

# TUDOR



Customer Technician & Field Service Engineer

## **Risk Assessment**

RISK ASSESSMENT			
Job Title:		Customer Technician & Service Engineer	Dept: All - working to standard instructions
Description:		Service & Repair of Office Equipment	Date: 01/07/2017
Team Members:		All Field Service Representatives	
HAZARD TYPE		RISK ASSESSMENT	
		CHECKED	IS THERE A SIGNIFICANT RISK?
1	General Workplace	Not Possible	Note 1a
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 work Equipment Note 2
	- Able to Isolate Source of Energy	Not Possible	Note 2
	- Electrical Integrity (Deterioration)	✓	Note 1b
6	Hazardous Energy Sources		
	- Working near live electrical conductors	✓	✓ Note 3
	- Lone Working	✓	✓ Note 3
	- Heat	✓	Sources are confined
7	Noise	✓	No
8	<del>Fire / Hot Work / Work on Sprinkler Systems</del>	✓	✓ Note 3
9	Walking & Working Surfaces / Stairs	Not Possible	Note 1a
10	Factory Transport	N/A	N/A
11	Temperature / Light / Ventilation	Not Possible	Note 1a
12	Slips, Trips and Falls	Not Possible	Note 1a
13	Falling Objects	Not Possible	Note 1a
14	Cutting / Grinding	N/A	N/A
15	Hand Tools	✓	✓ Note 3
16	Others: Risk of Handling Sharp Parts of Machinery	✓	✓ Note 3

## RISK ASSESSMENT

Comments:

### Note 1a

#### **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 etc1974. 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 service representatives are directed to carry out their own "natural" risk assessment of the general workplace escalating to management as necessary all significant hazards identified. The Service Representative 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 Representatives 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 1b

#### **Equipment Serviced:**

With respect to continued electrical integrity; many customer/owners will have PAT testing scheduled and carried out.

#### **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 Service Representative (user).

### Note 2

#### **Source energy integrity & isolation:**

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.

### 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 our Service Representatives undergo a competence assessment as a primary risk control measure.

#### **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.

#### **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 Representatives undergo a training program. These individual hazard types will be covered in more detail throughout this risk assessment.

RISK ASSESSMENT - MANUAL HANDLING			
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 an 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 pace of the machine?	N/A	N/A

**RISK ASSESSMENT - MANUAL HANDLING**

**THE TASK**

Comments:

**Note 1**

Walking Service Representatives are encouraged to minimise their personal load, i.e. tools and equipment, in order to reduce adverse physical stress and effort. Carrying equipment "backpacks" & "tool bags" are constantly undergoing review and development with this in mind. They are also encouraged to take full advantage of public transport and the use of courier services for the delivery of spare parts. Sensible adherence to good practise guidelines should result in very low risk. However, more specific assessment of the risks in this area is separately available for individuals with less than "normal" fitness levels or with impaired abilities.

Increasingly - mobile Service Representatives have to walk greater distances from public parking facilities, in such cases the minimising of personal loads as stated above are taken to apply equally, as is the recent introduction of backpacks & trolleys (bespoke carrying equipment).

**Note 2**

Mobile Service Representatives may become involved in holding a load at a distance from the trunk when loading and unloading the vehicle, this should be both rare and very brief - where possible completely avoided since their own management of vehicle stock can and should eliminate the need for this type of activity.

SUGGESTIONS FOR IMPROVEMENT:

Can the operation be avoided?

Can the risk of injury be reduced?

Ongoing development of "best practise" guidelines.

RISK ASSESSMENT - MANUAL HANDLING		
THE LOAD	RISK ASSESSMENT	
	CHECKED	IS THERE A SIGNIFICANT RISK?
(1) <b>Weight &amp; 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?	✓	No Note 3
d if yes, has it got COSHH label? - please refer to personal protective equipment Damaged, has it any sharp edges etc...?	N/A	N/A
<b>COMMENTS</b>		
<b>Note 3</b> Service Representatives 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 practical) cleaned prior to handling.		

RISK ASSESSMENT - MANUAL HANDLING		
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	N/A	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 COSHH training	✓	N/A
d Require health assessments	N/A	N/A
<b>COMMENTS</b>		
<b>Note 4</b> Some tasks would be unsuitable for new and expectant mothers, unhealthy or disabled Service Representatives, however, these 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.		
<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 Service Representatives 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.		
<b>SUGGESTIONS FOR IMPROVEMENT:</b>		
Can the operation be avoided?		
Can the risk of injury be reduced?		
Ongoing development of "best practise" guidelines.		

RISK ASSESSMENT - WORK EQUIPMENT			
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 not fitted with adequate protective 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 bypassed?	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 SOLEY 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>		
	Is any equipment WITHOUT controls for:		
a	- starting or restarting?	✓	No Note 1
b	- Changing operation conditions?	N/A	N/A
c	- Normal and emergency stops?	N/A	N/A
d	- Preventing equipment restarting whilst a person is in the danger zone?	N/A	N/A
e	Do any controls NOT require deliberate action to invoke?	✓	No Note 1





RISK ASSESSMENT - PERSONAL PROTECTIVE EQUIPMENT			
PERSONAL PROTECTIVE EQUIPMENT (PPE)		RISK ASSESSMENT	
		CHECKED	IS THERE A SIGNIFICANT RISK?
(1)	<b>PARTS OF THE BODY AT RISK</b>		
a	Is PPE provided?	N/A	No Note 1
b	Is PPE Necessary?	N/A	No Note 1
	Which part of the body is at risk?		
c	- head	✓	No
d	- eyes	✓	No Note 1
e	- ears	✓	No
f	- nose & 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 & falls	Not Possible	See Environmental factors Note 1
	Thermal:		
f	- heat, fire	✓	No Note 2
g	- cold	✓	No
h	Electrical	✓	No Note 2
i	Radiation	✓	No Note 2
j	Noise	✓	No
	Aerosols:		
k	- dust, fibres	✓	No Note 2
l	- fumes	✓	No
m	- vapour	✓	No Note 2
	Liquids:		
n	- immersion	✓	No
o	- splashes, spurts	✓	No Note 2
p	Gas/Vapour	✓	No
<b>COMMENTS: See last page of this document</b>			

## COMMENTS

### Note 1

Company Health and Safety guidelines for Service Representatives 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 Representatives in their key role of installation, maintenance and repair of Office 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.

### 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 & 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 & 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/ink	Minimised by trained best practice methods and use of careful cleaning techniques & specialised cleaning equipment.
(2) m	Evaporation of alcohol based cleaning solvent	Use is restricted to avoid any possibility of respiratory irritation.
(2) o	Splashes into eyes from cleaning agents	Use if restricted and careful cleaning techniques are advised.