



# **TCR Training Limited**

## **HEALTH & SAFETY POLICY**

**REVIEWED MAY 2011.****CONTENTS**

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## 1.0 GENERAL STATEMENT

At TCR we recognise and accept our responsibility to ensure, so far as is reasonably practicable, that a safe and healthy working environment is provided and maintained for all employees and consultants. Additionally, we shall ensure that an adequate duty of care is afforded to other people who may be affected by our activities. This includes giving proper consideration to health and safety within the promotion and delivery of the services we provide, and ensuring that the safety of visitors to our company is always a priority consideration.

We regard health and safety as important as delivering good quality services and keeping our finances in order, and it shall rank as a prominent feature of our activities.

Although the ultimate responsibility for health and safety rests with TCR management at the highest level, the achievement of high standards of health and safety is a partnership. The duties necessary to achieve this, and give effect to the policy, are clearly defined and allocated through the logical management chain.

Further, every member of staff has a personal responsibility to ensure that they take reasonable care of their own health and safety and that of others who may be affected by their work.

To meet our responsibilities, we shall adopt a planned approach to the management of health and safety which shall include assessing risks with the aim of developing and implementing safe systems of work, and eliminating and reducing accidents, work-related ill health and other losses. The personal safety of staff shall also be regarded as a priority to be considered during the safety management process.

A system of monitoring and measuring health and safety performance will be adopted and will include regular inspections of the workplace and the analysis of accident investigation findings and other reports.

We will ensure that competent health and safety advice is available to the company (through our appointment of the RJB Partnership) to assist us in complying with our obligations.

This general statement shall be supported by details of the organisation and arrangements necessary for giving effect to the policy. To assist with this, this statement shall be brought to the attention of all employees when they first join the company, and is available in both of our offices.

This Health and Safety Policy shall be reviewed (and revised if necessary) every year, or when it is no longer valid.



Signed

**Margaret O'Grady**  
Managing Director

## **2.0 ORGANISATION FOR HEALTH AND SAFETY**

### **2.1 Responsibilities (General)**

It is the policy of TCR to do all that is reasonably practicable to ensure a safe and healthy working environment. In addition to the fundamental objectives stated in the General Statement, we shall provide and maintain:

- plant, work equipment and systems of work that are safe and without risks to health;
- arrangements for the safe use, handling, storage and transport of articles and substances;
- adequate information, instruction, training and supervision as is necessary to ensure the health and safety at work of all employees;
- premises under the control of the company in such a condition that they are safe and without risks to health, including the provision of safe means of access to and exit from such premises; and
- a working environment that is safe and without risks to health, and is adequate as regards facilities and arrangements for first aid and for the welfare of staff.

To assist with the above objectives, individual members of staff have specific health and safety responsibilities. These are detailed in sections 2.2.to 2.4, which follow.

### **2.2 Managing Director (MD)**

The MD has overall responsibility for ensuring that the policy's objectives are achieved and the arrangements for giving effect to the policy are implemented. This includes ensuring that:

- All Directors and Managers are aware of, committed to and comply with their particular responsibilities in connection with the implementation of this policy;
- adequate resources are allocated for health and safety based on legislative requirements, and on the findings of business planning and risk assessments;
- suitable processes are in place for consultation and co-operation on matters which may affect the health and safety of employees and other persons;
- general and fire risk assessments, and where required by legislation, specific risk assessments of the workplace and work activities are carried out and appropriate risk control measures put in place;

- compliance with the health and safety legislative requirements relating to facilities management, the provision and use of work equipment and contracted services is achieved;
- sufficient arrangements are in place for enabling first aid to be rendered to employees if they are injured or become ill at work;
- accidents and incidents are investigated and, where applicable, reported to the enforcing authority under the provisions of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995;
- measures are in place to prevent fires from starting in the workplace, reduce the risks to employees and others who may be affected if a fire does start, and have emergency procedures in place in the event of serious and imminent danger to persons at work;
- adequate insurance cover is in place for all liability for injury, work-related ill health and other losses, where required by legislation; and
- a positive health and safety culture is promoted through leadership and personal example.

### **2.3 Directors and Managers**

Directors and Managers are responsible for supporting the work of the MD in respect of health and safety, and they have specific responsibilities which include:

- implementing this policy by regarding health and safety as a part of standard management practice and ensuring that the arrangements detailed in this policy are implemented within their area of control;
- ensuring that health and safety is considered within the business planning process when considering any new projects or ventures, or when purchasing goods and services;
- ensuring that all members of staff and consultants under their control understand and comply with their own particular responsibilities in connection with the implementation of this policy;
- identifying the hazards and assessing the risks associated with their workplace and work activities, and developing and implementing appropriate risk control measures aimed at protecting the health and safety of employees and others who may be affected;
- ensuring that the health and safety training needs of all members of staff under their control are identified and met and that an adequate level of supervision is in place to enable staff to work safely;
- monitoring the effectiveness of the risk control measures and precautions in place and the training provided by performing safety inspections of the workplace, observing working practices and reviewing accident and ill health data;
- reporting accidents, work related ill health conditions and 'near miss' incidents to the MD and assisting in the investigation of such events;

- communicating relevant health and safety information to staff and consulting with them on matters which may affect health and safety prior to the introduction of any significant changes to the working environment or working practices;
- ensuring that all visitors under their control are afforded an adequate level of supervision/accompaniment and that they are made aware of the relevant aspects of this policy, including evacuation, first aid and welfare arrangements: and
- promoting a positive health and safety culture through leadership and personal example.

## **2.4 Office Manager**

Office Managers at each company facility have the following additional responsibilities:

- The maintenance of all statutory and appropriate records required either by this policy or by law, and notification to the enforcing authority of RIDDOR 95 incidents via the Incident Contact Centre (tel: 0845 3009923);
- The maintenance and monitoring of an accident book to be kept available at all times and the recording of all statutory accident information;
- The maintenance of records detailing all training given and received by employees;
- The supervision of location welfare facilities;
- Arranging an appropriate forum for staff to consult on health and safety;
- Ensuring that DSE workstations have been properly set up, assessed for risks, and that users have been made aware of the Company's policy on eye and eyesight testing.

## **2.5 Safety Advisor**

Our safety advisor provides the Company with professional advice, audit and a standards and performance monitoring service, as required.

The role is performed by an external consultancy (the RJB Partnership ) who are appointed to provide competent health and safety assistance within the meaning of the Management of Health and Safety at Work Regulations 1999.

This will encompass the measures that need to be taken to comply with the requirements and prohibitions imposed by health and safety statute and will include the following, when so requested:

- Advice on health and safety legislation, standards and practice relevant to our business
- Client, contractor and HSE liaison
- Inspection and audit
- Risk assessment
- Training
- Policy and procedures review

The safety advisor reports to the Managing Director

## **2.5 All TCR employees & Training Consultants**

All individual members of staff have personal health and safety responsibilities, which include the following:

- taking reasonable care for the health and safety of themselves and others who may be affected by what they do, or fail to do;
- working in accordance with the instruction and training provided to them;
- co-operating with company so far as is necessary to enable it to comply with its statutory health and safety responsibilities;
- reporting all accidents, work related, ill health conditions and “near miss” incidents to their manager;
- informing their manager, without delay, of any dangerous or potentially dangerous situation, work equipment, etc or of any shortcoming in the protection arrangements in place for health and safety;
- to never interfere with or misuse anything that has been provided in the interests of health, safety and welfare;
- ensuring that visitors invited into the company premises by them are provided with all relevant health and safety information; and
- setting a good personal example, particularly for new members of staff (including temporary / agency staff, trainees, work experience students and volunteers) by observing safe working practices at all times;
- complying with all health and safety measures in place at clients’ premises.

## 3.0 ARRANGEMENTS FOR GIVING EFFECT TO THE POLICY

### 3.1 Introduction

This section of the policy contains brief and concise details of the arrangements necessary for giving effect to the policy through the identification and control of risks, with the ultimate aim of preventing accidents, ill health and other losses.

### 3.2 Assessment and Control of Risks

General risk assessments as required by the Management of Health and Safety at Work Regulations 1999 shall be carried out in order to develop and implement preventive and protective measures aimed at eliminating risks or controlling them to an acceptable level.

The assessments shall be carried out by following three basic stages i.e **hazard identification** (identifying hazards which could cause harm); **risk assessment** (assessing the risks which may arise from those hazards); and **risk control** (deciding on suitable measures to eliminate or control risks). On completion of these stages, appropriate workplace precautions will have been established.

During the risk assessment process, where necessary, the need for specific assessments shall be identified. These may include assessments relating to young persons, new or expectant mothers, fire, manual handling, hazardous substances, display screen equipment, work equipment, etc. Such assessments will be performed in accordance with the relevant legislative requirements in place and the supplementary guidance produced by the Health and Safety Executive.

Information, instruction and training shall be provided to employees, and others who may be affected, on the risks to their health and safety identified by the risk assessments and on the preventive and protective measures introduced as a result of the assessments.

The effectiveness of the risk control measures introduced as a result of the risk assessments shall be monitored by the deployment of both active and reactive monitoring processes.

The assessments will be reviewed annually and when there are significant changes to the workplace or working practices.

### 3.3 Accident Reporting and Investigation

Accidents, cases of work related ill health, property damage and 'near miss' incidents will be investigated with a view to determining the immediate and underlying causes and identify the action necessary to prevent similar events from happening again.

Where necessary, relevant events shall be reported to the enforcing authority, in line with the requirements of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR 95). This can be done in a timely manner by telephoning the HSE's Incident Contact Centre on 0845 300 9923.

In accordance with RIDDOR 95, the following events shall be reported:

- if an employee, or self-employed person working on our premises, is killed or suffers a major injury;
- if a member of public is killed or taken to hospital as a result of an accident connected with our activities;
- if there is an accident connected with work and an employee or self-employed person working on our premises, suffers an injury which prevents them from doing their normal work for more than three days;
- if, on notification from a doctor, an employee suffers from a work-related disease or condition; or
- if a dangerous occurrence takes place in connection with our undertaking.

### **3.4 First Aid**

Based on an assessment of first aid needs, adequate arrangements for enabling first aid to be rendered to employees if they are injured or become ill at work shall be provided in accordance with the Health and Safety (First Aid) Regulations 1981.

This shall include, as a minimum, the provision of an Appointed Person trained in emergency first aid, an area within the premises suitable for administering first aid and suitably stocked first aid box. For employees who travel regularly in the course of their work, first aid travel kits will be provided.

Information will be provided to employees on the arrangements that have been made for first aid, and details displayed at the location.

### **3.5 Fire Safety and Emergency Procedures**

A fire risk assessment, as mentioned in section 3.2 above, shall be carried out and appropriate control measures will be provided and maintained. These shall include the following:

- Fire drills for Head Office are held at yearly intervals, and controls and procedures in place will be regularly checked to ensure compliance with the standards laid down in the Regulatory Reform (Fire Safety) Order 2005.
- All sources of ignition will be removed or controlled, combustible materials will be kept to a minimum and good standards of housekeeping will be in place.
- Means of detecting and giving warning of a fire, adequate means of escape, and sufficient fire fighting equipment will be provided.

- An emergency evacuation procedure shall be in place and an adequate number of Fire Wardens shall be appointed to assist with the implementation of the procedure.
- Information, instruction and training will be provided for employees and others (i.e. visitors, contractors, etc.) on the fire precautions and arrangements in the workplace.

### **3.6 Health and Safety Training**

Our aim is to train employees at all levels of the organisation to assist them in acquiring the skills, knowledge and attitudes to make them competent in the health and safety aspects of their work. Health and safety training shall be provided when:

- new employees are recruited into the organisation;
- employees are transferred to a new working environment, or given a change of activities or responsibilities;
- new technology or work equipment is introduced or when current equipment is altered;
- a new system of work is introduced or when systems of work already in use are changed; and
- when accident/incident investigation results show that training is required as a follow up action.

Training will also be repeated periodically to ensure continued competence. This is deemed as particularly important when an employee's competence will naturally decline if skills are not regularly used (e.g. First Aid training and Fire Warden training).

Temporary employees, agency staff, trainees, work experience students, consultants, etc, will also be provided with appropriate health and safety training. In most cases, they shall be regarded the same as full time employees for health and safety training purposes.

All employees and new starters will be provided with information, instruction and training on:

- The TCR health and safety policy, the organisation and arrangements for giving effect to the policy, and the philosophy underlying it. This shall include details of the personal responsibilities of employees and the health and safety arrangements relevant to them;.
- The risks and precautions identified by the risk assessment process.
- Accident reporting and first aid arrangements;
- Fire safety and emergency evacuation procedures (including details of the relevant Fire Wardens).
- Supervision arrangements.

- Arrangements for the safe use of work equipment.
- Personal protective equipment.
- Manual handling safety measures.
- Safe use of hazardous substances.
- Prevention of slips, trips and falls, including 'housekeeping' arrangements.
- Personal safety arrangements including the arrangements for obtaining health and safety information when working at locations under the control of other employers.
- Safe use of display screen equipment.
- Employee welfare facilities and personal hygiene standards.
- Job-specific safe systems of work and rules ('do's and don'ts').
- Prohibitions or restrictions in place relating to work equipment, work activities or specific areas/locations within the workplace.

To supplement the health and safety training provided, and to ensure that it continues to be effective, adequate supervision levels shall be in place. This is regarded as being of particular importance when young persons and those with special needs which may put them at an increased level of risk are employed.

### **3.7 Manual Handling**

In order to reduce the risk of injury connected with the manual handling of loads, the following measures shall be adopted:

- So far as is reasonably practicable, hazardous manual handling operations shall be avoided.
- A suitable and sufficient assessment shall be carried out of hazardous manual handling operations that cannot be avoided.
- The risk of injury from those operations shall be reduced so far as is reasonably practicable, with particular consideration given to the provision of mechanical aids.

Relevant employees shall receive information, instruction and training on the findings of manual handling assessments and the measures to be adopted to reduce the risk of injury. This training will cover the safe systems of work to be observed, including details of how to recognise harmful manual handling; the safe use of mechanical handling aids and good manual handling techniques.

### **3.8 Personal Safety, Working Alone and Travelling for Work**

Our objective is to create and maintain a safe working environment for all employees who are required to work with minimal supervision, meet clients and travel to and visit other premises and locations.

To assist in achieving our objective, the general risk assessments shall give due consideration to supervision levels, personal safety and the risks associated with lone working and travelling to non-TCR premises and locations. Appropriate precautions will be implemented, including the provision of premises security measures and , where necessary, the provision of personal attack alarms, personal safety leaflets, means of communication, travelling first aid kits and/or written safe working procedures. Information, instruction and training shall also be provided for relevant employees on the specific measures in place for their protection.

### **3.9 Workplace Health, Safety and Welfare**

The equipment, facilities and main measures necessary to provide a suitable workplace and working environment that meets the health, safety and welfare needs of all employees are detailed below.

Workplaces will be provided with suitable and sufficient ventilation, temperature, lighting (including emergency lighting) and working space. Workstations shall be suitable and arranged so that work tasks can be carried out safely and comfortably.

Where possible, pedestrians and traffic shall be segregated. Floors and traffic routes shall be kept free from holes, slopes and uneven or slippery surfaces. Windows and transparent surfaces in walls, partitions and doors shall, where necessary, be made of safety material or be protected against breakage. Doors which swing in both directions, and conventionally hinged doors on main traffic/pedestrian routes, shall be fitted with a vision panel. Materials and objects shall be stored and stacked in such a way that they are not likely to cause injury.

Suitable and sufficient toilet and washing facilities shall be provided, an adequate supply of drinking water shall be provided and facilities shall be provided for people to rest and eat meals.

The workplace and relevant equipment, devices and systems shall be maintained in efficient working order and any defects that are identified will be rectified.

Workplaces and the furniture, furnishings and fittings therein shall be kept clean. Waste materials shall be kept in suitable containers and removed as necessary to prevent the accumulation of excess waste.

### **3.10 Work Equipment**

The measures to be taken to minimise the risks associated with the use of work equipment\* are as follows:

- Only work equipment that is suitable for purpose will be provided for use at work. All work equipment purchased shall comply with any relevant British and/or European standards and, where necessary, carry the CE marking.

- All work equipment will be maintained so that its condition or operating performance do not deteriorate to the extent that it puts people at risk.
- All employees who use work equipment, and those who supervise or manage those employees, will be provided with such health and safety information, instructions and training as is necessary to enable the equipment to be used safely.

*[\* The scope of 'work equipment' defined within the regulations is extremely wide. It covers almost all equipment used at work including knives, photocopiers, shredders, office furniture, step ladders, etc]*

### **3.11 Electricity at Work**

The precautions to be implemented in order to reduce the risks arising from electrical hazards are described below:

- All electrical equipment and system components purchased shall comply with the relevant British and European standards.
- Fixed electrical installations will be tested once every five years in accordance with the Institution of Electrical Engineers Wiring Regulations.
- Portable and transportable electrical equipment shall be identified and regularly inspected and tested by a competent person to ensure continued electrical integrity. These tests will be carried out at least at the frequencies stipulated in Health and Safety Executive Guidance.
- Faulty electrical equipment will be removed from use until it is repaired or replaced.
- Contractors appointed to undertake electrical work will be approved by the National Inspection Council for Electrical Installation Contracting (NICEIC).

### **3.12 Display Screen Equipment**

To assist in reducing the risks to health and safety associated with the use of Display Screen Equipment (DSE), to the lowest extent reasonably practicable, the following steps shall be taken:

- Suitable and sufficient assessments of the risks to employees arising out of DSE use shall be carried out. This will involve performing workstation assessments for those employees designated as 'users' by the company.
- Workstations (i.e. furniture, equipment, environment and computer/user interfaces) which meet at least the minimum requirements contained in the schedule to the regulations shall be provided.
- The work activities of DSE users shall be planned so that their daily DSE work is periodically interrupted by changes of activity that reduce their DSE workload.
- All employees (including those who are not specifically regarded as designated DSE users) shall be entitled to free sight tests by a registered ophthalmic optician. Basic spectacle frames and lenses shall be provided, free of charge, for

any employees when they are prescribed to correct vision defects occurring at the viewing distance specified for DSE work.

- All DSE users shall receive information, instruction and training on the risks to health and safety and the measures to be taken to reduce the risks.

Specific guidance on the use of DSE is provided to all staff and consultants, and forms a part of this policy.

### **3.13 Control of Substances Hazardous to Health**

These arrangements are designed to protect employees and other persons against the risks of exposure to substances considered to be hazardous to health. As a general rule, TCR does not expect their employees to be in contact with substances that come within scope of these regulations.

Prior to any work being carried out that is liable to expose anyone to a substance hazardous to health, a suitable and sufficient assessment of the risks created by the work will be performed. The purpose of the assessment is to enable decisions to be made on the measures needed to prevent or adequately control exposure. The assessment will consider the risks to health, the practicality of preventing exposure, the steps needed to adequately control exposure when prevention is not reasonably practicable, and any other action necessary to comply with the Regulations.

Employees will be provided with such information, instruction and training as is suitable for them to understand the risks to health created by exposure, and the precautions to be taken.

All substances will be purchased from a reputable supplier and copies of up to date material safety data sheets will be obtained for each substance to be used.

### **3.14 Personal Protective Equipment**

It is our policy to provide Personal Protective Equipment (PPE), free of charge, and ensure that it is properly used to control risks to health and safety that cannot be adequately controlled in other ways.

Based on the results of risk assessments, when it is necessary to provide PPE, it shall be assessed prior to use to ensure that it is correct for the particular circumstances of use and that it offers an adequate level of protection against the risks involved. All PPE purchased shall be of a type that meets the 'CE' marking requirements.

All PPE, other than disposable PPE, shall be maintained in an efficient state, in efficient working order and in good repair to ensure that it continues to provide the degree of protection for which it is designed.

Employees, and their managers shall be provided with suitable information, instruction and practical training to assist in ensuring that PPE is effectively used to protect against workplace hazards.

### 3.15 Contractors

To minimise the risks associated with the use of contractors, the following steps shall be taken with regard to any work undertaken in or on our premises:

- An assessment of the health and safety competence of contractors shall be performed before any work is tendered or awarded. This process will include obtaining and analysing copies of contractors' health and safety policies, risk assessments and safe working procedures for the activities to be carried out, staff training details, arrangements for ensuring the safe use of equipment and materials, etc. Other indicators to be used will include membership of registration schemes and licensing requirements, references and past performance, and accreditation by trade bodies. The degree of contractor assessment will be commensurate with the level of potential risk associated with the contract work.
- Contract documentation and service level agreements shall include the necessary specification and health and safety contractual clauses/conditions appropriate for the type of service to be provided.
- Contract work will be adequately planned, and all parties who are involved in, or could be affected by, the work will be provided with adequate health and safety information.
- The health and safety performance of contractors shall be monitored by inspecting the work being carried out and investigating any accidents, incidents or near misses and taking any necessary remedial actions. This may range from identifying additional risk control measures to removing equipment or personnel from the premises. The degree of monitoring will also be commensurate with the level of risk, or potential risk, associated with the contract activity.
- Only authorised contractors will be allowed to work on our premises and an appropriate level of supervision / accompaniment will be provided by TCR employees.

## 4.0 LEGAL REFERENCES

This policy has been prepared in order to assist the organisation in complying with the requirements of health and safety law. A non-exhaustive list of legislation that was referred to during the development of this policy, along with a range of useful guidance leaflets, is detailed below.

### Legal:

**Health and Safety at Work Act 1974.**  
**Management of Health and Safety at Work Regulations 1999.**  
**Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995.**  
**Regulatory Reform (Fire Safety) Order 2005.**  
**Health and Safety (First Aid) Regulations 1981.**  
**Manual Handling Operations Regulations 1992.**  
**Workplace (Health, Safety and Welfare) Regulations 1992.**  
**Provision and Use of Work Equipment Regulations 1998.**  
**Electricity at Work Regulations 1989.**  
**Health and Safety (Display Screen Equipment) Regulations 1992.**  
**Control of Substances Hazardous to Health Regulations 2004 (as amended).**  
**Personal Protective Equipment at Work Regulations 1992.**

### Guidance:

<i>Managing health and safety - Five steps to success.</i>	<i>(INDG275)</i>
<i>Five steps to risk assessment.</i>	<i>(INDG163)</i>
<i>RIDDOR Explained.</i>	<i>(HSE31)</i>
<i>First aid at work - Your questions answered.</i>	<i>(INDG214)</i>
<i>Basic advice on first aid at work.</i>	<i>(INDG215)</i>
<i>Five steps to information, instruction and training.</i>	<i>(INDG213)</i>
<i>Workplace health, safety and welfare – A short guide for managers.</i>	<i>(INDG244)</i>
<i>Preventing slips, trips and falls at work.</i>	<i>(INDG225)</i>
<i>Getting to grips with manual handling - A short guide for employers.</i>	<i>(INDG143)</i>
<i>COSHH - A brief guide to the regulations.</i>	<i>(INDG136)</i>
<i>Electrical safety and you.</i>	<i>(INDG231)</i>
<i>Maintaining portable electrical equipment in offices and other low-risk environments.</i>	<i>(INDG236)</i>
<i>Using work equipment safely.</i>	<i>(INDG229)</i>
<i>Simple guide to the Provision and Use of Work Equipment Regulations 1998.</i>	<i>(INDG291)</i>
<i>A short guide to the Personal Protective Equipment at Work Regulations 1992.</i>	<i>(INDG174)</i>
<i>Working with VDUs.</i>	<i>(INDG36)</i>