

DoD Ergonomics Working Group NEWS



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Reducing Work-Related Injuries and Illnesses at Army & Air Force Exchange Service (AAFES) Distribution Centers



“We Go Where You Go”

At war and in peacetime, AAFES provides soldiers and airmen with service and merchandise they need to make their lives more comfortable. As a joint military activity, it returns earnings to the Army and Air Force to improve troops' quality of life and provide a dividend to support morale, welfare and recreation (MWR) programs. "We go where you go" epitomizes AAFES' mission, particularly when service members are stationed far away from American shores. AAFES operates more than 3,100 facilities worldwide, in more than 30 countries, 5 U.S.

territories and 49 states. It operates some 160 retail stores and 2,063 fast food restaurants. AAFES also provides military communities with convenience, specialty stores and movie theaters on installations worldwide, including locations in Operations Enduring and Iraqi Freedom.

AAFES Accident Reduction Goal

At the March 2006 Conference for Area, General, and Distribution Center Managers, AAFES Commander Major General Essex announced his FY06 Safety Goal—a 10% reduction for all accidents which would result in a \$5-10 million reduction of total (direct plus indirect) workers' compensation costs.

Based on the FY05 work-related injuries and illnesses log, strain (mainly an ergonomically related injury) is the number one type of injury for AAFES employees. **The top three accident types, causes and part of body injured are shown below.**

Top 3	Accident Type Trends - Injury	Accident Cause Trends	Accident Type Trends - Body Part
1	Strain	Improper Lifting/ Overexertion	Back
2	Cut	Struck By	Fingers
3	Bruise or Slip/Fall (tie)	Trip	Hand

Meeting the Goal at AAFES Distribution Centers

Distribution of merchandise to all facilities throughout the world is an enormous responsibility for the AAFES Logistics Directorate. The AAFES logistics network—commercial consolidation centers, distribution centers, transportation centers, etc.—works together to provide a seamless flow of goods from vendor ship points to store sales floors at a cost and service level that is cheaper, better and faster than ever before.

To meet the AAFES Commander's FY06 Safety Goal, Col Hossain, Corporate Industrial Hygienist, reviewed the FY05 OSHA Log of four CONUS distribution centers: Atlanta (Georgia), Dan Daniel (Newport News, Virginia), Waco (Texas) and West Coast (San Francisco, California). **A summary of work-related injuries and illnesses for FY05 (30 January 2005-28 January 2006) is shown below.**

	Atlanta	Dan Daniel	Waco	West Coast
Total # of Recordable Cases	60	127	59	93
# of Cases with Job Transfer or Restrictions (RW)	2 (3%)	14 (11%)	25 (42%)	36 (39%)
# of Cases with Days Away from Work (LW)	40 (67%)	103 (81%)	25 (42%)	41 (44%)
Total # of LW/RW Days	1591	2431	1695	3888
Incidence Rate*	21.2	18.6	19.4	32.3
# of Cases Considered Ergonomically Related	21 (35%)	58 (46%)	30 (51%)	55 (59%)
Total # of LW/RW Days, Ergonomically Related	926	1413	1134	2456
% LW/RW Days, Ergonomically Related	58%	58%	67%	63%

*Incidence Rate:
$$\frac{\text{\# new cases in the past 12 months} \times 200,000 \text{ hours}}{\text{\# work hours in the past 12 months}}$$

Dan Daniel Ergonomic Risk Assessment

Statistics from the four distribution centers revealed that almost 50% of all work-related injuries and illnesses were ergonomically related. As a result, AAFES decided to conduct a comprehensive baseline ergonomics risk assessment at Dan Daniel Distribution Center (DDDC). Since cases with lost and restricted workdays at DDDC were 92% of total recordable cases, it was the first choice for an assessment. The assessment will be performed by ergonomic experts from the U.S. Army Center for Health Promotion and Preventive Medicine (USACHPPM) during May or June 2006.

As West Coast Distribution Center (WCDC) had the highest percentage of ergonomically related accidents (59%), AAFES also decided to conduct a second assessment at this center. This will be performed by an outside certified ergonomist during June 2006. Additionally, ergonomic awareness training for supervisors and Loss Prevention professionals is planned during the same period. Recommendations of control measures to reduce ergonomic-related injuries, resulting from DDDC and WDDC assessments, will be implemented at other distribution centers.

A future issue of Ergo News will present assessment findings, recommendations and implementation of control measures—all geared at achieving the AAFES Commander's goal to reduce work-related injuries by 10 percent during FY2006.



DDDC opened in the fall of 1987 in Newport News, Virginia. It was the first of the new modern state-of-the-art AAFES distribution centers. Just over 1.4 million square feet in size, the building is three quarters of a mile in length from corner to corner and incorporates both general and fashion merchandise. It houses 8 miles of conveyors and utilizes computers, radio frequency devices, laser scanners and close to 1,000 associates to distribute approximately 100 million dollars worth of merchandise each month. The storage area (22 acres) enables Dan Daniel to maintain 90 million dollars in inventory. DDDC has often been referred to as the flagship of AAFES Logistics. DDDC is the primary supporting warehouse for the entire Eastern half of the United States, Europe, Puerto Rico and the Azores. Attached to Dan Daniel is the Fashion Distribution Facility, with over 200,000 square feet dedicated to processing fashions.



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