



# Vending Machine Installation

## METHOD STATEMENT

Darouiche Holdings Ltd. T/A Vending-Machines.ie, Co. No 543453, 13 Upper Baggot Street - 2<sup>nd</sup> Floor, Dublin 4, Ireland. Email: [info@vending-machines.ie](mailto:info@vending-machines.ie) Website: [www.vending-machines.ie](http://www.vending-machines.ie)

### 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 they are familiar with and comply with the methods outlined in this document.

### 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 in:

- 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
- Customer service

All CST's have been issued with their own PPE.

#### 4.2. Electrical risks.

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



be isolated. The customer's electrical supply will also be tested with a Martindale tester before any installation work takes place. All machines will be Portable Appliance Tested before work commences and upon completion or work.

### **4.3. Machines safety**

All new vending machines has been 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 remember, 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 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 Vending-Machines 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 our company. 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 CST's are "Working Safely" trained 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 & 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 Vending-Machines.ie Area Service Manager. If any likely hazards proposes a risk associated with the vending machine, the machine will be Locked Off and Tagged Out



and then brought to the attention of the client.

- 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 customers 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.