

Ergonomics and Visual Display Units

Date of first issue	Jan 2013
Document Reference	CM018
Version	2.0
Revised Date	Revised Oct 2013

Contents

Section 1 – Introduction

- 1.1 Context
- 1.2 Purpose
- 1.3 Scope

Section 2 – Procedure

- 2.1 General Practice for Office Ergonomics
- 2.2 Best Practice for Equipment
- 2.3 Visual Display Unit Risk Assessment
- 2.4 Standing for Long Periods
- 2.5 Training
- 2.6 Additional Support

Introduction

1.1 Context

Ergonomics and the correct use of VDU equipment in your pharmacy is an area that is relevant to all employees, be they working on a till, the cash processing area, shop floor or stock rooms. Whilst there are no known cases of serious accidents or injuries involving the use of this equipment, it is known that in some instances their prolonged use can cause stress, pain or discomfort.

In view of this, the use of visual display units is extensively covered under Part II of the Safety, Health & Welfare at Work (General Application) Regulations 2007. These Regulations are designed to provide safe and comfortable working conditions and they are summarised in the attached policy and drawings which is provided by the Health and Safety Authority as part of their Guidelines on the Safe Operation of Visual Display Units.

1.2 Purpose

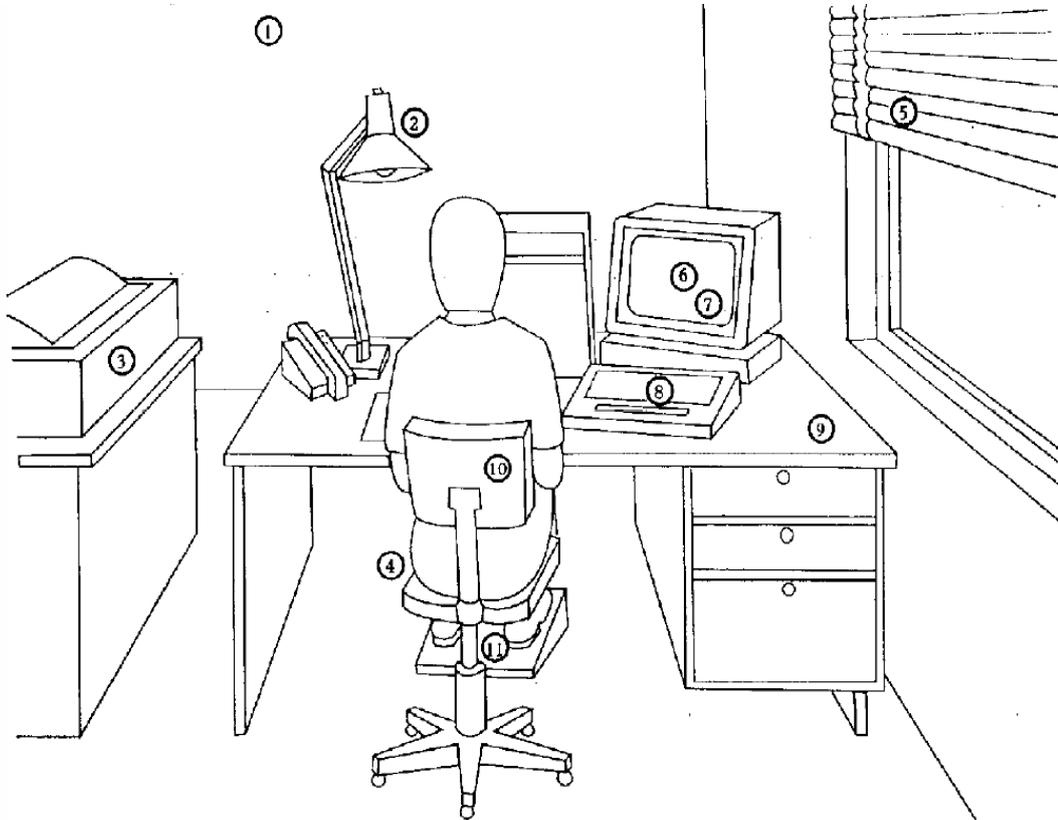
The aim of this policy is to provide all employees and management with an understanding of how to complete their duties in such a manner that will not cause pain or discomfort caused by poor ergonomics.

1.3 Scope

This policy is applicable to all managers within the company. The main points of this policy are included in the employee handbook. The company is committed to complying with the legal requirements in this area to the full. If any person operating visual display units is suffering from any discomfort as a result of using this equipment, they should refer the matter immediately to their line manager who will ensure a VDU/Ergonomics assessment is carried out.

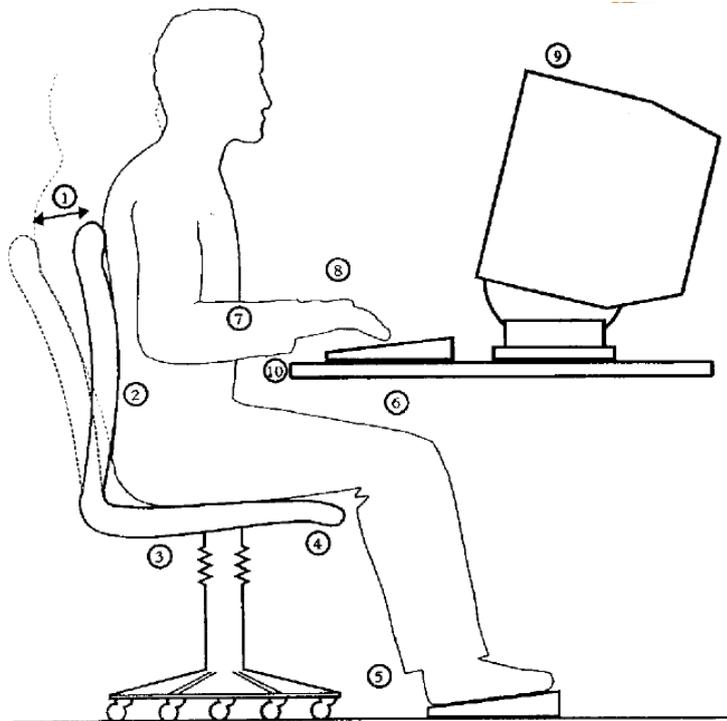
Procedure

2.1 General Best Practice for Office Ergonomics.



1. Adequate lighting.
2. Adequate contrast, no glare or distracting reflections.
3. Distracting noise minimised.
4. Leg room and clearances to allow postural changes.
5. Window covering to prevent glare.
6. Software: Appropriate to task, adapted to user, provides feedback on system status.
7. Screen: Stable Image, Adjustable, Readable, Glare / Reflection Free.
8. Keyboard: Usable, Adjustable, Detachable, Legible.
9. Work Surface: Allow Flexible Arrangements, Spacious, Glare Free.
10. Work Chair: Adjustable.
11. Footrest if required.

2.1 General Best Practice for Office Ergonomics.



1. Seat Back Adjustability.
2. Good Lumbar Support.
3. Seat Height adjustability.
4. No excess pressure on underside of thighs and backs of knees.
5. Foot support if needed.
6. Space for postural change, no obstacles under desk.
7. Forearms approximately horizontal.
8. Minimal extension, flexing or deviation of wrists.
9. Screen height and angle should allow comfortable head position.
10. Space in front of keyboard to support hands / wrists during pauses in keying.

2.2 Best Practice for Equipment

Display Screen

- The display characters must be easily read and of suitable size.
- The screen must be constantly stable and free from flickering.
- There must be controls for brightness/darkness and for changing display position.
- The screen must be free from glare and reflections and it also must be capable of being tilted and swivelled.
- A screen cleaning kit should be provided.

Keyboard

- The keyboard characters must be easily identifiable and the keyboard on a flat surface.
- The layout of the keys must be easy to use and the symbols easy to read.
- There must be enough space in front of the keyboard to rest the wrists and arms.
- The keyboard must be tilt-able and separate from the screen and allows the user to find a comfortable working position which avoids fatigue in the arms and hands.

Work Desk Surface

- The work surface must have low reflection and be large enough for all equipment.
- A stable and adjustable document holder must be provided.
- The work must be positioned to lessen head/eye movements.
- There must be enough space for employees to find a comfortable position.
- The electrical cables/equipment must be in good condition.
- The cables must be tidy and prevented from trailing.

Work Chair

- The chair must be stable.
- The chair must allow for ease of movement and a comfortable position.
- The seat height must be adjusted while sitting.
- The seat back must be adjustable, both for height and tilt.
- All VDU operators must place their feet flat on the floor.
- A stable footrest must be available.

Environment

- There must be enough space for the employee to change position and vary movement.
- Room and workstation must be adequate for both the task and employee with no extremely dark or bright areas.
- The lighting must not cause glare and the workstation must be adjustable to avoid glare and reflections.
- Windows must have adjustable blinds or coverings.
- The workstations must be free from excessive noise from equipment.
- The equipment must not produce excess heat.
- Radiation must be below regulatory levels.
- There must be a constant, adequate level of humidity.
- The temperature/ventilation must be comfortable all year round.

Operator and Computer Interface

- The software must be suitable for the task, easy to use and be adaptable to the employee's level of knowledge and experience.
- The pace of screen information must be adjustable to the employee.
- The employee must be fully trained in the use of the software.

General

- The employee must have an eyesight or eye test provided if the workload requires.
- The employee must be fully trained in the use of the workstation.
- The employee must receive awareness training covering the possible risks involved in display screen work.
- A system of permitted breaks should be set up with a designated break area, away from workstations.

Other Items

- Too much time must not be spent at the screen.
- The screen information must not be complex.
- The work should not require extreme concentration.
- The employee must not suffer from stress or fatigue. The employee must not get aches, pains, pins & needles etc. in the neck, back, shoulders or upper arms.
- The employee must not have restricted joint movement.
- The employee must not have problems with vision - headaches, sore eyes, problems with focusing, etc.

2.3 VDU Risk Assessment

A VDU audit is available in the audit section of your online health and safety dashboard and must be completed for relevant employees. Relevant employees include employees whose job role involves working continuously with a visual display unit for the majority of their workload.

2.4 Standing for Long Periods

Staff Members who are required to stand in the one position for long periods of time must be made aware of the following best practices.

- Adequate breaks from standing position must be taken e.g. walking between stations.
- Appropriate footwear must be worn by employees e.g. supportive insoles.
- High heeled footwear must be avoided by employees required to stand for long period of time.
- Where appropriate anti fatigue matting may be provided to staff members.

2.5 Training

All employees must complete the on-line Ergonomics and VDU training module. This training is refreshed annually and notifies relevant employees of their right to eye testing.

2.6 Additional Support

Every effort has been made to adequately provide suitable working conditions for all employees. Should an employee have a concern or suggestion relating to ergonomics and VDU equipment they are encouraged to speak with their Line Manager.

Queries can also be addressed to the following:

- Health and Safety Coordinator
- Human Resources