



## **FIELD SERVICE TECHNICIAN**

## **MODEL RISK ASSESSMENT**

Technology Training & Support

Canon Business Solutions

First created September 1996

Reviewed annually

Revised 2<sup>nd</sup> May 2007 Rev 4.00

<b>RISK ASSESSMENT</b>			
Job Title: Service Technician Direct & Subsidiary		Dept: Model	
Description: Service & Repair of Information Technology Equipment		Date: 2/5/07	
Team Members: Service Technicians (Generic)			
HAZARD TYPE		RISK ASSESSMENT	
		CHECKED	IS THERE A SIGNIFICANT RISK?
1	General Workplace	Not Possible	Note 1 a
2	Manual Handling	✓	✓ Note 3
3	Harmful Substances:		
	- chemicals	✓	✓ Note 3
	- dust, fumes, vapour	✓	✓ Note 3
	- biological agents / hygiene	✓	
4	Work at Display Screen Equipment	N/A	N/A
5	Work Equipment:		
	- working on Unguarded Machinery	✓	See Appx. M Note 2
	- able to isolate source of energy	Not Possible	Note 2
	- electrical integrity (deterioration)	✓	Note 1 b
6	Hazardous Energy Sources		
	- working near live electrical conductors	✓	✓ Note 3
	- Lone working	✓	✓ Note 3
	- heat	✓	Sources are confined
7	Noise	✓	No
8	Fire / Hot Work / <del>Work on Sprinkler Systems</del>	✓	✓ Note 3
9	Walking & Working Surfaces / Stairs	Not Possible	Note 1 a
10	Factory Transport	N/A	N/A
11	Temperature / Light / Ventilation	Not Possible	Note 1 a
12	Slips, Trips and Falls	Not Possible	Note 1 a
13	Falling Objects	Not Possible	Note 1 a
14	Cutting / Grinding	N/A	N/A
15	Hand Tools	✓	✓ Note 3
16	Others: Risk of Handling Sharp Parts of Machinery.	✓	✓ Note 3

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### HAZARD TYPE

**COMMENTS:**

Note 1 a

**Environmental factors :**

For the purposes of a generic risk assessment of a field based job function it is not possible to identify hazard types which may be inherent on remote customer locations. These environmental issues cannot therefore be risk assessed, however, it is our expectation that each customer will complete their own risk assessments of their workplace and fully comply with the Health & Safety at Work Act etc 1974. Experience has however shown over the years since our original assessment , that this will not always be the case. It in fact, is reasonable to expect a range of adverse site / workplace situations i.e. Poor lighting or ventilation & a lack of space. The risks associated with these factors can be significant, therefore our technicians are directed to carry out their own 'natural' risk assessment of the general workplace escalating to management as necessary all significant hazards identified. The technician is expected to continue work only where the documented safe system of work & criteria for good housekeeping can be implemented effectively & safely. Furthermore, our Service Technicians are instructed to report any possible hazards "observed", (which may affect our installation or work methods) to a senior member of customers staff and their Service Management for necessary remedial action.

Note 1 b

**Equipment serviced :**

With respect to continued electrical integrity; many customer / owners will have P.A.T. testing scheduled and carried out. In addition to this the technician conducts full product safety checks as appropriate before and after service work is performed. These tests are more rigorous than the standard P.A.T regime.

**Equipment Used (tools) :**

Electrical tools & test equipment can suffer failure and loss of integrity through constant use. Full functionality and integrity, is regularly checked by the technician (user). Whilst formal checks/ tests are carried out regularly & records are kept in order to establish trends and remedial action.

Note 2

**Source energy integrity & isolation :**Technicians are equipped with and trained to use mains socket testers (which are themselves self testing to assure correct functionality) to optimise mains power safety.

Most of our copier systems are classified as portable appliances and installed in accordance with laid down instructions - as such 'isolation' is by means of removing the three pin plug from the mains outlet. Assuming no adaptations are made to the installation by customer personnel, isolation will present no risk. Three phase machines must be isolated by means of disconnection & by isolator with "lock off" and emergency stop facility.

Note 3

**Working near live conductors & testing hazardous voltages** (for Fault Analysis Purposes) presents a risk of electrocution; whilst the need for such work is minimal the technician undergoes a mandatory training program & competence assessment as a primary risk control measure. This is supported by documented safe systems of work and 'in field' work practice development.

**Lone working** presents a risk in that , timely aid may not be available in the event of an incident or ill health. For this reason hazardous work such as 'testing hazardous voltages' is not carried out in a lone situation. For all other work, suitable communication is established with the host employer and agreed prior to any identified requirement for lone work. (as described in our 'solitary working' procedures).


**other tasks such as:-**

1. Manual Handling
2. Use of Cleaning Agents
3. Handling of Toner Powder
4. Working on Hot Assemblies
5. Use of Hand Tools

will naturally present some risk if not managed or properly controlled, for this reason all Service Technicians undergo a mandatory training program which is supported by 'in field' ongoing coaching and documented best practice support material.

These individual hazard types will be covered in more detail throughout this risk assessment.

Ongoing developments of 'best practice' guidelines. Checked through Field Assessments and formally recorded in a dedicated database.

ASSESSOR	SIGNED BY	DATE
Mr Phil Moore CMIOSH	 Health & Safety Specialist	First carried out 20.09.96 Reviewed annually Last revised 2/5/07

<b>RISK ASSESSMENT - MANUAL HANDLING</b>			
Job Title: Service Technician Direct & Subsidiary		Dept: Model	
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THE TASK		RISK ASSESSMENT	
		CHECKED	IS THERE A SIGNIFICANT RISK?
(1)	<b>MANUAL HANDLING ACTIVITY</b>		
	Does it involve:		
	a Excessive lifting or lowering distances?	✓	NO
	b Excessive carrying distances?	✓	NO Note 1
	c Excessive pushing or pulling distances?	✓	NO
d Other? *use comments section*	✓	NO Nothing Excessive	
(2)	<b>UNSATISFACTORY BODILY MOVEMENT OR POSTURES</b>		
	Does it involve:		
	a Holding the load at a distance from the trunk?	✓	NO Note 2
	b Lifting above the shoulder or below the knee?	✓	NO Note 2
	c Constant wrist movement?	✓	NO
	d Twisting of the trunk?	✓	NO
	e Stooping?	✓	NO
	f Vertical distance?	✓	NO
	g One handed lifting?	✓	NO Note 1
	h Leaning to one side to pick up object?	✓	NO
(3)	<b>DURATION</b>		
	Does it involve:		
	a Frequent and prolonged physical effort?	✓	NO
	b Adequate time for Recovery?	✓	NO
c Working to the pace of the machine?	N/A	N/A	



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<b>THE LOAD</b>		<b>RISK ASSESSMENT</b>	
		CHECKED	IS THERE A SIGNIFICANT RISK?
(1)	<b>WEIGHT AND SIZE</b>		
	Is it:		
	a Too heavy?	✓	NO Note 5
	b Too bulky or awkward to lift?	✓	NO Note 5
	c Difficult to grasp, does it have handles?	✓	NO
	d Unstable, or with contents likely to shift?	✓	NO
e Marked with weight on the package?	N/A	N/A	
(2)	<b>CONDITION</b>		
	Is it:		
	a Hot / Cold	✓	NO Note 3
	b Wet / Slippery?	✓	NO Note 3
	c Dirty / Contaminated? - if YES * has it got COSHH label? * * refer to Personal Protective Equipment *	✓	NO Note 3
d Damaged, has it any sharp edges etc.?	N/A	N/A	
<b>COMMENTS</b>			
<p><b>Note 3</b> - Technicians do encounter during their service work hot, slippery and/or dirty loads,, which take the form of sub assemblies. This however presents a low risk situation given the product specific training received. As a result hot units are allowed to cool prior to work and slippery or dirty components are (as far as is practicable) cleaned prior to handling</p>			

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THE INDIVIDUAL		RISK ASSESSMENT	
		CHECKED	IS THERE A SIGNIFICANT RISK?
(1)	<b>SUITABILITY</b>		
	Does the Job:		
	a Require unusual strength, height etc.?	✓	NO
	b Create a hazard to pregnant, unhealthy or disabled persons?	✓	NO Note 4
(2)	<b>TRAINING</b>		
	Does the employee:		
	a Require specialised training?	✓	NO Note 5
	b Require lifting training?	✓	NO Note 5
	c Require C.O.S.H.H. training?	✓	N/A
d Require health assessment?	N/A	N/A	
. COMMENTS			
<p><b>Note 4</b> - Some tasks would be unsuitable for new and expectant mothers, unhealthy or disabled Service Technicians, however Technicians are not expected to report for normal duties if not fit to do so. Separate assessments of risk are carried out for such individuals whereupon we will endeavour to meet their needs; and or assist in the recovery of the unwell.</p> <p><b>Note 5</b> - Training on the special needs of any specific equipment is carried out on the product training courses which are a mandatory element of the Technicians training program. Where required instructions state the requirement of more than one person to handle the item (team lift activities) and any other special requirements such as detachable handles and the identifying of lifting points/correct techniques.</p>			
<p>SUGGESTIONS FOR IMPROVEMENT: Can the operation be avoided? Can the risk of injury be reduced?</p> <p>Ongoing development of "best practice" and training methods. Checked through Field Assessments and formally recorded in a dedicated database.</p>			

<b>RISK ASSESSMENT - WORK EQUIPMENT</b>			
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WORK EQUIPMENT		RISK ASSESSMENT	
		CHECKED	IS THERE A SIGNIFICANT RISK?
(1)	<b>GUARDING OF MACHINERY</b>		
a	Is there any moving machinery which is not guarded adequately?	N/A	Note 2
b	Is there any machinery which is not fitted with adequate protection devices?	N/A	Note 2
c	Are guards, interlocks or protection devices NOT regularly maintained?	N/A	Note 2
d	Are guards easily removable or by-passed?	N/A	Note 2
e	Do guards restrict the view of operation?	N/A	Note 2
f	Do any operations require working INSIDE OR WITHOUT protective devices, e.g. for running adjustments?	N/A	Note 2
(2)	<b>PROTECTION AGAINST FAILURE</b>		
	Does any operation RELY SOLELY on PPE to protect against failure, e.g. from :		
a	- ejected or falling objects?	N/A	N/A
b	- rupture or disintegration?	N/A	N/A
c	- catching fire, overheating or explosion?	N/A	N/A
d	- discharge or hazardous substances?	N/A	N/A
(3)	<b>TEMPERATURE</b>		
a	Is the equipment LIKELY to cause injury by burning or scalding?	✓	NO Note 1
(4)	<b>CONTROLS</b>		
a	Is any equipment WITHOUT controls for :		
b	- starting or restarting?	✓	NO Note 1
c	- changing operating conditions?	N/A	N/A
d	- normal and emergency stops?	N/A	N/A
e	- preventing equipment restarting whilst a person is in the danger zone?	N/A	N/A
f	Do any controls NOT require deliberate action to invoke?	✓	NO Note 1



## RISK ASSESSMENT - PERSONAL PROTECTIVE EQUIPMENT

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PERSONAL PROTECTIVE EQUIPMENT (PPE)	RISK ASSESSMENT		
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 60%;">CHECKED</th> <th>IS THERE A SIGNIFICANT RISK?</th> </tr> </table>	CHECKED	IS THERE A SIGNIFICANT RISK?
CHECKED	IS THERE A SIGNIFICANT RISK?		
(1) <b>PARTS OF THE BODY AT RISK</b>			
a Is PPE provided?	✓ NO Note 1		
b Is PPE necessary?	✓ NO Note 1		
Which part of the body is at risk?			
c - head	✓ NO		
d - eyes	✓ NO Note 1		
e - ears	✓ NO		
f - nose and mouth	✓ NO		
g - face	✓ NO		
h - hands	✓ NO Note 1		
i - feet	✓ NO		
j - skin	✓ NO Note 1		
k - other (use comments section) Respiratory System	✓ NO Note 1		
(2) <b>WHAT IS THE RISK?</b>			
Mechanical :			
a - falls from a height	✓ NO		
b - blows, impact	✓ NO		
c - stabs, cuts, grazes	✓ NO Note 2		
d - vibration	✓ NO		
e - slips, trips and falls	Not Possible See Appx. K Note 1		
Thermal :			
f - heat, fire	✓ NO Note 2		
g - cold	✓ NO		
h Electrical	✓ NO Note 2		
i Radiation	✓ NO Note 2		



**COMMENTS:**

**Note 1**

Company Health & Safety guidelines for Technicians are clearly laid down, instructed, regularly revised, and reinforced by field coaching in order to negate the need for P.P.E against the relatively low risk of personal injuries to service technicians in their key role of installation, maintenance and repair of Information Technology Equipment & Systems.

The main thrust of the guidelines places responsibility upon the field based personnel to use careful cleaning techniques, and proven safe testing techniques.  
We do on occasions issue un-powdered 'Nitrile' gloves for use with bubble jet inks, this is for convenience & welfare issues only to prevent staining of the hands.

**Note 2**

All of the hazards present a minimal risk where 'best practice' is followed, these include:-

Ref:	Risk	Countermeasure
(2)c	Sharp parts of machinery and use of hand tools.	Awareness training, tuition on use of correct tools and practice monitored.
(2)f	Burns from hot parts of the machine.	Awareness training/advised allow to cool before work and practice monitored.
(2)h	Electric shock from live testing.	Proven safe testing techniques are trained and training material doubles as a working document, and practice monitored.
(2)i	High intensity light from scanning lamps during running adjustments. Visible & invisible laser light emitted by Class 1 - 3B fully enclosed low hazard devices.	Awareness training provides precise and full information re: severity of hazard, along with best practice work methods to avoid direct exposure, and practice monitored.
(2)k	Release/escape of toner powder / Bubble jet ink.	Minimised by trained best practice methods and use of careful cleaning techniques & specialised cleaning equipment.
(2)m	Evaporation of alcohol based cleaning solvents.	Use is restricted to avoid any possibility of respiratory irritation and audited.
(2)o	Splashes into eyes from cleaning agents.	Use if restricted and careful cleaning techniques are advised.

**END OF DOCUMENT**