polaris

THE DEFINITIVE GUIDE TO ACOUSTIC SAFETY & COMFORT IN CONTACT CENTRES & OFFICES

People are the most important asset of any company, and employers are responsible for protecting the health and safety of their employees by providing and maintaining a safe work environment.

In any work environment that requires employees to use headsets, this responsibility includes the protection of people's hearing.

There are two types of hearing damage that can affect headset users:

1. LONG TERM NOISE EXPOSURE

Damage from long term noise exposure can occur when a headset user is continuously exposed to high levels of noise every day.

Over time this may result in hearing loss. There is 'overwhelming scientific evidence which indicates that exposure levels above 85 decibels represent an unacceptable risk to the hearing of those exposed."

(NOHSC) In Australia, the National Occupational Health and Safety Commission (NOHSC) has set a maximum average daily noise exposure level of 85dB over an eight period in the workplace.

The EU Control of Noise at Work Regulations requires employers to take specific action for exposure levels ranging from 80dB – 85dB.

2. ACOUSTIC SHOCK INJURY

Acoustic shock injury is more immediate and is completely unrelated to long term noise exposure. It is caused by an unexpected, sudden and usually high-pitched sound transmitted through the headset.

These sudden acoustic 'shrieks' can be caused by network interference, unexpected notification pings, unexpected background noise e.g. sirens.

Why is Acoustic Protection Important? When a staff member suffers acoustic shock injury, not only does it directly affect that person's physical and emotional health, but there are other flow-on effects: In the short term the employee may need to take time off work.

This affects company productivity. It also has a 'ripple effect' through the surrounding co-workers who start to feel vulnerable. The affected employee's performance and their ability to do their job properly may be affected for fear of another acoustic shock incident. In the worst-case scenario, legal action may be taken against the company.

Previous Contact Centre studies have shown that nearly one in four agents believe they have experienced acoustic shock, and with the increased headset use in UC environments, acoustic safety is still a serious matter.

WHY SOUNDSHIELD

THE DIFFERENCE BETWEEN ACOUSTIC SAFETY AND SHRIEKS REJECTION

Limiting sound output does not prevent acoustic shock injury as acoustic shrieks can and do happen at low volumes.

There is still some confusion relating to acoustic safety. In many cases businesses have invested heavily in headsets with the understanding that their employees are receiving the right acoustic protection, only to discover that acoustic shock incidents continue to happen.

To this day the only headset products that effectively protect headset users as well as providing exceptional audio quality and intelligibility are Soundshield™:

Corded Option:

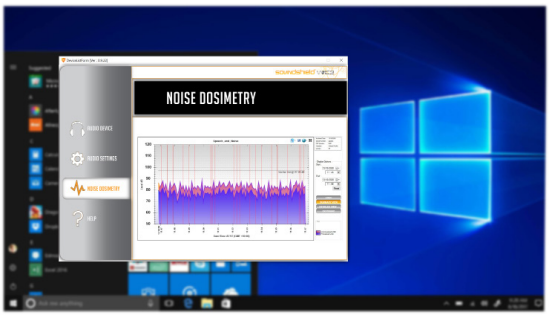
Soundshield 4G & Soundpro Headset

- Touchscreen enables quick and easy call control for desk-phone and softphone
- Compatible with all softphone applications
- Noise-cancelling microphone

Wireless Options:

Soundshield Wireless Headset

- Connects to desk-phone & pc
- Quick disconnect feature
- Noise-cancelling microphone



Software Option:

Soundshield Voice

- Operating system Windows 10 OS
- Compatible with all leading headsets

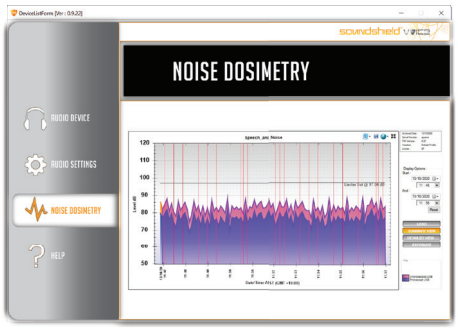
NOISE ANALYTICS

Soundshield™ uses Sonaron™ software to capture noise and then Soundstat™ noise dosimetry data shows the measurement of noise in decibels and identifies the exposure over a period of time. It also reports on exposure to sudden noises or high-pitched sounds.

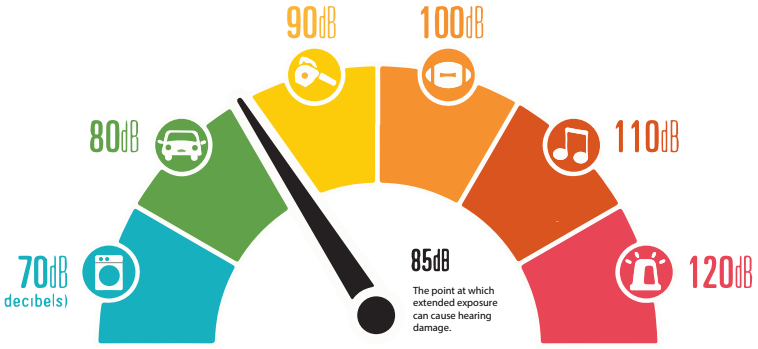
Soundshield™ data is uploaded using Soundstat™ software which displays into easy-to-read graphs.

Soundshield technology captures noise dosimetry data

Soundstat software uploads the sound data to your PC



The sound data is exported into easy-to-read graphs for analysis



According to the EU regulation, the maximum exposure value is 85 dB(A), which must never be exceeded.

Polaris Soundshield SOLUTIONS have all been uniquely designed to protect all headset users. Providing the highest level of acoustic protection of all headset products currently on the market.

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