

Client: UK Emergency Services Call Centre
Service: Indoor Air Quality Consultancy

Photograph credit: BBC



Background

AEC are proud to have supported a UK Emergency Services Call Centre to evaluate and control the indoor air quality at many of their call centre locations. The call centre supports more than 7 million people across the region, receiving approximately 2.8 million calls each year.

Following Government advice during the COVID-19 pandemic, our client was keen to assess the indoor air quality at their call centres as part of their measures to help prevent the spread of the coronavirus amongst their staff.

Our client needed to ensure their call-centre spaces were well ventilated, by bringing in clean fresh air and removing staler old air that can carry particles of the virus. The more fresh air that is brought inside, the quicker any airborne virus will be removed from the room. Good ventilation has also been linked to health benefits such as better sleep and fewer sick days.

The Results

On completion, our client was delighted to report a significant improvement to the indoor air quality, bringing the benefits of:

- **increased fresh air flow and removal of stale air**
- **adherence to Government guidelines in the prevention of the spread of coronavirus**
- **reduced risk of headaches, eye, nose, and throat irritation**
- **improved staff concentration and alertness**
- **comfortable room temperature and humidity levels**

Testimonial

“AEC delivered a great service in helping implement changes to our ventilation systems. As a result of AEC’s indoor air quality monitoring, we were able to make the recommended changes and assess the improvements. We were delighted to have AEC on board in introducing new measures to keep our employees safe at work” – UK Emergency Services Call Centre manager.