

RISK ASSESSMENT & METHOD STATEMENT

Hand Soap Dispenser – Servicing & Installation

Purpose - This RAMS provides Service Drivers with clear instructions for the safe servicing, installation and replacement of hand soap dispensers. It sets out the hazards, control measures and safe method of work required to ensure dispensers are serviced and installed safely, hygienically 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, testing, installation or replacement of hand soap 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	Contact with soap/cleaning product	Service Drivers – skin or eye irritation from product contact or splash	2	1	2	Avoid unnecessary direct contact. Inspect refills before handling. Do not use damaged or leaking refills. Wear specified PPE. Clean spillages promptly using the approved procedure.	1	1	1
2	Soap leakage/spillage	Service Drivers, customers and others – slip injury or product contact	3	2	6	Check refill, nozzle and dispenser for leaks before and after servicing. Keep surrounding floor clean and dry. Report persistent leakage through Service Manager.	1	2	2
3	Battery leakage, corrosion or damage	Service Drivers – skin/eye contact with battery electrolyte or minor injury	1	2	2	Inspect the battery compartment before handling. Do not touch leaking battery material with bare hands. Use only the correct manufacturer-specified batteries and fit in the correct orientation. Do not mix old and new batteries. Remove damaged/leaking batteries and report the issue.	1	1	1
4	Sensor/automatic dispensing during servicing or testing	Service Drivers/customers – unintended product discharge to surrounding surfaces	2	1	2	Keep face and eyes away from the dispensing nozzle. Avoid placing hands under the sensor until ready to test. Carry out controlled functional testing only after the dispenser has been correctly assembled.	1	1	1
5	Slips, trips and falls around servicing area	Service Drivers, customers and others – injury from slipping, tripping or falling	2	1	2	Check the floor before starting. Keep tools, refills, packaging and waste clear of walkways. Deal with soap/water spillages immediately. Leave the work area clean and dry.	1	1	1
6	Drilling into concealed cables or pipework during installation	Service Drivers and others nearby – electric shock, burns or injury/damage from concealed services	3	2	6	Check proposed fixing points using a suitable cable/pipe detector before drilling. Do not drill where concealed electrical cables, pipes or other services cannot safely be ruled out. Stop and seek further instruction where uncertain.	1	2	2

7	Use of cordless drill and hand tools	Service Drivers and others nearby – eye injury, cuts or injury from tools/debris	2	2	4	Installation only by trained/competent employees. Inspect tools before use. Use the correct drill bit and fixings for the wall material. Wear appropriate eye protection when drilling. Keep others clear of the immediate work area.	1	2	2
8	Customer/public movement around work area	Service Drivers, customers and others – collision, trip or unintended contact with equipment/product	3	1	3	Maintain awareness of people entering the area. Keep equipment and waste contained. Do not obstruct access routes. 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

Step	Hand soap automatic and manual servicing
1. Prepare the Work Area	- Check that the washroom/service area is safe. - Ensure the floor around the dispenser is clean and dry. - Keep replacement materials and waste clear of walkways.
2. Open the Dispenser	- Insert the correct dispenser key into the lock. - Unlock the unit and open the front cover carefully. - Avoid touching or damaging the sensor area or internal electrical components
3. Carry Out a Visual Inspection	Check that: - Dispenser is securely fixed to the wall. - Cover and lock are undamaged. - Sensor window is clean. - Battery compartment is secure and dry. - No components are loose, corroded or visibly damaged.

	- Existing refill is correctly positioned. - There are no leaks, residue or debris. - Nozzle is clean and unobstructed. Do not continue servicing where water has entered the battery compartment/internal electrical area. Report the fault through Service Manager.
4. Check/Replace Batteries (only automatic units)	- Check for a low-battery indication or failure to operate. - Inspect the battery compartment for leakage, corrosion or damage. - Replace with the manufacturer-specified battery type once confirmed. - Fit all batteries in the correct orientation. - Do not mix old and new batteries. - Do not touch leaking battery material with bare hands. - Report battery leakage/corrosion through Service Manager.
5. Remove Existing Refill	- Hold the refill securely. - Release it carefully from the dispensing mechanism. - Remove it without pulling, twisting or placing strain on internal components. - Place the used, empty or leaking refill in the appropriate company waste/recycling stream.
6. Fit New Soap Refill	- Confirm the replacement refill is suitable for the dispenser. - Check that it is sealed, correctly labelled and undamaged. - Position it correctly inside the unit. - Secure it into the dispensing mechanism. - Ensure it sits straight and does not obstruct the cover, sensor or battery compartment. - Do not force the refill into position.
7. Clean the Dispenser	- Wipe the sensor window carefully. - Clean the external cover. - Remove soap/residue from the nozzle. - Wipe internal surfaces where required. - Remove any soap from the wall, basin or floor. - Do not spray liquid directly onto the sensor, battery compartment or internal mechanism. - Leave the dispenser and surrounding area clean and dry.

8. Close & Test the Dispenser	• Check that the refill and batteries are secure. • Close the front cover carefully and lock the dispenser. • Remove the key. • Place a hand beneath the dispensing area. • Confirm the sensor detects the hand and releases one controlled dose. • Remove the hand and confirm the dispenser stops dispensing. • Check for leakage or dripping.
9. Fault Check – If Unit Does Not Operate	• Clean the sensor window. • Check the refill is correctly fitted. • Check the batteries and their orientation. • Check the battery compartment is closed securely. • Check nothing is obstructing the sensor or nozzle. • Close and test again. • If the fault remains, report it through Service Manager.
10. Final Quality Check	• Dispenser secure and undamaged. • Correct refill fitted securely. • Battery compartment dry and secure. • Sensor window/nozzle clean. • Sensor activates correctly. • One consistent dose dispensed. • No continued dispensing, leakage or dripping. • Cover closed and locked. • Area clean and dry. • Service recorded on Service Manager.

B. Installation

Step	Hand soap automatic and manual Installation
1. Select the Location	- Confirm the agreed installation position. - The dispenser should ideally be positioned over or next to the hand basin, subject to customer/site requirements and safe access. - Ensure the position allows appropriate sensor operation and future servicing.
2. Check for Hidden Services	- Check the proposed fixing area using a suitable cable/pipe detector. - 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	- Position the dispenser on the wall. - Use a spirit level to ensure it is level. - Mark the fixing positions.
4. Drill & Secure	- Wear appropriate eye protection. - Use the correct drill bit for the wall material. - Drill the marked holes. - Insert suitable wall plugs/fixings. - Secure the dispenser using appropriate screws and confirm the dispenser is stable and securely fixed.
5. Install Batteries	- Insert the manufacturer-specified batteries in the correct orientation. - Do not mix old and new batteries. - Check the battery compartment is secure and dry.
6. Insert the Refill	- Fit the correct refill. - Check it is sealed and undamaged. - Secure it correctly within the dispensing mechanism. - Ensure it does not obstruct the sensor, cover or battery compartment.
7. Commission & Test	- Close and lock the dispenser. - Activate the sensor using a hand beneath the dispensing point. - Confirm one controlled dose is released. - Confirm dispensing stops when the hand is removed. - Check for leakage or dripping. - Confirm sensor operation is reliable.
8. Complete the Installation	- Confirm the dispenser is securely fixed and operating correctly. - Remove tools used. - Clear drilling dust/debris. - Remove packaging and waste. - Leave the basin, wall, floor and surrounding area clean and dry. - Record/report relevant issues through Service Manager

Important: Installation, drilling and maintenance beyond routine servicing must only be carried out by trained and authorised employees. Where there is water ingress, corrosion, damaged electrical components or another significant defect, the dispenser should not remain in service pending appropriate action.

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.
											
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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	Installation
✓ Correct refill ✓ Dispenser key ✓ Manufacturer-specified batteries ✓ Approved cleaning cloth/material ✓ Disposal/recycling bag or container ✓ Appropriate PPE ✓ Service Manager device/access	✓ Soap dispenser ✓ Correct refill ✓ Manufacturer-specified batteries ✓ Cable/pipe detector ✓ Spirit level ✓ Cordless drill ✓ Appropriate drill bits ✓ screwdriver ✓ Suitable wall plugs and screws ✓ Eye protection ✓ Dustpan and brush/approved cleaning equipment ✓ Service Manager device/access

Section 6 – Sign Off

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