

RISK ASSESSMENT & METHOD STATEMENT

Air Freshener Servicing & Installation

Purpose - This RAMS provides Service Drivers with clear instructions for the safe servicing, installation and replacement of air freshener dispensers. It sets out the hazards, control measures and safe method of work required to ensure dispensers are serviced and installed safely and consistently.

Scope - This RAMS applies to trained and authorised Calabash Mint Service Drivers, installation engineer and Relief Service Drivers carrying out servicing, refill replacement, battery replacement, installation or replacement of freshener dispensers at customer premises.

Section 1 — Risk Assessment

No.	Hazard	Who Might Be Harmed/How	Likelihood (1–5)	Severity (1–5)	Initial Risk	Controls Required	Residual L	Residual S	Residual Risk
1	Working at height/using a stepladder	Service Drivers – injury from falling from height	3	2	6	Avoid work at height where reasonably practicable. Where access requires a stepladder, use a suitable company-approved stepladder on a firm, level surface. Check it before use, position securely, maintain safe contact and do not overreach. Only trained/competent employees to use access equipment.	1	2	2
2	Slips, trips and falls around the work area	Service Drivers, customers and others on site – injury from slipping, tripping or falling	2	1	2	Check the floor and immediate work area before starting. Keep tools, packaging and equipment clear of walkways. Deal with any leakage/spillage promptly. Leave the area clean and dry.	1	1	1
3	Contact with leaking/residual fragrance fluid	Service Drivers – skin or eye irritation/contact with fragrance product	2	1	2	Visually inspect cartridges and dispenser before handling. Do not use damaged or leaking cartridges. Avoid contact with eyes and skin. Keep face, eyes and skin away from the spray outlet. Wear PPE. Clean leaks/residue in accordance with company procedures and report significant defects.	1	1	1
4	Damaged dispenser or components	Service Drivers/customers – cuts or other minor injury from damaged components	2	1	2	Visually inspect the dispenser before servicing. Do not use or reinstall damaged components. Do not carry out unauthorised repairs. Report defective dispensers through Service Manager.	1	1	1
5	Battery installation/replacement	Service Drivers – minor injury/contact with damaged or leaking batteries	1	2	2	Use the correct Alkaline batteries and observe +/- polarity. Wear PPE. Do not mix old and new batteries. Do not use damaged or leaking batteries.	1	1	1

						Dispose of used batteries through the approved recycling/waste stream.			
6	Drilling into concealed electrical cables or pipework during installation	Service Drivers and others nearby – electric shock, burns or injury from damaged services	3	2	6	Check proposed fixing points using a suitable cable/pipe detector before drilling. Do not drill where concealed services cannot safely be ruled out. Stop work and seek further instruction where uncertain. Follow customer/site requirements.	1	2	2
7	Use of cordless drill and hand tools during installation	Service Drivers and others nearby – eye injury, cuts or injury from tools/drilling debris	2	2	4	Installation only by trained/competent employees. Inspect tools before use. Use the correct drill bit and fixings for the surface. Wear appropriate eye protection when drilling. Keep other persons clear of the immediate work area.	1	2	2
8	Dispenser becoming loose or falling following installation	Service Drivers, customers and others – impact injury from falling dispenser	3	1	3	Use suitable screws and fixings for the wall/surface. Ensure the dispenser is installed upright, level and securely fixed. Check stability before inserting the cartridge and putting the dispenser into service.	1	1	1
9	Customer/public movement around servicing or installation area	Service Drivers, customers and members of the public – collision, trip or other injury	3	1	3	Remain aware of people entering/moving around the work area. Do not obstruct walkways or exits. Position tools and equipment safely. Use appropriate segregation/signage where installation work could affect others.	2	1	2

Section 2 — Risk Matrix Key

1-3 Low	4-9 Medium-Low	10-15 Medium-High	16-25 High
---------	----------------	-------------------	------------

Risk score = Likelihood (1-5) × Severity (1-5). Where additional controls are introduced, the risk must be reassessed to determine the residual risk.

Section 3 — Method Statement

A. Air Freshener Servicing

Step	Air Freshener Servicing
1. Prepare the Work Area	- Check the immediate work area is safe and the floor is clean and dry. - Where the dispenser cannot safely be reached from floor level, use an approved stepladder where appropriate. - Keep replacement cartridges, batteries and waste clear of walkways.

2. Open the Dispenser	• Insert the dispenser key into the lock and gently release the lock. • Open the front cover to access the refill cartridge and battery compartment.
3. Carry Out a Visual Inspection	Check that: • The dispenser is securely fixed to the wall. • There are no obvious signs of damage. • The internal area is free from excessive dust/debris. • There is no excessive fragrance residue or leakage. • The battery status has been checked using the LED indicator. • Remove light dust/debris and wipe away fragrance residue where required using the approved cleaning method. • Report damage or persistent leakage through Service Manager.
4. Check the Fragrance Cartridge	• Check whether the cartridge has reached the end of its service life or otherwise requires replacement. • Do not remove a cartridge prematurely unless replacement is necessary. • If replacement is required, carefully remove the used fragrance cartridge
5. Fit New Fragrance Cartridge	• Insert the correct fragrance cartridge. • Ensure it is fully seated in the correct position. • The dispenser will automatically detect the new cartridge once installed. • Do not force the cartridge into position.
6. Check/Replace Batteries	• Check the LED status before replacing them. • Where replacement is required, replace all batteries together. • Ensure polarity matches the +/– markings inside the compartment. • Do not mix old and new batteries. • Do not fit damaged or leaking batteries.
7. Close & Initialise the Dispenser	• Close the front cover securely until it locks into position. • Allow the dispenser to initialise. • Confirm the unit is fully closed and locked.
8. Check LED Status	Confirm the LED indication: • Flashing Green – dispenser operating correctly; no action required. • Flashing Orange – fragrance cartridge requires replacement. • Flashing Red – battery low; replace batteries.

9. Final Quality Check	• Correct cartridge fitted. • Battery condition/status checked. • LED shows correct operating status. • Dispenser clean and free from visible damage. • Cover securely closed and locked. • Used cartridge, batteries, packaging and other waste removed. • Stepladder removed where used. • Customer area left clean and tidy. • Relevant defects reported through Service Manager.

Air Freshener Installation or Replacement

Step	Installation/Replacement
1. Prepare the Work Area	• Confirm the agreed installation position with the customer/site contact where required. • Ensure the location allows safe access for future servicing. • Keep the immediate work area clear where necessary. • Where access requires it, position a suitable approved stepladder securely on a firm, level surface.
2. Remove Existing Dispenser – Where Applicable	• Unlock and open the existing dispenser. • Remove the existing fragrance cartridge and batteries where applicable. • Remove the screws/fixings holding the dispenser to the wall. • Carefully remove the existing dispenser. • Keep removed components away from walkways.
3. Check for Hidden Services	• Inspect the proposed fixing area. • Use a suitable cable/pipe detector to check the proposed fixing points before drilling. • Do not drill where concealed cables, pipes or other services cannot safely be ruled out. • Stop work and seek further instruction if uncertain.
4. Position & Mark the Dispenser	• Position the dispenser at the required height/location. • Ensure the dispenser is level. • Mark the required fixing points.
5. Drill & Secure the Dispenser	• Wear appropriate eye protection.

	• Use the correct drill bit for the wall/surface. • Drill the marked fixing holes. • Insert suitable wall plugs/fixings. • Secure the dispenser firmly using appropriate screws. • Confirm it is level, stable and securely fixed.
6. Install Batteries & Cartridge	• Insert alkaline batteries, observing the +/– polarity markings. • Insert the correct fragrance cartridge. • Ensure the cartridge is fully seated. • Do not attempt to manually programme the unit.
7. Commission the Dispenser	• Close the front cover securely. • Allow the dispenser to initialise. • Check the LED indicator. • Confirm a flashing green LED indicates normal operation. • Investigate any orange/red indication in accordance with the service guide.
8. Complete the Installation	• Confirm the dispenser is securely fixed, closed and operating correctly. • Remove tools and any stepladder used. • Remove drilling dust/debris and packaging. • Leave the surrounding area clean and safe. • Record/report any relevant issue through Service Manager.

Important: Installation, drilling and maintenance beyond routine servicing must only be carried out by trained and authorised employees. Damaged or faulty equipment must not be used or subjected to unauthorised repair.

Section 4 — PPE

Route Servicing

Personal Protective Equipment (PPE) Required: <i>(Tick as relevant)</i>											
Foot Protection	Hearing Protection	High Visibility	Head Protection	Eye Protection	Face Protection	Hand Protection	Protective Clothing	Breathing Protection	Sun Protection	Safety Harness	Any personal accessories must not be worn. Long and loose hair must be tied back.
											
☐	☐	☐	☐	☒	☐	☒	☐	☐	☐	☐	☐

Installation

Personal Protective Equipment (PPE) Required: <i>(Tick as relevant)</i>											
Foot Protection	Hearing Protection	High Visibility	Head Protection	Eye Protection	Face Protection	Hand Protection	Protective Clothing	Breathing Protection	Sun Protection	Safety Harness	Any personal accessories must not be worn. Long and loose hair must be tied back.
											
☐	☐	☐	☐	☒	☐	☒	☐	☐	☐	☐	☐

Section 5 – Equipment

Servicing	Installation/Replacement
✓ fragrance cartridge ✓ Dispenser key ✓ Alkaline batteries ✓ Disposal/recycling bag ✓ Approved cleaning cloth/material ✓ Appropriate PPE ✓ Service Manager device/access	✓ Dispenser ✓ fragrance cartridge ✓ Alkaline batteries ✓ Dispenser key ✓ Suitable stepladder, where required ✓ Cable/pipe detector ✓ Spirit level ✓ Cordless drill ✓ Appropriate drill bits ✓ Suitable wall plugs and screws ✓ Screwdriver ✓ Eye protection ✓ Approved cleaning equipment ✓ Service Manager device/access

Section 6 – Sign Off

Reviewed and Approved By	Document Control
Name: Mabel Urrego	Assessment Date: September 2026
Signature: 	Review Date: September 2027
Date: 28/09/2026	Issue: 1
	Document Owner: Operations Manager