

Safe System of Work

Document No.	Responsibility/Owner				
CONTACT/SSW 001	Lesley Botham Customer Service Manager				
Title: Contact Centre “ The Arc ” – delivering a service to the public during the COVID-19 Pandemic.					
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1.0 Introduction

- 1.1 This document is to highlight the measures that need to be introduced during the time of the COVID-19 pandemic when operating the contact centre at The Arc, Clowne.
- 1.2 This must be read in conjunction with the risk assessment produced for working in offices at the Arc during the COVID-19 pandemic. Also the protocol for back office functions.
- 1.3 Staff safety during this time is paramount and we need to adapt and think differently on how we are going to carry on delivering services in order that we do not put staff and their families at added risk of the virus.
- 1.4 The measures below are based on advice and guidance from The Government, HSE and industry guidance and should be complied with. The information is not exhaustive and any further measures can and should be considered.

2.0 Procedure for operating the contact centre

- 2.1 New Contact Centre operating procedures will be regularly communicated to the public via the Bolsover District Council Web Site, Bolsover TV, Radio advertisements, public notices etc
- 2.2 The contact centre access will be limited to 2 members of the public at any one time. For example this may look like 1 person at the enquiry desk, 1 person making payment.
- 2.3 Members of the public must be instructed to wait outside the building until authorised to enter. Markings will be placed outside the building to outline the 2 meters social distancing required. Signage will be provided to inform the public. Of the need to maintain social distancing. Staff will assist with queue management by triaging enquires and directing people to payment machine where required. These measures will be utilised to limit waiting times The Public

will be asked to queue one way for payments and the other way for enquiries. Signage and markings will be displayed for public information.

- 2.4 Prior to the Contact Centre opening, a thorough deep clean will be undertaken with the area then regularly cleaned as normal.
 - 2.5 Disinfectant spray and disposable towel or disinfectant wipes will be provided for public use within the Contact Centre. The public will be actively encouraged, both verbally and through the use of signage, to wipe down areas after they have used them.
 - 2.6 An employee will monitor and control the access and egress from the contact centre. If the employee receives any verbal or physical threats, they must remove themselves to a safe place and refer the incident to the manager. The possibility of closing the contact centre will be considered if queue's become unruly.
 - 2.7 Remaining employees shall remain in the office side of the contact centre. If staff need to assist with the payments machine they must maintain a 2 meters distance requirement.
 - 2.8 Staff have access to hand washing facilities, sanitiser and PPE including single use gloves, face masks, and face visors. These will be replenished as and when required.
 - 2.9 Staff will be issued with coats to protect against inclement weather whilst monitoring queue's outside.
 - 2.10 Hi-vis tabards will be issued to employees as a visual aid to promoting the 2 meter social distancing to all staff
 - 2.11 If staff share the reception counter prior to handover the equipment must be thoroughly disinfected using disinfectant spray and disposable towel or disinfectant wipes. The next person to access the desk/equipment must also follow this procedure prior to using the equipment.
 - 2.12 Wherever possible windows and doors will be opened to allow for ventilation in the public areas.
 - 2.13 Within the back office environment, hot desking must be avoided as far as possible. Where desks must be shared, the workstation must be thoroughly cleaned before and after each use using disinfectant spray and disposable towel or disinfectant wipes. A record must be kept of desk users indicating names, dates and times to enable tracking and tracing in the event of a viral outbreak
- 3.0 At end of the session**
- 3.1 The payment machine, desks and other points of frequent contact such as door access control points, must be cleaned down using disinfectant spray and disposable towel or disinfectant wipes.

3.2 All shared office equipment used during the day shall be cleaned down

4.0 **Concerns/queries**

4.1 If you have any concerns or queries regarding this procedure then ASK. Contact your manager for any clarifications. Do not put yourself or others at risk.

Please note that by following these instructions we are reducing the risk of infection amongst colleagues, guests and therefore family and friends.

Thank you!