

**Facility service is very often characterized by:**

1. Hard physical work with high impact on lower back.
2. Awkward position in lower back
3. High tempo with stress on muscles and joints

The physical challenges lead to:

1. 40% employees experience pain every week
2. 10% have severe pain making even simple task difficult
3. Lower back pain is the biggest issue

The consequence is lowered efficiency, high sick leave, and lower life quality**The ISS case:**

ISS, one of the World's largest facility service companies, wanted to see how much strain the employees were exposed to and lowering it appropriate. 5 groups of 10 people each from different functions (kitchen, cleaning, gardening, reception, and maintenance) were chosen and they wore MLI® Back for one working week. The output showed different structural and organizational areas of interest as well as specific issues for individuals. These issues were solved, and a new measurement was performed to see the effect of the improvements.

The results:

The effect measurement showed:

1. **Up to 56% reduction in critical strain for some functions**
2. **1/3 of high-risk areas was eliminated**
3. **30% of all employees experienced a reduction in critical strain**