

RISK ASSESSMENT & METHOD STATEMENT

Auto Sanitiser – Servicing, Programming & Installation

Purpose - This RAMS provides Service Drivers with clear instructions for the safe servicing, programming, installation and replacement of Auto Sanitisers. It sets out the hazards, control measures and safe method of work required to ensure units 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, programming, installation or replacement of Auto Sanitisers 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	Leakage from cartridge, dosing tube or pipework	Service Drivers, customers and others – chemical exposure, contaminated surfaces or slip hazard	2	1	2	Check the cartridge, dosing tube and connections during servicing. Ensure tubes/pipework remain correctly positioned, un-pinchd and free-flowing. Report damaged or defective components through Service Manager.	1	1	1
2	Working at height/using a stepladder	Service Drivers – injury from falling from height	3	2	6	Avoid work at height wherever reasonably practicable. Where access requires a stepladder, use a suitable company-approved stepladder on a firm, level surface. Check before use, position securely and do not overreach. Only trained/competent employees to use access equipment.	1	2	2
3	Slips, trips and falls	Service Drivers, customers and others – injury from slipping, tripping or falling	2	1	2	Check the floor and immediate work area before starting. Keep equipment and waste clear of walkways. Deal with chemical/water spillages promptly. Wear suitable footwear and leave the area clean and dry.	1	1	1
4	Battery installation/replacement	Service Drivers – minor injury/contact with damaged or leaking batteries	1	2	2	Use the correct alkaline batteries and observe +/- polarity markings. Do not mix old and new batteries. Do not use damaged/leaking batteries. Dispose of used batteries through the approved recycling/waste stream.	1	1	1
5	Drilling into concealed electrical cables or pipework during installation	Service Drivers and others nearby – electric shock, burns or injury/damage from concealed services	3	5	15	Before drilling, check all proposed fixing points using a suitable cable and pipe detector to identify any concealed services. Do not drill where the presence of concealed services cannot be safely ruled out. If there is any uncertainty, stop work immediately and seek further instruction before proceeding. Follow the relevant customer and site-specific requirements and procedures	1	2	2

6	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 others clear of the immediate work area.	1	2	2
7	Incorrect installation/routing of dosing tube or pipework	Service Drivers, customers and others – leakage, chemical release or ineffective operation	1	5	5	Site dispenser as near to the cistern as reasonably appropriate. Route tubing correctly and ensure it is properly positioned in the cistern. Ensure tubing/connections are not kinked, trapped, pinched or obstructed. Check operation before leaving site.	1	1	1
8	Dispenser becoming loose or falling following installation	Service Drivers, customers and others – impact injury from falling dispenser	3	1	3	Use suitable fixings for the wall/surface. Ensure the dispenser is level and securely fixed. Check stability before inserting the cartridge and putting the unit into service.	1	1	1
9	Customer/public movement around servicing or installation area	Service Drivers, customers and others – collision, chemical contact or trip injury	3	1	3	Remain aware of people entering/moving around the work area. Keep chemicals, equipment and waste contained. Do not obstruct walkways/exits. Follow customer-site arrangements for work in occupied washrooms.	2	1	2

Section 2 — Risk Matrix Key

1-3 Low	4-9 Medium-Low	10-15 Medium-High	16-25 High
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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. Servicing & Programming

Step	Auto Sanitiser 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, position and check the approved stepladder before use. - Check for any visible leakage around the dispenser, cartridge or dosing tube before servicing.
2. Open the Dispenser	- Insert the key into the lock at the top or side of the unit, depending on the casing style. - Gently pull the front cover forward and down. - The cover is hinged at the bottom and will swing open to reveal the internal programming panel.

3. Inspect & Clean	• Visually inspect the dispenser, cartridge, dosing tube and internal area for damage, leakage, residual fluid or dust. • Carefully wipe residual fluid or dust using a damp cloth. • Do not install a damaged or leaking cartridge. • Report significant defects or leakage through Service Manager.
4. Install/Replace Batteries	• Locate the battery compartment. • Insert alkaline batteries. • Ensure polarity matches the +/– markings inside the unit. • Do not mix old and new batteries. • Confirm the dispenser emits a double bleep and the LCD screen activates.
5. Insert the Refill Cartridge	• Take the correct refill cartridge. • Place a finger on the top plastic actuator nozzle and guide the nozzle into the receiving bracket first. • Push the bottom of the cartridge firmly into the base until it locks securely. • Confirm the cartridge is correctly seated. • Inserting a new cartridge automatically resets the internal counter.
6. Power the Unit	• Press the red POWER button. • Confirm the LCD screen turns on and begins scrolling through the current active settings.
7. Programme the Unit	• Press PROG to enter the setup sequence. • Use the ADJUST buttons to scroll through values/options. • Press ENTER to save each selection. • Set operational days to 5, 6 or 7 days per week, as required. • Set the daily operating window to 24-hour, 12-hour or 8-hour, as required. • Set the number of refills per year in accordance with the customer/service requirement. • Do not alter established customer settings without authorisation.
8. Check Quick/Battery Settings	• Use the QUICK option only where the standard 30-day continuous default cycle is required. • Check the battery-status indicator. • A battery icon or flashing error display indicates low battery power and requires battery replacement.

9. Confirm Operation	• Check the LCD display. • In normal operating mode, confirm the screen displays the time remaining until the next scheduled sanitising spray. • Confirm there are no warning or error indications.
10. Close the Dispenser	• Check external dosing tubes or pipework are correctly positioned. • Ensure they are not pinched, kinked or obstructed. • Swing the front cover back up into position. • Press firmly at the top until it clicks and locks securely.
11. Final Check	• Correct cartridge fitted and locked securely. • Correct settings confirmed. • LCD confirms normal operation. • Dosing tube/pipework correctly positioned and free-flowing. • Dispenser securely closed. • Remove used cartridge, batteries, packaging and waste. • Remove stepladder where used. • Leave the customer area clean and tidy. • Report relevant defects through Service Manager.

B. Installation

Step	Auto Sanitiser Installations
1. Prepare the Work Area	• Confirm the agreed installation location with the customer/site contact where required. • Position the unit as near to the cistern as reasonably practicable while allowing safe access for servicing and correct routing of the dosing tube. • Keep the immediate work area clear where necessary. • Position the approved stepladder securely where required.
2. Check for Hidden Services	• Inspect the proposed fixing area. • Use a suitable cable/pipe detector to check proposed fixing points before drilling. • Do not drill where concealed electrical cables, pipes or other services cannot safely be ruled out. • Stop and seek further instruction if uncertain.
3. Position & Mark the Unit	• Position the dispenser on the wall.

	• Use a spirit level to ensure the unit is level. • Mark the required fixing positions.
4. Drill & Secure the Dispenser	• Wear appropriate eye protection. • Use the correct drill bit for the wall material. • 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.
5. Route the Dosing Tube	• Route the dosing tube correctly between the dispenser and cistern. • Ensure the pipe is correctly positioned in the cistern. • Ensure tubing is not kinked, pinched, stretched or obstructed. • Confirm it will not interfere with the normal operation of the cistern.
6. Install Batteries & Cartridge	• Insert alkaline batteries, observing correct polarity. • Confirm the double bleep and LCD activation. • Insert the correct cartridge, guiding the actuator nozzle into the receiving bracket first. • Push the cartridge securely into position.
7. Commission the Unit	• Press the red POWER button. • Programme the required operational days, hours and refill/service interval. • Confirm the LCD displays the expected active settings.
8. Complete the Installation	• Check the dispenser operates correctly. • Check the dosing tube/pipework is correctly positioned and free-flowing. • Check for signs of leakage. • Ensure tubing will not become trapped when the cover is closed. • Close and lock the dispenser securely.
9. Complete the Installation	• Confirm the dispenser is securely fixed and operating correctly. • Remove stepladder and tools. • Clear drilling dust/debris using the appropriate cleaning equipment. • Remove packaging and waste. • Leave the customer area clean and safe. • Record/report relevant issues through Service Manager

Important: Installation, drilling and maintenance beyond routine servicing must only be undertaken by trained and authorised employees. Faulty, leaking or damaged equipment must not be used or subjected to unauthorised repair.

Section 4 — PPE

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.
											
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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.
											
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Section 5 – Equipment

Servicing & Programming	Installation
✓ Refill cartridge ✓ Dispenser key ✓ Alkaline batteries ✓ Damp cloth/approved cleaning materials ✓ Disposal bag ✓ Appropriate PPE ✓ Service Manager device/access	✓ Dispenser ✓ Refill cartridge ✓ Alkaline batteries ✓ Cable/pipe detector ✓ Spirit level ✓ Cordless drill ✓ Appropriate drill bits ✓ Screwdriver ✓ Suitable wall plugs and screws ✓ Suitable stepladder, where required ✓ Dustpan and brush/approved cleaning equipment ✓ Appropriate PPE ✓ Service Manager device/access

Section 6 – Sign Off

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