



TOLLCROSS  
housing association

## Display Screen Equipment Policy

|                        |                                |
|------------------------|--------------------------------|
| Prepared by            | Corporate Manager              |
| Policy created         | October 2025                   |
| Date of last review    | //                             |
| Date of current review | //                             |
| Date of next review    | October 2028                   |
| Reviewed by            | Audit & Business Sub-Committee |

|                |                          |   |
|----------------|--------------------------|---|
| Corporate Fit: | Internal Management Plan | ✓ |
|                | Risk Register            | ✓ |
|                | Business Plan            | ✓ |
|                | Equalities Strategy      | ✓ |
|                | Legislation              | ✓ |

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Registered Scottish Charity No.SC040876 | Registered with the Scottish Housing Regulator No. 197 | Registered Property Factor No.PF000261 | Registered Society under Co-operative and Community Benefit Societies Act 2014 No.1798RS

### Alternative formats available



Happy to translate  
Możemy przetłumaczyć  
Раді перекладати  
Ni Fahari kutafsiri  
نحن سعداء لتقديم الترجمة  
अनुवाद करके खुशी हुई  
ਅਨੁਵਾਦ ਕਰਨ ਵਿੱਚ ਖੁਸ਼ੀ  
乐意翻译

Our policies provide a framework to underpin our vision and values, to help us achieve our strategic objectives.

## Our Vision

Local people, local control.

By providing quality homes and services, we will create stronger communities and a better quality of life for our customers.

## Our Values

- Focused on the needs of our customers and communities.
- Supportive of our staff and Committee members.
- Responsible, efficient, and innovative.
- Open and accountable.
- Inclusive and respectful.
- Fair and trustworthy.

## Strategic Direction

**Consolidation and improvement:** Applicable to our core business as a landlord & property manager.

**Growth:** Through the new build opportunities, we are taking forward.

**Partnerships:** Where this can help to address shared goals and increase capacity and value.

**Resilience:** A key priority across all parts of our business.

## Strategic Objectives

**Services:** Deliver quality, value for money services that meet customers' needs

**Homes & neighbourhoods:** Provide quality homes and neighbourhoods.

**Assets:** Manage our assets well, by spending wisely.

**Communities:** Work with local partners to provide or enable services and activities that benefit local people and our communities as a whole

**Our people:** Offer a great workplace environment that produces a positive staff culture and highly engaged staff.

**Leadership & Financial:** Maintain good governance and a strong financial business plan, to ensure we have the capacity to achieve our goals.

## Our Equalities and Human Rights Commitment

We understand that people perform better when they can be themselves and we are committed to making the Association an environment where employees, customers, and stakeholders can be open and supported. We promote equality, diversity, and inclusion in all our policies and procedures to ensure that everyone is treated equally and that they are treated fairly on in relation to the protected characteristics as outlined in the Equality Act 2010.

## Privacy Statement

As data controller we will collect and process personal data relating to you. We will only collect personal information when we need this. The type of information we need from you will vary depending on our relationship with you. When we ask you for information, we will make it clear why we need it. We will also make it clear when you do not have to provide us with information and any consequences of not providing this. We are committed to being transparent about how we collect and use your data, and to meeting our data protection obligations with you. Further information about this commitment can be found within our full Privacy Statements.

## Policy Scope & Review

For the purpose of this policy the term Association will include all members of the Tollcross Housing Association Limited. Therefore, all employees, governing body members, volunteers, customers and other relevant stakeholders will be expected to adhere to this policy and/or procedure. All policies and procedures are reviewed every 3 years in line with best practice and current legislation. The Association reserves the right to make additions or alterations to this policy and procedure from time to time. Any timescales set out in this policy may be extended where required.

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| 2.           | DSE Risk Assessment (HS-F07)      |

## **1. Introduction**

- 1.1. As an employer we must, so far as is reasonably practicable, protect workers from the health risks of working with display screen equipment (DSE), such as PCs, laptops, tablets and smartphones. The Health and Safety (Display Screen Equipment) Regulations apply to employees who use DSE daily, for an hour or more at a time.
- 1.2. While work with DSE is generally regarded as being safe: incorrect or inappropriate use can lead to health, safety, and wellbeing concerns.
- 1.3. By completing a workstation assessment, we are complying with the law and, more importantly, we are ensuring that individuals who use workstations are keeping safe and well by ensuring that the likelihood of ill health from poor posture or incorrectly positioned equipment is minimised.

## **2. Purpose & scope**

- 2.1. The aim of the policy is to provide a clear framework of responsibilities, establish minimum required standards, and provide guidance for the safe use of DSE.
- 2.2. For the purpose of this policy, the following definitions will be used:
  - Display Screen Equipment (DSE): means any alphanumeric or graphic display screen, regardless of the display process involved.
  - DSE User: an employee who habitually uses DSE for as a significant part (on average in excess of 1 hour continuously each day) of their normal work.
  - Workstation: an assembly comprising of DSE (e.g. screen, keyboard, mouse, etc.), telephone, chair, desk, and any other items used regularly by employee (e.g. document holder). This will, as standard, be an employee's fixed workstation.
  - Hazards: A hazard is a potential source of harm or adverse health effect on a person or persons.
  - Risk: A risk is the potential (likelihood) that a person may be harmed and suffer adverse health effects (severity) if exposed to a hazard.

## **3. Responsibilities**

- 3.1. Employees are responsible for their own health and safety, and to take suitable steps to protect themselves from harm. Employees' specific responsibilities relating to DSE include:
  - Completing regular DSE training (as identified by the Association).
  - Undertaking regular self-assessments (every 2-years or sooner) to ensure any changes are accommodated for.
  - Escalating matters of concern to their line manager, to ensure further assessment is completed by a competent person.
  - Making use of any control measures deemed necessary by the DSE assessment.
  - Maintaining good housekeeping practices to ensure equipment remains fit for purpose.
  - Updating their manager where their personal circumstances change (e.g. new health condition diagnosed).
  - Actively participate in further health assessments (if considered necessary to further assess impact of DSE).

- Undergo regular eye tests, as advised by your optician or other medical professional.
- Take adequate rest breaks from DSE use and undertake stretching to reduce visual and musculoskeletal fatigue.

3.2. Managers are responsible for:

- Ensuring employees are aware of their responsibilities, adequately trained, and aware of any key updates relating to DSE.
- Ensuring regular self-assessments are completed by their employees and any matters raised are addressed in a satisfactory manner.
- Raising any concerns, or poor behaviours, with employees before they become a larger health and safety matter.

#### 4. Workstation & DSE assessments

4.1. We operate a 3-stage assessment process. Each stage is designed to help support employees identify any hazards, or potential hazards, to DSE use and identify controls to help remove or reduce the hazard.

4.2. Stage 1 – training & basic self-assessment (HS-F06)

- 4.2.1 Employees will be required to complete training and a basic self-assessment when they join the Association, as part of their induction process, and then every 2-years (as part of a rolling programme).
- 4.2.2 Where the self-assessment results in any hazards or areas of concern being identified, the employee should progress to stage 2.
- 4.2.3 The rolling assessment programme includes relevant training for employees to give them a good understanding of the safe use of DSE in the workplace. The training will also include:
  - risks to physical health when using DSE and how to minimise them
  - how to maintain good posture when sitting or standing at workstations
  - the importance of regular breaks and changes in activity
  - the importance of completing a workstation assessment
- 4.2.4 Assessments should be completed out-with the 2-year cycle where there have been significant changes (to workstation, environment, or task). Examples of significant changes include:
  - a workstation is relocated
  - a major change in workstation furniture
  - a substantial increase in the amount of time required to be spent using DSE
  - a substantial change in other task requirements (e.g. more speed or accuracy)
  - a major change to software used
  - a major change to the hardware (screen, keyboard, input devices etc)
  - a replacement of an unrepairable item with a new one
  - if environmental conditions such as the lighting are significantly modified
- 4.2.5 Where an employee has an underlying condition or disability, which is impacted by DSE use, they should also complete stage 2 as standard in the 2-yearly review programme. Another reason to trigger an early assessment is any changes to an employee's health and wellbeing. With specific attention to any musculoskeletal changes / issues.

#### 4.3. Stage 2 – full self-assessment and competent person review (HS-F07)

- 4.3.1 Where an employee identifies hazards or areas of concern in stage 1 (or have an underlying condition or disability), they should complete a further self-assessment. This self-assessment is more detailed in the assessment and once completed, it should be passed to line managers for review.
- 4.3.2 The line manager will review the form and complete a further 'competent person' assessment with the employee. This assessment will include the identification of any recommendations or further actions required.
- 4.3.3 Recommendations made following the assessment, should be reviewed after a 3-month period, to ensure that they are fit for purpose. Where they are not fit for purpose, the line manager may wish to continue to stage 3.

#### 4.4. Stage 3 – additional advice and guidance

- 4.4.1 Where an assessment identifies significant hazards or concerns, additional advice and guidance may be sought from our occupational health provider (or other suitable professional body). This may also include advice on any reasonable adjustments required as a result of a disability or underlying health condition.
- 4.4.2 Reasonable adjustments are changes we can make to remove or reduce a disadvantage related to an employee's disability. This can include making changes to an employee's workstation, equipment, etc. Reasonable adjustments are specific to the individual and will be made where (1) practical, (2) affordable and (3) do not negatively impact the health and safety of others.

### 5. **Rest breaks**

- 5.1. Where an employee's standard type of work means excessive periods of continual DSE use, they must ensure they take adequate rest breaks. Rest breaks are dependent on the nature of the work and any concerns should be discussed with your manager.
- 5.2. Rest breaks do not need to be non-work rest breaks but a short break from DSE usage. A change in activity is also suitable when considering a rest break from DSE (e.g. telephone calls, visits, filing, making a drink, going to the bathroom, etc.).

### 6. **Eye and eyesight tests**

- 6.1. While DSE work has not been linked to damage to eyes or eyesight, it is important that employees undertake regular eye exams to ensure that they can comfortably see the screen and work effectively without visual fatigue. This is supported by the Health and Safety (Display Screen Equipment) Regulations 1992, which entitles all employees identified as "DSE Users" to an eye and eyesight test.
- 6.2. Eye tests are free for UK residents in Scotland and may be accessed:
  - Once every 2-years if you are aged between 16 and 59 years old.
  - Once every year if you either (a) 60 and over, (b) have diabetes, or (c) have a sight impairment.

- 6.3. Where an employee is experiencing visual discomfort whilst using DSE, they should arrange to have an eye test as soon as possible. Where this falls out-with the review period detailed above, an employee can request for the Association to reimburse the cost of the eye test. The employee should speak to their line manager in the first instance and provide relevant receipts for reimbursement of costs.
- 6.4. Where an eye test results in an employee requiring lenses for DSE use (and there has been a change in prescription), the Association will contribute to the cost (this figure is reviewed annually and can be found within the Association allowances scheme).

## **7. Alternative workstations**

- 7.1. Employees main DSE use will be at their fixed workstation. However, with the introduction of more agile working technologies (laptops, tablets, smart phones, etc.), we understand that employees may commonly use other DSE to carry out their job role.
- 7.2. We encourage employees to avoid using these agile technologies for prolonged periods of time. However, where this occurs the technology will be classed as an item of DSE and the employee should complete a self-assessment (as per stage 2 in section 4) for each items of DSE used regularly and for prolonged periods of time (e.g. longer than 1 hour of constant work).

## Appendix 1 – Equality Impact Assessment

|                  |                                 |          |  |
|------------------|---------------------------------|----------|--|
| Policy           | Display Screen Equipment Policy |          |  |
| EIA Completed by | Corporate Services              | EIA Date |  |

**1. Aims, objectives and purpose of the policy / proposal**

The aim of the policy is to provide a clear framework of responsibilities, establish minimum required standards, and provide guidance for the safe use of DSE.

**2. Who is intended to benefit from the policy / proposal?**

Employees.

**3. What outcomes are wanted from this policy / proposal?**

To create a safe and healthy working environment for all employees.

**4. Which protected characteristics could be affected by proposal?**

|                                     |                                                       |                                             |
|-------------------------------------|-------------------------------------------------------|---------------------------------------------|
| <input type="checkbox"/> Age        | <input type="checkbox"/> Gender reassignment          | <input type="checkbox"/> Religion or belief |
| <input type="checkbox"/> Disability | <input type="checkbox"/> Marriage & civil partnership | <input type="checkbox"/> Sex                |
| <input type="checkbox"/> Race       | <input type="checkbox"/> Pregnancy and maternity      | <input type="checkbox"/> Sexual orientation |

**5. If the policy / proposal is not relevant to any of the protected characteristics listed in part 4, state why and end the process here.**

The policy is to help maintain a safe and healthy working environment for all.  
While disability might be indirectly impacted, we will ensure reasonable adjustments are put in place for those facing barriers.

**6. Describe the likely impact(s) the policy / proposal could have on the groups identified in part 4**

**7. What actions are required to address the impacts arising from this assessment? (This might include; collecting data, putting monitoring in place, specific actions to mitigate negative impacts).**

**8. Consider the impact and actions to be considered for the following Human Right articles:**

|                                                                                                                          |          |
|--------------------------------------------------------------------------------------------------------------------------|----------|
| <b>Article 6: Right to a fair trial</b>                                                                                  |          |
| Everyone should be given the opportunity to participate effectively in any hearing of their case and present their side. |          |
| Impact: none                                                                                                             | Actions: |
| <b>Article 8: Right to respect for private life, family life &amp; the home</b>                                          |          |
| Everyone has the right to access and live in their home without intrusion or interference.                               |          |
| Impact: none                                                                                                             | Actions: |
| <b>Article 14: Prohibition of discrimination</b>                                                                         |          |
| Everyone has equal access to the other rights contained in the Human Rights Act.                                         |          |
| Impact: none                                                                                                             | Actions: |