

<b>Department:</b> Customer Experience	<b>Position:</b> Customer Experience Supervisor	<b>Prepared Date:</b> August 19, 2022	<b>Revised Date:</b> October 21, 2024
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**Instructions:** upon reviewing the hazards and applicable hazards associated with tasks - if being reviewed at time of orientation, worker is to complete acknowledgement section of form, if being reviewed for accuracy i.e., annual, post incident, inspection etc., leader assessor and supporting assessor (if applicable) is to complete the accuracy review section of form. Once completed, please scan to health and safety.

Acknowledgement - Orientation		Accuracy Review		
<b>Date of acknowledgement:</b>		<b>Date of Review:</b>		
Signature acknowledges hazards and the required hazard controls for job position	Print Name	<b>Worker</b>	Print Name	<b>Lead Role</b>
	Signature	Signature		<b>Supporting Role (optional)</b>

RISK RANKING = PROBABILITY + SEVERITY + EXPOSURE				
<b>PROBABILITY</b> 1 NEVER - NEVER GOING TO HAPPEN 2 IMPROBABLE - NOT LIKELY TO HAPPEN 3 REMOTELY PROBABLE - HAZARD VERY RARELY OCCURS 4 PROBABLE - OCCURS OR IS PRESENT OCCASIONALLY 5 VERY PROBABLE - OCCURS OR IS PRESENT FREQUENTLY	<b>SEVERITY</b> 1- MINOR- NO LOST TIME, NO LOSS 2 - MODERATE - MEDICAL AIDS, RESTRICTED WORK, DMG >\$0 3 - SERIOUS - LOST TIME, DMG <\$5,000 4 - VERY SERIOUS - SEVERE INJURY, ACUTE HEALTH EFFECTS, DMG > \$5K 5 - CATASTROPHIC - FATAL, CHRONIC HEALTH, EXTREME DMG >\$25	<b>EXPOSURE</b> 1 - REMOTE - ONCE PER YEAR 2 - INFREQUENT - WEEKLY OR LESS 3 - OCCASIONAL - ONCE PER DAY 4 - FREQUENT - MORE THAN TWICE DAILY 5 - CONTINUALLY - ON A HOURLY BASIS	3-6	<b>LOW RISK</b>
			7-10	<b>MEDIUM RISK</b>
			11-15	<b>HIGH RISK</b>

Task	Existing and/or Potential Hazards	Potential harm	Hazard Health(H) Safety (S)	Probability	Severity	Exposure	Risk Rating (P+S+E)	Hazard Control(s)
Walking to and from the building, walking around worksites	Slip/trip/falls	Lacerations	S	5	2	3	10	Eng: Handrails on stairs Admin: SWP - housekeeping PPE:
	Air quality	Coughing, throat irritation, headaches, or shortness of breath	S	4	2	3	9	Eng: Ventilation preventative maintenance program Admin: SWP - air quality PPE: masks - optional
	Contact with sharps (needles) - blood born pathogens or biohazardous materials	Diseases, illness (acute or chronic)	S	2	4	2	8	Eng: Admin: SWP - housekeeping, exposure plan, SWP - drugs and drug paraphernalia PPE
	Noise from tournaments and patrons	Fatigue impairment	H	3	1	3	7	Eng: Enclose office area, sound baffles on wall and ceiling Admin: Fatigue impairment procedure, noise exposure testing PPE:

**JOB FORMAL HAZARD ASSESSMENT**

**SAFETY**

Task	Existing and/or Potential Hazards	Potential harm	Hazard Health(H) Safety (S)	Probability	Severity	Exposure	Risk Rating (P+S+E)	Hazard Control(s)
Dealing with people (in person, staff discipline, hiring, termination, meetings internal and external) Dealing with people	Public/Worker Interaction during/after office hours– workplace violence: stranger violence (i.e. robbery, bomb threats etc), client/customer violence, co-worker violence, violence related to domestic issues	Psychological (flashbacks, nightmares, coping thru avoidance, loss of interest, feeling of guilt, irritability, sleep disorder, hypervigilance, difficulty concentrating)	H	5	2	3	10	Eng: Admin: Workplace Violence prevention plan, workplace violence training, counselling, emergency response for mental health, shelter in place and lock down, Psychological Directive, personal security PPE:
		Physical (bruises, stabs)	S	2	3	1	6	Eng: Open floor plan, FOP door access Admin: Workplace Violence prevention plan, workplace violence training, SWP – personal security PPE:
	Harassment & bullying	Psychological (flashbacks, nightmares, coping thru avoidance, loss of interest, feeling of guilt, irritability, sleep disorder, hypervigilance, difficulty concentrating)	H	3	2	1	6	Eng: Admin: Harassment prevention plan, harassment prevention training, counselling PPE:
	Stress	Headaches, upset stomach, chronic stress - heart condition, depression, lower back pain	S	4	1	3	8	Eng: Admin: Adequate assigned work tasks, managing stress training, employee assistance provider PPE:
	Handshaking	contracting a pathogen through repeated hand shaking (pathogen – staphylococcus aureus)	H	2	1	2	5	Eng: Admin: Exposure plan, hand sanitizer PPE

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Dealing with people (in person, staff discipline, hiring, termination, meetings internal and external)	Contact with sick member of public or co-worker (influenza, covid-19))	Illness	H	4	2	3	9	Eng: Vaccinations (optional) Admin: Exposure plan PPE: Masks (optional)
	Worker has a pre-existing medical condition	Illness	H & S	2	3	5	10	Eng: Admin: Emergency response procedure – medical aid, first aiders on shift, first aid kit, emergency response – procedure- mental health PPE
	Feeling of disconnect with team	Mental stress	H	3	1	2	6	Eng: Admin: social well being directive, mental health well being directive, employee assistance provider
Working on projects, assignments, etc. – tight deadlines	Mental Stress and/or physical stress – unable to control the way one does the work	Headaches, upset stomach, chronic stress - heart condition, depression, lower back pain	H & S	4	2	2	8	Eng: Admin: Mental health well-being directive, managing stress training PPE:
	Mental Stress and/or physical stress – not receive enough information and support	Headaches, upset stomach, chronic stress - heart condition, depression, lower back pain	H & S	4	2	2	8	Eng: Admin: Mental health well-being directive, managing stress training PPE:
	Mental Stress and/or physical stress – having trouble with relationships at work	Headaches, upset stomach, chronic stress - heart condition, depression, lower back pain	H & S	4	2	2	8	Eng: Admin: Mental health well-being directive, managing stress training PPE:
	Mental Stress and/or physical stress – don't fully understand role and responsibilities	Headaches, upset stomach, chronic stress - heart condition, depression, lower back pain	H & S	4	2	2	8	Eng: Admin: Mental health well-being directive, managing stress training PPE:

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Working on projects, assignments, etc. – tight deadlines	Mental Stress and/or physical stress – not engaged in change management	Headaches, upset stomach, chronic stress - heart condition, depression, lower back pain	H & S	4	2	2	8	Eng: Admin: Mental health well-being directive, managing stress training PPE:
	Mental Stress and/or physical stress – having trouble with relationships at work	Headaches, upset stomach, chronic stress - heart condition, depression, lower back pain	H & S	4	2	2	8	Eng: Admin: Mental health well-being directive, managing stress training PPE:
	Extended work hours	Fatigue impairment	H	3	1	3	7	Eng: Admin: Fatigue management procedure PPE:
Filing and Storage of supplies and materials	Filing cabinet falling	Crush/pinch	S	2	3	3	8	Eng: Filing cabinets secured. Admin: SWP – filing and storage PPE:
	Materials falling	Struck by/struck against injuries	S	3	2	3	8	Eng: Designated storage areas Admin: SWP – filing and storage PPE:
	Musculoskeletal injuries	Sprain/strains	S	5	2	4	11	Eng: Counters at elbow level , carts Admin: SWP – ergonomic – lifting/carrying manual, safe lifting training, ergonomic training, SWP - carts PPE:
	Physical hazards – objects falling from overhead	Struck by/struck against injuries	S	3	3	2	8	Eng: Adequate storage area Admin: SWP – filing/storage PPE:
Using chemicals for cleaning etc.	Inhalation issues, topical issues, chemicals entering blood stream and internal organs	Occupational illness (determined by SDS)	H	2	3	2	7	Eng: general ventilation Admin: WHMIS, SDS PPE: as required by SDS
Using telephone (land line or cell phone)	Stationary position	Musculoskeletal injuries	S	5	2	4	11	Eng: Speaker option Admin: Limited use, SWP-ergonomic – basic office PPE:
	Biohazards – germs for phone	Illness	S	4	2	3	9	Eng: Speaker option Admin: SWP – housekeeping PPE:

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Using equipment with energy source – computer, multipurpose printer	Contact with energy source	Struck by/struck against, burns, electrocution, fire	S	3	3	4	10	Eng: Admin: SWP – managing hazardous energy (lock out/tag out), SWP- multipurpose printer, SWP – electricity – working with or near, inspection process, manufacturer warning signage, emergency response procedure, fire extinguisher training PPE:
Computer use – data entry, correspondence, online meetings	Repetition - MSI	Repetitive Strain Injuries in and office environment such as neck, back, wrist, and other related issues. (high computer use)	S	5	2	5	12	Eng: Two monitors, ergonomic keyboard, ergonomic chairs, ergonomic mouse, sit/stand desk, wall monitor for larger viewing Admin: Limited computer use, SWP – basic office PPE:
	Inadequate lighting	Eye strain	S	3	2	2	7	Eng: Open workstation, lights Admin: Variety in tasks PPE::
		Fatigue impairment	HS	2	1	1	4	Eng: Adequate lighting Admin: Fatigue impairment procedure PPE:
	Technostress	Mental stress	H	4	1	5	10	Eng: Admin: Technostress reduction procedure PPE:
Manual and Material handling (lifting, pushing, pulling etc.) [office equipment, ladder]	Repetition (MSI)	Sprain/strains, carpal tunnel	S	3	2	3	8	Eng: Elbow level counters, carts Admin: Ergonomic program, ergonomic training, safety lifting training, SWP - carts, SWP – ladder: storage and handling, SWP - ladder: use of portable, SWP – ladder: use of step PPE:
	Awkward or sustained position (MSI)	Sprain/strains, carpal tunnel	S	2	2	2	6	Eng: Elbow level counters, carts Admin: Ergonomic program, ergonomic training, safety lifting training, SWP - carts, SWP – festive decorating, SWP – garbage compactor, SWP – ladder: storage and handling, SWP - ladder: use of portable, SWP – ladder: use of step PPE:
	Force – excessive, compression and/or impact (MSI)	Sprain/strains, carpal tunnel	S	2	2	2	6	Eng: Elbow level counters, carts Admin: Ergonomic program, ergonomic training, safety lifting training, SWP - carts, SWP – festive decorating, SWP – garbage compactor, SWP – ladder: storage and handling, SWP - ladder: use of portable, SWP – ladder: use of step PPE:

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Manual and Material handling (lifting, pushing, pulling etc.) [office equipment, ladder]	Sharp edges - lacerations	Infection, compensation for injured body area by another body part (i.e. using left hand more)	S	3	2	2	7	Eng: Guards, rounded edges Admin: SWP – ergonomics – lifting/carrying manual, SWP – ladder: storage and handling, SWP - ladder: use of portable, SWP – ladder: use of step  PPE:
	Body parts -caught in or between items - pinch, crush	Compensation for injured body area by another body part (i.e using left hand more)	S	3	3	2	8	Eng: Guards, rounded edges, Admin: SWP – ergonomics – lifting/carrying - manual, SWP – ladder: storage and handling, SWP - ladder: use of portable, SWP – ladder: use of step  PPE:
Social events – potluck	Hot surfaces	Burns	S	2	1	2	4	Eng: Admin: SWP - potluck PPE: oven mitts
	Contaminated food	Food poisoning	S	2	1	2	4	Eng: Admin: SWP - potluck PPE:
Working in building	Internal Fire	Burnt, asphyxiation	S	3	4	5	12	Eng: Fire sprinklers, fire alarms Admin: Emergency response procedure – general evacuation PPE:
	External fire (grass catches on fire near building)	Burnt, asphyxiation	S	2	3	2	7	Eng: Admin: Maintenance program of grass around facility PPE:
	Natural disasters (tornadoes, wildfires, floods)	Fatality, internal body injuries	S	3	4	2	9	Eng: Admin: Emergency response procedures PPE:
Due to diversity of tasks in job, refer to work process formal hazard assessment for identified hazards, risk rating and hazard control								
Paper cutter	Administering first aid	Laminator	Paper shredder					
Multipurpose printer	Volunteering for Salvation Army campaign	Holiday decorating						

**Hazard Control**

If the hazards cannot be **eliminated** as close to where the problem is created as possible, reduce the risk of exposure to the hazard by:

**Engineering**

- Substitution
- Redesign of workplace
- Isolation/closed processes
- Automation/material handling devices
- Ventilation (general dilution/local exhaust)
- Purchasing criteria (tools/equipment etc.
- Storage
- Air monitoring

**Administrative**

- Policies/practices/procedures
- Work/rest schedules
- Limiting hours of work
- Scheduling/rotation of exposed workers
- Wet methods as opposed to dry sanding or sweeping
- Training
- Organizing and planning work

**Personal Protective Equipment**

- Eye/face protection
- Head protection
- Foot protection
- Hearing protection
- Respiratory protective equipment
- Fall protection
- Protective clothing/Gloves

Or a **combination** of any of the three above

Social events – potluck	Hot surfaces	Burns	S	2	1	2	4	Eng: Admin: SWP - potluck PPE: oven mitts
	Contaminated food	Food poisoning	S	2	1	2	4	Eng: Admin: SWP - potluck PPE: