

## 1. Purpose

To provide our clients an outline of the work taken at their premises in the form of a method statement.

## 2. Scope

Work conducted by field service personnel to install, service and repair vending machines.

## 3. Responsibilities

- **Customer Service Technician (CST)** must ensure that they comply with the methods outlined in this document.
- **UK Customer Quality** must document and manage any site-specific requirements within section 4.6.1 and return to customer.
- **Document owner** must ensure that any revisions to this document are forwarded to the **Marketing department** to ensure the most recent version is always available on the company's website.

## 4. Procedure

### 4.1. Personal safety

4.1.1. To ensure the safety and wellbeing of our associates and our customers, all CST's have been trained on:

- General safety including the use of tools and personal protection equipment (PPE) use
- Risk Assessment, Method Statement and Safe Working Practices & Procedures for this activity
- Manual handling
- C.O.S.H.H. (Control of Substances Hazardous to Health)
- Basic hygiene standards
- Electrical Safety
- Pressure safety system regulation 2000 training (where applicable)
- Correct use of their own PPE

### 4.2. Electrical risks

4.2.1. All CSTs have been trained in electrical safety awareness & regulations and have met the required standard set by Lavazza Professional. In addition to this all vending machines will be isolated should any adjustments be required. Programming does not require the machines to be isolated.

4.2.2. The customer's electrical supply will be tested with a socket polarity plug checker before any work takes place. All machines will be Portable Appliance Tested before work commences and upon completion of work. A Plug in RCD (Residual Current Detector) will be used before any installation work takes place.

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### 4.3. Machine safety

- 4.3.1. All new vending machines are safety tested for internal Resistance, Earth continuity and load test. All machines are Portable Appliance Tested (PAT) before leaving the factory and carry the PAT label. Please note, if a vending machine has been hard wired (connected to a fixed spur) it is no longer a portable appliance, and the CST will not be able to carry out any fault finding or repairs if they cannot guarantee complete isolation of the machines.

### 4.4. Servicing, diagnostics testing and the repair of Lavazza Professional vending machines on customers Sites

- 4.4.1. Upon arrival at the customer’s premises, the CST’s vehicle will be driven and parked in a safe manner adhering to site rules.
- 4.4.2. All CST’s carry an official identity card complete with photograph, will be wearing a Lavazza Professional branded uniform and will be wearing safety footwear.
- 4.4.3. All CST’s will arrive at the customer’s site on the scheduled day unless an alternative arrangement has been agreed between the customer and Lavazza Professional. Once on the Customer’s site the CST will liaise with the key contact to inform of their arrival and gain any information that may help in diagnosing a fault or helping to solve any problems the customer may have with the vending machines.
- 4.4.4. Our CSTs are IOSH “Working Safely” trained by the British Safety Council so will check with the client on specific site hazards and conditions to be aware of and if a permit needs to be raised for the work to be undertaken. In addition, the CST will also make themselves familiar with the fire evacuation procedure and assembly points and adhere to any site rules and regulations.
- 4.4.5. Any additional hazards identified during the execution of their work will be reported to the client and to the Lavazza Professional Area Service Manager. If any likely hazards propose a risk associated with the vending machine, the machine will be isolated, Locked Off and Tagged Out and then brought to the attention of the client. For machines subject to written scheme of examination under the PSSR 2000 regulations. CSTs will also report serious discrepancies to our underwriters who will alert local authorities.
- 4.4.6. For each machine we have a work instruction that all CST’s follow to ensure consistency of delivery and enforce our standards. When all work has been completed the technician will report back to the client and advise of work carried out and functional condition of the machine(s) before leaving the customer’s site.

### 4.5. Spillages

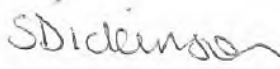
- 4.5.1. All spillages will be cleaned up immediately by the CST, hot & cold water will be transferred in buckets to the nearest waste point.

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**4.6. Site Specific work**

4.6.1 Any site-specific details or work requested are to be expressed by the customer and documented in the text box below by Lavazza Professional UK Customer Quality [uk.customerquality@lavazzapro.com](mailto:uk.customerquality@lavazzapro.com)

Free type...

Responsible Person	
<b>Name:</b>	Sophie Dickinson
<b>Position (Senior Site Associate)</b>	Customer Services Director
<b>Signature:</b>	
<b>Date:</b>	1 <sup>st</sup> January 2025

**5. References**

- 5.1. Field Service Risk Assessment LRA-00086
- 5.2. Safe Working Practices & Procedures manual (SWPP) LPR-00615
- 5.3. IOSH WORKING SAFELY LHD-00052
- 5.4. Written scheme of examination PSSR 2000 Policy LPO-00123