

The Glasgow School of Art

Display Screen Equipment Procedure

March 2016

Policy Control

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Supersedes	Compliance Guidelines for Display Screen Equipment Regulations Display Screen Equipment Workstation Assessment Guidance Note Display Screen Equipment – Personal Assessment
Supporting Policy	Occupational Health and Safety Policy
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Benchmarking	The University of Glasgow, A step-by-step guide to assessment of Display Screen Equipment (DSE) University of the West of Scotland, Display Screen Equipment Procedure The University of Bristol, Display Screen Equipment Policy and Guidance The University of Bristol, Display Screen Equipment Assessors Handbook The University of Surrey, Display screen Equipment Policy The University of Bristol, Display Screen Equipment Assessors Handbook

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1. PURPOSE

This document outlines the requirements of the Display Screen Equipment (DSE) Regulations 1992 as amended by the Health and Safety (Miscellaneous Amendments) Regulations 2002 (DSE Regulations). Therefore, the purpose of this document is, to highlight the significant features of the regulations and provide guidance which will secure the maintenance and development of good working practices within the Glasgow School of Art (GSA).

The DSE regulations along with this procedure apply only to GSA staff that are classified as “users”. GSA has general duties under the Health and Safety at Work Etc. Act 1974 and related legislation. Those responsible for students should consider the advice and controls for use of DSE equipment when assessing risks to students.

The annexes to this procedure contain further information and tools to assist in its implementation. These are:

Annex 1: Workstation Assessment Procedure Flowchart

Annex 2: Steps to set up your workstation correctly

Annex 3: Minimum requirements for workstations

Annex 4: Workstation Self-Assessment Form

Annex 5: General Guidelines for Using Portable Display Screen Equipment

2. DEFINITIONS

For the purposes of this policy the following definitions apply:

Display Screen Equipment (DSE): any alphanumeric or graphic display screen, regardless of the display process involved. Guidance from the Health and Safety Executive has indicated that this includes both conventional display screens and those used in emerging technologies such as laptops, touch-screens and other similar devices.

User: an employee who habitually uses display screen equipment as a significant part of his normal work

Workstation: means an assembly comprising:

- 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.

3. RESPONSIBILITIES

3.1 Heads of School or the equivalent in Professional Support Areas

- Ensure there are clearly defined arrangements for the local management of Display Screen Equipment, including establishing procedures and designating responsibilities, in line with this guidance.

3.2 Heads of Departments and Programme Leaders or the equivalent manager in Professional Support Areas (referred to as line manager)

- Ensure user workstations are assessed and any associated risks are reduced as far as possible.
- Ensure workstations meet specified minimum requirements (See Annex 3).
- Provide staff with adequate information and guidance with regard to working with DSE.
- Ensure the provision of suitable equipment and furniture for DSE users working under their control.
- Respond to recommendations made by the Health and Safety Team and/or a GSA approved Occupational Health service in respect of the health and safety of DSE users.
- Through Human Resources, refer individuals who may be experiencing symptoms which could be related to DSE work to Occupation Health Services.

3.3 The DSE user

- Complete a Workstation Self-Assessment Form and highlight any significant findings to their line manager. The assessment should be reviewed in light of any significant changes to the DSE set up or working practices or every two years.
- Work with their line manager to resolve any issues arising from the workstation assessment.
- Report any problems which may be related to DSE work, to their line manager.

3.4 The Health and Safety Team

- Provide advice to line managers to assist in the resolution of issues arising from DSE assessment.

3.5 Human Resources:

- Provide advice and support for line managers with referrals to a GSA approved Occupational Health service.
- Provide line managers with information relating to eye tests for employees

4. DSE ASSESSMENT PROCEDURE

The overall procedure is outlined within the Workstation Assessment Procedure Flowchart (Annex1).

When completing a workstation assessment you should refer to Annex 2; Steps to Set up Your Workstation Correctly. The first step refers to the NHS Choices guidance on how to sit correctly and how bad posture contributes to health problems including back pain. There is also a short Video titled "Healthy back at work" which complements this advice.

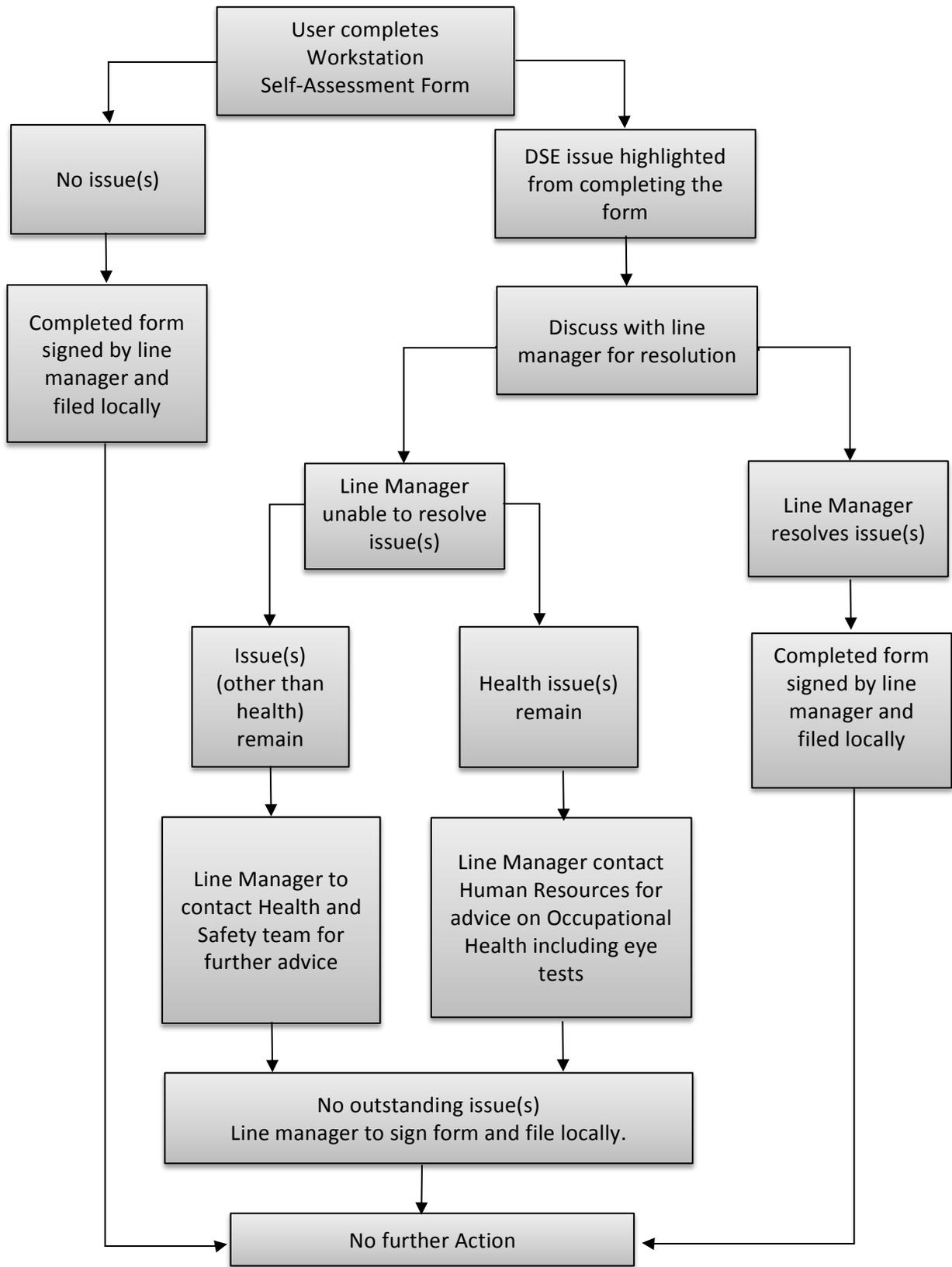
The first stage is for all employees who use DSE to complete the Workstation Self-Assessment Form (Annex 4). In some areas a workstation may be shared by more than one employee, where this occurs an assessment must be undertaken by each user using the workstation.

Following the completion of a workstation assessment:

- Completed workstation self-assessment forms and the results must be reviewed by the user's line manager and appropriate action taken to resolve any issue(s) highlighted.
- If there are no issue(s) highlighted, completed workstation self-assessment forms should be filed locally.
- If the results of the workstation self-assessment highlight any issue(s) within the user's workstation, line managers should work with the user to minimize any associated risks as far as possible.
- If the results of the workstation self-assessment highlight possible health issues, which cannot be resolved, the line manager should contact Human Resources for advice on possible referral to a GSA approved Occupational Health service.
- If the results of the workstation self-assessment highlight an eyesight test is required, line managers should contact Human Resources to obtain the VDU Form.
- Eye and eyesight tests are provided to DSE users on request and there is a procedure to reimburse users for corrective appliances (glasses) that are provided where they are required solely for DSE work.

Assessments should be repeated or reviewed if there are major changes to the equipment, environment, furniture, tasks or following an employee relocating workstations or every two years. Reports of ill health can also indicate that a reassessment of the workstation is required.

Annex 1; Workstation Assessment Procedure Flowchart



Annex 2; Steps to Set up Your Workstation Correctly

1. Before you begin ...	<p>Following the links to NHS Choices below will allow you to visualize the next steps and provide you with further guidance:</p> <ol style="list-style-type: none"> 1) How to sit correctly which includes the video “Healthy back at work” 2) Prevent RSI 3) Laptop Health
2. Seated Posture	<ul style="list-style-type: none"> • Adjust the chair back angle for support; this should be fairly upright when typing. Adjust the chair back height to give support to the small of your back. • Adjust the seat height so that your elbows are just above the desk (relaxed shoulders, vertical upper arms, elbows bent at right angles). • Your wrists should be in a relaxed, neutral position over the keyboard. • Ensure armrests do not prevent you getting close enough to the desk or obstruct your elbows whilst typing. If necessary, request that armrests are removed. • Your thighs should be approximately horizontal. • If thighs are not horizontal or your feet are not flat on the floor, use a footrest. • Ensure that there is no undue pressure on the underside of your thighs.
3. Input Devices	<ul style="list-style-type: none"> • The keyboard should be directly in front of you and at a distance to allow you to maintain relaxed shoulders, elbows at right angles and a neutral wrist posture. • Position your mouse close to the side of the keyboard and within easy reach. Take your hand away from the mouse when not in use. • Use keyboard shortcuts as an alternative to the mouse.
4. Screen reflection & glare	<ul style="list-style-type: none"> • The screen viewing distance should be at approximately arm’s length. • Screen height should prevent excessive movement of the head and neck. • Top of the screen at or just below eye level. This will depend on typing style, software used, glasses worn and tasks performed. Screen tilted back slightly. • Glare and reflections should be avoided by adjusting lights and closing blinds.
5. Local environment	<ul style="list-style-type: none"> • Lighting should be sufficient for the task. • Workplace temperature should be at least 16° C. Draughts should be reported • Noise that distracts or affects concentration should be reported.
6. Desk & drawers	<ul style="list-style-type: none"> • Your body position should be ‘squared-up’ to the desk. • Avoid sitting twisted. Shoulders should be in line with your hips. Drawers, CPUs, waste bins, etc. should not obstruct your legs.
7. Document position	<ul style="list-style-type: none"> • Use a document holder or position documents to reduce head and neck movement, e.g. between the screen and keyboard
8. Equipment position & work area	<ul style="list-style-type: none"> • Place frequently used items within easy reach. • Don’t cradle the phone between shoulder and chin. Hold the handset or consider a headset if you frequently use the phone and PC together. • Make sure the area around your desk is free from obstructions& trip hazards.
9. Workplace organisation	<ul style="list-style-type: none"> • Organise your work so that you have reason to get up out of your chair and away from your workstation at least once an hour, e.g. collecting documents, filing. As far as possible, do not locate printers on your desk or within reaching distance. Adopt a variety of postures throughout the day.
10. Vision	<ul style="list-style-type: none"> • Ensure you are aware of your entitlement to eye and eyesight testing (even if you already wear glasses). See your optician for a free eye test. • Have regular eye tests. Follow your optician’s guidance on repeat eye testing.
11. Software	<ul style="list-style-type: none"> • Software should be suitable for the tasks performed. • You should understand how to use the software to perform the tasks required
12. Health	<ul style="list-style-type: none"> • If you experience any aches or pains or headaches which you feel may be related to your workstation use, you should inform your line manager in the first instance.
13. Other issues	<ul style="list-style-type: none"> • If you have any problems related to the use of any workstation, you must report them to your line manager as soon as possible.

Annex 3; Minimum Requirements for Workstations

1. Equipment

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 and reflections liable to cause discomfort to the operator or user.

Keyboard

- The keyboard shall be tiltable 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.
- 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.
- The document holder shall be stable and adjustable and shall be positioned so as to minimise the need for uncomfortable head and eye movements.
- There shall be adequate space for operators or users to find a comfortable position.

Work chair

- 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 and seat back shall be adjustable in both height and tilt.
- A footrest shall be made available to any operator or user who wishes one.

2. 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 Schedule Work with display screen equipment 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 coordinating 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.

Heat

- Equipment belonging to any workstation shall not produce excess heat which could cause discomfort to operators or users.

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

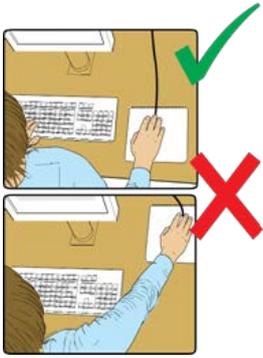
- An adequate level of humidity shall be established and maintained

Annex 4; Workstation Self-Assessment Form

Workstation Self-Assessment Form			
School/Professional Support Area			
Department			
Employee Name			
Line Manager			
Date of Completion		Date of Review	
Summary of Actions			
Section 1 : Keyboards			
Section 2 : Mouse, Trackball etc.			
Section 3 : Display Screens			
Section 4 : Software			
Section 5 : Furniture			
Section 6 : Environment			
Section 7 : Laptop etc.			
Section 8: Other			
Employee Signature		Date	
Line Manager Signature		Date	
<small>This template has been extracted from <i>Working with display screen equipment (DSE): A brief guide Leaflet INDG36 (rev4) HSE books 2013</i>. This original is available here : www.hse.gov.uk/pubns/indg36.htm</small>			

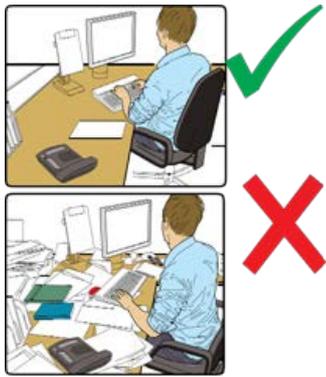
Workstation Self-Assessment Form

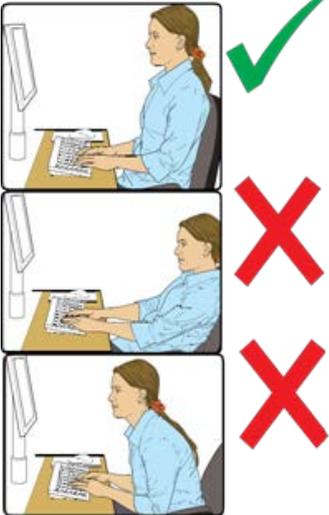
Risk Factors	Tick Answer		Things to Consider	Action to Take
	Yes	No		
Section 1 : Keyboards				
Is the keyboard separate from the screen?			This is a requirement, unless the task makes it impracticable (e.g. where there is a need to use a portable).	
Does the keyboard tilt?			Tilt need not be built in	
Is it possible to find a comfortable keying position? 			Try pushing the display screen further back to create more room for the keyboard, hands and wrists. Users of thick, raised keyboards may need a wrist rest.	
Does your set up workstation allow good typing technique?			Training can be used to prevent: <ul style="list-style-type: none"> • hands bent up at the wrist; • hitting the keys too hard; • overstretching the fingers. 	
Are the characters clear and readable?			Keyboards should be kept clean. If characters still can't be read, the keyboard may need modifying or replacing. Use a keyboard with a matt finish to reduce glare and/or reflection.	

Risk Factors	Tick Answer		Things to Consider	Action to Take
	Yes	No		
Section 2 : Mouse, trackball etc.				
Is the device suitable for the tasks it is used for?			If you are having problems, try a different device. The mouse and trackball are general-purpose devices suitable for many tasks, and available in a variety of shapes and sizes. Alternative devices such as touch screens may be better for some tasks (but can be worse for others).	
Is the device positioned close within comfortable reach? 			Most devices are best placed as close as possible, e.g. right beside the keyboard. Training may be needed to: <ul style="list-style-type: none"> • prevent arm overreaching; • encourage users not to leave their hand on the device when it is not being used; • encourage a relaxed arm and straight wrist. 	
Is there support for your wrist and forearm?			Support can be gained from, for example, the desk surface or arm of a chair. If not, a separate supporting device may help. You should be able to find a comfortable working position with the device.	
Does the device work smoothly at sufficient speed?			See if cleaning is required (e.g. of mouse ball and rollers). Check the work surface is suitable. A mouse mat may be needed.	
Can you easily adjust software settings for speed and accuracy of pointer?			Users may need training in how to adjust device settings.	

Risk Factors	Tick Answer		Things to Consider	Action to Take
	Yes	No		
Section 3 : Display Screens				
Are the characters clear and readable? 			Make sure the screen is clean and cleaning materials are available. Check that the text and background colours work well together.	
Is the text size comfortable to read?			Software settings may need adjusting to change text size.	
Is the image stable, i.e. free of flicker and jitter?			Try using different screen colours to reduce flicker, e.g. darker background and lighter text. If there are still problems, get the set-up checked, e.g. by the equipment supplier.	
Is the screen's specification suitable for its intended use?			For example, intensive graphic work or work requiring fine attention to small details may require large display screens.	
Are the brightness and/or contrast adjustable?			Separate adjustment controls are not essential, provided you can read the screen easily at all times	
Does the screen swivel and tilt?			Swivel and tilt need not be built in; you can add a swivel and tilt mechanism. However, you may need to replace the screen if: <ul style="list-style-type: none"> • swivel/tilt is absent or unsatisfactory; • work is intensive; and/or • you have any problems getting the screen to a comfortable position. 	

Risk Factors	Tick Answer		Things to Consider	Action to Take
	Yes	No		
Is the screen free from glare and reflections?			<p>Use a mirror placed in front of the screen to check where reflections are coming from.</p> <p>You might need to move the screen or even the desk and/or shield the screen from the source of the reflections.</p> <p>Screens that use dark characters on a light background are less prone to glare and reflections.</p>	
Are adjustable window coverings provided and in adequate condition?			<p>Check that blinds work. Blinds with vertical slats can be more suitable than horizontal ones.</p> <p>If these measures do not work, consider anti-glare screen filters as a last resort and seek specialist help.</p>	
Section 4 : Software				
Is the software suitable for the task?			<p>Software should help the user carry out the task, minimise stress and be user-friendly.</p> <p>Users should have appropriate training in using the software.</p> <p>Software should respond quickly and clearly to user input, with adequate feedback, such as clear help messages.</p>	

Risk Factors	Tick Answer		Things to Consider	Action to Take
	Yes	No		
Section 5 : Furniture				
<p>Is the work surface large enough for all the necessary equipment, papers etc.?</p> 			<p>Create more room by moving printers, reference materials etc. elsewhere.</p> <p>If necessary, consider providing new power and telecoms sockets, so equipment can be moved.</p> <p>There should be some scope for flexible rearrangement</p>	
<p>Can you comfortably reach all the equipment and papers they need to use?</p>			<p>Rearrange equipment, papers etc. to bring frequently used things within easy reach.</p> <p>A document holder may be needed, positioned to minimise uncomfortable head and eye movements.</p>	
<p>Are surfaces free from glare and reflection?</p>			<p>Consider mats or blotters to reduce reflections and glare.</p>	
<p>Is the chair suitable? Is the chair stable? Does the chair have a working:</p> <ul style="list-style-type: none"> • seat back height and tilt adjustment? • seat height adjustment? • castors or glides? 			<p>The chair may need repairing or replacing if you are uncomfortable, or cannot use the adjustment mechanisms.</p>	

Risk Factors	Tick Answer		Things to Consider	Action to Take
	Yes	No		
<p>Is the chair adjusted correctly?</p> 			<p>You should be able to carry out their work sitting comfortably.</p> <p>The arms of chairs can stop the user getting close enough to use the equipment comfortably.</p> <p>Move any obstructions from under the desk.</p> <p>Training in how to adopt suitable postures while working may need to be taken into consideration.</p>	
<p>Is the small of the back supported by the chair's backrest?</p>			<p>You should have a straight back, supported by the chair, with relaxed shoulders.</p>	
<p>Are forearms horizontal and eyes at roughly the same height as the top of the DSE?</p>			<p>Adjust the chair height to get your arms in the right position, and then adjust the DSE height, if necessary.</p>	
<p>Are feet flat on the floor, without too much pressure from the seat on the backs of the legs?</p>			<p>If not, a footrest may be needed.</p>	

Risk Factors	Tick Answer		Things to Consider	Action to Take
	Yes	No		
Section 6 : Environment				
Is there enough room to change position and vary movement?			<p>Space is needed to move, stretch and fidget.</p> <p>Consider reorganising the office layout and check for obstructions.</p> <p>Cables should be tidy and not a trip or snag hazard.</p>	
Is the lighting suitable, e.g. not too bright or too dim to work comfortably?			<p>You should be able to control light levels, e.g. by adjusting window blinds or light switches.</p> <p>Consider shading or repositioning light sources or providing local lighting, e.g. desk lamps (but make sure lights don't cause glare by reflecting off walls or other surfaces).</p>	
Does the air feel comfortable?			<p>DSE and other equipment may dry the air.</p> <p>Circulate fresh air if possible. Plants may help.</p> <p>Consider a humidifier if discomfort is severe.</p>	
Are levels of heat comfortable?			<p>Can heating be better controlled? More ventilation or air conditioning may be required if there is a lot of electronic equipment in the room. Or, can you move away from the heat source?</p>	
Are levels of noise comfortable?			<p>Consider moving sources of noise, e.g. printers, away from the user. If not, consider soundproofing.</p>	

Risk Factors	Tick Answer		Things to Consider	Action to Take
	Yes	No		
Section 7: Laptop				
Do you use a laptop for work?			<p>If a laptop is essential for work purposes ensure:</p> <ul style="list-style-type: none"> • It is only used when it is appropriate to do so and is not used for prolonged periods. • If the laptop has to be used for extended periods then a docking station must be used. • Whenever possible, connect a standard keyboard, mouse and monitor • An appropriate and adjustable chair is used • It is placed on a firm surface. • The position of the keyboard should allow for relaxed shoulders and horizontal forearms. <p>The screen of the laptop should be at an adequate height and angled to:</p> <ul style="list-style-type: none"> • Keep reflections and glare to a minimum. <p>Ensure a correct posture is achieved and the head does not have to be noticeably inclined.</p>	

Risk Factors	Tick Answer		Things to Consider	Action to Take
	Yes	No		
Section 8: Other				
Has the checklist covered all the problems which may occur while working with DSE?				
Have you experienced any discomfort or other symptoms which they attribute to working with DSE?				
Have you been advised of their entitlement to eye and eyesight testing?				
Do you take regular breaks working away from DSE?				

Annex 5; General Guidelines for Using Portable Display Screen Equipment

Portable Display Screen Equipment (DSE) such as laptops and notebook computers when in prolonged use are subject to the DSE Regulations. This means a risk assessment should be carried out using the Workstation Self-Assessment Form. Portable DSE users' risk assessments can be quite informal and need not be written down, for example, half an hour's work in a borrowed office. Where, however, portable DSE is in lengthy or repeated use in the same location, the Workstation Self-Assessment Form should be used to record the risk assessment. Effectively, this is a form of dynamic risk assessment.

The design of portable DSE can include features (such as smaller keyboards or a lack of keyboard/screen separation) which may make it more difficult to achieve a comfortable working posture. Portable DSE is also used in a wider range of environments, some of which may not be suited to DSE work.

To reduce risks to portable DSE users, it is recommended that:

- Laptops should be used with a docking station or with an external mouse, keyboard and monitor attached to avoid many of the ergonomic disadvantages of portables. In setting up any kind of docking station, the aim is for the user to achieve a comfortable working position allowing some variation in posture and having sufficient space for documents and anything else needed for their work tasks.
- Laptop keyboards should be arranged in the same ways as a regular keyboard.
- If a separate keyboard is not available the user should avoid resting the forearm on the wrist rest area when typing. Whole hand and arm movements should be used to navigate around the keys.
- If the user has to look down at the laptop screen, they should ensure that their neck and head are not held forward to see the screen as this can lead to musculoskeletal pain.
- Height-adjustable stands for portable DSE are also available.
- A suitable adjustable chair should be used wherever possible.
- A suitable bag should be supplied for carrying equipment.
- Avoid prolonged use and take more frequent breaks to minimize postural or other problems (for example a bent neck, or headaches arising from the low, fixed position of the screen). This is particularly important when working without a docking station.

Line Managers of staff who use portable DSE should ensure that they are aware of the DSE Assessment Procedure which is outlined within section four of the Display Screen Equipment Procedure.