



# SAFE SYSTEM OF WORK / METHOD STATEMENT

Maintenance of Vending and Dispense Equipment

## Statement of Intent

Selecta UK Limited is committed to providing a safe and healthy environment for all its employees, customers, contractors, visitors and for any other persons who may be affected by its activities.

We recognise and accept the general duties imposed upon the company as an employer under the Health, and Safety at Work etc Act 1974 (Eng, Wal & SC) and Safety, Health and Welfare Act 2005(Ire) and subsequent Health and Safety regulations appertaining to its operation. We believe that ensuring the health and safety of staff, visitors and service users is essential to our success.

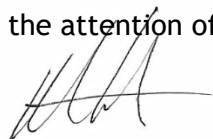
We will take all reasonable steps to protect employees and others who may be affected by our activities, by implementing safe operating procedures and safe systems of work and identifying and controlling hazards, to foreseeable hazards.

As the Managing Director of Selecta UK Ltd, I have overall responsibility for ensuring that Company Health and Safety standards, policies and procedures are maintained and implemented and that Health and Safety performance is regularly reviewed at Leadership Meetings and will ensure that Selecta will:

- Provide adequate identification and control of the health and safety risks arising from our work activities and strive for continual improvement.
- Provide adequate identification and control of all fire precautions and procedures.
- Consult with the employees on matters affecting their health and safety.
- Provide and maintain safe equipment.
- Ensure safe handling use and disposal of substances.
- Provide information, instruction and supervision for employees.
- Ensure all employees are competent to do their tasks, and to give them adequate training.
- Prevent accidents and cases of work-related ill health, including coronavirus.
- Record and report (to the relevant authorities) details of any accident, illnesses or fire.
- Maintain safe and healthy working conditions
- Review and revise this policy as necessary at regular intervals and ensure that all employees have access to a copy of this policy.
- Ensure that all of our suppliers and Sub-Contractors provide a secure and safe service.
- Provide adequate fire alarm, detection, evacuation systems and procedures.

The Company recognises that a successful Health and Safety culture can only be achieved by observing safe working practices and procedures which are the result of effective risk assessments, good training and learning by experience. I delegate to the Leadership Team specific responsibilities detailed in the Selecta UK & Ireland Organisational Responsibilities.

It is the responsibility of each Leadership Team member to bring this Policy Statement to the attention of all employees.



Paul Hearne  
Managing Director

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## Information and Declarations

Selecta UK Limited and subsidiary companies, also and previously trading as Gem Vending, and Pelican Rouge Coffee Solutions Limited (The Company) will comply fully with the requirements of the client. The Company recognizes that its personnel will be subject fully to the requirements contained within any client safety policies and procedures, where notified.

All personnel working for on or behalf of The Company are able to communicate fluently in both spoken and written English.

Any sub-contracted assistance, such as from a specialist logistics contractor, is conducted under The Company safe systems of work and all such third party organizations' staff will comply with the rules and standards both of The Company and of the client. Any sub-contractors have been audited or checked and their competence checked.

### Asbestos

No works conducted by The Company will involve drilling or structural work likely to disturb Asbestos or Asbestos Containing Materials (ACM). Notwithstanding this, where ACMs have been identified on site The Company's staff will ensure that they are aware of and follow the safeguards in place.

### Access/Egress

All of The Company's staff will comply fully with the signing in and out procedures for each location as detailed below. They will ensure that they comply fully with the on-site requirements including any additional instructions from local or client personnel.

### Accidents

All incidents and accidents including any near misses will be reported by The Company's personnel in the site accident book; a duplicate entry will also be made in the accident book at the member of staff's home branch. All incidents and significant near misses will be reported both to the client and to The Company.

<b>Date(s) of Works</b>	As agreed, planned or directly requested by customer		
<b>Planned Start Time</b>	As agreed prior to arrival or at planning	<b>Planned Duration</b>	2 – 3 Hours or as agreed
<b>Names of Selecta UK Limited Personnel involved</b>	TBC		
<b>Job Title &amp; Details</b>	Service Engineer specifically trained, experienced and skilled in the task and on the equipment being carried out, installed or maintained.		
<b>Line Manager &amp; Contact</b>	Regional Technical Service Manager		
<b>Specialist 3<sup>rd</sup> Party Transport.</b>	N/A		
<b>Contact</b>	N/A		
<b>Address of work location</b>	Client site as agreed		
<b>Specific location within the address where work to be carried out.</b>	Company machines as identified by the client at the time of arrangement or call.		
<b>Transport and travel.</b>	Travel is by public road and care will be taken to ensure safe conduct at all times in line with the Highway Code. Travel will be by individual vehicle to ensure social distancing. On arrival at the client’s site any local rules and signage will be obeyed at all times.		
<b>Parking, arrival and delivery arrangements upon arrival.</b>	On arrival parking will be as directed by the client and/or local rules. Care should be taken to ensure that parking is safe, courteous and appropriate.		
<b>Signing in and out procedures.</b>	<p>Any coronavirus visitors rules will be complied with and staff will undergo any requirements, including temperature checks where required and/or sign, or affirm a declaration that they are not suffering from any symptoms, or required to isolate under current rules. Tech must have an appropriate induction for the site. Inductions generally last 12 months. Following on, attendance on site must be pre-booked through site contact with appropriate notice.</p> <p>If there is any significant delay in a booked arrival time, as a result of unforeseen circumstances, then this should be transmitted to the client as soon as possible to ensure that the new time is acceptable and that arrangements are still valid.</p>		

<p><b>Site safety procedures</b></p>	<p>Clients and site duty holders are expected to ensure that adequate arrangements are in place to enable Selecta staff to work safely, to be able to wash their hands on arrival and maintain safe social distancing in accordance with guidance in place at the time of the visit. Selecta personnel will be in possession of required PPE and are aware of the guidance and best practice for prevention of contracting the virus. Our staff will carry out a dynamic assessment of risk upon arrival before commencing their visit.</p> <p>Staff will ensure that they are aware of site safety procedures, will comply with any local rules and arrangements whilst on site and will conduct themselves in a safe manner at all times in accordance with on-site safety procedures and good practice.</p> <p>On completion of the task the equipment will be handed over to the client and the area checked to ensure that it is left in a safe condition.</p>
<p><b>Guarding and segregation</b></p>	<p>There should be no immediate access to the work area. Staff entitled to be in the area will be made fully aware that the work in progress and will be kept away as far as possible. Where full segregation is not possible then suitable barriers or warning cones/signs must be placed to give maximum notice and achieve adequate warning.</p> <p>If for any reason the equipment has to be left unattended during the activity then it must be left in a safe condition to prevent accidental access by unauthorised persons.</p> <p>Any congestion or blocking of emergency routes which may result from these work activities will be discussed with the client and any necessary actions taken to minimize the risk to persons in the area.</p>
<p><b>Safety checks prior to commencement</b></p>	<p>Ensure that safe distancing can be maintained. Before any work is carried out in zones beyond safety covers, electrically isolate equipment at the closest point and ensure that inadvertent reconnection is not possible. Safety devices and locks for plugs and fused spurs should be used where necessary</p> <ul style="list-style-type: none"> <li>• Equipment connected to the electrical supply by plug to socket should be switched off and unplugged.</li> <li>• Equipment connected to the electrical supply by a fused spur should be switched off at the spur or if possible, at the nearest isolation point back</li> </ul>

	<ul style="list-style-type: none"> <li>• If it is necessary to disconnect from a fixed spur to obtain satisfactory isolated disconnection, then this must be completed by a competent person</li> <li>• If there is any doubt regarding the isolation of electrical points then work will stop until a safety test has been completed.</li> </ul> <p>Where necessary isolate water supply at in-line stop valve and test effectiveness of isolation before commencing repairs or disconnection</p> <p>Care will be taken at all times to ensure that a safe method of work and safe working practices are followed in line with the company’s Safe Systems of Work.</p>
<p><b>Outline description of the works to be carried out.</b></p>	<ul style="list-style-type: none"> <li>• Ensure that any distancing, guarding and segregation is in place as above</li> <li>• Carry out any safety checks above</li> <li>• Prepare equipment in line with manufacturer’s and company’s procedures</li> <li>• Carry out planned activity, fault diagnosis and rectification or repair, as necessary</li> <li>• Reassemble equipment, including safety covers, as necessary, following safe working practices at all times</li> <li>• Complete full functional test and electrical safety checks to current work instructions and safe systems</li> <li>• On completion of work obtain sign off/acceptance from customer that the work is completed to their satisfaction and the area has been left in a safe condition.</li> </ul>
<p><b>Tools required</b></p>	<p>This activity will be restricted to the use of small hand tools, battery powered drills and/or fused test equipment.</p>
<p><b>Working at height</b></p>	<p>This activity will not require work above or below ground level, excluding stairs, or use equipment for working at height or be in an area where specific PPE necessitated by working at height is required.</p>
<p><b>Hot works</b></p>	<p>There is no requirement for hot works during this activity.</p>

<p><b>Live working</b></p>	<p>Equipment being worked on will be isolated by disconnection.</p> <p>There is no necessity to work on live equipment, but some output testing may be necessary; this will be carried out with fused test equipment and suitable tools.</p>
<p><b>PPE requirements</b></p>	<p>High visibility vests and safety shoes are provided to all staff. Staff wear, non-slip, protective footwear at all times and have availability for appropriate protective equipment related to Covid-19 hazards.</p> <p>Staff will also comply with any additional site requirements for PPE related to their activities.</p>
<p><b>First Aid and Emergency arrangements including essential hygiene and Covid track and trace.</b></p>	<p>Staff will sign in as visitors on site locations and comply with local procedures. Staff will require facilities to wash or sanitise hands on arrival. Staff will comply with site safety procedures, including the reporting of accidents, injuries and near-misses. This will include client notification in the event that a visiting Selecta employee develops covid symptoms, or positive test within 72 hours of their visit. These details are maintained through call allocation records and reported centrally by line managers.</p> <p>Any accident, injury or near-miss will also be reported through the company accident reporting procedures ensuring both organisations are aware.</p> <p>There should be no requirement for any alteration, interruption or work on the fire alarm systems as a consequence of the works that are planned.</p>
<p><b>Welfare requirements</b></p>	<p>Staff will be working in client areas and have access to client or visitor’s welfare facilities, which should include facilities for hand hygiene on arrival and throughout. Staff will carry hand gels with the appropriate alcohol content for situations where this is difficult, but the primary requirement is for hot water and soap wherever possible.</p> <p>During restrictions, local breaks are taken between activities and enough time is permitted to facilitate. In most cases work time on site is short enough to ensure that meal breaks are taken between jobs.</p>
<p><b>Waste</b></p>	<p>The only waste that will be generated as a consequence of our work activities will be restricted to packaging, consisting mainly of small quantities of cardboard and plastic.</p> <p>Waste will generally be removed from site wherever possible or disposed of in line with the site’s own waste procedures and segregation protocol.</p>

	Where such disposal is not permitted then waste will be removed from site for disposal at the home depot. <b>Selecta UK Ltd is licensed as a Lower Tier Waste Carrier under Registration Number CBDL107</b>
<b>Substances Used</b>	This type of work does not require the use of any specific hazardous substances. Covid-19 precautions are in place and staff are aware of the risks and control measures. Any other substance which might be used has been subject to assessment and Material Data Sheets are available

Cont...

**Call close-down procedures must be completed to ensure that the service desk is aware of work completion, any additional work generated and the completion date and time.**

The information and procedures contained within this document form part of the safe systems of work for the employees, sub-contractors or any organisation working for or on behalf of Selecta UK Limited.



A.K Slade  
HSEQ Manager

Version 1.8

21/09/2020



### RISK ASSESSMENT



Risk calculation						Ranking the Likelihood x	Ranking the severity	
Severity								
Likelihood	1	2	3	4	5	1 Improbable 2 Unlikely 3 Possible 4 Likely 5 Probable	1 Minor Injury, no Damage or Environmental Impacts 2 Moderate Injury, short term health effect, light Damage or Environmental Impacts 3 Significant Injury or chronic health, Moderate Damage or Environmental Impact 4 Single fatality or significant Injury or health, Serious Damage or Environmental Impact 5 Multiple Fatality, Catastrophic Damage or Environmental Impact	
	1	1	2	3	4			5
	2	2	4	6	8			10
	3	3	6	9	12			15
	4	4	8	12	16			20
5	5	10	15	20	25			
LOW 1-4		MED 5-12		HIGH 15+				

Doc Reference Code **RMS RA18** Department Technical service  
 Occupation Service Engineers No of People Involved Individuals  
 Task Service Call and Technical maintenance of equipment @ clients sites  
 Steps Travel to site, Sign in, Fault analysis and diagnosis; rectification or removal of components; replacement of components; electrical safety test\*.  
 Assessor **Andy Slade** Assessment Date **21/09/2020** Review Date **21/09/2021** unless incident or changes

Hazards, references and documents. Causes/Comments	Potential Risk Rating			Control measures in place to mitigate or minimise identified hazards	Residual Risk Rating			Actions to control, reduce or minimise residual risks	Responsibility and dates
	Fre	Sev	Rating G A R		Fre	Sev	Rating G A R		
Dangers from pandemic infections and viruses assessing the immediate and direct consequences for that individual and the risk of contacting the disease in the work environment. On an assumption that this is field based activity.	4	4	16	Maintain distancing, 2m where possible, or maintain at least 1m with mitigation. Anyone required to isolate or quarantine or with signs or symptoms should not work. People should not travel together in company vehicles. Comply with all premises controls, or entry requirements. Comply with new ways of working practices. Use of NHS Track & Trace App where applicable.	2	3	6	<b>DYNAMIC ASSESSMENT ON ARRIVAL.</b> Take steps for any necessary mitigations and maintain necessary distancing. Wash hands with soap and water for 20 seconds on arrival, or use hand gel, at each premises and comply with any site rules. Sanitise working surfaces, machines before and after working. Dispose of PPE and wash hands leaving site. Sanitise handles and contact points of vehicles.	Individual - Dynamic assessment on arrival and throughout visit. Insist on maintaining social distancing. Leave site if concerned until situation improves. Inform manager. Keep uniform separate from other clothes when getting home. <b>Notify client if symptoms develop, or diagnosed within 72 hours.</b>

Task Service Call and Technical maintenance of equipment @ clients sites

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Dangers from vehicles, both on site and travelling on public roads. Road Traffic Act, Appropriate qualification/license, Highway Code.	3	5	15	Road safety awareness, license checks, compliance with safe systems and site induction and signing in rules. No impossible scheduling. 2 hours max drive recommendations.	2	4	8	Driver to take care and drive in an appropriate manner. Comply with booking in requirements. Comply with any site signage, routes or management instructions.	Individual - Ongoing
Dangers from site specific hazards whilst visiting client's site.	3	3	9	Comply with site requirements to sign in and any inductions. Obey all site rules and signs, in particular separation of routes, transport and vehicle/pedestrian crossings, controls and conflict points. Ask if unsure and report any incidents and near misses.	2	3	6	Care and awareness. Obey instructions and rules at all times. Obey all rules for vehicle and pedestrian movements at all times. Obey any local management instructions.	Individual - Ongoing compliance with site rules
Handling injury. Loading and unloading of vehicles, carrying tools and equipment. Manual Handling risk assessment is in place, when required.	3	2	6	Manual handling aware and training. Aware of MH Assessment, when applicable and applied.	2	2	4	Care taken to adopt good practice and not to lift beyond capabilities.	Individual - Ongoing
Use of chemicals for sanitization and descaling activities, if pre-arranged. Public/client staff harmed by accessing.	3	2	6	Awareness of COSHH Assessment and risks stated in MSDS. Use of any correct PPE, gloves or goggles where identified on COSHH assessments as required. Keep away from public.	2	2	4	Make sure that necessary PPE is available and in good condition. Request replacement in good time.	Individual - Ongoing
Electrical dangers due to the removal of safety covers to access electrical connections. Dangers to staff and public.	3	4	12	Competent and trained in electrical safety. Trained on equipment being worked upon. Compliance with safe systems RMS - F223. Ensure adequate protective measures in place as necessary or required.	2	4	8	Ensure that good and safe practice is followed including the need to effectively isolate and lock off isolation as appropriate.	Individual - Ongoing Appropriate checks and safety testing.
Strains and sprains, stretching or awkward locations for power sockets to isolate machines/connections.	3	3	9	MH/ergonomics and confined spaces aware for access to power and water.	1	3	3	Care taken to adopt good practice and take care not to overstretch. Ask for assistance.	Individual - Ongoing

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Environmental impact of attending site and our activities. The Aspects and Impacts	3	2	6	Aspects and Impacts of operations considered as part of ISO 14001 registration. Staff aware of correct procedures. Correct products used and all site requirements met. All spills and leaks reported.	1	2	2	Ensure waste is disposed of correctly and where required transferred back to depot for recycling. Obey all client requirements. Report any incidents.	Individual - ongoing; Operational Management checks during audits.
Steam scalds or hot surface contact burns during maintenance or rectification of faults to the hot water systems.	3	3	9	Product and task training. Equipment subject to necessary statutory certifications. Check presence of hot water or steam (as applicable)	2	3	6	Check certification status. Care and good practice.	Individual - Ongoing
Slips and trips, from equipment, parts, stock, tools or water leaks from equipment under repair. Danger to all including public and client site staff.	3	3	9	Good housekeeping behaviour. Awareness and training on preventing slips and trips. Separate and control immediate work area. Hazard marking and clear up as soon as possible. Appropriate PPE.	2	3	6	Continued attention to good practice, working tidy, clean spillages immediately and remove waste.	Individual - Ongoing
Mechanical and drawing in injuries when protective covers removed from motors and moving parts.	3	3	9	Product and task training. Equipment subject to necessary controls like isolation from power	2	3	6	Care taken to adopt good practice and check integrity of isolation and interlocks/guards	Individual - Ongoing

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Use of tools, includes the use of battery operated small tools where appropriate	3	2	6	Product training, competent staff. Small hand tools only. Battery operated equipment provided and checked by the company. Appropriate PPE, safety shoes and high visibility vest (where necessary or required) in use.	2	2	4	Care taken to adopt good practice. Adequate tools in place, checks of quality. PPE issue of shoes recorded and checked. Damaged PPE is replaced freely on request.	Line Manager - Ongoing

\* as applicable and appropriate to the task in hand



A.K Slade  
HSEQ Manager

**1** 

Ring site contact.  
Check time slot,  
access info

**2** 

Is water supply  
on/potable?

**3** 

Report/Sign in with  
contact

**4**  

Carry out visual check  
of machine

**PRE-ARRIVAL CALL**

**ARRIVAL**

**5** 

Disconnect water  
supply hose & flush

**6** 


Drain boiler/header  
tanks inside machine  
into bucket

**7** 

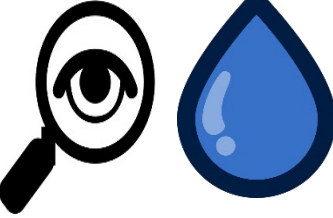
Remove old water  
filter & fit new filter.  
Write date fitted

**8** 

Reconnect Water supply  
& Prime new filter

**9** 


Turn machine on and  
allow boilers to fill and  
heat up

**10** 

Check boiler/hydraulic  
system for leaks

**11** 

Replace seals if needed

**12** 

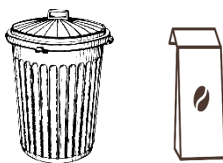
Allow boiler to heat up  
& flush out at least  
twice

13



If cold unit fitted, isolate hot inlet and use dummy filter to flush sanitiser through the fridge, clean grills

14



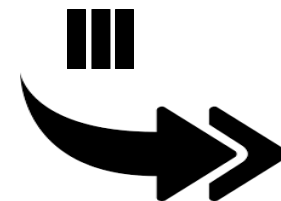
Remove & Dispose of coffee beans. Clean out bean canister. Remove all canisters. If moisture has affected canister contents - Dispose of ingredient.

15



Test canisters/augers are dispensing to clear ingredient in chutes. Use a dry brush on canisters/augers/chutes

16



Return canisters inside machine

17



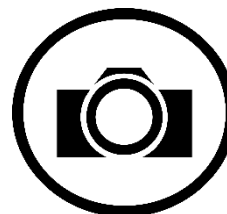
Check Programming & pricing is correct

18



Coin Mech/Card Reader Check- Powered, errors, clean

19



Photograph: MC ID, Televend Serial, Cashless TID & PHYS ID (SEE NOTES)

20



Make sure all parts used are booked to PDA correctly

21



Carry out test vends to check levels, whippers etc. and no mixing system leaks

22



The machine can not be used until deep cleaned. If operator not present at the same time, disable in such a way that they can leave working when cleaned

23



Remove Rubbish & Clean Up





Confirm with site contact that machine is ready for merchandiser visit to refill & re-activate

<p>1</p>  <p>Ring site contact. Check time slot, access info</p>	<p>2</p>  <p>Is water supply on/potable?</p>	<p>3</p>  <p>Report/Sign in with contact</p>	<p>4</p>  <p>Carry out visual check of machine</p>
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PRE-ARRIVAL CALL

ARRIVAL

<p>5</p>  <p>Disconnect water supply &amp; Drain all water from machine into bucket &amp; reconnect water</p>	<p>6</p>  <p>Put sanitising solution inside dummy filter &amp; connect to the machine</p>	<p>7</p>  <p>Carry out sanitising procedure as per Manufacturer guidance sheet</p>	<p>8</p>  <p>Remove old water filter &amp; fit new filter. Write date fitted. Flush out new filter</p>
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<p>9</p>  <p>Make sure all parts used are booked to PDA correctly</p>	<p>10</p>  <p>Spray &amp; Wipe Exterior. Do not spray directly onto keypad. Spray cloth then wipe machine</p>	<p>11</p>  <p>Remove Rubbish &amp; Clean Up</p>	<p>12</p>  <p>Confirm Clean Full Working</p>
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# SAFE SYSTEM OF WORK / METHOD STATEMENT

Merchandising and operation of Vending and Dispense Equipment



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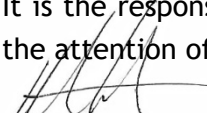
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- Provide adequate identification and control of the health and safety risks arising from our work activities and strive for continual improvement.
- Provide adequate identification and control of all fire precautions and procedures.
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- Provide and maintain safe equipment.
- Ensure safe handling use and disposal of substances.
- Provide information, instruction, and supervision for employees.
- Ensure all employees are competent to do their tasks, and to give them adequate training.
- Prevent accidents and cases of work-related ill health.
- Record and report (to the relevant authorities) details of any accidents and illnesses and fires.
- Maintain safe and healthy working conditions including Covid-19 control measures.
- Review and revise this policy as necessary at regular intervals and ensure that all employees have access to a copy of this policy.
- Ensure that all of our suppliers and Sub-Contractors provide a secure and safe service.
- Provide adequate fire alarm, detection, evacuation systems and procedures.

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Paul Hearne  
Managing Director

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All personnel working for on or behalf of The Company can communicate fluently in both spoken and written English.

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<b>Planned Start Time</b>	As scheduled	<b>Planned Duration</b>	2 - 3 Hours
<b>Names of Selecta Ltd Personnel involved</b>		TBC	
<b>Job Title &amp; Details</b>		Merchandisers and staff specifically trained, experienced and skilled on the equipment being operated, installed or maintained.	
<b>Line Manager &amp; Contact</b>		Regional Manager & Area Manager	
<b>Address of work location</b>			
<b>Specific location within the address where work to be carried out.</b>		Selecta UK Limited vending machines within the client's premises	
<b>Transport and travel.</b>		Travel is by public road and care will always be taken to ensure safe conduct in line with the Highway Code. Travel will be by individual vehicle to ensure social distancing. On arrival at the client's site any local rules and signage will be obeyed at all times.	
<b>Parking, arrival and delivery arrangements upon arrival.</b>		On arrival parking will be as directed by the client and/or local rules. Care should be taken to ensure that parking is safe, courteous, and appropriate. In line with safe working procedures, that hands are cleaned and gloves on when handling stock.	
<b>Signing in and out procedures.</b>		Arrival will be as arranged, as part of a planned route operation or with the client by any necessary agreement. On arrival all staff will report as directed or necessary. Any coronavirus visitors' rules will be complied with and staff will sign or affirm a declaration that they are not suffering from any symptoms, or required to isolate under current rules.  If there is any significant delay in attendance because of unforeseen circumstances, then this should be transmitted to the client as soon as possible to ensure that the new time is acceptable and that arrangements are still valid.	
<b>Site safety procedures</b>		Clients and site duty holders are expected to ensure that adequate arrangements are in place to enable Selecta staff to work safely, to be able to wash their hands on arrival and maintain safe social distancing of at least 2 meters in accordance with PHE guidance. Selecta personnel will be in possession of PHE PPE and are aware of the guidance and best practice for prevention of contracting the virus.	

	<p>Our staff will carry out a dynamic assessment of risk upon arrival before commencing their visit.</p> <p>Operators/Merchandisers will ensure that they are aware of any site safety procedures. They will comply with any local rules and arrangements whilst on site and they will always conduct themselves in a safe manner in accordance with legislative requirements, good practice and all on-site safety procedures.</p> <p>On completion of the task the equipment will be returned to use, with contact points sanitised using the surface sanitiser, or wipes and the area checked to ensure that it is left in a safe condition.</p>
<p><b>Guarding and segregation</b></p>	<p>There should be no immediate access to the work area. Staff entitled to be in the location will be made fully aware that the work in progress and should be kept away as far as possible.</p> <p>If for any unlikely reason the equipment does have to be left unattended during the activity, then it must be left in a safe condition to prevent accidental access by unauthorised persons.</p> <p>No congestion or blocking of emergency routes should result from these work activities.</p>
<p><b>Safety checks prior to commencement</b></p>	<ol style="list-style-type: none"> <li>1. Ensure that safe distancing can be maintained.</li> <li>2. Sanitise surfaces before accessing the machines.</li> <li>3. No work, except the cleaning and operation of fresh-brew units will be carried out in zones beyond safety covers.</li> <li>4. The electrical isolation of equipment is not required, possible or necessary for this activity.</li> <li>5. For brewer faults or replenishment when the hands have to go directly into the brewer then the machine should be powered down once the brewer is opened, to prevent accidental activation and creation of a crush hazard.</li> <li>6. A visual check should be carried out before work commences for any faults and damage and reported to the line manager immediately.</li> </ol> <p>Care will be taken at all times to ensure that a safe method of work and safe working practices are followed in line with the company's safe working practices and any operational instructions or special measures, like those required for CV-19.</p>
<p><b>Outline description of the works to be carried out.</b></p>	<ul style="list-style-type: none"> <li>• Ensure that the area is safe, that any distancing, guarding, and segregation is in place as above.</li> <li>• Carry out all other safety checks above</li> <li>• Follow safe working practices at all times including access to any moving parts.</li> </ul>

	<ul style="list-style-type: none"> <li>• Carry out any equipment checks, temperature checks or recording. - Report faults if necessary.</li> <li>• Check stocks. Remove any stock that is at its 'Best Before' or 'Use By' dates, or that will be prior to the next planned visit.</li> <li>• Make a note of wastage and dispose of in accordance with site or company policy.</li> <li>• Check refill requirements and collect stock.</li> <li>• Transport to equipment, ensuring best handling practice and minimal disruption or hazards to others.</li> <li>• Clean and/or fill the equipment in line with company practice and manufacturer's method.</li> <li>• Carry out any further administrative tasks</li> <li>• Carry out test vends as necessary</li> <li>• Restart equipment as necessary, following safe working practices always</li> <li>• Sanitise all contact parts and touch points of the machine with surface sanitiser or wipes</li> <li>• On completion of work sign off/ using PDA</li> <li>• Ensure the area has been left in a clean and safe condition and all waste is disposed of or removed.</li> </ul>
<b>Tools required</b>	This activity will be restricted to the use of mechanical handling aids, trolleys etc. and small tools for cleaning only.
<b>Working at height</b>	This activity will not require work above or below ground level, excluding stairs, or use equipment for working at height or be in an area where specific PPE necessitated by working at height is required.
<b>Hot works</b>	There is no hot works during this activity.
<b>Live working</b>	Equipment being worked on will be isolated by safety interlock. There is no necessity to work beyond electrical safety covers.
<b>PPE requirements</b>	High visibility vests and safety shoes are provided to all staff. Staff wear, non-slip, protective footwear always and have availability for appropriate protective equipment related to Covid-19 hazards. Staff will also comply with any additional site requirements for PPE related to their activities, where this is provided when necessary.

<p><b>First Aid and Emergency arrangements including essential hygiene and Covid track and trace</b></p>	<p>Staff will sign in as visitors on site locations and comply with local procedures.</p> <p>Staff will require facilities to wash or sanitise hands on arrival.</p> <p>Staff will comply with site safety procedures, including the reporting of accidents, injuries and near-misses. This will include client notification in the event that a visiting Selecta employee develops covid symptoms, or positive test within 72 hours of their visit. These details are maintained through call allocation records and reported centrally by line managers.</p> <p>Any accident, injury or near-miss will also be reported through the company accident reporting procedures ensuring both organisations are aware.</p> <p>There should be no requirement for any alteration, interruption or work on the fire alarm systems as a consequence of the works that are planned.</p>
<p><b>Welfare requirements</b></p>	<p>Staff will be working in client areas and have access to client or visitor’s welfare facilities, which should include facilities for hand hygiene on arrival and throughout. Staff will carry hand gels with the appropriate alcohol content for situations where this is difficult, but the primary requirement is for hot water and soap wherever possible.</p> <p>During restrictions, local breaks are taken between activities and enough time is permitted to facilitate. In most cases work time on site is short enough to ensure that meal breaks are taken between work.</p>
<p><b>Waste</b></p>	<p>Only non-hazardous waste will be generated because of this activity.</p>
<p><b>Substances Used</b></p>	<p>This type of work does not require the use of any specific hazardous substances. Covid-19 precautions including surface and hand sanitisers are in place and staff are aware of the requirements, risks, and control measures.</p> <p>Any other substance is restricted to proprietary cleaning chemicals for use in vending which have been subject to assessment and Material Data Sheets are available</p>

Cont...

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**Call close-down procedures must be completed to ensure that the service desk is aware of installation and completion date time.**

The information and procedures contained within this document form part of the safe systems of work for the employees, sub-contractors or any organisation working for or on behalf of Selecta UK Limited.



A.K Slade  
HSEQ Manager

Version 1.9

21/09/2020

### RISK ASSESSMENT



<b>Risk calculation</b>						<b>Ranking the Frequency</b>	<b>Ranking the severity</b>																																														
<table border="1"> <tr> <td colspan="6"><b>Severity</b></td> </tr> <tr> <td></td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td><b>Likelihood</b></td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td></td> <td>2</td> <td>4</td> <td>6</td> <td>8</td> <td>10</td> </tr> <tr> <td></td> <td>3</td> <td>6</td> <td>9</td> <td>12</td> <td>15</td> </tr> <tr> <td></td> <td>4</td> <td>8</td> <td>12</td> <td>16</td> <td>20</td> </tr> <tr> <td></td> <td>5</td> <td>10</td> <td>15</td> <td>20</td> <td>25</td> </tr> <tr> <td colspan="2"><b>LOW 1-4</b></td> <td colspan="2"><b>MED 5-12</b></td> <td colspan="2"><b>HIGH 15+</b></td> </tr> </table>								<b>Severity</b>							1	2	3	4	5	<b>Likelihood</b>	1	2	3	4	5		2	4	6	8	10		3	6	9	12	15		4	8	12	16	20		5	10	15	20	25	<b>LOW 1-4</b>		<b>MED 5-12</b>	
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<p>1 Improbable</p> <p>2 Unlikely</p> <p>3 Possible</p> <p>4 Likely</p> <p>5 Probable</p>						<p>1 Minor Injury, no Damage or Environmental Impacts</p> <p>2 Moderate Injury, short term health effect, light Damage or Environmental Impacts</p> <p>3 Serious Injury or chronic health, Moderate Damage or Environmental Impact</p> <p>4 Single fatality or significant Injury or health, Serious Damage or Environmental Impact</p> <p>5 Multiple Fatality, Catastrophic Damage or Environmental Impact</p>																																															

Doc Reference Code **RMS RA 01** Department Operations  
 Occupation Merchandisers No of People Involved Individuals  
 Task Clean and replenish vending machines and associate activities whilst @ client sites during special measures.  
 Steps Open machine; remove parts; clean parts, interior & exterior of machine; replenish stock; empty cash; reinstate and test (where applicable)  
 Assessor **Andy Slade** Assessment Date **21/09/2020** Review Date **21/09/2021** unless incident or change

Hazards & references. Causes/Comments. As appropriate to machine type and specific activity.	Potential Risk Rating			Control measures in place to mitigate or minimise identified hazards	Residual Risk Rating			Actions to control, reduce or minimise residual risks	Responsibility and dates
	Fre	Sev	Rating GAR		Fre	Sev	Rating GAR		
Dangers from pandemic infections and viruses assessing the immediate and direct consequences for that individual and the risk of contacting the disease in the work environment. On an assumption that this is field based activity. Also considering that the long term effect may be wider contamination.	4	4	16	Maintain distancing, 2m where possible, or maintain at least 1m with mitigation. Anyone required to isolate or quarantine or with signs or symptoms should not work. People should not travel together in company vehicles. Comply with all premises controls, or entry requirements. Comply with new ways of working practices. Use of NHS Track & Trace App where applicable.	2	4	8	<b>DYNAMIC ASSESSMENT ON ARRIVAL.</b> Take steps for any necessary mitigations and maintain necessary distancing. Wash hands with soap and water for 20 seconds on arrival, or use hand gel, at each premises and comply with any site rules. Sanitise working surfaces, machines before and after working. Dispose of PPE and wash hands leaving site. Sanitise handles and contact points of vehicles.	Individual - Dynamic assessment on arrival and throughout visit. Insist on maintaining social distancing. Leave site if concerned until situation improves. Inform manager. Keep uniform separate from other clothes when getting home. <b>Notify client if symptoms develop, or diagnosed within 72 hours.</b>



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Dangers from vehicles, both on site, and as pedestrian and travelling on public roads in vehicle. Road Traffic Act, Appropriate qualification/license, Highway Code.	3	5	15	Road safety awareness and appropriate qualifications. Site safety rules. PPE. Use segregated walkways where provided. Park as indicated.	2	4	8	Driver to take care and drive in an appropriate manner. Inform manager of any changes like meds.	Individual - ongoing
Handling injury. Loading and unloading of vehicles carrying tools and equipment. Manual Handling risk assessment.	4	2	8	Manual handling aware and training. Aware of MH Assessment. Safe access and egress of vehicle.	2	2	4	Care taken to adopt good practice and not to lift beyond capabilities. Maintain hand hold.	Individual - ongoing
Splashing when using chemicals for sanitization and cleaning activities.	3	2	6	Awareness of COSHH Assessment and risks stated in MSDS. Use of correct PPE.	2	2	4	Make sure that PPE is available and in good condition. Request replacement in good time.	Individual - ongoing; line manager, when requested.
Harm to others from incorrect use or other unplanned instances with cleaning chemicals.	3	3	9	Awareness of COSHH Assessments and correct products and operational procedures. Staff trained and skilled on equipment. Ensure machines are well flushed before returning to use,	1	3	3	Ensure good practice and COSHH protocols are followed.	Individual - ongoing; line manager, when requested.
Harm to others from cross contamination of allergens.	3	3	9	Awareness of food safety, cross contamination and 14 allergens, food safety trained to comensurate level. Correct company products only used. Staff trained and skilled on operational work activity. Checks of packaging, ensuring it is undamaged prior to use. Appropriately labelled.	1	3	3	Ensure good practices are followed. Machines are well flushed before returning to use to remove possible residues and cross contamintaion hazard.	Individual - ongoing.
Electrical dangers due to access to electrically controlled parts of the machine.	3	4	12	Electrical isolation during activity by inetrlock. Product approval and CE marking. Equipment training. Visual checks and report faults at first opportunity. Access restricted to areas only for merchandisers.	1	4	4	Ensure that machine operates as it should and that visually everything appears good, with no visible damaged wires or plugs. Report suspected faults immediately.	Individual - ongoing; technical department, when requested.

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	Fre	Sev	Rating GAR		Fre	Sev	Rating GAR		
Risk of scalding during cleaning operations from hot water and dispensing drinks.	3	3	9	Equipment training. Skilled on equipment being operated. Interlocks and controls in place.	2	2	4	Work to operating instructions. Report all faults at first opportunity	Individual - ongoing; technical department, when requested.
Manual handling of components, ingredients, opening doors.	3	3	9	Manual handling aware and training. Aware of MH Assessment. Report malfunctions & faults.	2	2	4	Care taken to adopt good practice and not to lift beyond capabilities.	Individual - ongoing
Falls from height, including slip & trips from vehicles. Possible during replenishment and (where/if appropriate) the use of small step to assist with access, including filling machines where height necessitates.	3	4	12	Task and vehicle use training. Training for use of step (if applicable) for accessing machine at height. Avoid where possible parking on kerbs, which may increase access heights. Keep van floors dry. Don't enter or leave vans carrying items.	2	4	8	Care taken to adopt good practice and not to overstretch or lift beyond capabilities. Extra care during wet conditions. Use hand grips.	Individual - ongoing. Depot provide equipment as required.
Spills in vending area. Slippery surfaces entering building.	3	3	9	Good housekeeping behaviour. Awareness and product training on preventing slips and trips. Safety footwear	2	2	4	Care taken to adopt good practice	Individual - ongoing
Trip, slip & fall hazards. Uneven walking surfaces, steps, kerbs, stairs	3	2	6	Site/route inductions. Task training. Slips, trips and falls training.	2	2	4	Care taken to adopt good practice and observation	Individual - ongoing
Trip, slip & fall hazards working in and around vehicles, operating vans.	3	2	6	Induction training, Manual handling training, good housekeeping, slips and trips avoidance training. Ensure care when entering and leaving vehicles. Keep vehicle floors tidy and dry. Avoid where possible parking on kerbs, which may increase access heights.	2	2	4	Care taken to adapt movement to prevailing conditions, weather and prevailing local factors. Be aware of surroundings and check footing when changing height. Use hand grips.	Individual - ongoing
Slips and trips, from ingredients and equipment left lying around	3	2	6	Induction training, good housekeeping, slips and trips avoidance training.	2	2	4		Individual - ongoing

Task Clean and replenish vending machines and associate activities whilst @ client sites during special measures.

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	Fre	Sev	Rating GAR		Fre	Sev	Rating GAR		
Mechanical and drawing in injuries when protective covers removed from brewer units moving parts.	3	3	9	Product and task training. Equipment subject to necessary controls like isolation from power	2	3	6	Care taken to adopt good practice and check integrity of isolation and interlocks/guards	Individual - ongoing
Personal attack or robbery when carrying cash (if appropriate)	3	4	12	Always adopt safe system. Always comply with local signing in procedures. Be aware of local surroundings. Conceal cash bags as far as possible.	1	4	4	Remember no resistance policy. Do not discuss cash processes or values in public	Individual - ongoing
Environmental incident due to leaks or waste created as a consequence of the activity	2	3	6	Equipment training. Visual check of areas at completion. Comply with site rules, or return clean waste to depot for recycling, if appropriate.	2	2	4	Compliance with local and Company rules. If in doubt ask. Follow local waste separation rules.	Individual - ongoing
Incident affecting customer or user of machines wellbeing due to inappropriate cleaning and operation of equipment	3	3	9	Machine visited at an appropriate interval. Correct food safe chemicals used. Contact parts receive particular attention and hygiene. Operator trained.	1	3	3	Ensure that contact parts are cleaned and sanitised. Operator to observe good hygiene food safety practices. Management checks	Individual - ongoing; Operational Management checks during audits.
Remote working, assault, trapped in the event of emergency situation, undiscovered in the event of accident or incident.	3	4	12	Always adopt safe system detailed in method statements. Always comply with local signing in procedures. If necessary inform line manager of location	1	3	3	Situational awareness, compliance with all local rules and requirements. Mobile phone for contact.	Individual - ongoing
Site specific hazards for the work location, including lack of first aid and dangers from emergency situations.	3	4	12	Site surveyed before equipment installed and staff aware and inducted to site.	2	4	8	Awareness of site. Check arrangements for First aid and local emergency procedures	Individual & line manager - before and during visits




*A.K. Slade*  
A.K Slade  
HSEQ Manager

**1**



View  
Machine Condition

**2**



Remove Mixing Bowls,  
Dispense Nozzles, drip  
trays, chutes & clean  
thoroughly. Dry & return

**3**



Change Brewer & Waste  
Bucket Liners

**4**



Fill To level

**5**



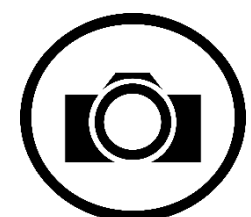
Dry Wipe  
Canisters & Shelving

**6**



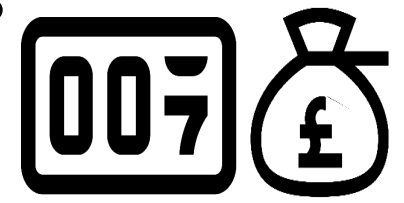
Perform 'Flush'  
Cycle

**7**




Photograph: MC ID,  
Televend Serial,  
Cashless TID & PHYS ID  
(SEE NOTES)

**8**



Meter Read & Cash Up\*  
(Unless  
Freevend/Hygiene)

**9**



Payment Test:  
Test Vend with coin,  
coin mech clean/full,  
card reader on/no  
errors

**10**



Spray & Wipe Exterior  
- Door. Spray solution  
into cloth then wipe  
keypad. Do not spray  
directly onto keypad

**11**




Remove Rubbish  
& Clean Up


**12**



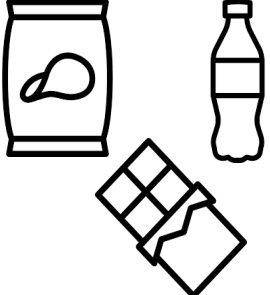
Confirm  
Clean Full Working

**1**   
View/Check Machine Condition - Is fridge working?

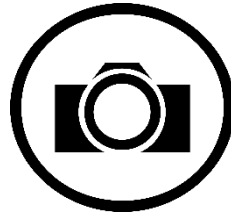
**2**   
Check for OOD Stock. Remove anything within '1' Month & return

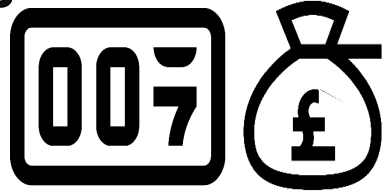
**3**   
Check for Mould/Dust


**4**   
Clean interior Spirals/Rows/Product bin

**5**   
Planogram/Pricing Compliance

**6**   
Fill

**7**   
Photograph: MC ID, Televend Serial, Cashless TID & PHYS ID (SEE NOTES)

**8**   
Meter Read & Cash Up

**9**   
Payment Test: Test Vend with coin, coin mech clean/full, card reader on/no errors

**10**   
Spray & Wipe Exterior - Door. Spray solution into cloth then wipe keypad. Do not spray directly onto keypad

**11**   
Remove Rubbish & Clean Up

**12**   
Confirm Clean Full Working

## Dynamic Risk Assessment. Visiting other premises.

As a key worker, you are providing essential service to our customers and clients, but your protection and safety is paramount to us. Risk assessments have been conducted, but these are generic and consider the known common hazards. You should consider your working environment before you enter to ensure that no unknown or uncontrolled hazards exist.

You should use this form to record your own checks

Hazard	Control Measures	Check ✓/Comments
The danger of being struck by a vehicle or equipment whilst moving around outside your vehicle and on a strange site or public road.	High Vis clothing when outside the vehicle always. Foot protection, non-slip and toe protection	
The risk of infection and cross contamination by others.	Minimise sharing spaces. Do not share a vehicle cab or car at any time. Maintain social distancing at least 2 metres. Try to minimise the amount of time you share an enclosed space with individuals to less than 15 minutes. Wipe equipment and vehicle contact points with spray sanitiser or wipes periodically. Wash your hands for 20 seconds with soap and water whenever possible.	
Maintaining hand hygiene is key	Disposable gloves must be available Wash hands with soap and water when entering any premises. Hand gel for when there are no hand wash facilities is essential. <i>(See guidance on proper use)</i>	

YOU SHOULD NOT PUT YOURSELF AT UNNECESSARY RISK

IF YOU FEEL YOU ARE NOT IN CONTROL OR AT UNNECESSARY RISK YOU SHOULD REMOVE YOURSELF FROM THE IMMEDIATE AREA AND CALL YOUR MANAGER.

If you feel your work activity or this visit has been unnecessary, please report this with your concerns to the Covid-19 helpdesk.

[UKI-Corona@selecta.com](mailto:UKI-Corona@selecta.com)

We will ensure that planners and the correct management will be advised

-----  
Date

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Site

-----  
Initials

# Index – Topics

Merchandiser on a client site

Merchandiser depot day

Engineer working in field or on a client site

Engineer depot day

Cash Room Procedures

Buddy Warehouse

# Ways Of Working Changes

## Topic: Merchandiser on a client site



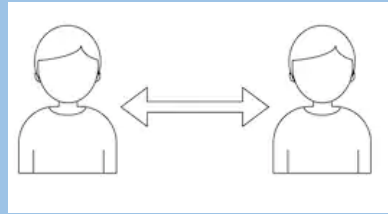
### Maintain good hand hygiene

Wash hands regularly to guidelines.  
Where requested/required wear gloves.  
Dispose of gloves when you leave that site.



### Maintain social distancing

Be respectful of others around you, maintaining social distancing (2m) at all times. Ensure communication with customer/site remains positive and informative.



### Please adhere to client policies at all times

Follow any reasonable request and instructions.  
Raise with your Line Manager/Depot Support if you require further guidance or clarification.



### Please cash up and take a meter read

In the event of potential closures it is critical to make sure we take a meter read and collect cash on every call.  
Store all cash in line with Selecta Policy.





# Ways Of Working Changes

## Topic: Merchandiser depot day



### Maintain good hand hygiene

Wash hands regularly to guidelines.

Where requested/required wear gloves

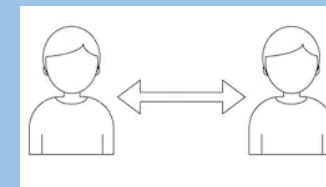
Dispose of gloves when you leave that site.



### Maintain social distancing

Be respectful of others around you, maintaining social distancing (2m) at all times.

Collect stock pallets, or ask for them to be brought out to your van, and load from Car Park as normal.



### Do Not Enter the cashroom

Leave cash outside and inform cash room colleague by knocking on the door to gain attention. Do not leave cash unattended. Cash counter will count the bags into their room.

Do not enter the cashroom.



### If you need to enter the depot please ask

Minimise time required in Depot (no face-2-face meetings or 1-2-1s but liaise by phone as necessary)  
Maintain hygiene standards when using depot facilities.



# Ways Of Working Changes

## Topic: Engineer working in field or on a client site



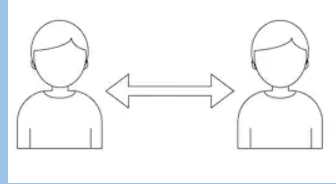
### Maintain good hand hygiene

Wash hands regularly to guidelines. Where requested/required wear gloves. Dispose of gloves when you leave that site.



### Maintain social distancing

If sharing a Bybox with other engineers arrange to visit at separate times of the day. Please call ahead to client site using the contact details provided to ensure site is open and accessible.



### Please adhere to client policies at all times

Clients may ask to you to sign a disclaimer or statement on your potential exposure to the virus.

Adhere to policies on sharing lifts, hand washing, sanitisation and using the toilets or other facilities.

### Working on machines

Clean the surface of the machines that an operator or client would need to touch with a clean cloth rinsed in detergent and water or alcohol wipe.

Pay special attention to touch screens, keypad and dispense area, making sure completely dry when finished.

# Ways Of Working Changes

## Topic: Engineer depot day



### **Maintain good hand hygiene**

Wash hands regularly to guidelines. Where requested/required wear gloves. Dispose of gloves when you leave that site.



### **Maintain social distancing**

All 1-2-1 discussions should be held over the phone until further notice. Vehicle stock take process will be amended for a remote count by engineer, so a visit to the depot will not be required.

### **How will you receive your parts**

Please call ahead, your parts will be brought to your car. Please do not leave your car unless a 2m distance can be guaranteed.



### **If you need to use the facilities please ask**

Maintain hygiene standards when using depot facilities. Please ask for supplies of gloves and wipes to help you perform your duties in a safe manner.

# Ways Of Working Changes

## Topic: Cash Room Procedures



### Maintain hygiene

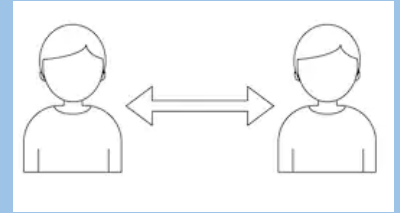
Please wash your hands when possible following guidelines.

Wear gloves whilst in the cash room.  
Dispose of the gloves after leaving.  
Wipe down all equipment/surfaces before and after use.



### Maintain social distancing

One person in the cash room at any one time.  
Maintain social distancing (2m) at all times.



### Merchandiser responsibilities

Please call ahead, to ensure there are no potential delays in your depots.  
Knock on the door to gain attention.  
Please respect the cash counter.  
Do not enter the cash room unless invited to do so.



### Your Safety is our priority!

If you have any questions or are unsure of what action you need to take then please speak directly to your Area Manager.



# Ways Of Working Changes

## Topic: Buddy Warehouse



### Maintain hygiene

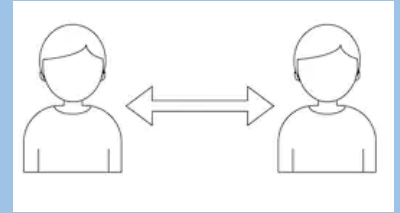
Wash hands regularly to guidelines.  
Where requested/required wear gloves. Dispose of gloves when you leave that site.



### Maintain social distancing

Be respectful of others around you, maintaining social distancing (2m) at all times.

The managing and scheduling of Stock can be completed remotely  
If required.



### Depot buddy

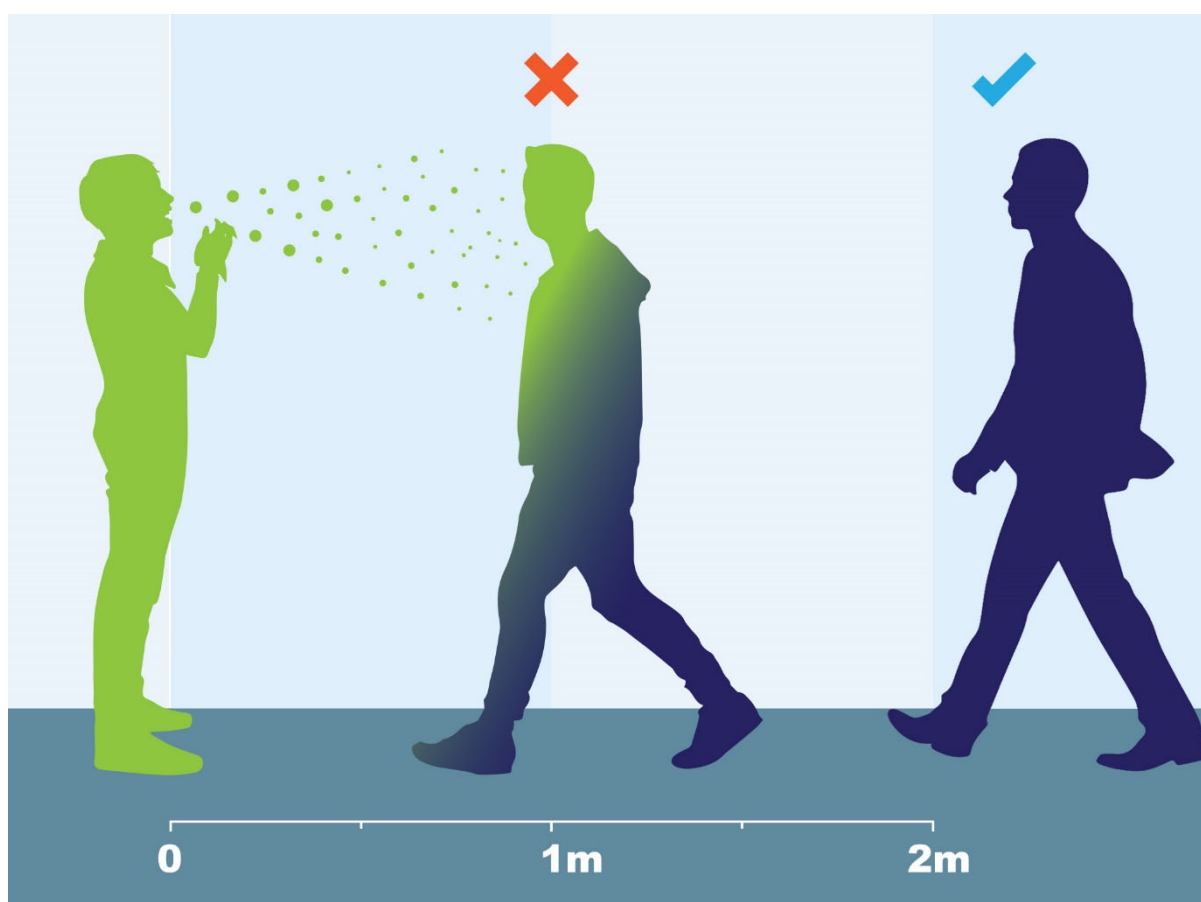
Each depot has been buddied up with another depot in case of a depot closure. If a depot closes, then warehouse staff will travel to their buddy depot to assist in picking/delivering stock to our merchandisers. Where possible warehouses need to be flexible to assist merchandisers working alternative hours to support our customers.

### Stock holding

We are currently holding 8days stock holding. To get through any potential closures our depots need to increase to 13days stock holding. This increased stock would hit our April figures and not March 2020 cash flow.



### Stay Safe Maintain Social Distancing



- Maintaining a minimum distance of 2 metres between you and others will help ensure that you all stay safe.
- Remember to check that you will be safe before you enter a space.
- If others invade your space or you become concerned at any time, please speak out politely.
- Use your Key Worker High Vis
- Ask others to move away for all of your protection.
- If you don't feel safe, take a photograph and leave the area as soon as you safely can and call your line manager

## Help Stop the Infection Spreading and Support Each Other

- Wash your hands with soap and water often - Do this for at least 20 seconds.
- Cover your mouth and nose with a tissue, or your sleeve (Not Your Hands) if you cough and sneeze.
- Put tissues in the bin straight away and wash or clean your hands immediately afterwards
- Don't touch your eyes, nose or mouth if your hands aren't clean.
- Clean and disinfect surfaces and objects that you are going to touch and again afterwards. This includes buttons, door handles and even taps.



Palm to palm



The backs of hands



In between the fingers



The back of the fingers



The thumbs



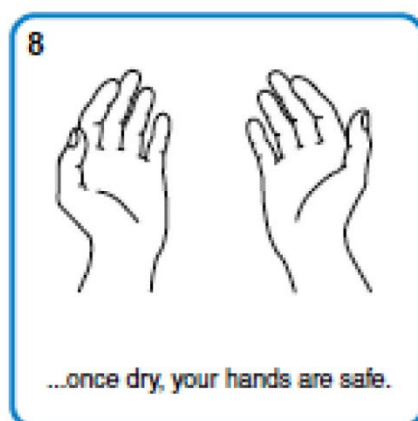
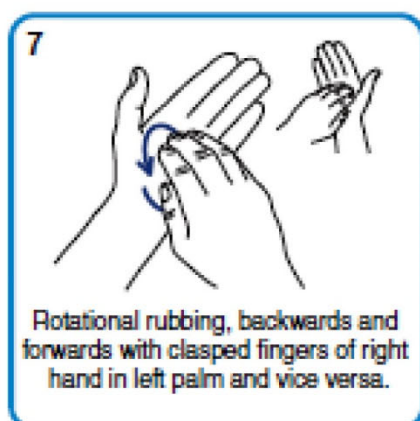
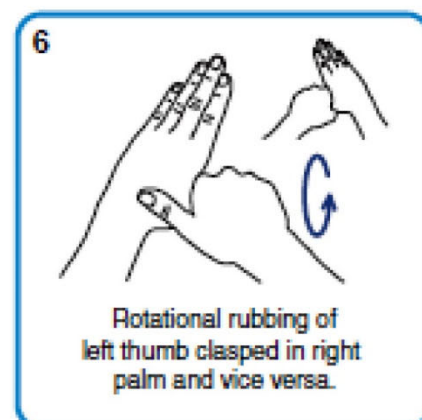
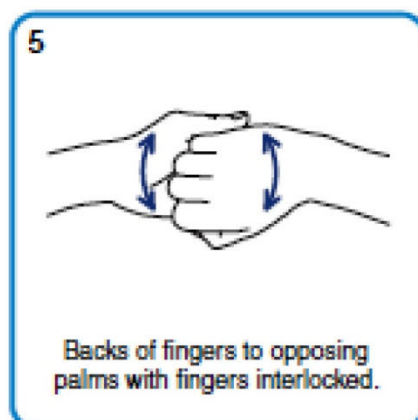
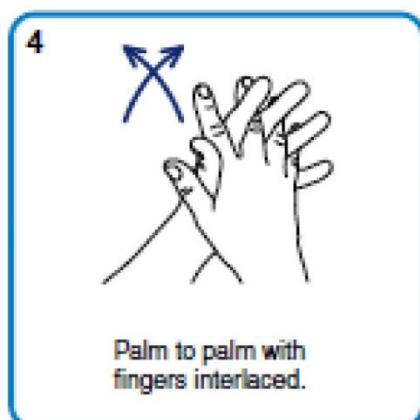
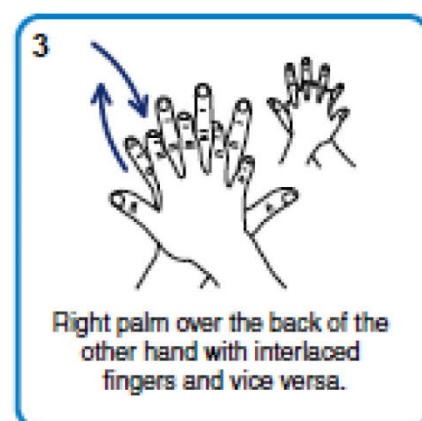
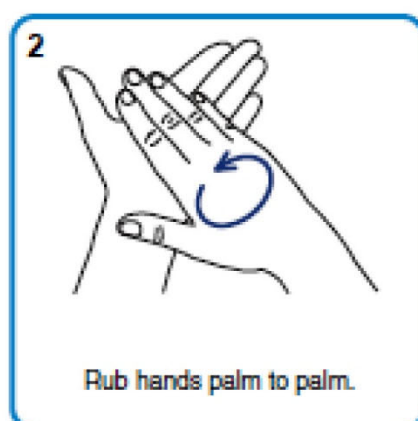
The tips of the fingers

*Ensure that you follow this most important advice to enable you to remain safe both whilst you are working and always.*

## Cleaning Hands using Hand Gel

To get the best results gels should contain alcohol at least 70%

The process should take 20 - 30 seconds



Ensure that you follow this advice to enable you to remain safe whilst you are working.



# Welcome, but please maintain your distance from each other.

