

**RISK ASSESSMENT RECORD for CALL/CONTACT CENTRE at Titchfield
Telephone unit room 4100E Stage 4**

Activity or hazard / risk	Who might be affected	Control measures in place	Degree of risk (H/M/L)	Action recommended to eliminate or reduce risk	Passed for action to:	Target date for completion	Date completed/ or not (explain)	Residual risk (M/L)
<p>6. Noise "Noise at work Regulations 2005" Headsets Major manufacturers incorporate acoustic (shock) limiter in electronics of all their headsets to meet Dept of Trade & Industry specification 85/013 1- Are headsets fitted with noise limiters and volume controls? 2- Are headsets adjustable and is there a headset hygiene policy in place? 3. Are headsets well maintained and with a sufficient stock of new ear pads and voice tubes. 4. Do call handlers receive regular training that includes the use of headset and associated telephone equipment? 5. Are Maintenance requirements for electrical equipment followed? 6. Is there a documented noise policy. Hearing tests T.O could Consider putting a policy in place to provide Audiology tests for staff?</p>	Staff	<p>- Background noise is around 62 dB(A) well below 80dB(A) first action level. - Each work station has some local acoustic shielding. 1. Noise limiters/volume controls provided. Instructions on using them are available to all staff in "insight package " 2. Headsets adjustable & Staff issued with own personal headsets. 3. Defective parts removed and stock of replacements available. Instructions on care replacement and repair of headsets are available to all staff on "insight package ". 4. Information, instruction and training in all of the above provided. 5. See controls below. 6. See Health and Safety policy on database</p>	Low	<p>All staff issued with Blackwire C520-M / 510-M headsets both with internal noise cancelling capabilities. See notes below.</p>	IM / OM see notes below			Low
				<p>Encourage / remind call handlers to adjust their listening levels both up and down at the beginning of each call. Part of the electronic insight package on screen in each booth</p>	IM / OM			Low

RA004 - RISK ASSESSMENT RECORD for CALL/CONTACT CENTRE at ONS NEWPORT

Activity or hazard	Risks	Who might be affected	Control measures in place	Degree of risk (H/M/L/I)	Action recommended to eliminate or reduce risk	Passed for action to: (name & date)	Target date for completion	Date completed/not completed (explain)	Residual risk (M/L/I)
Work Equipment: Suitability Maintenance Information & Instruction Training DSE (Display Screen Equipment) Headsets	Injury from moving parts, sharp edges. Back or upper limb problems from improper working methods. Electrical hazards (inc. static electricity)	All staff	Approved supplier and procurement process. Adequate H&S instruction. Staff trained in proper use of equipment. Staff are subject to DSE risk assessments as new starters and can be reviewed upon request at any time. Headset and volume levels can be adjusted.	Low	None	N/A	N/A	N/A	Low

			<p>Personal hygiene arrangements are in place and equipment is not shared.</p> <p>Reporting system in place for defective parts. Spare parts and stock can be made available as required.</p> <p>Information, instruction and training in all of the above provided.</p>						
--	--	--	--	--	--	--	--	--	--

RA005 - RISK ASSESSMENT RECORD for CUSTOMER CONTACT CENTRE at ONS NEWPORT

Activity or hazard	Risks	Who might be affected	Control measures in place	Degree of risk (H/M/L/I)	Action recommended to eliminate or reduce risk	Passed for action to: (name & date)	Target date for completion	Date completed/not completed (<i>explain</i>)	Residual risk (M/L/I)
Work Equipment: Suitability Maintenance Information & Instruction Training DSE (Display Screen Equipment) Headsets	Injury from moving parts, sharp edges. Back or upper limb problems from improper working methods. Electrical hazards (inc. static electricity)	All staff	Approved supplier and procurement process. Adequate H&S instruction. Staff trained in proper use of equipment. Staff are subject to DSE risk assessments as new starters and can be reviewed upon request at any time. Headset and volume levels can be adjusted. Personal hygiene arrangements are	Low	None	N/A	N/A	N/A	Low

			<p>in place and equipment is not shared.</p> <p>Reporting system in place for defective parts.</p> <p>Spare parts and stock can be made available as required.</p> <p>Information, instruction and training in all of the above provided.</p>						
--	--	--	---	--	--	--	--	--	--