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| **Safety Task Card** |
| **OFF 01** | **Reception & Switchboard Duties** |
| **Workplace Safety Hazards** |
| What are the hazards? | How might they be harmed? |
| Unprovoked and/or targeted attack.Display screen workNoiseCold draughts FireElectric shock | Physical injury including broken bones, bruising, concussion, possibly death.Upper limb disorders, repetitive strain injuries, eyestrain, stress and fatigue.Hearing damageBack, upper arm and neck pains |
| **Safe System of Work** |
| * Staff to be trained in general health and safety awareness.
* Where Reception/switchboard staff have a particular role to play in emergency situations they must be fully trained to carry out these duties, e.g. fire precautions, bomb threats, chemical spillage, equipment failure, power failure, arrangements for illness and accidents and any other emergency procedures that are appropriate to the site.
* Where applicable, staff to be trained to recognise a conflict situation by physical signs such as: appearance, close proximity, facial expressions, gestures, threats, and language.
* Where applicable, staff to be trained to defuse a conflict situation. For example, by being honest, direct, positive, confident, listening, exercising self-control, expressing concern and getting assistance if required.
* Switchboard operators must be provided with headsets to avoid holding a telephone receiver in the crook of the neck.
* The volume to the earpiece of a headset must be able to be controlled by the user to ensure that it is at a comfortable level.
* Correct layout of the reception/switchboard area and the positioning of equipment and furniture to avoid exposure to cold draughts likely to cause aches, pains and discomfort to staff. Provide localised heating where required.
* Never overload extension leads. Never plug and extension lead into another (daisy chain).
* Frayed cables, fake chargers are to be removed.
* Never block fire exits
* Replace blow fan heaters with oil based ones to reduce the fire risk under reception counters.
* All users of Display Screen Equipment must complete the DSE User Questionnaire and the DSE Workstation Assessment.
* If applicable, implement the Safe System of Work/Control Measures in Lone Working, Risk Assessment, Ref No. ES13
* If applicable, implement the safety precautions in the Violence at Work Risk Assessment, Ref COM 17.
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| **Site Specific Actions**List any actions required in addition to the above safe system of work |
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| The above control measures are implemented within my unit. All relevant staff are aware of these control measures and this is recorded in the training record for this safety task card |
| Unit Manager Name | Signed | Date |

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| **Safety Card Training Record** |
| **OFF 01** | **Reception & Switchboard Duties** |
| I confirm that I fully understand the risks and control measures associated with the taskand that I will follow the Safe System of Work at all times.  |
| Operative Name | Signature | Date |
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