

Specification of Competency Standards for the Retail Banking

**Unit of Competency**

**Strategic Business Development and General Management > 9.4 Property Management**

|            |  |
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| Title      | Design workplace and work processes which can comply to occupational safety and health standards   |
| Code       | 107582L5   |
| Range      | Ensure that working premises and other physical assets in compliance with occupational safety and health standards. This applies to physical assets of different kinds such as premises, equipment, furniture and fixtures etc. which are owned or rented by the bank  |
| Level      | 5  |
| Credit     | 4  |
| Competency | <p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Have specialized knowledge in workplace ergonomics<br/>Be able to: <ul style="list-style-type: none"> <li>• Apply proper knowledge of workplace ergonomics in order to design a safe, effective and efficient working environment for the bank</li> <li>• Evaluate the occupational safety and health standards of the region and identity the implications on workplace design and work process</li> </ul> </li> <li>2. Provide a safe environment for customers<br/>Be able to: <ul style="list-style-type: none"> <li>• Design effective and safe work systems and processes to prevent risks from injuries, health hazards and discomfort associated with operations within the bank</li> <li>• Be aware of the corporate responsibility to protect the well-being of customers and the general public by ensuring that the physical environment of the bank is efficient, reliable, safe and legally compliant</li> </ul> </li> <li>3. Provide a safe working environment for employees<br/>Be able to: <ul style="list-style-type: none"> <li>• Eliminate disturbance upon people and workplace by monitoring aesthetical and / or mechanical refurbishment activities within the premises</li> <li>• Plan and manage work space based on factors such as safety and security, computer network accessibility, interior design to appropriate signage</li> <li>• Upgrade facilities to address emerging environmental health and safety standards, energy conservation / alternate energy means and evolving user change needs of the bank</li> <li>• Improve workplace ergonomics by coordinating with employee compensation insurance carrier and medical service providers</li> </ul> </li> <li>4. Structure the work processes to prevent employees from unnecessary risks or health hazards<br/>Be able to: <ul style="list-style-type: none"> <li>• Work with Human Resources Department to assess the work processes and identify high-risk areas</li> <li>• Correct ergonomic deficiencies by trouble-shooting issues such as tools being used, placement of materials, environmental concerns about noise and temperature, etc.</li> <li>• Define safety work practices and provide protective equipment to ensure safety of staff and other external parties' co-workers</li> <li>• Design job tools including furniture, lighting, temperature, communication system and multiple accessories that fit the physical and psychological requirements and capabilities of employees</li> </ul> </li> </ol> |

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|------------------------|---|
| Assessment<br>Criteria | The integral outcome requirements of this UoC are: <ul style="list-style-type: none"><li>• Design of a safe physical environment for employees and customers while complying with the occupational safety and health standards. The design should be based on analysis on the safety and health requirements of employees, customers requirements and efficiency of bank operations</li><li>• Design of work processes which can protect the safety and health of employees. The design should be based on risk assessment of the work process and common practices in improving business process</li></ul> |
| Remark                 |   |