Praxis Loten · Eupen

Workstation observation report

Logistik Nord · fictional warehouse in Eupen · 45 workers

For	The prevention adviser from the external service
Request	After the MSD risk analysis, three workstations chosen by the adviser
Observation	Wednesday 14 October 2026, on site, during real work
Written by	Physiotherapist, Praxis Loten, as an external expert
Delivered	Friday 16 October 2026

Read this first. This report describes workstations, never people, and contains no health data. It adds a physiotherapist's view to your MSD risk analysis. It does not replace it and it is not an ergonomist's opinion. Decisions stay with the employer, together with you.

Method

On-site observation, without measuring instruments. For each workstation: effort, repetition, duration, postures and movements. Counts were made by hand during the observation. Diagrams replace photos: nobody can be recognised.

Summary

WORKSTATION	WHAT WE OBSERVED	IDEAS	SUGGESTED PRIORITY
1. Loading dock	Parcels lifted from the floor, placed on a pallet behind the worker	Drop-off pallet to the side; heavy parcels between knee and shoulder height	1
2. Pallet wrapping	Repeated trunk twisting; bent back for the bottom of the pallet	Move the film roll closer; rotate tasks every hour	1
3. Data entry in the office	Long sitting without getting up; screen to the side, head turned	Screen straight ahead; stand up at least once an hour	2

1 = discuss with you first. 2 = next. This is a suggestion: you set the priorities.

FICTIONAL EXAMPLE

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1 Loading dock

Unloading trucks and stacking pallets

WHAT WE OBSERVED

- 64 parcels handled during the observation, 5 to 20 kg according to the labels. 21 of them picked up from the floor or a low pallet.
- Floor pick-ups often done with straight arms, the parcel far from the body.
- Trunk twisting while carrying: the drop-off pallet is behind the workstation.
- Long stretches without a short break or change of task.

PRACTICAL IDEAS

- Place the drop-off pallet to the side rather than behind, so there is no more twisting while carrying.
- Where possible, store parcels over 15 kg between knee and shoulder height.

TO REVISIT IN THE WORKSHOP

> Lifting a 15 kg parcel from the floor: trying several ways and keeping the ones that suit; strengthening the legs and back that do the carrying.



2 Pallet wrapping

Manual wrapping, film roll held by hand

WHAT WE OBSERVED

- 9 pallets wrapped during the observation, about 3 minutes each.
- Repeated twisting of the trunk to pass the roll around the pallet.
- The new roll sits on the floor 3 metres away: workers bend and turn round to fetch it.
- Bottom of the pallet wrapped with a bent back and straight arms, about 30 seconds per pallet.
- The same person stays on wrapping for the whole period.

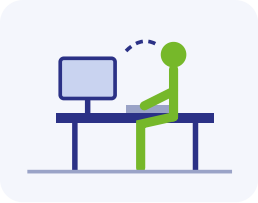
PRACTICAL IDEAS

- Move the film roll closer: at waist height, next to the wrapping area.
- Rotate tasks every hour between wrapping and order picking.

TO REVISIT IN THE WORKSHOP

> Varying postures over the day; for the bottom of the pallet, trying several positions (squatting, one knee down, leaning over).

FICTIONAL EXAMPLE



3 Data entry in the office

Entering delivery notes

WHAT WE OBSERVED

- Seated without getting up for the whole observation. According to the team, often two hours in a row late in the morning.
- Screen to the left of the keyboard: the head stays turned to the left most of the time.
- Mouse placed far away, arm stretched out.

PRACTICAL IDEAS

- Put the screen straight ahead, the mouse next to the keyboard.
- Stand up at least once an hour, for example to take phone calls standing or to fetch printouts.

TO REVISIT IN THE WORKSHOP

> Changing position often over an 8-hour day: no posture is bad in itself, staying in the same one for a long time is what tires you.

Suggested next steps

- Two 2-hour workshops for two groups of 10 order pickers, one of them in Polish for the night shift, on the topics listed under “to revisit in the workshop”.
- If you wish, a second visit to workstations 1 and 2 after the changes.
- You decide what happens next and where it fits in the action plan.

Limits. A single day observed, covering part of the work at each workstation. Peak times and the night shift may look different. No weights or angles were measured with instruments. This report contains no medical opinion and no fitness-for-work opinion.

FICTIONAL EXAMPLE