



Display Screen Equipment Control Standard

In support of the Health and Safety L2 Policy

Risk Category Owner	Secretary and General Counsel
Level 2 Policy Owner	Director of Risk and Internal Audit
Level 3 Policy Owner	Co-op Head of Safety
Control Standard Owner	Health and Safety Business Partner
Control Standard Approver	Co-op Head of Safety
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Aims and Scope

What is this standard about?

The aim of this control standard is to provide information on the Co-op minimum safety standards expected within all Businesses which must be complied with.

The Co-op fully appreciates the seriousness and risks associated with working with Display Screen Equipment (DSE). It's important that we keep colleagues safe and complying with health and safety law is just the starting point.

As a responsible employer, the Co-op acknowledges that it has a duty of care to its colleagues and wants to ensure their safety. The objectives of this policy are:

- a) To set minimum standards to address the health risks associated with those colleagues who regularly use DSE as part of their work
- b) To provide a clear standardised approach to make sure management understands their responsibilities
- c) To ensure the policy is adhered to by all Co-op colleagues for the purpose of safe management of DSE in the workplace

This minimum standard should form the foundation to which the businesses DSE policies or control standards are based upon.

Where there are links / synergies between businesses these must be considered and reflected in their policies or control standards.

All relevant parties, where necessary, are aware of or consulted on any intended changes to policy and control standards prior to their implementation.

What is the Scope?

The policy applies to all colleagues, agency staff, temporary colleagues employed within the Co-op who use DSE and is intended to address the potential health risks associated with the use of DSE and takes into account working at home, in the office or on the move.

What is DSE?

The term 'DSE' refers to devices or equipment that have an alphanumeric or graphic display screen and includes

- Display screens
- Laptops
- Touch screens
- Hand-held devices such as iPad, tablets, mobile phones, etc.

*Please note this is not an exhaustive list

Definition of a user: -

A '**user**' is a colleague who uses display screen equipment as a significant part of their normal work. The Health and Safety Executive (HSE) specify that users are 'workers who use **DSE** daily, for an hour or more at a time, not infrequent **users** or short-term use'

What is a 'Workstation'?

Under Regulation 1(2) (e), a workstation exists wherever there is DSE (including portable DSE in prolonged use. Workstation means an assembly including the screen, keyboard, other parts of the computer and its accessories (such as mouse or other input device). The desk, chair and immediate work environment are also included.

Examples of workstations include:

- areas provided in Co-op premises e.g. Office desk,
- any area used in the home by home office workers e.g. a dedicated office space or a kitchen table

A fixed workstation is one that is allocated and used exclusively by the user. Where workstations are intended for use by more than one user, these are 'hot desks'.

Hazards Associated with DSE

Work with computers is generally regarded as being safe, however in the wrong circumstances some colleagues may experience fatigue, eye strain, mental stress, upper limb disorders and backache from overuse or improper use of DSE. These problems can also be experienced from poorly designed workstations or work environments. In some circumstances the causes may not always be obvious and can be due to a combination of factors.

The Co-op aims to minimise the likelihood of any adverse effects from the use of DSE through training, information, and design of workstations including equipment, furniture, work conditions, and the job being done.

Risk Assessment (RA)

All activities where there might be risks to individuals should be risk assessed, including the use of display screen equipment. However, a common-sense approach should be used when deciding on the formality of any assessment carried out.

All DSE users must have the basic knowledge to undertake dynamic risk assessments.

For fixed desk users: Businesses must ensure that all those who work at fixed / allocated workstations for the most part of their activity complete a dynamic workstation assessment. This does not need to be documented. * Please note some fixed desks are assigned to colleagues with specific health conditions and in this case a documented risk assessment needs to be completed.

Shared Workstations (Hot desk) users: Those who generally work from different workstations (e.g. hot desk) must be competent to conduct a basic dynamic risk assessment for their workstation set up (these do not need to be documented). However, they must raise any health concerns to their line manager.

Home Working: For those who are based and work from home on a permanent basis; a dynamic workstation assessment must be carried out. This does not need to be documented. However, any health concerns must be raised with line management who may then need to arrange a formal, documented risk assessment.

Those who work from home occasionally must conduct a basic dynamic risk assessment and must be trained to do so (these do not need to be documented). As above any health concerns must be raised with line management who may then need to arrange a formal, documented risk assessment.

Where the user dynamic risk assessment identifies any significant risk, or the user is especially at risk, the colleague should discuss this with their line manager as a formal, documented work station assessment will need to be conducted and reviewed by someone who has sufficient training and experience or knowledge relevant to the level of risk, often referred to as a competent person. A decision will be needed to ascertain whether it's safe for the colleague to work from home.

It should be noted that it's not always practical or possible to fully avoid some work activities. Carrying out a RA will determine how high the level of risk is and should allow an informed decision to be made as to whether the activity can be safely managed using suitable working procedures, with minimum risk to the colleague's health and safety. As with many tasks it is sometimes difficult to completely eradicate any risks, but this must be recognised and acceptable to the individuals involved.

Each Business will need to ensure there is a process in place to assess the risks associated with using DSE equipment and any special requirements of individual colleagues.

If DSE risk assessment identifies any area of concern and recommendations are made; line managers are responsible for considering the recommendations outlined in the assessments and for providing any additional pieces of equipment they require. This equipment needs to be ordered and paid for by each department.

Review

DSE risk assessments need to be reviewed when:

- Major changes are made to the equipment, furniture, work environment or software
- The nature of work tasks changes considerably
- Individual's need changes e.g. through injury/illness, pregnancy
- It is thought that the controls in place may be causing other problems

Oversight and Governance

The Co-op will carry out their functions in a way that demonstrates accountability, transparency, effectiveness, integrity, impartiality and inclusivity. We will do this by: -

- Fostering a culture of behaviour based on shared values, high ethical principles and good conduct
- Make sure that those charged with health and safety governance have the skills, knowledge and experience they need to perform well
- Operate a risk management approach that aids the achievement of its strategic priorities, supports its decision-making processes, protects the Co-op's reputation and is compliant with statutory and regulatory obligations
- Monitoring and reviewing the risk, control and governance processes and associated assurance processes making sure internal control systems are effective and that policies and procedures are in compliance with statutory and other regulations and guidance

Legal Framework

The purpose of this control standard is to ensure the Co-op complies with current legislation, adheres to good practice and ensures that all colleagues, agency workers and contractors are protected from the risks associated with display screen equipment.

The Health and Safety at Work etc. Act 1974 applies to all work activities. It requires Businesses to ensure, so far as reasonably practicable, the health and safety of their colleagues, other people at work and members of the public who may be affected by their work.

The Management of Health and Safety at Work Regulations 1999 apply to everyone at work, regardless of what that work is. They require Businesses to assess the risks associated with work to identify the control measures necessary to prevent or reduce these risks to an acceptable level.

The Display Screen Equipment Regulations 1992, as amended by the Health and Safety (Miscellaneous Amendments) Regulations 2002 applies to anyone who uses DSE equipment daily, for an hour or more at a time.

* The regulations don't apply to those who use DSE infrequently or only use it for a short time.

In addition, the following regulations are also important when considering display screen equipment:

- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- The Provision and use of Work Equipment Regulations 1998, as amended by the Health and Safety (Miscellaneous Amendments) Regulations 2002

Who does this standard cover?

This standard applies to:

- All regulated and unregulated entities, including any subsidiaries or Joint Ventures in which the Co-op has a 50% or greater interest unless otherwise stated in contractual agreements
- All employees of the Co-op, including employees of any subsidiary in which the Co-op has a controlling interest
- All organisations and people working on behalf of Co-op, including third party suppliers

Any instances of non-compliance or breaches of this control standard must be reported and dealt with in accordance with the guidance contained within this document.

Applicability to Co-operative Insurance Services Limited (CISL)

CISL aims to cover the minimum requirements set out in this control standard.

Roles and Responsibilities

The following table sets out the key roles in managing Display Screen Equipment and a brief description of their responsibilities:

Role	Responsibilities
Co-op Board	The Board holds the Co-op Executive to account for the implementation of the Co-op's health and safety strategy

Co-op Chief Executive (CEO)	The CEO has overall responsibility for providing a safe environment for our colleagues, members, customers and others who visit our premises
Group and Business Executives	Directly responsible for the development, implementation and monitoring of DSE policies and procedures in their business, and the continued appointment of sufficient numbers of competent people to provide subject matter expertise for the same
One Co-op Health and Safety Committee	The Co-op Safety Committee chaired by the Co-op Head of Health and Safety, meets quarterly to review safety performance and compliance across all businesses and support functions. The Committee is responsible, amongst other things, for scrutinising and ratifying DSE related policies and standards
Director of Risk and Internal Audit (RIA)	Owner of the 'DSE' risk category and responsible for the monitoring of the effectiveness of DSE management controls across the Co-op Sets the minimum standards across the Co-op, together with monitoring the effectiveness of the controls Reports on the effectiveness of the DSE policy and control
Secretary and General Council	The Secretary and General Council has overall responsibility for ensuring the implementation of the DSE policy in premises owned or occupied by the Co-op and will: <ul style="list-style-type: none"> • Ensure there are adequate resources across the Co-op to effectively manage DSE risks • Decide on risk indicators, thresholds and implementation of risk response strategies • Report to the CEO on DSE risk issues
Group Risk	Group Risk Will create, develop and maintain Group wide policies, and provide 2 nd line assurance on conformance to the same Report on the effectiveness of DSE control to the Director of Risk and Internal Audit and Secretary and General Council The Co-op Head of Health and Safety will oversee the standards that must be achieved in order to meet legal requirements and will ensure that monitoring and auditing of DSE standards and procedures are carried out to provide assurance that activities are being carried out in compliance with this standard

Business Health and Safety Managers (SMEs) Subject Matter Experts	<p>Provide competent advice and guidance in relation to DSE management, to colleagues within their respective businesses</p> <p>Ensure adequate information, instruction and training provisions are in place for managing DSE</p> <p>Support and provide technical input into any investigations surrounding DSE incidents</p> <p>Maintain incident and injury reports</p>
Head of Colleague Wellbeing	<p>Ensure that the Co-op has access to occupational health advisors, who are able to provide (either directly, or via a third party) the full range of advisory services and health assessments</p> <p>Assist businesses and support functions to develop bespoke health surveillance programmes</p> <p>Provide businesses with the systems to be able to create and maintain colleague health records</p>
Business Safety Forums	<p>Chaired by senior leaders, these forums are designed to review operational safety performance, agree policy and procedures and report actions and emerging risks into the One Co-op Health and Safety Committee</p>
Person in Control	<p>It is the person in control of the premises responsibility to ensure that all works, and tasks are carried out on their premises are conducted in a safe manner in line with current Co-op policies and procedures.</p> <p>As the PiC can vary between businesses, each business must identify and record the job role or individual assigned to undertake the PiC responsibilities as identified within the control standard</p>

Assigning Roles and Responsibilities

To help colleagues be clear as to what their duties are in managing Display Screen Equipment risks in line with the principles set out in the DSE Control Standard, there is a responsibility matrix against each of the minimum requirements set out in the Detailed Requirements section. The definition of the responsibilities are as follows:

- **Responsible:** There must be at least one role who is *responsible*, although others can be delegated to assist in the work required
- **Accountable:** The person ultimately answerable for the completion of the requirement, and the one who delegates the work to those *responsible*. There **must** only be one *accountable* role documented for each requirement
- **Consulted:** Colleagues whose opinions are sought, typically subject matter experts. They would typically be consulted in the process/task but are not *responsible* or *accountable* for its completion

- **Informed:** Colleagues who are kept up-to-date on progress or outcomes but would not be expected to input into the process

Relationship to other policies

This document should be read in conjunction with:

- L2 Health and Safety Policy
- Co-op Health and Safety Framework
- Health Surveillance Control Standard
- Statement of Intent
- Business specific policies and control standards
- Co-op HR policies

Where to go for more information

If you need further information on DSE please refer to the Business, HR and Group Risk SharePoint pages.

Detailed Requirements

These control Requirements support the effective management of risks associated with Display Screen Equipment.

It is the responsibility of each business area to review the Requirements as listed in this section and make sure that processes and resources are sufficient to meet the minimum requirements outlined below, where applicable to their areas. Risk must be notified of any exceptions.

Risk Category		Accountable Executive			Risk Category Owner		
Display Screen Equipment		Secretary and General Counsel			Director of Risk and Internal Audit		
Ref	Control Objective	Minimum Requirements	Frequency	Responsible	Accountable	Consulted	Informed
1.0	Identification						
1.1	To make sure that all Display Screen Equipment (DSE) risks in all businesses are appropriately identified and captured, with control measures in place to safeguard colleagues as far as reasonably practicable	A DSE risk identification and assessment process must be in place to identify and capture DSE related users	As required	Business Head of Risk / Health and Safety or equivalent	Business Exec	Individual Business Health & Safety SMEs	Group Risk
1.2		For all DSE management procedures, clear roles and responsibilities must be agreed, and communicated both within and between each function	As required	Business Head of Risk, Health and Safety or equivalent	Business Exec	Business Health & Safety SMEs	N/A
1.3		Businesses must ensure they provide competent advice as required to DSE users	Ongoing	Business Safety SMEs / or equivalent	Business Exec	N/A	N/A

Ref	Control Objective	Minimum Requirements	Frequency	Responsible	Accountable	Consulted	Informed
2.0	Assessment						
2.1	To assess compliance to the DSE control standard ensuring effective arrangements are in place	Assess end to end key business DSE processes.	Ongoing	Business Head of Risk, Health and Safety or equivalent	Business Exec	Business Health and Safety SMEs	Group Risk
2.2	To ensure DSE strategies are effective and comply with relevant legislation, also processes in place to detect areas of potential risk exposure or control weakness	Business level key performance indicators must be designed and captured to make sure appropriate operation of DSE processes and to provide guidance to the business and identify areas of improvement	Ongoing	Business Head of Risk, Health and Safety or equivalent	Business Exec	Business Health and Safety SMEs	Group Risk
2.3	Where applicable suitable and sufficient risk assessments are undertaken	Where necessary a DSE risk assessment (RA) including dynamic risk assessment will: <ul style="list-style-type: none"> Identifies hazards Identifies who might be harmed and how Identifies control measures to remove or reduce the level of risk 	As required	Business Head of Risk, Health and Safety or equivalent	Business Exec	Individual	Group Risk
2.4	DSE RAs must be reviewed to make sure they are still valid	If the findings of a DSE RA are no longer valid the assessment should be reviewed. DSE risk assessments need to be reviewed when: <ul style="list-style-type: none"> Major changes are made to the equipment, furniture, work environment or software 	As required	Business Head of Risk, Health and Safety or equivalent	Business Exec	Business Health and Safety SMEs	Group Risk

Ref	Control Objective	Minimum Requirements	Frequency	Responsible	Accountable	Consulted	Informed
2.5	DSE RAs must be reviewed to make sure they are still valid	<ul style="list-style-type: none"> The nature of work tasks changes considerably Individual's need changes e.g. through injury/illness, pregnancy It is thought that the controls in place may be causing other problems 	As required	Business Head of Risk, Health and Safety or equivalent	Business Exec	Business Health and Safety SMEs	Group Risk
3.0	Manage and control						
3.1	Workstation assessments are carried out for all work stations	<p>All DSE users will undertake a dynamic assessment of their workstation</p> <p>This risk assessment does not need to be recorded</p> <p><i>Training requirements are covered in section 3.4</i></p>	As required	Business Head of Risk / Health and Safety or equivalent	Business Exec	Individual Business Health & Safety SMEs	Group Risk
		<p>Where the user dynamic risk assessment identifies any significant risk, or the user is especially at risk, the colleague must discuss this with their line manager and a formal, documented work station assessment must be conducted</p> <p>For example, this could be in the form of a checklist conducted by the user. Training and support must be provided</p>	As required	Business Head of Risk / Health and Safety or equivalent	Business Exec	Individual Business Health & Safety SMEs	Group Risk

Ref	Control Objective	Minimum Requirements	Frequency	Responsible	Accountable	Consulted	Informed
		<p>The results of the risk assessment must be reviewed by a competent person to work towards rectifying any concerns to an acceptable level</p> <p>Where this cannot be achieved, please reference section 3.10</p>					
3.2	<p>Portable Equipment</p> <p>Where colleagues use portable DSE as part of their work, the risks associated with it must be managed</p>	<p>Where colleagues use portable DSE as part of their work, the design of portable DSE can include features (such as smaller keyboards or a lack of keyboard / screen separation) which may make it more difficult to achieve a comfortable working posture</p> <p>It is the responsibility of each business / department to ensure that any identified hazards associated with portable DSE are managed for colleagues under their control</p>	As required	Business Head of Risk, Health and Safety or equivalent	Business Exec	Business Health and Safety SMEs	Group Risk
3.3	<p>Actions from completed Risk Assessment are actioned in line with agreed timescales</p>	<p>Any actions identified from the DSE RA are actioned within reasonable time scales set and agreed by key stakeholders</p>	As required	Business Head of Risk, Health and Safety or equivalent	Business Exec	Individual / Business Health & Safety SMEs	N/A

Ref	Control Objective	Minimum Requirements	Frequency	Responsible	Accountable	Consulted	Informed
3.4	<p>Training</p> <p>Each business must identify DSE users and provide health and safety training and information for those DSE users</p>	<p>Training must be suitable and sufficient and appropriate for the individual. Considering: -</p> <ul style="list-style-type: none"> • Where applicable - be able to carry out their own dynamic risk assessment • Guidance on good posture • How to adjust chairs / furniture • Arranging desk space • Adjusting screens • Lighting to avoid reflections and glare • Breaks and changes of activity • Other associated hazards e.g. lone working / stress / wellbeing • How to report problems 	As required	Business Head of Risk, Health and Safety or equivalent	Business Exec	Business Health and Safety SMEs	Group Risk
3.5	<p>Ongoing training must be provided to reduce the likelihood of injury / ill health</p>	<p>DSE users must be provided with adequate health and safety training in the use of any workstation which they may be required to use</p> <ul style="list-style-type: none"> • As part of the induction process • As part of refresher training thereafter • As part of any ongoing DSE assessment 	As required	Business Head of Risk, Health and Safety or equivalent	Business Exec	Business Health and Safety SMEs	Group Risk

Ref	Control Objective	Minimum Requirements	Frequency	Responsible	Accountable	Consulted	Informed
3.6	<p>Call Handlers</p> <p>Call handlers may face other hazards which must be assessed, and adequate controls put in place</p>	Hazards include working with headsets, vocal comfort and abusive or aggressive calls. Businesses need to identify hazards through a systematic process of risk management within their function where there are call centre operatives to determine the level of risk and appropriate controls for that particular site or business area	As required	Business Head of Risk, Health and Safety or equivalent	Business Exec	Business Health and Safety SMEs	N/A
3.7	<p>Work Plan</p> <p>Breaks / changes of activity will be in place to reduce the likelihood of ill-health associated with DSE</p>	It is the responsibility of each business to, whenever possible, design work involving display screens to a mix of screen-based and non-screen-based work to prevent fatigue and to vary visual and mental demands Where this is not possible management must have suitable controls in place e.g. breaks	As required	Business Head of Risk, Health and Safety or equivalent	Business Exec	Business Health and Safety SMEs	N/A
3.8	<p>Eye Tests and glasses</p> <p>Upon request, eye tests will be available</p>	Users will be provided at their request with an appropriate eyesight test as soon as practicable, and where necessary	As required	Business Head of Risk, Health and Safety or equivalent	Business Exec	Business Health and Safety SMEs	N/A
3.9	<p>and special glasses will be paid for by the business if the requirements in the DSE Regulation is met.</p>	Businesses only have to pay for glasses for DSE work if the test shows an employee needs special glasses prescribed for the distance the screen is viewed at. If an ordinary prescription is suitable, the Co-op does not have to pay for glasses	As required	Business Head of Risk, Health and Safety or equivalent	Business Exec	Business Health and Safety SMEs	N/A

Ref	Control Objective	Minimum Requirements	Frequency	Responsible	Accountable	Consulted	Informed
3.10	<p>Risk Assessment Outcomes</p> <p>Where a risk assessment is undertaken and identifies possible health risks specialist advice must be sought</p>	Where the business has conducted a DSE RA and / or has identified a colleague is experiencing health issues / concerns, the business must seek advice from Business Health & Safety SMEs and if necessary raise a case with ER Services	As required	Business Head of Risk, Health and Safety or equivalent	Business Exec	Individual Business Health and Safety SMEs ER Services	Group Risk
3.11	<p>ER Consultation</p> <p>Where specialist advice is needed ER will be consulted</p>	Where a DSE risk assessment has been conducted and health concerns cannot be addressed, individual cases should be referred to ER Services by the Line Manager, who may support the individual in organising an external occupational health assessment and / or an external workstation assessment	As required	Line Manager	Business Exec	Individual Business Health and Safety SMEs Occupational Health	Group Risk
3.12	<p>Occupational Health</p> <p>Where an external DSE assessment is needed the 3rd party provider will assess the individual and provide suitable and sufficient advice to address any health and safety issues</p>	Our 3 rd party occupational health provider will provide advice on the individual's health concerns and where necessary will provide a report stipulating what, if any adjustments / equipment are required to ensure a safe / healthy working environment for the individual Records for colleagues who have requested / received occupational health advice / support will be recorded / kept	As required	Occupational Health	Business Exec	Individual Line Manager Business Health and Safety SMEs	Group Risk

Ref	Control Objective	Minimum Requirements	Frequency	Responsible	Accountable	Consulted	Informed
3.13	Occupational Health Findings Assessments from 3 rd parties will be reviewed and any assessment and take any necessary remedial action	On receipt of an Occupational Health assessment the business will review the assessment in collaboration with the individual and implement any reasonable recommendations	As required	Line Manager	Business Exec	Individual Business Health and Safety SMEs	Group Risk
3.14	Colleague Responsibilities To reduce / remove the likelihood of injury / ill-health associated with DSE, colleagues will adhere to the DSE control standard	Report any defects in systems, practices or equipment	As required	Individual	Business Head of Risk, Health and Safety or equivalent	Business Health & Safety SMEs	N/A
3.15		Attend / complete any training assigned to them including DSE safety training	As required	Individual	Business Head of Risk, Health and Safety or equivalent	Business Health & Safety SMEs	N/A
3.16		Take reasonable care of their own health and safety	As required	Individual	Business Head of Risk, Health and Safety or equivalent	Business Health & Safety SMEs	N/A
3.17		All colleagues must report any health concerns as soon as possible to their line manager	As required	Individual	Business Head of Risk, Health and Safety or equivalent	Business Health & Safety SMEs	N/A

Ref	Control Objective	Minimum Requirements	Frequency	Responsible	Accountable	Consulted	Informed
3.18	Colleagues will follow / apply any recommendations made to support their health	Colleagues must apply / adhere to any recommendations made from: - <ul style="list-style-type: none"> • The internal risk assessment • Business Health and Safety Manager • Occupational Health Assessment • Line manager instruction 	As required	Individual	Business Head of Risk, Health and Safety or equivalent	Business Health & Safety SMEs	N/A
3.19	IT Equipment / Office Furniture To ensure equipment provided does not present a source of risk	All equipment provided for DSE use will meet the requirements as outlined in The Schedule of Regulation 3 DSE Regulations. equipment contained within the schedule includes: Display Screen Keyboard Work desk or surface Work chair	As required	Procurement IT	Business Head of Risk, Health and Safety or equivalent	Business Health & Safety SMEs	N/A
3.20		Colleagues will take care of any office furniture / IT equipment provided to them	As required	Individual	Business Head of Risk, Health and Safety or equivalent	Business Health & Safety SMEs	N/A
3.21		Office furniture or IT equipment provided for a DSE user will be used solely by the individual	As required	Individual	Business Head of Risk, Health and Safety or equivalent	Business Health & Safety SMEs	N/A

Ref	Control Objective	Minimum Requirements	Frequency	Responsible	Accountable	Consulted	Informed
3.22	DSE Furniture e.g. chair / desk will be provided where a risk assessment identifies it as being needed	<p>Any DSE furniture will be ordered from the approved list of suppliers</p> <p>Individuals will not purchase DSE furniture from other sources</p> <p>Individuals will make full and proper use of equipment provided for their safety</p> <p>Where furniture has been provided it is the responsibility of the individual to notify their line manager if it becomes defective whereby the line manager will arrange for its replacement, as necessary.</p>	As required	<p>Line Manager</p> <p>Individual</p> <p>Individual</p> <p>Line Manager</p>	Business Head of Risk, Health and Safety or equivalent	Group Risk	Group Risk
3.23	IT Equipment to support DSE users will be provided where a risk assessment identifies it as being necessary	<p>All DSE IT equipment e.g. keyboards, mouse, laptop riser will be purchased through the Co-ops IT department</p> <p>Where IT equipment is provided for home use, IT will maintain / replace that equipment as necessary</p>	As required	<p>Individual</p> <p>IT</p>	Business Head of Risk, Health and Safety or equivalent	Group Risk	Group Risk
4.0	Monitoring and reporting						
4.1	Identify and monitor adherence and effectiveness of the DSE controls	Businesses will audit and monitor DSE related due diligence checks in premises under their control and those working at home as far as reasonably practicable	As required	Business Head of Risk, Health and Safety or equivalent	Business Exec	Group Risk	<p>Group Risk</p> <p>Secretary and General Council</p>

Ref	Control Objective	Minimum Requirements	Frequency	Responsible	Accountable	Consulted	Informed
4.2	Identify and monitor adherence and effectiveness of the DSE controls	Incidents must be tracked where they relate to a DSE safety risk. The impact and actions taken to mitigate loss must be captured and reviewed periodically	As required	Business Head of Risk, Health and Safety (or equivalent)	Business Exec	Group Risk	Group Risk
4.3		Businesses will audit and monitor progress against actions from individual DSE RAs and take action to mitigate risks	As required	Business Head of Risk, Health and Safety (or equivalent)	Business Exec	Business Head of Risk, Health and Safety (or equivalent)	Group Risk
4.4		Group Risk will carry out spot checks / health and safety audits across business functions to make sure processes are in line with statutory requirements and the Co-op's risk appetite	As required	Group Risk	Director of Risk and Internal Audit	Business Head of Risk, Health and Safety (or equivalent)	Business Exec Secretary and General Council
4.5	An independent internal audit function will, through a risk-based approach provide assurance to the Co-op's Board of directors and senior management. This assurance will cover how effectively the Co-op assesses and manages its DSE Safety risks	Internal Audit will periodically audit compliance with the Control Standard and other relevant business documentation	At agreed frequency	Internal Audit	Secretary and General Council	Group Risk Business Health and Safety Managers Business Exec	Group Risk Business Health and Safety Managers Business Exec Director of Risk and Internal Audit

Compliance with policy

Risk Owners must confirm to the Risk Category Owner, at least 6 monthly via the RCSA attestation process, that the controls required in this control standard are applied to all relevant business procedures.

Waivers and Exemptions

If, in exceptional circumstances, a temporary exemption from any element of this control standard is required, a request must be submitted to the control standard Owner.

Any request must set out the rationale for the request and details of any mitigating actions that will be put in place during the period of the waiver or exemption.

Where the control standard requirement relies heavily on activity being performed by the Category Owner, any requests from the Category Owner for a waiver or exemption need to be submitted to and approved by the Co-op Safety Committee to avoid any potential conflict of interest.

Breaches

Here at the Co-op, we trust that you'll want to always meet the high standards of conduct we expect of our colleagues. But if your conduct falls below the Co-op's expectations the Disciplinary Policy / process may be applied.

Control Standard – Ownership and Approval

This Control Standard is owned and approved by the Director of Risk and Internal Audit. For information purposes, this Control Standard must be ratified at the Co-op Safety Committee

Changes to the Control Standard

The Control Standard must be reviewed at least annually. The Control Standard must be reviewed and changed as appropriate in the event of any change to the Co-op Health and Safety Framework, legal or regulatory change, or significant strategic or organisational change as determined by the Category Owner.

Minor changes to this Control Standard, as determined by the Category Owner, do not require noting by the Co-op Safety Committee.

All changes must be reflected in the Document Control section of this Standard, be republished on the intranet and the changes advised to all relevant parties.

Document Control

Version	Dated	Author	Description	Submitted to:	Date submitted	Approved Yes / No	Effective Date	Next Review Date
1.1	23.06.20	Vicky Jolly	DSE Control Standard	One Co-op Health and Safety Committee	09.07.2020	Yes	09.07.2020	09.07.2022
1.2	21.04.2022	Vicky Jolly	Minor changes throughout	One Co-op Health and Safety Committee	21.04.2022	TBC	21.04.2022	21.04.2021

Appendix Glossary of Terms

Term	Description
Business	Co-op Insurance, Co-op Legal Services, Digital, Food, Funeralcare and Life Planning, Support Services.
Business Health and Safety Managers (SMEs)	The person appointed to provide health and safety advice, guidance and support.
CBT	Computer Based Learning also known as Learning Management system.
RIA	Director of Risk and Internal Audit
Control Standard	Specifies the minimum standards and requirements for implementation of the controls needed to mitigate risk.
DSE	DSE refers to devices or equipment that have an alphanumeric or graphic display screen examples include: display screens, laptops, touch screens, hand-held devices (iPad, tablets, mobile phones)
ER Services	ER Services are responsible for offering support / guidance to colleagues / line managers
Line Manager	person who has a duty to manage any aspect of the work activities of the business
Occupational Health	Occupational Health focus on the physical and mental wellbeing of employees in the workplace.
User	employee who habitually uses display screen equipment as a significant part of their normal work, whether they are employed at their employer's workstation, at a workstation at home or another employer's workstation
Workstation	Workstation includes the screen, keyboard, other parts of the computer and its accessories (such as mouse or other input device). The desk, chair and immediate work environment