

## Display Screen Equipment Safety Management Standard

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### Scope

This safety management standard is applicable to all staff and volunteers who use display screen equipment.

Office managers and IT Departments also have responsibilities when setting up new workstations.

The policy covers the use of desktop, laptop and tablet computers and smart phones.

### Policy Summary

The purpose of this policy is to set out the arrangements to reduce the risks to “users” of DSE and to comply with the Health and Safety (Display Screen Equipment) Regulations. 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.

NAS will fulfil its obligations by:

- Ensuring all workstations and individuals are reviewed by the line manager and the appropriate steps are taken to ensure control measures are put in place
- The provision of suitable work equipment
- The provision of instruction, information and training for users, primarily through a computer based package
- The provision of eye examination and testing for all users, and the provision of corrective glasses, where these are required solely and specifically for DSE work.
- Making arrangements for regular breaks for employees working with DSE
- Ensuring adequate supervision is in place

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1	<p><b>What is DSE equipment?</b></p> <p>Display screen equipment (whether provided with software determining the interface between the equipment and its operator or user, a keyboard or any other input device), any optional accessories to the display screen equipment, any disk drive, telephone, modem, printer, document holder, work chair, work desk, work surface or other item peripheral to the display screen equipment, and the immediate work environment around the display screen equipment.</p>
2	<p><b>Who is a User?</b></p> <p>A <b>user</b> is someone who:          uses DSE for continuous or near-continuous spells of an hour or more at a time; and          uses DSE more or less daily; and has to transfer information quickly to or from the DSE, and also needs to apply high levels of attention and concentration; <b>or</b>          is highly dependent or has little choice about using it; or needs special training or skills to use the DSE.</p>
3	<p><b>Roles and Responsibilities</b></p> <p>The Health and Safety Policy sets out the overarching responsibilities. This standard sets out specific roles and responsibilities for the effective management of Display Screen Equipment.</p>
3.1	<p><b>Managers and supervisors must ensure that:</b></p> <ul style="list-style-type: none"> <li>• Users are identified</li> <li>• Staff who will become users are identified</li> <li>• DSE assessments have been conducted within their area of responsibility, including the use of portable computers, tablets and mobile phones e.g., laptops.</li> <li>• Assessments are up to date and reviewed in light of any changes, or if there is a reason to suspect it is no longer valid, for example if a worker develops health problems. Where workstations are shared, the risks must be assessed for all those who use them.</li> <li>• All hot desks meet minimum standards in relation to desk space, adjustable screen, legible keyboard, mouse, footrest and an adjustable chair.</li> <li>• The manager must carry out regular random inspections to ensure that the safety arrangements in place are being complied with.</li> <li>• The results of any assessments are acted upon</li> <li>• DSE users receive appropriate information, instruction and training on the use of display screen equipment.</li> <li>• Staff are familiar with and competent in the software packages they are required to use to reduce excessive use of DSE.</li> <li>• Regular PA testing is carried out on relevant DSE equipment.</li> <li>• Where an employee raises a matter relating to Health and Safety in the use of DSE, they will:             <ul style="list-style-type: none"> <li>• Take all necessary steps to investigate.</li> <li>• If appropriate inform the relevant department.</li> <li>• Take corrective measures where appropriate.</li> <li>• Advise the employee of action taken.</li> <li>• Give users advice and guidance on how to redeem eye care vouchers.</li> </ul> </li> </ul>
3.2	<p><b>Employees/Volunteers:</b></p> <ul style="list-style-type: none"> <li>• All persons who use DSE must ensure that their workstation is assessed by a competent person.</li> <li>• Will use the equipment in line with training and instruction.</li> <li>• Will make full use of any equipment or guidance intended to reduce risks.</li> <li>• Will change work activities regularly to limit the effects of repetitive movements of affected muscle groups.</li> <li>• Report any faulty/dangerous equipment to their line manager.</li> <li>• Will not use any smartphone at a time that can put themselves or others in danger.</li> <li>• Tell their manager if they experience any health symptoms that they believe are caused or made worse by working with the display screen or associated equipment</li> <li>• Ensure that they adjusting any workstation accordingly.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure any IT requirements are requested via the IT department.</li> <li>• Ensure any requests for office equipment (not IT) go through their line manager.</li> </ul>
<b>3.3</b>	<b>Health and Safety Team</b>
	<ul style="list-style-type: none"> <li>• Provide specialist advice and support to staff.</li> <li>• Develop and review the DSE policy and associated guidance.</li> <li>• Develop and review DSE training.</li> <li>• Ensure that all managers are kept up to date with any changes in DSE regulations.</li> <li>• Discuss any recommendations with managers if necessary.</li> <li>• Work with managers to ensure that any workstation which may be contributing to work related ill health is risk assessed and that action is taken to reduce risk to the lowest level reasonably practicable.</li> </ul>
<b>3.4</b>	<b>Information Technology Department</b>
	<ul style="list-style-type: none"> <li>• Provide suitable DSE equipment to meet user's requirements.</li> <li>• Give users support on how to use DSE equipment safely.</li> <li>• Give users support on how to use software correctly and how to adjust settings i.e. brightness</li> <li>• Give support and guidance on additional support aids available.</li> <li>• Support users on the safe use of mobile phones and tablets i.e. matte screen covers on tablets.</li> <li>• To ensure any electrical DSE equipment has been PA tested prior to issuing to user.</li> </ul>
<b>3.5</b>	<b>Estates</b>
	<ul style="list-style-type: none"> <li>• To ensure sufficient lighting levels are in place with little or no glare.</li> <li>• To ensure flooring is in suitable condition and free from trips, slips.</li> <li>• To ensure suitable electric sockets are available reducing the need for extension cables.</li> <li>• To assist in ensuring a suitable environment is in place for DSE users.</li> </ul>
<b>3.6</b>	<b>Human Resources</b>
	<ul style="list-style-type: none"> <li>• To support users and give advice and guidance on how to arrange free eye tests and the costs towards prescriptive lenses.</li> </ul>
<b>4, 5</b>	<b>DSE Assessment</b>
	<p>The National Autistic Society has adopted a documented risk assessment approach in order to ensure that any identified risks are eliminated or reduced to an acceptable level and, that users are aware of how to use DSE equipment without putting themselves or others at risk.</p> <p>Requirements for workstations are listed in Appendix A          Applying for eye care vouchers can be found in Appendix B          The User List can be found in Appendix C          The DSE Risk Assessment form can be found at Appendix D          The Managers' Checklist is Appendix E</p> <p>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.</p>
<b>6</b>	<b>Special consideration will also be required for the following circumstances:</b>
	<ul style="list-style-type: none"> <li>• Prolonged use of a laptop or tablet computer.</li> <li>• Shared workstations.</li> <li>• Home workers.</li> <li>• Expectant mothers.</li> <li>• Staff with known medical conditions i.e. epilepsy.</li> <li>• Visually impaired staff.</li> </ul>
<b>6.1</b>	<b>The assessment should be completed:</b>
	<ul style="list-style-type: none"> <li>• When a new workstation is set up</li> <li>• When a new user starts work</li> <li>• When a substantial change is made to an existing workstation (or the way it is used) or if</li> </ul>

		the DSE user requests a new assessment due to repeated pain or discomfort.
	<b>6.2</b>	<b>Assessments should be reviewed:</b>
		<ul style="list-style-type: none"> <li>• Annually or,</li> <li>• If there is any reason to suspect they may no longer be valid.</li> </ul>
		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.
	<b>6.3</b>	<b>Additional Risks</b>
		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.
	<b>7</b>	<b>Review of the DSE Assessment and Training</b>
		The assessments should be reviewed in light of changes in individual capability or where there has been:
		<ul style="list-style-type: none"> <li>• A major change of software</li> <li>• A major change to any of the equipment (screen, keyboard, input devices etc.)</li> <li>• A major change in workstation furniture</li> <li>• A substantial increase in the amount of time required to be spent using DSE</li> <li>• A substantial change in other task requirements (for example greater speed or accuracy)</li> <li>• A relocation of the workstation (even if all equipment and furniture stays the same)</li> <li>• A major change of the work environment i.e. if the lighting is significantly modified</li> <li>• A change in individual capability such as a new or expectant mother</li> </ul>
	<b>8, 9</b>	<b>Information and Training</b>
		The manager must ensure that all “users” under their control are suitably trained. This will include training in the measures outlined below:
		<ul style="list-style-type: none"> <li>• All DSE users shall receive mandatory online training following their induction details can be found at the following link <a href="https://nas.clcmoodle.org/local/roadmaplogin/login.php">https://nas.clcmoodle.org/local/roadmaplogin/login.php</a> you will require a user name and password which will be issued by your line manager.</li> <li>• The manager must keep a record of all persons trained.</li> </ul>
	<b>10</b>	<b>Instruction and supervision</b>
		The manager shall ensure that all users are given suitable instruction on the safe use of DSE and adequate supervision at all times. This will include:
		<ul style="list-style-type: none"> <li>• The importance of comfortable posture and postural changes</li> <li>• The potential consequences of poor posture and workstation layout</li> <li>• How to adjust furniture and ensure sensible layout and positioning of all workstation equipment</li> <li>• How to correctly use all workstation equipment</li> </ul>

	<ul style="list-style-type: none"> <li>• Requirements for screen cleaning and other maintenance</li> <li>• The importance of taking regular breaks and/or changes of activity i.e. non DSE based tasks and the need to report problems promptly following the company procedures for this</li> <li>• Ensuring the environment is suitable for DSE related tasks</li> <li>• The advisability of considering the environment e.g. turning off equipment when not in use and double sided printing</li> <li>• The importance of reporting any health issues related to DSE work</li> </ul>
<b>11</b>	<b>Audit Requirements</b>
	Management will be audited through quality monitoring visits (QMV) to ensure they are complying with the guidelines set down in the DSE policy, this will take place on a quarterly basis. The completion of risk assessments will be audited internally by management. The Health and Safety team may carry out sample audits from time to time.

<b>12</b>	<b>Glossary</b>
Workstation	Display screen equipment (whether provided with software determining the interface between the equipment and its operator or user, a keyboard or any other input device), any optional accessories to the display screen equipment, any disk drive, telephone, modem, printer, document holder, work chair, work desk, work surface or other item peripheral to the display screen equipment, and the immediate work environment around the display screen equipment.
Software	Software is a collection of instructions that enable the user to interact with a computer, its hardware, or perform tasks. i.e. Microsoft Word or Internet Explorer
Tablet	A tablet computer, commonly shortened to tablet, is a mobile device, typically with a mobile operating system and LCD touchscreen display processing circuitry, and a rechargeable battery in a single thin, flat package e.g. iPad
Smartphone	A mobile phone that performs many of the functions of a computer, typically having a touchscreen interface, internet access, and an operating system capable of running downloaded apps e.g. iPhone or Samsung Galaxy
Ergonomics	Ergonomics is the process of designing or arranging workplaces, products and systems so that they fit the people who use them
Hot desk	Hot desking is an office organisation system which involves multiple workers using a single physical work station or surface during different time periods
Information Technology	Information technology (IT) is the use of any computers, storage, networking and other physical devices, infrastructure and processes to create, process, store, secure and exchange all forms of electronic data

<b>13</b>	<b>Supporting Documents</b>
Appendix A ref: HS-0427A	Workstation Requirements
Appendix B ref: HS-0427B	Eye Care Voucher Scheme
Appendix C ref: HS-0427C	User List
Appendix D ref: HS-0427D	DSE Risk Assessment
Appendix E Ref: HS-0427E	Managers Checklist