

### Statement of the Issue

To design a suitable Airport Inspection desk to support the activities of Leicestershire Special Branch (LSB) at Nottingham east Midlands Airport (NEMA). This work was requested following an impending change to the way the Officers process passengers, which is to be technology led at the inspection desks. The introduction

of technology at the desks, predominantly in the form of a secure laptop and flatbed scanner, are considered to significantly change the working practices at the desks and meant that the existing desks were no longer 'fit for purpose'.

### Solution

Hu-Tech applied its tried and tested ergonomics methodology to capture data from operational officers at the port, observe methods of working and work practices to define a full functional, user and ergonomics specification. A design was then developed that meets the requirements of LSB at NEMA as well as meeting ergonomics and health and safety best practice. In order to ensure the validity of the design a full scale mock-up was constructed to test the effectiveness of the design in the port environment. Several iterations of the design were built to ensure that the majority of future requirements and design alterations could be practically met.

tion of new technology that will lead to a significant change in the officers working practices. The desk provides a safe and effective control position for LSB officers. It can be used in a seated or standing configuration and the intuitive curvature at the front of the desk with the design of the slope leading up towards the document shelf, means that the Passengers are in no doubt where to present their documents.

*"The outcome of this work is a bespoke design solution that facilitates the healthy, safe, and efficient operation of the Special Branch Officers (SBO's) at the desk and ultimately helps to minimise extreme, awkward, or static postures, particularly of the head, trunk and upper limbs."*

Leicestershire Constabulary



Final design presented at the national airports



Prototype desk installed and trialled at NEMA

### Significant outcomes

The result is a desk that meets all necessary best practice requirements while permitting the introduc-

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