

TASQUFORCE TECHNICAL VENDING SERVICES

FIELD SERVICE TECHNICIAN

WORK METHOD STATEMENT

Attending a customers premises

Onsite work requirements

Installation of equipment

Maintenance / repair of equipment & waste handling

Substances used

ARRIVAL ON CUSTOMERS PREMISES

Upon arrival at your premises, whether this visit is solicited, scheduled or otherwise, our technical representatives will seek permission for entrance. Prior to access being granted they will be prepared to observe all stated or demonstrated Health & Safety requirements, along with any specific risks identified by you as inherent to your business.

Our staff will adhere to any site rules and regulations for your work environment, which may be laid down as risk control measures. We would expect this to include suitable arrangements for security and the safe evacuation of our staff in an imminent danger or emergency situation.

References

- The Health & Safety at Work Act 1974
- The Provision & Use of Work Equipment Regulations 1998
- The Management of Health & Safety at Work Regulations 1999
- The Workplace (Health, Safety and Welfare) Regulations 1992
- The Fire Precautions Act 1971 & 'Reform' requirements
- The Electricity at Work Regulations 1989

ONSITE WORK REQUIREMENTS

In order for our service representatives to effectively undertake a safe working practice (safe for both our staff and your employees), your site would conform to the basic requirements of the following Health & Safety regulations:-

1. *Electricity at Work Regulations 1989*

- In particular 'The Provision of Adequate Workspace, Access and Lighting' for technicians working on electrically energised equipment.

2. *The Workplace Health, Safety and Welfare Regulations 1992*

- Unless exempt by virtue of nature of business, premises or undertaking, i.e. home forces or construction sites.

INSTALLATION OF EQUIPMENT

Preparation

Equipment will be unpacked from cardboard boxes and other wrappers using, where necessary, basic cutting tools, i.e. Stanley knife or safety blades. Any resultant waste will be confined as practicable to areas designated by customer's staff in order to keep to a minimum any hazards which may result, such as 'trip', 'combustion' or 'impeding of gangways'.

Checks

A secure and stable position for the equipment will be agreed with the customer in accordance with future service requirements and giving due regard to the approved codes of practice for the 'Provision and use of Work Equipment Regulations 1998'.

Pre-installation checks of the electrical and water supply will be carried out by our service technician. Any apparent negative results would be raised with the customer for discussion / verification and correction, before proceeding with use of the mains supply.

All electrical suitability checks conducted will be done in the best interest of customer and technician safety with due regard for the 'Electricity at Work Regulations 1989'. The integrity of our product, both electrical and mechanical, will be confirmed during the set up commissioning and in all subsequent service visits.

References

- The Provision and Use of Work Equipment Regulations 1998
- The Electricity at Work Regulations 1989

SET UP COMMISSIONING

Our service technician will display a notice at all times during the service work, informing customer personnel of the main hazards to which they may be exposed. It is expected that any passers by will take, in the spirit intended any guidance provided, whether it be directly or in notice form, entirely in the interest of everyone's Health, Safety and Welfare.

Tasks

- ***Disassembly***

The product will usually require partial disassembly for set up work and inspection purposes. This involves using a range of standard hand tools to remove product outer covers and sub assemblies. All such disassembly will be conducted in an orderly and tidy fashion with the expectation that adequate space will be made available to accommodate this work, thereby minimising the risks associated with this type of activity.

- ***Water Supply Connection***

Some machines will require a water connection to work. This will be done by our technician with the correct hand tools and safety equipment where necessary. It will also be essential that the technician is given full access to the water supply and a point where this may be isolated.

- ***Integrity Testing***

Whilst the product complies with all applicable national and EC safety standards, electrical and mechanical integrity checks are performed as a part of the installer and maintainers responsibility. This means visual inspections and the use of electrical test equipment (basic test meter) by the technician. This will include the kind of activity which re-affirms product stability, e.g. continuity of earth wiring, an insulation resistance test and the security of cable clamping. Powered or 'live' checks will not be performed at this stage; therefore any risks associated with the electrical hazard are very low.

- ***Re-assembly of Sub Assemblies and Running Tests / Adjustments***

A range of standard hand tools will again be used to re-fit sub-assemblies, the product will then be commissioned and powered, often with outer covers or doors open / removed for running tests and adjustments. All such tests will be closely monitored and guarded by the service technician to protect other persons from exposure to any physical, mechanical and electrical hazards which will be posed due to guards being removed.

Running tests / adjustments may require technician use of standard test meter type equipment, however, this is unlikely to involve hazardous voltages unless malfunctions have occurred (in which case see 'Maintenance and Repair of Equipment' for further details).

MAINTENANCE & REPAIR OF EQUIPMENT

Maintenance and repair activities naturally include some aspects of the work discussed in 'Installation of Equipment', these include:-

1. *Supply Integrity Checks* -
The continued suitability is checked using the same method and with the same possible outcomes.
2. *Product Integrity Testing* -
The continued stability of the product is confirmed using the same techniques and equipment. Once again in the context of 'maintenance', powered or live checks will not be routinely performed at this stage but rather as and when any fault situation justifies.
3. *Disassembly and Re-assembly* -
For maintenance disassembly this is likely to be more extensive than required during installation, whilst for repair the degree of work will be determined by the nature of the product malfunction. In each case a range of standard hand tools will be used.

All disassembly and re-assembly will be conducted in an orderly and tidy fashion, with the expectation that adequate space will be made available for our technician's use as an aid to risk control during this activity.

4. *Running Tests / Adjustments* -
For fault diagnosis and repair it may be necessary to perform running tests to unguarded machinery, this will only occur after it has been confirmed safe to do so. Additionally, this may include 'live' electrical tests to hazardous voltages using electrical test equipment – This is one of the many reasons for our technician giving clear notification to 'keep clear of maintenance work'. In this way, risks from electricity are under the control of our technician and risks should not extend to third parties.
5. *Cleaning/lubricating / Use of Substances and Waste Handling* -
In the course of routine maintenance and repair work, cleaning of machine parts is carried out.
 - *Removal of Spent or Contaminated Consumables* -
Small components, which have achieved the end of their service life and contaminated process consumable substances, will be manually removed from the product using a safe system of work.

Repairable / refurbish able components will be taken away by our technician.

- Degreasing of Mechanical / Optical Parts -
Using cleaning agents and disposable cloths / wipes, both mechanical and optical components may be cleaned. Wipes and cloths moistened in cleaning fluids will be disposed of in a manner agreeable to the customer.

Cleaning agents are supplied to our technicians in spill proof containers (spray) and are used in restricted amounts dispensed into an absorbent material. There are very few parts of any machine which can allow the use of these agents and thus their use is highly restricted. This method effectively delivers the cleaning agent to the stain whilst minimising technician or third party exposure.

- Lubricating of Parts –
Sanitary lubricating gel is used on mechanical moving parts such as fridge motors or gears, wheels etc. This is of no harm whatsoever to the end user and is specifically designed in the use of food handling products.

SUBSTANCES USED

Installation, maintenance and repair of our products require the use of some cleaning substances, which would be used only on certain parts of any machine. A general outline of these products follows:-

- **Foam Cleaner**
A general purpose-cleaning agent which is spray delivered to the spot requiring cleaning or onto a cloth for work on large areas.

This product delivers a heavy spray which foams on contact with surfaces; it is a mild solvent detergent formulation with a not unpleasant odour. Whilst it does contain flammable solvents, it is not particularly volatile which means there is little risk of ignition during normal use.

All substances used by our technicians in their field service work are carefully selected and assessed under the requirements of the Control of Substances Hazardous to Health Regulations 2002; thereby reducing the risks from exposure or use, whilst providing effective performance in their application.