

Introduction

This safe work method statement (SWMS) describes the hazards and risks associated with intent of this task and the risk controls available to eliminate or mitigate those risks as far as reasonably practicable. The purpose of this statement is to ensure a safe and healthy working environment for Canon employees, customers and other affected parties while undertaking installations, repairs or servicing of Canon Products at customer sites.

This statement is reviewed by Canon Australia's Services and Support team and Quality, Safety & Environment team at least once every 2 years (or earlier as required) to reflect current work activities. Canon's Supervisors, Service Performance and Managers and Service Performance are responsible for monitoring compliance with work practices outlined in this safe work method statement through Canon's in Field Safety Check program.

Employees involved in the management and delivery of this task are responsible for ensuring that they work safely and apply the risk controls appropriate as outlined in this document. If an employee identifies a new hazard or risk control for an of the outlined task, they are required to add those hazards and risk controls to this SWMS in the space provided and submit the updated SWMS to gse@canon.com.au as appropriate for their location.

The contents of this statement and changes to this statement are communicated to Canon workers via Canon's compliance training program through Canon's on-line Learning Management System (HRIS). Completion and comprehension of compliance training is monitored through HRIS assessment records. Third party workers are provided copies of this statement as required and are required to acknowledge that they have received and understood its contents in the fields provided.

All Canon Technical Consultants are responsible for and ensuring that they work safely and apply the risk controls outlined in this statement. Canon has used the following Risk Matrix Tool to evaluate the risks.

Risk Matrix Tool

		Consequences				
		1 – Insignificant	2 – Minor	3 – Moderate	4 – Serious	5 – Critical
Likelihood	1 – Rare May occur in exceptional circumstances	Low	Low	Low	Moderate	High
	2 – Unlikely Could occur sometimes	Low	Low	Moderate	Moderate	High
	3 – Moderate Will occur sometimes	Low	Moderate	Moderate	High	Extreme
	4 – Likely Will probably occur in most circumstances	Moderate	Moderate	High	Extreme	Extreme
	5 – Almost Certain Is expected to occur in most circumstances	Moderate	High	High	Extreme	Extreme

Risk Treatment

Risk	Treatment
Low	Acceptable risk. Manage by routine procedures. Risk needs to be reviewed periodically.
Moderate	Tolerable risk with further action required to minimise risk. Risk control responsibility and action dates specified. Risk needs to be reviewed periodically.
High	Unacceptable risk and further action required immediately to minimise risk. For complex treatments implement short term controls until permanent treatment completed. Risk needs to be reviewed continuously.
Extreme	Unacceptable risk. Stop work until risk is reduced. For complex treatments implement short term controls until permanent treatment completed. Risk needs to be reviewed continuously.

Safe Work Method Statement				
Task	Location	Qualifications		Training
Repair and maintenance of Canon business products	Customer Sites (Various)	Registered Electrical Worker (NZ), Current appropriate Practicing Licence (NZ), Restricted electrical work license (Qld)		Product Technical, Electrical Safety, Chemical Safety, Manual Handling, First Aid - CPR
Process	Hazards	Risk Controls	Risk	Regulations/Standards/Policies/Procedures etc.
1. Task allocation.	Allocation of untrained engineer may result in damage to the device, injury to the engineer or injury to a third party.	<ul style="list-style-type: none"> Canon’s call scheduling system correlates engineer technical competencies with service call requirements. Scheduling system does not allow tasking of untrained personnel. 	Low	
2. Working in unfamiliar environment.	Canon engineers work in a range of commercial environments with a variety of hazards which may result in injury.	<ul style="list-style-type: none"> Canon engineers are required to comply with customer induction, hazard & incident reporting, and evacuation procedures. Canon engineers are required to undertake site hazard observations on arrival at the work site and record any hazards that cannot be immediately controlled in CHESS. Canon engineers are provided portable First Aid kits for the treatment of minor injuries. Canon engineers working in remote geographical locations are required to 	Moderate	First Aid in the Workplace (Code of Practice) Canon Journey Management Planning Procedure Stay Safe App (where applicable)

		comply with Canon’s Journey Management Planning Procedure.		
<p>3. Limiting access to faulty devices under repair.</p>	<p>Customer exposure to unserviceable equipment may result in injury or damage.</p>	<ul style="list-style-type: none"> Canon engineers to affix “Out of Service” signs, to unattended products under repair, or unserviceable. The Canon engineer is to isolate from power, products that are unserviceable and unsafe if they are left unattended. Canon engineers are to use electrical lock out devices and tags provided to prevent the products’ use until serviceable and safe to use. 	Moderate	<p>Canon Oceania Electrical Safety Procedure</p> <p>WHS Regulation (NSW, ACT, SA)</p> <p>OHS Regulation (VIC)</p> <p>OHS Regulation (WA)</p> <p>Health and Safety at Work Act (NZ)</p> <p>Electrical Safety Regulation (QLD)</p> <p>Electricity Act (NZ)</p> <p>Electrical (Safety) Regulations (NZ)</p>
<p>4. Device fault analysis*</p> <p>* Work on energised products (live work) is not permitted except in circumstances when power is specifically required to perform fault analysis. The service engineer must confirm that the product is de-energised</p>	<p>Canon engineers may be required to work on energised products to analyse fault symptoms.</p> <p>Customer exposure to unserviceable equipment may result in injury or damage.</p>	<p>Prior to commencing live electrical work, the Canon engineer must;</p> <ul style="list-style-type: none"> Consult with the customer prior to commencing work Assess and control the risks of working live Ensure the area surrounding the work site is clear of obstructions 	High	<p>Canon Oceania Electrical Safety Procedure</p> <p>WHS Regulation (NSW, ACT, SA)</p> <p>Electrical Safety Regulation (QLD)</p> <p>OHS Regulation (VIC)</p> <p>OHS Regulation (WA)</p>

<p>before commencing work that does not specifically require power.</p>		<ul style="list-style-type: none"> • Ensure that the point at which power can be disconnected/isolated is; <ul style="list-style-type: none"> • clearly marked, • clear of obstructions, and • capable of being operated quickly • Establish an exclusion zone around the worksite, using signs or barriers, to prevent unauthorised access, or contact with live parts • Verify that wherever technically possible, the electrical supply to the product is protected by an RCD and that the RCD is in working order • Inspect power leads, electrical tools and hand tools to ensure they are in serviceable condition. Ensure that they are within the test/tag service date and in compliance with AS/NZS 3760. • Remove conductive apparel (e.g. rings, watches, jewellery, etc.) • Remove or restrain loose fitting items that may be caught in moving parts (e.g. lanyards, long hair, key chains) • Engage the assistance of a safety observer <p>While performing live electrical work the Canon employee must only use insulated tools and test equipment.</p>	<p>Health and Safety at Work Act (NZ) Electricity Act (NZ) Electrical (Safety) Regulations (NZ) AS/NZS 3760 – Electrical Safety Standard</p>
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<p>5. Accessing equipment for servicing tasks.</p>	<p>Insufficient clearance around the device for service access. Trips, slips and falls.</p>	<ul style="list-style-type: none"> • Consult with the customer prior to commencing work • Canon engineers are required to undertake site hazard observations on arrival at the work site and record any hazards that cannot be immediately controlled in CHESS. • Canon engineers are to ensure that tools and parts are placed in such a 	<p>Moderate</p>	<p>Canon Oceania Electrical Safety Procedure WHS Regulation (NSW, ACT, SA) Electrical Safety Regulation (QLD) OHS Regulation (VIC) OHS Regulation (WA)</p>

		<p>way that they do not create trip hazards or block walkways.</p> <ul style="list-style-type: none"> • Canon engineers are to ensure that the worksite is cleaned up after the service task. • Canon engineers must disconnect the product under service from power or isolate the power supply to the product using electrical lock out devices and tags provided to power being supplied to the product while under service. 		<p>AS/NZS 3760 - Electrical Safety Standard</p> <p>Health and Safety at Work Act (NZ)</p>
<p>6. Handling machine parts, tools and accessories.</p>	<p>Requirement to lift, move or carry machine parts, tools and accessories may result in musculoskeletal injury or disorder.</p>	<ul style="list-style-type: none"> • Canon engineers are required to undertake site hazard observations on arrival at the work site and record any hazards that cannot be immediately controlled in CHES. • Canon engineers are trained in safe manual handling techniques. • Canon engineers are provided a folding hand cart for carrying items and specialised lifting aids for selected products. • Canon engineers are to request assistance from other service team members where team lifting is required. <i>Note: lifting assistance by the customer is not to be requested.</i> 	<p>High</p>	<p>WHS Regulation (NSW, ACT, SA)</p> <p>OHS Regulation (VIC)</p> <p>OHS Regulation (WA)</p> <p>Health and Safety at Work Act (NZ)</p>

<p>7. Handling and using service chemicals and consumables to repair or service machines.</p>	<p>Chemical exposure resulting in injury</p> <p>Toner and substance spills</p>	<ul style="list-style-type: none"> • Canon engineers must use only chemicals approved for use by Canon in accordance with Canon’s chemical management procedures and published on Canon’s Approved Chemicals List. • Canon engineers carry small quantity holdings (e.g. typically less than 2L carried in service vehicles and less than 500 mL carried in tool kits). • Safety Data Sheets (SDS) for all approved chemicals are available to Canon engineers via Canon’s intranet. • Canon engineers are provided appropriate personal protective equipment (gloves, masks, eye protection, sanitisers) for approved chemicals carried. • Canon service management conduct regular in field safety inspections to verify compliance with Canon’s chemical management procedures. • Canon engineers are provided with a specialised toner vacuum for the clean-up of toner spills. • Canon engineers carry isolation barrier signs to establish an isolation zone around spills. 	<p>Moderate</p>	<p>Canon Oceania Chemical Management Procedure</p> <p>WHS Regulation (NSW, ACT, SA, QLD)</p> <p>OHS Regulation (VIC)</p> <p>OHS Regulation (WA)</p> <p>Health and Safety at Work Act (NZ)</p> <p>Hazardous Substances and New Organisms Act (NZ)</p>
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<p>8. Emergency Response Plan</p>	<p>Live Electrical Work</p>	<ul style="list-style-type: none"> • Canon engineer will engage the assistance of a Safety Observer* prior to commencing live electrical work. • Safety observer** is to oversee live electrical work and to assist were required. • Safety observer** will be required to have access to a Low Voltage Rescue Kit. <p>** Safety Observer is a qualified Canon employee.</p>	<p>High</p>	<p>Canon Oceania Electrical Safety Procedure</p> <p>WHS Regulation (NSW, ACT, SA, QLD)</p> <p>Electrical Safety Regulation (QLD)</p> <p>AS/NZS 3760 – Electrical Safety Standard</p> <p>Restricted electrical work license (Qld)</p>
<p>9. Social factors (including workload, work hours, fatigue, victimization, harassment, bullying, stress, and violence)</p>	<p>Exposure to client sites where the environment maybe conducive to such factors could lead to mental stress or physical injury.</p>	<p>Canon provides all Employees training and assistance in the following areas:</p> <ul style="list-style-type: none"> • Code of Conduct Policy • Respectful Workplace Policy • Employee Assistance Program (EAP) • Fatigue Management Procedure • Wellbeing AU Programs on Phoenix • Journey Management Planning Procedure 	<p>Moderate</p>	<p>WHS Regulation (NSW, ACT, SA, QLD)</p> <p>OHS Regulation (VIC)</p> <p>OHS Regulation (WA)</p> <p>Health and Safety at Work Act (NZ)</p>

Changes:

Additions or amendments to this SWMS identified in the process of providing field service should be noted in the section below and forwarded to gse@canon.com.au.

Additional risks, controls and notes:				
Engineer Name:		Signature:		Date:
Customer Name:		Signature		Service Order #
Electrical Safety Observer Name (Where Applicable)				

Note: Safety Data Sheets, Product Safety Sheets and any general safety information on Canon products can be found at <https://www.canon.com.au/business/support/safety-and-compliance> or may be requested by emailing: gse@canon.com.au

Document Revision History

Document Control			
Effective Date	10/07/2023	Review Date	10/07/2025
Document Owner	QSE Manager		

Version Control			
Version No.	Version Date	Author	Change Description

13	28/02/19	Tony Hall	Add fields for customer name, service order number & ESO name
14	15/09/2019	Tony Hall	Add JMP requirements
15	8/06/2021	Claire Nagengast	2-year review, added in new controlled template and social factors risks
16	10/07/2023	John Lal	Add Section 8. Emergency Response Plan, reference to Canon Oceania Electrical Safety & Chemical Management procedure and Risk Matrix Tool