



Risk Assessment Description: - Field Service Engineer Model Risk Assessment						
Risk Assessment Number: - RA-101 v4 FSE-MRA			Originator: - Eliot Moyes			
Site or location: Customer & Canon Sites			Authorised: - OHS Advisors			
Date of assessment: 02/04/2026	Task / Area Assessed: Service & Repair of Information Technology Equipment			Persons at Risk: - Staff <input checked="" type="checkbox"/> Customer <input checked="" type="checkbox"/> Visitor <input type="checkbox"/>		
Types of Hazards (highlight)	Chemical	Dust and Fume	Electricity	Machinery-equipment	Slipping	Tripping
	Noise	Temperature	Hand tools	Workstation Design	Lifting Plant	Flammable gases
	Display Screen	Working at height	Transport	Manual handling	Impact	Entanglement
	Confined spaces	Violence	Vibration	Radiation	Viral	Stress

Canon UK & IE Risk Matrix

Consequence

5	10	15	20	25
4	8	12	16	20
3	6	9	12	15
2	4	6	8	10
1	2	3	4	5

Likelihood

17-25

Unacceptable.

Stop activity and make immediate improvements

10-16

Tolerable

look to improve within specified timescale

5-9

Adequate

look to improve at next review

1-4

Acceptable

no further action, but ensure controls are maintained

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EXAMPLE	EXAMPLE	2	2	4	EXAMPLE	1	2	2	Yes
General Workplace Walking & Working Surfaces / Stairs Factory Transport Temperature / Light / Ventilation Slips, Trips and Falls Falling Objects	<p>For the purposes of a Model 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.</p> <p>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.</p>	4	5	20	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. Engineers are instructed to report any 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. If a resolution cannot be reached FSE should discontinue you work and seek advice	4	1	4	Yes
Manual Handling Harmful Substances (chemicals, dust, fumes, vapour) Hazardous Energy Sources (working near live electrical conductors & Lone working) Hot Work Use of Hand Tools Handling Sharp Parts of Machinery	Manual Handling, Use of Cleaning Agents, Handling of Toner Powder, Working on Hot Assemblies & Use of Hand Tools will naturally present some risk if not managed or properly controlled. All issued hand tools are assessed for suitability before being issued. Monitored and checked on an annual basis.	4	5	20	All Service Representatives undergo a mandatory training program which is supported by 'in field' ongoing coaching and documented best practice support material. Competence assessment as a primary risk control measure, this is supported by documented safe systems of work and 'in field' work practice development.	3	1	3	yes

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	<p>Working near live conductors & testing hazardous voltages (for Fault Analysis Purposes) presents a risk of electrocution; whilst the need for such work is minimal and only undertaken when no alternative is available</p> <p>Lone working presents a risk in that; timely aid may not be available in the event of an incident or ill health.</p>				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).				
Work Equipment: (working on Unguarded Machinery, able to isolate source of energy & deterioration of electrical integrity)	<p>Failures of source energy integrity & isolation</p> <p>Most of our printing systems are classified as portable appliances and as such 'isolation' is by means of removing the three-pin plug from the mains outlet. Assuming no unauthorised adaptations, isolation will present no risk. Three phase machines must be isolated by means of disconnection & by isolator with "lock off" and emergency stop facility.</p> <p>Servicing electrically faulty equipment.</p> <p>Electrical tools & test equipment can suffer failure and loss of integrity through constant use.</p>	3	5	15	<p>Engineers are equipped with and trained to use (self-testing) mains socket testers to assure correct functionality & to optimise mains power safety.</p> <p>Machines are installed in accordance with laid down instructions.</p> <p>With respect to continued electrical integrity; many customer / owners will have P.A.T. testing scheduled and carried out. In addition to this the representative 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.</p> <p>Tools are regularly checked by the engineer (user). Whilst formal checks/ tests are carried out regularly & records kept in order to establish trends and remedial action.</p>	2	2	4	yes
MANUAL HANDLING ACTIVITY (Excessive carrying distances & One handed lifting)	Walking Service Engineers at risk from carrying equipment between service calls.	3	3	9	Engineers are encouraged to minimise their personal load, i.e. tools and equipment, in order to reduce adverse physical stress and effort. Carrying equipment 'backpacks' & 'trolleys' are constantly undergoing review and development with this in mind. They are also encouraged to take full advantage of public	2	1	2	yes

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	Increasingly – mobile Service Engineers have to walk greater distances from public parking facilities.				<p>transport and the use of courier services for the delivery of spare parts. Sensible adherence to good practice guidelines should result in very low risk. However, a more specific assessment of the risks in this area is separately available for individuals with less than 'normal' fitness levels or with impaired abilities.</p> <p>Excessive walking distances can also apply to mobile engineers in such cases the minimising of personal loads as stated above are taken to apply equally, as is the introduction of 'backpacks' & 'trolleys' (bespoke carrying equipment).</p>				
UNSATISFACTORY BODILY MOVEMENT OR POSTURES (Holding the load at a distance from the trunk, Lifting above the shoulder or below the knee)	Mobile Service Engineers may become involved in holding a load at a distance from the trunk when loading and unloading the vehicle.	3	3	9	This should be both rare and very brief - where possible completely avoided since the drivers own management of vehicle stock can and should eliminate the need for this type of activity.	1	2	2	Yes
WEIGHT AND SIZE <ul style="list-style-type: none"> Too heavy Too bulky or awkward to lift 	Movement of machinery and handling of large machine components.	3	4	12	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 Engineers 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 to be used.	2	2	4	Yes
CONDITION OF LOAD <ul style="list-style-type: none"> Hot / Cold Wet / Slippery Dirty / Contaminated) 	Service Engineers do encounter, during their service work, hot, slippery and/or dirty loads, which take the form of sub-assemblies.	3	3	9	Risk is managed to low levels by the engineer working in accordance with their product specific training and laid down safe systems of work. 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.	1	2	2	Yes
SUITABILITY Creates a hazard to pregnant, unhealthy or disabled persons	Movement of machinery and handling of large machine components in respect of affecting those of less than normal fitness levels.	3	4	12	Some tasks would be unsuitable for new and expectant mothers, unhealthy or disabled Service Engineers, 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.	1	3	3	Yes

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TRAINING <ul style="list-style-type: none"> Require specialised training Require lifting training	Individuals using either the wrong techniques or not understanding the need to consider their own ability.	4	4	16	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 Engineers 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 to be used. In addition, local training & refresher is carried out – focusing on correct techniques and individuals assessment of their own ability.	2	2	6	Yes
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Repetitive Strain Injury (RSI)	The continuous use of hand tools may lead to the possibility of an RSI injury. Due to the working procedures and the design of the modern products. The use of hand tools for extended periods is minimised	1	2	2	Not Required				Yes
Other non-device based risks	As we work in various work environments we will be exposed to other non Canon related risk. We have examples of this type of thing examples being Rodent evidence internal to the device or suspected Asbestos after an incident in the customers site	3	5	15	Like all risks we identify if we are unsure how to deal with these things please STOP work and seek guidance from your line manager or H&S adviser. Any device which shows evidence of Rodent infestation should not be worked on and engineer should have an immediate telephone call with a service manager	3	1	3	Yes

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