

**Cascade Scotland Ltd**  
**Risk Assessment and Method Statement**



**Servicing & Planned Maintenance**

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This document has been prepared to outline the standard procedures, risks, and control measures associated with routine servicing activities carried out by Cascade Scotland Ltd

## **Scope of Works**

This RAMS document applies to routine servicing and planned maintenance activities associated with mains-fed water coolers, bean-to-cup coffee machines, water boilers, and hot water taps.

The works typically involve the replacement of consumable components such as filters, the cleaning and sanitisation of internal and external surfaces, and general inspection of the equipment to confirm correct operation.

All work is undertaken in accordance with manufacturer guidance where available. Where such guidance is not available, established industry-standard servicing procedures are followed.

The scope of works is strictly limited to routine servicing activities carried out through normal access points. This document does not cover invasive repairs, modifications, or any form of installation work.

## **Personnel & Competence**

All servicing activities are carried out by personnel who are suitably trained, experienced, and competent for the tasks being undertaken.

Technicians are familiar with the safe use of hand tools, basic electrical safety principles including safe isolation of equipment prior to maintenance, and low-pressure plumbing systems typically associated with the equipment being serviced.

Additional awareness training may include areas such as manual handling, COSHH (Control of Substances Hazardous to Health), and general workplace safety. Technicians are expected to apply professional judgement at all times and work within the limits of their competence.

Technicians may work alone as part of normal duties. Cascade Scotland Ltd maintains regular communication with lone workers through mobile telephone contact and work scheduling systems. Technicians are expected to report any concerns or unsafe conditions before proceeding with work.

## **Legislation & Guidance**

All work is undertaken with reference to relevant UK health and safety legislation and recognised good practice.

This includes, but is not limited to, the Health and Safety at Work Act 1974, the Electricity at Work Regulations 1989, the Provision and Use of Work Equipment

Regulations (PUWER), COSHH Regulations, and the Manual Handling Operations Regulations.

Rather than relying on prescriptive processes, Cascade Scotland Ltd adopts a practical and proportionate approach to safety, ensuring that risks are identified and controlled appropriately for the nature of the work being carried out.

## **Access & Site Arrangements**

Upon arrival at site, technicians will report to the designated contact or reception and follow all reasonable site procedures, including signing in where required.

A brief understanding of site-specific arrangements such as emergency procedures, fire exits, and any relevant restrictions will be obtained prior to commencing work.

The working area will be agreed with the client or site representative and maintained in a safe and orderly condition throughout the duration of works. Particular attention will be given to ensuring that access routes are not obstructed and that disruption to normal site operations is kept to a minimum.

## **Sequence of Works**

### **1. Site Entry**

- I. Report to reception or site contact
- II. Sign in and follow site procedures
- III. Confirm work location and access

### **2. Work Area Setup**

- I. Identify correct equipment
- II. Ensure safe access and working space
- III. Maintain tidy work area at all times

### **3. Service Activity**

- I. Isolate equipment where required
- II. Replace filters and consumables
- III. Clean and sanitise external and accessible internal components
- IV. Carry out visual inspection and basic operational checks

### **4. Completion**

- I. Reassemble equipment
- II. Restore power and water supply
- III. Check for correct operation
- IV. Clean work area and remove all waste
- V. Sign out and notify completion.

## **Risk Assessment**

<b><u>Hazard</u></b>	<b><u>Risk</u></b>	<b><u>Control Measures</u></b>
Electrical Equipment	Shock/Injury	Equipment isolated before work where practicable. Work carried out by competent personnel
Hot water / Surfaces	Burns	Allow cooling where possible. Use caution and PPE
Cleaning Chemicals	Irritation	Use approved products only. Avoid contact. Wear gloves. Safety Data Sheets for cleaning and sanitising products are available upon request.
Slips / Spills	Falls	Clean spills immediately. Maintain tidy workspace
Manual Handling	Strain / Injury	Use correct lifting techniques. Avoid unnecessary lifting
Sharp edges / components	Cuts	Use gloves where required. Take care when accessing internal areas.

## **PPE Requirements**

Personal Protective Equipment is used as required based on the nature of the task being carried out.

This typically includes safety footwear to provide protection and stability, protective gloves to reduce the risk of cuts or exposure to cleaning chemicals, and eye protection where there is a risk of splashes or debris.

PPE is maintained in good condition and replaced where necessary.

## **Tools & Equipment**

All tools and equipment used for servicing activities are appropriate for the task and maintained in good working condition.

This typically includes standard hand tools, battery-powered tools where required, and cleaning or sanitisation materials.

Technicians are responsible for ensuring that all equipment is used safely and in accordance with its intended purpose.

## **Waste Management**

Waste generated during servicing activities is controlled and managed appropriately.

Removed components such as filters, cartridges, and consumable parts as well as any packaging or cleaning materials, are either disposed of on site in accordance with local arrangements or removed from site for appropriate disposal.

Care is taken to prevent environmental contamination, and any spillages are cleaned immediately.

## **Emergency Procedures**

In the event of an incident or unsafe condition, work will be stopped immediately and the situation assessed.

The priority is to make the area safe and prevent further risk. The site contact will be informed, and where necessary, emergency services will be contacted.

Technicians will follow site-specific emergency procedures where these have been communicated.

## **Limitations & Exclusions**

This RAMS document applies to standard servicing activities only.

It does not cover site-specific requirements, bespoke documentation, permit-to-work systems, or third-party compliance processes unless these have been agreed in advance.

The document also excludes structural works, electrical installation or modification, and any activities outside normal access conditions.

## **Acceptance**

This RAMS represents the standard approach to servicing activities undertaken by Cascade Scotland Ltd and applies unless otherwise agreed in writing prior to the commencement of works.



Cascade Scotland Ltd  
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