

## RSM PRINCE

### H&S / OOS TRAINING OUTLINE

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#### **To be used in the workstation set up of new Team Members**

*Check whether or not new Team Members come from OSH compliant Workplace.  
What experience do they have with the H&S in Employment Act?  
Gear training accordingly.*

Overview of format:-

RSM Prince has a commitment to ensuring that their workplaces comply with Health & Safety requirements, and that they are safe and comfortable to work in.

In order to achieve that, some years ago H&S Consultants were engaged to bring us into line with the Health & Safety in Employment Act 1992.

Workplace hazards were identified, Teams set up and all existing staff went through a training programme where they learned about H&S requirements in the workplace, workstations were modified accordingly.

In order to ensure ongoing compliance we set up Health & Safety teams in each of the offices.

These teams undertake 2 monthly checks of the workplace (hazards) and in OOS prevention. We also hold two monthly meetings to discuss the outcomes of the checklists and to confirm any H&S needs Prince may have. The minutes from these meetings are included with Partner meeting reports.

Essentially the H&S team aim to:-

- Advise team members of the hazards in the workplace
- Ensure that workstations are set up appropriately
- Respond promptly to any problems
- Monitor workplace and workstations regularly
- Make recommendations to Partners.

So, as part of our training we need to discuss the main hazard in this workplace – OOS. We will discuss ways of preventing symptoms, discuss the ideal workstation set up and work practices, and clearly identify your responsibilities.

Hazards are identified in the Prince Handbook. This is to be read by all team members and signed off in the back.

#### **OOS - Our main workplace hazard**

OOS is a collective term which includes RSI. The new term is used because it is not only repetition but also muscle tension which causes OOS injuries.

Essentially, if muscles are tense, blood flow is restricted to the area, muscles do not receive oxygen and nutrients, and waste products build up. This causes damage to the nerve endings, and can ultimately result in permanent damage.

Hence our insistence that we take OOS prevention very seriously.

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#### **How do we prevent OOS?**

Team member education in good work habits and identification of symptoms, correct workstation set up and monitoring by the Health & Safety team are all factors in OOS prevention.

#### **WORKSTATION SET UP** (Refer OSH VDU Code of Practice)

##### **Seat** Three way adjustable (gas ideally)

Ensure the seat is comfortable for Team Member; teach how to adjust to suit individual needs

**Desk** Deep enough to accommodate the monitor, copy holder. i.e. 800 – 900 mm deep.  
Large enough to allow room for files etc.

##### **Monitor**

Directly in front of the operator, at arms length, top of screen level with the eyes, at right angles to the window if possible (to minimise glare).

##### **Keyboard**

At the front edge of the desk, level or at most slight upward slope from the elbows to the hands.

##### **Mouse**

Beside the keyboard (calculator or phone should also sit in this position when they are being used consistently)

##### **Copy Holder**

At the same height as the screen if off to one side, or ideally between the screen and the keyboard. Recommend the Keyrite Copyholder.

#### **WORK HABITS** (again refer to the OSH VDU code of Practice)

##### **Correct Posture**

Stress the importance of sitting upright, minimal turning of the head (i.e. have the keyboard, copy holder and the screen in one straight line)  
Upright chair, correctly fitted, footstool if needed etc.

##### **Work Rotation**

If possible split tasks, don't sit at the keyboard entering data for hours.

##### **Micro pauses**

If doing a lot of data entry, each 2 – 3 minutes pause for 10 seconds.

##### **Regular breaks**

If doing lost of data entry, each 10 minutes take a break, shake wrists, do exercise etc.

\* Exercise sheet in prevention of OOS available.

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#### **LIFE HABITS**

Because OOS is associated with muscle tension, lifestyle can affect our chances of developing symptoms.

#### **Major Stress**

If we are going through a stressful time (as we all do from time to time) remember to be more vigilant about exercise, pauses etc.

#### **Workloads**

Ensure there is a clear job description, and that workloads are monitored and managed. Unmanageable workloads lead to stress!!

#### **Regular exercise, healthy diet, plenty of sleep.**

All the above are seen as important in helping us keep some balance in our lives.

So, we stress the importance of your role in ensuring that you remain free of symptoms.

#### **TEAM MEMBER RESPONSIBILITIES**

Team member responsibilities are detailed in the Handbook which will be circulated shortly.

The handbook details RSM Prince Health & Safety Policy, the hazards we have in the workplace, and Team Member responsibilities as employees under the H&S Act.

RSM Prince take their responsibilities seriously, and we expect Team Members to do the same, essentially..

- To develop good work practices
- To report anything which is likely to jeopardise those practices e.g. excessive workloads, faulty equipment etc.
- To report any hazards, or potential hazards
- To report any symptoms of OOS.

#### **EARLY SYMPTOMS**

Team Members are required to report any hazards, potential hazards or symptoms.

These include:

- Tingling in hands
- Aches and pains in hands, wrists, elbows, shoulder or neck
- Numbness in arms , shoulders or neck

If any of these symptoms occur, you must report them to the H&S Officer in your office.

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The H&S Officer will note the symptoms in the Accident Register (kept beside the 1<sup>st</sup> Aid kit), will make any necessary workstation or workload changes, and will monitor the symptoms.

If the symptoms do not diminish with a week or two, the Team Member will be referred to OOS Specialist for assessment and treatment at RSM Prince cost.

#### **NEAR MISSES**

As well as documenting OOS symptoms the H&S Officer will document any near misses, or accidents in the register.

So, if you “nearly” get hurt (e.g. trip over a box or a loose cable in a walkway) this should be reported so that changes can be made.

Similarly, even apparently minor “accidents” should be noted. This means that we can monitor the injury, or if a number of Team Members report the same “minor” accident, we can review our work practices. It also means that if the minor injury subsequently requires medical treatment, we can pinpoint the date and time of the original “accident” and initiate an ACC claim.

#### **INDIVIDUAL WORKSTATIONS**

All team members are to have individual workstation checks and set ups. Individual needs are to be identified and appropriate equipment ordered if necessary (i.e. special chair, footstool etc).

#### **HEALTH & SAFETY TEAM**

Team Members are encouraged to join the Health & Safety team in their office. They may also like to offer to train in Workplace 1<sup>st</sup> Aid if there is a need for further 1<sup>st</sup> Aiders in the office.

