

FORMAL HAZARD ASSESSMENT: JOB HAZARD ANALYSIS
**JOB HAZARD ANALYSIS BY POSITION: SERVICE TECHNICIAN, WARRANTY TECHNICIAN, SERVICE REPRESENTATIVE,
CRAFTSPERSON**

Describe the Task: Position for Service Technician, Warranty Technician, Service Representative, Craftsperson				
List Materials Required: Motor Vehicle/Keys Mobile devices.	Applicable Legislation: <i>Provincial or State Labor Law. Provincial or state Health and Safety Act/Regulation/Code.</i>		CSA / ANSI Standards: N/A	Personal Protective Equipment: When on Work Site and Work Site dependent: Safety Glasses / Gloves / CSA (ANSI) Boots Hard Hats / Hearing Protection High Visibility Vest
List Hand / Powered Tools Required: Vehicle – always have keys on you. Phone – charged and on you. Work Alone App where applicable.	Powered Mobile Equipment (PME) / Vehicles Required: Vehicle, Skid Steer (Bobcat), Telehandler, Zoom Booms, Excavators, Delivery Trucks (Picker Trucks)		Manufacturer's Specifications: Computer, printer, photocopier, Vehicle, Surveying equipment, tools, equipment and PPE.	
Related Information: Transportation Regulations, Work Site Orientation, SWP/SJP/JHA Office and Shop Safety, Safety Data Sheets (SDS), Cell Phone Use in Vehicle, Vehicle / Driving Policy, Other Workers, Personal Protective Equipment, Vehicle Operation, Manual Lifting, Employee Assistance Program, Working Alone, Safety Rules, Violence and Harassment Policies.			Please Note: prior to the Sequence of Steps consult any safety material, manufacturers' recommendations or any other material pertinent to the job being completed.	
Risk Ranking: Severity x Likelihood = Risk Low Risk (1-4): It is okay to continue working Medium Risk (6): Review the Safe Work Practice/Procedure before proceeding with task High Risk (9): Stop and reassess the task				
		Severity		
		Make you uncomfortable 1	Send you to the hospital 2	Kill you / cause a permanent disability 3
Likelihood	Unlikely 1	1	2	3
	Might happen 2	2	4	6
	Highly likely 3	3	6	9
Risk Ranking: Severity x Likelihood = Risk				

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			S	I	R		S	I	R
1.	Driving to Work Sites: <ul style="list-style-type: none"> Inspect and walk around vehicle 	<ul style="list-style-type: none"> Slips, trips, and falls 	2	3	6	<ul style="list-style-type: none"> Walk around the vehicle. Inspect the surroundings before starting the vehicle inspection. (Admin) If possible, inspect the vehicle in a well-lit area (Admin) Turn the lights on and/or use a flashlight if the area is not well lit. (Admin) 	1	2	2
		<ul style="list-style-type: none"> Vehicle Traffic (Impacted by a vehicle) 	3	3	9	<ul style="list-style-type: none"> Inspect the vehicle in an area with no or minimal traffic – such as a garage, driveway, or Qualico’s Parking Lot. (Admin) Wear a hi-visibility vest or other hi-viz garment when inspecting the vehicle in an area with vehicular traffic. (PPE) Turn on your 4-way flashers when inspecting the vehicle in an area with vehicular traffic. (Eng) 	1	2	2
		<ul style="list-style-type: none"> Mechanical Failure 	3	2	6	<ul style="list-style-type: none"> Conduct a vehicle inspection at required intervals. (Admin) Make note of and inform your supervisor of all minor deficiencies noted during inspection. (Admin) Do not drive the vehicle if major deficiencies are noted during the inspection. (Admin) 	1	1	1
	<ul style="list-style-type: none"> Driving 	<ul style="list-style-type: none"> Impact with pedestrians/children/pets 	3	3	9	<ul style="list-style-type: none"> Walk around the vehicle before starting to drive, to detect unseen children, pets or pedestrians that might be hidden in your blind spots. (Admin) Be aware of your surroundings while driving. (Admin) Use the mirrors of back up camera when backing up from a parking spot. (Eng) Always give the right of way to pedestrians crossing a roadway. (Admin) 	1	1	1
		<ul style="list-style-type: none"> Vehicle Traffic/Accidents 	3	3	9	<ul style="list-style-type: none"> Follow the posted speed limits and all other posted traffic signs. (Admin) Drive defensively and try to anticipate the other motorists moves (I.E.: Stay away from aggressive drivers). (Admin) Always wear the seat belt when the vehicle is moving, regardless of speed. (Eng) Maintain a safe distance between your vehicle and the one ahead of you – minimum 3 car lengths in normal driving conditions. (Admin) You should be fit for work when driving vehicles, free from the effects of mind altering substances (alcohol and drugs) as defined in the Qualico Safety Rules and Qualico’s Drug and Alcohol Policy. (Admin) 	2	2	4

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• Refuelling					<ul style="list-style-type: none"> Adjust your seat and steering wheel so the distance from the center of the steering when to your chest is at least 10 inches (25 cm) to allow the airbag to deploy safely. (Eng) 			
	• Adverse Weather Conditions	3	2	6	<ul style="list-style-type: none"> If possible, postpone travel arrangements when adverse weather conditions are announced or when you consider road conditions to be unsafe. (Admin) Pull over in a safe spot if driving conditions become unsafe due to weather – poor visibility, freezing rain, slippery road surface, sandstorm, etc. (Admin) Use 3 points of contact when mounting or unmounting vehicles on slippery roads. (Admin) Increase the distance between your vehicle and the one in front of you in poor visibility or slippery roads – 5 car lengths or more, as needed. (Admin) Drive with the headlights on when visibility is poor. (Admin) If possible, utilize your vehicles sun visor(s) or sunglasses for sun protection. (PPE) Turn your 4-way flashers on, to avert other motorists of the hazard. (Admin) 	2	2	4
	• Wildlife (impact with)	3	2	6	<ul style="list-style-type: none"> Slow down when noticing wildlife on or near the road. (Admin) Turn your 4-way flashers on, to avert other motorists of the hazard. (Admin) 	1	2	2
	• Fire/Explosion	3	2	6	<ul style="list-style-type: none"> Turn off the engine before fuelling the vehicle. (Admin) Discharge your static electricity before fueling by touching a metal surface away from the nozzle. (Admin) Avoid getting back into your vehicle while refueling. (Admin) Leave the phone and other non-intrinsically safe electronic devices in your vehicle while fueling. (Admin) 	1	1	1
	• Gas/Diesel Spills	1	3	3	<ul style="list-style-type: none"> Place the fuel pump nose into the fuel tank before depressing the fuel pump trigger. (Admin) If filling up portable gasoline/diesel containers, ensure the container is placed on the ground and keep the pump nozzle in contact with the container to prevent static buildup. (Eng) Stay by the pump all the time during the fuelling process. (Admin) Report any spills to the gas station attendant. (Admin) 	1	1	1

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2.	Work Site Work	<ul style="list-style-type: none"> Injury to self due to lack of knowledge about site 	2	3	6	<ul style="list-style-type: none"> Review and follow all signs in place before entering the site. (Admin) Complete a Site-Specific Hazard Assessment prior to starting work. Ensure hazard assessment is updated if new tasks, hazards, or individuals are introduced into your work area. (Admin) Ensure appropriate PPE is being worn. (PPE) 	1	1	1
		<ul style="list-style-type: none"> Poor Housekeeping 	2	3	6	<ul style="list-style-type: none"> Enter homes only if proper permanent or temporary walk are in place. (Admin) Avoid stepping on piles of materials and/or unstable surfaces. (Admin) Remove materials blocking walkways or stairs. (Admin) Wear safety boots/shoes when on active construction sites. (PPE) If evidence of pests including cockroaches or bedbugs is established, stop work immediately and notify your supervisor. (Elim) 	2	2	4
		<ul style="list-style-type: none"> Overhead Hazards 	3	3	9	<ul style="list-style-type: none"> Check for overhead hazards. Walk around suspended loads or workers working above head. (Admin) If possible, flag the overhead hazards for better visibility to prevent potential injury to workers / contractors. (Admin) Wear a hard hat in active construction sites. (PPE) 	1	2	2
		<ul style="list-style-type: none"> Lighting 	2	3	6	<ul style="list-style-type: none"> Ensure proper lighting is available. (Eng) If permanent lighting is not available, ensure that temporary lighting is provided and installed by authorized personnel. (Eng) Notify Supervisor or Contractors working on the site of the hazard. (Admin) 	1	2	2
		<ul style="list-style-type: none"> Flying debris 	2	3	6	<ul style="list-style-type: none"> Wear safety glasses around people using hand and power tools. (PPE) Wear safety glasses or safety goggles in windy/dusty conditions. (PPE) Use an eye wash station (available in all show homes) to clean your eyes if you get debris in them. (Admin) 	1	2	2
		<ul style="list-style-type: none"> Dangerous Chemicals 	3	2	6	<ul style="list-style-type: none"> Do not enter homes that show an active chemical hazard sign, such as after spray foam installation. (Admin) Read the product's SDS before handling any chemical product. (Admin) Use the PPE recommended by the SDS when handling a chemical product, this can include safety goggles, gloves, etc. (PPE) 	1	2	2

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					<ul style="list-style-type: none"> Follow the SDS recommendations for first aid if you come in contact with a chemical substance. (Admin) 			
	<ul style="list-style-type: none"> Moving Equipment 	3	2	6	<ul style="list-style-type: none"> Maintain a safe distance and give the right of way to equipment on site. (Admin) Make visual contact with the equipment operator and ensure the operator saw you before crossing in front or behind equipment. (Admin) Wear High Visibility vest or high visibility garments around equipment. (PPE) 	2	2	4
	<ul style="list-style-type: none"> Slips, Trips and Falls 	2	2	4	<ul style="list-style-type: none"> Inspect the home and ensure areas are clean of obstructions prior to entering. (Admin) Use the handrails on all stairways. (Eng) Ensure your shoes have grip on all walking surfaces. (Admin) Wear cleats when walking on snow covered/icy surfaces. (PPE) Enter work sites only if proper permanent or temporary walkways are in place. (Admin) 	1	2	2
	<ul style="list-style-type: none"> Open Excavations 	3	2	6	<ul style="list-style-type: none"> Review SWP – Excavating and Trenching. (Admin) Ensure barricades or fencing are placed around the open excavation. (Eng) Communicate with trades on site and post signage where applicable. (Admin) 	1	2	2
	<ul style="list-style-type: none"> Airborne Particles (Dust, Silica, Mold, etc.) 	2	3	6	<ul style="list-style-type: none"> Ensure that you are wearing the appropriate PPE, including a respirator or dust mask. (PPE) Ensure that you are properly fit tested and trained on how to wear the respirator. (PPE) If required, ensure you are wearing appropriate protective clothing such as coveralls and / or gloves. (PPE) If working with mold, ensure you review SWP – Working with Mold (Admin) Ensure appropriate ventilation is established to capture and remove airborne particles from the area. (Eng) 	1	2	2
<ul style="list-style-type: none"> Providing First Aid 	<ul style="list-style-type: none"> Exposure to bodily fluids or communicable diseases 	3	1	3	<ul style="list-style-type: none"> Ensure you are certified/trained in first aid and are competent to administer first aid. (Admin) Utilize the available resources that you have, including a first aid kit to prevent further injury or loss of blood and seek help when needed. (Admin) Wear nitrile/latex gloves while administering first aid. (PPE) 	2	1	2

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						<ul style="list-style-type: none"> Wear nitrile/latex gloves when working in occupied home bathrooms including bathroom baseboards to prevent exposure to bodily fluids. (PPE) Review SJP – Clean up of Blood and Bodily Fluids. (Admin) 			
	<ul style="list-style-type: none"> Handling Tools and Equipment 	<ul style="list-style-type: none"> Mechanical Failure 	2	2	4	<ul style="list-style-type: none"> Make note of and inform your supervisor of all minor deficiencies noted during inspection. (Admin) Inspect your tools to ensure they are in good working order. (Admin) Follow Manufacturer Specifications. (Admin) 	1	2	2
		<ul style="list-style-type: none"> Physical injury including cuts, lacerations, pinch points, etc. 	2	3	6	<ul style="list-style-type: none"> Ensure you are wearing the appropriate PPE for the task. (PPE) Ensure the proper training has been completed to use/operate tools and equipment. (Admin) 	1	2	2
		<ul style="list-style-type: none"> Noise 	2	3	6	<ul style="list-style-type: none"> Wear hearing protection, either ear plugs or muffs. (PPE) Ensure proper training has been completed to use hearing protection (Admin) If possible, schedule noisy tasks during periods where fewer workers are present. (Admin) If you do not have appropriate hearing protection, do not enter the area. (PPE) 	1	2	2
3.	Loading and unloading materials	<ul style="list-style-type: none"> Physical injury due to lifting 	2	3	6	<ul style="list-style-type: none"> If available, always try to use mechanical devices, such as jack pallets, dollies or carts to move material or Personal Protective Equipment. (Admin) For individual lifts, handle loads up to 50 lb maximum. (Admin) If you are changing direction when transporting heavy or large objects, turn with your feet (do not twist your waist). (Admin) When possible, break larger loads into smaller loads. (Admin) When possible, objects to be moved, should be placed at waist level, to avoid bending you back. (Admin) For loads over 50 lb either use mechanical devices or ask for help and do a team lift. (Admin) For large/awkward loads, or if you have medical or physical limitations, use mechanical lifting devices, such as carts, dollies (Eng) or ask for help. (Admin). Follow lifting directions as per Qualico's Manual Lifting SWP and Ergonomics and Safe Lifting training in the Safety Orientation. (Admin) 	1	2	2

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						<ul style="list-style-type: none"> When moving materials on a jack pallet, cart, or dolly, pull the load (do not push). (Admin) 			
4.	Communicating with Employees and Contractors <i>Including residents and homeowners.</i>	<ul style="list-style-type: none"> Violence and Harassment 	3	3	9	<ul style="list-style-type: none"> Always abide by Qualico's Workplace Harassment Policy and Violence Prevention Policy and Work Alone Rules (Admin) Ensure that the emergency notification system (s) you use (phone, app, fob, etc.) is in good working order and you know how to summon assistance. OK Alone training HERE. (Admin) Always have the cell phone with you and ensure it is charged. (Admin) 	2	2	4
5.	Working in the Office	<ul style="list-style-type: none"> Electrical Shock 	2	2	4	<ul style="list-style-type: none"> Plug maximum 4 devices into a power bar. (Admin) Plug only one high-power device (such as printers) or a monitors/computer combination in the same power bar. (Admin) When disconnecting devices from power, pull on the power plug (not the cord) (Admin) If you spill fluids (coffee, tea, etc.) on electrical equipment, disconnect the equipment immediately from power, by pulling on the plug. (Admin) Remove from service all power cords that are damaged (have visible wiring, the casing is broken, show a gap between the cable and the plug, etc.) (Admin) 	2	1	2
		<ul style="list-style-type: none"> Repetitive Strain Injury (RSI) due to repetitive movement or body positioning 	2	3	6	<ul style="list-style-type: none"> Adjust your workstation to fit you. Follow/review the instructions provided in Orientation - Ergonomics and Safe Lifting (Admin) Ask for and use a footrest if your feet do not touch the floor when seated. (Eng) Report immediately body pains and aches due to positioning and work with your supervisor to improve your workstation. (Admin) Take frequent breaks, walk away from your station and/or stretch. (Admin) 	1	2	2
		<ul style="list-style-type: none"> Stress/Fatigue/Conflicting messages and priorities 	2	3	6	<ul style="list-style-type: none"> Communicate to your manager when your workload becomes too high to allow you to complete it in the allotted time. (Admin) Assess priorities and delegate or put on the back burner projects that can be delegated or executed later. (Admin) Take breaks during the day and vacation during the year to disconnect from work and recharge. (Admin) 	1	2	2

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						<ul style="list-style-type: none"> Ask for help from your manager and/or access the Employee & Family Assistance Program (Homewood Health - 1 866 644-0326. Please refer to policy number 613923 and your individual certificate number as indicated on your Manulife wallet id card). (Admin) 			
NOTE: When applying the SJP, ensure that the work environment is taken into consideration.									
Date of Development:		Developed By (Print Names):		Reviewed and Accepted By:		Revised By: (Print Names)		Date of Last Revision:	
May 23, 2024		Qualico Safety Department		Qualico Safety Department		Bill Laursen, Karoly Ban Matei, Sebastian Pop, Phil Fileccia & Christian Ravary			
Revision Note: Created the document for the Service Technicians, Warranty Technicians, Service Representatives, and Craftspersons. Added Noise (Hazard/Controls) and Airborne Particles (Hazards/Controls).									