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Policy Name	<u>NASAT: Display Screen Equipment Policy</u>
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Scope

This policy covers the hazards to “users” which could arise from the use of Display Screen Equipment (DSE). As a general rule of thumb a “user” can be defined as **“Anyone who uses Display Screen Equipment for two hours a day, every working day, or ten hours a week in any time frame”**. The policy covers the use of desk top, lap top and tablet computers and visual display units (VDUs) generally but does not include mobile phones, personal digital assistants (PDAs) or other equipment showing only a few lines of text.

Policy Summary

The purpose of this policy is to reduce the risks to “users” of DSE. It places on managers who control staff the duty to assess risks arising out of the hazards and manage those risks by providing suitable equipment, appropriate opportunities for breaks, training and eye care. Office managers and IT Departments also have responsibilities when setting up new workstations.

Risks

The significant risks associated with DSE are:

- musculoskeletal problems
- visual fatigue
- stress

It should be noted that other risks may be present that arise out of hazards not solely related to work on DSE e.g. fire due to overheating of poorly sited, misused or maintained equipment; tripping hazards associated with trailing cables, etc.

Care must be taken not to introduce hazards when installing new workstations and IT equipment.

Training and Instruction

The manager must ensure that all “users” under their control are suitably trained. This will include training in the measures outlined below:

- the importance of comfortable posture and postural change;
- how and why to adjust furniture and equipment;
- sensible layout and positioning of workstation equipment;
- requirements for screen cleaning and other maintenance;
- the importance of breaks and/or changes of activity;
- the need to report problems promptly, and the procedures for this;
- The advisability of considering the environment e.g. turning off equipment when not in use and double sided printing.

The manager must keep a record of all persons trained.

The manager must carry out regular random inspections to ensure that the safety arrangements are being complied with.

DSE Assessment

The “user’s” manager is responsible for ensuring that a suitable and sufficient assessment takes place. Requirements for workstations are listed in appendix 1.

In most instances the DSE assessment will be completed by the “user” using an online self assessment tool accessed via the NAS e-learning zone: www.nas.clcmoodle.org

Please see Appendix 2 for user guidance.

The “user” completes training, prints a certificate as evidence of this, and then completes a set of questions. At the end of the assessment the user must download the results and share these with their line manager.

Extra care may be required to ensure that assessments are adequate when a “user” has a medical condition which could be made worse by using DSE. Advice should be sought in these circumstances from the SQE Team. Special consideration will also be required for the following circumstances:

- Prolonged use of a laptop or tablet computer
- Shared workstations
- Home workers

The assessment should be completed when a new workstation is set up, when a new user starts work or when a substantial change is made to an existing workstation (or the way it is used). Assessments should be repeated every three years or sooner if there is any reason to suspect they may no longer be valid – for example, if users start complaining of pain or discomfort.

The “user’s” manager must keep a record of assessments and any corrective actions taken to address areas of concern. Corrective actions must take place as soon as possible. Guidance and examples are provided in appendix 3. The “user” is responsible for updating the self assessment once areas of concern have been adequately dealt with.

Eyesight

Tests

Existing “users” or those about to become “users” may request an eyesight test. NASAT provide eye care vouchers for VDU users. The voucher, which can be obtained from the HR Department, covers the cost of a full eye examination at selected opticians. There will be no extra charge for the test using this voucher. Employees must present an eye care voucher to qualify for the free eye examination. NASAT will not cover the cost of eye tests carried out without a voucher. Following your test, you will receive a VDU certificate or recommendation showing the result of your eye examination. Please return a copy of your certificate to the HR Department.

Glasses

Where glasses are required to correct the vision of “users” of DSE at normal viewing distances (around 60cm) then The NAS will pay the basic cost of suitable lenses and frames. “Users” who wish to upgrade to more expensive frames or lenses will be required to bear that element of the cost themselves.

Payment

The “users” line manager will need to authorise the cost of any portion of any glasses which may be required. If the “user” requires glasses for any other purpose than DSE related use, the cost of the additional lens or prescription will not be met by NASAT.

Managers should contact their HR Area Managers for details about payment.

Key Management Actions

- Ensure users complete a DSE assessment.
- Ensure areas of concern are addressed.
- Review.
- Train users.
- Encourage users to have their eyesight tested.

Appendix 1 – Workstation / DSE Requirements

Equipment

- The display screen must have well-defined characters of adequate size and adequate spacing;
- The image must be stable and flicker-free (to 90% of users);
- The brightness and the contrast between the characters and the background must be easily adjustable, and must also be adjustable to suit ambient conditions;
- The screen must swivel and tilt freely to suit the needs of the "user";
- It must be possible to use a separate base for the screen, or there must be some other method to achieve an appropriate screen height;
- The screen must be free of reflections and glare that may cause discomfort to "users";
- The screen must be clean;
- The keyboard must be separate from the screen and must be tiltable, to enable a comfortable position to be found during use;
- Keys must be legible and in working order;
- There must be enough space between the front of the keyboard and the edge of the work surface to provide hand/arm support (50mm);
- The surface must be matt to avoid reflective glare;
- The arrangement of the keyboard and the function of the keys must facilitate its use;
- Key symbols must be adequately contrasted and visible during normal use;
- The mouse must work properly (if not it may need cleaning internally) and be close enough to the keyboard to avoid stretching to reach it;
- There must be adequate support for the elbow and forearm when using the mouse;
- The user should be able to have hands and fingers in a relaxed position when operating the mouse;
- Software must be suitable for the task;
- Software must be easy to use and where appropriate adaptable to the abilities of the worker;
- The software must not measure worker's speed or accuracy of work without their knowledge;
- The system must provide feedback on its own performance to those using or operating it;
- Information must be displayed in a format and at a pace that is suitable for users or operators;
- The principles of software ergonomics should be applied, particularly to human data processing.

Furniture

- The work surface must be of low-reflectance, large enough for the task and to accommodate a flexible arrangement of all necessary equipment and material upon it;
- The desk must be stable and in a satisfactory condition;
- The desk must be large enough to support the user's wrists in front of the keyboard;
- DSE layout should approximately equal viewing distance to screen, keyboard and document holder;
- The document holder, where used, must be stable and adjustable so as to minimise the need for awkward head/eye movements;
- The space must be sufficient to allow a comfortable working position to be achieved;
- The chair must be stable and allow easy freedom of movement and a comfortable position;
- The seat must be adjustable in height;
- The back rest must be adjustable in height and angle of tilt;
- The user must know how to operate the seat controls;
- The seat requires a five star base;

- A footrest must be made available to a "user", if required.

Environment

- There must be sufficient space beneath and around the desk for "users" to change position and to vary movements;
- Room lighting or task lighting (desk lamps, etc) must ensure satisfactory conditions and appropriate contrast, taking into account the type of work and the needs of the worker (lighting level at the work surface should be between 300 and 500 lux for a combination of screen work and non-screen tasks);
- Glare and reflections on the screen or other equipment that may cause disturbance must be prevented; prevention must be achieved by co-ordinating the layout of the workstation with that of the lighting.;
- Workstations must be designed to prevent glare or reflections on the screen from windows, brightly coloured walls, etc;
- Windows and skylights must be fitted with adjustable coverings to control daylight falling upon the workstation (window blinds);
- Noise emitted by workstation equipment must be considered when the workstation is being equipped. In particular, noise should not distract attention or disturb speech;
- Workstation equipment must not produce excess heat liable to cause discomfort.
- Data and power cables must be properly routed and secured to prevent mechanical damage and minimise tripping hazards;
- Radiation (other than visible light) must be reduced to negligible levels from the point of view of health and safety;
- Humidity must be maintained (40%–60% rh);
- The user should receive adequate training in the safe use of dse and the proper adjustment of their workstation.

Work Routine

The work routine for "users" should allow for short, frequent changes of activity or breaks (e.g. 10 minutes in every hour). Activity which requires close sight or intense wrist movements should be avoided.

Posture

- adjust seat to give good lumbar support;
- adjust seat height to ensure forearms approximately horizontal;
- use footrest if excess pressure on underside of thighs or backs of knees;
- arrange for minimal wrist movement;
- move the keyboard so that there is enough room between the front of the keyboard and the edge of the work surface to provide hand/arm support (50mm);
- screen height and angle should allow comfortable head position.

Appendix 3 DSE Corrective Actions Guidance

The online self assessment has questions 20 question categories that sit within five overall areas:

- At your desk
- On your desk
- Equipment
- Laptops
- General

Some areas of concern highlighted by the self assessment will be easy to rectify, for example replacing worn out key boards, providing home workers with a proper desk and chair. Other areas of concern will need additional thought to ensure in addressing one concern another is not created or made worse. Please see below for examples.

Area of Concern	Possible Reasons	Possible Solutions
User unable to position feet comfortably on the floor	Area under the desk used to store items that need removing	Provide shelving or space in a store room, give away or dispose of unnecessary items.
	User has raised or lowered the height of their chair so that their eyes are level with the top of the screen	Stand monitor directly on the desk rather than the stand or computer tower or source small stand. Relocate the computer tower if no space for it elsewhere on the desk. OR Raise the height of the monitor by standing it on the computer tower or monitor stand.
	User has lowered the height of the chair to allow the arms to fit under the desk	Remove arms to allow the user to adjust the height of the chair.
	Chair height and other equipment is set up correctly but the user is still unable to put their feet flat on the floor	Provide foot rest
User does not have enough light to adequately view the screen and documents	Main lights are not being turned on because they create reflections on the screen	Check for missing shades and incorrect bulbs.
	Main lighting is poor	Higher wattage bulbs needed or broken ones replaced OR Provide carefully selected additional lighting.