Health & Safety Information for Customers
Service Engineer Visits

Contents

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1 Introduction

This information is designed to provide you, as a customer of Kärcher (UK) Limited, with an overview of our health and safety arrangements relating to our Field Service Engineers undertaking service and maintenance visits on your sites.

2 General information

All of our service engineers are qualified engineers who receive ongoing training on the specific risks they face as well as technical training on our products.

They all receive a safety manual which contains more detailed information on their health and safety arrangements and responsibilities, relating to their role.

All of our products that our Engineers work on have a generic risk assessment and specific safe system of work. All of our frequently visited customer sites have a generic risk assessment undertaken and Engineers are instructed to be constantly on the lookout for any potential hazards on site that may arise and to evaluate the risks they pose. Our Engineers will also undertake a dynamic risk assessment of any new/unfamiliar sites to ensure that any additional or unforeseen hazards have been assessed and control measures, as required, put in place.

All of our Engineers are regularly audited by their team leader to ensure all of their equipment is inspected and fit to use.

Customers are required to inform Kärcher of any substances that our Engineer may encounter or potentially be exposed to, including any waste material and provide any relevant COSHH information.

Kärcher reserves the right to refuse to enter high risk environments and may require machines to be de contaminated and returned to our workshops for repair and service.

Kärcher Engineers will not work on machines that are contaminated with hazardous substances. These require cleaning and decontaminating prior to any service or maintenance visits, relevant documentation must be provided.

3 What our Engineer will do on site

Our Engineers will:

- Sign in, as required, and undertake any site induction process.
    - Customers must make our Engineers aware of any site emergency/evacuation arrangements.
- Find a safe place to undertake the work, in conjunction with the customer.
- Work safely in accordance with our Company safety policies and procedures as well as following any customer site safety instructions and procedures.
- Use equipment safely and for the purpose it was intended to be used.
- Wear the required Personal Protective Equipment for the task, the site and the environment at all times.
- Constantly be on the lookout for any potential hazards and dangers on site that affect themselves or others on site and be aware of who could be affected by their actions.

    - Evaluate the risks these pose and undertake a dynamic risk assessment when required.
- Report all incidents and accidents, damage to property and equipment, and dangerous occurrences to the site and to their manager.

  Never leave an unsafe machine with the customer without clearly advising them of the condition of the machine, attaching a "Do Not Use" label on the machine and recording this on your service report.

4 Specific hazards

The following paragraphs outline in general terms our approach to dealing with the main hazards encountered on site.

4.1 Working at height

Our Engineers will do as much work as possible from the ground. If work at height is required they will assess what is the safest method to access the work needed at height. Methods used include:

- Use of portable ladders and step ladders.
    - Portable ladders are secured and generally only used to provide access and not work off.
    - Engineers are instructed in their safe use and inspection requirements as well as the importance of keeping three points of contact.
- Hiring in a suitable tower scaffold.
    - All of our Engineers who need to work at height are trained in tower scaffold erection.
- Hiring in a suitable Mobile Elevated Work Platform (MEWP).
    - All of our Engineers who need to work at height are trained in the safe use of MEWP's and associated equipment.
- Engineers will not walk or work on fragile roofs.
- Edge protection must be provided to any open platform at height.
- Providing protection against falling objects.

4.2 Manual Handling

All of our Engineers have received safe lifting technique training and are instructed to get assistance for heavy items. Manual handling forms part of the risk assessment process.

4.3 Electricity

Our Engineers working on any fixed equipment which is permanently connected to the electrical supply will lock off and fully isolate the equipment prior to working on it. This may be accompanied by any Permit to Work as required by the customer.

Portable electrically powered machines will be unplugged prior to being worked on.

Customers must have an appropriate residual circuit breaker (RCD) fitted to the electrical system.

Only testing and fault diagnosis will be undertaken live. Repairs will only be undertaken with the machine power off and properly de- energized.

It is the customers' responsibility to undertake Portable Appliance Testing (PAT test) of their portable electrical equipment, at an interval suitable for the equipment. New equipment should be put onto a PAT testing register and then tested when it becomes due for its first test. The higher the usage of the machine, then the more frequent the testing frequency should be.

Our Engineers will ask to see the PAT testing records of the machine being worked on.

4.4 Battery powered machines

As with electrically powered machines, these will be isolated from the power source by our Engineers prior to working on them.

Our Engineers will only top up batteries (when required) with ionized water and not acid.

4.5 Work equipment such as hand and power tools

All powered tools belonging to our Engineer and used on site will have been PAT tested.

All hand tools used by our Engineer will be in good condition and used for its intended purpose.

Any guards will be in place and used.

Each engineer carries a wide range of equipment which may include additional specialist equipment dependent upon the type and range of machines they are competent to maintain and repair. Some of these pieces of equipment are subject to annual safety inspection and test, these include; axel stands, hydraulic and screw jacks, slings and shackles, ladders, electric drills, transformers and extension cables.

Our Engineers will be audited by their Team Leader to ensure that the equipment has had the appropriate safety inspections and tests carried out at the required frequencies.

4.6 Lone working

All of our Engineers are issued with mobile phones and their vehicles are fitted with tracking devices. They are in regular contact with their manager and head office.

Customers are required to ensure that our Engineers visiting site sign in and out and that they are escorted/accompanied in high risk/unfamiliar areas.

Customers should check periodically on our Engineers welfare of they are working in an isolated area.

Some activities require more than one Engineer.

4.7 Soldering

Our Engineers may undertake soldering from time to time. This is not considered to be undertaken in sufficient volumes to constitute hot work; however, our Engineers will still be vigilant to ensure that they do not leave any smoldering waste or hot metal.

4.8 Hazardous substances

Most of the chemicals used with or in our machines are cleaning products and are often diluted as part of the machines operation. Skin and eye protection will be worn if our Engineers are working with any substances or when testing any machine using chemicals and there is a risk of contact.

Diluted acid is used to de-scale machines. All appropriate PPE will be worn for these operations. This acid will be neutralized to ensure safe disposal

Our Engineers will have the appropriate safety information about any substances they carry and/or use.

4.9 Biological hazards including sewage

Customers must inform our Engineers if they are likely to be exposed to any biological hazards before they start work, including contaminated water and sewage.

4.9.1 Legionnaires Disease (Legionella bacteria)

Legionella bacteria are widespread in natural sources of water and may enter water systems, where they can multiply under certain conditions. Infection is attributed to inhaling the bacteria in water droplets small enough to penetrate deeply into the lung. Thus, if there is a means of creating and transmitting water droplets, people in the vicinity may be at risk.

If our machines are supplied with water, especially from a stored or recycled water system, there is a risk of legionella. Before our Engineers will work on these machines/systems, we will need to see the legionella risk assessment and up to date details of the monitoring, inspection and maintenance procedures. This includes copies of up to date records/ certification.

4.10 Asbestos

Customers must inform our Engineers if there are any asbestos containing materials (ACM's) in the area where they will be working and if they pose a risk to our Engineer.

We will not repair and service contaminated machines.

4.11 Housekeeping, slips and trips

Our Engineers will work as safely as possible and not create tripping or slipping hazard, where possible.

Customers are required to ensure the area where the Engineer will be working in as safe as possible and free from tripping and slipping hazards.

4.12 Spillages

If we cause a leak or spillage, we will report this immediately and do all that is reasonable to restrict access and remove it. We will endeavor to prevent it entering drains and water courses.

4.13 Noise

Customers are required to inform Kärcher if the Engineer will be entering or working in any noisy environments where hearing protection will be required.

The technical information accompanying our machines will contain information on their noise level.

Our Engineers will wear the correct hearing protection when using any noisy equipment, as determined by our risk assessments.

4.14 Confined spaces

Our Engineers are not permitted to work in Confined Spaces.

A confined space can be any space of an enclosed nature where there is a risk of death or serious injury from hazardous substances or a dangerous condition (e.g. lack of oxygen). Examples include; storage tanks, silos, open topped chambers, unventilated or poorly ventilated rooms.

5 Risk assessment

Generic risk assessments exist for working on our machines. Our Engineers are required to undertake a dynamic risk assessment to identify any additional hazards.

6 Safe systems of work

Our Engineers carry a suite of Safe Systems of Work to cover the machines they work on and the hazards they face. As mentioned above they are also required to undertake a dynamic risk assessment to assess any additional hazards posed from the customer's site.

7 Incident reporting and investigation

Our Engineers will report any incidents that occur whilst working at a customers' site to the relevant person on the site and also to their manager.

Any incidents will be investigated by the Engineers' line manager, in conjunction with the customer, and a report produced which lists actions to prevent a recurrence.

8 Disposing of waste

A limited amount of waste is an inevitable consequence of any repair and maintenance activity. The waste generated will include broken, worn and damaged parts, batteries, packaging and hazardous substances (such as used oil and lubricants).

Our Engineers will check if it is ok to dispose of any waste at the customers' site using the correct recycling and waste containers and disposal methods.

Our Engineers will not dispose of any hazardous substances such as oil and lubricants inappropriately.

9 Feedback

We are always endeavoring to improve the service that we provide to our customers. This includes undertaking our work in a safe way. We welcome any feedback on our Engineers visit relating to their health and safety precautions.