

Example 2: Call centre

Enterprise: PR Call centre		Section/unit: Call Centre		Date: 1/10/2013		
STEP 1	STEP 2	STEP 3		STEP 4		
What are the hazards?	Who may be harmed and how?	What are you already doing?	What further action is necessary?	Action by whom	Action by when	Done
Display Screen equipment (DSE)	Staff may suffer posture problems and pain, discomfort or injuries (e.g. to the hands and arms) from overuse or improper use, or from poorly designed workstations or work environments. Headaches or sore eyes can occur, e.g. if the lighting is poor.	<ul style="list-style-type: none"> ■ DSE training and assessments of workstation carried out by all new starters early on in induction. ■ Work planned to include regular breaks or change of activity. ■ Lighting and temperature suitably controlled. ■ Adjustable blinds at window to control natural light on screen. ■ Eye tests provided for those who need them, dutyholder to pay for basic spectacles specific for VDU use (or portion of cost in other cases). 	<ul style="list-style-type: none"> ■ Supervisors to make sure staff continue to get breaks away from the screen. 	Supervisor	4/10/13	4/10/13
			<ul style="list-style-type: none"> ■ Check that identified actions from self-assessments are followed up ASAP. 	Manager	21/10/13	21/10/13
			<ul style="list-style-type: none"> ■ Remind staff to tell their manager of any pain they have that may be linked to computer use. 	Manager	21/10/13	21/10/13
Noise	Staff could suffer hearing damage if exposed to high noise levels for long periods, or from hearing infections due to poor headset hygiene. Staff may be shocked and startled by exposure to sudden loud sounds while using telephone equipment.	<ul style="list-style-type: none"> ■ Staff have a choice of either one or two earpiece headsets. ■ Staff control the volume on their headsets (although volume levels revert to default setting after each call, to prevent volume creep). ■ Staff trained in headset hygiene and ensuring a comfortable fit. ■ Staff trained to report incidents of 'acoustic shock' from loud sounds over telephone equipment. 	<ul style="list-style-type: none"> ■ Provide regular training on volume control. 	Manager	21/10/13	21/10/13
			<ul style="list-style-type: none"> ■ Consider whether design of workplace and working practices (e.g. staff breaks) can be improved or modified to help keep background noise down. 	Manager	21/10/13	21/10/13
			<ul style="list-style-type: none"> ■ Check stockroom to ensure there are sufficient spare ear pads. 	Manager	21/10/13	21/10/13
			<ul style="list-style-type: none"> ■ Monitor and investigate any reports of acoustic shock. 	Manager	Ongoing	
Fire	If trapped staff could suffer from smoke inhalation and burns	<ul style="list-style-type: none"> ■ Fire risk assessment completed. ■ Fire exits kept clear and unlocked. ■ Fire drills carried out. 	<ul style="list-style-type: none"> ■ None 			

Example 2: Call centre continued

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Stress	All staff could be adversely affected by factors such as lack of job control (no control over timing/frequency of incoming calls, for example) or verbal abuse from customers.	<ul style="list-style-type: none"> ■ Call targets set in consultation with supervisors to ensure they are realistic. ■ Staff get training in the job. ■ Staff can talk to supervisors or manager if they are feeling unwell or ill at ease about things at work. ■ Policy for dealing with verbal abuse from customers. 	<ul style="list-style-type: none"> ■ Remind staff that they can speak confidentially to manager or supervisors (on a no-blame basis!) if they are feeling unwell or ill at ease about things at work. 	Manager	4/10/13	3/10/13
Electrical	Staff could get electrical shocks or burns from using faulty electrical equipment. Electrical faults can also lead to fires.	<ul style="list-style-type: none"> ■ Staff trained to spot and report to office administrator any defective plugs, discoloured sockets or damaged cable/equipment. ■ Systems in place for safely taking out of use, and promptly replacing, defective equipment. 	<ul style="list-style-type: none"> ■ Identify when the buildings electrical installation will next be examined. 	Manager	10/10/13	10/10/13 date of inspection 15/11/13
Working at height, e.g. putting up decorations	Staff could suffer bruising and fractures when falling from the any height.	<ul style="list-style-type: none"> ■ None at present – staff stand on a chair. ■ Internal windows cleaned by contractor, who uses a stepladder. 	<ul style="list-style-type: none"> ■ No more standing on chairs. 	Manager	1/10/13	1/10/13
			<ul style="list-style-type: none"> ■ An appropriate, commercial step-ladder will be bought and staff shown how to use it safely. 	Manager	1/12/13	1/11/13
Slips and trips	Staff and visitors may be injured if they trip over objects or slip on spillages.	<ul style="list-style-type: none"> ■ Generally good housekeeping. ■ All areas well lit, including stairs. ■ No trailing leads or cables. ■ Offices cleaned every evening. 	<ul style="list-style-type: none"> ■ Better housekeeping in staff kitchen, e.g. clear up spills more promptly. 	All staff	From now on	1/10/13
			<ul style="list-style-type: none"> ■ Arrange for loose carpet tile on second floor to be repaired/replaced. 	Manager	21/10/13	17/10/13
STEP 5 Review date 1/10/2014						
Assessment completed by: Call centre manager in consultation with staff						