IMS: 6.1.2.1: RISK ASSESSMENT: FIELD: FIELD SERVICE TECHNICAL ROLE

Lavazza Professional Risk Assessment

Site:	All customer sites where a LAVAZZA professional vending machine is located installed, serviced, or repaired.

Area:	UK
Task / Equipment:	Field Service Technician Role (CST)
Conducted by:	Ben Cook (ASM, Area service manager) Marlon Merriman (Technical Support Manager)
Other information:	Includes COSHH, Manual Handling, and Driving Risk Assessments
Review Date:	01/01/2027

Abbreviation	Key
SOP	Standard Operating Procedure
SWPP	Safe Working Practices and Procedures - LPR-00615.
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
COSHH	Control Of Substances Hazardous to Health
PSSR	Pressure Systems Safety Regulations
WSE	Written Scheme of examination

Number	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 Central London drivers are “Silver FORS” accredited and trained. Vehicles are checked and a report filled in daily. All drivers receive annual refresher training in the LAVAZZA SWPP handbook regarding use of mobile phone & sat nav. All driver trained every 3 x years with AA drive tech with records kept with AA drive tech & FORS. All drivers undertake AA risk assessment.	1	5	L	None	CST’s & ASM’s, training is every 3 years with AA drive tech, and ongoing through the year to maintain FORS accreditation	L

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. Attending site specific inductions as requested by the customer.	1	2	L	None	CST's & ASM's, training is ongoing with AA drive tech, and ongoing through the year. For Central London drivers to maintain FORS training.	L
3.	Non-Technical work	1	Daily	None	Follow FD-Tech non-technical call process, SWPP handbook and British Safety Council IOSH Working Safely training every 3 years.	1	1	L	None	CST's & ASM's to receive training and review of docs every three years. Managed by training Matrix and ETQ Reliance document portal.	L

4.	Attending customers site, actual machine location within the customers premises.	1-2	Daily	Specific hazards relating to the machine location, environmental hazards, transport areas, 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 on the route to the machine and within the working area where the machine is located. Attend site specific inductions as required by the customer. Always Think and Act Safely. CST to conduct a Dynamic Risk Assessment on every site visit as per SWPP manual. A dynamic risk assessment is a real-time evaluation of hazards and risks as they emerge during a task. Consideration of but not limited to; Arrival & parking on site, awareness of site rules, manual handling, transfer and at work location, the task to be undertaken by the CST, environmental and operational factors e.g. weather conditions, other persons, and business activities within the area etc. Any meaningful change or	1	2	L	None	CSTs on every customer visit. If in any doubt or you have concerns contact to be made with the Area Service Manager or the Health, Safety & Environment Department.	L

					where the risk is at a greater level, then a separate risk assessment would be required. Record the risk assessment on FD Tech Method Statement form. British Safety Council IOSH Working Safely training every 3 years.						

5.	Repairing machines on customers sites	1-2	Daily	Risk of exposure to electricity.	Level 3 Electrical Authorisation Training and exam every 3 yrs. With an annual refresher course. All CST/ASM's are trained with training records reviewed and /updated annually. British Safety Council IOSH Working Safely training every 3 years. Working Live and in contact with Hazardous Voltages is not permitted. Check client 13amp socket outlet with Polarity Tester. Check earth leakage & continuity of machine before & after repair or preventative maintenance activity using Seaward 100 PAT checker. Always follow SWPP LOTO procedure primarily and use the LOTO bag where appropriate and/or follow the site's LOTO procedures when instructed to do so.	1	1	L	Client must disconnect machine from any hardwired electrical connections. CST to apply LOTO procedures to machine to remain in exclusive control. This consists of Switching OFF machine, isolate by disconnecting the 13amp mains plug or internal IEC plug, Test for dead via Portable Appliance Testing and Lock Off Tag Out by placing either plugs securely into a LOTO bag and applying a padlock. Full procedure is detailed within our Safe Working Practices & Procedures Manual – LPR-00615.	CSTs on every customer visit.	L

6.	Draining hot water from machines / exposed to hot water from other sources	1	Daily	Risk of scalding or water spill.	Hot tank drain kit supplied and training in its use conducted. Do not overfill bucket. Take multiple trips when required when emptying bucket with water from hot tank or chiller. Take shortest route to nearest wet waste disposal area. KLIX Momentum 2D & Advanta may require draining from the hot water dispense valve where draining is not possible. Hot water MUST be allowed to cool.	2	2	L	KLIX Momentum 2D & Advanta SOP to detail critical check instructions	CST's & ASM's on each occasion a hot tank requires draining.	L

7.	Moving through customer sites	1-2	Daily	Risk of injury due to slips and trips. Risk of injury by moving vehicles	Stay on designated pathways and pedestrian routes. Follow client's site rules. Safety Footwear and any other PPE worn. British Safety Council IOSH Working Safely training every 3 years. Conduct dynamic risk assessment of area and routes, especially when carrying tools and work equipment. Clear paths if needed or ask customer to clear a path.	2	2	L	None	CST's & ASM's on every site visit.	L

8.	Spillage	1-2	Daily	Risk due to spillage of water that could cause slips.	Clean all spills immediately. Dispose of waste as instructed by customer or bag up and remove from site. Conduct dynamic risk assessment of area and routes, especially when carrying hot water. Cordon area for excessive or unattended spillages. Clear paths if needed or ask customer to clear a path and wear Hi-VIS clothing if required by site instructions.	2	2	L		CST's & ASM's on every site visit.	L

9.	Managing fluorescent tubes	1	Infrequent	Risk of injury due to broken glass. Cuts / debris in eyes	Disposal is covered within the SWPP 13. Guidelines on the handling and fitting of fluorescent tubes. All CSTs are provided with PPE suitable to use if a light tube must be replaced, is broken or damaged. Transportation of light tube – inside a cardboard tube. PPE, safety work gloves, and safety eye protection are worn while managing glass tubes. Insignificant levels of Mercury and Phosphorus contained within individual fluorescent tubes. Ref Manufacturer and disposal company. Use of portable vacuum cleaner fitted with a 1-micron filter.	2	2	L	None	CST's when a tube needs to be replaced.	L

10.	Clearing up after a machine has been vandalised	1-2	Infrequent	Risk of injury due to corrosive or flammable liquid, flooding, broken glass, body fluids or sharp edging of damaged machine.	Site specific advice should be sought depending on site type and customer requirements. All CST are provided with PPE – Safety eye protection, rigger gloves and safety footwear to use if a vandalised machine presents any hazards or dangers. British Safety Council IOSH Working Safely training every 3 years. Covered by SWPP	2	2	L	None	CST's when attending a vandalised machine.	L
11.	Attending unhappy customers site	1	Infrequent	Risk of injury due to violence from customers or passers-by if a public site	Covered by SWPP and training conducted. Request a second CST to attend or be always accompanied by a member of the site staff. Escalate any concerns with the Customer. Report incident as an Accident or Near Miss to both site and line manager.	1	2	L	None	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 LAVAZZA professional "Lone working" process and procedure." For unoccupied areas, check with customer regarding lone worker arrangements. Frequent checks with client or LPRO colleague when required. All CST are issued mobile phones.	2	2	L	None	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. Frequent breaks to be taken to cool off or warm up if needed.	2	1	L	None	CST's where machines are in a chilled or heated environment	L

14.	Lifting Drinks machine chiller units into and out of vehicle	1-2	Infrequent	Risk of injury due to handling, dropping or entrapment; sprains, strains or 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. Request a second CST to attend if there is a long distance between vehicle and machine. Always transport using the trolley provided. Follow TILE dynamic risk assessment method.	1	1	L	None	CST's when replacing a faulty chiller unit	L
15.	Storage of Drinks machine chiller units 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. Training given for manual handling and carrying a load safely. Follow TILE dynamic risk assessment method.	1	1	L	None	CST's when replacing a faulty chiller unit	L

16.	Installing chiller units into machine.	1-2	Infrequent	Lifting, sprains, strains, crushing. Risk of exposure to electricity.	Manual handling in SWPP and training conducted. Electrical Authorisation every three years. No Live work. Lock off and tag out procedure and trained to check clients supply with Polarity Tester. Check earth bond and earth continuity before and after working on machine. Training given as to manual handling, safe load to carry. Follow TILE dynamic risk assessment method. Snack chillers to be delivered by specific delivery company using correct delivery trolley or similar equipment. Delivered to machine where minimum movement of the chiller unit is required by CST.	2	2	L	None	CST's & delivery company personnel when replacing a faulty chiller unit	L

17.	Removal of machine door locks using battery operated drill	1	Infrequent	Debris from lock in eyes and skin, being too close to others in a walkway or passers-by. Cuts from swarf. Vibration	Conduct a Dynamic Risk Assessment of the area prior to work. All CST's supplied with the appropriate PPE for this task. Workwear gloves, eye protection and hazard tape to cordon off a safe area of work. Use of Swarf catcher and clean up after drilling. Infrequent activity for the use of a drill. Minimal vibration exposure.	1	1	L	None	CSTs when a lock is broken when door is in the locked condition	L
18.	Use of hand tools	1	Daily	Using assorted hand tools.	All CSTs are competent for the task and supplied with the appropriate PPE – Safety footwear, workwear & nitrile gloves, eye protection and tools for the repair of any LAVAZZA Professional supplied vending machine.	1	1	L	None	CSTs 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 food hygiene 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 of internally with the customer's approval. Follow SWPP handbook, using only COSHH approved materials and substances that are listed as safe to use with food preparation areas.	1	1	L	None	CSTs on every machine visit	L

20.	Live Working	1-2	Daily	Risk of exposure to electricity and moving parts.	Working on live machines and in contact with Hazardous Voltages is NOT permitted! Only authorized technician's key can be used to override door interlock. With fixed guards removed ONLY observe movement of machine in operation. The machine will not be left in an unsafe condition. Check client 13amp socket outlet with Polarity Tester. Check earth leakage & continuity of machine before & after repair using Seaward 100 PAT tester. Level 3 authorisation evaluated every 3 years, with annual refresher course.	1	1	L	Client must disconnect machine from any hardwired electrical connections. CST to apply LOTO to machine to remain in exclusive control. Multi- meters **can** be used to observe mains voltages within the machine using the following method: **S**witch Off **I**solate by removing plug . **T**est, (Confirm through PAT that the correct supply has been removed) **S**et up multi-meter probes to suitable, stable **Live** and **Neutral** test points within the machine. **A**rrange the multi- meter for non-contact viewing of results. **R**econnect machine using portable RCD. **S**witch on power. **O**bserve results. **S**witch off. **I**solate by removing plug .	CST's & ASM's when attending a machine	L

									Remove test probes. At no point must the **Test Meter** or **Test Leads** be touched or moved during the live test procedure, **observation only.**		
21.	Use of power tools	1	Daily	Cuts and bruises, moving parts and entrapment. Vibration	All power tools must be company issued, and battery powered. PPE issued for drilling – workwear gloves and eye protection. All engineers trained and competent in the use of tools provided. Infrequent activity for the use of power tools. Minimal vibration exposure.	1	1	L	None	CST's whenever a power tool is used.	L

22.	Use of mobile phone or communication device fitted with camera on customers site	1	Daily	Lack of care and attention to what is happening around you.	Observe customer request if no mobile communication or photographic devices are allowed on site. It should be left with security or locked away in your vehicle. Step away from the work area, do not wander around when talking. Observe the needs of those around you.	1	1	L	None	CST's & ASM's using mobile communication devices whilst on a customer's site.	L

23.	Installation of vending machine	1-2	Daily	Moving of tabletop machines into position. The lifting of machines or parts that exceed your safe working limit.	Persons must dynamic risk assess the area, the equipment weight, and their own capability prior to lifting or moving the technology. TILE applies. When lifting tabletop machines onto its worktop or base cabinet, the weight of the machine must be reduced by removing heavy parts i.e., the chiller, coin mech and baseplate or door prior to lifting. Excessive weights must be a two-person lift. Manual handling training, the use of PPE and the need to cordon off a safe working area, has been trained and is found in the SWPP handbook. British Safety Council IOSH Working Safely training every 3 years.	2	2	L	None	CST's & delivery company employees at every machine installation.	L

24.	Use of hazardous substances	1-2	Daily	Splashes to skin or eyes. Hand contact with hazardous substances, inhalation, and ingestion.	The use of the following substances sanitising tablet/solution, milk cleaning tablets /solution, de-tanning tablets, cleaning sprays, aerosol solvents, various adhesives and lubrication agents are all covered in the SWPP manual alongside all associated work instructions and SOP's where substances are used. Refresher training of the SWPP manual is applied annually. The appropriate PPE (safety eye protection, nitrile, and gloves) is identified for each individual application. Product specification documents are all held by the Lavazza Professional UK Health Safety and Environmental department.	2	2	L		CST's & ASM's to always follow COSHH guidelines	L

25.	WSE Testing	1-2	infrequent	Using handheld pressure pump and gauge to monitor system pressure safety systems	Person conducting the test will be registers and trained by CoffeSafe, trained on the machine they are testing, and using calibrated equipment. Wear PPE Safety glasses and heat sensitive gloves. Where the machine is too hot it will be allowed at least 45 mins to cool down.	2	4	M	Product training. Work instructions. ASM work with days. CoffeSafe PSSR training and annual audits.	CST/Test Engineer	L

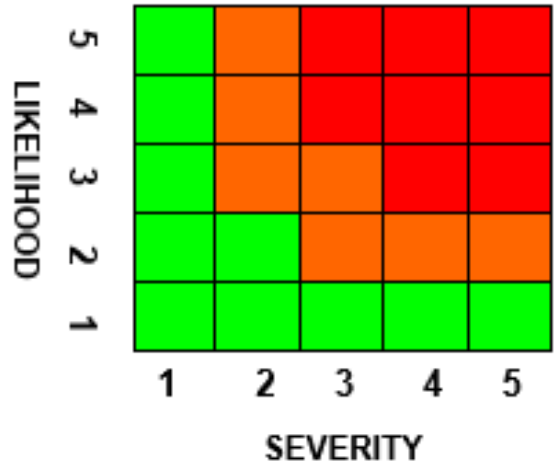
26.	Sexual harassment in the workplace	1-2	Daily	Where an associate is the victim of sexual Harassment or exposed to it, where the behaviour is unwanted and makes the victim feel intimidated, offended, humiliated, or threatened. This can be verbal, Nonverbal, or physical.	Sexual harassment policy in place. Lavazza has a Zero-tolerance approach to any incidences of harassment.	3	3	M	Sexual harassment training for all associates and line managers	All field service associates	L

Responsible Person	
Name:	Chris Rutherford
Position (Senior Site Associate)	UK Operations Director
Signature:	
Date:	16/10/2026

APPENDIX: RISK MANAGEMENT PRIORITY INDICATORS

KEY:

Persons At Risk	Frequency of Exposure	Likelihood	Severity
1 - 2 Persons	Infrequent	5 = Almost certain	5 = Fatality, Permanent incapacity
3 - 7 Persons	Annually	4 = Likely	4 = Major injury/illness, Serious loss
8 - 15 Persons	Monthly	3 = Possible	3 = 3 days or more absence
15 + Persons	Weekly	2 = Unlikely	2 = Minor Injury/illness, First aid only
	Daily	1 = Almost never	1 = Trivial injury/illness or loss
	Hourly		
	Constantly		
	Other (Specify)		



		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

LOW =

MEDIUM =

HIGH =

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