

RISK ASSESSMENT & METHOD STATEMENT

Hand Dryers – Servicing, Installation & Replacement

Purpose - This RAMS provides Installation Engineers with clear instructions for the safe servicing and replacement of Calabash Mint hand dryers. It sets out the hazards, control measures and safe method of work required to ensure hand dryers are serviced and replaced safely and consistently.

Scope - This RAMS applies to trained and authorised Calabash Mint Installation Engineers carrying out routine servicing and replacement of hand dryers at customer premises. Electrical disconnection, reconnection and testing must only be undertaken by a person who is trained, competent and authorised to carry out the work. Defective equipment must not be used or subjected to unauthorised repair.

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	Electrical Supply, Electrical Components and Damaged Wiring	Installation Engineers – electric shock, burns or potentially serious electrical injury	2	5	10	Hand dryer must be safely isolated from the electrical supply before covers are removed, internal components accessed or wiring disconnected. Confirm the unit cannot operate before work begins. Visually inspect the hand dryer and accessible wiring for damage. Prevent inadvertent reconnection. Electrical work only by trained, competent and authorised persons. Do not continue where damage makes the equipment unsafe.	1	1	1
2	Cuts, Bruises and Contact with Internal Components	Installation Engineers – cuts, abrasions, bruising or hand/finger injury	2	2	4	Use correct tools. Remove covers carefully and avoid unnecessary contact with internal components. Do not force components or fixings. Keep removed covers, screws and tools securely contained.	1	1	1
3	Slips, Trips and Falls	Installation Engineers, customers and others on site – injury from slipping, tripping or falling	3	2	6	Check floor around hand dryer is dry before work starts. Keep tools, cables, covers and	1	2	2

						equipment clear of walkways. Clean any contamination/spillage promptly and leave area clean and tidy.			
4	Customer/Public Access During Work	Installation Engineers, site employees, visitors and customers – contact with exposed equipment, electrical components or tools	2	1	2	Restrict access to the washroom/service area while electrical servicing/replacement is taking place. Display “No Access” signage at the entrance and follow customer/site access arrangements. Do not leave exposed equipment unattended.	1	1	1
5	Manual Handling of Hand Dryer	Installation Engineers – strains, sprains or musculoskeletal injury; dropped unit causing impact injury	2	3	6	Assess weight, position and accessibility before removal/installation. Support the unit before releasing wall fixings. Use safe handling technique and obtain assistance where required.	1	3	3
6	Hand Dryer Falling from Wall	Installation Engineers, customers and others – impact/crush injury	2	3	6	Use suitable fixings appropriate to the wall/substrate and manufacturer's requirements. Ensure new dryer is securely fixed before electrical connection/commissioning. Check stability before returning unit to service.	1	3	3
7	Incorrect Electrical Connection or Re-Energisation	Installation Engineers, customers and others – electric shock, burns, fire or equipment damage	3	2	6	Connect wiring in accordance with manufacturer's instructions and applicable electrical requirements. Check connections and ensure covers are secured before restoring supply. Electrical testing/verification to be completed by an appropriately competent and authorised person before the hand dryer is installed or returned to service.	1	2	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. Hand Dryers Servicing

Step	Hand Dryers Servicing
1. Prepare the Work Area	- Confirm the correct hand dryer and ensure the surrounding floor is dry and the work area is clear. - Where servicing requires access to internal components, restrict access to the washroom/service area as appropriate.
2. Inspect the Unit	- Check that the unit is operating correctly and visually inspect the hand dryer, casing and accessible electrical supply/wiring for signs of damage. - Report significant defects through Service Manager.
3. Isolate the Electrical Supply	- Switch off and safely isolate the electrical supply to the hand dryer before removing any cover or accessing internal components. - Confirm the hand dryer cannot operate before work begins and prevent inadvertent reconnection.
4. Inspect Accessible Wiring	- Where within the authorised servicing activity, visually check accessible wiring between the unit and supply for signs of damage or deterioration. - Do not undertake electrical repair unless trained, competent and authorised to do so.
5. Remove the Front Cover	- Depending on the hand dryer model, use the appropriate key/tool to carefully remove the front cover where required. - Keep screws and fixings securely contained.
6. Clean the Unit	- Clean accessible areas using clean cloths and, where required, an appropriate cleaning brush. - Take care not to damage electrical or internal components. - Do not introduce liquid into the unit or electrical components.
7. Refit the Front Cover	Refit the front cover and ensure it is correctly positioned and securely fastened.
8. Clean the Exterior	- Wipe the external surfaces of the hand dryer using the approved cleaning method. - Ensure the unit is clean and dry before restoring power.

9. Restore Power and Test	Once all covers are securely fitted and the area is clear, restore the electrical supply and test that the hand dryer operates correctly.
10. Complete Final Check	- Confirm the hand dryer is clean, securely assembled and operating normally. - Remove all equipment and waste and leave the surrounding area clean and dry. - Report unresolved defects through Service Manager.

B. Hand Dryers Installation/Replacement

Step	Hand Dryers Installation/Replacement
1. Restrict Access to The Area	- Place "No Access" signage at the washroom/area entrance and prevent employees, visitors or customers from entering while replacement work is underway. - Follow any additional customer/site access requirements.
2. Inspect the Existing Unit	Check the existing hand dryer for visible damage and identify anything that may affect its safe installation/removal.
3. Isolate the Electrical Supply (only removal)	- Safely isolate the electrical supply to the hand dryer before opening the unit or accessing mains wiring. - Confirm the unit cannot operate and take appropriate precautions to prevent inadvertent reconnection.
4. Verify Safe Isolation	Using appropriate electrical test equipment and the approved safe-isolation procedure, a trained, competent and authorised person must verify that the relevant conductors are not live before electrical work begins.
5. Check the Existing Wiring	- Inspect the accessible wiring between the hand dryer and supply for signs of damage or deterioration. - Do not reuse damaged or unsuitable wiring. - Report any issue requiring work outside the authorised scope.
6. Remove the Front Cover (only removal)	Carefully remove the front cover of the existing hand dryer using the appropriate key/tool to gain access to the electrical connection.
7. Disconnect the Electrical Wiring (only removal)	With safe isolation verified, the competent and authorised person may disconnect the mains wiring from the existing hand dryer in accordance with the approved electrical procedure.
8. Remove the Existing Hand Dryer (only removal)	- Support the unit securely while releasing the wall fixings. - Carefully remove the hand dryer from the wall using safe manual-handling techniques.
9. Position the New Hand Dryer	Position the new hand dryer in the appropriate location in accordance with the manufacturer's installation instructions and existing site requirements.
10. Secure the New Hand Dryer	- Secure the unit to the wall using appropriate fixings suitable for the wall/substrate and manufacturer's requirements. - Check that the unit is stable and securely mounted.
11. Connect the Electrical Supply	A trained, competent and authorised person must connect the mains wiring to the new hand dryer in accordance with the manufacturer's instructions and applicable electrical requirements.
12. Refit the Front Cover	- Fit and securely fasten the hand dryer's front cover. - Confirm no electrical components or wiring remain exposed.
13. Complete Electrical Checks	Complete the appropriate electrical checks/testing required before energising the newly connected unit.
14. Restore Power and Test	Once the unit has been confirmed safe, restore the electrical supply and check that the hand dryer operates correctly.
15. Complete Final Check	Confirm the hand dryer is securely fixed, correctly assembled and operating normally.

	- Remove tools, old equipment and waste. - Leave the area clean, dry and safe before removing the “No Access” signage. - Record/report any defects through Service Manager.
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Important Safety Rules: - Never remove the hand dryer cover or access internal electrical components while the unit remains energised. - Switching the hand dryer off at its operating control is not a substitute for safe electrical isolation where electrical components or wiring will be accessed. - Mains wiring must only be disconnected, connected or electrically tested by a person who is trained, competent and authorised for that work. - Do not leave an open or partially dismantled hand dryer unattended where customers, employees or visitors could gain access. - Do not return a defective or electrically unsafe hand dryer to service

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	Long and loose hair must be tied back.
											
☒	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☒

Replacement

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	Long and loose hair must be tied back.
											
☒	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☒

Section 5 – Equipment

Servicing	Installation/Replacement
✓ Screwdriver ✓ Clean cloths ✓ Cleaning brush, if required ✓ Approved external cleaning product/material, where required ✓ Appropriate PPE ✓ “No Access” signage ✓ Service Manager app	✓ New hand dryer ✓ Screwdrivers ✓ Pliers ✓ Appropriate electrical testing equipment ✓ Electrical wire, if required and approved ✓ Suitable wall fixings ✓ Appropriate hand tools ✓ “No Access” signage ✓ Appropriate PPE ✓ Service Manager app

Section 6 – Sign Off

Reviewed and Approved By	Document Control
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