



RETAIL PROJECT

ADDITIONAL CONTENTS

COVID-19 and
teleworking in the
retail sector

RETAIL PROJECT

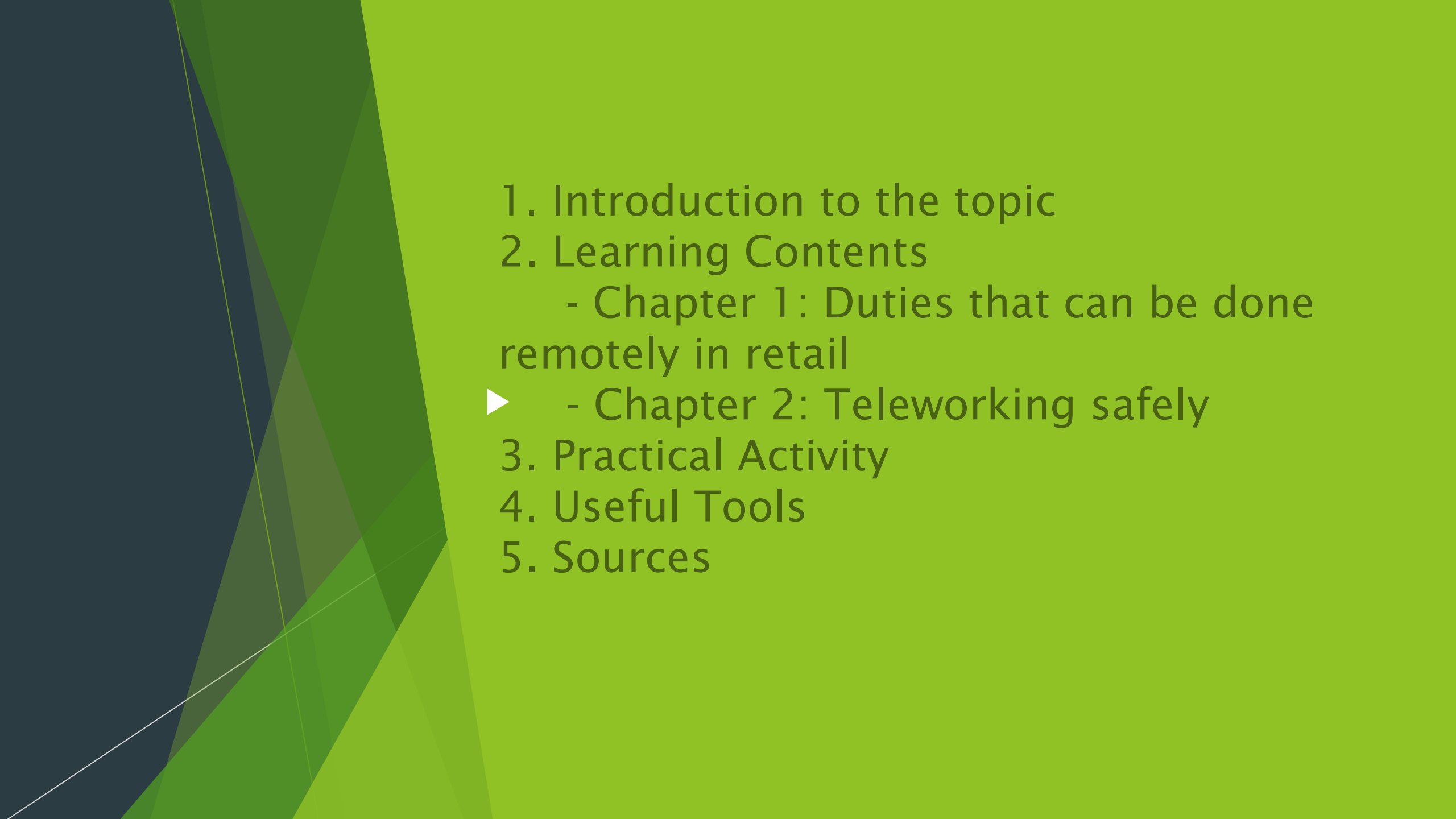


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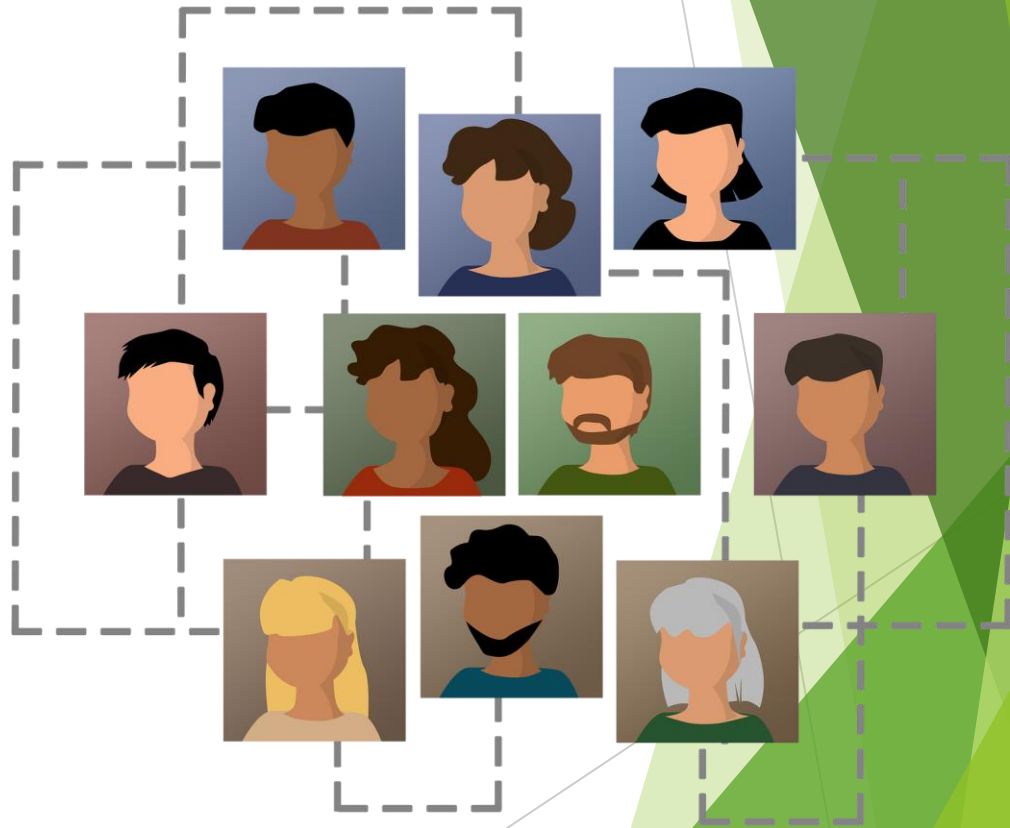
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Retail Project [www: retail.erasmus.site](http://www.retail.erasmus.site)

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1. Introduction to the topic
 2. Learning Contents
 - Chapter 1: Duties that can be done remotely in retail
 - ▶ - Chapter 2: Teleworking safely
 3. Practical Activity
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1. Introduction to the topic



E-commerce was an already growing trend prior to the COVID-19 pandemic. The mass shut down and restrictions applied in most parts of the World as an answer has tremendously accelerated this trend. In the same way, many workers started to work remotely or from home. We will see in this content how some duties in the retail sector can also be implemented from home, and how to telework safely.

2. Contents

This additional module will be divided into 2 chapters, a practical activity, and references to go further

- Chapter 1: Duties than can be done remotely in Retail
- Chapter 2: Teleworking safely



2.1. REMOTE DUTIES IN RETAIL

REMOTE WORK vs TELEWORK

What is the difference?

Remote work	Telework
<ul style="list-style-type: none">- Work from anywhere- Team rarely meet in person- Flexibility around when and how to log-on and work	<ul style="list-style-type: none">- Work from an offsite location other than official workplace- Occasional in-person attendance required

And in Retail?

In Retail, when turning your activity online (e-commerce), you will still need some infrastructure to stock the goods that you are selling. Therefore, online capabilities will depend on the size of your products and space / infrastructure needed to keep them. While you might do some duties from any location, others duties may require you to be on-site (i.e. preparation and dispatching).

CONTENT OF CHAPTER 1

Remote work vs Telework

Examples of remote duties in Retail

2.1. REMOTE DUTIES IN RETAIL



CONTENT OF CHAPTER 1

Remote work vs Telework

Examples of Remote duties in Retail

Examples of remote duties

1. Set-up and maintenance of the online shop

- Taking nice pictures of your products
- Preparing digital marketing
- Set up of your online shop
- Promotion on Social networks
- Dealing with digital providers and selling platforms
- Dealing with online karts
- Investigation into market trends

2. Contacts with providers

- Review of products samples (that can be sent home)
- Negotiations

3. Customer Service and sales

- Customer service desk
- Answer customers doubts, online (chats, emails) or on the phone
- After sales service
- Customer satisfaction surveys

2.1. REMOTE DUTIES IN RETAIL



CONTENT OF CHAPTER 1

Remote work vs Telework

Examples of Remote duties in Retail

Examples of remote duties

4. Administration and Accountability

- Invoicing
- Balance
- Inventory (if possible, stock your merchandise for e-commerce at home)
- Team management and HR management
- Online meetings

5. Preparation and dispatching

- Dealing with transport companies
- Packaging
- Expedition of packages
- Parcel tracking

2.2. TELEWORKING SAFELY

RISKS ASSOCIATED WITH TELEWORKING

Surveys made with teleworkers shows some risks associated with this new way of working:

- Difficulty of separation between work and home life, working more hours and risk of burn out.
- The lack of a proper working space increases the risks of physical pain, such as back pain, headaches, tired eyes.
- It also affect the mental health as people can feel helpless, loneliness, increased stress or anxiety

CONTENT OF CHAPTER 2
Teleworking possible impact on health
Recommendations

2.2. TELEWORKING SAFELY

CONTENT OF CHAPTER 2
Teleworking possible impact on health
Recommendations

RECOMMENDATIONS

#1.Keep healthy habits

- Don't work with your pyjamas on!
- Take a shower and put adequate clothes on to prepare yourself in the morning
- Eat healthy food at regular time (respect meal times)
- Practice some sports or physical activity
- Disconnect and invest time in hobbies and leisure activities



2.2. TELEWORKING SAFELY

CONTENT OF CHAPTER 2
Teleworking possible impact on health
Recommendations



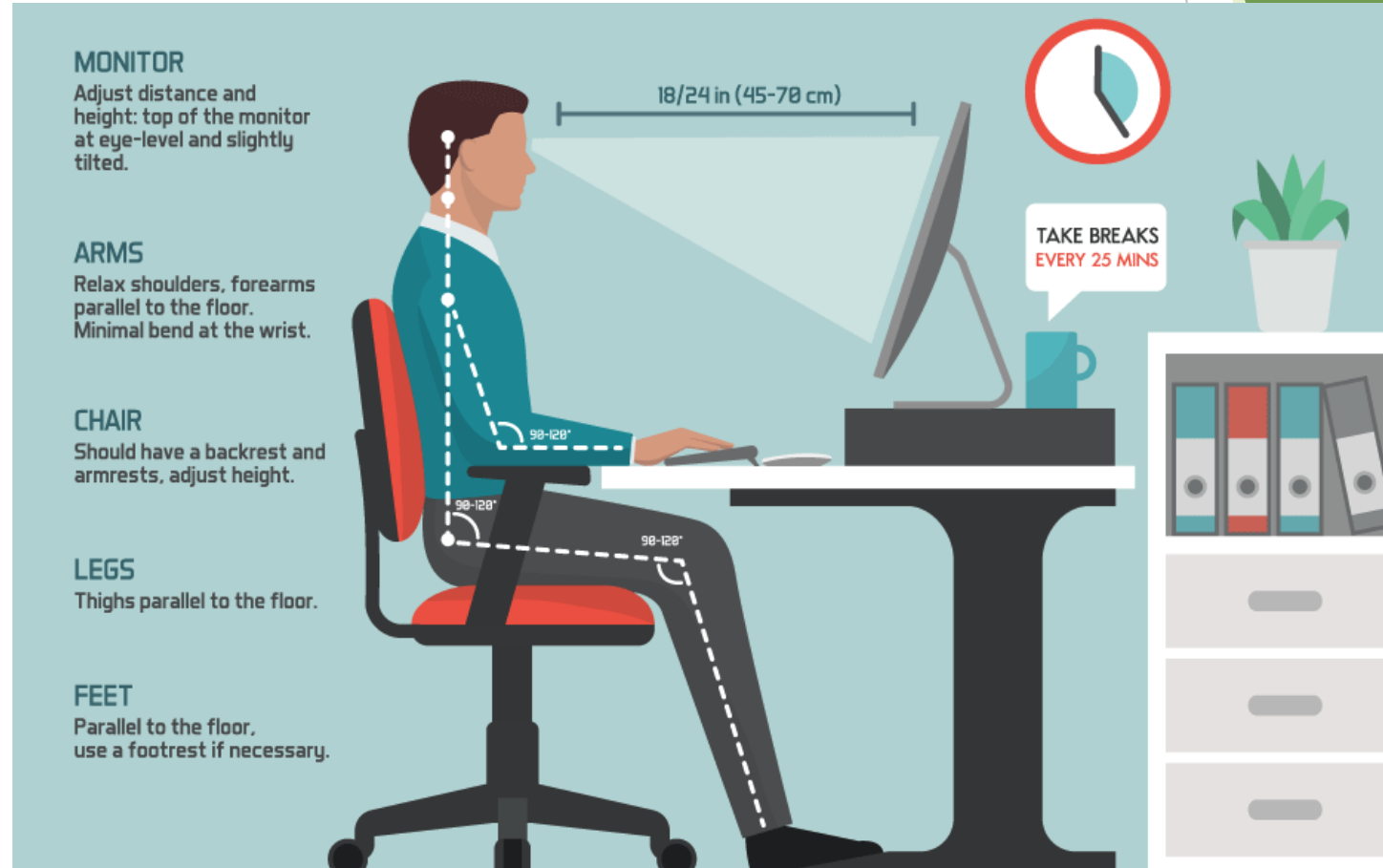
RECOMMENDATIONS

#2. Set up a dedicated working space

- Don't work from your bed!
- Keep a space to work, that you won't use during leisure hours
- Use an appropriate chair
- Try to get as much natural light as you can, if possible.

RECOMMENDATIONS

#3.1. Adopt the right seated posture



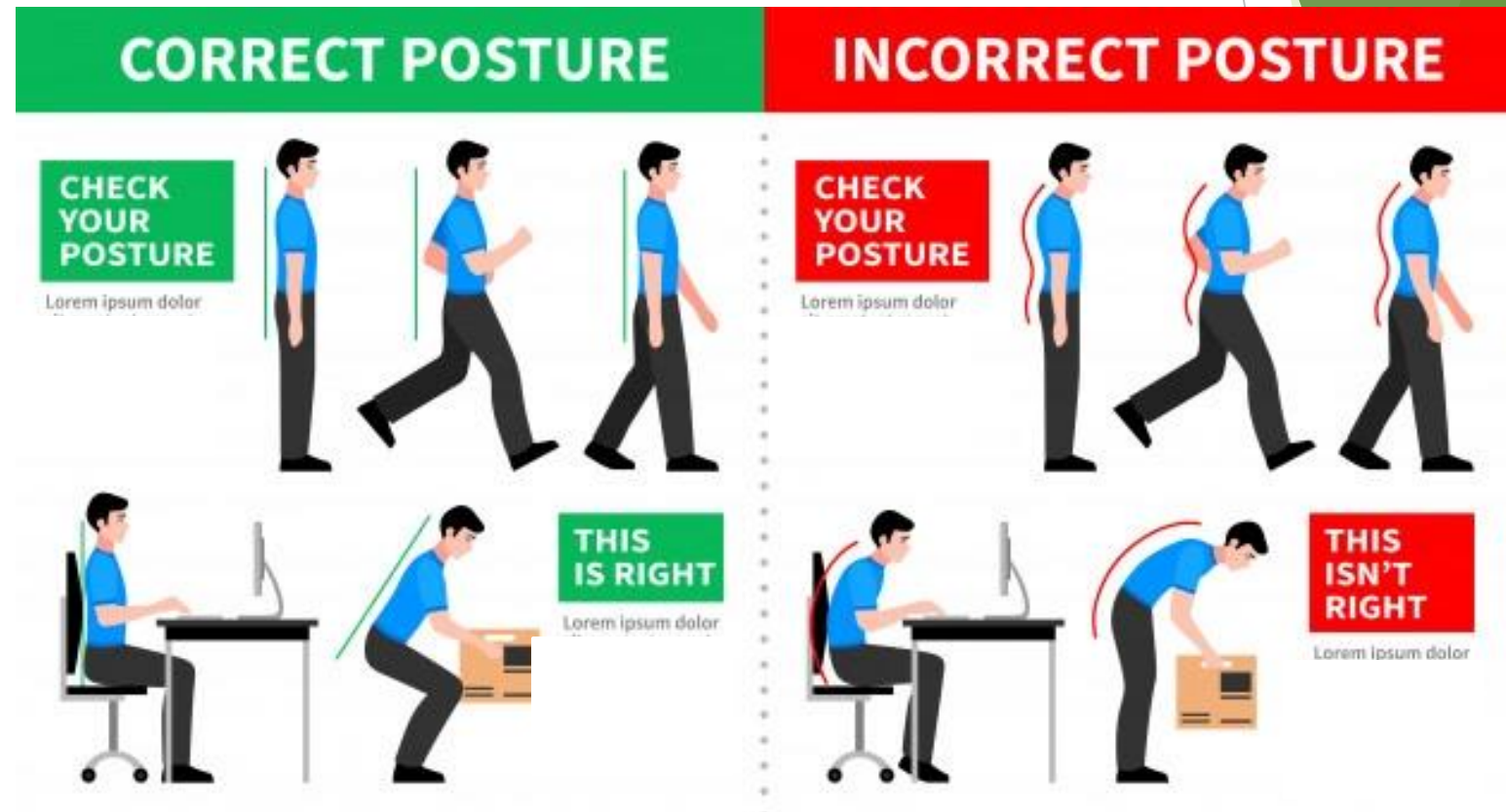
2.2. TELEWORKING SAFELY

CONTENT OF CHAPTER 2 Teleworking possible impact on health Recommendations

2.2. TELEWORKING SAFELY

RECOMMENDATIONS

#3.2. Adopt the right standing posture



CONTENT OF CHAPTER 2
Teleworking possible impact on health
Recommendations

2.2. TELEWORKING SAFELY

CONTENT OF CHAPTER 2
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Recommendations



RECOMMENDATIONS

#4. Organise your work

- Plan your time
- Prioritise your tasks and put them in the order in which you want to complete them
- Try an avoid multitasking and aim to finish one items before moving to the next
- Avoid stress

2.2. TELEWORKING SAFELY

CONTENT OF CHAPTER 2
Teleworking possible impact on health
Recommendations



RECOMMENDATIONS

#5. Socialise

- Telework doesn't mean being alone. Communicate with others!
- Be it for work or for leisure, intend to socialise with others.
- Online, you can use video-conferences or chats
- Phone calls
- But also physical encounters from time to time, for a meeting or to get a coffee.

3. Practical Activity

Occupational Safety and Health (OSH) while teleworking

In this practical activity, we propose you to review all the elements of the previous content and apply it to you home working space:

- Where do you sit?
- Do you have a proper desk?
- Is it comfortable, are you sitting with correct posture?
- Do you have enough light?
- ...

Now take some time to make some arrangements, tidy up and clean your space, and get prepared to work there in good conditions!



4. Useful Tools



List of remote work tools softwares

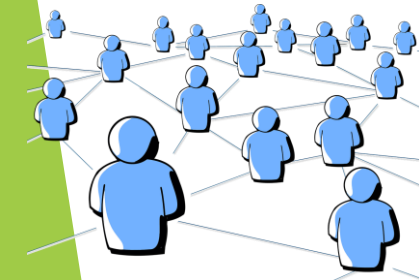
Link: https://www.capterra.com/sem-compare/remote-work-software/?utm_source=ps-google&utm_medium=ppc&gclid=Cj0KCQjw18WKBhCUARIsAFiW7JyUO4qeNf-GxheXWa3EULFh0OR7Rq9OksM0-PLJaMKGa1CIRBf_6lcaAi7fEALw_wcB

Link:

<https://www.vonage.com/resources/articles/teleworking-5-essential-tools-to-increase-productivity/>

E-commerce platforms

Link: <https://websitesetup.org/best-ecommerce-platform/>



5. Sources

Guide of teleworking best practices (Spanish):

Link: <https://www.uniondemutuas.es/wp-content/uploads/2020/04/Guia-buenas-practicas-teletrabajo-2.pdf>

Teleworking during the COVID-19 pandemic and beyond – practical guide from International Labour Organization:

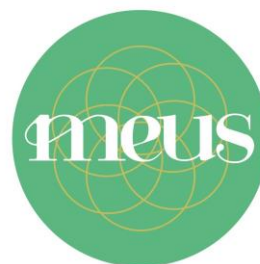
Link: https://www.ilo.org/wcmsp5/groups/public/---ed_protect/---protrav/---travail/documents/instructionalmaterial/wcms_751232.pdf

Improve your sitting posture while teleworking:

Link: <https://www.astf.lu/tips-sitting-posture-teleworking>



RETAIL PROJECT Partnership



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