



Display Screen Equipment (DSE) Policy & Guidelines

August 2013

(Updated, November 2015)

Lead Manager:	Fiona Cowan – Health & Safety Manager (Acute)
Responsible Director:	Ian Reid – Director of HR
Approved by:	Health and Safety Forum
Date Approved:	August 2013
Date for Review:	August 2016
Version	2 (replaces Version 1 July 2010)

Content

	Page
1. Introduction	3
2. Scope	3
3. Guidance	3
4. General Policy Statement	3
5. Arrangements for securing the Health and Safety of Employees	4
6. Agile Working	5
7. Home Working	5
8. Philosophy and Aims	5
9. Responsibilities	5
9.1 Chief Executive and Director of Human Resources	5
9.2 Service Directors (CHP/CHCP/ Mental Health /Acute Directors)	5
9.3 Senior and Line Managers (including ward managers)	6
9.4 Occupational Health Service	6
9.5 Employees	6
10. Policy Review	7
11. References	7
Appendix 1 Legislation overview	8
Appendix 2 Display Screen Equipment Guidance	9
Appendix 3 Display Screen Equipment Risk Assessment Form	11
Appendix 4 Equipment and environment guidance	17
Appendix 5 Workstation layout advice	20
Appendix 6 Seating Posture Advice	22
Appendix 7 Health issues related to DSE use	23
Appendix 8 Letter to Optician	26
Appendix 9 Opticians examination report	27
Appendix 10 User re-imburement request form	28
Appendix 11 Occupational Health Guidance on Use of Laptops	29

1. Introduction

NHS Greater Glasgow and Clyde (NHS GGC) acknowledges its responsibility concerning the health, safety and well being of its employees and all other persons liable to be affected by its activities.

The organisation will take all reasonable steps to fulfil its legal obligation under the Health and Safety (Display Screen Equipment) Regulations 1992, as amended by the Health and Safety (Miscellaneous Amendments) Regulations 2002.

NHS GGC will work towards reducing the risk to so far as reasonably practicable in regard to employees or persons working within the organisation relating to Display Screen Equipment (DSE).

2. Scope

This policy and supporting documentation applies to all NHS GGC employees, agency staff, contractors, volunteers in the workplace and employees that may as part of their normal working day be required to work from home. The policy forms an integral part of NHS GGC's Health & Safety Policy and will operate in conjunction with other relevant policies.

3. Guidance

Guidance documentation in the form of risk assessment and postural advice will form part of this Policy document. This will aid and guide staff and relevant persons in complying with legislation (Appendix 1) and this Policy document. Reference should be made to Supporting the Work Life Balance Home Working Policy when considering home working. Specific guidance is also provided for laptop use.

4. General Policy Statement

NHS GGC takes extremely seriously the health, safety and welfare of all its employees and acknowledges that health and safety hazards may arise from the use of DSE/VDU equipment. It is the duty of NHS GGC to ensure that the risks to employees through the use of DSE/VDU work are identified and reduced to a minimum. NHS GGC acknowledges that health and safety hazards may arise from the use of this equipment. It is the intention of the organisation to ensure that any risks identified are reduced to a minimum. Whilst it is generally recognised that the use of DSE/VDU can be undertaken without undue risks to health, it is appreciated that some employees may have genuine reservations and concerns. NHS GGC will seek to give information and training where appropriate to enable a fuller understanding of these issues. The implementation of this Policy requires the total co-operation of all employees including management. There will be full consultation with employee representatives through existing channels of communication, regarding development and implementation of the Policy and associated guidance.

5. Arrangements for securing the health and safety of employees

NHS GGC, in consultation with employees and their representatives will:

Identify employees that are classified as users under the Health and Safety (Display Screen Equipment) Regulations 1992 (amended 2002). (See Appendices 1 & 2)

Appoint DSE Risk Assessors to undertake assessment of each user and their workstation, taking into account the DSE/VDU, the furniture, the working environment and the employee. (See Appendices 3-6)

Take all necessary measures to reduce any risks found as a result of the assessment. If a manager is unable to implement any of the identified measures due to resource implications this should be escalated to the next level of management.

Arrange training through the Health & Safety Service who will provide advice and literature on DSE work.

Take steps to incorporate changes of tasks within the working day, in order to prevent intensive periods of DSE screen activity.

Review software to ensure suitability for the task and user.

Advise DSE Users to make arrangements for eye examinations and eyesight tests to be carried out by a private optician of their choice prior to employment and at regular intervals thereafter, where a visual problem is experienced. (See Appendices 8 & 9 for referral letter and Optician's Examination report form).

Ensure that workstation and equipment comply with minimum requirements.

Ensure that where special corrective appliances may be prescribed, NHS GGC will pay the cost of the basic appliance or any specialized equipment if identified through risk assessment or from the advice of an ergonomic or medical specialist. (See Appendix 10)

Advise existing employees, and all persons applying for work with DSE, of the risks to health and to how these can be avoided. (See Appendix 7)

Where an employee raises concerns relating to DSE, NHS GGC will:

- Take all necessary steps to investigate the circumstances and comply with Health and Safety (Display Screen Equipment) Regulations 1992 (amended 2002).
- Take corrective measures where appropriate
- Advise the employee of actions taken.

Agile Working

Agile working is the term used to describe how employees can work flexibly from any location, whether it is from an NHS building, in the community, from home or any combination of these. NHSGGC DSE risk assessments must be completed on their workspace at NHS premises, at home and whilst in the community. These must be reviewed with their manager.

Home Working

If when working from home, staff will be using DSE for prolonged periods, a risk assessment must be completed in the same way as work-based assessments: where environment and equipment are both assessed. Findings, concerns and any remedial actions to be discussed with the User, Manager and Management Manual holder

Philosophy and Aims

NHS GGC aims to provide a safe working environment for employees to ensure so far as reasonably practicable that NHS GGC meets its legal requirements under the Health and Safety (Display Screen Equipment) Regulations 1992 (amended 2002).

The organisation will strive to eliminate the risk to employees identified as DSE/VDU users and provide a suitable workplace, work equipment, competent advice and relevant training.

NHS GGC recognises that the use of DSE can be a significant part of employee duties and may lead to health problems. When these health problems arise NHS GGC will ensure that advice and monitoring of DSE health issues are provided.

9 Responsibilities

9.1 Chief Executive and Director of Human Resources

The Chief Executive has overall responsibility for health and safety across NHS GGC. The Director of Human Resources has been made accountable for ensuring that health and safety policies such as the 'Display Screen Equipment' policy are implemented across the whole of the organisation in a structured and methodical manner and are appropriately resourced so far as reasonably practicable.

9.2 Service Directors (CHP/CHCP/ Mental Health /Acute Directors)

Service Directors must ensure that the policy is implemented throughout their area of responsibility. There is a responsibility to:-

Ensure those senior line managers are monitoring the implementation of this policy at ward, clinic, resource centre and departmental level.

Audit/review policy implementation through the performance management/objective setting procedure within NHS GGC.

Ensure that the policy receives adequate resources.

9.3 Senior and Line Managers (including ward managers)

Senior and/or Line Managers should:-

Ensure that through the NHS GGC Health & Safety Management Manual DSE users are identified and risk assessments are undertaken within their area of responsibility and that these assessments are acted upon

Ensure that employees receive the appropriate level of training and information for the risks associated from working with DSE/VDU's during their normal work activities. This will be based on an appropriate risk assessment and training.

Plan the activities of users so that their daily work on DSE/VDUs is periodically interrupted by breaks or changes of work activity to reduce their workload at that equipment

Identify a member(s) of staff to carry out local DSE risk assessments. These members of staff can attend training provided by the Health & Safety Service so as to be a competent risk assessor in DSE assessments.

Ensure that all incidents or ill health reported to them through the use of DSE/VDU are reported through the Incident Reporting System and appropriate action taken, a review of the individual's risk assessment will then need to be carried out.

Review risk assessments and take appropriate remedial action were necessary in relation to identified issues. Any outstanding remedial actions should be discussed at local Health & Safety committees with the consideration of action plans being initiated.

Guidance on hazards from DSE work can be sought from Occupational Health or Health & Safety Services.

9.4 Occupational Health Service

Provide advice on specialised equipment for any health issues relating to DSE/VDU work.
Monitor and provide advice on the working environment.

9.5 Employees

To report immediately any problem associated with working with DSE/VDU equipment, this might be health related, defective or unsuitable equipment or working environment.

Are responsible for their own health and safety and not to misuse or alter any equipment provide for DSE/VDU work, to follow any advice provided in regards to safe DSE working. e.g. taking reasonable care, following procedures, reporting problems etc.

10 Policy review

The Policy will be reviewed in the light of any new legislative changes or every 3 years.

11 References

Health and Safety (Display Screen Equipment) Regulations 1992 as amended by the Health and Safety (Miscellaneous Amendments) Regulations 2002

The Health and Safety at Work etc Act 1974 (HSWA)

The Management of Health and Safety at Work Regulations 1999

The Workplace (Health, Safety and Welfare) Regulations 1992: regulation 11 (seating)

The Manual Handling Operations Regulations 1992

The Provision and Use of Work Equipment Regulations 1998

HSE Guidance: HS(G)57 Seating at Work

HSE Guidance: INDG36(rev4) Working with display Screen Equipment. A brief guide

British Standard EN 527-1:2000 Office furniture Work tables & desks

Appendix 1

Legislation overview

The Health and Safety at Work etc Act 1974 (HSWA)

Places a duty on employers to ensure the health and safety of employees and others who may be affected by their work activities. In practice this means that seating should not endanger the health and safety of people at work. The HSWA also places a general duty on seating manufacturers and suppliers to make sure that their seating is safe and does not present a risk to health and safety. This responsibility includes providing instructions on using and maintaining seating.

The Management of Health and Safety at Work Regulations 1999

Place a duty on employers and self-employed people to assess risks to health and safety from their undertaking. This will include risks from seating. The duty holder must also identify what measures are needed to comply with health and safety requirements and make arrangements to manage these measures effectively.

The Workplace (Health, Safety and Welfare) Regulations 1992: regulation 11

Requires a suitable seat to be provided for each person in the workplace whose work includes operations of a kind that the work (or a substantial part of it) can or must be done sitting. The seat should be suitable to meet the needs of the individual and the task at hand. A suitable footrest must also be provided where necessary.

The Health and Safety (Display Screen Equipment) Regulations 1992

Seek to reduce the health and safety risks from using visual display units (s) in the workplace. These set out minimum requirements for workstations, including seating. An easy guide to the regulations summarises the possible risks to health that are associated with display screen equipment work, including poor seating.

The Manual Handling Operations Regulations 1992

Seek to reduce the health and safety risks to employees from handling and lifting loads. They give advice on how to handle and move loads to prevent poor posture or injury, including handling whilst seated.

The Provision and Use of Work Equipment Regulations 1998

Require employers to ensure that work equipment provided is maintained in an efficient state, in efficient working order and in good repair. The Regulations regard seating as work equipment.

The Health and Safety (Consultation with Employees) Regulations 1996

Require employers to consult their employees, or elected representatives, on matters that affect their health and safety. These Regulations apply even when employees are not represented by recognised trade unions.

Appendix 2

Display Screen Equipment Guidance

THE REQUIREMENTS OF DSE REGULATIONS

It is the employer's responsibility to: -

- Assess the risks to health arising from working with display screen equipment and the associated workstations.
- Introduce appropriate measures to prevent or control the risks.
- Plan the activities of users at work so that their daily work on display screen equipment is periodically interrupted by such breaks or changes in activity as reduce their workload at that equipment.
- [Ensure that DSE users undergo eye examinations and eyesight tests.](#) The provision of basic corrective appliances must also be available if deemed necessary by an ophthalmic optician or optometrist.
- Provide adequate information and health and safety training in the use of any workstation upon which an employee may be required to work.

Definition of a Display Screen Equipment User

The Health and Safety (Display Screen Equipment) Regulations 1992 as amended by the Health & Safety (Miscellaneous Amendments) Regulations 2002 are designed to minimise the 'real' risks associated with display screen equipment.

The full scope of the Regulations will only apply to those classified as 'users'.

In the Regulations a user is defined as 'an employee who habitually uses display screen equipment as a significant part of their normal work'.

If it is still not possible to decide who may be a user from the above definition then the following additional guidance is provided:

If most or all of the following apply the employee is probably a user-

- the individual depends on the DSE to do their work and an alternative means is not available
- the individual has no discretion as to the use of the DSE
- the individual needs training and/or particular skills to use the DSE
- the DSE is used for continuous spells of an hour or more at a time
- the DSE is used in this way more or less daily
- fast transfer of information between the user and the screen is an important part of the job
- use of the system requires a high level of concentration
- If there are still doubts about the status of employees then advice can be sought from the Occupational Health Service or Health & Safety Service.

DSE regulations apply: at their own employer's workstation, at a workstation of an authorised home worker or at another employer's workstation e.g. GP practices, resource centre, social work.

When to carry out DSE assessment

It is the responsibility of the Manager/Head of Department to ensure that all employees that are identified as a DSE 'user' have a DSE risk assessment carried out at their workstation or workstation they use on a regular basis.

DSE assessments are required to be recorded and kept readily accessible to ensure continuity and accuracy of knowledge among those who may need to know the results (e.g. where risk reduction measures have yet to be completed).

The assessment forms for use throughout NHS GGC consist of a six-page assessment checklist (Appendix 3) which can be completed by either the assessor or the "user".

Where one workstation is used by more than one employee, whether simultaneously or in shifts, it should be analysed and assessed in relation to all those covered by the Regulations.

The assessment or relevant parts of it should be reviewed in the light of changes to the display screen user, or changes in individual capability and where there has been some significant change to the workstation such as:

- A new employee starts in the department and is required to use a workstation extensively.
- A major change to software used;
- Any major change to any equipment used for DSE work.
- Any physical change is made to any of the current workstations within the department. A substantial increase in the amount of time required to be spent using display screen equipment.

A substantial change in other task requirements (e.g. more speed or accuracy); if the DSE workstation or user is relocated.

Assessments would also need to be reviewed if research findings indicated a significant new risk, or showed that a recognised hazard should be re-evaluated.

An incident occurs, ill health results from DSE work.

Appendix 3

Display Screen Equipment (DSE) Risk Assessment Form

User Name			
Shared desk Workstation Ref			
Location		Department	
Line manager		Name of assessor	
Assessment date		Review date	
Any further action needed	Yes / No	Date all action complete	

Introduction

This risk assessment form can be used by users as well as assessors to assess the risk of DSE stations and to help compliance with the Schedule to the Health & Safety (Display Screen Equipment) Regulations 1992.

It is the line manager's responsibility to ensure that a DSE assessment form is completed for each user, either by the users or by a nominated person (DSE Assessor). In any event, the users must be involved in the process.

A specific DSE risk assessment must be carried out for each individual's own DSE workstation and for each shared DSE workstations. A generic risk assessment cannot be carried out for an area or department.

Where a line manager utilises a self-assessment approach within the department / service, any concerns raised regarding DSE work will require a DSE Assessor to be contacted. DSE Assessors must have attended an appropriate DSE risk assessment course to enable them to carry out this task. Further advice is available from the Health & Safety Service or Occupational Health.

Please tick what type of work station this form is for:

- Individual's own work station – Complete Section A and B.
- Individual who hot desks – Complete Section A only.
- Shared work stations – Complete Section B only.

Section A

1 Work Pattern	Y / N	Guidance	Remedial action
1.1 Approximately how much time does the user spend at the DSE workstation?	Hrs per day	There is no precise definition of a User. If someone uses the workstation more or less continuously for at least an hour on most days, they are Users. Those doing shorter spells on the computer (perhaps just half an hour at a time) should be classed as Users if there are several such spells in the day and the use is fairly intensive – requiring speed or high levels of concentration.	

1.2 Is the work routine of the user organised to provide changes of activity and screen breaks?		Recommend 5 to 15 min breaks from the DSE every 50 minutes, plus encourage stretching, change focus or position every few minutes. Ensure that you take regular breaks; short, frequent breaks are more satisfactory than occasional, longer breaks.	
---	--	--	--

2 Health	Y / N	Guidance	Remedial action
2.1 Does the user suffer from any Upper Limb Disorders (ULDs)?			
2.2 Are any ULDs related to DSE work?		If yes, and is affecting ability to perform work tasks user should be referred to Occupational Health (management referral)	
2.3 Has the user any eye sight problems when using the DSE?		If yes, user should be encouraged to make an appointment with local opticians using the 'Letter to Optician form'	
2.4 Has DSE user undergone an eye test in the last 2 years?		Record date of eye test and any relevant information	

If the answer is yes to either 2.2 or 2.3 of the above questions, report through the Incident Management System (DATIX). Continue with risk assessment form.

3 Training/ Information	Y / N	Guidance	Remedial action
3.1 Has the user received information or guidance on DSE?		Trained assessor can provide information and guidance on DSE work	
3.2 Has the user received training on DSE?		Trained assessor can provide training on correct DSE posture and guidance on DSE work. Training is available from Health & Safety Service. There is also an E-Learning module, all staff should be encouraged to access this.	

Section B

4 Chair	Y / N	Guidance	Remedial Action
4.1 Can the user adopt a comfortable position in the chair?		Give consideration to the type of chair being used, follow guidance below (4.2-4.6)	
4.2 Does your chair have a 5 star base with castors?		If not, it should be replaced. Your chair should have wheels for ease of movement. There are different castors designed for carpeted and linoleum surfaces	

4.3 Is the seat back adjustable for both height and tilt?		If not, it should be replaced	
4.4 Is the seat adjustable in height?		If not, it should be replaced. Seat height should adjust preferably between 380 mm and 540 mm to suit most individuals.	
4.5 Does the chair provide adequate lower back support?		Consideration should be given to purchase a chair with proper lumbar support or a separate lumbar support should be purchased.	
4.6 Does the chair allow the user to get close to the desk?		A chair with no armrest or half arm rest should be considered to allow user to position themselves close to desk, armrests should preferably be short and height adjustable so that they just support the elbows.	

Adjust the seat height of your chair so that your elbows are at, or just above, desk height with your shoulders relaxed. This position should be used as a starting point before continuing with the rest of the checklist. **NB** If user has underlying medical condition, advice from the Occupational Health Service should be sought before a chair is purchased for individual user.

5 Workstation	Y / N	Guidance	Remedial Action
5.1 Are user's feet flat on the floor, without too much pressure from the seat on the backs of your legs?		Your hips should be slightly higher than your knees, with your feet comfortably on the floor. A footrest may be required if you are unable to rest your feet comfortably	
5.2 Is a footrest available if required?		A footrest is required if the feet cannot comfortably be placed on the floor after positioning the arms and shoulder correctly, or if there is pressure under the thighs close to the knees. Choose large footrests, preferably adjustable in height and tilt to suit users.	
5.3 Is the work desk or surface sufficiently large enough?		Avoid awkward reaches, twisting to use the phone etc. Can you create more space by moving printers & reference materials etc elsewhere?	
5.4 Is there sufficient legroom for your legs when sitting at your workstation?		Work surface should be at 600mm deep (minimum) and 720mm high (plus or minus 15mm) and 3 cm thick. Items should not be stored underneath the desk. Most stacked workstations with shelving at leg level are inappropriate.	

6 Keyboard	Y / N	Guidance	Remedial Action
6.1 Can the user position the keyboard in front of them?		Keyboard should be positioned so keyboard and screen are in line to prevent unnecessary twisting of upper torso	
6.2 Is there ample room to allow user to rest arms and wrist?		Typing with forearms on the desk reduces tension in the upper back. A space of at least 100 - 150mm should be available.	

6.3 Does keyboard have a tilt capability?		Some keyboards have a built-in tilt which cannot be adjusted, this forces your wrists into a bent up positions which should be avoided. Consider replacement if this is the case Flat on the worktop is often the best position, to avoid bending the wrists.	
6.4 Are the characters on keyboard legible?		Keyboard should be kept clean and characters legible, replacement of keyboard to be considered if characters are not legible	

7 Mouse	Y / N	Guidance	Remedial Action
7.1 Is the mouse close to the work area and at keyboard height?		The mouse should be positioned as close as possible to the keyboard. Do not leave your hand on the mouse when it is not being used. Are you aware of the shortcut keys? This may help to avoid over-using the mouse. Your arm should be relaxed when using the mouse.	
7.2 If mouse has a roller ball does the user know how to clean the mouse?		An older mouse uses a roller ball rather than an optical sensor. These require frequent cleaning and an appropriate mat. Consider replacement with an optical mouse.	

8 Display Screen	Y / N	Guidance	Remedial Action
8.1 Is the screen separate from the keyboard?		If laptop is used consideration should be given to use of a docking station, separate mouse, keyboard and laptop riser.	
8.2 Are the characters readable?		If software allows alter, if not contact supervisor or IT department	
8.3 Is the screen image free of flicker and movement?		Inform supervisor or contact IT department	
8.4 Is screen brightness and contrast adjustable by the user?		Most flat screen displays have this capability Inform supervisor or contact IT department Set contrast & brightness to personnel preference.	
8.5 Does the screen swivel and tilt?		Consideration to replace if screen does not have this capability	
8.6 Is the top of the screen level with user's eyes?		The neck should be straight. A slightly downward gaze is most comfortable for the eyes.	
8.7 Is the screen at a comfortable viewing distance?		Generally an arm length is suitable but can vary from user to user.	

9 Document Holder	Y / N	Guidance	Remedial Action
9.1 If you copy from an external paper source, do you have a document holder?		If you frequently copy from a paper source, you should have a document holder to reduce the risk of Upper Limb Disorders from inappropriate neck position when reading documents. A document holder should support all source documents adequately	

9.2 If you do use a document holder, is it positioned next to the screen?		The document holder should be positioned as close to the screen as possible to reduce the need to turn/twist when referring to text on/off the screen	
---	--	---	--

10 Reflection/Glare	Y / N	Guidance	Remedial Action
10.1 Is lighting appropriate for the type of work and the user's vision requirements?		The type of lighting and its position are important. Indirect light from up lighters can be considered. An additional desk lamp may help. Ceiling lights that work well in large offices may create disturbing changes in light intensity in small offices	
10.2 Is the screen free from glare or reflection? (A mirror placed in front of the screen can be used to check where reflections are coming from)		If glare is caused by windows, try closing the curtains/blinds. If none are present, discuss with your manager if blinds can be put in place or your workstation moved to 90° to the window. If glare is caused by overhead lighting, discuss with your manager if they can be switched off/dimmed and secondary lighting used instead	
10.3 Is the workstation positioned so that glare and reflection from light sources are avoided?		Try to move the desk or source of reflections. Adjust lighting or window coverings. Check that blinds work (vertical blinds are more effective than horizontal blinds), consider reflective film on windows	

11 Environment	Y / N	Guidance	Remedial Action
11.1 Has each worker 11m ³ working area not including furniture?		Calculate work area by height x width x depth (take ceiling as 3m max) and divide by number of occupants. When equipment and furniture are in the room additional space may be required.	
11.2 Are noise levels from associated equipment and work area low enough to avoid distraction?		Normal office noises such as people answering the telephone cannot be avoided. Try moving sources of noise, e.g. printers, away from your workstation/area. Consider networking printer/fax and photocopiers to reduce amount of equipment in office	
11.3 Are temperature levels generally comfortable?		Minimum temperature requirement 16° C. Comfortable sedentary work is generally around 20°C to 22°C. Please see Workplace Health, Safety and Welfare Policy for further guidance	
11.4 Is humidity level comfortable most of the time?		Use the Occupational Hygienist referral form to request assistance to measure humidity.	
11.5 Is working area free from hazards?		For example: too much furniture, trailing cables, manual handling, falling objects from shelves, boxes on floor and electric shock.	

We have discussed this assessment, understand the process and support the recommendations.

DSE User signature		Date	
Assessor signature		Date	
Manager signature		Date	

Action Plan

Remedial Action	Assigned To	Date Completed

Appendix 4

Equipment and environment guidance

General Comment

The use as such of the equipment must not be a source of risk for users.

Display Screen

The characters on the screen shall be well-defined and clearly formed, of adequate size and with adequate spacing between the characters and lines.

The image on the screen should be stable, with no flickering or other forms of instability.

The brightness and the contrast between the characters and the background shall be easily adjustable by the operator or user, and also be easily adjustable to ambient conditions.

The screen must swivel and tilt easily and freely to suit the needs of the operator or user. It shall be possible to use a separate base for the screen or an adjustable table.

The screen shall be free of reflective glare from any light source natural or man made and free from reflections liable to cause discomfort to the operator or user.

Keyboard

The keyboard must be able to tilt and separate from the screen so as to allow the operator or user to find a comfortable working position avoiding fatigue in the arms or hands.

The space in front of the keyboard shall be sufficient to provide support for the hands and arms of the operator or user, a recommended 10cm to 15cm should be available.

The keyboard shall have a matt surface to avoid reflective glare.

The arrangement of the keyboard and the characteristics of the keys shall be such as to facilitate the use of the keyboard.

The symbols on the keys shall be adequately contrasted and legible from the design working position.

Work desk or work surface

The work desk or work surface shall have a sufficiently large, low-reflectance surface and allow a flexible arrangement of the screen; keyboard, documents and related equipment, for guidance see (Appendix 5)

There shall be adequate space for operators or users to find a comfortable position.

The document holder shall be stable and adjustable and shall be positioned so as to minimise the need for uncomfortable head and eye movements.

Work chair

The work chair shall be suitable and sufficient for the user to obtain a comfortable seating position, for guidance on good seating position see (Appendix 6)

The work chair shall be stable and allow the operator or user easy freedom of movement and a comfortable position.

The seat shall be adjustable in height.

The seat back shall be adjustable in both height and tilt.

A footrest shall be made available to any operator or user who wishes one.

Environment

Space requirements

The workstation shall be dimensioned and designed so as to provide sufficient space for the operator or user to change position and vary movements.

Lighting

Any room lighting or task lighting provided shall ensure satisfactory lighting conditions and an appropriate contrast between the screen and the background environment, taking into account the type of work and the vision requirements of the operator or user.

Possible disturbing glare and reflections on the screen or other equipment shall be prevented by co-ordinating workplace and workstation layout with the positioning and technical characteristics of the artificial light sources.

Reflections and glare

Workstations shall be so designed that sources of light, such as windows and other openings, transparent or translucent walls, and brightly coloured fixtures or walls cause no direct glare and no distracting reflections on the screen.

Windows shall be fitted with a suitable system of adjustable covering to attenuate the daylight that falls on the workstation.

Noise

Noise emitted by equipment belonging to any workstation shall be taken into account when a workstation is being equipped, with a view in particular to ensuring that attention is not distracted and speech is not disturbed. Consideration should be given to networking printers, fax machines and sharing photocopier to reduce noise levels.

Heat

Equipment belonging to any workstation shall not produce excess heat which could cause discomfort to operators or users. Consideration should be given to sharing heat producing equipment could reduce the temperature of the working environment

Radiation

All radiation with the exception of the visible part of the electromagnetic spectrum shall be reduced to negligible levels from the point of view of the protection of operators' or users' health and safety.

Humidity

An adequate level of humidity shall be established and maintained.

Interface between computer and operator/user

In designing, selecting, commissioning and modifying software, and in designing tasks using display screen equipment, the employer shall take into account the following principles:

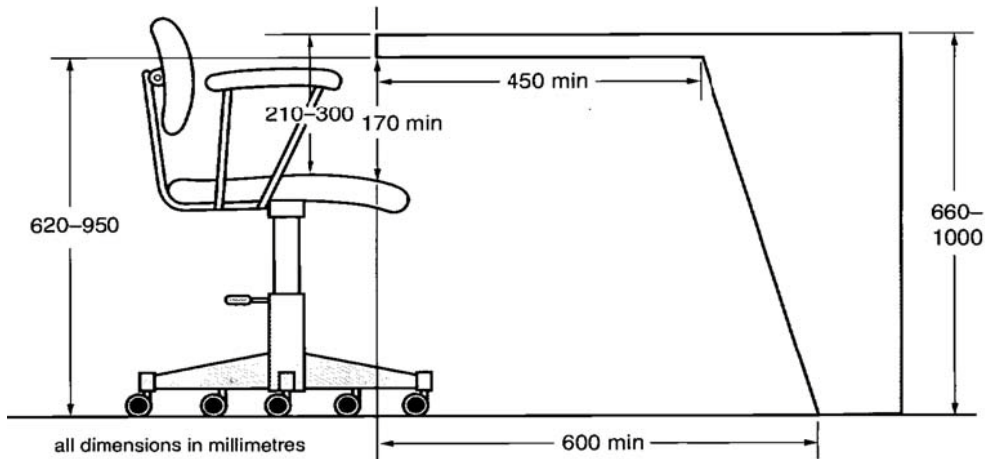
Software must be suitable for the task;

Software must be easy to use and, where appropriate, adaptable to the level of knowledge or experience of the operator or user; no quantitative or qualitative checking facility may be used without the knowledge of the operators or users;

Systems must provide feedback to operators or users on the performance of those systems; Systems must display information in a format and at a pace, which are adapted to operators or users;

The principles of software ergonomics must be applied, in particular to human data processing.

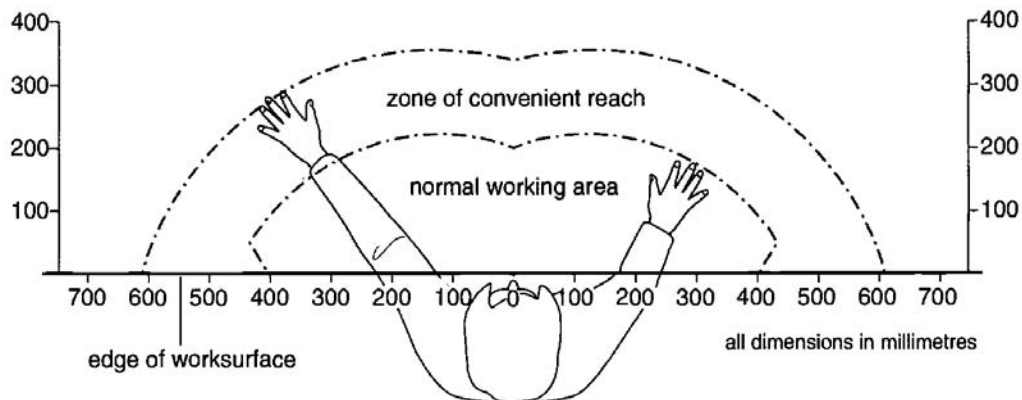
Appendix 5 – Workstation layout advice



SEAT BACK ADJUSTABLE GOOD LUMBAR SUPPORT SEAT HEIGHT ADJUSTABLE
 NO EXCESS PRESSURE ON UNDERSIDE OF THIGHS AND BACKS OF KNEES FOOT
 SUPPORT IF NEEDED
 SPACE FOR POSTURAL CHANGE, NO OBSTACLES UNDER DESK FOREARMS
 APPROXIMATELY HORIZONTAL
 WRISTS NOT EXCESSIVELY BENT (UP, DOWN OR SIDEWAYS)

SCREEN HEIGHT AND ANGLE TO ALLOW COMFORTABLE HEAD POSITION

SPACE IN FRONT OF KEYBOARD TO SUPPORT HANDS/WRISTS DURING PAUSES
 IN KEYING



Reach in the horizontal plane. (The distances shown can be reached by 95% of women)



Figure 1: Subjects dealt with in the Schedule

ADEQUATE LIGHTING

ADEQUATE CONTRAST, NO GLARE OR DISTRACTING REFLECTIONS

DISTRACTING NOISE MINIMISED

LEG ROOM AND CLEARANCES TO ALLOW POSTURAL CHANGES

WINDOW COVERING IF NEEDED TO MINIMISE GLARE

SOFTWARE: APPROPRIATE TO TASK, ADAPTED TO USER, PROVIDING FEEDBACK ON SYSTEM STATUS, NO UNDISCLOSED MONITORING

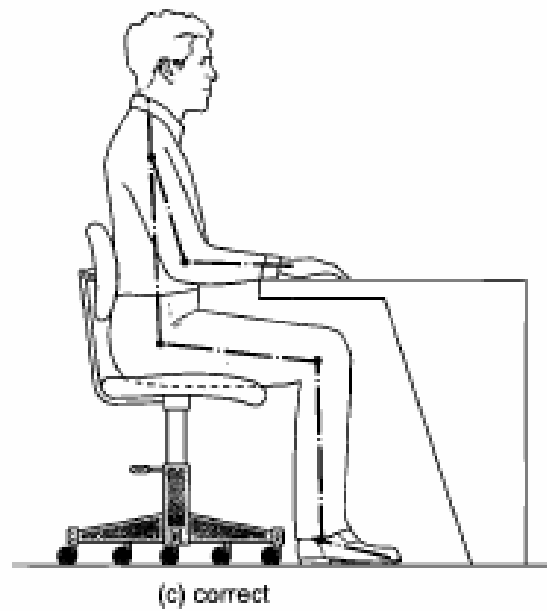
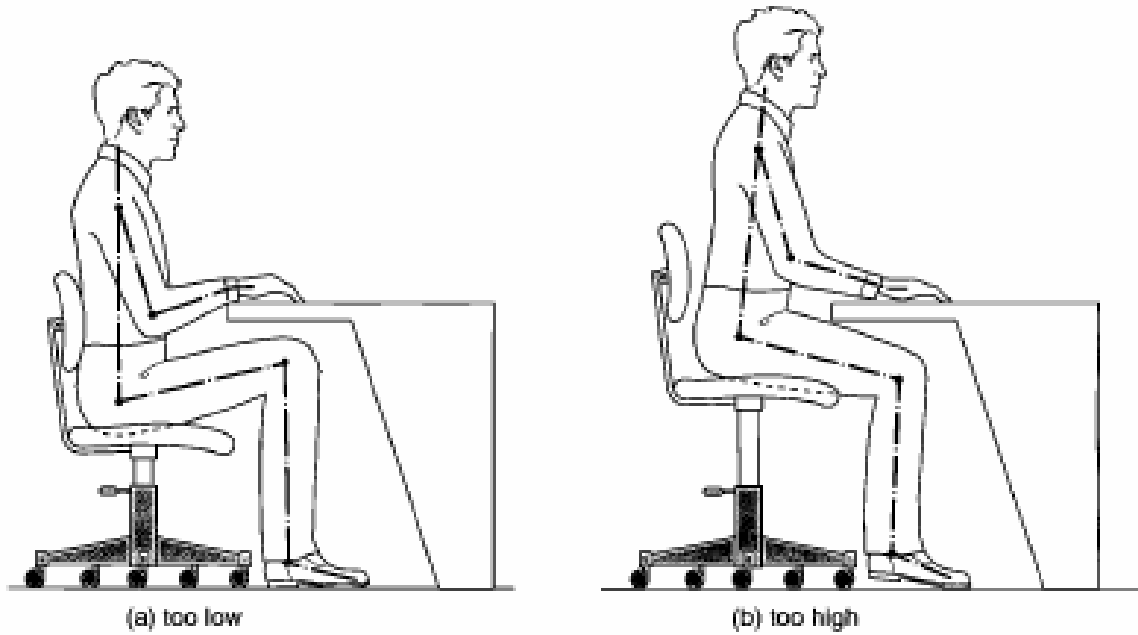
SCREEN: STABLE IMAGE, ADJUSTABLE, READABLE, GLARE/REFLECTION FREE

KEYBOARD: USEABLE, ADJUSTABLE, DETACHABLE, LEGIBLE

WORK SURFACE: ALLOW FLEXIBLE ARRANGEMENT OF EQUIPMENT AND DOCUMENTS, GLARE FREE CHAIR: STABLE AND ADJUSTABLE FOOTREST IF USER NEEDS ONE

Appendix 6

Seating posture advice



Well and poorly adjusted seats

Appendix 7

Health issues related to DSE use

INTRODUCTION

The Health and Safety (Display Screen Equipment) Regulations 1992, which were one of the first in a number of Regulations from the European Community, have served to heighten the awareness of hazards associated with display screen equipment of visual display units. The Regulations came into force on January 1993 and set standards for workstations, analysis of workstations, eyesight testing and other related issues. The Regulations are designed to minimise risk in what is already regarded as a 'low risk' activity.

The potential health problems of importance are those associated with poor workstations, work routine and poor user posture. There are no other proven problems arising from DSE use.

WORK RELATED UPPER LIMB DISORDERS

Conditions of the arm, hand, elbow and shoulder areas linked to work activities are now described as work related upper limb disorders. These conditions can involve aches, pains and tingling sensations in the upper back, neck, shoulders or upper limbs. Proper workstation design and use, and training in keyboard techniques, use of mouse, plus avoidance of sustained keyboard use without breaks should prevent their occurrence. Failure to recognise the onset of problems early and take remedial action can lead to disabling conditions.

EYE AND EYESIGHT EFFECTS

Like other visually demanding tasks, DSE work does not cause eye damage but it makes workers with pre-existing vision defects more aware of them. Some workers may experience temporary visual fatigue, leading to a range of symptoms such as impaired visual performance, red or sore eyes and headaches, or the adoption of awkward posture which can cause further discomfort in the limbs. Such uncorrected defects can make work with a display screen more tiring or stressful than would otherwise be the case.

FATIGUE AND STRESS

These symptoms can appear when tasks are demanding, difficult through poor work design, when adequate breaks are not taken, when the physical environment is unsatisfactory or when users have little or no control over their work activity. The risks of display screen equipment users developing such symptoms can be minimised by following the principles of careful design, selection and disposition of display screen equipment and good layout of the user's workplace. The environment task and training, consultation and involvement of the user are also key factors in this area.

OTHER CONCERNS

- Radiation Effects: There is no substantial evidence of either ionising radiation or electro- magnetic field adverse effects associated with DSE use. In spite of this manufacturers have further reduced the already minute levels of both.
- Facial Dermatitis: There is no evidence of a direct link between this rare condition and DSE use, although environmental factors may be relevant.
- Pregnancy: In spite of early reports, there is no evidence to demonstrate adverse pregnancy outcome such as miscarriages. Any woman expressing concern on this matter should contact the Occupational Health Service.
- Epilepsy: A small number of people have photosensitive epilepsy, which is triggered by flickering light. Even those rare cases affected by television are not usually affected by DSE screens because of their fast scanning rate. Should the situation arise, person concerned should be referred to the Occupational Health Service for review.

MEASURES TO REDUCE RISK

Refer to Appendices 5 and 6

The figures and description of a workstation show the design, equipment and measures to take, which will minimise the risk of developing physical problems.

It is important that, as a 'user' you set up your chair, furniture and equipment for your maximum comfort and ease of use. You have a key role in preventing the onset of problems by working safely.

EYE AND EYESIGHT TESTING (See Appendices 8-11)

While there is no evidence that DSE use leads to damage to your eyes or vision, it is recognised that users may become aware of naturally occurring vision problems and may be transiently affected by less optimal working conditions.

You must ensure that you undergo an eyesight and eye examination when you become a DSE user, and at suitable intervals thereafter. In Scotland you have access to free eyesight tests which are carried out by an Ophthalmic Optician, or a registered Medical Practitioner with suitable qualifications. If you believe that you are having eye or vision problems attributed to DSE use you must report this to your line manager and record formally on Datix. Your manager will investigate the situation to ensure that the problem is not caused by local work situation and will make whatever arrangements apply at your department. If as a result of an examination it transpires that you require special glasses to enable you to use your DSE, your employer i.e. manager will pay £50 for the basic frames and lenses suitable for the purpose. Your manager should provide you with completed Form DSE/VDU1 which you take to an optician along with Form DSE/VDU2. Following your eyesight test you should take the Opticians Report (Appendix 9) and your receipted account to your manager. Your manager will arrange reimbursement of costs (Appendix 10). If you want anything other than this, or your eye problem relates to your ability to read or see whilst driving for example, then any charges unrelated to DSE use are your responsibility. If the user's ordinary prescription is suitable for DSE work the employer does not have to pay for your spectacles.

EARLY IDENTIFICATION OF WORK RELATED HEALTH PROBLEMS

Having been informed of the way in which DSE related problems present themselves, it is important that you report any persisting problems to your supervisor so that your work situation may be investigated. It is an employee's personal responsibility to report any health concerns on Datix web. You can be referred to the Occupational Health Service or your own Doctor for assessment if you so wish.

Remember all the recognised problems are treatable if caught early. If however, you let them become chronic before reporting them, there is a risk of some degree of permanent disability.

GENERAL SAFETY

Keep your workstation and space tidy.

If you are having problems over access, disturbance by passers by or there are fire or cable trip hazards, discuss them with your supervisor or manager.

Keep food and drinks away from your keyboard, screen and other electrical equipment. Use your furniture and equipment as you have been shown how.

Mobile telephones, tablets or other IT equipment that are in prolonged use to compose and edit text, view images or connect to the Internet should be individually assessed as their usage may make them subject to the DSE Regulations despite having a small screen.

Appendix 8– letter to Optician

NHS Greater Glasgow and Clyde

Your ref: _____

Our ref: **DSE/VDU2** _____

Date: _____

FORM DSE/VDU2

LETTER TO OPTICIAN

Dear Optician

.....has elected to have an eyesight test because he/she uses/will be using a DSE/VDU at work.

If as a result of the test you consider that needs spectacles, or a changed prescription, to work with a DSE/VDU, we would be grateful if you could complete Form DSE/VDU2A and return it to our member of staff with your receipted account.

The cost of the basic corrective appliance prescribed to correct vision defects at the viewing distance or distances used specifically for the display screen work concerned, must be clearly shown on your account.

Yours faithfully

Appendix 9 – Opticians report

EYE EXAMINATION REPORT

FORM DSE/VDU2A

Report completed in respect of:

Surname _____ First Name _____

Date of Birth _____ Staff Payroll Number _____

NHS Greater Glasgow and Clyde _____ (office name)

Date DSE/VDU work commenced

Size of screen character: Max 30sq mm = 1 character

Form of screen character. "tick" as appropriate: letters

numbers

mixture

Maximum working distance in centimetres to:

Screen: 66.04 Keyboard: 40.00 Document: 66.04

Position of document relative to screen: SIDE

Size of print on additional documents: Max 60sq mm - 1 character

THIS SECTION TO BE FULLY COMPLETED

I am conversant with the statement of Good Practice issued by The British College of Optometrists.

Having examined the above named, I confirm he/she *does/does not require a corrective appliance for working with a VDU.

**Delete as appropriate.*

Does the patient normally wear spectacles/contact lenses? *Yes/No

**Delete as appropriate*

If YES, does the patient satisfy the standard with existing spectacles/ contact lenses

*Yes/No

**Delete as appropriate*

If NO, I confirm the appliance now prescribed is solely for DSE/VDU parameters.

Recommended date of next Eyesight test

Remarks Optician's Stamp

Signed

Date

Appendix 10 – Re-imbusement request form

NHS Greater Glasgow and Clyde

Direct Line: _____ Your Ref: _____
Direct Fax: _____ Our Ref: _____
Date: _____

FORM 3

LETTER TO THE CREDITORS

EMPLOYEE NAME _____
FULL HOME ADDRESS _____

FINANCIAL CODE _____

I confirm that I have approved reimbursement for costs incurred by the employee above in obtaining:

Corrective spectacles for working with a VDU. Amount =
Total Cost =

I enclose a copy of form VDU 2A and the optometrist's receipted account

DATE / / _____

MANAGER _____
DEPARTMENT _____

VDU3

Appendix 11 – Laptop Guidance

Any employee using continuous spells of an hour or more may be regarded as a ‘user’ under the DSE Regulations.

Laptops and tablets may not be ergonomically designed for constant use. They utilise a fixed design not adaptable to an individual user which can, over time, lead to musculoskeletal disorders. Wherever possible, a separate keyboard, mouse and laptop stand should be used to improve the ergonomics arrangement if a docking station is not available.

Guidance –

- Position the laptop directly in front of you.
- Use an external mouse and keyboard where possible
- Use a proper desk rather than a bench or lap
- Keep the mouse and keyboard towards the edge of your desk
- Adjust your chair so that your desk allows your arms to work comfortably at the keyboard
- Raise the laptop so the top of the screen is just at your eye level. (Portable and fixed Laptop stands can be purchased)
- Sit comfortably, well back but straight in your chair to keep your head directly over your shoulders
- Don’t lean on your desk while typing and keep your elbow in line with your shoulders, hanging loosely at your side
- When using the laptop keyboard, try not to drop your wrists or rest on them. Instead move your hands freely on the keyboard and keep your hands in line with your shoulders
- Avoid prolonged carrying of laptops. If this is unavoidable try an alternative back pack or trolley design case.

