

Technology Adoption

1. Can you describe the general approach(es) used by your company/institution in adopting new technology?
2. Depending on technology, there may or may not be immediate benefits. If there are only long-term benefits, what can be the most important factor(s) for adopting new technology?
3. Considering the potential benefits of exoskeletons mentioned earlier, do you think that exoskeleton technology is or could be useful in your industry? Note: remind about the strengths if needed.
 - a. (probe) in what way?
4. Are the technology adoption factors you mentioned still valid specifically for exoskeletons?
 - a. (probe) Does the relative importance of each factor remain the same?
 - b. If not, can you tell what might be important factors for the adoption of exoskeletons in your industry?
 - c. Do you foresee any potential for exoskeletons to help with workforce retention, expansion, or otherwise?
 - i. (probe) Can this be an important factor to prompt the adoption of exoskeletons?
5. What do you see as potential barriers for wide-spread adoption of exoskeletons in your industry?

Supporting Worker Tasks/Jobs

6. If you had to choose ONE worker role to pilot test exoskeleton technology, which would it be? Why?
 - a. What factors are you considering when choosing this role? Risk, potential impact to operations (good & bad), operational process, employees involved in the pilot, etc
7. What impact will this exoskeleton have on you?
 - a. How will it benefit users?
 - b. How may it hinder users' work?
8. How compatible is it with existing work practices?
9. Would the device be used constantly or occasionally?
10. Is there a felt need for such a tool?

Safety and Health

11. What problems are currently encountered? How often do they occur? What are their causes and consequences?
12. Can you tell what types of safety and health training and education are currently available for workers?
 - a. How often is safety and health training and/or education given to workers?
 - b. Is there something in the current training and education programs or methods that you think needs to be improved?
 - c. (If there is no training and education program)
 - i. Can you tell what alternatives there are for workers in terms of safety and health training and/or education?

13. Adopting a new technology may create unexpected safety and health concerns. Is there typically a procedure to address potential safety and health in your company or industry in general?
- a. If so, please elaborate and give a specific example if possible.
 - b. If not, can you explain how potential safety and health problems are typically addressed?

Adapted from Kim et al., **Augmented reality “smart glasses” in the workplace: industry perspectives and challenges for worker safety and health** 2016