

# Health and Safety Checklist Administrative

To be completed by company / client

Name of company / client:

Completed by:

Date (dd-mm-yyyy):

Function/name of assignment:

Brief description of function (may be added as an appendix):

The company / client is aware of the legal requirement to:

- inform agency employees, before they start work, about any risks that exist and measures to be taken
- provide agency employees, before they start work, with the necessary personal protection equipment (PPE)
- familiarise agency employees with their work
- give leadership to agency employees and to supervise and monitor their work environment.

## Areas for attention:

The details of the regulations are given in:

The Working Conditions Act, especially Article 1 paragraph 1; Article 3; Article 5 paragraph 5; Article 8.

The Allocation of Workers through Intermediary Agencies Act, Article 11.

- 1** The agency employee is involved in work that is routine, restricted to a particular place or repetitive, which could cause unilateral strain on the body.

Yes    No

Description:

## Area for attention:

- Alternate between different tasks as much as possible.

- 2** The job involves frequent and long phone calls, which could cause neck, shoulder or arm complaints.

Yes    No

## Areas for attention:

- Always hold the receiver in your hand; do not cradle it between your shoulder and neck.
- Use your headset if you have one.

# Health and Safety Checklist

## Administrative

- 3** The agency employee spends more than two hours a day at a monitor, which could cause hand, wrist, arm, shoulder and neck complaints as a result of poor posture combined with repetitive movements and workload.

Yes    No

**Areas for attention:**

- Position the monitor and keyboard properly (see explanation on page 3).
- Make sure that your back, arms and feet are well supported by adjusting your chair and desk properly (see explanation on page 3).
- Change your position now and then, e.g. lean back during a phone conversation.
- Stretch your arms and legs regularly.
- Use break reminder software if available.
- Make sure that, after every two hours of monitor work, you do another type of work for ten minutes or, if you can, take a break.
- Work at a steady rate and do not 'rush'.

- 4** The job involves working at a counter with the risk of aggressive behaviour by customers (e.g. threats, abuse, blows) and violence (e.g. robbery, vandalism). Agency employees are given instructions on their first working day as to what to do in these situations.

Yes

Other, namely:

**Areas for attention:**

- Know what to do in the case of aggression and violence.
- Ask your manager what the arrangements are relating to aggression and violence.

- 5** The agency employee uses a car during working hours.

Yes    No

**Area for attention:**

- Make calls only using a hands-free kit or when not moving.

- 6** The agency employee sometimes works alone.

Yes    No

**Area for attention:**

- Ask your manager about what you should be aware of when working alone and whether there is any possibility of raising the alarm and find out how this works.

# Health and Safety Checklist Administrative

- 7 Are there any other risks that involve the agency employee that have not been addressed in this checklist?

Yes  No

Description of these risks:

Signature

# Health and Safety Checklist Administrative

## Step 1: adjusting the chair

**Chair:** stand in front of your chair and raise the seat until it is just below your kneecap. Wear your usual shoes while doing this.

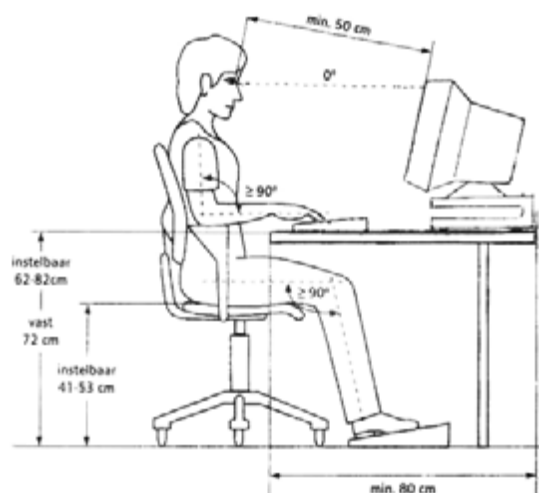
**Seat depth adjustment:** if the chair's backrest can be moved backward horizontally or if the seat can be slid forward with a slide, make sure that the seat does not touch the back of the knees. Adjust the height of the backrest (usually with a button at the back of the backrest) so that the support fits in the arch of your back. Please note that this function is not available on all chairs. If the armrests can be adjusted inwardly or outwardly adjust them so that they are directly under the elbows. Sit on the chair and relax your shoulders. Do this by pulling them up and letting them drop down again. Adjust the armrests so that your arms are just supported when you relax your shoulders.

## Step 2: adjusting the desk height

Your desk and keyboard should be at approximately the same height as the arms of your chair. If your desk is too high and non-adjustable, adjust the height of your seat so that the arms and the desk are at approximately the same height. In that case use a footrest under your feet. Ask for a footrest if you do not have one. If your desk is too low, ask whether the desk can be raised (if necessary by placing blocks under the legs). With the desk at this height you can work with your neck and shoulders relaxed. The desk you use for reading and writing is at the right height if the work surface is a few centimetres above elbow height when you let your upper arms hang loose beside you.

## Step 3: adjusting the monitor

**If you use a normal monitor:** place the monitor directly in front of you at an arm's length away. If this interferes with the monitor used by the person sitting in front of you, place the monitors side by side. If this is not possible due to the wall behind your desk, slightly move your desk away from the wall. Make sure that the upper edge of the visible part of the screen is at the same or slightly lower than eye level. If the screen is too low, raise it. You should be able to look straight ahead or down slightly to see the screen, but never up!



### If you use a laptop:

When using a laptop the monitor is too low to keep your neck in a relaxed position. Working with the keyboard and the mouse or touchpad also puts more strain on the body. You may use the laptop for a maximum of two hours a day unless you make adjustments so that you can maintain the correct posture while using the laptop, such as:

- Connect a separate keyboard and mouse to your laptop.
- Use a laptop holder to place the laptop at the correct height and distance.

## Step 4: mouse, keyboard and copy holder

If you frequently use papers, place the papers or folders on a copyholder. It is easiest to place a holder between the monitor and the keyboard. Place your keyboard directly in front of you and parallel to the monitor and the edge of the desk. Place the mouse directly beside the keyboard at the front of the desk.

## Step 5: use the workstation properly

During long-term monitor work keep the following in mind:

- Make sure that the lower arm is always supported (support or desk) when using the mouse.
- Make sure that your feet, knees, arms and shoulders all face in the same direction while working.
- Do not work with tensed shoulders.
- Make sure that the keyboard is approximately 10 cm from the edge of the desk with the mouse immediately beside it.
- Do not sit with your head/neck bent forward while typing or using the mouse.