



# CALL CENTRES AND HIGH-DENSITY OFFICES

Safety Guide

Office Professional

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## KEY BENEFITS

### Rapid Response

Centralised support provides rapid responses, improving customer satisfaction and brand loyalty.

### Consistency

Standardised scripts and quality monitoring increase consistency and reduce error rates.

### Performance Metrics

Real-time metrics enable workforce optimisation and continuous service improvements.

### Employment Access

Concentrated training pathways create accessible employment and skill development opportunities.

**KEY HAZARDS & CONTROL MEASURES****Acoustic Shock & Headset Overuse**

- ✓ Acoustic shock protection devices
- ✓ Regular headset breaks enforced
- ✓ Volume limiters on all headsets
- ✓ Hearing checks offered annually

**Mental Health & Call Stress**

- ✓ Break scheduling optimised
- ✓ Mental health first aiders
- ✓ Difficult call support procedures
- ✓ Employee assistance programme

**Fire Safety in High Occupancy**

- ✓ Multiple fire wardens trained
- ✓ Clear exit routes maintained
- ✓ Evacuation drills quarterly
- ✓ Assembly point procedures

**Ventilation & Air Quality**

- ✓ HVAC systems maintained
- ✓ Adequate fresh air supply
- ✓ Air quality monitoring
- ✓ Regular filter replacement



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