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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 this 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 |
| **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 individual’s 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 fixed office 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. | | | |
| **Risk Factors** | **Y/N**  **or N/A** | **Possible Management Action if ‘No’** | **Actions/**  **Comments** |
| Environment *The overall environment should be assessed for suitability* | | | |
| 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?  Are noise levels 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.  Consider moving sources of noise e.g. printers, photocopiers away from the workstation. |  |

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| **Risk Factors** | **Y/N**  **or N/A** | **Possible Management Action if ‘No’** | **Actions/**  **Comments** |
| 2. 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. |  |
| **3. Furniture** | | | |
| Are desks or tables large enough for all the necessary equipment, papers etc?  Are office chairs suitable and stable?  If chairs are fitted with the following, are they in good working order:   * seat back height and tilt adjustments? * seat height adjustments? * swivel mechanisms? * castors or glides?   Is their enough room to manoeuvre the chairs?  Where chairs have arms, do these prevent chairs from being placed close to the desk? |  | The desk or table should be a suitable size for all intended equipment. Create more room by moving printers, reference material etc. elsewhere if necessary.  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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| **Step 3 – Identify all individuals who are defined as DSE Users** | | | | |
| ALL individuals under your control who use DSE must complete ES09a Display Screen Equipment (DSE) User Assessment Form, which includes the below table, in order to determine if they are defined as DSE users. | | | | |
| Question | Answer | Answer Score | | Your Score |
| 1. If necessary, could you adequately complete your daily tasks, without using DSE? | Yes | 0 | |  |
| No | 3 | |  |
| 1. 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 | |  |
| 1. 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 as a DSE User.  If your score is 7 or more, you **ARE** a defined DSE user and must complete the Display Screen Equipment (DSE) e-learning module, which is available on the L&D Platform, and then complete the Display Screen Equipment (DSE) User Risk Assessment (ES09b). | | | Your Total Score |  |
| DSE User | Yes **€** No **€** |

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| **Step 4 – DSE User training and risk assessment completion** |
| All individuals who after completing ES09a **are defined DSE Users** must complete the Display Screen Equipment (DSE) e-learning module, which is available on the L&D learning platform. Once individuals have completed the e-learning they must download and complete ES09b Display Screen Equipment (DSE) User Risk Assessment.  Line managers must review the completed risk assessment (ES09b) and support individuals with closing out any reported issues. Line managers must sign and 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.  Refer to the Compass HSE website (<https://www.mycompasshse.co.uk/contacts/key-suppliers/>) for the appointed supplier. Where a DSE User requires bespoke ergonomic equipment to manage a pain related or health condition, the supplier 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.  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. |