently, creating an atmosphere that improves everyone's productivity and job satisfaction.

And that's not all. IHFCergo can also provide the expertise you need in:

- Physical Ability Testing (PAT)
- Medical management
- Custom Return To Work (RTW) programs
- Full-service engineering, biomechanics and user interface design