

ECF – Employers Consultative Forum

Unison

Front Desk Civic Centre Main Reception

Unison has previously raised concern about Health & Safety issues related to the front reception desk. These difficulties have been raised in different forums. To date no action has been taken and we are still very concerned about the following.

- 1. Staff are seated too low and constantly looking upwards. Staff are experiencing neck and back problems. There is an increased risk of muscular skeletal problems. Staff feel intimidated by customers who are towering over them.**
- 2. The curved nature of the desk means staff cannot properly sit at the desk and there is not enough room for three reception staff, not enough protection from aggressive behaviour.**
- 3. Computer trailing cables are accessible to customers and children have tampered with them. Computers are not fixed and could be picked up by angry customers and thrown.**

4. **The current arrangement does not take into account good ergonomic principles or design.**

*Mary Cowley
Union
Health Safety Officer*