

Lothian Operational Standard

LB-HS-121 Display Screen Equipment

This Standard details the minimum requirements for ensuring compliance with health and safety legislation and implementation of the Lothian buses' H&S Policy Statement.

1. INTRODUCTION

Computers are possibly the most commonly used work equipment in our business. DSE¹ is associated with a number of postural and eye symptoms which do not indicate serious ill health problems but it makes sense to avoid them as far as possible and by making a few simple adjustments of the workstation working with DSE can be made more comfortable for users preventing ill health.

Employees will carry out a self-completed risk assessment to help assess and/or evaluate the Health and Safety risks to them as users taking appropriate measures to eliminate or sufficiently reduce any identified risk or hazards.

2. POLICY STATEMENT

Lothian Buses will endeavour to ensure that all Display Screen Equipment (DSE) workstations meet all requirements of legislation, regulation and best industry practice. We will ensure that DSE Users² daily work load and work activities are planned to allow for periodic interruptions, breaks or changes of work activities. Consideration is taken to the design of the workstation, temperature and humidity, plus task design and the software used to reduce the risks to employees and temporary staff using computer-based equipment.

3. SUMMARY OF REQUIREMENTS

The Health and Safety (Display Screen Equipment) Regulations aim to protect the health of people working with Display Screen Equipment (DSE) and require employers to:

- Analyse the workstations to assess and reduce risk
- Ensure workstations meet the specified legal requirements
- Allow keyboard operators to govern the pace at which they work and to have regular breaks. Employees should use any rest periods to perform non-keyboard tasks or walk about, take exercise rather than to stay at their desks
- Provide, on request and free of charge, eye and eyesight tests and spectacles, if they are needed specifically for the use of DSE

¹ DSE - Display Screen Equipment, also known as Visual Display Unit (VDU) i.e. personal computer or other display showing text, numbers or graphics

² DSE User - a person who uses DSE habitually i.e. uses DSE for more than an hour at a time on a daily basis, or those who are required to transfer data quickly or accurately to or from the DSE

- Provide information and training such that the 'user' understands the risks and is able to make adjustments to the workstation themselves in order to avoid or reduce risk

The assessment, once completed does not need to be repeated for 2 years, unless the circumstances change affecting its validity i.e. relocating the user to different workstation, the onset of a postural problem or DSE associated ill health, changes to the work load /task etc.

Exclusions from the requirements of DSE Regulations:

- The voluntary use of DSE at home for work purposes
- Use of laptops unless in prolonged use (if DSE regulations do not apply you will need to assess the risks generally under Management of Health and Safety at Work Regulations)

4. WHAT NEEDS TO BE DONE

Assessment of Risks

- 4.1 Line managers must identify 'users' of display screen equipment and any personnel who might be at risk within their teams.

DSE Users are defined as using DSE daily for more than an hour at a time on a daily basis or those who are required to transfer data quickly or accurately to or from the DSE.

- 4.2 Managers must ensure that assessments are carried out for all workstations operated by the DSE Users including:

- Workstations at home, where working from home is a requirement of the job
- Workstations being operated by agency personnel regardless of whether temporary or permanent.

- 4.3 Identified employees shall undertake the DSE e-learning training course prior to performing the digital self-completion DSE assessment to help assess and/or evaluate the health and safety risks to them as users. Line managers and Company trained DSE assessors will receive email notification of completed assessments and shall ensure between them, that any highlighted issues requiring resolution are addressed.

- 4.4 Assessments of workstations for home workers may be carried out by home worker using a simplified self-assessment questionnaire following adequate training and with the support of the line manager and/or the local H&S Specialist as necessary.

- 4.5 The line manager must ensure any completed paper DSE assessments for the personnel for which he/she is responsible are forwarded to the Personnel

Department for filing. An example DSE Assessment Record Form is given in Appendix 1.

- 4.6 It is important that the DSE Assessor is able to recognize their limitation. Where the assessment is complicated due to particular features of the workstation or there are vulnerabilities which need to be specially considered the DSE Assessor must seek the advice and/or assistance of the H&S Manager.
- 4.7 DSE assessments must be reviewed following:
- A major change to the software being used;
 - A major change to any of the equipment (screen, keyboard, input devices, etc.)
 - A major change in workstation furniture;
 - A substantial increase in the amount of time required to be spent using DSE;
 - A substantial change in other task requirements (for example greater speed or accuracy);
 - If the workstation is relocated (even if all equipment and furniture remain the same);
 - If major features of the work environment, such as the lighting, are significantly modified.

Or in any event, at least every two years.

Risk Reduction

- 4.8 Workstations must meet the minimum requirements of the Schedule of the Regulations (see Appendix 2).
- 4.9 The preferred option in an office environment is standard desktop PC as this will ensure all the minimum requirements for workstations are fully met.
- 4.10 Where lap tops are in prolonged use there are risks from postural problems associated with the low, fixed position of the screen. Their portability means that some of the detailed requirements of the schedule cannot be complied with. The use of a docking station and peripheral equipment e.g. monitor, keyboard, mouse etc., are strongly recommended.
- 4.11 Line managers must ensure that recommendations from the assessments are implemented as far as reasonably practical.
- a. **Postural problems** may be overcome by simple adjustments to the workstation such as repositioning equipment or adjusting the chair. Postural problems can also indicate a need to reinforce the user's training (for example on correct hand position, posture, how to adjust equipment). New equipment such as a footrest or document holder may be required in some cases.
 - b. **Visual problems** may be tackled by straightforward means such as repositioning the screen or using blinds to avoid glare, placing the screen at a more

comfortable viewing distance from the user, or by ensuring the screen is kept clean. In some cases, new equipment such as window blinds or more appropriate lighting may be needed.

- c. **Fatigue and stress** may be alleviated by correcting obvious defects in the workstation as indicated in items (a) and (b) above, and ensuring the software is appropriate to the task. In addition, as in other kinds of work, good design of the task will be important. Wherever possible, the task should provide users with a degree of personal control over the pace and nature of their tasks (see Planning Users Activities). Proper provision must be made for training and information, not only on health and safety risks but also on the use of software.

Planning of DSE Users' Activities

- 4.12 Work activities must be planned to enable a mix of screen and non-screen-based tasks or otherwise should include periodic activity changes away from the DSE.

Provision of Eye Tests

- 4.13 All employees who use DSE habitually are entitled to an eye test by an optician even if they already wear spectacles. If there is a cost for the test, the cost will be met by the business (you can have a free eye examination **once every two years** if you are between 16 and 59 years old.)
- 4.14 All identified users will be entitled to eyesight tests before starting display screen work and at regular intervals thereafter. If special glasses are required for DSE use, Lothian will provide funding for the cost of basic corrective devices.
- 4.15 Normal corrective appliances, i.e. not solely for DSE work, are at the user's own expense.
- 4.16 The procedure to be followed is:
- The DSE Operator must be classified as a User
 - Managers will ensure all users have received training on how to use a DSE correctly
 - A work station assessment must have been completed
 - If the User requires spectacles for DSE work only, the optician will provide the employee with a letter specifying that the corrective lenses are solely for DSE use and not to correct normal vision deficiencies e.g. long and short-sighted problems. In this case the letter should be submitted to the finance team and shall include the cost of the basic corrective lens and frames.

Employees wishing to upgrade lenses and frames or use their own optician may do so at their own cost.

Users must be provided with regular, repeat eye and eyesight tests after the initial test. The frequency of such testing shall be based on the optometrist's guidance.

Training, Instruction and information

Assessors

4.18 Health and Safety Practitioners (Reps) who have been nominated as DSE assessors must receive adequate training and information to enable them to address any issues raised by employee self-assessments on behalf of the line manager and should be competent in the following: -

- Knowledge of the application of DSE Regulations
- Identification of risks
- Knowledge of mitigation measures

DSE Users

4.19 All employees using DSE habitually must receive adequate training and information to ensure they understand the health risks and the measures that have been taken by the company to minimise those risks. The following information should be considered: -

- The User's role in the recognition of risks
- Simple explanation of the causes of risks (e.g., poor posture)
- The proper use of mitigating equipment
- The need for proper maintenance of equipment (e.g., screen cleaning)
- The need to take advantage of breaks and changes in activities
- The procedure for reporting problems or symptoms
- The company's responsibility to provide eyesight tests to Users

4.20 A programme must also be established to ensure users receive this training at induction and refresher training at intervals of between 3 and 5 years.

Records

4.21 Digital certification of completion of training will be retained

4.22 If information is issued, recipients may be requested to sign a record of issue to indicate they have received and understood it.

4.23 A record of following must be retained:

- a) DSE assessments for each DSE User
- b) Information relating to any referral made to occupational health and any associated reports or outcomes from the referral
- c) Any information that has been given to employees including date of issue, content and signed issue sheets

- d) Training records which include date of training, content of training and signed attendance sheets (where applicable).

5. WHO SHOULD DO IT

5.1 Managing Director must,

- Ensure that the requirements of this standard are fulfilled.
- Ensure responsibility is appropriately allocated for the management of DSE risks and necessary resources are made available to enable duties under the Health and Safety (Display Screen Equipment) Regulations to be fully discharged and any remedial actions addressed.

5.2 Directors and Senior Managers must:

- Ensure arrangements for assessing and controlling risks associated with DSE and workstations are in place at each location and that responsibilities for carrying out assessments and implementing control measures have been appropriately allocated within each team or group of employees or agency workers.

5.3 Line managers i.e. managers responsible for employees using DSE must:

- Arrange for workstations to be assessed and for assessments to be closed down
- Ensure workstations meet the requirements of the schedule of the Regulations
- Establish and maintain measures to reduce risks based on the outcome of the assessments
- Communicate the outcome of the assessment i.e. risks and precautions to the individual and provide adequate training in the adjustment of the workstation
- Review the assessment following significant changes to the workstation, environment, software, equipment or the task or pattern of work or if the employees' capabilities change

5.4 Occupational Health Providers must:

- Advise managers in the review of risk assessments and in the event of a referral, on rehabilitation of the employee in order to minimise further risk
- Ensure health records remain confidential

5.5 Health & Safety Manager must:

- Advise and assist with the assessments if requested by the DSE Assessor
- Advise managers on implementation of this standard and the measures needed to reduce exposure and risks
- Provide advice regarding the provision of training and information to employees

5.6 Employees must:

- Familiarise themselves with the risks and precautions associated with the use of DSE and associated workstations
- Make adjustments as necessary for their comfort and safe use of the DSE and observe any precautions indicated in training that they have received including all verbal or written instructions and make proper and full use of any systems and equipment provided for their safety
- Cooperate with management, and others who have responsibility for ensuring control measures are maintained at all times
- Stop, Think and 'Check' for potential hazards immediately before starting a task and to take into account changing circumstances throughout the task by carrying out a dynamic risk assessment³
- Not misuse or damage equipment which has been provided to reduce exposure and report any defects in control measures to their line manager
- Attend referral appointments as requested by the line manager
- Report any defects in control measure immediately to the line manager
- Notify the line manager immediately of the onset of any ill health effect and raise any concerns about their health and safety with their manager in the first instance

6. MEASURE

6.1 The requirements of this standard will be monitored by Lothian H&S Department to ensure effective implementation.

Evidence of effective management will include:

- The number of DSE associated conditions are recorded
- Good staff awareness of risks and how to make necessary adjustment of their workstation through completion of DSE awareness e-learning
- Completion of electronic DSE assessments

³ Dynamic Risk Assessment – An ongoing mental assessment by the employee which takes into account changing hazards, circumstances and capabilities immediately before and throughout the task/activity/shift.

7. AUDIT

- 7.1 Compliance with the requirements of this H&S Standard will be audited periodically in accordance with the Lothian Buses Audit Programme

8. REVIEW

- 8.1 This H&S Standard will be reviewed every 2 years or in accordance with Lothian Buses Policy following significant changes in the matter to which it relates

9. REFERENCES AND RESOURCES

- L26: Work with Display Screen Equipment Guidance on Regulations
- INDG36 (rev4): Working with display screen equipment (DSE)