

HEALTH & SAFETY NOTICE



HSN-32 ISSUE 04 FEBRUARY 2004

SAFE USE OF DISPLAY SCREEN EQUIPMENT

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SAFE USE OF DISPLAY SCREEN EQUIPMENT

INTRODUCTION

1. The Display Screen Equipment (DSE) Regulations, 1992 (miscellaneous amendments 2002) require an employer to make an assessment of all computer workstations to identify and reduce the risks to health of the individuals using them. Information and training on the safe use of DSE must also be provided to all users. The 'user', and the 'workstation' are defined below. These requirements are applicable to all those Vacman employees who are recognised as DSE users. With the exception of vision assessment and correction, these requirements are also applicable to the self-employed and employees of other organisations using Vacman workstations.
 - 1.1 This Health and Safety Notice should be read and understood by any member of Vacman staff who uses DSE together with those responsible for implementing this guidance.

DEFINITIONS

2. Below are the definitions laid down in the Display Screen Equipment Regulations 1992 relevant to Vacman Cleaning Ltd:
 - 2.1 Display Screen Equipment is any alphanumeric or graphic display screen (this covers conventional cathode-ray tube display screens and other types such as liquid crystal or plasma used in flat screen, touch screen and other emerging technologies) regardless of the display process involved. The term VDU (visual display unit) is the common term used at Vacman sites for such equipment.
 - 2.2 A User is a member of staff who habitually uses display screen equipment as a significant part of their normal work. A more detailed definition is given in Appendix 1.
 - 2.2.1 This definition also extends to self-employed people who work at an employer's workstation and whose use of DSE is such that they would be users if employed by the company. This duty extends to the normal requirements of a workstation, a workstation assessment, and the provision of information. A more detailed definition is given in Appendix 1
 - 2.2.2 Information regarding temporary staff provided by employment agencies is given in Appendix 1.
 - 2.3 A Workstation is a general term encompassing the computer, screen, keyboard, mouse, printer, document holder, chair, desk, work surface and other peripheral items used in association with the DSE and the immediate working environment.

DSE USERS

3. All managers will be responsible for deciding who are DSE users in their department using the guidance in Appendix 1. All DSE users must be notified to Head Office in order that training for the individual can be arranged. The Managing Director will review the designation of users every three years if no change of job, personnel or organisation has necessitated a prior review. Anyone not designated as a user may request and will be granted an assessment.
 - 3.1 Additionally, initial interview will identify new staff as users by filling out the selection form provided for the interview by Personnel.

WORKSTATION ASSESSMENT

4. Area managers will be responsible for nominating a suitably trained assessor. The assessor will assess each DSE workstation with its user(s) to evaluate the individual(s)' safety and health risks and take appropriate measures to eliminate or reduce to a minimum any risks to health or safety which are found.
 - 4.1 Assessments of workstations will take place every three years if no change of location, office layout, equipment, or user has necessitated a prior assessment.
 - 4.2 When carrying out the assessment the assessor will use the guidance notes as detailed in Appendix 3.
 - 4.3 The assessment will use the format as detailed in Appendix 2, and be recorded. The results of the assessments will be monitored, and reviewed if any change to the workstation, or the job, occurs.

TRAINING AND INFORMATION

5. All designated users must receive training and information on the safe use of DSE. The Managing Director is responsible for arranging training for a first time user or if the workstation is changed in any way. Established users will also receive refresher training every three years or on request.
 - 5.1 During the training session provided by Health and Safety , users will be given information on all aspects of health and safety relating to their workstations including:
 - 5.1.1 the measures taken by Vacman to comply with their legal obligation,
 - 5.1.2 the safe and healthy use and set up of the DSE and workstation, including the arrangement of workstations and correct use of furniture,

- 5.1.3 how to recognise symptoms of work related upper limb disorders and the correct method of reporting this and other symptoms or problems,
 - 5.1.4 the need for taking breaks from the screen,
 - 5.1.5 information on the procedure for obtaining eyesight tests and corrective appliances will be given to users,
 - 5.1.6 provision of the HSE booklet Working with VDU's and with Appendix 2, Display Screen Equipment Workstation Assessment of this Health and Safety Notice.
- 5.2 The Managing Director will ensure that adequate training is provided on the use of all software used by the user. This may be available from Computer Services.
- 5.3 Training records will be kept in the users' personnel records.
- 5.4 DSE assessors will be provided with appropriate extra training to be able to undertake workstation assessments. The Health and Safety Officer will provide this training.

WORK ROUTINES

6. Manager are responsible for structuring work on DSE so that it is periodically interrupted by breaks or changes of activity. It is recommended that after 50-60 minutes of uninterrupted keyboard work, the user undertake an alternative task for 5-10 minutes.

VISION ASSESSMENT CORRECTION

7. The company has enhanced the statutory provisions on vision assessment and the provision of corrective appliances.
- 7.1 Under the Vacman scheme, designated users are entitled to:
 - 7.1.1 a refund of the cost of an eye test (if the company's designated optician is used) or a refund towards the cost of an eye test (if an alternative optician is used) every two years or more frequently if recommended by the optometrist.
 - 7.1.2 refund towards, or provision of, corrective appliances.
 - 7.2 Full details of the Vision Assessment and Correction Scheme are in Appendix 4.

PROCEDURE TO RESOLVE DISAGREEMENT

- 8 In the event of a dispute arising over the Regulations' requirements not being met for a workstation or its user, guidance can be sought from the Safety Officer. In the event of an unresolved difficulty, the grievance procedure may be invoked.

PORTABLE DISPLAY SCREEN EQUIPMENT

- 9 This definition includes laptop and handheld computers, personal digital assistant and other emerging technologies. This equipment must not be used for prolonged periods of time unless a standard keyboard and mouse is attached. The screen must also be adjustable for height and tilt.

HOME WORKING

- 10 If members of staff are using DSE provided by the company at home as a condition of their employment, this Health and Safety Notice and/or Home Working, HSN-40 will apply.

Approved by:



.....
Managing Director

Date:/...../.....

Vacman - HSN-32: APPENDIX 1

Guidance on determining Display Screen Equipment Users

(Most or all to apply)

- a) Members of staff or self-employed people whose use of DSE is habitual for the purposes of the company's undertaking and is a significant part of their normal work. This duty extends to the self-employed only so far as a workstation assessment, the normal requirements of a workstation and the provision of information.
- b) The use of DSE is required to do the job, as alternative means are not readily available to achieve the same result.
- c) There is no choice as to whether DSE is used.
- d) Training and/or skills are required to use the DSE.
- e) The visual display unit is used more or less daily in this way.
- f) The rapid transfer of information from screen to user, or vice versa, is a major requirement of the job.
- g) High levels of attention and concentration are demanded by the system of the user e.g. where errors could have major consequences.

Examples of Definite Users:

Secretaries
Programmers/analysts
Typists
Staff using systems for inputting data as a major part of their job (e.g. payroll).
Any staff engaged on work requiring considerable use of computers.

Examples of Possible Users:

Senior staff using computers for management information and other purposes.

Further advice and guidance is available from the Health and Safety Division.

Staff from employment Agencies

Temporary staff from employment agencies will be the joint responsibility of the agency providing the employee and the company. The company will be required to provide a workstation, workstation assessment, training & information. The agency will be responsible for eyesight tests and the provision of corrective appliances if required for DSE use.

Vacman -SN-32: APPENDIX 2

DISPLAY SCREEN EQUIPMENT
WORKSTATION ASSESSMENT

Section 1

To be completed by 'the user' only after training received.

Any questions relating to the assessment or action required should be discussed with your appointed person for dealing with this legislation, who is:

.....

Name of User:.....

Workstation Location:

Equipment in use at present: Please tick

- | | | | |
|-----------------------------------|-------------------------------------|--|--|
| computer <input type="checkbox"/> | screen <input type="checkbox"/> | keyboard <input type="checkbox"/> | footrest <input type="checkbox"/> |
| chair <input type="checkbox"/> | task light <input type="checkbox"/> | document holder <input type="checkbox"/> | screen filter <input type="checkbox"/> |
| mouse <input type="checkbox"/> | desk <input type="checkbox"/> | table <input type="checkbox"/> | other please specify |

Diagram/plan and additional comments:

Signature of user:

DSE Ass 1

Section 2 - Checklist

Please Tick Relevant Box

Whenever 'No' is ticked details of action proposed or taken must be given in Section 3

| | | YES | NO |
|-----------|---|--------------------------|--------------------------|
| 1. | <u>General</u> | | |
| a) | Have you (the user) attended a DSE training session that included the use of this checklist? | <input type="checkbox"/> | <input type="checkbox"/> |
| b) | Have you (the user) been given training in the health and safety aspects (including actions taken) of the use of DSE/VDU equipment within last three years. | <input type="checkbox"/> | <input type="checkbox"/> |
| c) | Have you (the user) received and read the HSE booklet "Working with VDU's". | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. | <u>Software</u> | | |
| a) | It is all "user friendly" i.e. easy to use and within your capabilities? | <input type="checkbox"/> | <input type="checkbox"/> |
| b) | Has sufficient training been given? | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. | <u>Desk</u> | | |
| a) | Is there sufficient space for the tasks you need to carry out? | <input type="checkbox"/> | <input type="checkbox"/> |
| b) | Is there enough space/leg room for movement/exercise/stretching? | <input type="checkbox"/> | <input type="checkbox"/> |
| c) | Is there sufficient storage space? | <input type="checkbox"/> | <input type="checkbox"/> |
| d) | Are you able to arrange your workstation so that you can carry out your tasks comfortably? | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. | <u>Chair</u> | | |
| a) | Is it comfortable? | <input type="checkbox"/> | <input type="checkbox"/> |
| b) | Can it be adjusted for height, swivel and back position? | <input type="checkbox"/> | <input type="checkbox"/> |

- | | YES | NO |
|--|--------------------------|--------------------------|
| c) Can it be adjusted for good posture at the screen? | <input type="checkbox"/> | <input type="checkbox"/> |
| d) Are your feet able to rest comfortably on the floor/footrest? | <input type="checkbox"/> | <input type="checkbox"/> |

5. DSE/VDU

- | | | |
|--|--------------------------|--------------------------|
| a) Is the screen clean? | <input type="checkbox"/> | <input type="checkbox"/> |
| b) Is the display clear and easy to read? | <input type="checkbox"/> | <input type="checkbox"/> |
| c) Is the screen steady with no flicker? | <input type="checkbox"/> | <input type="checkbox"/> |
| d) Is it always free from reflection and glare? | <input type="checkbox"/> | <input type="checkbox"/> |
| e) Is the keyboard free standing from the screen and height and tilt adjustable? | <input type="checkbox"/> | <input type="checkbox"/> |
| f) Is the screen adjustable for height, and swivel? | <input type="checkbox"/> | <input type="checkbox"/> |
| g) Can you adjust the brightness and contrast easily? | <input type="checkbox"/> | <input type="checkbox"/> |

6. Environment

- | | | |
|---|--------------------------|--------------------------|
| a) Is the room temperature always satisfactory? | <input type="checkbox"/> | <input type="checkbox"/> |
| b) Is the lighting satisfactory at all times? | <input type="checkbox"/> | <input type="checkbox"/> |
| c) Is the noise level from printer and/or other equipment low enough not to distract you? | <input type="checkbox"/> | <input type="checkbox"/> |
| d) Is your working area always free from draughts? | <input type="checkbox"/> | <input type="checkbox"/> |
| e) Are the surfaces around you free from reflection and/or glare? | <input type="checkbox"/> | <input type="checkbox"/> |
| f) Is the humidity always satisfactory? | <input type="checkbox"/> | <input type="checkbox"/> |
| g) Is the ventilation always satisfactory? | <input type="checkbox"/> | <input type="checkbox"/> |

- | | | YES | NO |
|-----------|---|--------------------------|--------------------------|
| 7. | <u>Health</u> | | |
| a) | Is there time for sufficient breaks from screen work? | <input type="checkbox"/> | <input type="checkbox"/> |
| b) | Do you take them? | <input type="checkbox"/> | <input type="checkbox"/> |
| c) | At the end of the day are you free from tired eyes or headaches that may be attributed to the DSE? | <input type="checkbox"/> | <input type="checkbox"/> |
| d) | At the end of the day are you free from a sore or dry throat that may be attributable to the DSE. | <input type="checkbox"/> | <input type="checkbox"/> |
| e) | Are you free from aches or pains in neck, back, shoulders, arms or wrists? | <input type="checkbox"/> | <input type="checkbox"/> |
| f) | Have you had an eyesight test in the last two years (or a shorter period if recommended by your optician) | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. | Have all issues or problems been covered by this checklist? | <input type="checkbox"/> | <input type="checkbox"/> |

If no, please give details below:

.....

.....

.....

Date Completed:

Section 3

To be completed by DSE Assessor (Note: Comments must be made on all "No" answers in Section 2).

Action Required

Actions to be taken with timescale and cost

Further Comments

Equipment needed

Signature of assessor following discussion with user

Name.....Date.....

Section 4

Agreement/disagreement with assessor's recommendations. (Please give details).

Signature

.....Date.....

Display Screen Equipment Workstation Assessment

1. An assessment shall be carried out in the following circumstances:
 - 1.1 within four weeks of a new user starting work at an existing workstation,
 - 1.2 within two weeks of the user receiving training,
 - 1.3 immediately a new workstation is established,
 - 1.4 whenever there is a change in the workstation or work area.
2. Before completing a checklist, users shall have attended adequate training as to how the checklist is to be filled in, what indicators are to be observed and what specific outcomes are to be expected.
3. Where a workstation is to be assessed (or have its assessment reviewed), all users of that workstation shall complete a checklist for it. Initially all users shall complete a checklist for each of the workstations that they use. The completed checklists shall be forwarded to the assessor appointed to carry out the assessments
4. The assessor will:
 - 4.1 discuss the contents of each checklist with the relevant user, concentrating on issues raised by negative answers.
 - 4.2 complete section 3 and discuss the contents with the relevant user(s),
 - 4.3 sign the section and forward the complete document to the Managing director within two weeks of receiving the checklist(s).
5. The Managing Director will complete and sign section 3 of the document. Copies of the completed document will be returned to the relevant user(s) and the assessor within two weeks of the document being forwarded.
6. It is the responsibility Managing Director, through whatever mechanisms they deem appropriate, to ensure that the actions agreed are carried out within the timescales specified.

Vacman -HSN-32: APPENDIX 3

DISPLAY SCREEN EQUIPMENT ASSESSORS GUIDANCE NOTES

Introduction

The purpose of this document is to supply information to the assessor in order that the Vacman meets, at the very least, the minimum requirements of the Display Screen Equipment Regulations. This document should provide the assessor with sufficient information to carry out an adequate assessment of a workstation to ascertain if there are any health and safety risks to the user.

Before carrying out DSE assessments, the assessor should have received training and read these notes in conjunction with the Health and Safety Notice OBUHSN-32. An assessment must be carried out using a workstation assessment form, Appendix 2, completed by the user. To assist in making a balanced assessment of the minimum requirements, reference can also be made to British Standard BS 7179 (European standard EN 29241, International standard ISO 9241) or any other relevant international, European or British standard, which covers the ergonomics of design and use of display screen equipment in offices.

General

- The workstation user must be involved in all aspects of the assessment, and be trained, informed and supervised in the health and safety applications required to use the workstation equipment and the software provided.
- Work organisation and job design will also require assessment. Many of the health and safety problems can be avoided or reduced if there is a variety of job activities within the working routine, there are no prolonged periods of work at the screen, and there are no long periods of high speed key-stroke work.
- Note that formal rest breaks are not required under the regulations, but that tasks using DSE should be interspaced with tasks that use different focal lengths and alternative movements of the wrist, arm and shoulder.
- Discussions with the user's manager may be required if problems are identified in the job design or work organisation that cannot be rectified by the users themselves.

Display screen

- The characters on the screen will be well defined and clearly formed, of adequate size and with adequate spacing between characters and lines.
- The screen image must be free from flicker and there should be no distortion.
- The screen must be easily adjustable for brightness and contrast and the user must know how to adjust it to optimise the display for the relevant light conditions at the time.
- The colour combinations between screen background and characters must suit the user.
- The screen should be height and tilt adjustable and turn easily to suit the needs of the

user.

- The screen must be free from any reflections or glare.
- Cleaning materials must be made available for users to clean their screens as necessary.
- If the screen is not of the required standard, advice should be sought from Computer Services.

Keyboard

- This must be of a matt finish with no reflective glare, be separate from the display screen, and be able to tilt so that the most comfortable working position for the user can be found.
- From the working position the symbols on the keys shall be legible and contrasting.
- The keys should operate easily and positively and their arrangement should facilitate easy use of the keyboard.
- The space in front of the keyboard shall be sufficient to provide support for the hands and arms of the user.
- If the keyboard is not of the required standard, advice should be sought from Computer Services.

Software and associated systems

- The software must be suitable for the task, be easy to use, and within the capabilities of the user to understand.
- The information must be displayed in an understandable format and at a speed that is acceptable to the user.
- If there are any problems with the software or the systems, advice should be sought from Computer Services, the line manager, and/or the software supplier.

Work desk or work surface

- This should be adequate to accommodate the various tasks that are to be carried out and allow for flexible arrangement of display screen, keyboard, related equipment and documentation.
- It should be non-reflective.
- Cables should be safely stowed.
- There should be adequate space for users to find a comfortable position.
- To minimise eye and head movement, any adjustable document holder provided should be correctly positioned.

Chair

To avoid the majority of physical (musculoskeletal) problems associated with the use of DSE, the correct selection of chair is most important.

- The chair must be stable, offering adequate support.
- It must be on castors and easily movable.

- The seat and backrest must be adjustable in height, independently of each other, and the backrest must be able to tilt.
- When the seat is set to the correct height with the forearms positioned approximately horizontal to the desk, the user's feet must be flat on the floor or positioned on a footrest.
- If the workstation furniture does not meet the requirements or appears unsuitable for DSE work, advice should be sought from the Health and Safety Division.

Lighting

- There should be adequate lighting to enable the user to read documents and other written material but not to cause screen reflection.
- To assist in making a balanced assessment, guidance can be obtained from "Lighting at Work" [HS(G)38] published by the HSE, and "Areas for Visual Display Terminals" [LG3.1989] published by CIBSE.
- Windows should be fitted with curtains or blinds if necessary to control the amount of light falling on the workstation.
- If a lighting problem is identified that cannot be easily resolved by repositioning the display screen, advice should be sought from the Health and Safety Division.

Workstation Environment

The immediate workplace environment can contribute to working discomfort from noise and heat emitted by workstation equipment.

The use of a large number of DSE in offices can also contribute to low humidity.

Noise should be assessed so that there is no interference with verbal communication or telephone conversations, and concentration is not affected.

Heat and humidity may give rise to fatigue, headaches and dry throats, and these health risks must be assessed.

Problems with noise, heat, humidity or the general workplace environment must be addressed by seeking advice from the Health and Safety Officer.

Unresolved Problems

If problems are encountered which cannot be solved by any of the above routes, advice and guidance may be available from, line managers, the Safety Officer and the Managing Director. If the documents referred to in the text need to be consulted, copies are available in the Office.

Assessment form

- The user(s) will have completed the checklist part of the assessment form and any negative answer will need detailed consideration. The positive answers must also be considered in the assessment.
- All aspects of the assessment must be entered on the form, detailing the problems found and any remedial action carried out or required.
- The assessor must sign the form.

- The assessment form must then be passed to the Managing Director.School/Directorate for their approval, comment, agreement and signature.

HSN-32: Appendix 4

Vision Assessment and Correction Scheme

1. Users are designated under the Vacman Cleaning Ltd Health and Safety Notice HSN-32 as a member of staff who habitually uses Display Screen Equipment as a significant part of their normal work. A more detailed definition is given in Appendix 1 of the notice.
2. Designated users must attend DSE users' training, complete the ergonomic assessment and have their eyes tested as soon as possible after starting work for the company. Failure to do so may result in problems with reimbursement.
3. Staff who have resigned from the company's service before examination will not be eligible to claim reimbursement. Similarly, staff with less than 6 months service at resignation will be requested to repay money previously reimbursed.
4. Receipts should be submitted within three months of the date of examination. Otherwise reimbursement may be refused.
5. If there is a disagreement whether financial assistance will be granted, the grievance procedure can be invoked.
6. If assistance is agreed the member of staff will be entitled to £13.00 towards the cost of sight examination and £60.00 towards the cost of corrective appliances.
7. If the member of staff uses the company designated optician they will be entitled to:
 - Cost of eye test in full (£13.00)
 - £20.00 towards the cost of spectacles
8. Eye tests will be reimbursed normally every two years. If shorter intervals are recommended, the optician will be required to provide confirmation in writing.
9. Provision of corrective appliances will normally be made every four years or more frequently if there is a change in the prescription. The optician will be required to provide confirmation in writing if a claim is made within four years.