LAVAZZA PROFESSIONAL UK LTD

Field Service
Safe Working Practices & Procedures Manual

Issue 13
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Safe working practices and procedures manual for Field Service

Manual amendment record

Date	Issue	Section	Modification and or issue	Initials
March 2002	1	All	First controlled issue	MAM
October 2002	2	2	New section	MAM
		7	New section	
		22.1	Calibration frequency table	
April 2004	3	2	Food safety	MAM
		2.2	Sanitisation	
		6	Guidelines on electrical safety	
		9.5	Gas soldering iron	
		11.3	Mobile telephones	
		13.3	Fluorescent tubes	
		17.3	Glass	
		20	Lock off tag out & removal of fixed guards (new section)	
		21	Risk assessments (new section)	
		24	Definitions	
March 2006	4	1	Health and safety policy	CDS
		1.1	About our safety, health and environment policy	
		1.2	Environment policy	
		1.3	First principles	
		3.2	Safety assessment guidelines	
		4	Personal protective equipment	
		4.3	Provision of PPE	
		6.3	Live testing and equipment isolation	
		6.6	Safety RCD adaptor	
		9.6	Rechargeable drills	
		10.6	Smoking room	
		10.7	Scalding risk	
		11	Mobile telephones and keyboards	
		11.5	Satellite navigation systems	
		18.3	Which kind of fire extinguisher do I use	
September 2006	4.1	2.1	Sanitisation	MAM
		2.2	Sanitisation	
		6.16.5	Guidelines on electrical safety	
		10.7	Portable appliance check	
		18.3	Scalding risk	
			Fire safety	
September 2007	4.2	All	Delete all referrals to four Square and change to Mars Drinks	MAM
January 2010	5.0	1.1	Forward	PJW
		1.3	First principles	
		3.0	Clients' safety regulations	
		4.3	Provision of PPE	
		5.4	Driver impairment	
		5.6	Health and safety on the road	
January 2010	5.0	6.1	Guidelines on electrical safety	PJW/PR
		8.0	Manual handling	
		9.0	Guidelines on tools and work equipment	
		9.5	Soldering iron – deleted	
		9.7	Preventing injuries	
		10.0	COSHH	
		10.6	Smoking room	

		11.0 12.0 13.0 14.0 14.0 16.0 17.0	Mobile telephone and keyboard devices Chiller handling Fluorescent tubes Compressed gas – deleted Now lone working – renumbered Injury due to vandalism Fire safety	
January 2010		17.3 17.4 19.0	Extinguisher types Fire actions on customer sites – added Lock tag out	PJW
January 2010		20.0	Risk assessment	PJW/PR
October 2010		1.0	Introduction amended	AW/PR/DS
February 2014	7.0	1.3, 6.1, 6.2, 10.7	Changes due to introduction of technician's key and non-technical call standard. Scalding risk due to not being able to drain tank	MJ/DS/PR
February 2015	8.0	1.2 2.1	Environmental policy Food safety – first principles	AW AW/KF
April 2017	9.0	All 2.0 6.0 11.3 20.5 20.6 20.7	Delete all referrals of STL and RTM and change to ASM Change Nitrile gloves as directed – added Never attempt to manually discharge capacitors – added Use of mobile devices updated to reflect new laws. Dynamic risk assessment – (new section and number change) Control measures – (number change) Incident debrief – (new section)	PI/MAM
October 2018	10	2.1 6.3 6.4 6.5 10.3 4.3 & 20.6 11.6 11.7	Removal of Nitrile gloves, replaced by clean hands Live testing and Equipment Isolation update to clarify Approved Isolation Methods Lock Off and Tag Out of Machines updated to remove Brady Box and introduce LOTO bag Removal of 'safety test failure doc' replaced with NON-PAT -COMPLIANCE FORM-26304' Types of hazardous substances Loctite 262 - *New policy* Control measures – Using cordon tape - *New policy* Where you can charge your mobile device (Tablet, phone, Sat-Nav, etc….) *New policy* Dash Cams – *New policy*	MAM
January 2019	11	All	All references to Mars Drinks UK changed to Lavazza Professional UK LTD All references to the Five Principles changed to the Code of Ethics	MAM
May 2019	11	1.0 2.2 9.5 12.3	Lavazza Professional UK LTD Safety Policy Statement Sanitisation Rechargeable Drills, list of uses extended to include Dynamic RA Manual Handling of Chillers	MAM
April 2020	12	2.2 4.3 5.5 5.7 6.3 8.0 10.8 ALL	Updated sterilization Hi Visibility clothing updated Removed reference to 5ft light tubes Added REF LPR-0012 Ref to Lavazza Professional UK LTD Non-PAT form added Updated manual handling section Loctite 262 COSHH data sheet added All references to Lavazza Professional UK changed to Lavazza Professional UK LTD	BSC

April 2020		ALL ALL	Removed REF PR-11813, replaced with REF LPR-00250 Updated all ETQ reference numbers	BSC
July 2021	13	1.0, 1.1 & 1.2 5.6 11.6 13.0 17.5 18.1 20	The safety & environment policies details have been updated (changed principles to Lavazza Values). Ensure your washer bottle is full of the washer concentration for the temperature conditions. Use of Mobile Devices re-aligned to SharePoint Driver & Vehicle Policy. Updated all COSHH data for permitted substances. Fire Alarm – LOTO machine! First Aid/Incidents - an 'Incident Report Form'. These can be obtained from your ASM or HSE Manager. Risk Priority Indicator added	DB & MAM

Safe Working Practices and Procedures Manual
Field Service

Contents:

1. Lavazza Professional UK LTD Health & Safety Policy Statement

The health, safety and wellbeing of Associates, contractors and visitors are of key importance to the Company.
"Nothing is so important that we cannot do it safely"

We are committed to **meeting all relevant health and safety legal requirements and** continually improving our performance through safe design of the work environment and work organisation, safe systems of work, coaching of safe behaviour and the setting of objectives and targets. This will enable the prevention of injury and ill health to Associates, contractors, visitors and third parties who may be affected by our operations.

Our aim is not merely to comply with the law but to continuously improve our safety performance so as to achieve our goal of zero incidents, injuries, and health risks. This will be achieved by:

Setting SMART health and safety plans and objectives that reflect the risks and hazards to which our Associates and others who may be affected by our work activities are exposed.

Providing **necessary resources** to control health and safety risks arising from Company activities.

Providing **information, instruction, training, and supervision** for those involved in and affected by the undertakings of the Company.

Ensuring Associates are **competent** to fulfil their tasks through adequate training, to avoid accidents and work-related ill health.

Providing adequate arrangements to **consult** with and enable Associates to raise issues of Occupational Health and Safety.

Ensuring plant (machinery and equipment) is **installed and maintained** in a safe condition and **operated** in safe and healthy working conditions.

Appointing **competent persons** to assist in meeting our statutory duties and other requirements including specialists from outside the organisation where appropriate.

Co-operation of Associates, contractors, and visitors to ensure the Company is able to comply with applicable statutory duties and site-specific procedures.

Identification of hazards and timely resolution to ensure they are adequately controlled.

Individuals being **empowered** to stop any one on site from inadvertently breaking safety procedures or policies.

Review and evaluation of the effectiveness of this OHS policy, plans and objectives and other relevant documents, periodically or more frequently where significant changes to operational activities or legislation take place.

1.1 Environment Policy

Lavazza Professional is a responsible producer of quality branded products actively contributing to a sustainable global and local environment. Our environmental policy is anchored in our company values – Authenticity, Passion for Excellence, Responsibility, and Inventiveness. These values guide every aspect of our entire value chain and aim to protect the environment while minimising our environmental impacts by driving continual improvement, efficient use of natural resources and contributing to climate change mitigation.

We are committed to:

- **Comply with all legal requirements and other requirements including relevant voluntary obligation.**
- **Assess the environmental effects of all our business activities.**
- **Set challenging objectives and targets with appropriate resource to continuously reduce our environmental impacts.**
- **Ensure our suppliers and contractors are compliant with relevant environment obligation.**
- **Monitoring our environmental performance and taking appropriate preventative and corrective action.**
- **Prompt resolution and / or mitigation of environmental non-conformances and events.**
- **Maintain documentation and records to demonstrate environmental compliance and progress.**
- **Demonstrate senior management leadership to continually improve through proactive involvement and reviews.**

All associates shall take direct responsibility for results, exercising initiative and making decisions as their tasks require. The Health Safety and Environmental Team is responsible for the maintenance and continuous improvement of our management system.

This Environmental Policy is displayed at both Lavazza Professional Basingstoke sites, as well as on the company website.

1.2 First Principles

All accidents or incidents are to be reported and analysed in order to find and eliminate their cause. The circumstances, which lead to an accident, may next time cause a major injury unless something is done to prevent it. It is, therefore, important that 'near misses' and dangerous occurrences are reported, not just accidents causing injury.

Accidents and Near Misses must be reported to your ASM (Area Service Manager), or the duty manager by phone or text messaging, stating the following information: date, time of accident, site name & location no, cause of accident/near miss, injury sustained and whether first aid was applied and, if so, by whom.

A GREEN accident report form MUST be completed and can be obtained from your ASM or your Team Health & Safety Representative.

Where an Associate/Contractor is injured, he/she should be seen by a First Aider or the Occupational Health Nurse.

Any work-related incident will be investigated by the ASM and shared with the HSE Manager. For serious incidents, a further investigation will be carried out by the HSE Manager and where required the incident report will be shared within Lavazza or relevant authorities.

In general, the following practices should be observed in addition to those that apply to specific countries and Organisations.

✓ Always…

- ✓ Isolate the machine from the electrical supply before attempting any repair. In circumstances where the machine cannot be isolated, follow the guidelines as contained within Lavazza Professional UK LTD Electrical Authorisation. **(Ref Doc: - TR-0717)**
- ✓ Use an official Authorised technician's key to engage the circuit on KLIX Mid-range equipment only.
- ✓ Verify that the machine is electrically safe by means of a Portable Appliance Test before and after a repair. **(Ref Doc: - LWI-01281)**
- ✓ Familiarize yourself and comply with the client's own health and safety requirements.
- ✓ Maintain the highest standard of personal hygiene.
- ✓ Leave the machine clean when you have finished.
- ✓ Clear up any water spillages as soon as they occur.
- ✓ Clear away any packaging, litter, or discarded parts when your work is completed.

✖ Never…

- × Work on a machine without the client's knowledge.
- × Under any circumstances, modify or bypass safety circuits. (Except the use of the authorized technician's key for the Klix mid-range machines, see generic risk assessment.)
- × Attempt to repair conductors. Replace the affected loom completely.
- × Use the top of the machine as a storage area.
- × Leave live machines unattended.
- × Obstruct passageways.

It is everyone's duty to ensure that Health and Safety Procedure, warnings and advice are followed at all times. Failure to do so could result in an injury, disciplinary action and / or criminal prosecution may ensue.

- **Reference:**
  - LHD-00077 – Electrical authorisation
  - LWI-01281 – Portable appliance test

2. Food Safety (General Food Hygiene) Regulations

When working on Lavazza Professional UK LTD vending systems, always beware that you are working with equipment that dispenses a food product, and therefore you should take all reasonable precautions to prevent any part of the system (equipment, drinks, or snacks) from becoming contaminated.

This is especially true when working on any part of the cold-water system, anywhere from the stopcock to the dispense nozzle. The cold-water system can be susceptible to accidental microbiological contamination through inadvertently touching a water contact part. Microbiological loads can then build up within the cold-water system, and sterilisation may then be required.

2.1 First Principles

- ✓ **Always….**
- ✓ Follow the guidelines as set out in the Lavazza Professional UK LTD Basic Food Hygiene Training Material. **(Ref Doc: - LWI-02051)**
- ✓ Ensure to maintain personal hygiene.
- ✓ Keep uniform clean and tidy. 1st impressions count.
- ✓ Keep your hands clean and fingernails short.
- ✓ Wash hands if possible before starting work.
- ✓ Wash hands after any activity that may contaminate them e.g., using the toilet, smoking, eating, drinking, touching hair, ears, nose (can harbour food poisoning bacteria) and mouth."
- ✓ Store and transport water contact parts in a clean hygienic bag or container.
- ✓ Sanitize cold water system after maintenance work has been carried out on all external & internal cold water pipework fixtures and fittings. Use ½ sanitation tablet (Pt no. 31-26-0196).
- ✓ Train operator to follow daily and weekly cleaning routines of food contact areas.
- ✓ Introduce cleaning of critical areas into your Quality Call routine, **only use Premi-Wipes**. Cleaning guidelines can be found inside the machine on the front panel or within the user guide.
- ✓ Leave machine clean when you have finished.
- ✓ Use only Lavazza Professional UK LTD genuine replacement parts to prevent possible tainting of drinks.
- ✓ When working on any part of the machine that is in contact with food areas, ensure you follow good hygiene practices to have clean hands to avoid cross contamination.

- × **Never….**
- × Work on a vending machine if you are suffering from ill health or an infectious skin disease.
- × Place cups or snacks on the floor or on dirty surfaces.
- × Contaminate water contact parts with dirty hands or tools.

These Principles set out the basic hygiene rules that Customer Service Technicians (CST's) must follow in relation to staff, machines, and food handling.

2.2 Sanitisation

Under the Regulations, you must have effective food safety management measures (or 'controls') in place, to ensure that food and equipment is handled safely, and that the health of your customers is not put at risk.

Food safety management is all about identifying how and when things could go wrong and introducing checks to stop that happening. Think about your daily work and how you follow the principles of good hygiene. What checks are you using to ensure you are following the principles?

General
Sanitisation of KLIX® machines is intended to kill any microorganisms present in the cold side of the water system from the junction with the stopcock through to the dispense nozzle.
When any work on the water system is to be carried out, hands should be cleaned thoroughly beforehand. Care should be taken not to touch any parts in direct contact with the water e.g. The ends of the inlet hose, the inside of the inlet valve or the outlet point of the dispense nozzle. Note that this is important as much of the contamination of vending machines comes from human contact with water contact parts.
The Sanitisation procedure must be followed any time the following occur:

- Install
- Any break into cold drinking water contact parts
- A water quality notice - biological or micro biological
- Customer request

Water filters

A filter will remove the chlorine from the water and render the Sanitisation ineffective. Therefore, appropriate steps should be taken; Outlook/Momentum machines, Check inside the cabinet of the machine. If a water filter has been fitted, remove it before the Sanitisation takes place. Outlook, Momentum and Creation 200 and filter kits allow the passage of water without a filter present, so it can be removed. Once the Sanitisation is complete, check the filter for the install/replacement date.
If the internal filter is more than *12 months old do not replace it in the machine. Inform the customer that you have removed the filter as a possible contamination source.
If the internal filter is less than *12 months old replace it in the machine.
All other Klix machines - If a water filter is fitted to the machine, the Sanitisation tablet should be inserted after the filter (i.e., point 2 should be used). Check the filter for the install/replacement date. If the filter is more than *12 months old, inform the customer that it needs to be replaced and could be a possible contamination source.

*Filter expiry may differ according to make or model

Code	Filter	Pt No	Expiry
9159	Water filter MOMENTUM / OUTLOOK	76-23-9774	12 months or 45,000 vends
9192	Brita Purity C300 (Cartridge)	9192	12 months or 16,000 vends
OP	Omnipure in-line filter	74-53-0318	12 months or 16,000 vends
CF200	FLAVIA Creation 200 Filter	72-23-1641	6 months or 1,600 vends

• Leave the machine switched on. If the customer requires that no cold drinks be taken until the machine has been re-tested, they should remove the cold drink cups from the machine but leave it switched on. If sanitized machines are switched off, there is the possibility that microorganisms will quickly grow when the chiller warms up.

- **Reference:**
  - LWI-02051 – Unhygienic machine process
  - LWI-02817 - Sanitisation of KLIX K450
  - LWI-02816 – Sanitisation of OUTLOOK and MOMENTUM

3. Adherence to Clients safety regulations

3.1 Overview

In addition to any safety requirements contained in the Health and Safety Legislation, a client may choose to adopt further regulations for work on their site. The Customer Service technician (CST) must ascertain what these regulations are and comply with them when on the client's site. Always familiarize yourself with the site's emergency evacuation procedures and first aid point.

3.2 Safety Assessment Guidelines

The Client should be able to confirm any risks due to their activity that a visitor to site may be exposed to. There are, however, some basic checks you can do on arrival, which will minimise these risks through your own awareness.
The following is a simple checklist, which you can memorize and then use to conduct your own mini risk assessment whenever you visit an unfamiliar site.
Always report any unsafe or hazardous operational problems that you may encounter and any accidents that occur to the appropriate person on the client's site.
Remember **'REF' - R**ules, **E**nvironment, **F**ire

RULES	Find out which of the site's rules affect you: (Dress, including Personal Protective Equipment, access, security, smoking policy etc.). Is a site induction required? Is there a safety leaflet for visitors? Do you need to sign in or out?
ENVIRONMENT	Watch out for slip and trip hazards Head obstructions Forklift trucks or other transport Poor lighting Faulty electrics Safety and warning signs
FIRE	Where are the exits? Where is the muster point? To whom would you report?

Safety Signs
These communicate information such as warning of a hazard, showing the way to a fire exit, or instructing employees to wear personal protective equipment. Regulations specify certain types to be used, helping to make them easy to recognize and understand wherever they appear.
The main categories of safety signs are:

- Warning signs - for hazards such as flammable materials
- Mandatory signs - telling people that they must do something such as wearing eye protection.
- Prohibition signs – prohibiting certain actions such as smoking
- Safe condition signs – giving information about safety features such as fire exits.

Prohibition Sign

Mandatory sign

Safe condition sign

Warning sign

4. Guidelines on Personal Protective Equipment

4.1 Overview

Regulations on Personal Protective Equipment act 1992

Personal Protective Equipment is defined in the regulations as all equipment (including clothing affording protection against the weather) which is intended to be worn or held by a person at work and which protects them against one or more risks to his health or safety e.g., safety helmets, gloves, eye protection, high-visibility clothing, safety footwear. As the hazards remain when PPE is in use, there could be severe consequences to your health if the equipment does not function correctly, is used incorrectly or is poorly maintained.

The main requirement of the PPE at work regulations is that Personal Protective Equipment is to be supplied and used at work wherever there are risks to health and safety that cannot be controlled in other ways. PPE should always be considered as a last resort.

On some occasion's safety equipment is required to work on a specific site. The client usually provides this. In this instance you must be provided with training or instructions to ensure that you understand the hazards involved.

To protect your own safety and that of others, you must always follow instructions and report any defects or problems to those issuing you the equipment.

4.2 First Principles

✓ **Always**
✓ Use PPE when instructed to do so either by warning signs, notices, or the client
✓ Check and inspect PPE for defects before use and ensure formal quarterly inspection is recorded.
✓ Report any PPE defects to your safety representative.
✓ Remember that the hazard remains when PPE is worn.

× **Never**
× Use PPE without receiving instruction, information or training of its correct use and understanding of the hazards
× Use PPE that does not bear the **CE** mark to show that it complies with the necessary standards for design and manufacture

4.3 Provision of PPE

A safety kit based on assessments, COSHH and the current risks facing the field has been issued to every Customer Service Technician (CST) in the field.
This will not cover every risk and CST's still need to follow on site safety precautions. However, the kit will endeavour to cover the known risks facing the field on a more day-to-day basis, and specialist equipment should be assessed by your ASM (Area Service Manager).
A suggested kit has been formulated on some of the current risks that you may come across on a day-to-day basis.

Item	Associated risk
Hard Hat	For designated hardhat areas where there is a risk of falling objects.
Goggles	To protect the eyes against splashes, Dust or falling debris
Ear defenders	Protection against excessive sound.
Face mask	Protection against fumes and dusts.
Glove's leather	Protection against piercing objects i.e., glass sharp metal
Glove's nitrile	Protection against chemicals.
Footwear	Protection against falling objects, acid, electrocution.
High Visibility vest	Protection against Traffic, lorries forklift trucks.
Cordon tape	Protect the public. Creating a 2M/6FT cordon when drilling or removing a lock.

The kit is issued and signed for making the engineer then responsible for the condition and maintenance (The kit should be placed in an appropriate carrying vessel). The kit will then be assessed quarterly within the team meeting environment and training refreshed.

Hi Visibility Clothing
Correct usage of Hi Visibility clothing
Hi Visibility clothing should be securely fastened at all times:

- The high visibility is not providing the protection required by being open and not exposing the reflective strips
- Loose fitting clothing may snag on machinery
- For comfort and so as not to restrict the user

Protective Clothing

Special protective clothing can be used to protect the body from physical damage, chemicals, radiation and high or low temperatures. Examples are:

- Safety helmets for head protection.
- Various types of clothing designed to protect against hazards i.e., wet weather garments, high visibility clothing and anti-static clothing.
- Gloves to help protect against cuts, grazes, hot and cold temperatures, chemicals, and other hazards.
- Footwear – company issue safety shoes with antistatic and oil resistant soles, to protect against slipping or crush injuries.

Respiratory protection

Mask and respirators – these filter contaminants, such as dust and other particulates from the air before they are inhaled.

Possible uses – When vacuuming glass, drilling of locks, cleaning very dusty machines.

Eye Protection

Eyes must be protected against dust, flying debris, chemicals, and other hazards. Eye protection equipment includes safety glasses, goggles, and face shield.

Possible uses – When vacuuming glass, drilling of locks, cleaning very dusty machines

Hearing Protection

Ear defenders or earplugs may need to be worn in noisy areas or to reduce the likelihood of hearing damage or loss when noisy equipment is used.

Possible uses – Drilling of locks, working on noisy factory floors, or in construction areas.

Foot Protection

Safety foot ware must be worn in any circumstances other than driving, to reduce any danger to the feet from carrying, or moving large heavy items.

Possible uses – Carrying tools, moving machines, lifting chiller units.

5. Guidelines on Occupational Road Risk

5.1 Overview

This section covers safe driving practices whilst on company business. Driving whilst on company business is defined as from the moment you enter or leave the premises of the starting point of your journey to the moment you return whilst representing the company. Examples of company business include but are not limited to - Day to day work, team meetings, regional meeting, and training.

It sets out the recommended ways to drive safely and prohibits driving whilst tired, under the influence of medication that may impair an individual's ability to drive, alcohol or drugs.

All legal requirements must be complied with without exception. For further information about 'safety advice on driving' consult the **Company Driving & Vehicle policy** in the Lavazza Professional UK LTD Associate Policies and Practices Database, which refers to the use of company cars, hire cars, private cars on company business and The Highway Code.

All Lavazza Professional UK LTD Field Service associates must undertake The Fleet Operator Recognition Scheme (FORS) training and must comply with these standards. Its purpose is to raise the level of quality within fleet operations, and to demonstrate which operators are achieving the standard.

5.2 First Principles

✓ Always

- ✓ Check medication before consumption and commencing driving. Certain medication can cause drowsiness or impair your reactions.
- ✓ Check your eyesight annually.
- ✓ Carry out daily routine checks on your vehicle before commencing a journey.
- ✓ Conceal parts beneath the luggage blind in the car boot.
- ✓ Engage rear seat belts at all times.
- ✓ Be alert for signs of drowsiness whilst driving; take a 15-minute break after 2 hours of driving.
- ✓ Use a hands-free phone kit or Bluetooth function when driving a vehicle.
- ✓ Plan your route ahead of the journey.
- ✓ Notify your ASM (Area Service Manager) and Health & Safety Manager of any accidents you may be involved in.

✖ Never….

- ✖ Drink then drive. Alcohol will reduce co-ordination, slow down reactions, and affect judgement of speed. Driving whilst under the influence is prohibited by Law and is in contravention of company policy. Offenders will be subject to the disciplinary process.
- ✖ Embark on a journey if you feel unwell.
- ✖ Use a map whilst driving. Always pull over somewhere safe and stop to read maps.
- ✖ Eat or drink whilst driving.
- ✖ Attempt to read, write, send or receive text messages whilst driving a vehicle.
- ✖ Use a mobile telephone without a hands-free device whilst driving.
- ✖ Use a mobile telephone, or any other radio frequency emitting equipment in a petrol station.

5.3 License

If a company car driver ceases to hold a valid driver's license for any reason, they must notify their ASM (Area Service Manager) immediately.

If the company provides a car as a necessary requirement of the job, employment will normally be terminated.
Driver's licenses will be reviewed every 3 to 6 months. 3 months if driver has 6 or more penalty points and 6 months if driver has 0 to 3 penalty points. A counselling session and possibly additional driver training will be the result of drivers who have been found to have excessive points, frequent accidents or an accumulation of speeding fines.
The associate must notify their line manager of any accidents they may be involved in, as well as all non-parking traffic offences committed by them, including speeding fines.

5.4 Driver Impairment

Alcohol
Consumption of alcohol during working hours is not permitted. It is the responsibility of each individual to be aware of the amount of alcohol consumed outside of normal working hours. Remember there may still be high levels of alcohol in the bloodstream the 'morning after'.

Medication
Be aware that certain medication can cause drowsiness or impair your reactions. Consult your Doctor or Pharmacist when obtaining medicine to ascertain the level of risk. You are duty bound to inform your ASM (Area Service Manager) if you have been prescribed any long-term medication.

Fatigue
Be alert for signs of drowsiness whilst driving and take the following measures if it occurs:
Always take a break after 2 hours driving

Excessive time/mileage at the wheel
Whilst it is difficult to provide a general policy on mileage and journey destinations which will avoid excessive risk from fatigue. Extensive travellers are advised to plan work schedules and journeys, and always use sound judgement. This is to be reviewed locally and should follow the guidelines set out in the **Company Driving & Vehicle policy.**

Health advice on driving:
Sleep is considered to claim more lives on our roads than alcohol. Men between the ages of 18 – 30 are most at risk and account for around 50% of sleep related accidents. Driver sleepiness causes 20% of accidents on motorways and trunk roads. Road accidents related to sleepiness are more liable to result in death or serious injury. "If you fall asleep at 70mph, you **hit** something at 70mph".

Illness/Unfit to Drive
It is every Associate's responsibility to decide whether they are fit to work. Do not embark on a journey if you feel unwell.
If you fall ill whilst driving; contact your ASM (Area Service Manager) immediately. He/she will make alternative arrangements for your safe journey home and the recovery of your vehicle.

Eyesight
It is the responsibility of the driver to ensure that their eyesight is checked annually and is suitable for driving, and adequate to meet Highway Code requirements. You're ASM (Area Service Manager) and the DVLA must be notified of any significant changes to your eyesight as recommended by your specialist.

5.5 Carriage of parts

Manufacturers specified dog guards or other bulkhead restraint system **must** be fitted to every CST's vehicle. With the exception of temporary hire cars, i.e., one or two days.

A suitable spares storage system also **must** be used in every CST's vehicle. When selecting this, the following points must be borne in mind.

Safety
Parts must not be loaded above the level of the rear seat back (excluding headrest). Parts must not be stored in the 'Drivers Zone' as this exposes the driver or any passengers to the risk of injury in the event of an accident.

Security
Parts must be concealed beneath the luggage blind or in the car boot.

Weight
Vehicles must be suitably loaded, if you have any doubts about your vehicle loading contact your ASM (Area Service Manager)

Rear Seats
Rear seats must never be folded down to carry parts. If you need extra carrying capacity on certain occasions, contact your ASM (Area Service Manager) for advice.

Rear Seat Belts
It is mandatory to engage rear seat belts at all times, unless your vehicle is fitted with a 'fixed floor to ceiling dog guard or bulkhead'. This has proved to prevent rear seats from folding under load in the event of a front-end impact.

Fluorescent light tubes
Replacement tubes must always be carried in the safety tube provided and must be placed securely inside your vehicle, under the luggage cover.

If any unusual handling of your vehicle is observed such as excessively light steering or bottoming of the suspension, check your vehicle's load and consult your car dealership immediately to have it checked.

5.6 Health and safety on the road

Mobile telephone, keyboard devices and Satellite Navigation.
Please refer to refer to the Company Driving & Vehicle policy.
Please refer to section 11 'Guidelines on the use of mobile telephones and keyboard devices in vehicles' of this manual for further detailed information.

UN-roadworthy vehicle

It is the driver's responsibility to carry out and document daily routine checks as well as arrange for servicing and any repairs required. The associate is responsible for keeping the car clean and tidy. Monthly documented vehicle checks are mandatory and must be carried out by the driver and recorded via the vehicle lease company website.

Route Planning

Drivers are advised to always plan their route ahead of the journey. Do not use a map whilst driving. Always pull over somewhere safe and stop to read maps or enter Sat Nav instructions (not on the hard shoulder of a motorway) phone ahead for directions.
If in doubt, ask!

Driving in bad weather

It is inevitable that field engineers will be required to drive in adverse weather conditions. If this happens follow some basic safety rules to minimise the risks associated. Keep a greater distance between you and the car in front. Drive with your lights on. Ensure your washer bottle is full of the washer concentration for the temperature conditions. Plan ahead and allow more time for your journey. For more information on what can keep you safe in bad weather. Read the company's leaflet on 'winter driving'.

Eating drinking & smoking

Eating and drinking in company vehicles whilst driving is not permitted.
You are encouraged to take a ½ hour break for lunch.
Smoking in company vehicles is strictly prohibited.

5.7 Vehicle Care & Maintenance

- Detailed information of all company car practices and procedures can be obtained from either the Lavazza Professional UK LTD Car Fleet Process Booklet, or from the **Company Driving & Vehicle policy** in the Lavazza Professional UK LTD Associate Policies and Practices Database, or a copy can be obtained from your ASM (Area Service Manager).

- The associate is responsible for the care and maintenance of their vehicle and must ensure that it is kept roadworthy at all times in accordance with the manufacturer's handbook and Highway Code. All accidents or defects to the vehicle must be reported promptly to the vehicle fleet company, and arrangements must be made for these to be rectified immediately.

- It is the driver's responsibility to ensure that their vehicle is booked in for scheduled servicing at the correct intervals.

- The driver must act appropriately to warning lights within the vehicle.

- When a replacement vehicle is required due to repair, servicing or maintenance, a like for like vehicle must be requested, so as to conform to all Health and Safety Guidelines mentioned in section 5.5.

- Alternative arrangements should also be considered in preference to requesting a hire car when car service is due i.e., buddy up with a team member or working from home. This should only be done with the authorisation of your team or ASM (Area Service Manager).

- Changing spare wheel should only be done if the individual if you feel confident and it is safe to do so, otherwise call your breakdown recovery service.

- **Reference:**
  - Company Driving & Vehicle policy
  - Lavazza Professional UK LTD Car Fleet Process
  - LPR-00129

6. Guidelines on Electrical Safety

6.1 Overview

This section covers the safe installation, maintenance, fault-finding and repair of Lavazza Professional UK LTD vending equipment or any other third-party equipment that Lavazza Professional UK LTD are contracted to repair on customer's sites, distributors, and any associated machine handlers. Compliance with the Health & Safety at Work Act, the Electricity at Work Act 1989 and the Lavazza Professional UK LTD Electrical Authorisation is **mandatory** for **all** Lavazza Professional UK LTD Associates and Contractors. **No live working is permitted on or near conductors which are at a hazardous voltage i.e., ^ 50 VAC rms or 120V ripple free DC i.e., LV, with the exception of confirming isolation, with a Lavazza Professional UK LTD issue Volt stick test device.**

Electricity
Electricity can cause electric shocks, burns, fires and death. The fatality rate from injuries caused by electricity is high. It is therefore essential that all CST's (customer service technician) understand and abide by all of the electrical regulations and standards when working on electrical equipment at **ALL** times.

Electrical Authorisation

All Customer Service Technicians (CST's) will attend an Electrical safety-training workshop at Lavazza Professional UK LTD. All trainees will be assessed and will have to meet the required standard for Electrical Authorisation before being allowed to start work on any Lavazza Professional UK LTD/Lavazza Professional UK LTD vending equipment. All associates and contractors will be required to complete the Electrical Authorisation assessment every THREE years and complete a yearly 'refresher course' in between. LOTO has a corporate requirement attached to have it re- assessed every year. Therefore, this will form the bulk of the intermediate yearly assessments.

Portable Appliance Testing

The responsibility of Annually Recorded Portable Appliance testing of Lavazza Professional UK LTD Vending machines lies with the customer and not Lavazza Professional UK LTD (BS7671:2008 (2011) and it represents a legal requirement for the customer.

It is however the responsibility of the Lavazza Professional UK LTD CST;'s to carry out a portable appliance test on every machine before and after conducting maintenance or repairs to earth bonding or any other connections that exceed 50VAC. This test is carried out under the requirements of Lavazza Professional UK LTD electrical safety policy and does not constitute a recorded yearly test that the customer is required to undertake.

If there is any doubt or concerns involving electrical supply or testing contact your ASM (Area Service Manager) or Quality Manager.

6.2 First principles

✓ Always….

- ✓ Abide by the electrical regulations.
- ✓ Regularly inspect your test equipment and leads and keep them in good working order.
- ✓ Portable Appliance Test all equipment, before and after working on equipment.
- ✓ Safe RCD adaptor to be use on all installations
- ✓ Visibly inspect and ensure all connections are mechanically/electrically sound.
- ✓ Confirm that all wiring and components are electrically suitable when carrying out a repair.

✘ Never….

- ✘ Work on or near live conductors.
- ✘ Use unauthorised test equipment.
- ✘ Do anything above your authorisation level.
- ✘ Apply a non-standard fix or use unauthorised parts.
- ✘ Work on fixed/fused spurs.
- ✘ Use extension cables.
- ✘ Bypass electrical safety systems. (Except the use of the Authorized technician's key for mid-range machines see generic risk assessment.)
- ✘ Leave cut off plug tops inside a machine. Always dispose of them securely or leave in an unserviceable state.
- ✘ Attempt to manually discharge a capacitor.

6.3 Live Testing and Equipment Isolation.

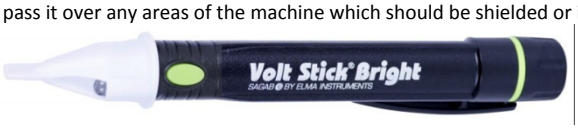
All equipment must be tested using an approved Lavazza Professional UK LTD issue portable appliance tester **before** and **after** any repair or maintenance is carried out. This is a requirement to ensure your safety and the safety of the customer.

1. Live Testing – for the presence of electricity

For the purpose of vending machine fault finding and commissioning, live testing will be carried out only for the confirmation of isolation prior to work being carried out on isolated equipment.

Testing for DEAD procedure

Prior to touching the machine, using a "Volt Stick" / Voltage indicator/detector (like in the example shown below) pass this over a known live supply to check its working then pass it over any areas of the machine which should be shielded or insulated from the 230 Volt supply.



Before any work is carried out, including the above check, it is vital that the source of supply to the equipment is fully identified. In some cases, it may be a 13-amp plug connection to a socket on a ring or radial circuit. Alternatively, it may be hardwired to a local or remote isolator, with or without a fuse (see –**Approved Isolation Methods** below). In any of the supply configurations encountered, it is vital to confirm that the supply being isolated is the supply to the machine to be tested.

2. Equipment Isolation

Equipment isolation must be carried out prior to fault diagnosis or repair activity being carried out. Any work on or near hazardous voltages on non-isolated equipment, other than described in **Approved Isolation Methods** below is not permitted.

Confirmation of source of supply must be carried out prior to any other electrical activity. This is carried out as described in **Approved Isolation Methods** below.

Means of isolation of source of supply to be established. This will depend upon the method used to provide the electrical supply and will be one of the following:

Approved Isolation Methods

- **Socket outlets** –
  Where the plug is connected via plug and socket, removal of the plug is an acceptable means of isolation from the supply. The plug should be locked off using the approved lock off device, unless the call is of a non-technical nature not requiring the removal of fixed guards.

- **Isolation by customer**
  If the point of connection to the customers supply is either inaccessible or of a non-removable plug type, in the first instance we should seek for the customer to isolate the supply upstream. Use volt stick to confirm isolation using the **Testing for dead procedure** as per 6.3.1.

- **Internal IEC socket**
  There are two instances where this is an acceptable form of isolation as follows.
  1. Non-Technical Call with no removal of fixed guards or exposure to hazards. This DOES NOT require Lock Off Tag Out device.
  2. Technical call where isolation by any other means is not reasonably practicable. An approved Lock Off Tag Out device MUST be used in this instance. If isolating by this method the engineer must us a volt-stick to confirm the chassis of the machine is not live due to a fault condition prior to touching or working on the machine.

  NB It is important to note that the internal IEC socket should only be used as a point of isolation as a last resort if it is a technical call.

- **Lockable isolator -** Where a lockable isolator connects the machine, locking the isolator in the OFF position is an acceptable means of isolation providing the CST working on the machine is in possession of the isolator key. A 'warning notice' (tag out) is required to prevent the isolator from being switched ON, if it is not within view.

- **Internal double pole switch** – These are not a recognized form of isolation if they do not conform to BS EN60898.

NB Where a machine is connected to a supply by any other means; consult your ASM for instructions before commencing work.

3. Electrical service equipment

Only electrical test equipment authorised by Lavazza Professional UK LTD (with the relevant training) can be used and must be kept in good serviceable condition with a current calibration certificate (see section 21. Test instruments calibration records). The use of non- authorized electrical test equipment is forbidden. It is the responsibility of the CST to ensure that his equipment and measuring instruments are calibrated annually where applicable.

4. Electrical systems

Never bypass electrical safety systems. Except the use of the authorized technician's key for mid-range machines see generic risk assessment.)

Always make sure that all wiring or components are electrically suitable and that all connections are mechanically sound when carrying out repairs.

5. Safety Earth

Never reconfigure a machines primary earth point (PE). Any earth wires that are removed must be replaced in the same fashion ensuring that a crinkle washer separates each earth conductor. Never repair earth conductors replace only with a conductor that is colour coded with green and yellow sleeve. Always electrical safety check machines if the primary or secondary earth has been disturbed. Always connect the earth test lead to the point that has been disturbed.

6. Capacitors

Chiller units use large capacitors to start the compressor. Start capacitors store electricity (500-600 volts) and will be energized even if the appliance has been isolated from the electrical supply.
Capacitors will store electrical energy for many years, never assume that they are discharged.
The manual discharging of capacitors is not permitted.

7. Extension cables

The policy of both Lavazza Professional UK LTD and that of the Automatic Vending Association is that vending equipment should be installed into a switched 13-amp socket on a domestic ring main, preferably wall mounted, and not into an extension cable.
The use of extension cables could potentially result in safety issues for the customer for a variety of reasons, related to both electrical safety and physical safety (trip hazard). As a result, you should always advise customers that extension cables should not be used.
On Installation:
If the only possible connection for the vending equipment is an extension cable, then the equipment should be connected to the extension cable for the purposes of setting up the machine. Once the machine has been set up and the training has taken place, the machine should be disconnected from the extension cable. Our policy on extension cables should be explained to the customer. A Non-PAT form must be filled out, as shown below.

.

Electrical 13amp socket outlet inaccessible		Hard wired into a fused spur		Non-manufacturers plug	
Electrical 13amp socket outlet in excess of 2 meters from machine	✓	Incorrect polarity of 13amp socket outlet		No 230v mains supply available	
No visibility of mains power lead, unable to check		Damaged 13amp socket outlet		Fused spur, unable to check	
Other: (Please specify)	**Extension cables are a health & safety risk due to trip hazard or overheating.**				

The customer must make the final connection to the extension cable.

On Field Service Visit:
If you discover machines attached to extension cable(s) during a field service visit, then unless the connection presents an immediate hazard to the engineer, the connection should be left in place. The policy on extension cables should be explained to the customer, but the equipment should not be disconnected from the extension cable. A Lavazza Professional UK LTD Non-PAT form must be filled in if one has not already been issued, and a copy left with the customer. The electrical safety of our equipment at point of install and following a field service visit is our responsibility. However, safety on a site is ultimately the responsibility of the customer. If, therefore, a customer is aware of our position, and is satisfied that their extension cable does not present a hazard, we should not prevent the customer from making the electrical connection into an extension cable.

8. Test meters

Test meters used by Lavazza Professional UK LTD CST's **MUST** be fitted with insulated probes with a **Maximum** 3mm of exposed metal at the tip. They must only be used by CST's who have completed the Field Service Electrical Authorisation training course (Ref Doc: - LHD-00077)
.

6.4 Lock Off and Tag Out of Machines

Applicable for a LOTO (Lock Off Tag Out) validated engineer working on a machine where fixed guards are not in place, the machine is unsafe to use or the machine is to be left un-attended for any period of time. The work must be under the exclusive control of that person and they should take reasonable precautions to ensure that no one else works under the protection of their lock.

The locks are a standard LOTO Bag type and are issued to all LOTO validated individuals on completion of their training.

Any individual using the 'single lock' procedure is responsible for ensuring the equipment is properly isolated and tested as safe (see 6.3.1 Live Testing – for the presence of electricity).

When verification is not possible, a second level of isolation is required; this must also be under the exclusive control of the person locking off. Generally, but not necessarily, this will be done at the main isolator.

After reconnecting the equipment, the individual must ensure that the equipment is returned to its 'normal' condition, and the area made safe for further use by the customer.

Process Steps
1. Ensure machine is safely isolated and carry out relevant checks.
2. Ensure that the work is under your exclusive control.
3. Use your personal lock procedure and attach warning sign.
4. Ensure no other alternative devices can be used to by-pass the system and re-energize machine.
5. Ensure that work area is left clear and safe.
6. Ensure machine is returned to a safe condition and your lock removed before leaving the area.

NB: Full LOTO procedures are listed in section 19 of this booklet.

6.5 Portable Appliance Testing

The test described below must be carried out at the start, (during if appropriate) and end of any technical visit on a machine with a 3pin plug and socket connection to the mains supply where the electric circuitry has been disturbed in any way. **The test must be documented on the machine history card.**

1. **Test equipment: Company Issue Portable Appliance Tester.**

Your tester must be submitted annually for calibration and or immediately after sustaining any damage. Do not use any tester that does not carry a valid calibration sticker.

2. **Test procedure**

Visual test

Inspect the machine under test for any signs of damage, deterioration of the cabinet, plug cable or sheath or earth bonding between conductive parts.

Earth Bond Test
This is intended to ensure that any exposed metalwork on the appliance under test is securely connected to a safe earth potential. Follow all Standard Operation Procedures.
During the test a high current (typically 25amps) is passed through a circuit comprising the machine's earth conductor, the exposed metalwork on the machine and the auxiliary test lead from the tester. The tester will show '**PASS'** if the resistance is less than 0.1 ohms.
(This test is for class 1-earthed appliances) For Lavazza Professional UK LTD equipment a pass level of <0.1 ohms is recommended.

Insulation Test
This check is intended to ensure that a breakdown of the insulation cannot occur between any live parts within the appliance and the parts of the casing that the user may touch. During the test a 500-volt dc test voltage is applied between the earth pin and the combined live/neutral pins of the machine plug. It establishes the resistance of this circuit. The tester will show **'PASS'** if the resistance is above 2Mohms.

Test Failure
If the machine cannot be made safe, isolate it from the mains supply, inform the client and obtain the client's signature on the 'NON-PAT - COMPLIANCE FORM-26304', stating that the machine will not be put into service until it has been made electrically safe. Contact your ASM for instructions.

Test documentation
Upon successful completion of checking, record the following details on the machine history card: -

- Date of test
- Your name or engineer's code
- The words "PAT Pass"

In the event of the machine failing the test, locate the cause, rectify it and re-test

- **Reference:**
  - NON-PAT - COMPLIANCE FORM-26304'

6.6 Safety RCD Adaptor

Safety RCD adaptors are to be used at **ALL** installations as directed in the installation SOP's.

The RCD has been introduced for the following reasons:

- A proportion of sites have high earth impedance.
- If there is a current fault or similar combined with a high earth impedance site, there is a potential safety risk to installers

If RCD does trip, installer should abort the install and contact CLL.

NB: PAT testing the machine prior to plugging into the 230v mains is an alternative way of ensuring the machine is safe to use prior to installation and is an acceptable method for CSTs to use to ensure the machine is electrically safe.

- **Reference:**
  - LWI-02217 – FD TECH – Isolation and LOTO (Lock off Tag out) of machines
  - LHD-00077 – LHD-00077 - FD TECH – Electrical Authorisation Level 3

7. Guidelines for Static Electricity And Handling Electronic Boards & Components

7.1 Overview

Whenever you work on any electronic circuitry there is danger of damaging the board or associated devices with the build-up of static electricity that is held by the human body. All components, particularly memory devices, are at greater risk when they are removed from the circuit. Microchips can be damaged when exposed to static electricity as low as 500 volts.
Humans are not able to perceive static electricity lower than about 1,500 volts, and as an example, walking across a rug can produce a static electric charge of up to 12,000 volts. It is therefore possible to damage a PCB assembly with static electricity that is not even felt by the person.

7.2 First Principles

✓ **Always….**
✓ Handle PCB's assembly in the anti-static bags provided and store in suitable anti-static boxes/containers.
✓ Wear a personal grounding strap, to equalize potential, when handling PCB assemblies.
✓ Inspect your personal grounding strap and curly ground lead for damage and test on a regular basis.
✓ Ensure equal potential between the PCB container, yourself and machine before handling/disconnecting the PCB or device.

× **Never….**
× Replace PCB's or EPROMs with the machine switched on.
× Handle PCB's or EPROM's without using static protection.
× Put a GVMC in a metalized bag, as there is a risk of discharging the lithium battery.

7.3 What is a Personal Grounding strap?

A safety device used to equalise potential between your-self and the machine or component you are handling.
Electrostatic discharge damage occurs when a release of stored static electricity travels from a point such as a person's body into a conductor of a different potential. A personal grounding strap is used to equalise the potential between the user and the machine or PCB assembly.

Handling PCB assemblies and individual components.
To avoid damaging any PCBs or components with static electricity when removing them from a machine, take precautions to equalize the potential between yourself and the machine before touching the board. This is achieved by attaching the personal grounding strap to the exposed metalwork or earth point inside the machine before handling the component or board.

When removing a PCB or component from packaging, ensure you equalise potential with the component by touching the protective foam packaging or anti-static bag before you handle the component itself.

Storage
Electronic components can easily be damaged by electrostatic discharge not only during handling, but also in storage. Always place components in anti-static bags, boxes/containers when storing them in your vehicle.

Continuity Check
Your personal grounding strap, along with the curly ground lead should be checked for continuity before use on a regular basis using your continuity checker.

If your strap fails a continuity test, DO NOT USE IT, REPLACE IT!

8. Guidelines on Manual Handling

8.1 Overview

This section covers manual handling and all associated risks whilst on company business.
All Customer Service Technicians (CST's) will receive training in 'Manual Handling Techniques' when joining Lavazza Professional UK LTD to enable them to take care or their back and use preventative measures in everyday life.

Damage to the back or neck can be the result of violent trauma or a collection of smaller injuries over a longer period of time. You do not have to be lifting heavy items to create a bad back or neck. Bad lifting technique, twisting or bad posture will very easily damage your back, neck or trap nerves in the spine by a series of small strains that compound into the final bad back.

All CST's can be at risk from back injuries, which can be caused by either carrying heavy tools or moving heavy vending equipment without paying attention to the enclosed guidelines. The aim of this chapter is to prevent manual handling injuries by examining what we do and finding the best method of achieving it safely.

Q. Is there a maximum weight a person can lift during their work?
A. The Manual Handling Operations Regulations 1992 set **no** specific requirements such as weight limits. Prior to conducting any task, individuals should conduct a dynamic risk assessment and refer to the guide below (see Fig 1.).
Doubling the guideline lifting weight for one person does not necessarily mean that it is safe to assume a two-person lift.

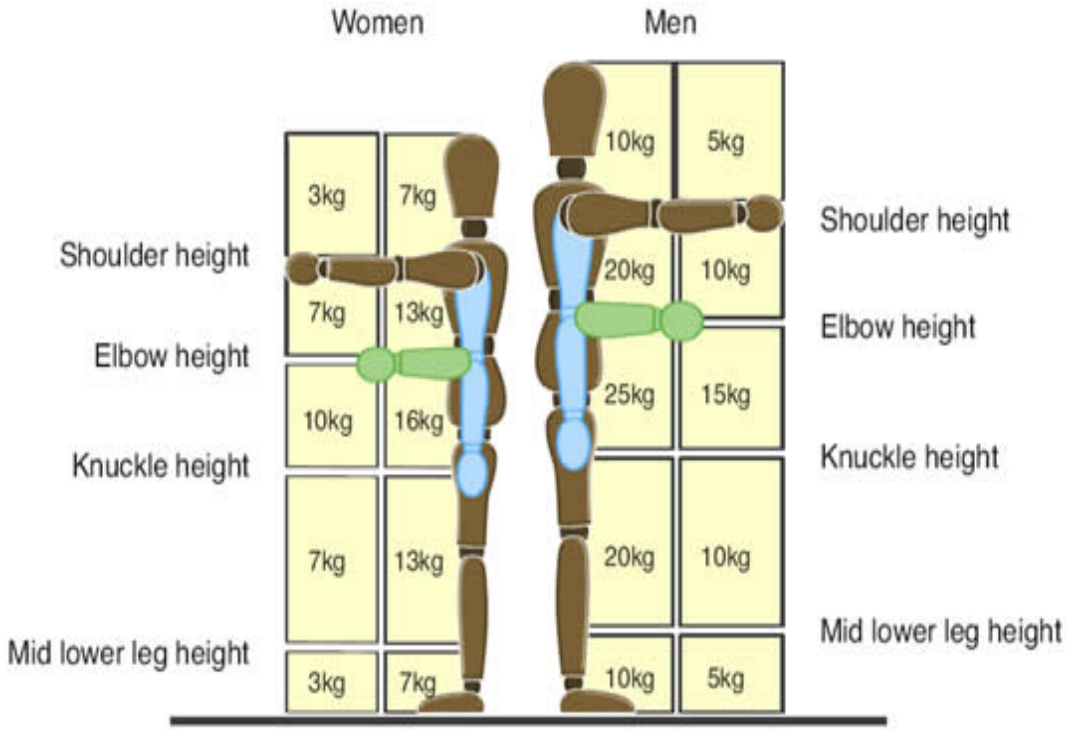


Figure 1. Suggested guidelines

When conducting any manual handling task, a dynamic risk assessment should be carried out using the acronym TILE

Task

- How are you going to move the load, lift, push or pull? Sitting or Standing?
- Where are you moving it to and from and how far?
- Does it require 2 or more people? Can you use a mechanical aid?

Individual

- Any medical conditions/recovering from illness
- Pregnancy?
- Are you wearing suitable clothing?
- Have you been trained?

Load

- How heavy is it? Can you make it lighter?
- Can you get a good grip? Can you add grip (straps or gloves)?
- Is the load stable? Can you make it stable?
- Where is the centre of gravity of the load?

Environment

- Are there space constraints?
- Can you make more room?
- Is there anything you may slip on?
- Is there enough light?
- Are you warm enough?

8.2 First Principles

✓ Always….

✓ Observe all manual handling techniques.
✓ Observe the HSE guidelines.
✓ Lift with straight back and bent knees.
✓ Check the weight of the load before attempting a lift.
✓ Always fasten car rear seat belts.
✓ Carry only what you can safely manage.
✓ Transport water in a suitable container.

✘ Never….

× Attempt to lift any equipment that exceeds the suggested guidelines in 8.1 Fig 1.
× Twist or stretch when lifting.
× Sit slouched or hunched up while driving.
× Ask customers for assistance.

8.3 Installations

DO NOT attempt to lift **ANY** Klix®/Lavazza Professional UK LTD® vending machine unassisted:

Any vending equipment that exceeds the manual handling guidelines may well be a two-person task or require suitable lifting equipment. Doubling the guideline lifting weight for one person does not necessarily mean that it is safe to assume a two-person lift. New tasks must be risk assessed first and you should try to eliminate the cause to manually lift equipment in the first instance.
If a two-person lift is the only option and safe to do so, this will need to be scheduled into daily workload in conjunction with another team member. Do not under any circumstances attempt to lift by yourself or ask the customer for assistance.

Moving machine for access.

Before attempting to move any Klix®/Lavazza Professional UK LTD® or competitors vending equipment for access, an assessment of the situation must be made.

What is the weight of the machine, will it move easily on the floor surface, is there a risk of the machine tipping, will the floor be damaged? **(Ref Doc: - LPO-00048 CARE OF CUSTOMER PROPERTY)**

Moving machine from one site to another.
Movement from one area to another will require assistance and should not be attempted on your own without the use of mechanical handling equipment, BUT then only if you are trained and authorized to use the equipment.

When a vending machine has been left on site (not installed) and requires lifting onto a work surface or base cabinet, assistance must be arranged with another team member.

Chillers Transportation (see section 12.3)
Chiller units must in the first instance be carried in the boot or luggage area of your vehicle and may also be carried within the REAR – NEARSIDE- PASSENGER foot well for a short time if and only when it is not practicable to carry within the boot.
NB see section 12.3 Manual Handling of Chillers for detailed information on how to do this in a safe manner.

REMEMBER! Your rear seat belts must be fastened at all times. In an emergency situation boot contents can break the rear seat catches and launch the boot contents into the passenger space.

The folding chiller trolley must be used for transporting chiller units to and from your vehicle.

Hand carried loads
Toolboxes and spare parts must be transported to the location safely, do not attempt to save another journey by overloading yourself; this could result in injury to yourself, or others. Individuals vary and must not attempt to lift any weight if you feel it is beyond your ability. If in doubt consult your manual handling training guidelines or consult your ASM (Area Service Manager).

Spillage's
Risks associated with spillages could be in the form of personal injury or injury to bystanders by slipping or scalding in the case of hot water at 78 - 82°c.

The transportation of hot water across a crowded or populated area causes the problems of splashing, potentially causing burning and slip hazards to both customers and Lavazza Professional UK LTD associates.
All transportation of water (hot or cold) where reasonably practicable is to be in sealed containers, this eliminates all risks of spillage, hence no risks of burning or slipping.

Where spillage occurs, engineers are to mop up water immediately. In the event of a major leak the immediate area is to be cordoned off and the site's hygiene services to be contacted immediately to mop up and make the area safe.

Objects placed on top of machines etc.
Under no circumstances should a coin mechanism or any other item e.g., hand tools be placed on top of a machine. Where a CST is requested to work on a machine that has items already placed on top by the customer; they must be removed prior to commencing work. If this cannot be done safely, ask the customer to facilitate the removal. In any event consult the customer before moving the object.

- **Reference:**
  - LPO-00048 CARE OF CUSTOMER PROPERTY
  - LPR-00708 Manual Handling CST Training

9. Guidelines on Tools & Work Equipment

9.1 Overview

This section covers tools & work equipment and all associated risks whilst on company business.
All Customer Service Technicians (CST) will attend training on correct use of all tools & work equipment when joining Lavazza Professional UK LTD to make them aware of the relevant hazards and carry out appropriate safety precautions.

9.2 First Principles

✓ Always….

- ✓ Follow instructions and comply with safe working procedures.
- ✓ Report defects and faults immediately to ASM (Area Service Manager)
- ✓ Keep your work area clean and tidy.
- ✓ Isolate machine before attempting repair. **(Ref Doc: - LHD-00077)**
- ✓ Think about your safety and the safety of others and take care to prevent accidents.

✘ Never….

- ✘ Use tools or equipment whilst under the influence of alcohol or medication.
- ✘ Tamper with guards or safety devices.
- ✘ Leave tools or equipment unattended.
- ✘ Use defective tools or equipment

Only tools recommended or supplied by Lavazza Professional UK LTD are permitted to be carried or used by CST's.
CST's must have been trained to use all recommended or supplied tools and must follow the manufacturer's instructions for use and safety guidelines at all times.
CST's must use tools and work equipment for the correct purpose only and in the manner specified by the manufacturer.
CST's must always ensure that all site and specific safety procedures are followed diligently.

All personal protective equipment must be properly used, maintained, cleaned and stored to protect the engineer from hazards (Ref Doc: - LPR-00250).

9.3 Hazards from Tools and Work Equipment

There are a number of hazards associated with work equipment. For example, the cutting edge of side cutters, screwdriver blades, the rotation of a drill chuck and the jaws of a ratchet crimper. Equipment can cause injury in five main ways:

- **Entrapment** - where parts of the body, such as fingers are caught in parts of a machine
- **Impact** - where the body is crushed by moving parts
- **Contact** - where the body touches sharp edges, hot items, live electrical parts or abrasive surfaces
- **Entanglement** - where parts of the body such as hair, clothing or jewellery become caught in parts of a machine
- **Ejection** – where parts of a machine or material being used fly out and hit the body

Special protective clothing can be used to protect the body from physical damage i.e., gloves to help protect against cuts, grazes and extreme temperatures. **(Ref Doc: - LPR-00250)**

9.4 Hired electrical equipment

Any tools and equipment that are required for your normal job role will be provided for you by the company. As such there is no requirement to hire equipment from hire dealers as a general rule.

If a circumstance arises where this may be necessary, contact your ASM (Area Service Manager) for specific safety instructions.

9.5 Rechargeable Drills

The use of cordless drills is to be restricted to drilling locks, carousel spigots and drum spigots, cashless fitting and telemetry fitting. CSTs should conduct a dynamic risk assessment and consult with their Line Manager before any additional work outside this list is undertaken.

- **Reference:**
  - FD TECH - CST TOOL LIST AND REPLACEMENT PROCESS LPR-00612
  - Section 20.5 Dynamic risk assessments

10. Guidelines on Control of Substances Hazardous to Health

10.1 Overview

Hazardous substances are used in many workplaces and may lead to a range of conditions. Clients and the general public may be at risk from hazardous substances, as well as the person using them.

Only substances listed and identified on the proceeding pages are permitted to be used whilst on client's sites. If you require a substance to be added to the approved list, then you will need to submit a request to your ASM (Area Service Manager) stating the intended purpose of use.

10.2 First Principles

✓ Always….

- ✓ Use personal protective equipment. **(Ref Doc: - LPR-00250)**
- ✓ Only use approved substances.
- ✓ Report any defects or operational problems.
- ✓ Keep your workplace clean and tidy.
- ✓ Avoid blocking walkways, to avoid tripping whilst handling chemicals.
- ✓ Store chemicals in a secure container/area.
- ✓ Report any symptoms of ill health.

× Never….

- × Decant chemicals to un-labelled or incorrectly labelled containers.
- × Use chemicals you are not trained or authorized to use.

10.3 Types of hazardous substances

Hazardous substances include anything that could cause ill health to people in contact with them. There are many reasons why substances may be hazardous – for example, it may be:

- explosive or flammable
- associated with a dangerous chemical reaction
- toxic, corrosive, harmful or irritating to parts of the human body
- the cause of diseases or allergies

Hazardous substances come in many forms including:

- liquids and foam such as cleaning chemicals
- dust, such as lead and asbestos
- fumes, such as from industrial chemicals
- gases, such as carbon monoxide
- living organisms, such as fungal spores

10.4 Prevention of accidents and ill health

The best method of preventing accidents and ill health is to avoid using, storing and creating hazardous substances altogether.
Where hazardous substances have to be used, a full assessment must be carried out on the substance and the environment it is to be used in.
Prevention or control measures must be used to minimise the risk of injury or ill health.
Customer Service Technicians (CST's) using hazardous substances must be properly informed or trained if necessary, in how to use them safely.
CSTs should report any health problems or defects to control measures or personal protective equipment immediately.
Always follow the manufacturer's safety instruction leaflet or guidelines.

Additional stringent safety measures are necessary in these cases to ensure the health and safety of users and the general public. For example, engineers must store hazardous substances in a clearly labelled sealed individual container and store it in the boot of their car out of any direct sunlight. All vehicles carrying hazardous substances must display the appropriate warning signs.

10.5 Transportation & storage in vehicle

Additional safety measures are necessary in these cases to ensure the health and safety of users and the general public. For example, CST's must store hazardous substances in a clearly labelled sealed individual container and store it in the boot of their car out of any direct sunlight. All vehicles carrying hazardous substances must display the appropriate warning signs.

10.6 Smoking Room

There is no longer any requirement for CSTs to attend vending equipment in smoking rooms as this is now prohibited by UK law.

If you are asked to service equipment in an environment like this contact your ASM (Area Service Manager).

10.7 Scalding Risk

Burns are, at times, most painful injuries a person can endure. Burn injuries take long to heal and may require long periods of rehabilitation, skin grafts, and physical therapy.
Careless or unanticipated use of hot water at ordinary water heater temperatures can result in scalds or scald related injuries. The temperature at which injury occurs varies with the person's age and the time of exposure. At 52°C water will cause third degree burns in 60 seconds, one second of exposure to water at 80°C will trigger first-degree burns. (See chart below).
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WATER TEMPERATURE	**Time required for a third-degree burn**
68°C (155°F)	1 second
60°C (140°F)	5 seconds
52°C (125°F)	1 min
37ºC (100ºF) Safe temperature for bathing	

The Scalding Risk from hot water whilst draining hot tanks.

The drain tube on the following machines: Flavia C200, C400, Creation 500, Barista & K450 is too short therefore one hand is required to hold a vessel, whilst the other is used to handle the drain tube, bung and safety clamp. The waste tray/bucket is too small to contain water and transport safely to a drain.

To eliminate this hazard an extended drain hose, bung & clamp to facilitate draining into a suitable receptacle placed on the floor, is to be used. Every CST has been issued with, and trained in the safe use of, an extension drain hose assembly.

If for any reason the Hot tank cannot be drained, we must leave sufficient time for the hot tank to cool to <37°C, this should be checked by a thermometer. Ideally the tank should be left overnight and repaired/serviced the following day.

Therefore, the following practices must be adhered to:

- The extension drain hose assembly coupled with a suitable receptacle must be used whenever draining hot water from the following machines: Flavia C200, C400, Creation 500, Barista & K450
- A 10-litre Outlook/Momentum bucket (Pt No. 72-24-1987) is recommended as a suitable receptacle, however any vessel that can safely contain the required amount of hot water to be drained and can be transported safely without the potential risk of spillage or scalding, is acceptable.

10.8 Permitted Substances

PREMI-WIPES

CONTENTS cationic surfactant < 5%, amphoteric surfactant < 5%, non-ionic surfactant < 5%, Biocide:<5%

Lavazza Professional Part Number: 9144

METHOD Hand applying **AREA** Inside Well Ventilated / Outside **EXPOSURE TIME** 1/2 to 2 hours per shift

CONTROL MEASURES

INSIDE WELL VENTILATED	AVOID SKIN CONTACT	POLYTHENE OR NITRILE	BS EN166 GRADE 3	WASH AFTER EXPOSURE	IF HEAVILY SOILED	CLOSE ALL CONTAINERS	ACUTE HAZARD
OUTSIDE	AVOID SKIN CONTACT	POLYTHENE OR NITRILE	BS EN166 GRADE 3	WASH AFTER EXPOSURE	IF HEAVILY SOILED	CLOSE ALL CONTAINERS	ACUTE HAZARD

HEALTH HAZARDS

Causes serious eye damage
May cause ill health if ingested in quantity
Skin - irritation and dermatitis may result from prolonged contact

SPILLAGE

Ventilate area
Wear polythene or nitrile gloves
Suitable eye protection must be worn
Wear respiratory protection for large spills in poorly ventilated areas
Wear protective overalls and footwear for large spillages
Absorb in sand or inert absorbent material
Small spills - wipe up with cloth
Collect into a container, close lid
Dispose or recycle of spillages in a controlled manner - Refer to Hazardous Waste Regulations if appropriate

FIRST AID

Ensure access to eyewash station for emergency use
Inhalation - remove to fresh air; get immediate medical attention after significant exposure or if feeling ill
Ingestion - do not induce vomiting, wash out mouth with water
If feeling unwell consult your doctor immediately
Eye contact - irrigate using eyewash & get immediate medical attention
Skin - wash with soap/cleanser and rinse with water
If irritation persists then consult a doctor

FIRE

Isolated small-scale fire:
Water - carbon dioxide - powder - inert material
Large fire: evacuate area, call fire brigade or follow site procedure
Wear self-contained breathing apparatus and protective clothing

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10.8 Permitted Substances

STERINOVA

CONTENTS troclosene sodium, dihydrate 35 - 70%, Adipic acid 10 - 30%, Sodium carbonate decahydrate 2 - 10%, Sodium hydrogen carbonate 10 - 35%,

Lavazza Professional Part Number: 31-26-0196

METHOD Dosing **AREA** Inside Well-Ventilated **EXPOSURE TIME** Less than 5 minutes per shift
METHOD Pumping **AREA** Inside Well-Ventilated **EXPOSURE TIME** Up to 30 minutes per shift

EXP LIMIT troclosene sodium, Dihydrate 1mg/m3 8hTWA WEL

CONTROL MEASURES

INSIDE WELL VENTILATED	AVOID SKIN CONTACT	IF OVEREXPOSURE LIKELY	IF CONTACT LIKELY	WASH AFTER EXPOSURE	IF HEAVILY SOILED	ACID REACT / ACUTE HAZARD	

HEALTH HAZARDS
Minimal risk of exposure when intact
Harmful if swallowed
Causes serious eye irritation
May cause respiratory irritation
Contact with acids liberates toxic gas
Very toxic to aquatic life with long lasting effects
Very toxic to aquatic life
If dust produced see below
Skin - irritation and dermatitis may result from prolonged contact

SPILLAGE
Avoid excessive exposure to hands/skin - use suitable gloves if necessary
Contain and collect material
Dispose or recycle of spillages in a controlled manner - Refer to Hazardous Waste Regulations if appropriate

FIRST AID
Inhalation - remove to fresh air; get immediate medical attention after significant exposure or if feeling ill
Ingestion - do not induce vomiting, wash out mouth with water
Ingestion - give plenty of water in sips
Ingestion - get immediate medical attention
Eye - rinse thoroughly with water for 20 minutes - take care not to affect uncontaminated eye
Skin - wash with soap/cleanser and rinse with water
If irritation persists then consult a doctor

FIRE
Isolated small-scale fire:
Use extinguishers suitable for other materials involved in fire
Large fire: evacuate area, call fire brigade or follow site procedure
Wear self-contained breathing apparatus and protective clothing

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10.8 Permitted Substances

LABEL REMOVER AEROSOL

CONTENTS Hydrocarbons, C9-C11, n-alcanes, isoalkanes, cyclics, <2% aromatics 30 - 60%, Hydrocarbons, C3-4-rich, petroleum distillate 10 - 30%, Orange, sweet, ext 10 - 30%,

Lavazza Professional Part Number: 72-23-0115

METHOD Spraying (Aerosol) **AREA** Inside Well Ventilated / Outside **EXPOSURE TIME** 30 minutes per shift

EXP LIMIT Hydrocarbons, C3-4-rich, petroleum distillate 1750mg/m3 8hTWA 2180mg/m3 15mSTEL OEL, Hydrocarbons, C9-C11, nalkanes, isoalkanes, cyclics, <2% aromatics

CONTROL MEASURES

INSIDE WELL VENTILATED	IMPERVIOUS OVERALLS	POLYTHENE OR NITRILE	IF CONTACT LIKELY	WASH AFTER USE	IF SOILED	PRESSURISED	
OUTSIDE	IMPERVIOUS OVERALLS	POLYTHENE OR NITRILE	IF CONTACT LIKELY	WASH AFTER USE	IF SOILED	PRESSURISED	

HEALTH HAZARDS

Extremely flammable aerosol
Pressurised container: May burst if heated.
Causes skin irritation
May cause an allergic skin reaction
May cause drowsiness or dizziness
Toxic to aquatic life with long lasting effects
May cause ill health if ingested in quantity
May cause eye irritation

SPILLAGE

Not applicable when intact
In case of leakage or loss of containment:
Ventilate area and exclude all sources of ignition
Wear protective clothing if whole container is spilt
Allow to dissipate
Wear polythene or nitrile gloves
Ensure area is safe before re-entry

FIRST AID

In case of allergic reaction/anaphylactic shock call for immediate assistance from trained first aiders
Inhalation - remove to fresh air; get immediate medical attention after significant exposure or if feeling ill
Ingestion - do not induce vomiting, wash out mouth with water
If feeling unwell consult your doctor immediately
Eye - irrigate with water until irritation subsides if irritation persists then consult a doctor
Skin - wash with soap/cleanser and rinse with water if irritation persists then consult a doctor

FIRE

Keep aerosol cans cool, do not burn for disposal
Isolated small-scale fire:
Vapour may spread - distant ignition is possible
Water fog - carbon dioxide - powder - foam
Do not use water jet
Large fire: evacuate area, call fire brigade, or follow site procedure
Wear self-contained breathing apparatus and protective clothing
Keep containers cool with water spray
Risk of explosion if involved in a fire

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10.8 Permitted Substances

SUPER LUBE MULTI-PURPOSE SYNTHETIC

CONTENTS Full details of constituents not provided by supplier; it has been classified as per the supplier's safety data sheet.

Lavazza Professional Part Number: 72-32-0131

METHOD Hand Applying **AREA** Inside Well Ventilated/Outside **EXPOSURE TIME** Less than 5 minutes per shift

CONTROL MEASURES

INSIDE WELL VENTILATED	AVOID SKIN CONTACT	IF OVEREXPOSURE LIKELY	IF CONTACT LIKELY	WASH AFTER EXPOSURE	IF HEAVILY SOILED	CLOSE ALL CONTAINERS	CONTROLLED STORE/WASTE
OUTSIDE	AVOID SKIN CONTACT	IF OVEREXPOSURE LIKELY	IF CONTACT LIKELY	WASH AFTER EXPOSURE	IF HEAVILY SOILED	CLOSE ALL CONTAINERS	CONTROLLED STORE/WASTE

HEALTH HAZARDS
May cause ill health if ingested in quantity
Skin - irritation and dermatitis may result from prolonged contact
May cause eye irritation

SPILLAGE
Ventilate area
Wear polythene or nitrile gloves
Wear eye protection if contact likely
Wear respiratory protection for large spills in poorly ventilated areas
Wear protective overalls and footwear for large spillages
Absorb in sand or inert absorbent material
Small spills - wipe up with cloth
Collect into a container, close lid
Dispose or recycle of spillages in a controlled manner - Refer to Hazardous Waste Regulations if appropriate

FIRST AID
Inhalation - remove to fresh air; get immediate medical attention after significant exposure or if feeling ill
Ingestion - do not induce vomiting, wash out mouth with water
If feeling unwell consult your doctor immediately
Eye - irrigate with water until irritation subsides; if irritation persists then consult a doctor
Skin - wash with soap/cleanser and rinse with water; if irritation persists then consult a doctor

FIRE
Isolated small-scale fire:
Water fog - carbon dioxide - powder - foam
Large fire: evacuate area, call fire brigade or follow site procedure
Wear self-contained breathing apparatus and protective clothing

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10.8 Permitted Substances

AIR DUSTER FG (AEROSOL)

CONTENTS 1,1,1,2-Tetrafluoroethane 75 - 100%, dimethyl ether 5 -10%,

Lavazza Professional Part Number: 31-26-0049

METHOD Spraying (Aerosol) **AREA** Inside Well Ventilated / Outside **EXPOSURE TIME** Less than 5 minutes per shift

EXP LIMIT dimethyl ether 766mg/m3 8hTWA 958mg/m3 15mSTEL WEL, 1,1,1,2- Tetrafluoroethane 4240mg/m3 8hTWA WEL

CONTROL MEASURES

INSIDE WELL VENTILATED	AVOID SKIN CONTACT	POLYTHENE OR NITRILE	IF CONTACT LIKELY	WASH AFTER EXPOSURE	IF HEAVILY SOILED	PRESSURISED	
OUTSIDE	AVOID SKIN CONTACT	POLYTHENE OR NITRILE	IF CONTACT LIKELY	WASH AFTER EXPOSURE	IF HEAVILY SOILED	PRESSURISED	

HEALTH HAZARDS

Pressurised container: May burst if heated.
May cause ill health if ingested in quantity
Skin - irritation and dermatitis may result from prolonged contact
May cause eye irritation

SPILLAGE

Not applicable when intact
In case of leakage or loss of containment:
Ventilate area
Wear protective clothing if whole container is spilt
Allow to dissipate
Wear polythene or nitrile gloves
Ensure area is safe before re-entry

FIRST AID

Inhalation - remove to fresh air; get immediate medical attention after significant exposure or if feeling ill
Ingestion - do not induce vomiting, wash out mouth with water
If feeling unwell consult your doctor immediately
Eye - irrigate with water until irritation subsides; if irritation persists then consult a doctor
Skin - wash with soap/cleanser and rinse with water; if irritation persists then consult a doctor

FIRE

Keep aerosol cans cool, do not burn for disposal
Isolated small-scale fire:
Water fog - carbon dioxide - powder - foam - inert material
Large fire: evacuate area, call fire brigade or follow site procedure
Wear self-contained breathing apparatus and protective clothing
Keep containers cool with water spray
Risk of explosion if involved in a fire

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10.8 Permitted Substances

SAPPHIRE PRECISION LUBE SPRAY

CONTENTS Petroleum gases, liquefied 19 - 50%, Hydrocarbons, C7, nalkanes, isoalkanes, cyclic 19 - 50%, zinc bis[O,O-bis(2-ethylhexyl)] bis(dithiophosphate) 1 - 4%,

Lavazza Professional Part Number: 02-09-0067

METHOD Spraying (Aerosol) **AREA** Inside Well Ventilated / Outside **EXPOSURE TIME** Up to 30 minutes per shift

EXP LIMIT Petroleum gases, liquefied 1750mg/m3 8hTWA 2180mg/m3 15mSTEL WEL

CONTROL MEASURES

INSIDE WELL VENTILATED	KEEP SKIN COVERED	POLYTHENE OR NITRILE	BS EN166	WASH AFTER EXPOSURE	IF SOILED	PRESSURISED	
OUTSIDE	KEEP SKIN COVERED	POLYTHENE OR NITRILE	BS EN166	WASH AFTER EXPOSURE	IF SOILED	PRESSURISED	

HEALTH HAZARDS CONSIDERATIONS
Extremely flammable aerosol
Pressurised container: May burst if heated.
Causes serious eye irritation
Causes skin irritation
May cause drowsiness or dizziness
Toxic to aquatic life with long lasting effects
May cause ill health if ingested in quantity

SPILLAGE
Not applicable when intact
In case of leakage or loss of containment:
Ventilate area and exclude all sources of ignition
Wear protective clothing if whole container is spilt
Allow to dissipate
Wear polythene or nitrile gloves
Ensure area is safe before re-entry

FIRST AID
Inhalation - remove to fresh air; get immediate medical attention after significant exposure or if feeling ill
Ingestion - do not induce vomiting, wash out mouth with water
If feeling unwell consult your doctor immediately
Eye - rinse thoroughly with water for 20 minutes - take care not to affect uncontaminated eye. If irritation persists then consult a doctor
Skin - wash with soap/cleanser and rinse with water; if irritation persists then consult a doctor

FIRE
Keep aerosol cans cool, do not burn for disposal
Isolated small-scale fire:
Vapour may spread - distant ignition is possible
Water fog - carbon dioxide - powder - foam
Do not use water jet
Large fire: evacuate area, call fire brigade or follow site procedure
Wear self-contained breathing apparatus and protective clothing
Keep containers cool with water spray
Risk of explosion if involved in a fire

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10.8 Permitted Substances

SILCOSET 153

CONTENTS Silicon dioxide 10 - < 11.5%, Methyltriacetoxysilane 2.5 - < 3%, diacetoxydi-tert-butoxysilane- 1.5 - < 2%, dodecamethylcyclohexasiloxane 0.2 - < 0.3%, Acetic acid 0 - < 0.1%, Octamethylcyclotetrasiloxane 0 - < 0.1%,

Lavazza Professional Part Number: 02-05-0049

METHOD Hand applying **AREA** Inside Well Ventilated / Outside **EXPOSURE TIME** Up to 30 minutes per shift

EXP LIMIT Acetic acid 25mg/m3 TWA 50mg/m3 STEL WEL, Acetic acid 25mg/m3 8Htwa 50mg/m3 15mSTEL WEL, Silicon dioxide 6mg/m3 Inhal8hTWA 2.4mg/m3 Resp8HTWA WEL

CONTROL MEASURES

INSIDE WELL VENTILATED	KEEP SKIN COVERED	BUTYL OR NITRILE	BS EN166	WASH AFTER EXPOSURE	IF SOILED	CLOSE ALL CONTAINERS	ACUTE HAZARD
OUTSIDE	KEEP SKIN COVERED	BUTYL OR NITRILE	BS EN166	WASH AFTER EXPOSURE	IF SOILED	CLOSE ALL CONTAINERS	ACUTE HAZARD

HEALTH HAZARDS CONSIDERATIONS
Causes serious eye damage
Causes skin irritation
May cause ill health if ingested in quantity

SPILLAGE
Ventilate area
Wear butyl or nitrile gloves
Suitable eye protection must be worn
Wear respiratory protection for large spills in poorly ventilated areas
Wear protective overalls & chemical proof footwear
Scoop or scrape up and place in suitable container
Dispose or recycle of spillages in a controlled manner - Refer to Hazardous Waste Regulations if appropriate

FIRST AID
Ensure access to eyewash station for emergency use
Inhalation - remove to fresh air; get immediate medical attention after significant exposure or if feeling ill
Ingestion - do not induce vomiting, wash out mouth with water
If feeling unwell consult your doctor immediately
Eye contact - irrigate using eyewash & get immediate medical attention
Skin - wash with soap/cleanser and rinse with water if irritation persists then consult a doctor
High pressure injection of material into skin - get immediate medical attention

FIRE
Isolated small-scale fire:
Water fog - carbon dioxide - powder - foam
Large fire: evacuate area, call fire brigade or follow site procedure
Wear self-contained breathing apparatus and protective clothing

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10.8 Permitted Substances

LOCTITE 262

CONTENTS Cumene hydroperoxide 1 - < 3%, N, N-diethyl-p-toluidine 0.1 - < 1%, Methyl methacrylate 0.1 - < 1%, 1,4-Naphthoquinone 0.01 - < 0.1%,

Lavazza Professional Part Number: N/A – PURCHASE LOCALLY

METHOD Pipetting **AREA** Inside Well-Ventilated **EXPOSURE TIME** Less than 5 minutes per shift

EXP LIMIT Cumene hydroperoxide 100mg/m3 8hTWA 250mg/m3 15mSTEL OEL, Methyl methacrylate 208mg/m3 8hTWA 416mg/m3 15mSTEL WEL

CONTROL MEASURES

INSIDE WELL VENTILATED	KEEP SKIN COVERED	IF CONTACT POSSIBLE	BS EN166	WASH AFTER USE	IF SOILED	CLOSE ALL CONTAINERS	ACUTE HAZARD / ECOTOXIC

HEALTH HAZARDS
Causes serious eye irritation
May cause respiratory irritation
Causes skin irritation
Harmful to aquatic life with long lasting effects
May cause ill health if ingested in quantity
May cause allergic reaction in susceptible individuals in contact with skin

SPILLAGE
Ventilate area
Wear butyl or nitrile gloves
Suitable eye protection must be worn
Suitable respiratory protection must be worn
Wear protective overalls & chemical proof footwear
Absorb in sand or inert absorbent material
Small spills - wipe up with cloth
Collect into a container, close lid
Dispose or recycle of spillages in a controlled manner - Refer to Hazardous Waste Regulations if appropriate

FIRST AID
Inhalation - remove to fresh air; get immediate medical attention after significant exposure or if feeling ill
Ingestion - do not induce vomiting, wash out mouth with water
If feeling unwell consult your doctor immediately
Eye - rinse thoroughly with water for 20 minutes - take care not to affect uncontaminated eye. If irritation persists then consult a doctor
Skin - wash with soap/cleanser and rinse with water if irritation persists then consult a doctor

FIRE
Isolated small-scale fire:
Water fog - carbon dioxide - powder - foam
Do not use water jet
Large fire: evacuate area, call fire brigade or follow site procedure
Wear self-contained breathing apparatus and protective clothing

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10.8 Permitted Substances

COFFEE MACHINE CLEANING TABLETS
(COFFETEK DETANNING TABLET o9725700)

CONTENTS Disodium carbonate, compound with hydrogen peroxide (2:3) 50%, Adipic acid 20 - 30%, Sodium carbonate 10 - 15%,

Lavazza Professional Part Number: O9725700

METHOD Hand applying **AREA** Inside Well-Ventilated **EXPOSURE TIME** Less than 5 minutes per shift

EXP LIMIT Sodium carbonate 10mg/m3 Inhal8hTWA 4mg/m3 Resp8hTWA WEL

CONTROL MEASURES

INSIDE WELL VENTILATED	AVOID SKIN CONTACT	IF OVEREXPOSURE LIKELY	IF CONTACT POSSIBLE	WASH AFTER EXPOSURE	IF HEAVILY SOILED	OXIDISING / ACUTE HAZARD	

HEALTH HAZARDS CONSIDERATIONS
Minimal risk of exposure when intact
If dust produced see below
May intensify fire, oxidizer
Causes serious eye damage
May cause ill health if ingested in quantity
Skin - irritation and dermatitis may result from prolonged contact

SPILLAGE
Avoid excessive exposure to hands/skin - use suitable gloves if necessary
Contain and collect material
Dispose or recycle of spillages in a controlled manner - Refer to Hazardous Waste Regulations if appropriate

FIRST AID
Ensure access to eyewash station for emergency use
Inhalation - remove to fresh air; get immediate medical attention after significant exposure or if feeling ill
Ingestion - do not induce vomiting, wash out mouth with water
If feeling unwell consult your doctor immediately
Eye contact - irrigate using eyewash & get immediate medical attention
Skin - wash with soap/cleanser and rinse with water if irritation persists then consult a doctor

FIRE
Isolated small-scale fire:
Strongly supports combustion
Water - carbon dioxide - powder - foam - inert material
Large fire: evacuate area, call fire brigade or follow site procedure
Wear self-contained breathing apparatus and protective clothing
Ensure massive dilution with water to cool material

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10.8 Permitted Substances

HALAGASTRO BUFFET A

(Vitro M5 HalaGastro Buffet A Assessment Milk CS)
(Coffetek Milk cleaning solution 41250180)

CONTENTS Disodium metasilicate 10 - 20%, Sodium hypochlorite 1 - 5%,

Lavazza Professional Part Number: 41250180

METHOD Decanting **AREA** Inside Well-Ventilated **EXPOSURE TIME** Less than 5 minutes per shift

CONTROL MEASURES

INSIDE WELL VENTILATED	KEEP SKIN COVERED	POLYTHENE OR NITRILE	BS EN166	WASH AFTER EXPOSURE	IF SOILED	OR STORE WITH ACIDS	CLOSE ALL CONTAINERS	ACID REACTIVE / CORROSIVE

HEALTH HAZARDS CONSIDERATIONS
Causes severe skin burns and eye damage
Ingestion may be fatal if not treated promptly
May cause respiratory irritation
Contact with acids liberates toxic gas
Very toxic to aquatic life
Toxic to aquatic life with long lasting effects

SPILLAGE
Mark the area and warn all personnel
Ventilate area
Wear polythene or nitrile gloves
Suitable eye protection must be worn
Suitable respiratory protection must be worn
Wear protective overalls & chemical proof footwear
Absorb in sand or inert absorbent material
Small spills - wipe up with cloth
Collect into a container, close lid
Dispose or recycle of spillages in a controlled manner - Refer to Hazardous Waste Regulations if appropriate

FIRST AID
Ensure access to emergency shower and eyewash station in case of accident or emergency
Inhalation - remove to fresh air; get immediate medical attention after significant exposure or if feeling ill
Ingestion - do not induce vomiting, wash out mouth with water
Ingestion - give plenty of water in sips, obtain immediate medical attention
Eye contact - irrigate using eyewash & get immediate medical attention
Skin - remove contaminated clothing. In case of burns immerse affected area in water. Get prompt medical Attention

FIRE
Isolated small-scale fire:
Water - carbon dioxide - powder - foam - inert material
Large fire: evacuate area, call fire brigade or follow site procedure
Wear self-contained breathing apparatus and protective clothing

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10.8 Permitted Substances

CAFIZA ESPRESSO MACHINE CLEANING TABLETS

(Evoca Cafiza brewer tablets 89004074)

CONTENTS Sodium carbonate 10 - 30%, Disodium carbonate, compound with hydrogen peroxide (2:3) 10 - 30%, Sulphamidic acid 10 - 30%, Alkyl(C9-11) alcohol, ethoxylated 1 - 5%,

Lavazza Professional Part Number: 89004074

METHOD Hand applying **AREA** Inside Well-Ventilated **EXPOSURE TIME** Less than 5 minutes per shift

EXP LIMIT Sodium carbonate 10mg/m3 Inhal8hTWA 4mg/m3 Resp8hTWA WEL

CONTROL MEASURES

INSIDE WELL VENTILATED	AVOID SKIN CONTACT	IF OVEREXPOSURE LIKELY	BS EN166	WASH AFTER EXPOSURE	IF HEAVILY SOILED	CLOSE ALL CONTAINERS	SWEEP OR VACUUM	ACUTE HAZARD / ECOTOXIC

HEALTH HAZARDS CONSIDERATIONS

Causes serious eye damage
Harmful if swallowed
Causes skin irritation
Harmful to aquatic life with long lasting effects

SPILLAGE

Ventilate area
Wear polythene or nitrile gloves
Suitable eye protection must be worn
Wear respiratory protection for large spills in poorly ventilated areas
Wear protective overalls & chemical proof footwear
Scoop or scrape up and place in suitable container
Dispose or recycle of spillages in a controlled manner - Refer to Hazardous Waste Regulations if appropriate

FIRST AID

Ensure access to eyewash station for emergency use
Inhalation - remove to fresh air; get immediate medical attention after significant exposure or if feeling ill
Ingestion - do not induce vomiting, wash out mouth with water
Ingestion - give plenty of water in sips, obtain immediate medical attention
Eye contact - irrigate using eyewash & get immediate medical attention
Skin - wash with soap/cleanser and rinse with water if irritation persists then consult a doctor

FIRE

Isolated small-scale fire:
Water fog - carbon dioxide - powder - foam - inert material
Do not use water jet
Large fire: evacuate area, call fire brigade or follow site procedure
Wear self-contained breathing apparatus and protective clothing

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10.8 Permitted Substances

RINZA TABLET

(Evoca Rinza Milk Cleaning Tablets 962879)

CONTENTS citric acid < 50%, Maleic acid < 25%, Sulphamidic acid 10%,

Lavazza Professional Part Number: 962879

METHOD Hand applying **AREA** Inside Well-Ventilated **EXPOSURE TIME** Less than 5 minutes per shift

CONTROL MEASURES

							
INSIDE WELL VENTILATED	KEEP SKIN COVERED	POLYTHENE OR NITRILE	IF CONTACT LIKELY	WASH AFTER USE	IF SOILED	OR STORE WITH ALKALI	SENSITISER / ACUTE HAZARD

HEALTH HAZARDS CONSIDERATIONS

Minimal risk of exposure when intact
If dust produced see below
Causes serious eye irritation
May cause respiratory irritation
Causes skin irritation
May cause an allergic skin reaction
May cause ill health if ingested in quantity

SPILLAGE

Avoid excessive exposure to hands/skin - use suitable gloves if necessary
Contain and collect material
Dispose or recycle of spillages in a controlled manner - Refer to Hazardous Waste Regulations if appropriate

FIRST AID

In case of allergic reaction/anaphylactic shock call for immediate assistance from trained first aiders
Inhalation - remove to fresh air; get immediate medical attention after significant exposure or if feeling ill
Ingestion - do not induce vomiting, wash out mouth with water
If feeling unwell consult your doctor immediately
Eye - rinse thoroughly with water for 20 minutes - take care not to affect uncontaminated eye. If irritation persists then consult a doctor
Skin - wash with soap/cleanser and rinse with water if irritation persists then consult a doctor

FIRE

Isolated small-scale fire:
Water fog - carbon dioxide - powder - foam - inert material
Do not use water jet
Large fire: evacuate area, call fire brigade or follow site procedure
Wear self-contained breathing apparatus and protective clothing

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For advice call the helpdesk on 01296 678464
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11. Guidelines on the use of mobile telephones and keyboard devices in vehicles

11.1 Overview

Associates share the responsibility for actively promoting a culture of Road Safety within the Company. The law states that it is illegal to drive a vehicle on a road whilst using a hand-held mobile phone or a device, which performs an interactive communication function by transmitting and receiving data. A person may be regarded as 'driving' a vehicle while the engine is running, and the vehicle is stationary (e.g., at traffic lights).

This policy covers the use of mobile telephones and keyboard devices within company vehicles or hire cars. Keyboard devices are defined as any device that conveys information as text on a screen and uses a set of keys to enter messages and control the reading of messages. Examples of keyboard devices include but are not limited to - laptop computers, personal data assistants (PDAs) and the SMS functions of mobile telephones.

As soon as you pick up your mobile phone or communications device whilst driving you are breaching UK legislation.
This is an endorsable offence.

For further information about safety advice on driving consult the **Company Driving & Vehicle policy** in the Lavazza Professional UK LTD Share Point, which refers to the use of Company cars, hire cars and Private cars on Company business.

11.2 First Principles

✓ Always….

- ✓ Consider diverting your phone or switch it to voicemail when driving
- ✓ If phone calls are necessary, then use a Lavazza Professional UK LTD approved and installed hands-free kit or the vehicles Bluetooth function
- ✓ Keep calls short when driving.
- ✓ Stop and turn off the vehicle in a safe place to read or send text messages.
- ✓ Stop and turn off the vehicle in a safe place to access and respond to messages.
- ✓ Stop and turn off the vehicle in a safe place to conduct long or difficult conversations or to dial numbers other than "quick dial" memory stored numbers.
- ✓ Remember that controlling a vehicle safely is more important than communicating.
- ✓ Obey local restrictions on the use of mobile telephones or keyboard devices with built in transmitters, for example hospitals, inside aircraft, etc.

× Never….

- × Mount a keyboard device in the steering wheel or over the air bag devices. This is highly dangerous and may lead to the driver losing control of the vehicle or being seriously injured by the airbag deploying in the case of an accident.
- × Wedge a keyboard device in a dangerous position within the car – examples being against the windscreen, behind the gear stick, etc. It may become dislodged in transit or cause the driver to be unable to control the vehicle in a proper manner.
- × Hold a mobile phone or communications device whilst driving.
- × Attempt to read, write, send or receive text messages whilst driving a vehicle.
- × Use a mobile telephone without a hands-free device whilst driving.
- × Use a mobile telephone in heavy traffic, in unfamiliar surroundings or in adverse weather.
- × Use a mobile telephone or a keyboard device with an onboard transmitter in a petrol station.
- × Leave a mobile telephone or keyboard device on display in an unattended vehicle – it will get stolen. The safest place to leave valuables is in the locked boot of a vehicle.

11.3 Mobile Telephones

Use of Mobile Devices
The use of Mobile devices either handheld or by using handsfree is prohibited when driving your vehicle. This includes when the vehicle is running in stationary in traffic.
Place a divert on your mobile device or let calls automatically divert to your voicemail to be retrieved when parked safely.

If you need to use your mobile device whilst driving, please find a safe place to stop and then use your mobile device. Using a mobile device whilst driving is gross misconduct and could lead to disciplinary action, please refer to the disciplinary policy for more information.

11.4 Keyboard devices

Keyboard devices must **never** be operated when a vehicle is being driven. If a message arrives whilst a vehicle is being driven, it will never be so important that it requires reading immediately. Stop the vehicle in a safe place before attempting to operate the device.

They must be stored in a safe way in the passenger zone before driving (see 11.6) to prevent distraction if it should become dislodged or receive an incoming message whilst driving. The device should be stowed closed, shut or powered down to prevent the display of text.

Health advice on keyboard devices
Extended use of small or cramped keyboards can lead to repetitive strain injuries. Do not use them for long periods of typing, take frequent breaks and perform simple exercises to relieve joints and muscles.

11.5 Satellite navigation systems

Satellite navigation systems may be supplied for use as a driver aid for navigating to customer sites. These can be in-built to the vehicle or separate systems retrofitted. Whilst these systems are a positive safety aid to driving by removing the need for reading maps etc., they can also present a distraction hazard whilst driving.

Programming of destination details and navigation options should only be undertaken with the vehicle stationary, under no circumstances should the driver of the vehicle interact with the Satellite navigation system whilst driving. If it becomes necessary during the course of a journey to alter the navigation settings of the system, then the driver should stop the vehicle in a safe place before attempting to touch the screen of the satellite navigation system.

The voice command system should always be activated to give the driver advance warning of turns, this removes the need for the driver to be looking at the screen to get navigation instructions when driving - particularly when in heavy traffic or adverse weather conditions. The voice should interrupt any other sound systems in the vehicle and should also be audible whilst inbound phone calls are in progress.
If the satellite navigation software is installed on a smart phone device - i.e., one that can receive or send calls, then the unit should be set up so that the satellite navigation software is always visible on screen. Any incoming calls should not prevent the satellite navigation software from working, being visible on the screen or prevent audible commands from being heard.

Separate system should be mounted in a safe and secure mounting where the drivers vision out of the windscreen is not blocked, there is a legal regulation covering the position of these, seek expert advice. The mounting position should be such as to afford easy viewing without requiring the driver to look away from the road ahead. It should also not restrict the driver's movements for the purposes of controlling the vehicle.

Authorized fitters should install car kits and the systems should be hard wired into the vehicle power systems and should not powered from the cigarette lighter socket. GPS antennas should be hardwired and not Bluetooth connected to ensure system reliability.

Accuracy of maps

The mapping information contained in Satellite Navigation systems requires updating from time to time to stay in touch with new road building programs etc. However, even the best mapping information sources may not be completely accurate, through errors and the fact that the information may be out of date before the maps are released. It is well documented that there have been instances of satellite navigation systems instructing drivers to make illegal turns or to take routes that are inappropriate for vehicles. Drivers must ensure that they obey the Highway Code and Local Street signs where there is a conflict between the satellite navigation system's instructions and the real world.

Key Elements

- ✗ **Always….**
- ✓ Always obey the Highway Code and local street signs when driving.
- ✓ Always program the destination / set up the navigation options when the car is stationary
- ✓ Always use the voice system to prevent the distraction of having to look at the screen.

- ✗ **Never….**
- ✗ Never interact with the satellite navigation system when driving
- ✗ Never mount a separate satellite navigation system where it will block the driver's vision or impede the driver's movement for controlling the vehicle.

11.6 Where you can charge you mobile device (Tablet, phone, Sat-Nav, etc.…)

The gov.uk website states that:

- Mobile device must not block your view of the road and traffic ahead.
- You must stay in full control of your vehicle at all times. The police can stop you if they think you're not in control because you're distracted, and you can be prosecuted.

Following a safety assessment on the potential risks, the picture below is to be used as guidelines for where you can charge or plug in your mobile device in your vehicle:

- Red driver zone: Not allowed
- Green passenger zone: Allowed

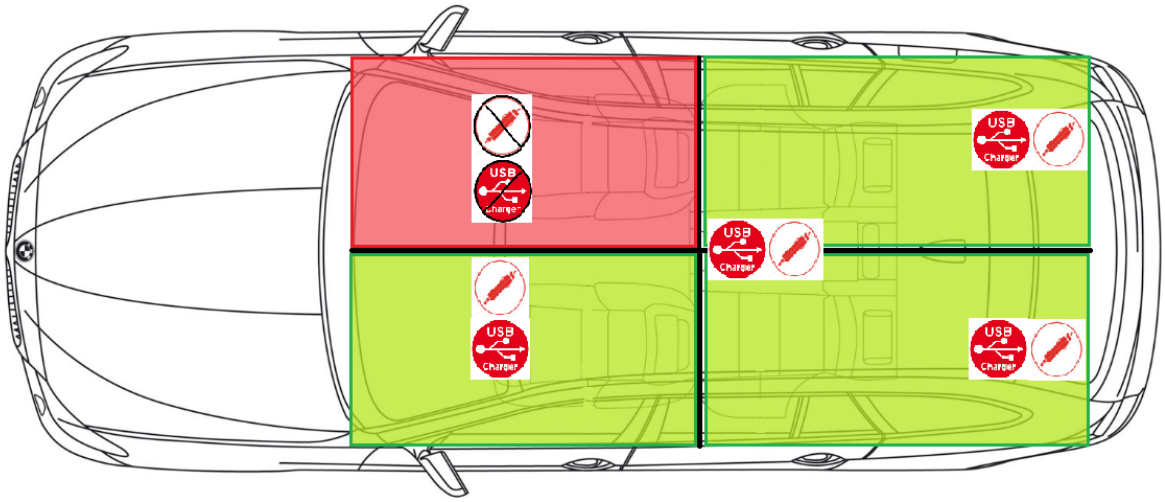


Fig 2. Drivers Zone

11.7 Dash Cams

Policy statement
This policy sets out the company's position on the use of on-board incident capture devices (Dash Cams) in vehicles and its use by field-based associates.

Purpose and Scope
The primary uses of Dash Cams are to assist in the Protection and Safety of Persons and Property, Prevention or Detection of Criminal Offences and Defence of Legal Claims.

Principles
The Dash Cam will need to be securely installed
Dash Cams can be installed when appropriate in company vehicles at the expense of the driver.
The company does not take any responsibility for the cost or use of the dash cam.
Dash Cams MUST be installed so that the position of the Dash Cam is not in the line of sight and any leads do not enter the Drivers Zone (see Fig 2. Placement of the Dash cam below)
Dash Cams MUST be set up in a way that ensures that there is minimal intrusion of privacy, and that any intrusion is fully justified.
So as to comply with General Data Protection (GDPR), it is advised that no images and information should be stored long-term except where a relevant incident has occurred.
Images captured MUST NOT be stored or used on social media.

Placement of the Dash cam
The UK Highway Code states that "windscreens and windows MUST be kept clean and free from obstructions to vision". You must not place anything on the windows or windscreens that obscures your view.
Failing to correctly position a dash cam is a serious traffic offence; most of the windscreen is, in fact, out of bounds, according to the UK Road Traffic Act 1988. The law divides the windscreen into two zones (see Fig 1 Placement of the Dash cam, below):

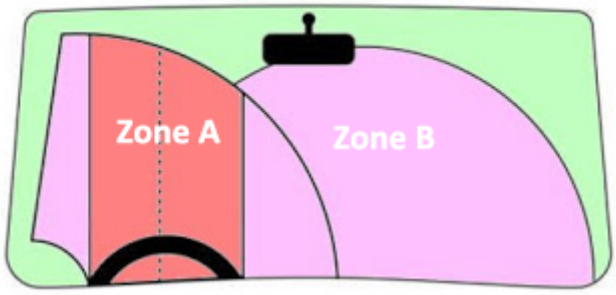


Fig 2. Placement of the Dash cam

- Zone A is a 290mm area centred on the steering wheel.
- Zone B is the area of the windscreen that is covered by your windscreen wipers when they are active, and is commonly referred to as the "swept area"
- No part of the device – camera, cradle or cables – should intrude more than 40mm into Zone B.

To maintain compliance with the law, we recommend the use of the adhesive mount supplied and fit the camera behind the rear-view mirror for two reasons:

1. It is unobtrusive, with a very small footprint
2. It enables you to position the camera as close as possible to the windscreen – this helps prevent glare and ensures you get clear footage

Serious Consequences

If you are involved in a road traffic collision (RTC) and your camera is illegally positioned, you could face a charge of careless driving, or even dangerous driving. A conviction could result in anything from penalty points to up to two years imprisonment. Additionally, if your dash cam is illegally placed, your vehicle will automatically fail its MOT.

Data Protection

Data Protection Act 1998 (taken from government website)
When recording video or audio that captures personal information, you must follow the law in the Data Protection Act 1998.
Images of people are covered by the Data Protection Act, and so is information about people, which is derived from images, e.g., vehicle registration numbers.

Key Elements

Always….

- ✓ Ensure the dash cam is securely installed
- ✓ Ensure the position of the Dash Cam is not in the line of sight (see windscreen diagram below)
- ✓ Use the supplied sticky pad rather than the suction pad which comes with most Dash Cams

Never…

- × Adjust or operate (push buttons on the device) whilst driving
- × Obscure your view whilst driving
- × Leave loose cables, these should be routed within the door trim and under the glove box in most cases.
- × Damage the vehicle when fitting the dash cam. Drivers may be charged by the fleet company should the vehicle be returned damaged as a result of installation of additional devices.

- **Reference:**
  - Company Driving & Vehicle policy
  - Mobile Phone Policy

12. Guidelines on the handling procedures For exchange of chiller units

12.1 Overview

This section covers the process to enable CST (customer service technician) to perform the function of exchanging chillers on vending machines serviced by Lavazza Professional UK LTD. It sets out the recommended method to exchange chillers and strongly advises against manually lifting chillers without the aid of the specialist tools and equipment supplied.
These guidelines are designed to reduce the risk of injury to you or a third party during the manual handling of chiller units.

12.2 First Principles

✓ **Always….**
✓ Check the condition of the route to be taken.
✓ Warm up when you get out of the vehicle and before attempting a lift.
✓ Wear protective gloves and safety shoes.
✓ Check the weight of the load before attempting a lift.
✓ Use your legs to do any lifting and maintain a straight back.
✓ Load your vehicle carefully and secure all chillers
✓ Report any incident that could or has led to personal injury to you or any third party, to your ASM (Area Service Manager).

× **Never….**
× Bend your back to lift a heavy weight
× Negotiate several steps or flights of stairs without the assistance of a colleague.
× Ask a customer to help you lift a chiller.
× Transport any chiller on the back seat of a car or with the rear seats folded down.
× Transport any chiller or other equipment without ensuring it has been strapped down safely and securely in the back of your vehicle.

12.3 Manual Handling of Chillers

Chillers Transportation
It is recommended that a trolley is used for all chillers including those that are less than 21kg. Always ensure that your vehicle is loaded correctly.
Chiller units must in the first instance be carried in the boot or luggage area of your vehicle and may also be carried within the REAR – NEARSIDE- PASSENGER foot well for a short time if and only when it is not practicable to carry within the boot.

- You must remove the water pump from both chillers to reduce the weight from 21kg & 24kg in respect of the CAZ & MF chillers respectively and for ease of handling, preventing injury to back or torso.
- Passenger front seat pulled forwards
- Passenger front foot well mat placed onto the rear nearside passenger seat to prevent damage
- Chiller placed onto the mat and seat then dropped into REAR – NEARSIDE- PASSENGER foot well.
- Car mat dropped in between chiller and front passenger chair-back, preventing damage to chair.
- Passenger front seat is pushed back onto the chiller to retain it in place and avoid it from tossing around during transportation and or in the event of a serious collision.

See pictures below.

12.4 Negotiating Stairs

Wherever possible the negotiation of stairs in the movement of the units should be avoided. Ramps and lifts should be the route of choice regardless of distance around a customer site.

It is the duty of the CST that is requesting a chiller uplift to survey the site and ensure that your ASM is informed of any complications, so that sufficient manpower is assigned to the return call for the site conditions.

Where negotiating stairs is unavoidable, the following should be borne in mind:
This should **never** be attempted alone; a second CST must visit the site to assist with the install. If it is found that the site access conditions have changed or have not been reported correctly, do not continue with the install. Contact your ASM and request support from a second CST.

13. Guidelines on the handling and fitting of fluorescent tubes

13.1 Overview

This standard operation document covers the safe handling and fitting of all fluorescent tubes and associated risks whilst on company business.

Storage/carriage of all fluorescent light tubes.
Replacement tubes must always be carried in the safety tube provided and secured inside your vehicle. Daily transportation of the 5ft tubes should be avoided. This should be ordered to site or vehicle on demand wherever possible.

Fluorescent light tubes disposal
Disposal of waste fluorescent tubes is problematic. The tubes are light in weight, thin, long and difficult to carry in quantities. They break easily leaving very sharp jagged ends. They contain known toxic chemicals, including mercury in a phosphor powder. They have an internal negative pressure and implode when smashed. When a number of tubes are smashed together the resulting implosion results in phosphor powder becoming airborne.
Intact fluorescent tubes must not be disposed of in general waste bins, which may only be used for disposal of fragments of broken tubes that have been placed in a stout cardboard box to prevent injury. Fluorescent tubes should never be intentionally broken. Leather type riggers gloves and safety eye protection should be worn at all times when handling fluorescent tubes. Overalls and safety footwear are also recommended. **(Ref Doc: - LPR-00250)**

All used fluorescent tubes must be returned to the National office and must be sent in the safety tube provided **ONLY**. They must not be disposed of through uncontrolled domestic/commercial waste bins.
The only exception being sites that has fluorescent tube disposal facilities where the client is willing to dispose of the tube on your behalf. Please check with the client first.

13.2 First Principles

✓ Always….

- ✓ Use the safety cardboard sleeve for transporting tubes.
- ✓ Secure fluorescent tubes into your vehicle.
- ✓ Use centrally supplied vacuum cleaner to clear up broken tubes.
- ✓ Observe all **P**ersonal **P**rotective **E**quipment requirements. **(Ref Doc: - LPR-00250)**
- ✓ Fit protective PVC tube covers to Polyvend machines.

× Never….

- × Return fluorescent tubes without the safety tube.
- × Attempt to clean up broken tubes without Personal Protective Equipment.
- × Try to break fluorescent tubes as a method of disposal.
- × Transport tubes without the protective packaging in your vehicle.

13.3 Handling, Fitting and disposal of fluorescent tubes

When fitting new fluorescent tubes to Polyvend machines do not forget to replace the plastic protective cover, this cover will prevent broken glass or powder contaminating the product or being dropped into the product drawer causing injury to customers.

Broken fluorescent tubes
Hazardous substances can be released when fluorescent tubes break. This includes Mercury or sodium as well as the hazard of broken glass. While the mercury remains safely encapsulated within the product, the risk to health is non-existent. The problem arises at the end of the product life span when disposal to landfill creates the risk of seepage into lakes and watercourses - and the possibility that mercury waste may find its way into the food chain.

The safe, environmentally sustainable option is recycling. Here tubes are separated into their component parts and the mercurial powder distilled to produce 99.98% pure mercury. The mercury and other components - glass and metals - are all reused in other industries.

Personal protective equipment must be worn every time whilst cleaning up after tube breakage. Safety goggles, a suitable face mask (disposable filtered respirator), as the inhalation of the dust must be avoided. Leather type rigger gloves must also be worn to avoid being cut. Fragments of broken fluorescent tubes can be removed using a vacuum supplied by the Aftercare Department. However, both ends of the replacement filter cartridge must be sealed before disposal or return of the unit.
The standard issue Lavazza Professional UK LTD Portable Vacuum Cleaning Kit supplied, must be used to clean up the mercury and glass from a fluorescent tube after breakage.

- **Reference:** LPR-00250

14. Lone working

14.1 Overview

Lone working is in itself not hazardous, it is when other hazards, combined with working alone, make the overall job unacceptably high risk and therefore require that additional precautions be taken.

The approach to be taken is to undertake a risk assessment and implementation of appropriate risk reduction measures.

It is the responsibility of those working alone to carry out this assessment.

14.2 First Principles

✓ **Always….**

- ✓ Inform client upon arrival and departure on site and sign visitor's register.
- ✓ Give client an estimated time of completion of the job when working alone.
- ✓ Ensure that your ASM (Area Service Manager) or Team Colleagues are aware of your whereabouts.
- ✓ Avoid working alone. Make alternative arrangements if risks are too high.

× **Never….**

- × Attend a call without the prior authorisation of the client.
- × Work alone without assessing the RISKS involved.
- × Carry personal cash onto a client's site.

14.3 Assessing the risks

People involved with the planning or management of lone work need to take into consideration the extra risks created because a person on their own is carrying out the work. They should therefore always endeavour to re-plan the work so that it is not lone work or if that is not possible put in place appropriate risk reduction measures.

Does the work need to be done by a person alone? Change time; arrange help or simultaneous job, etc.
Is the person fully trained and competent to work alone? Get someone who is.
What are the hazards? List them and rate their severity.

What is the probability of occurrence?
Consider how the risks can be reduced/eliminated, e.g., regular communication, someone on timed check visits every 15 to 30 mins. Reconsider the necessity of the work.
Carry out the work with risk reduction measures in place.

- **Reference:**
  - 02313 – Risk assessment

15. Violent / Hostile Situations

15.1 Overview

Lavazza Professional UK LTD CST's visit a wide range of public sites on a daily basis; these sites vary from offices, factories, schools, hospitals, mental institutions, immigration sites, railway stations and airports. Engineers are continuously interfacing with members of the general public and clients alike. This in itself can expose them to a potential hazardous situation.

15.2 First Principles

✓ **Always….**

- ✓ Be aware of where you park your vehicle. Park near entrances and exits and densely populated areas.
- ✓ Be aware of the nature of the site that you are attending. The general public visiting magistrate's courts, hospital A+E departments and government social services offices may be of a violent nature.
- ✓ Carry minimum tools and equipment to site.
- ✓ Insist on the client accompanying you throughout the duration of the visit.
- ✓ Apologize to angry or disgruntled clients, escalate the problem and leave site immediately.
- ✓ Remove yourself from any potential risk.
- ✓ Surrender valuables, tools, equipment, or cash when approached in a hostile situation. These can always be replaced.

× **Never….**

- × Never park in a poorly lit car park or scarcely populated areas.
- × Leave tools unattended.
- × Turn your back on a potentially dangerous person.
- × Expose yourself to a dangerous or hostile situation. Your health and wellbeing always comes first. If you have any fears of being attacked do not enter the situation. Inform your ASM (Area Service Manager).

16. Risk of injury due to vandalism

16.1 Overview

Vandalism to drinks and snack vending machines particularly on public sites expose the engineer to a number of risks. This section highlights the potential hazards and and proposes what measures you should use to reduce them.

16.3 First Principles

✓ Always….

- ✓ Ensure that the client accompanies you to the machine.
- ✓ Be prepared for the worst, wear PPE**. (Ref Doc:- LPR-00250)**
- ✓ Assess the situation before attempting to carry out any repairs.
- ✓ Isolate machine from the electrical and water supply before attempting any repair.
- ✓ Inform the Quality Manager and fill in an incident report when a machine has suffered fire or flood damage.

× Never….'

- × Work on or assess a vandalised machine without the client's knowledge or permission.
- × Use a vacuum cleaner to clean up the dust and glass from a fluorescent tube breakage.
- × Handle any hazardous substances that you are not familiar with.

16.3 Repairing Vandalism

Before attempting any repair on a vandalised machine it is important to first assess the situation. Remember the machine's condition may differ entirely from that of a machine that is out of order and requires repair or maintenance. Ensure that the area and machine is safe to work on and that you have all PPE available. Check, is the machine stable? In most instances it is a two man job to stabilise and level a machine.

Contaminating Police evidence
Remember that in most cases a vandalised machine may form part of a crime scene and you may therefore be contaminating Police evidence particularly if the machine has not yet been inspected by the local crime officer. Ask the client wether the Police have first inspected the machine. If not, ensure that they accompany you to the machine and wear latex protection gloves where possible.

Safe Isolation
Ensure to isolate machine from the electrical and water supply before attempting any repair. Always check and confirm isolation.

Glass and Broken fluorescent tubes
For machines that have glass broken it is recommended that you always wear safety rigger gloves, goggles and dust mask whilst clearing up. A hand brush or vacuum is also recommended to aid clearing up. **(Ref Doc: - LPR-00250)**
Whenever handling glass, engineers should risk assess each situation and implement the appropriate safe working practices to reduce the probability of further hazards occurring. I.e., cordon off area, work outside populated working hours, and dispose of contaminated products. Hazardous substances can be released when fluorescent tubes break. This includes Mercury or sodium as well as the hazard of broken glass. While the mercury remains safely encapsulated within the product, the risk to health is non-existent. The problem arises at the end of the product life span when disposal to landfill creates the risk of seepage into lakes and watercourses - and the possibility that mercury waste may find its way into the food chain.

Serrated Metal:
Where locks or door panels have been damaged due to violation, it is possible that the handling of serrated metal present the risk of injury. Ensure that the following PPE is worn, safety shoes and protective rigger gloves. Avoid working with arms exposed.

Acid and Hazardous Substances:
Hazardous substances include anything that could cause ill health to people in contact with them. There are many reasons why a substance may be hazardous (refer to section 8 of this handbook). If you have any doubt about the identity of an unknown substance **DO NOT** touch it!

Fire and Flood damage:
Where a machine has been damaged by fire or floods a full assessment is required. An Incident/Engineer Field Issue Report must be completed and sent to the Quality Manager. Ensure to isolate both water and electrical services.

- **Reference:**
  - LPR-00250 – Guidelines on personal protective equipment
  - LPR-00664 – FD TECH – CST report form

17. Fire Safety

17.1 Overview

This section covers the basics about fire extinguishers -- proper types, how to use them, when and when not to use them as well as the proper procedures to follow should a fire occur. Lavazza Professional UK LTD field service engineers do not receive regular fire training; therefore, this section is provided as information only. It is not a comprehensive guide.

REMEMBER: YOU ARE NOT REQUIRED TO FIGHT A FIRE EVER!

Fire prevention and control depends on managing three factors, commonly referred to as the 'fire triangle' – fuel, oxygen, and heat energy. Fires need the right combination of these to burn

17.2 First Principles

Fire spreads quickly; a speedy attack is essential. If anyone is near, tell him or her to report the outbreak and then give assistance. Extinguishers are only for dealing with small fires. Anyone who may have to use extinguishers should be trained in their use and receive basic instruction in firefighting. Delays due to hesitation or unsuccessful attempts to operate equipment can then be avoided.

✓ Always….

- ✓ Evacuate the area.
- ✓ Call the Fire Brigade by dialling 999.
- ✓ Take up a position where access to the fire is unrestricted but where a quick and safe retreat is possible. For example, on the side of the fire nearest an exit or, when outside a building, upwind of the fire.
- ✓ **If your clothing is on fire** (and the floor is not), STOP, DROP and ROLL on the ground to extinguish the flames. If you are **within a few feet** of a safety shower or fire blanket, you can use these instead.
- ✓ Aim at the base of the fire when attempting to extinguish it.
- ✓ Close windows and doors behind you if you have to withdraw.

× Never….

CONTINUE TO FIGHT A FIRE IF:

- × It is dangerous to do so.
- × There is a possibility that your escape route may be cut off by the fire or the smoke.
- × The fire continues to grow despite your efforts.
- × There are gas cylinders threatened by the fire.
- × Use a fire extinguisher to put out a fire involving burning gas. Turn off the gas supply if it is safe to do so or leave such fires to the fire brigade

17.3 Which kind of extinguisher should I use?

As previously stated, you are <u>not</u> required to fight a fire ever. If you have the slightest doubt about your control of the situation DO NOT FIGHT THE FIRE, raise the alarm and evacuate the area immediately.

The following table illustrates the types of fire extinguisher currently in use in the UK, the colour coding system and an explanation of the types of fire they can be deployed on.

Some fires may be a combination of these! Your fire extinguishers should have ABC ratings on them.
If you are not familiar with fire extinguishers and have not been trained in their use, DO NOT attempt to use them!

Type:	Colours (Mouse over the icons for a description of the colour scheme)	A – Fires involving freely burning materials. For example wood, paper, textiles and other carbonaceous materials.	B – Fires involving flammable liquids. For example petrols and spirits. NOT ALCOHOL OR COOKING OIL.	C – Fires involving flammable gasses. For example propane and butane.	D – Fires involving burning metals.	Fires caused by electrical equipment where electric current may be present.	F – Fires involving cooking oil and fat. For example olive oil, maize oil, lard and butter.
Water		✓	✗	✗	✗	✗	✗
Foam		✓	✓	✗	✗	✗	ABF Foam Only
Dry Powder		✓	✓	✓	✗	✓	✗
M28/L2		✗	✗	✗	✓	✗	✗
CO2 Gas		✗	✓	✗	✗	✓	✗
Wet Chemical		✓	✗	✗	✗	✗	✓

17.4 Fire Rules on Customer Sites

This section is intended to bring clarity on actions to take if the fire alarm sounds whilst working on a Customer's site. It also sets out guidelines for appropriate actions in order to make the equipment being worked on safe in these circumstances.

17.5 First Principles

On attendance at a customer site the Lavazza Professional UK LTD CST must…

- Familiarize themselves with the fire evacuation procedures.
- Understand where the nearest fire exit is to the area being worked in.
- Understand where the nearest assembly area is to the area being worked in.
- Find out if there is a scheduled fire drill about to take place that day.
- Leave the "PAT Warning Sign" on the machine at all times.

Fire Drill

If a fire drill has been scheduled for that day, the CST must agree with the customer or the fire warden what actions to take when the alarm sounds.

- Position it with the customer that the machine may be in an unsafe condition if it is necessary to evacuate the building immediately, midway during a repair.
- Reach agreement with the Customer or Fire Warden as to whether there will be time allowed to "lock off" the machine before exiting the premises.
- Ask the customer to be among the first people allowed back into the building following the fire drill.
- If the customer or fire warden denies any of these requests, follow the process below.

Fire Alarm

If the fire alarm sounds and there is no fire drill scheduled for that day.

- Where possible make the vending machine safe; close the vending machine door or applying LOTO or unplug / switch off the machine. Only if this can be achieve immediately and not putting yourself at risk.
- Stop whatever activity that you are currently engaged in.
- Leave the area being worked in.
- Evacuate the building by the nearest fire exit.
- Assemble in the designated area for roll call.

- Follow any additional site fire procedures.
- Arrange to be escorted back into the premises by the fire warden before anyone else and explain why.

18. First Aid/Incidents

18.1 Overview

First aid is the first help given to someone to prevent injury or illness becoming worse. First aid can save lives, so there must be enough suitable equipment, facilities and designated personnel in every workplace to deal with cases of injury.

If you are involved in an accident-causing personal injury or a near miss whilst at work, it is important that you report it to your manager regardless of where it occurred. You are required to fill in and submit to your manager an 'Incident Report Form'. These can be obtained from your ASM (Area Service Manager) or HSE Manager.

There are a number of reasons why it is important:

- So, we can acknowledge that an accident has happened and ensure that associates and others involved receive the best care.
- So, we can analyse the cause and prevent the same accident happening again to another associate.
- So, we can report the accident and its results to Lavazza Professional UK LTD Inc.
- So that our Safety manager can assess whether the accident needs to be reported to RIDDOR to discharge our legal duty.
- So, we can analyse trends across a number of accident reports.
- So, we can base effort, analysis and expenditure on the evidence of actual incidents.

18.2 First Principle

✓ **Always….**

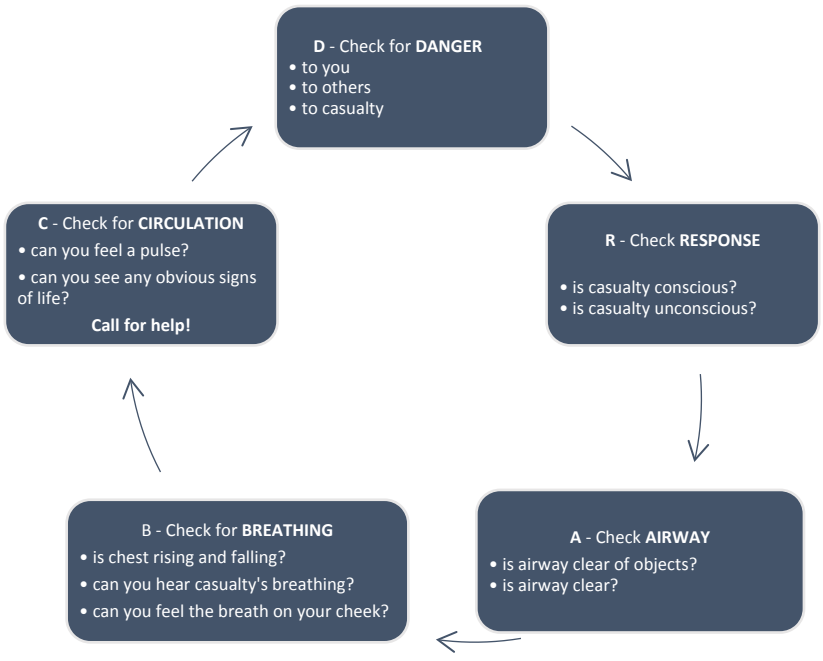
✓ Report all work-related incidents involving personal injury.
✓ Carry a small travel First Aid kit in your car.
✓ Get help.
✓ Keep casualty warm and calm.
✓ Familiarize yourself with the site's 1st Aid/Emergency procedures.

× **Never….**

× Leave a casualty alone.

18.3 First Aid

This Action Plan is a vital aid to the first aider in assessing whether the casualty has any life-threatening conditions and if any immediate first aid is necessary. The ideal is that a first aider should give first aid.



19. Lock-Off Tag Out & Removal of Fixed Guards

19.1 Overview

'LOCK OFF TAG OUT' provides protection for individuals working on or near equipment when the normal protective devices are inoperable, having been overridden, or the fixed guard has been removed. It also serves to protect against machinery that is considered unsafe when there is a risk of electrical shock, fire or flooding.

Responsibility of the associate

Individuals working on behalf of Lavazza Professional UK LTD (under the above conditions) have a responsibility to protect themselves and others by following the procedures outlined in this document.

Individuals also have a responsibility to ensure that they are adequately trained, or have sufficient knowledge, to safely isolate all hazardous energy sources before any person enters the hazardous zone. If in any doubt, individuals should contact their ASM (Area Service Manager) before attempting any non-routine operation (i.e., not covered by work instructions).

Responsibility of the Area Service Manager

ASM's have a responsibility to ensure that all individuals have been trained and that they follow the procedures below.

The tests detailed below in Isolation (section 19.3.) must be followed to ensure that all hazardous energy has been isolated or controlled and this must be undertaken before any individual is exposed to a potential hazard.

19.2 Scope

This section is for all associates and contractors working for and on behalf of Lavazza Professional UK LTD in Field Service and aims to ensure our compliance with the Electricity at Work Regulations 1989.

19.3 Isolation

Isolation of hazardous energy sources is to be undertaken if the proposed activity will expose people to potential risk and this must be achieved in accordance with the systems defined under section 19.7 (Control of Hazardous Energy Sources).

In all circumstances, every effort should first be made to physically 'lock-off' the appropriate isolation device in its safe condition.

Sometimes, it may not be possible to physically lock the appropriate isolation device in the desired position to control the hazardous energy source.

In these circumstances, the isolation device must be 'tagged' in its safe (desired) position.

- **DO NOT attempt to work on any equipment if you cannot prove 100% that it has been isolated.**
- **It is the client/site engineer's responsibility to consider alternatives to control hazardous energy sources i.e. (capping, de-energizing whole systems, fuse removal, up-stream isolation)**
- **Internal double pole switch** – These are not a recognized form of isolation if they do not conform to BS EN60898.
- **Where a machine is connected to a supply by any other means i.e. (hard wired), and therefore cannot be physically isolated and 'locked' in a safe condition; consult your ASM (Area Service Manager) for instructions. Do not commence work without their explicit authorisation.**

19.4 When to Lock-Off and Tag-Out

A safe isolation is one where the power cannot be accidentally or inadvertently re-connected. The associate should at all times remain in 'exclusive control' of the isolation **(Ref Doc: - LHD-00777)**

Lock Off

A vending machine should be locked off if:

- The potential exists for a person to come into contact with hazardous voltages i.e., >50vac or 120vdc
- The machine is electrically/mechanically unsafe to use and needs to be left out of order long-term.

Tag Out

Use Tag Out only when the equipment is not lockable.

19.5 How to Lock-Off and Tag-Out

In the event that a piece of equipment is required to be 'locked off or tag out' using the above procedure, the following conditions also apply. **(Ref Doc: - LHD-00077)**

Switch off	the main supply
Isolate	the mains lead or plug by attaching the LOTO Bag.
Lock off Tag Out	using padlock provided of safety warning sign
Test	using volt stick and inspect through observing visual, audible and mechanical functions that the equipment is no longer working.

Long term Lock Off (if machine is in an unsafe condition)

- A LOTO Bag, padlock, warning sign tag with tie-rap must be fitted.
- The Tag must be signed and dated with the engineer's initials or code.
- The maintenance card must be filled out with a description of the reasons, the fact that it is a long-term lock off, the expected duration and any additional safety implications required when de-isolating.

Tag Out

When using a Tag Out, additional precautions, such as one of the following, must be taken to ensure effective protection:

- Removal of an isolating circuit element e.g., fuse or RCD
- Blocking/locking a control circuit switch

19.6 Lock-Off Tag-Out equipment

- Opening an additional disconnecting device
- Removing a valve /isolator handle

1. LOTO Bag, Padlock, Do Not Use – Out of Order prohibition sign (Tag). (Fig 1)
2. IEC Plug & chain-tag. (Fig 2)

(Fig 1.)

(Fig 2.)

19.7 Control of Hazardous Energy Sources

What is Hazard Energy Sources?

Many jobs involve coming into contact with hazard energy sources and may lead to a range of conditions including electrical shock, entrapment, contact and entanglement.
There are a number of hazards associated with vending machines. For example, hot tanks, sharp edges and rotating parts. However, a variety of actions can be taken to reduce the risks.

Ways of protecting against HES

There are a number of ways of making equipment safer. For example: Remove the hazard, minimising access to the hazard, and design into the equipment safety interlock guards i.e. (K450 door switch) or fitting a fixed guard. Fixed guards and safety interlock guards are not to be modified tampered with or by passed under any circumstances.

Importance of fixed guards

Where hazards cannot be avoided, guards must be provided to prevent associate from coming into contact with any dangerous parts. In the event that a guard is to be removed, then the following procedures must be followed:

1. Identify the work to be done.
2. Determine what energy sources and energy isolating devices are involved.
3. Isolate the energy source from the equipment with the appropriate energy-isolating device.
4. Apply the appropriate lock(s) as detailed in section 19.6 - Lock-off and Tag Out. Use Tag Out where the equipment is not lockable.

Removal of Fixed Guard

All equipment must be isolated before removal of any panel that requires a tool to remove it. This procedure is to guard against contact with a hazardous voltage or a moving part that may cause injury. Hazardous voltage is any voltage greater than 50VAC or 120V DC.

Observation
Associates who have passed Electrical Authorisation test, are in possession of a valid certificate, and have been trained on the associated vending machine, have the necessary competence to isolate machinery, remove a fixed guard and switch on and observe operation, from a safe working distance only. However, this action is not absolutely necessary, and it is recommended that fixed guards be in place whenever mains power to the machine in present. **(Ref Doc: - LHD-00077)**

- **Reference:**
  - LHD-00077 – Electrical authorisation

20. Risk Assessment

20.1 Overview

It is the policy of the company and a management responsibility to identify all workplace hazards, assessing the risk of injury, to health and damage to plant or process. A risk assessment process is used to fulfil this requirement and on completion of a suitable and sufficient assessment the implementation of adequate controls is essential to reduce the risks to an acceptable level.

The overriding Objective of the Risk Assessment is to make our working environment, a safer place to work.

20.2 First Principles

- ✓ Risk assessment is an important technique that helps to prevent accidents and ill health.
- ✓ Risk assessment encourages associates and contractors to think about what could go wrong so that they can control the situation before accidents or ill health occur.
- ✓ A thorough risk assessment program can help to improve operational efficiency, offer financial savings and maintain business reputations.

20.3 Hazards and risks

It is important to understand the definitions of 'Hazards & Risk' in order to identify how risk assessments work.
Hazards - something with the potential to cause harm, death, ill health, injury, loss of production or damage to plant or property.
For example: Loose or trailing cables, Storage of boxes and files, Manual Handling, Slipping/tripping hazards, Fire or damaged floor surface.

Risks - are the likelihood of injury, damage or harm arising, considering the severity of the outcome.

For example: Electricity is the Hazard, electrocution is the risk.

20.4 Carrying out risk assessments

The assessment process involves analysing tasks carefully to estimate the nature and level of hazards and risks. Customer Service Technicians (CST) are often asked to become involved in the process.

There are "Five Steps to Risk Assessment":

1. Identify all the hazards

2. Decide who could be harmed

3. Evaluate the risks and decide if existing control measures are adequate

4. Record the findings

5. Review the assessments at regular intervals.

What are the hazards?

The workplace and activities must be carefully examined. Some hazards will be obvious - for instance, cables trailing across a gangway. Others may be hidden - such as access to dangerous parts of machinery during cleaning.

Who is at risk?

Everybody or only certain people in an area may be at risk. For example, a loud noise may affect everyone or only those working on a specific machine. Some groups of people may need special safety consideration as they may be more vulnerable to certain hazards - for example, pregnant women may be particularly at risk when lifting heavy objects, while young people may not be aware of all the workplace hazards and the need to follow safe procedures.

How big is the risk?

Two questions are necessary here:

1. *What are the consequences of injury or harm?* The consequences could range from a scratch to a death. The most severe hazards

need the most urgent attention.

2. *What is the likelihood of injury or harm?* Something that is very likely will need remedying before something that is unlikely.

The Risk Priority Indicator – below. Is used as an aid to evaluate the risk level

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 used?
M	Materials	What materials are used?
E	Environment	Were, when, hot, cold, cramped, high etc.

20.5 Dynamic Risk Assessment

The term 'Dynamic Risk Assessment' is commonly used to describe a process of risk assessment being carried out in a changing environment, where what is being assessed is developing as the process itself is being undertaken.

The definition of a dynamic risk assessment is:
"The continuous process of identifying hazards, assessing risk, taking action to eliminate or reduce risk, monitoring and reviewing, in the rapidly changing circumstances of an operational task"

During the dynamic (rapidly changing) phase, the decision-making process involves analysing and reviewing the risks and benefits presented by the task, selecting an appropriate response (system of work), and making a judgement on whether the risks are proportional to the benefits.

The main responsibility for dynamic risk assessment lies with the Customer Service Technician (CST) who must identify the hazards, assess the risks, and then make professional judgements in order to use the available resources in such a way as to achieve an acceptable level of safety during work activities.

20.6 Control measures

Where a hazard or risk is not already adequately controlled, it may be possible to introduce extra measures. Various types may be used although it is always best to *remove* a hazard if this is possible. For example, it would be better to isolate and lock off a machine before commencing work rather than switch off and hang a warning sign.
It is not always possible to remove a hazard, but it may be possible to *separate* people from it - for instance, a fixed guard can separate a CST from hazardous voltages. Creating a 2M/6FT cordon when drilling or removing a lock can prevent members of the public from coming into contact with debris.
As a last resort, staff may be provided with personal protective equipment (PPE). For example, safety goggles could be provided for someone

whose work involves drilling, or earplugs could be issued to someone working in a noisy area. However, it is important to remember that the hazard is not sufficiently *controlled,* even though people are *protected.* (There is more information about PPE in section 4.) **(Ref Doc: - LPR-00250)**

All control measures must be checked on a regular basis to make sure they are working effectively.

What other action is needed?

Information and training on all hazards and control measures must be provided. Records of the assessments must be kept.

Risk assessments will be reviewed every year to ensure that the control measures continue to be appropriate. A review should always take place when changes are made, such as the introduction of new equipment, processes or materials.

20.7 Incident Debrief

Following an incident any significant information gained, or lessons learned, must be fed back into your Area Service Manager via CST Report form LPR-00664.

Points to be covered may be in relation to existing operational information, personal protective equipment, the provision and use of equipment, other systems of work, instruction, training and levels of safety supervision etc.

It is important to highlight any unconventional system or procedure identified which could be successful in making the working environment safer.

It is equally important to highlight all equipment, systems or procedures which did NOT work satisfactorily, or which made the working environment unsafe.

- **Reference:**
  - LPR-00250 – Guidelines on personal protective equipment
  - LPR-00664 - CST Report form

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