RISK ASSESSMENT WIZARD



CALL CENTRES AND HIGH-DENSITY OFFICES

Safety Guide

Office Professional

4	16	3
Key Benefits	Control Measures	Checklist Items

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
- ✔ Volume limiters on all headsets
- ✔ Regular headset breaks enforced
- ✔ Hearing checks offered annually

Mental Health & Call Stress

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

Fire Safety in High Occupancy

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

Ventilation & Air Quality

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

RISK ASSESSMENT WIZARD

Take Your Safety To The Next Level

Create professional, customized risk assessments for your organization with our easy-to-use online wizard.

390+

Activity Templates

Pre-loaded hazards & controls for every activity

100%

Customizable

Add your branding & tailor to your needs

- ✔ Instant PDF & print-ready documents
- ✔ Store and update assessments online
- ✔ Add your logo & organization details
- ✔ Reuse and duplicate assessments
- ✔ Works on any device

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