Model Method Statement

for

Field Engineers

- Attending a customer's premises
- Onsite work requirements
- Installation and de-installation of equipment
- Maintenance, repair, and wastehandling
- Substances used

References:

- The Health & Safety at Work Act 1974
- The Provision & Use of Work Equipment Regulations 1998
- The Management of Health & Safety at Work Regulations 1999
- The Workplace (Health, Safety and Welfare) Regulations 1992
- The Regulatory Reform (Fire Safety) Order 2005
- The Electricity at Work Regulations 1989

Attending a customer's premises

Upon arrival at your premises, whether this visit is solicited, scheduled or otherwise, our technical representatives will seek permission for entrance. Prior to access being granted they will be prepared to observe all stated ordemonstrated Health & Safety requirements, along with any specific risks identified by you as inherent to your business.

Our staff will adhere to any site rules and regulations for your work environment, which may be laid down as risk control measures. We wouldexpect this to include suitable arrangements for security and the safe evacuation of our staff in an imminent danger or emergency situation.

Onsite work requirements

In order for our service representatives to effectively undertake a safe working practice (safe for both our staff and your employees), your site should conform to the basic requirements of the following Health & Safety regulations:-

1. **Electricity at Work Regulations 1989**
    - In particular 'The Provision of Adequate Workspace, Access and Lighting' for Service Representatives working on electrical equipment.
2. **The Workplace Health, Safety and Welfare Regulations 1992**
    - Unless exempt by virtue of nature of business, premises or undertaking, i.e. home forces or construction sites.

Preparation

Equipment will be unpacked from cardboard boxes and other wrappers using, where necessary, basic cutting tools, i.e. Stanley knife or safety blades. Any resultant waste will be confined as practicable to areas designated by customer's staff in order to keep to a minimum any hazards which may result, such as 'trip', 'combustion' or 'impeding of gangways'.

Checks

A secure and stable position for the equipment will be agreed with the customer in accordance with future service requirements and giving due regard to the approved codes of practice for the 'Provision and use of Work Equipment Regulations 1998'.

Pre-installation checks of the electrical supply will be carried out by our representative. A specific integrity test will be conducted using a positive indication test tool which will be plugged into the mains outlet (assuming a conventional 3 pin outlet has been provided). Any apparent negative results would be raised with the

customer for discussion / verification and correction, before proceeding with use of the mains supply.

All electrical suitability checks conducted will be done in the best interest of customer and Employee safety with due regard for the 'Electricity at Work Regulations 1989'. The integrity of our product, both electrical and mechanical, will be confirmed during the set-up commissioning and in all subsequent service visits.

Installation and de-installation of equipment

Our service Representatives will display a notice at all times during the service work, informing customer personnel of the main hazards to which they may be exposed. It is expected that any passers-by will take, in the spirit intended any guidance provided, whether it be directly or in notice form, entirely in the interest of everyone's Health, Safety and Welfare.

Tasks

Disassembly

The product will usually require partial disassembly for set up work and inspection purposes. This involves using a range of standard hand tools to remove product outer covers and sub-assemblies. All such disassembly will be conducted in an orderly and tidy fashion with the expectation that adequate space will be made available to accommodate this work, thereby minimising the risks associated with this type of activity.

Loading Consumables

Consumables such as toner powder, developer mixture, silicon oil and paper will be loaded as applicable by the service Representatives. This activity is carried out using a careful and controlled work method; most chemical compounds employ a specially designed dispenser which makes spillage or accidental release unlikely to occur. Any risks associated with this activity are therefore strictly controlled.

N.B. All Canon consumables are non-toxic, non-carcinogenic and low hazard in normal use or exposure. Material safety data sheets are available on request from your local service provider.

Integrity Testing

Whilst the product complies with all applicable national and EC safety standards, electrical and mechanical integrity checks are performed as a part of the installer and maintainers responsibility. This means visual inspections and the use of electrical test equipment (basic test meter) by the Service Representative. This will include the kind of activity which re- affirms product stability, e.g. continuity of earth wiring, an insulation resistance test and the security of cable clamping.

Powered or 'live' checks will not be performed at this stage; therefore any risks associated with the electrical hazard are very low.

Re-assembly of Sub-Assemblies and Running Tests / Adjustments

A range of standard hand tools will again be used to re-fit sub-assemblies, the product will then be commissioned and powered, often with outer covers or doors open / removed for running tests and adjustments. All such tests will be closely monitored and guarded by the service representative to protect other persons from exposure to any physical, mechanical and electrical hazards which will be posed due to guards being removed.

Running tests / adjustments may require Service Representative use of standard test meter type equipment, however, this is unlikely to involve hazardous voltages unless malfunctions have occurred (in which case see 'Maintenance and Repair of Equipment' for further details).

Maintenance, repair and waste handling

Maintenance and repair activities naturally include some aspects of the work discussed in 'Installation of Equipment', these include:

Supply Integrity Checks

The continued suitability is checked using the same method and with the same possible outcomes.

Product Integrity Testing

The continued stability of the product is confirmed using the same techniques and equipment. Once again in the context of 'maintenance', powered or live checks will not be routinely performed at this stage but rather as and when any fault situation justifies.

Disassembly and Re-assembly

For maintenance disassembly this is likely to be more extensive than required during installation, whilst for repair the degree of work will be determined by the nature of the product malfunction. In each case a range of standard hand tools will be used.

All disassembly and re-assembly will be conducted in an orderly and tidy fashion, with the expectation that adequate space will be made available for our Employee's use as an aid to risk control during this activity.

Running Tests / Adjustments

For fault diagnosis and repair it may be necessary to perform running tests to unguarded machinery, this will only occur after it has been confirmed safe to do so. Additionally, this may include 'live' electrical tests to hazardous voltages using

electrical test equipment – This is one of the many reasons for our Service Representatives giving clear notification to 'keep clear of maintenance work'. In this way, risks from electricity are under the control of our Employee and risks should not extend to third parties.

Cleaning / Use of Substances and Waste Handling -

In the course of routine maintenance and repair work, cleaning of machine parts is carried out. This activity can be broken down into four categories, as follows

Removing Loose Toner Particles and Dust

Damp wiping or vacuuming is our recognised best practice, using disposable wipes and cloths to lift toner and dust deposits or a propriety vacuum cleaner to remove larger volumes. With the former method, lifted dust is discarded as normal refuse and in the

latter case dust is fully contained within the vacuum cleaner, only where this becomes full during use, will disposal be arranged with our client. Full risk assessments have been conducted and used to develop the Service Representatives work method. For safe handling of dust in the workplace further information is available from your local service provider.

Removal of Spent or Contaminated Consumables

Small components, which have achieved the end of their service life and contaminated process consumable substances (such as toner, starter and silicon oil), will be manually removed from the product using a safe system of work, which reduces the risk of spillage; then sealed into scrap bags for disposal by agreement on our client's premises.

Repairable / refurbished components will be taken away by our Service Representative, alternatively separate arrangements will be made

Degreasing of Mechanical / Optical Parts

Using cleaning agents and disposable cloths / wipes, both mechanical and optical components may be cleaned. Wipes andcloths moistened in cleaning fluids will be disposed of in a manner agreeable to our client.

Removing Stains

Using cleaning agents and disposable cloths / wipes, various areas of the product will require stain removal. The types of stains include oxidisation, hardened toner or dried ink deposits and effects from the environment or discoloration.

Cleaning agents are supplied to our Employees in spill proof containers (spray) and are used in restricted amounts dispensed into an absorbent material. This method effectively delivers the cleaning agent to the stain whilst minimising exposure to all persons.

Substances used

Installation, de-installation, maintenance, and repair of our products require the use of somecleaning substances, which are commonly used in this industry. Three basic types are in general use and whilst full material safety data sheets are available from your local service provider. A general outline of these products follows:-

- **Foam Cleaner** A general purpose-cleaning agent which is spray delivered to thespot requiring cleaning or onto a cloth for work on large areas. This product delivers a heavy spray which foams on contact withsurfaces; it is a mild solvent detergent formulation with a not unpleasant odour. Whilst it does contain flammable solvents, it isnot particularly volatile which means there is little risk of ignition during normal use.
- **Cleaning Solvent**

  Used in specific de-greasing applications this agent is spray delivered (to eliminate the risk of leakage) directly onto an absorbent cloth for use in small quantities on small areas.

  This product is classified as extremely flammable, hence our restriction ofits use. It should be used in a well-ventilated area and in isolation from any source of ignition. Vapour has a distinctive odour and one should avoid inhalation, although its restricted use should present little risk in this area.
- **Glass Cleaner**

  A propriety solution is used for cleaning glass optical assemblies; it consists of a water / detergent mix with a very low odour. This product is low hazard in recommended use and presents little risk tohealth. It is dispensed by pump action spray but can be poured after removing the screw top, since spillage would not present any exposure problems.

All substances used by our Employees in their field service work arecarefully selected and assessed under the requirements of the Control of Substances Hazardous to Health Regulations 2002, reducing the risks from exposure or use, whilst providing effective performance in their application.

Full material safety data and information is available on the Health and Safety web page at About Canon – Canon UK.