



Darryl Beckford

Contact Centre Consultant

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Noise at Work Risk Assessment

This service is part of our “fixed price with no extras” consultancy scheme.

Why?

New legislation, which comes into force on the 6th April 2006, places more responsibility on employers to protect their workforce. In addition to lowering the peak sound pressure exposure limit, the new legislation has stringent average personal noise exposure levels which could easily be exceeded in a contact centre.

What does that mean to my contact centre?

The law specifies that you must carry out a **Noise at Work Risk Assessment** if average exposure could be above 80dB(A) and, if required, take action to safeguard the health of your agents.

What are you offering?

We will visit your site and carry out a Risk Assessment for you. The assessment will include the following, all which meet the requirements of the new law:

- Measurement of ambient noise in work and rest environments with a type II meter.
- Calculation of average personal noise exposure based on average call traffic and analysis of working practice.
- Calculation of peak sound pressure.
- Investigation of indirect risks of noise.
- Documentation of the sound equipment currently in use, and assessment of the possible risks and protection afforded by each element.
- Identification of risks from ototoxic substances.

Can't we just buy acoustic limiters?

No. Several different products are available which claim to offer a solution to the legislation tangle; but you can't comply with the legislation using a product alone. In fact, you may not require acoustic limiters to comply with the legislation at all.

If you do need them, it's worth knowing that not all acoustic limiters are made equal. We've tested the top 6 products on the market and can tell you which are the right ones for you.

What else will we have to do?

In most cases, changes to policies and procedures will be required to comply with the regulations. Acoustic protection devices may also be required, depending on the frequency of calls, type of conversations, and the working environment.

Agents will require training and information covering subjects such as the risks from exposure to noise, and how to detect and report signs of hearing damage. The content of the training will depend on the outcome of your risk assessment. Training can be provided as an additional service.

How often do I need to repeat the assessment?

The law is not clear. The assessment must be repeated if an injury occurs or there is a major difference to the level of noise. It must also be repeated on a regular basis. We recommend this is every year.

How much does it cost?

£950 excluding VAT.

This is a fixed price and there will be no additional charges. This service can be ordered online now at www.darrylbeckford.co.uk.