



FIELD SERVICE Vending-Machines.ie FIELD TECHNICAL ROLE RISK ASSESSMENT

ISO 45001: 6.1.2.1: RISK ASSESSMENT:

Site:	All customer sites where a Vending-Machines.ie professional vending machine is located and used.
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Vending-Machines.ie Professional Risk Assessment

Area:	Ireland and UK
Task / Equipment:	Field Service Technician Role (CST)
Conducted by:	Omar Darouiche (Managing Director)
Signature:	<i>Omar Darouiche</i>



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Abbreviation	Key
SOP	Standard Operating Procedure
SWPP	Safe Working Practices and Procedures
BF	Break Fix
PAT	Portable Appliance Test
CST	Customer Service Technician
ASM	Area Service Manager
LOTO	Lock Off Tag Out
PAR	Persons at Risk
FORS	Fleet Operators Recognition Scheme



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No.	Task	P.A.R.	Freq. of Exposure	Associated Hazards	Existing Controls	L	S	Initial Risk	Actions to Eliminate / Control	Who & When	Residual Risk
1	Driving to and from customers premises.	1 - 2	Daily	Driving conditions related to weather, time of day relating to being alert, Other drivers and road hazards, the use of hands-free mobile phone, the use of satellite navigation, multi - tasking, lack of concentration, vehicle condition, tyre wear and tear, and stress due to time demands.	All drivers are fully accredited and trained. Vehicles are checked and a report filled in daily, training supplied and refreshed in the Vending-Machines.ie SWPP handbook regarding use of mobile phone & sat nav. All drivers are re-trained every 3 x years.	1	5	M	All company vehicle drivers are fully trained which is ongoing through the year. Vehicle checks are daily and recorded by the associate's line manager.	CST's & ASM's, training is every 3 years	M
2	Driving on customers premises.	1-2	Daily	Observation of speed restrictions, one-way systems, parking, loading & unloading. Other vehicles, cranes, loaders, forklifts & HGV's	All driving as above, observing site restrictions to monitor speed and any other restrictions that are site specific.	1	2	L	Attending site specific inductions as requested by the customer. In addition to drive tech training every 3 years & ongoing training through the year.	CST's & ASM's, training is every 3 years with drive tech, and ongoing through the year.	L



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3	Non-Technical work	1	Daily	None	Follow Non-Technical Standard Operation Procedure and SWPP handbook. Irish Safety Council Working Safely training every 3 years.	1	1	L	Activities would be programming and observation of machine, no tools used.	CST's & ASM's on a Non-tech call	L
4	Attending customer's site	1-2	Daily	Specific hazards related to customer's site. For example, access to site, specific walkways, and vehicle/ pedestrian movement.	All CST's trained on SWPP handbook and its applications on all aspects of our work. Engineers issued with Personal Protective Equipment. (Safety shoes, high-visibility vest, hard hat, ear protection, gloves, masks, and safety goggles/glasses. British Safety Council IOSH Working Safely training every 3 years.	2	2	M	Ongoing training given on SWPP handbook, its contents and how they apply to the CST role. Check with client on specific risks and conditions, client's work permits and other site rules.	CST's on every customer visit.	L



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5	Attending customer's site, actual machine location within the customer's premises.	1-2	Daily	Specific hazards relating to the machine location, environmental hazards, walk- ways, fire escape routes, machine power supply in relation to water supply. Obstacles placed behind, beside or on top of the machine. Is the machine built or located as per machine spec and installation SOP instructions? Is it level on the ground or secured correctly to its base cabinet?	Observation of all warning signs within the working area where the machine is located and on the route to the machine. Attend site specific inductions as required by the customer. Always think and act safely. Irish Safety Council Working Safely training every 3 years.	1	2	L	CST to conduct a Dynamic Risk Assessment on every site visit, considering individual machine/location and any site-specific hazards, attending CST taking note of the machine environment, any obstacles or hazards that may impact the machine users, operators or service technicians, and any passing pedestrian/vehicular movement	CST's on every customer visit	L



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6	Repairing machines on customer's sites	1-2	Daily	Risk of exposure to electricity	Level 3 electrical authorization, tested every 3 yrs. With an annual refresher course. All CST/ASM's are trained with training records held/updated annually. Safety Council Working Safely training every 3 years.	1	1	L	No live work. Use non-contact volt stick to confirm machine is dead. Check client supply with Martindale tester. Check earth leakage & continuity of machine before & after repair or preventative maintenance activity using Seaward 50/100 PAT checker. Follow LOTO procedure and use the LOTO bag where appropriate.	CST's on every customer visit.	L



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7	Draining hot water from machines / exposed to hot water from other sources	1	Daily	Risk of scalding or water spill.	Hot tank kit supplied and training in its use conducted.	2	2	L	Do not overfill bucket. Take multiple trips when required when emptying bucket with water from hot tank or chiller. Take shortest route to nearest waste disposal area.	CST's & ASM's on each occasion a hot tank requires to be drained.	L
8	Moving through customer sites	1-2	Daily	Risk of injury due to slips and trips. Risk of injury by moving vehicles	Advice given in Tech Manual. Stay on designated pathways and pedestrian routes. Follow client's site rules. Safety Footwear and any other PPE worn. Irish Safety Council IOSH Working Safely training every 3 years.	2	2	L	Clean all spills immediately Conduct quick assessment of area and routes, especially is carrying tools and equipment Clear paths if needed or ask customer to clear a path wear Hi-VI clothing if required	CST's & ASM's on every site visit.	L



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9	Handling fluorescent tubes	1	Infrequent	Risk of injury due to broken glass. Cuts / debris in eyes	Covered by SWPP All CST's are provided with PPE suitable to use if a light tube must be replaced, is broken or damaged.	2	2	L	Transportation of light tube – inside a cardboard tube. PPE, gloves, mask, and eye protection are worn while handling glass tubes. The fitting of LED lights eliminates this hazard.	CST's when a tube needs to be replaced.	L
10	Clearing up after a machine has been vandalized	1-2	Infrequent	Risk of injury due to corrosive or flammable liquid, flooding, broken glass, body fluids or sharp edging of damaged machine.	All CST/STL's are provided with PPE to use if a vandalized machine presents any hazards or dangers. Safety Council IOSH Working Safely training every 3 years.	2	2	L	Covered by SWPP Tech handbook Gloves, eye protection and / dust mask worn depending on damage. Site specific advice should be sought depending on site type and customer requirements	CST's when attending a vandalized machine.	L



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11	Attending unhappy customer's site	1	Infrequent	Risk of injury due to violence from customers or passers-by if a public site	Covered by SWPP and training conducted.	1	2	L	Request a second CST to attend or be always accompanied by a member of the site staff	CST's & ASM's as requested by the customer or the business.	L
12	Lone working	1	Infrequent	Any lone working hazards	Covered by SWPP. All CST/ASM's are trained according to the Vending-Machine.ie professional "Lone working" process and procedure".	2	2	L	If possible, seek to be accompanied by a staff member.	CST's where the machine is in an isolated area	L
13	Working in extreme temperatures high or low.	1	Infrequent	Temperature related injuries	Sweatshirts and coats Additional protective clothing can be purchased if required when attending low temp sites.	2	1	L	Frequent breaks can be taken to cool off or warm up if needed. With consent of the ASM's, any protective clothing can be issued or supplied by the customer on each visit.	CST's where machines are in a chilled or heated environment	L



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14	Lifting chiller unit into and out of vehicle (CAZ series & its replacement MF chiller unit).	1-2	Infrequent	Risk of injury due to handling, dropping or entrapment; sprains, strains, crushing	SWPP guidelines on manual handling and training conducted. Training given as to manual handling, safe load to carry. Conduct dynamic risk assessment for each individual machine & site.	1	1	L	Request a second CST to attend if there is a long distance between vehicle and machine. Always transport using the trolley provided. The safe load to carry is <21kg.	CST's when replacing a faulty chiller unit	L
15	Storage of chiller unit (CAZ series & its replacement MF chiller) in vehicle.	1	Infrequent	Risk of load shifting in transit, damage to unit / vehicle	Transportation of unit must be done in the rear / boot of the vehicle.	1	1	L	Training given as to manual handling, safe load to carry. The safe load to carry is <21kg	CST's when replacing a faulty chiller unit	L
16	Installing Chiller Both (CAZ series & its replacement MF chiller) and Snack chiller (Variants) in machine.	1-2	Infrequent	Lifting, sprains, strains, crushing. Risk of exposure to electricity	Manual handling in SWPP and training conducted. Electrical Authorization every three years. No Live work. Lock off and Tag out procedure and trained to Check clients supply with Martindale tester. Check earth bond and earth continuity before and after work on machine. Training given as to manual handling, safe load to carry. Safe load to carry is <21kg.	2	2	L	Snack chillers to be delivered by specific delivery company using correct delivery trolley or similar equipment. Delivered to machine where CST has minimum movement of the chiller unit.	CST's & delivery company personnel when replacing a faulty chiller unit	L



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17	Removal of Locks	1	infrequent	Debris from lock in eyes and skin, being too close to others in a walkway or passers-by.	PPE issued for drilling All engineers trained and competent. Cordon off working area.	1	1	L	All CST's supplied with the appropriate PPE for this task. Gloves, eye protection, dust mask and hazard tape to mark safe area of work.	CST's when a lock is broken when door is in the locked condition	L
18	Use of hand tools	1	Daily	Using assorted hand tools.	Use correct tool for the task in hand, make use of PPE, gloves, and eye protection if required.	1	1	L	All CST's supplied with the appropriate PPE and tools for the repair of any Vending-Machines.ie professional vending machine.	CST's on each and every machine repair or service	L
19	Cleaning of vending machines & machine components	1	Daily	Use of warm water, or cleaning materials. Cleaning around sharp edges and sanitized areas where drinks are located	Use disposable gloves as a skin / hand protection. Each CST should maintain a good personal hygiene. All cleaning waste should be removed safely from site or disposed internally with the customer's approval.	1	1	L	Follow SWPP handbook, using only COSHH approved materials and substances that are listed as safe to use with food preparation areas.	CST's on every machine visit	L



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20	Specific actions when repairing a Vending-Machine.ie professional mid- range machine.	1-2	Daily	Risk of exposure to moving parts / electricity	<p>Only authorized technician's key can be used to override door interlock.</p> <p>Observe movement of machine only, no live working.</p> <p>Can be used to PAT test machine while machine is not live.</p> <p>Level 3 authorization tested every 3 years, with annual refresher course.</p> <p>NO live work.</p> <p>Use non-contact volt stick to confirm machine is dead.</p> <p>Check client supply with Martindale tester.</p> <p>Check earth leakage & continuity of machine before & after repair or preventative maintenance using Seaward 50/100 PAT tester.</p>	1	1	L	<p>Re-fresh training as per level 3 electrical authorization every 3 x years and update training records.</p> <p>Calibration of the Seaward PAT tester to be carried out annually.</p> <p>Calibration records to be always carried.</p>	CST's & ASM's when attending a machine	L
22	Use of mobile phone or communication device fitted with camera.	1	Daily	Lack of care and attention to what is happening around you.	<p>Step away from the work area if possible, do not wander around when talking. Observe the needs of those around you.</p>	1	1	L	<p>Observe customer request if no mobile communication devices are allowed on site. It should be left with security or in the vehicle.</p>	CST's & ASM's during mobile communication devices use on a customer's site	L



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23	Installation of vending machine	1-2	Daily	Moving of machine into position. The lifting of a machine onto worktop or base cabinet must be a 2 man lift	Manual handling training, the use of PPE & the ability to cordon off a safe working area has been trained & is found in the SWPP handbook. Safety Council IOSH Working Safely training every 3 years.	2	2	L	The lifting of a machine onto its worktop or base cabinet. If a chiller is fitted, the chiller, coin mech and baseplate must be removed before lifting the machine into place & secured to base cabinet before the machine is re-assembled. Or a scissor lift used by the delivery company employees must be used.	CST's & delivery company employees at every machine installation.	L
24	Sanitization of vending machine cold water system	1-2	Daily	Water Spillage, scalding, and any leaks	Sanitizing Section 2.2 (SWPP) manual.	2	2	L	By adding cold water 1st will eliminate the risk of scalding.	CST's	L



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APPENDIX: RISK MANAGEMENT PRIORITY INDICATORS

Persons at Risk

1 - 2 Persons
3 - 7 Persons
8 - 15 Persons
15 + Persons

Exposure

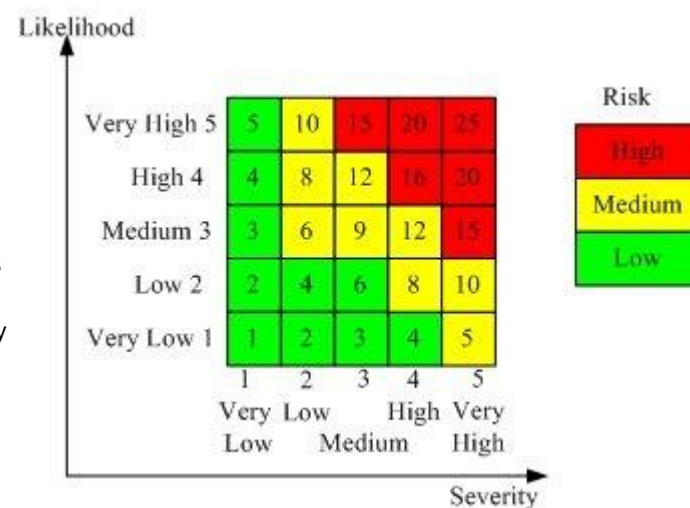
Infrequent
Annually
Monthly
Weekly
Daily
Hourly
Constantly
Other (Specify)

Likelihood

5 = Almost certain
4 = Likely
3 = Possible
2 = Unlikely
1 = Almost never

Severity

5 = Fatality, Permanent incapacity
4 = Major injury/illness, Serious loss
3 = 3 days or more absence
2 = Minor Injury/illness, First aid only
1 = Trivial injury/illness or loss



Risk Reduction Measures

E	Eliminate	Remove the process, article, or substance
R	Reduce / Substitute	A safer product or substance
I	Isolation	Guards, barriers, remote operation, lock off
C	Controls	Safer place of work, training, supervision, reduce exposure
P	P.P.E	Personal Protective Equipment
D	Discipline	Signs and posters

Things to Consider

P	People	Who might be at risk?
E	Equipment	What equipment is used?
M	Materials	What materials are used?
E	Environment	Were, when, hot, cold, cramped, high etc.