

RISK ASSESSMENT & METHOD STATEMENT

Vending Machines – Dual Vend & Multi Vend

Purpose - This RAMS provides Service Drivers with clear instructions for the safe servicing and installation of Calabash Mint Dual Vend and Multi Vend vending machines. It sets out the hazards, control measures and safe method of work required to ensure vending machines 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 or installation of Dual Vend and Multi Vend vending machines 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	Manual handling of machines, stock and equipment	Service Drivers – strains, sprains or musculoskeletal injury	2	3	6	Assess the load before lifting. Use safe lifting techniques. Avoid carrying excessive stock at once. Obtain assistance or use suitable handling equipment for heavy or awkward loads.	1	3	3
2	Slips, trips and falls	Service Drivers, customers and others on site – injury from slipping, tripping or falling	3	2	6	Keep access routes and work areas clear. Remove packaging and debris promptly. Wear suitable footwear and leave the area clean and tidy.	1	2	2
3	Customer/public movement around work area	Service Drivers, customers and members of the public – collision or impact injury	2	1	2	Remain aware of people moving around the work area. Do not obstruct walkways or exits. Position equipment and stock safely. Use appropriate segregation/signage where installation work could affect others.	1	1	1
4	Use of cordless drill and hand tools during installation	Service Drivers and others nearby – cuts or other injury from tools or drilling debris	3	2	6	Installation only by trained/competent employees. Inspect tools before use. Use the correct drill bit and fixings.	2	2	4
5	Machine becoming unstable or falling during/following installation	Service Drivers, customers and members of the public – crush or impact injury	2	1	2	Use suitable brackets and fixings for the wall/surface. Check brackets are level and securely fixed. Fit locking screw where applicable. Check the machine is stable and secure before filling and putting into service.	1	1	1
6	Battery handling and disposal, where applicable	Service Drivers – contact with leaking/damaged batteries or minor injury during replacement	1	3	3	Use the correct battery type. Check batteries for damage or leakage. Do not use damaged batteries. Dispose of used batteries through the approved recycling system.	1	3	3

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 Vending Machines

Step	Multi Vend Machine	Dual Vend Machine
1. Open Machine	- Insert the machine key into the lock. - Turn anti-clockwise and open the machine door fully.	- Insert the machine key into the lock. - Turn anti-clockwise and open the machine door fully.
2. Visual Inspection	- Check for loose wiring or obvious damage. - Check the machine is clean and remove dust/debris. - Check products for damage or expiry. - Check battery indicator: Green = battery OK; Red = replace battery. - Remove damaged stock immediately.	- Check for obvious damage. - Check the machine is clean and remove dust/debris. - Check products for damage or expiry and remove unsuitable stock.
3. Enter Test Mode	- Locate the control board inside the machine door. - Press the red Admin button. - Use the front display to enter Test Mode and navigate using the menu controls	Not applicable.
4. Functional Test	- Test every product rack individually. - Confirm each rack operates correctly, products dispense successfully, products do not become trapped and sensors recognise stock correctly. - Keep hands clear of moving mechanisms. - Report faults through Service Manager.	- Check that the unit is operating correctly. - Report any identified fault through Service Manager.
5. Replenish Stock	- Remove damaged, expired or unsuitable products. - Refill each rack with the correct product. - Load neatly and do not overfill or obstruct the dispensing mechanism.	- Remove damaged or expired products. - Fill each compartment with the correct product and load stock neatly.
6. Clean Machine	Wipe internal surfaces where required.	- Remove dust and debris. - Wipe internal surfaces where required.

	Remove dust and debris. Clean exterior surfaces and ensure the display and dispensing area are clean and presentable.	Clean exterior surfaces and ensure the dispensing area is clean and presentable.
7. Close & Final Check	- Close the door securely. - Turn the key clockwise to lock and remove the key. - Confirm the machine is stocked and clean, every rack has been tested, battery status checked and machine securely locked. - Complete the service visit in Service Manager.	- Close the door securely. - Turn the key clockwise to lock and remove the key. - Confirm the machine is stocked, clean and securely locked. - Leave the surrounding area clean and tidy and complete the service visit in Service Manager.

B. Installation of Dual Vend & Multi Vend Machines

Step	Dual Vend & Multi Vend Machines
1. Prepare the Work Area	- Confirm the agreed installation location with the customer/site contact. - Ensure the location allows suitable access for servicing and customer use. - Keep the immediate work area clear of customers and other persons where required. - Inspect the wall/surface and confirm it appears suitable for installation.
2. Position the Brackets	- Position the mounting brackets at the required height/location. - Use a spirit level to ensure the brackets are level. - Mark the fixing points clearly.
3. Drill and Fix Brackets	- 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 brackets firmly using appropriate screws. - Check the brackets are stable before mounting the machine.
4. Mount the Machine	- Assess the weight and size of the machine before lifting. - Lift the machine onto the brackets. - Fit the locking/security screw where applicable. - Confirm the machine is level, stable and securely fixed.
5. Commission the Machine	- Insert the battery where applicable. - Load the correct stock. - For Multi Vend, check the battery status and test each product rack. - Confirm the machine operates and dispenses correctly. - Lock the machine and remove the key.
6. Complete the Installation	- Remove all packaging, drilling dust and debris. - Leave the surrounding area clean and safe.

Important: Installation, drilling and maintenance beyond normal servicing must only be undertaken by employees who are trained and authorised to carry out the task. Faulty equipment must not be used or subject to unauthorised repair.

Section 4 — PPE

Route Servicing

[illegible]

Installation

[illegible]

Section 5 – Equipment

Servicing	Installation
✓ Correct vending stock ✓ Machine key ✓ Replacement battery, where applicable ✓ Approved cleaning materials ✓ Service Manager device/access	✓ Vending machine ✓ Correct stock ✓ Mounting brackets and locking/security screw ✓ Battery, where applicable ✓ Cable/pipe detector ✓ Spirit level ✓ Cordless drill ✓ Appropriate drill bits ✓ Screwdriver ✓ Suitable screws and wall fixings ✓ Dustpan and brush/cleaning equipment

Section 6 – Sign Off

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