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| **ES09** | **Use of Display Screen Equipment (DSE) Risk Assessment** | | |
| **Unit Name** |  | **Unit Number** |  |
| **Workstation Location(s)** |  | | |
| **Assessment Completed** | Date | Signed | |
| **1st review** | Date | Signed | |
| **2nd review** | Date | Signed | |
| **3rd review** | Date | Signed | |

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| **Step 1 – Identify the hazards, risks and control measures** | | | | | | |
| This section of the risk assessment outlines the general hazards and risks associated with DSE use and the control measures in place to ensure the likelihood of a user experiencing pain or health related issues is reduced so far as reasonably practicable. Read through and familiarise yourself with the information below. If you have provided any additional equipment which potentially poses a risk to the individual, include at the bottom of this section.  **Note** - Assessments must be reviewed every 3 years, whenever there is a significant change in the activity, and following any incident involving the activity. Risk assessments must be retained for a period of 6 years. | | | | | | |
| **What are the hazards?** | | **Who might be harmed?** | **How might they be harmed?** | | **What actions must be taken to control the risk?** | |
| **Environment:**   * Insufficient space * Inappropriate lighting/glare * Poor ventilation * Insufficient room temperatures * High noise levels | | All individuals who use DSE equipment on behalf of Compass Group UK & Ireland for a significant proportion of their working day. | Incorrect set up / use of equipment, lack of space, cradling telephones and not taking frequent breaks away from the activity can cause individuals to experience pain related issues which can lead to musculoskeletal health conditions (MSK’s). These affect the joints, bones and muscles, and also include rarer autoimmune diseases and back pain.  Poor ventilation or insufficient room temperatures can also contribute as the individual sits hunched due to draughts or cold room temperatures. Room temperatures which are too high can cause mental stress and fatigue.  Glare or flickering screens, inadequate brightness / contrast levels, inadequate general lighting or glare, high noise levels from machinery or telephony equipment, and text or characters which are an incorrect size or difficult to read can cause individuals to experience hearing issues, eye strain and headaches.  Incorrect set up of keyboards / mouse and incompatible / lack of user knowledge of software (creating more clicks of mouse / hand arm wrist movements) can lead to individuals experiencing pain related issues which could progress into health  conditions such as repetitive | | * Line managers assess any DSE and workstations available in the workplace to ensure all standard equipment provided works correctly, is suitable for the task and where possible, is adjustable to suit individual users. * Line managers also assess the associated environment to ensure there is sufficient ventilation (natural or artificial), and where possible room temperatures can be adjusted to achieve a comfortable working temperature. Blinds, curtains, windows and lighting are inspected to ensure they function correctly and where applicable, are adjustable. * Individuals complete an assessment to determine if they are defined as DSE Users. * All defined DSE users are given sufficient information in relation to the associated risks of DSE use, and training in the correct set up and use of DSE, workstations and associated equipment. * All defined DSE users complete a risk assessment of their DSE, workstation(s) and associated equipment. * Suitable DSE equipment is issued to home/mobile workers. Workstations and associated equipment are available to purchase at Compass   Group expense. | |
| **Display Screen Equipment**   * Incorrect set up / lack of adjustable equipment * Glare / flickering on screens * Characters not clear and readable * Incorrect text size for user * Inadequate brightness and contrast / unable to be adjusted | |
| **Keyboard and Mouse**   * Incorrect set up of equipment * Characters not clear and readable * Repetitive movements | |
| **Telephony Equipment**   * Cradling mobile phones, telephone handsets * Unsuitability of head set equipment / non-adjustable volume settings | |
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| **Step 1 – Identify the hazards, risks and control measures, continued** | | | |
| **What are the hazards?** | **Who might be harmed?** | **How might they be harmed?** | **What actions must be taken to control the risk?** |
| **Software**   * Incompatible software for task * Lack of understanding of software function and capabilities | All individuals who use DSE equipment on behalf of Compass Group UK & Ireland for a significant proportion of their working day. | strain injuries (RSI’s) and work-related upper limb disorders (WRULD’s).  Experiencing pain related issues and working in an unsuitable environment can have negative impact on an individuals mental health and wellbeing. | * Support for individuals experiencing pain related / mental wellbeing issues is available through their HR Business Partner and Occupational Health professionals. * In depth, DSE workstation assessments and ergonomically designed equipment are available via Compass Group appointed supplier. * Full eyesight tests and examinations are provided for DSE Users. |
| **Furniture (desk and chair)**   * Insufficient desk space * Incorrect selection / set up / use / function of chair |
| **Other:** |  |  |  |

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| **Step 2 – Ensure any workstation(s) provided and the environment is suitable** | | | |
| Managers must ensure that any display screen or workstation equipment provided is suitable for the task and the intended individuals. The environment must also be considered to ensure it is comfortable. Consider each of the risk factors and answer each question either Yes, No or Not applicable. Where a No answer is given, consider the possible management actions suggested and record what action is taken in the Action / Comments column.  **Note** - Assessments must be reviewed every 3 years, whenever there is a significant change in the activity, and following any incident involving the activity. Risk assessments must be retained for a period of 6 years. | | | |
| **Risk Factors** | **Y/N or N/A** | **Possible Management Action if ‘No’** | **Actions/ Comments** |
| **1. Environment**  *The overall environment should be assessed for suitability and to ensure that individuals are able to make any necessary adjustments to suit their personal requirements.*  Is there enough room for individuals to change position and vary movement?  Is the lighting suitable i.e. not too bright or too dim to work comfortably?  Does the air feel comfortable?  Is the room temperature comfortable? |  | Space is needed for individuals to move, stretch and fidget. Consider reorganising the workstation layout and check for obstructions. Any cables should be organised so that they are not a trip or snagging hazard.  Ensure individuals are able to adjust light sources, e.g. by adjusting window blinds or light switches.  Consider shading or repositioning light sources Ensure lighting does not cause glare by reflecting off walls and other surfaces.  Display screens and other equipment may dry the air. Individuals should be able to increase the supply of fresh air if possible. Ensure windows operate correctly.  Ensure individuals are able to adjust the room temperature and increase ventilation  as necessary. Move workstations away from heat sources. |  |

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| **Risk Factors** | **Y/N or N/A** | **Possible Management Action if ‘No’** | **Actions/ Comments** |
| **1. Environment, continued**  Are noise levels comfortable? |  | Consider moving sources of noise e.g. printers, photocopiers away from the workstation. |  |
| **2. Display Screens and Telephony Equipment**  *If a display screen is provided it should be assessed to ensure it is suitable for the intended purpose, that it functions correctly and is in good condition.*  *NOTE: If individuals will be using a laptop then a lap top riser should be provided.*  Are the characters clear and readable?  Is the text size adjustable?  Is the image stable i.e. clear of flicker?  Is the screen’s specification suitable for its intended use?  Does the screen swivel & tilt?    Is the screen free from glare and reflections?  Are adjustable window coverings provided and in good condition?  *If telephony equipment is provided it should be assessed to ensure it is suitable for the intended purpose, that it functions correctly and is in good condition.*  Where telephone headsets are worn can volume levels be reduced by the individual? |  | Make sure the screen is clean & that cleaning materials are available.  Check that software settings allow the display to be altered.  If there are any issues with the display the monitor screen should be replaced.  If individuals are carrying out Intensive graphic work or fine attention to detail they may require a larger screen size.  Swivel & tilt mechanisms may not be fitted but if they are they should function correctly. The screen may need replacing if the mechanism is absent / unsatisfactory or if the individuals work is intensive.  The screen or desk may need to be moved and / or the screen may need shielding.  Check that blinds / curtains work. Consider anti-glare screen filters as a last resort.  Replace telephone headsets with those fitted with suitable volume controls. |  |

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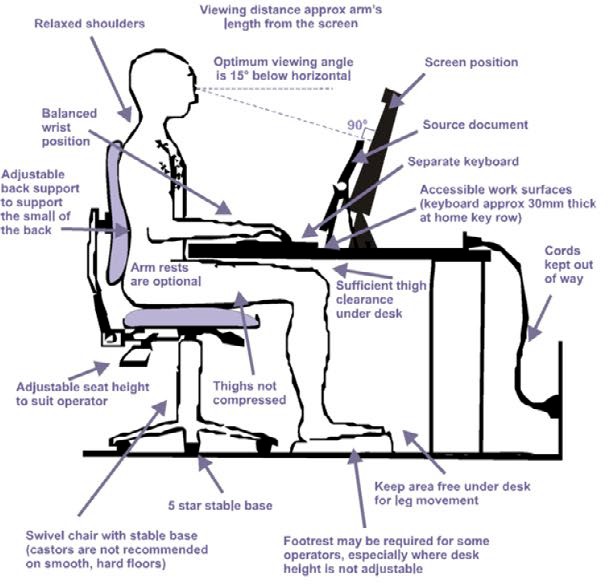
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| **Risk Factors** | **Y/N or N/A** | **Possible Management Action if ‘No’** | **Actions/ Comments** |
| 1. **Display Screens and Telephony Equipment, continued**   Is the telephone headset fitted with an acoustic shock limiter, which protects against uncontrolled peaks of noise? (e.g. electronic interference or  deliberate loud noises through the telephone call).   1. **Keyboards**   *A keyboard should still be provided even if there is no display screen present. This is to allow the individual to use a separate keyboard whilst using a laptop.*  Does the keyboard tilt?  Is there enough room between the keyboard and the edge of the desk to allow the individual to find a comfortable typing position?  Are the characters on the keys easily readable?   1. **Mouse, Trackball etc.**   *A mouse should still be provided even if there is no display screen present. This is to allow the individual to use a separate mouse whilst using a laptop.*  Is the device able to be positioned close to the individual?  Can the speed and accuracy of the pointer be adjusted by software settings? |  | Replace telephone headsets with those fitted with suitable acoustic shock limiters.  Ensure the keyboards tilts. This mechanism is usually provided by small feet which fold out of the underside of the keyboard.  Ensure the desk is large enough to accommodate all required equipment and for the individual to obtain a comfortable typing position.  Keyboards should be kept clean. If characters still cannot be read, the keyboard may need modifying or replacing.  Select a keyboard with a matt finish to reduce glare and/or reflection.  There should be enough room to allow for use of the mouse to prevent individuals from   * arm overreaching * resting their hand on the device when it is not being used   If a display screen is provided, ensure this can be adjusted in the computer’s software settings. |  |

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| **Risk Factors** | **Y/N or N/A** | **Possible Management Action if ‘No’** | **Actions/ Comments** |
| **5. Software**  If any software is provided suitable for the task? |  | Ensure that the software enables individuals to carry out the task required, minimises stress and is user-friendly. It should respond quickly & clearly to user input, with adequate help facilities such as clear help messages.  Ensure individuals receive any necessary training so they know how to use the software efficiently. |  |
| 1. **Furniture**   *A suitable desk and chair with 5 castors, with an adjustable back and seat height should be provided as a minimum.*  Is the work surface large enough for all the necessary equipment, papers etc?  Can the individual comfortably reach all the equipment & papers they need to use?  Are surfaces free from glare and reflection?  Is the chair suitable and stable? Does the chair have a working:   * + seat back height and tilt   adjustment?   * + seat height adjustment?   + swivel mechanism?   + castors or glides?   Is their enough room to manoeuvre the chair?  If the chair has arms, do they prevent the chair being placed close to the desk? |  | The desk should be a suitable size for all intended equipment Create more room by moving printers, reference material etc. elsewhere. If necessary.  There should be some scope for flexible arrangement. Individuals should have enough space to rearrange equipment, papers etc. to bring frequently used things within easy reach. A document holder may be needed, positioned to minimise uncomfortable head & eye movements.  Consider mats or blotters to reduce reflections and glare.  The chair may need repairing or replacing if it is not functioning correctly.  Ensure there is enough room for the chair to be manoeuvred for the individual to comfortably get in and out of the chair.  Ensure the arms do not prevent the individual from sitting close to the desk. If arms are not adjustable then they may need removing to allow the chair to fit under the desk. |  |
| **Other:** |  |  |  |

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Correct Set up of Display Screen Equipment and Workstation



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| **Step 3 – Identify all individuals who are defined as DSE Users**  **DSE Users are defined as ‘individuals who use DSE daily for continuous periods of an hour or more’.** | | | | |
| The table below should be used by ALL individuals under your control in order to determine if they are defined as DSE users.  Provide them with a copy of this table and ask them to complete it. Copies are available on the relevant HSE webpage. | | | | |
| Question | Answer | Answer Score | | Your Score |
| 1. If necessary, could you adequately complete your daily tasks, without using DSE? | Yes | 0 | |  |
| No | 3 | |  |
| 2. On an average day, what is the maximum length of time you would CONTINUOUSLY use DSE, without having a break or doing something else? | 0 - 1 hour | 0 | |  |
| 1 – 2  hours | 3 | |  |
| 2 – 3  hours | 4 | |  |
| 3 + hours | 5 | |  |
| 3. On average, how many days a week would you use DSE continually for a period of one hour or more? | 1 day | 1 | |  |
| 2 days | 2 | |  |
| 3 days | 3 | |  |
| 4 days | 4 | |  |
| 5 + days | 5 | |  |
| If your total score is less than 7 you are **NOT** a defined DSE User  If your score is 7 or more you **ARE** a defined DSE user and must complete the relevant training and risk assessment available on the HSE website | | | Your Total Score |  |

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| **Step 4 – List all individuals who are defined as DSE Users** | | | | |
| List below ALL individuals under your control to confirm they have completed the assessment in Step 3. If their score is  7 or more, ask them to also sign the below to acknowledge they understand they are defined DSE Users and must complete the relevant online training and risk assessment. Further guidance is available on the relevant HSE webpage. | | | | |
| Name | Your score | Are you a defined DSE User? Y / N | Signed | Completed risk assessment reviewed |
| Line manager to complete |
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All individuals **who are defined DSE Users** listed in Step 4 must complete the relevant DSE training and risk assessment(s). These modules are available on the relevant HSE webpage. Once individuals have completed all relevant training elements they must download and complete the relevant risk assessment(s). **A copy of each individual’s completed risk assessment(s) must be passed to the line manager for review.** Completion guidance is available on the relevant HSE webpage.

Line managers must review the completed risk assessment(s) and support individuals with closing out any reported issues. They must also complete the final column in the table in Step 4 to acknowledge this has been completed. Line managers must file all completed risk assessments for future reference.

**NOTE:** The relevant HR Business Partner should be made aware of any new or pre-existing pain related or health conditions an individual may be experiencing to ensure any necessary support can be arranged for the individual where required.

The Compass Group appointed supplier is Posturite. Where a DSE User requires bespoke ergonomic equipment to manage a pain related or health condition, Posturite should be enlisted to assess the DSE User for suitability of equipment and make the necessary recommendations. Bespoke equipment can also be purchased via this supplier. DSE, Vehicle & Disability Enablement Assessments | Posturite

The employer must provide an eye test for a DSE User if they request one. Contact your HR Business Partner for information relating to Compass Group eye test policy and procedures.

**Step 5 – DSE User training and risk assessment completion**

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