

Department: Customer Experience	Position: Customer Experience Representative	Prepared Date: August 19, 2022	Revised Date: October 21, 2024
--	---	---------------------------------------	---------------------------------------

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		
Date of acknowledgement:		Date of Review:		
Signature acknowledges hazards and the required hazard controls for job position	Print Name	Worker	Print Name	Lead Role
	Signature			

RISK RANKING = PROBABILITY + SEVERITY + EXPOSURE

PROBABILITY 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	SEVERITY 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	EXPOSURE 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	LOW RISK
			7-10	MEDIUM RISK
			11-15	HIGH RISK

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	Cuts, lacerations,	S	3	1	3	7	Eng: Handrails on stairs Admin: SWP - housekeeping, SWP - ladder: storage and handling, SWP - ladder: use of portable, SWP - ladder: use of step PPE::
	Air quality	Coughing, throat irritation, headaches, or shortness of breath	S	3	1	1	5	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	3	1	1	5	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: 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, admission to facility, concerns/complaint, selling of items, internal and external)	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	5	12	Eng: 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	4	1	4	9	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	5	2	5	12	Eng: Harassment prevention plan, harassment prevention training, counselling PPE:
	Mental Stress	Headaches, upset stomach, chronic stress - heart condition, depression, lower back pain	S	4	1	4	9	Eng: Adequate assigned work tasks, managing stress training, employee assistance provider PPE:
	Handshaking	contracting a pathogen through repeated hand shaking (pathogen – staphylococcus aureus)	H	1	1	1	3	Eng: Exposure plan, hand sanitizer 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, admission to facility, concerns/complaint, selling of items, internal and external)	Contact with sick member of public or co-worker (influenza, covid-19))	Illness	H	4	2	5	11	Eng: Vaccinations (optional) Admin: Exposure plan PPE: Masks (optional)
	Worker has a pre-existing medical condition	Illness	H & S	2	1	1	4	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
Dealing with people – excessive line up, week of program enrollment	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	2	2	2	6	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	2	2	2	6	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	2	2	2	6	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	2	2	2	6	Eng: Admin: Mental health well-being directive, managing stress training 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 – excessive line up, week of program enrollment	Mental Stress and/or physical stress – not engaged in change management	Headaches, upset stomach, chronic stress - heart condition, depression, lower back pain	H & S	2	2	2	6	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	2	2	2	6	Eng: Admin: Mental health well-being directive, managing stress training PPE:
	Mental stress – mentally challenging	Fatigue impairment	H	2	2	2	6	Eng: Admin: Fatigue management procedure PPE:
Filing and Storage of supplies and materials	Filing cabinet falling	Crush/pinch	S	2	1	2	5	Eng: Filing cabinets secured. Admin: SWP – filing and storage PPE:
	Materials falling	Struck by/struck against injuries	S	2	1	2	5	Eng: Designated storage areas Admin: SWP – filing and storage PPE:
	Musculoskeletal injuries	Sprain/strains	S	2	1	5	8	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	2	1	5	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	2	2	6	Eng: general ventilation Admin: WHMIS, SDS PPE: as required by SDS
Using telephone (land line or cell phone)	Stationary position	Musculoskeletal injuries	S	2	3	2	7	Eng: Speaker option Admin: Limited use, SWP-ergonomic – basic office PPE:
	Biohazards – germs for phone	Illness	S	2	1	4	7	Eng: Speaker option Admin: SWP – housekeeping 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)
Using equipment with energy source – computer, multipurpose printer	Contact with energy source	Struck by/struck against, burns, electrocution, fire	S	2	2	2	6	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	Repetition - MSI	Repetitive Strain Injuries in and office environment such as neck, back, wrist, and other related issues. (high computer use)	S	2	2	4	8	Eng: Ergonomic chairs, anti fatigue mats Admin: Limited computer use, SWP – basic office PPE:
	Inadequate lighting	Eye strain	S	2	2	4	8	Eng: Open workstation, lights Admin: Variety in tasks PPE::
		Fatigue impairment	H	2	1	1	4	Eng: Adequate lighting Admin: Scheduled breaks PPE
	Standing for long periods of time	Fatigue impairment	H	2	2	1	5	Eng: Carpet, chair Admin: Schedule breaks PPE:
		Varicose veins	S	2	2	1	5	Eng: Carpet, chair Admin: Schedule breaks PPE:
		Sore feet	S	2	2	1	5	Eng: Carpet, chair Admin: Schedule breaks PPE:
		Lower back pain	S	2	2	1	5	Eng: Carpet, chair Admin: Schedule breaks 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)
Manual and Material handling (lifting, pushing, pulling etc.) – changing water bottle, lending out equipment, selling of merchandise, use of ladder for festive decorating	Repetition (MSI)	Sprain/strains, carpal tunnel	S	2	2	4	8	Eng: Elbow level counters, carts Admin: Ergonomic program, ergonomic training, safety lifting training, CEX – ball pump, CEX – equipment lending, CEX – pro shop sales, CEX wristband, 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	4	8	Eng: Elbow level counters, carts Admin: Ergonomic program, ergonomic training, safety lifting training, CEX – ball pump, CEX – equipment lending, CEX – pro shop sales, CEX wristband, SWP - carts, 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	4	8	Eng: Elbow level counters, carts Admin: Ergonomic program, ergonomic training, safety lifting training, CEX – ball pump, CEX – equipment lending, CEX – pro shop sales, CEX wristband, SWP - carts, SWP – ladder: storage and handling, SWP - ladder: use of portable, SWP – ladder: use of step PPE:
	Sharp edges - lacerations	Infection, compensation for injured body area by another body part (i.e. using left hand more)	S	2	1	2	5	Eng: Guards, rounded edges Admin: SWP – ergonomics – lifting/carrying manual, CEX – ball pump, CEX – equipment lending, CEX – pro shop sales, CEX wristband patrons, CEX- drop safe, CEX –bill counter, 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	2	1	2	5	Eng: Guards, rounded edges, Admin: SWP – ergonomics – lifting/carrying – manual, CEX – ball pump, CEX – equipment lending, CEX – pro shop sales, CEX wristband, CEX- drop safe, CEX –bill counter, SWP – ladder: storage and handling, SWP - ladder: use of portable, SWP – ladder: use of step PPE:
Working in building	Internal Fire	Burnt, asphyxiation	S	3	1	2	6	Eng: Fire sprinklers, fire alarms Admin: Emergency response procedure – general evacuation PPE:
	External fire (grass catches on fire near building)	Burnt, asphyxiation	S	3	1	2	6	Eng: Admin: Maintenance program of grass around facility PPE:
	Natural disasters (tornadoes, wildfires, floods)	Fatality, internal body injuries	S	3	1	3	6	Eng: Admin: Emergency response procedures 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)
Handling cash	Workplace violence	Psychological (flashbacks, nightmares, coping thru avoidance, loss of interest, feeling of guilt, irritability, sleep disorder, hypervigilance, difficulty concentrating)	H	5	1	4	10	Eng: Secured office Admin: Workplace Violence prevention plan, workplace violence training, counselling, emergency response for mental health, shelter in place and lock down, mental health and wellness directive, personal security PPE:
		Physical (bruises, stabs)	S	5	1	4	10	Eng: Open floor plan, FOP door access Admin: Workplace Violence prevention plan, workplace violence training, SWP – personal security PPE:
	Pathogens on paper and coins	Influenza, acute illness	S	3	1	2	6	Eng: Bill counter Admin: SWP – cash handling, CEX- drop safe, CEX –bill counter PPE: Nitrile gloves (optional)
Working around electricity	Faulty grounding	Electrical shock	S	5	1	4	10	Eng: Admin: electricity – working around/near PPE:
Due to diversity of task performed in job, refer to work process formal hazard assessment for identified hazards, risk rating and hazard controls								
Paper cutter	Administering first aid	Shredder	Multipurpose printer					
Changing water bottle	Holiday decorating	Volunteering for Salvation Army Kettle campaign	Laminator					
Carts	Ladders	Bill counter						

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

Workers have an obligation to report to leadership a concern about an unsafe or harmful work site act that occurs or has occurred or an unsafe or harmful work site condition that exists or has existed