



# National Offender Management Service

## Working with Display Screen Equipment (DSE) and the associated Provision of Eye Tests and Glasses

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| <b>This instruction applies to:-</b>   |   | <b>Reference:-</b>                      |
| NOMS HQ<br>Prisons<br>National Probation Service   |   | AI 02/2017<br>PSI 02/2017<br>PI 02/2017 |
| <b>Issue Date</b>  | <b>Effective Date</b><br><b>Implementation Date</b>   | <b>Expiry Date</b>                      |
| 27 January 2017  | 27 January 2017   | N/A                                     |
| <b>Issued on the authority of</b>  | NOMS Agency Board   |   |
| <b>For action by</b>   | <p>All staff responsible for the development and publication of policy and instructions</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> NOMS HQ</li> <li><input checked="" type="checkbox"/> Public Sector Prisons</li> <li><input type="checkbox"/> Contracted Prisons*</li> <li><input checked="" type="checkbox"/> NOMS Immigration Removal Centres (IRCs)</li> <li><input checked="" type="checkbox"/> National Probation Service (NPS)</li> <li><input type="checkbox"/> Community Rehabilitation Companies (CRCs)</li> <li><input type="checkbox"/> Other Providers of Probation and Community Services</li> <li><input checked="" type="checkbox"/> Governors</li> <li><input checked="" type="checkbox"/> Heads of Groups</li> <li><input type="checkbox"/> NOMS Rehabilitation Contract Services Team</li> </ul> <p><i>* If this box is marked, then in this document the term Governor also applies to Directors of Contracted Prisons</i></p> |   |
| <b>Instruction type</b>  | HR function/legal compliance  |   |
| <b>For information</b>   | All NOMS Staff  |   |
| <b>Provide a summary of the policy aim and the reason for its development / revision</b> | The purpose of this Instruction is to set out the arrangements and mandatory actions which enable NOMS to meet the requirements of the Health & Safety (Display Screen Equipment Regulations) 1992 as amended by the Health and Safety (Miscellaneous Amendments) regulations 2002, in order to identify, and prevent or reduce, the risks of ill health effects which may be associated with the use of Display Screen Equipment.  |   |
| <b>Contact</b>   | Paul Hughes, NOMS North East Divisional Health and Safety Lead (NPS)<br>07773 237740; <a href="mailto:paul.hughes2@noms.gsi.gov.uk">paul.hughes2@noms.gsi.gov.uk</a>  |   |
| <b>Associated documents</b>  | <a href="#">AI 04/2015 PSI 06/2015 PI 03/2015 Policy, Organisation And Summary Arrangements For The Management Of Health And Safety</a><br><a href="#">PI 13/2015 Health and Safety Arrangement for the Management of Accident Reporting, Recording and Investigation</a><br><a href="#">AI 05/2016 PSI 02/2016- Health and safety arrangements for the management of accident reporting, recording and investigation</a>   |   |
| <b>Replaces the following documents which are hereby cancelled:</b>                      |   |   |
| PSO 3806 - Display Screen Equipment – Health and Safety Issues                           |   |   |
| AI 21/2010 – PSI 35/2010 Provision of Eye Tests and Glasses                              |   |   |

PI 43/2014 – Provision of Eye Tests and Glasses

**Audit/monitoring:** Mandatory elements of instructions must be subject to management checks (and may be subject to self or peer audit by operational line management), as judged to be appropriate by the managers with responsibility for delivery. In addition, NOMS will have a corporate audit programme that will audit against mandatory requirements to an extent and at a frequency determined from time to time through the appropriate governance.

Compliance reports can be monitored via Cardinus system to summarise locally, via the regular reports from Cardinus Administrators to report to establishment Senior Management Teams and Health, Safety and Fire Committees.

**Introduces amendments to the following documents:** None

**Notes:** *All Mandatory Actions throughout this instruction are in italics and must be strictly adhered to.*

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## 1. Executive summary

### Background

- 1.1 This Instruction represents an update of existing policy and the amalgamation of custodial and community practice in compliance with The Health and Safety (Display Screen Equipment) Regulations 1992. The use of Display Screen Equipment (DSE) is not a new process across NOMS, and this instruction is to formalise and standardise arrangements for DSE and will fully integrate NPS into NOMS, which is the strategic aim wherever possible to produce joint PSI/PI health and safety arrangements.
- 1.2 Display Screen Equipment is a device or equipment that has an alphanumeric or graphic display screen, regardless of the display process involved; it includes both conventional display screens and those used in technologies such as laptop, touch-screens and other similar devices. Workstations means an assembly comprising, display screen equipment, any optional accessories to the display screen, any disk drive, telephone, modem, printer, document holder, work chair, work desk, work surface, or other item peripheral to the display screen, and the immediate work environment around the display screen equipment.
- 1.3 Computer workstations or equipment can be associated with neck, shoulder, back, arm or wrist pain, as well as with fatigue, headaches, eyestrain and mental stress which can cause a variety of conditions. Surveys have found that high proportion of DSE workers report aches, pains or eye discomfort. These aches and pains are sometimes called Work Related Upper Limb Disorder (WRULD) or Repetitive Strain Injury (RSI) and they often reflect bodily fatigue. None of them are unique to DSE work, nor are they an inevitable consequence of it. Most of these conditions do not indicate any serious ill health, but health problems can worsen if the information, training and instruction on correct DSE use is not followed.
- 1.4 The Health and Safety (Display Screen Equipment) Regulations 1992 aim to protect the health of people who work with DSE, known as “users”. The Regulations were introduced because DSE has become one of the most common kind of work equipment. WRULDs can be avoided if users follow effective practice, set up their workstations properly and take short frequent break e.g a 5-10 minute break after 50-60 minutes continuous screen and/or keyboard work is likely to be better than a 15-20 minute break after 2 hours. Further guidance <http://www.hse.gov.uk/msd/dse/guidance.htm>
- 1.5 Where it is clear that use of DSE is more or less continuous on most days, the individual concerned should be regarded as users or operators. This will include the majority of those whose job mainly involves, for example DSE-based data input or order processing. *Where use is less continuous or frequent, other factors connected with the job must be assessed.* It will generally be appropriate to classify the person concerned as a user or operator if they;
- Normally use DSE for continuous or non-continuous spells of an hour or more at a time,
  - Use DSE in this way more or less daily,
  - Have to transfer information quickly to or from the DSE,
  - Also need to apply high levels of attention and concentration, or are highly dependent on DSE or have little choice about using it; or need special training or skills to use DSE.

Cluster/Divisional Health, Safety and Fire Teams can assist staff in clarifying if they are classed as users.

1.6 *The Regulations place a legal duty on employers to;*

- *Provide suitable equipment, environment and software,*
- *Analyse workstations to assess and reduce risks,*
- *Provide information and training to employees on working with DSE,*
- *Ensure that work can be planned to enable employees to take short frequent breaks e.g a 5-10 minute break after 50-60 minutes continuous screen or change activity during prolonged use,*
- *Breaks should be part of working time, and should not increase the intensity of time on the task,*
- *Provide eye and eyesight tests for DSE users on request and corrective appliances (DSE Spectacles) where necessary.*

1.7 NOMS is committed to providing employees with legally compliant, suitable for work use and fully adjustable furniture and display screen equipment. It is important that all employees who use DSE for work know how to adjust their equipment to enable them to work optimally, to be aware of how to avoid health problems and who to contact should they have difficulties.

1.8 NOMS is committed to ensuring support and reasonable adjustments for employees who have disabilities. A disability is defined by the Equality Act 2010 as a physical or mental impairment that substantial and long-term negative effect on your ability to do normal daily activities.

1.9 NOMS will continue to use Cardinus – Workstation Safety Plus system to deliver the risk assessment and management system for DSE and to provide its employees with suitable information, instruction and training as required by the Regulations.

#### Desired outcomes

1.10 That systems are in place to ensure DSE associated health problems are avoided as far as reasonably practicable, that where they do arise health advice is available and that reasonable adjustments are implemented for staff with disabilities and complex needs.

#### Application

1.11 This Instruction applies to all employees.

#### Mandatory Actions

1.12 *All levels of management and all employees who are users must ensure that they are aware of these mandatory actions and ensure this policy is implemented and adhered to, especially the following employees with the following responsibilities;*

#### **1.13 Director of Change and ICT**

- *Must ensure the delivery of systems which integrate equipment design, user interface and accessibility standard at project design and specification stage and the allocation of adequate resources to provide ergonomically suitable equipment and software for use by employees.*

#### **1.14 Director of Procurement**

- *Must ensure that a range of equipment and furniture is procured for employees to work with DSE so that it is suitable for all users in accordance with the Schedule to the Regulations and relevant Standards. This includes consideration of the range of*

*physical proportions (height, weight) of NOMS employees and chairs in a variety of sizes must be available.*

#### **1.15 Governing Governors/Heads of Groups/NPS Heads of Local Delivery Units/Managers of Public Protection Units**

- *Must ensure that a Cardinus Administrator is designated for their area of responsibility.*
- *Must ensure all users in their area of responsibility complete the on-line training and risk assessment.*

#### **1.16 Line Managers**

- *Must ensure that employees who use display screen equipment are identified to the Cardinus Administrator who will set them up on the Cardinus system (this includes if employees move from establishments).*
- *Subsequently line managers must ensure that the employee has undertaken the on-line DSE training and risk assessment and any related remedial actions are undertaken in good time, including;*
  - *Providing basic support to the employee to adjust their furniture if required, calling on the support of the Cardinus Administrator, Local DSE Assessor, Health, Safety and Fire (HSF) Advisors, Facilities or ICT where necessary,*
  - *Ensuring broken or damaged furniture is replaced,*
  - *The purchase of standard items such as footstools and document holders as required,*
  - *Accessing Local DSE Assessors or HSF Advisors where necessary,*
  - *Contact ICT Helpdesk for arranging any Assistive Information Technology (AIT) solutions,*
  - *Ensure that DSE users take regular breaks,*
  - *Referring staff to Occupational Health where any DSE related health problems or disability are identified by the employee which are not resolved locally as a result of the actions above. Occupational Health will provide advice to the employee on managing the health problems, may recommend any minor adjustments e.g style of mouse, will advise whether in their opinion a disability as defined by the Equality Act is likely to be present, and may recommend onward referral to an Occupational Therapist (OT) for specialist assessment of complex cases,*
  - *Where specialist assessment is required by the Occupational Health Advisor (OHA), the line manager must refer onwards to an OT for specialist assessment via Workstation Assessment or a Functional Capacity Evaluation Assessment,*
  - *Where an employee has a disability, the line manager must consider any recommendation for local purchase of equipment/arrangements for adjustments/accommodations which are made by OTs as a result of a specialist assessment.*
- *Line managers must also ensure that incidences of work related ill health are recorded via [PI 13/2015 – Health and Safety Arrangement for the Management of Accident Reporting, Recording and Investigation](#) or [AI 05/2016 - PSI 2016-02 - Health and safety arrangements for the management of accident reporting, recording and investigation.](#)*

#### **1.17 Cardinus Administrators/Local DSE Assessors**

- *Co-ordinate the Cardinus System,*
- *Oversee the process of identifying users,*
- *Register, de-register and move users and notify them to complete assessment and training, send out invitations for new starters,*
- *Provide reports on progress and completion rates to managers and Heads,*
- *Assist in more detailed assessments where required, and if trained to do so,*

- *All changes and recommendations made by them must be recorded on the Cardinus system.*

#### **1.18 Health, Safety and Fire Advisors (Cluster Leads/NPS Divisional Advisors)**

- *Must monitor and report to Health, Safety and Fire committee on progress and expectations and provide specialist local advice in more complex assessments.*
- *The Cluster / Divisional Lead is responsible for monitoring and reporting on the completion and progress of DSE training and assessments by DSE users via the relevant administrator.*

#### **1.19 All Employees who are DSE users**

- *Undertake the on-line assessment and training package on the Cardinus – Workstation Safety Plus system, so that they are aware of the risks and how to reduce them. At the end of the training sessions there is a multiple choice knowledge check test which assesses understanding.*  
<https://secure.cardinus.com/launch.asp?id=herma86664>
- *Employees who work flexibly at a range of workstations must complete the assessment and training in the first instance but will not be required to produce an assessment for each location used. On completion of the training the user is deemed competent to set up a workstation and should then adjust the workstation (including chair) to ensure it meets the users individual needs each time.*
- *Once the on-line assessment has been completed by a user, a Personal User Action Plan is produced which will identify any changes that need to be made based on risk priority. The DSE user must adjust the equipment as recommended in the personal user action report and from the training package to achieve comfort and prevent health problems arising as far as possible and record the changes on the system.*
- *Where necessary take short frequent breaks to prevent fatigue e.g a 5-10 minute break after 50-60 minutes continuous screen use or, change activity during prolonged use,*
- *Report health problems which they perceive are related to working with DSE to their line manager.*
- *Apart from the local provision of simple DSE accessories such as footstools and document holders for example, the expectation is that employees will work with the standard adjustable office equipment and furniture provided, unless they have a disability or complex needs which impact on their ability to do so.*
- *Employees who use portable computers (laptops/blackberry) for work must still register for the Cardinus training and risk assessment and select the option for laptop/notebook and PDA/blackberry/mobile phone users and complete the training and assessment.*
- *New and expectant mothers must register for the Cardinus training and risk assessment and select the option for new and expected mothers and complete the training and assessment.*
- *All employees should refer to the Cardinus training and stretching exercises whilst setting up their workstation. This will provide information on recommended movements/stretchers to avoid discomfort,*
- *Review assessment as and when required (1.20).*
- *Where adjustment have been made the User must update the Personal User Action Plan to reflect the changes.*

#### Remote/Home Working

##### 1.20 *Employees who occasionally work remotely or from home must;*

- *Complete the on-line remote working Cardinus package,*

- Regularly visually inspect work electrical equipment uses at home for burns or damage and report defaults to their line manager as soon as practicable,
- Not overload sockets to avoid the risk of a fire,
- Not leave equipment on unattended,
- Not use electrical equipment near water supplies,
- It is important for employees to keep wires tidy to avoid trip hazards,
- Follow the Cardinus training in order to correctly set up their work station at home to reduce the risk of injury so far as reasonable practicable,
- Use appropriate seating and a flat platform for laptop etc. to avoid discomfort. Any symptoms of discomfort should be reported immediately,
- Take short frequent breaks to avoid eye strain and fatigue,
- Consider using a separate keyboard and/or mouse,
- All employees should refer to Cardinus training and stretching exercises whilst setting up their workstation and throughout their day to day work.

1.21 *When using handheld devices (tablets, touch phones, smart phones etc) employees must consider;*

- *Avoid using your device for long periods; take regular breaks; stretch and relax your fingers/hands often,*
- *Write short messages; be succinct and use acceptable abbreviations. Set up an auto-signature containing contact details to save you from typing them repeatedly,*
- *Keep the screen clean and free from finger marks, to reduce visual fatigue,*
- *Adjust the display size and colours to suit your needs,*
- *Protect the devices in a case, or select a device with a covered screen so that it doesn't get scratched and become more difficult to read,*
- *Try to keep your wrists straight and relaxed when holding and using the device,*
- *Get to know your device and use shortcuts to your advantage i.e. programme in regularly dialled numbers, so that you don't have to press as many keys etc,*
- *Consider an ear-piece or headset so that you don't have to hold your phone to your ear.*

#### Assessment review

1.22 *The risk assessments must be reviewed and a refresher of the on-line training when;*

- *Major changes are made to the equipment, furniture or work environment or software,*
- *Users move to a new permanent work location,*
- *The nature of work tasks change substantially or change of role,*
- *It is thought that the existing controls or personal circumstances of the user may require more detailed consideration,*
- *If the user becomes a new or expectant mother,*
- *Pain or discomfort develops.*

#### Resource impact

1.23 Effective implementation of the mandatory actions in this instruction requires:

- The training of Cardinus Administrators and the data population of the system locally.
- Employees who are DSE users to complete the Cardinus on-line training and risk assessment tool as required.
- Referrals to Occupational Health for health advice for employees experiencing unresolved health problems related to DSE.

- Specialist referrals to Occupational Therapists for Workstation Assessments or Functional Capacity Evaluation Assessments for employees who have complex needs/disability confirmed by the OHA, which impact on their ability to work with DSE.
- Cardinus online training and risk assessment will take approximately 30-45 minutes to complete.

(Approved for Publication)

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## 2. Operational instructions

### Employees experiencing DSE related health problems, complex needs, or disability

- 2.1 Employees are encouraged to report musculo-skeletal aches and pains early as early treatment and advice will normally avoid any serious problems developing. *Employees experiencing musculo-skeletal problems or other symptoms which they believe to be substantially associated with their DSE use must report this to their line manager at the earliest opportunity so that remedial actions can be taken.*
- 2.2 Standard office equipment and furniture including chairs in a variety of sizes as well as height desk risers are available to accommodate a diverse range of users. Beyond the standard range of furniture 'specially adapted chairs' will not be purchased for employees unless recommended by Occupational Health.
- 2.3 *In the first instance the most recent DSE assessment must be revisited to see if anything has changed and if all the controls identified are still in place. All, or the relevant part of the assessment should be revised and line managers and staff must subsequently agree to and follow a course of action(s) to prevent, reduce or mitigate the effects and to monitor the outcomes by an appointed time.*
- 2.4 If symptoms persist after local actions have been completed and given reasonable time to take effect, then line managers should seek advice from the local DSE Assessor in the first instance and then the Health, Safety and Fire Advisors for further advice. The majority of problems can be resolved from the recommendations produced in the Personal User Action Report and by an effective discussion between the manager and the employee.
- 2.5 *Where the employee perceives their health problem is related to DSE use and is not resolved after the steps above have been taken, or is getting worse, or there is other cause for concern, the line manager must refer the employee to Occupational Health so that advice can be provided to the employee on how to manage their health problem. Occupational Health Advisors may also recommend simple adjustments/accessories or Assistive Information Technology (AIT).*
- 2.6 If a more specialist assessment is recommended due to the complex needs and/or disability, the OHA will recommend a Workstation Assessment or Functional Capacity Evaluation Assessment.  
[http://myservices.hmps.gsi.gov.uk/i\\_need\\_to\\_manage/staff\\_working\\_here/occupational\\_health.aspx](http://myservices.hmps.gsi.gov.uk/i_need_to_manage/staff_working_here/occupational_health.aspx)

### Disability

- 2.7 If the employee informs the line manager that they have a disability which impacts on their ability to work with DSE, or complex needs have been identified, local assessment should be carried out and possible adjustments and/or accommodations should first be discussed with the employee and reasonable adjustment made in line with the appropriate legislation. Line managers can access support and advice from experienced Case Managers via Managers Advice line – 0845 010 3504. The Cardinus training and assessment still needs to be undertaken if staff have a disability.
- 2.8 *If it has not been possible to resolve issues at local level the line manager must refer the employee to Occupational Health.*

### Monitoring and reporting

- 2.9 *The Health, Safety and Fire Advisor (Cluster Leads/NPS Divisional Advisors) must ensure that local monitoring and reporting to the local Health, Safety and Fire Committee and Senior Management Team is conducted, on the completion and progress of DSE training and assessments by DSE users, via the relevant Cardinus Administrator.*

### The provision of eye tests and glasses for DSE users

- 2.10 *If a NOMS employee who is an identified user or a potential user requests an opticians' eye and eyesight test, NOMS must provide one as soon as practicable after the request or before a potential user becomes an actual user.*
- 2.11 *If the test shows that the user needs glasses specifically for DSE work, NOMS (via local budgets) will meet the cost for a basic pair of frames and/or lenses.*
- 2.12 *Users are entitled to further opticians' eye and eyesight tests at NOMS' expense if DSE work is considered to cause them visual fatigue, and at regular intervals after the first test, based on the clinical opticians' judgement.*

### NOMS Employees employed in other employers' premises

- 2.13 NOMS employees can still access the Cardinus assessment and training but arrangements for remedial work, different equipment or changes in the systems will need to be made with the co-operation of the host employer. Arrangements for co-operation on health and safety matters, including DSE, with host employers should be documented.

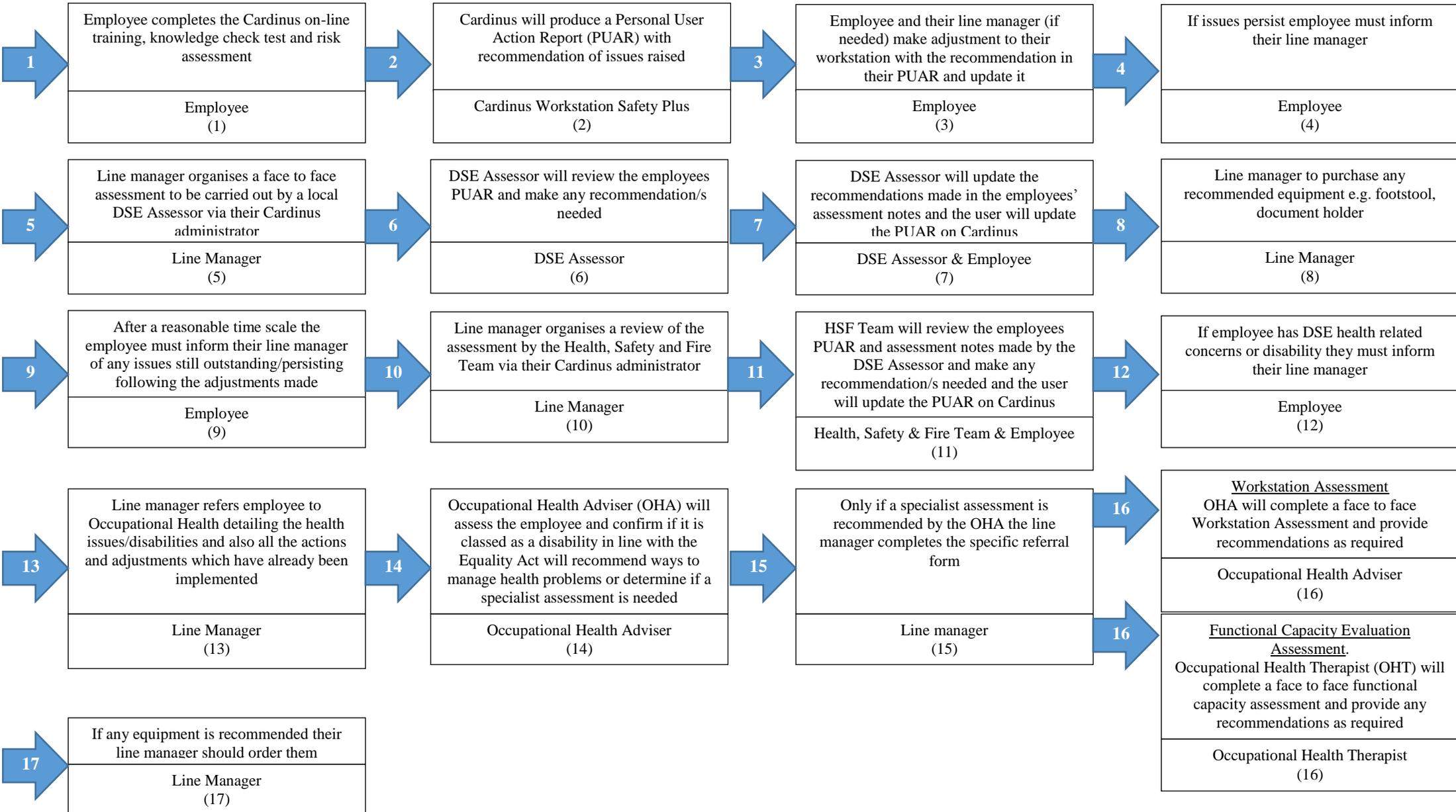
### Contractors and agency workers

- 2.14 The arrangement above for completion of the on-line training, risk assessment and eye tests/corrective lenses apply only to those employees directly employed by NOMS, or those provided through an agency to fulfil a role normally carried out by an employed member of staff, e.g employees employed via a recruitment agency to fulfil administrative or operational support grade tasks.
- 2.15 Organisations sharing NOMS premises are responsible for their employees. The employer is duty bound to make their own arrangements for the purposes of providing DSE training, risk assessment, eye and eyesight tests and corrective lenses as necessary. This applies even if the non-directly employed employees use NOMS supplied IT equipment. NOMS will co-operate and co-ordinate with organisation where needed i.e environment.
- 2.16 Where NOMS provide the workstation equipment/furniture to contracted employees, the responsibility to ensure the DSE meets the required standards remains with NOMS.
- 2.17 Environmental issues such as lighting are also managed by NOMS and significant issues should be brought to their attention so that reasonable adjustment can be considered and undertaken where it is appropriate to do so. MoJ Estates and/or Facilities Management contract providers can complete works if required.

### Records

- 2.18 All records of DSE user training, workstation assessments and associated remedial action plans are stored on the Cardinus system. Users record adjustments and changes on the Personal User Action Report it identify it the issue is resolved and assessors, administrators, HSF Team record all recommendations/advice given on the Cardinus system i.e via the users assessment note or email from the system.

**Quick Guide - Working safety with Display Screen Equipment (DSE) – How to resolve issue**



## Glossary and Definitions

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| Functional Capacity Evaluation Assessment | A Functional Capacity Evaluation (FCE) is an objective clinical evaluation of an individual's capacity to carry out a range of physical and cognitive functions, as required or appropriate in the individual case. It can be a very useful tool to help both the manager and the employee make decisions based on an objective evaluation of ability. The process can assess cognitive function, muscle strength, flexibility and ability to perform simple daily functional tasks, motor skills and control, and overall body dexterity including the ability to bend, squat, reach, carry or push and pull – these functions can be objectively tested with specialist equipment and evidence based test methods.  |
| Workplace Assessment                      | An OH Workstation Assessment referral is usually warranted only when an employee has a severe disability, or a chronic condition that has got worse over time, or other medically severe or multiple health conditions. In such cases the service would not be limited to an assessment of whether the workstation is ergonomically compliant but could also include advice about adjustments not related to the workstation (e.g. working practices exacerbating a condition or pain management) and recommendations to use non-standard IT equipment.<br>If following your internal workstation assessment, it is felt medical advice is required on any required workstation adjustments, a request can be made to occupational health to carry out a workstation assessment. A DSE Workstation assessment may also be indicated during a clinical assessment with one of OH Assist TM practitioners. In this event, the referrer will be advised in the outcome summary report and the individual will be contacted to schedule the assessment. |
| Personal User Action Report               | A Personal User Action Report is produced by the Cardinus Workstation Safety Plus following the completion of an assessment. The Personal User Action Report highlights all the issues raised in the assessment and produces recommendations which the user should follow. For each issue raised and the recommendations given the report provides an action rating 'Issues Resolved, Issue Improved or Issue Unresolved' which the user must select following the changes made from the recommendations.   |
| Cardinus Administrators                   | A Cardinus Administrator is a nominated member of staff who manages the Cardinus system within their area of control. This involves setting users up onto the system, sending invitation emails, updating location records if users move establishments, and providing compliance reports to relevant managers.   |
| Cardinus DSE Assessors                    | A Cardinus Assessor is a local DSE Assessor who carry out a face to face review of the users' latest assessment using their Personal User Action Report. Cardinus DSE Assessors will assess the workstation and may provide recommendation on how to improve their working environment.   |
| Breaks                                    | Breaks in this instruction is defined as a change of work activity away from the screen during prolonged use which is needed as this will reduce the risk of fatigue. A break from DSE use in this context can be regarded as a user taking the opportunity to carry out other work   |

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|  | <p>activities for example filing or photocopying. If such an opportunity does not arise for these work related breaks as previously mentioned, there are stretching exercises on the Cardinus system which can be carried out at the workstation to relive any tension or discomfort. A break in this context does not constitute a cigarette or tea break.</p> |
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