



THE GARAGE EQUIPMENT ASSOCIATION
CODE OF CONDUCT FOR ENGINEERS WORKING ON
CUSTOMER PREMISES

CODE OF CONDUCT

This Code has been produced to provide guidance to engineers working on customers' premises and is divided into the following sections:

1. General site requirements
2. Health & safety requirements
3. Summary & action points

GENERAL SITE REQUIREMENTS

REPORTING TO THE CUSTOMER

On arrival at the customer's premises it's essential that each engineer:

- Signs in
- Reports to a person in authority to establish his identity, reason for visit, the work to be undertaken and the equipment to be used.
- Ensures he conforms to any specific site regulations.
- Complete all customers' contractors' permits, training requirements, signatures and passes and any specific customer health and safety requirements as required.
- Complete the job allocation general risk assessment to identify any additional hazards.

DO NOT PROCEED UNTIL HAZARDS ARE ASSESSED AND ADEQUATELY CONTROLLED

It is also essential to make known to the person in authority the type of work being undertaken and the equipment to be used. The person in authority has the responsibility to approve the equipment and proposed method of working, to ensure these conform to the customer's safety code of conduct. Where they are not approved, contact must be made with the garage equipment company to find alternative methods, which will conform.

CUSTOMERS' SAFETY REGULATIONS

In many establishments it will be necessary to receive instructions relating to the site safety regulations and where this is not the case the engineer must enquire if the customer has any safety regulations with which he must comply. The engineer is at all times responsible for working within the customers' safety code of conduct.

*SEE: Health & Safety at Work Act 1974
Management of Health & Safety at Work Regulations 1999*

VISIT: <http://www.hse.gov.uk/legislation/hswa.htm>

IDENTITY CARDS

Where required to do so identity cards must be worn.

CUSTOMER FACILITIES AND EQUIPMENT

If appropriate the engineer should establish what personal facilities are available, e.g. washing, toilet, canteen, first aid and fire assembly points.

VEHICLES

Company vehicles must be parked safely and in accordance with the customer's requirements. Vehicles may be subject to the same search procedures as the customer's employee's vehicles.

CUSTOMERS' TOOLS

It is generally not acceptable for an engineer to use customers' tools to assist him in carrying out his work unless circumstances dictate there's no other course of action. In such circumstances the person in authority must approve. Any tools should be fit for purpose and only used to perform functions for which they were originally intended.

ASBESTOS

Should there be any risk of disturbing asbestos when drilling or fixing to the building structure, floor or roof the engineer is to adhere to any asbestos signs and request a copy of the Customer's Asbestos Survey. In areas believed to have Asbestos Containing Materials, a separate asbestos risk assessment must be completed. If signs of asbestos are seen whilst working, all work must stop and a separate asbestos risk assessment is to be completed.

NO SMOKING AREAS

The Smoke-free (Premises and Enforcement) Regulations 2006 and any specific customer policies must be adhered to at all times.

HEALTH & SAFETY REQUIREMENTS

It is an essential element of an engineers' work that he undertakes repairs to a variety of equipment including electrical motors and switchgear. In addition some installation work will require working at heights, use of thread cutting equipment, hand tools and making electrical connections. Safety of himself and others must therefore be uppermost in the mind of an engineer at all times and this Code is intended as a guide to safe working practices. It must be stressed that it cannot be definitive since site conditions and circumstances vary enormously and the engineers' judgement must prevail.

Work must not be started or should cease (taking due precautions) if circumstances indicate that it is not safe to proceed.

SEE: Health & Safety at Work Act 1974

PERSONAL PROTECTIVE EQUIPMENT

Company issued protective clothing should be worn at all times and safety shoes, hard hats, goggles, ear protectors etc must be worn as appropriate to the type of work being undertaken.

SEE: Personal Protective Equipment (EC Directive) Regulations 1992

VISIT: http://www.opsi.gov.uk/si/si1992/uksi_19923139_en_1.htm

MANUAL HANDLING

Work should be undertaken in accordance with the current manual handling regulations where applicable. For H&S reasons and good practice, customer's own personnel should not be used for on-site assistance with manual handling, for example when lifting or moving the garage equipment being worked on.

SEE: Manual Handling Operations Regulations 1992

Management of Health & Safety at Work Regulations 1999

VISIT: http://www.opsi.gov.uk/SI/si1992/Uksi_19922793_en_1.htm

DEFECTIVE TOOLS & EQUIPMENT

Any defects in the company tools or equipment which affect their safe use must be reported to the company's departmental manager without delay. **Defective tools & equipment must not be used.**

COSHH REGULATIONS

No substances may be obtained (for example local purchase) for use that have not previously been cleared under COSHH regulations.

SEE: COSHH Regulations 2002

Substances Hazardous to Health (Amendment) Regulations 2003

VISIT: <http://www.opsi.gov.uk/si/si2002/20022677.htm>

HIGH LEVEL ACCESS EQUIPMENT

Powered equipment: Engineers to have been trained (e.g.: IPAF) and certified to use high level access equipment such as scissor lifts and booms.

Manual equipment: When scaffolding is being used over 6'6" high (2m) handrails, toe boards and proper means of access must be provided. Scaffolding must be maintained in a safe condition at all times. Any persons using or assembling scaffold must be competent to do so and hold appropriate competency certification (PASMA).

Any ladders or steps used must be free from obvious defects and must be of a size and type suitable for the work in hand. They must be lashed, footed or otherwise made secure when in use.

OVERHEAD WORK

No work may be commenced above the heads of the customer's employees, or roadways until all precautions have been taken to ensure the safety of persons and property below.

WELDING

Before gas welding is undertaken clearance should be obtained in writing from the service engineer's Head Office.

Where any welding or burning is to be carried out on site the person in authority must be advised and the engineer must be competent to carry out the tasks.

BS EN288 ... VISIT: <http://www.bsi-global.com/en/Standards-and-Publications/Industry-Sectors/Manufacturing/Manufacturing-Standards/BS-EN-288-91999-/>

THREADING MACHINE GUARDS

All threading machinery must be guarded as far as is at all times practical. Where it is not practical to use a guard in accordance with *HSE Technical Data No 32*, adequate precautions must be taken to avoid a possible accident.

ELECTRICITY AT WORK REGULATIONS

Engineers should work to current IE Regulations.

Electricity at Work Regulations 1989
Guidance HS (R) 25 and HS (F) 85

VISIT: http://www.opsi.gov.uk/si/si1989/Uksi_19890635_en_1.htm

ELECTRICAL POWER TOOLS

Whenever possible only 110 volts electrical power tools shall be used.

Only the company supplied electrical tools may be used to carry out diagnostic or repair work to electrical equipment. When multimeters are used, fused type probes must always be fitted. Regular PAT testing of all electrical tools either owned by the Garage Equipment engineer or the engineer must be carried out as per:

Electricity at Work Regulations 1989
Guidance in HS (G) 85

ELECTRICAL ISOLATORS

When working on electrically powered equipment it is an essential first requirement to establish the position of the controlling isolating switch and render it in the off position. Under the Electricity at Work Regulations 1989, such isolators should be of the positive off position type and be lockable.

Where such isolators conform to these regulations they must be padlocked in the off position.

Where such isolators do not conform the person in authority must be made aware. The isolator will be switched off and the appropriate fuses (whether within the isolator or remote) will be drawn and retained. The company issued warning label will be attached to the isolator to indicate work is in progress. In such instances a specific risk assessment must be completed.

ELECTRICAL CONNECTIONS

Any electrical connections being made to an incoming supply must comply with the IEE Wiring Regulations (BS 7671-2008) 17th Edition 2008.

PRESSURE SYSTEMS REGULATIONS

No deviation/alteration will be permitted to an approved scheme without prior written authority from the authorising engineer.

In the case of air pressure systems ensure the complete system is depressurised as appropriate. Switch off the compressor(s), other equipment and disable the electrical isolator(s).

Pressure Systems Safety Regulations 2000

VISIT: <http://www.opsi.gov.uk/si/si2000/20000128.htm>

WORKING ON COMPRESSED AIR SYSTEMS

Prior to working on any compressed air system the service engineer must ensure that the complete system is depressurised and locked off.

REFRIGERATION REPAIRS AND SERVICING

All work on refrigeration circuits must be completed in accordance with the manufacturer's guidance.

No refrigeration gases are to be released into the atmosphere during the discharge and recharge of refrigeration systems.

TESTING AFTER WORK

The testing of equipment after service, repair or installation shall be such as to adequately prove that it:

- Functions correctly and is free from defects such as air or oil leaks.
- Is mechanically and electrically safe for customer use.
- Is correctly calibrated using accredited calibration tools and test rigs.
- Has the appropriate load test certificates.

Any defects which are shown up by these tests must be rectified.

SITE CLEARANCE

On completion of work the site shall be cleared of any debris resulting from the work and all equipment is to be wiped down and left in a clean and tidy condition. Customer to sign PDA or documentation to confirm the work has been accepted as carried out.

Health & Safety at Work Act 1974

POLLUTION

Oils, solvents and other harmful chemicals must not be disposed of into any drains and care must be taken to avoid accidental contamination of drains or local land by such materials.

All waste material should be clearly identified to the customer for their disposal.

SAFETY DEFECTS

Any system or equipment that is not safe must be immediately disabled so that it cannot be re-commissioned accidentally. The facts must be advised as soon as possible and in writing on the service report to the person in authority, pointing out that a prohibition (safety warning) notice, where appropriate, has been affixed to the equipment.

ACCIDENTS

In the event of an accident of any degree, a record must be made immediately in the customers' accident register. A duplicate entry for reference purposes must also be made in the company's accident register as soon as possible after the event and the departmental manager advised.

It is recommended that the garage equipment company operates a "near miss" reporting policy. Customers may also operate such a procedure, and in those instances near misses should be reported.

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR '95)

VISIT: http://www.opsi.gov.uk/SI/si1995/Uksi_19953163_en_1.htm

SUMMARY & ACTION POINTS

- Sign in and Report to a person in authority - establish identity, reason for visit, the work to be undertaken and the equipment to be used.
- Conform to any specific site regulations e.g. customers' safety code of conduct.
- Company vehicles must be parked safely and in accordance with customer's requirements.
- Company issue protective clothing should be worn at all times i.e. safety shoes, hard hat, goggles, ear protectors etc – as appropriate to work to be undertaken.
- Before work commences ensure area and equipment is safe to be worked on (both mechanically and electrically) and does not pose a risk to yourselves or others in vicinity.
- Only company supplied electrical tools may be used to carry out diagnostic or repair work to electrical equipment.
- Whenever possible only 110 volts electrical power tools (PAT tested) shall be used.
- Defective tools/equipment must not be used.
- The testing of equipment after service, repair, or installation shall be such as to adequately prove that it functions correctly and is free from defects such as air or oil leaks and is mechanically and electrically safe for customer use.
- On completion of work, report to site person in authority to advise on work carried out/completed during visit.
- Any system or equipment that is not safe must be immediately disabled so that it cannot be re-commissioned accidentally and site person in authority must be advised as soon as possible and in writing, pointing out that a prohibition (safety warning) notice, where appropriate, has been affixed to the equipment.
- The site shall be cleared of any debris resulting from the work and all equipment is to be wiped down and left in a clean and tidy condition.
- All waste material should be clearly identified to the customer for their disposal.
- In the event of an accident of any degree, a record must be made in the customers' accident register. A duplicate entry must also be made in the company's accident register.