

Provision of Support for Improving Call Center Work Environment

- Oversight of Improvements for Establishment of COVID-19 Prevention System and Protective Measures for Customer Service Employees -

Program

Timely Response to Core Issues of Occupational Health (Support for Improvement of Call Center Work Environments)

Major changes

Creation of database on operation status of call centers.

- Identification of operational status of call centers in a particular district/region by utilizing call center-operating institutions, local governments, and other related institutions.
- ※ Headquarters provided basic data on call center operators and telemarketing offices.

Oversight of improvements for establishment of COVID-19 prevention system and protective measures for customer service employees.

- Assessment of whether legal protective measures have been implemented and extent of infectious disease prevention/response measures using checklist.
- Provision of additional guidance if ability to respond to risk is judged to be “insufficient” or in the event financial support is required.
- ※ Provision of guidelines on: 1) how to assess smart ventilation management and 2) creating an office environment that is conducive to infectious disease management.

Linkage of call centers requiring improved work environment for consultants with financial aid programs.

- If on-site improvements are deemed necessary (e.g. high-risk environment (death)), connection with a financial aid program is provided to prevent infections in the event of an infectious disease outbreak (e.g. COVID-19).
- ※ Provided materials: desk dividers, contactless thermometers, thermal cameras, automatic hand sanitizer dispensers