

Linde Material Handling

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# LINDE MATERIAL HANDLING IRELAND

## CUSTOMER & SERVICE ENGINEER SAFETY INFORMATION PACK

(IRELAND)

Issue 6 - 16th January 2024



**APPROVED AND SIGNED BY:****Signature:****Paul Delaney****Title: QHSE Manager****Date: 17<sup>th</sup> of January 2024**

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# 1 Introduction

Linde Material Handling Ireland Ltd. recognizes the importance of all health, safety and environmental issues. It believes in the participation of every member of the organisation in the promotion, attainment and maintenance of the highest standards in accident prevention and environmental preservation. The scope of this document is to outline safe working practices and procedures, and to provide the necessary information and documents required by any Linde personnel working on customer or potential customer premises.

## 2 Objectives and responsibilities

### 2.1 Objectives

The objectives of this document are:

- To promote high and common standards of safety, health and environmental concerns.
- To ensure that the workplace and methods of work are given consideration with regard to health and safety.
- To protect personnel, from any foreseeable hazards, whether they are employees, members of the general public or contractors.
- To ensure adequate information, instruction, training and supervision is provided to all employees to ensure they can work as safely as reasonably practical.
- To ensure a safe and healthy working environment for all personnel and enough facilities and arrangements for their welfare.
- To ensure all employees are made aware of their responsibilities regarding health & safety.
- To ensure personnel are aware of their responsibilities and to take any steps necessary to safeguard the health and safety of both themselves and others; and to co-operate in all aspects of safety.
- To ensure that full and effective consultation on all safety matters is encouraged.

### 2.2 Responsibilities

The ultimate responsibility for implementing the company's health and safety policy is vested in the managing director(s). All levels of supervision and line management share this responsibility.

- Managers are to comply with the requirements of the Safety Health and Welfare at Work Act 2005 and associated legislation. They should have a working awareness of the requirements of the approved code of practices, which are associated with their work activities.
- Supervisors have the responsibility for applying Health and Safety procedures on a day-to-day basis. They are to ensure that all new members of staff under their control are instructed as to their own responsibility with regard to the Safety Health and Welfare at Work Act 2005, and that they frequently make inspections of the areas of responsibility and disseminate health and safety information to staff within their area of responsibility.
- The Health, Safety and Environmental Manager is the company's appointed competent person, as required by the management of Safety Health and Welfare at Work Act 2005. He / She is to assist the directors, line managers, safety representatives, supervisors and employees in meeting their individual responsibilities regarding health, safety and environmental matters and is the principle contact with the Health and Safety Authority.
- Employees have a legal duty imposed on them regarding their own health and safety and also to those who may be affected by their own acts and omissions.
- Union Safety Representatives will be represented on the safety committee where applicable. Under the Safety & Health Management Regulations 2016 they are empowered to investigate potential hazards and dangerous occurrences, examine the cause of accidents, make representations to the employer and carry out health and safety inspections.

- The Safety Committee. Its charter is to perform the following functions:
  - Regularly review health and safety matters within the company.
  - Identify weak areas or obvious breaches of legislation and to recommend remedial action as appropriate.
  - To review new legislation and directives concerning health and safety.
  - To be pro-active in the pursuit of improving health and safety awareness.
- Contractors working within the company are to comply with the working rules and practices issued by the organisation. They are obliged to read the Safety Policy Statement and comply with all written and verbal instructions they may be given on safety issues.
- Visitors are required to comply with health and safety arrangements in force in the company. It is the responsibility of management and supervisors to ensure that this is done and that the safety requirements are brought to the visitor's notice.
- Visits to other premises. Employees whose duties require them to visit another company's premises must familiarise themselves with, and observe, the safety regulations in force at those premises. The Host Company is legally responsible for your welfare.
- First-Aiders in each location are to have their name displayed on safety notice boards. In the event of an accident, personnel are to give immediate first aid to the injured until trained medical personnel arrive, or the casualty is transferred to hospital. Nominated first-aiders are to ensure that the contents of first-aid boxes are regularly replenished

## 3 Accidents and dangerous occurrences

### 3.1 Introduction

Irrespective of the number of regulations we adhere to, either through the Health and Safety at Work legislation, codes of practices etc., accidents may occur in the workplace at some time or another. The following paragraphs give information on the procedures to be followed within Linde MH Ltd. with regard Reporting of Accidents and Dangerous Occurrences 2016. Reporting the following is designed for this handbook and as such is not an exhaustive list. For more information, please consult Safety, Health and Welfare at Work (Reporting of Accidents and Dangerous Occurrences) Regulations 2016.

### 3.2 Notifiable Accidents

The list of 'specified injuries' in Reporting of Accidents and Dangerous Occurrences 2016 replaces the previous list of 'major injuries'

- Fractures, other than to fingers, thumbs and toes
- Amputations
- Any injury likely to lead to permanent loss of sight or reduction in sight
- Any crush injury to the head or torso causing damage to the brain or internal organs
- Serious burns (including scalding) which:
  - Covers more than 10% of the body
  - Causes significant damage to the eyes, respiratory system or other vital organs
- Any scalping requiring hospital treatment
- Any loss of consciousness caused by head injury or asphyxia
- Any other injury arising from working in an enclosed space which:
  - Leads to hypothermia or heat-induced illness
  - Requires resuscitation or admittance to hospital for more than 24 hours

### 3.3 Over-seven-day incapacitation of a worker

Accidents must be reported where they result in an employee or self-employed person being away from work, or unable to perform their normal work duties, for more than seven consecutive days as the result of their injury. This seven-day period does not include the day of the accident but does include weekends and rest days. The report must be made within 15 days of the accident.

### 3.4 Over-three-day incapacitation

Accidents must be recorded, but not reported where they result in a worker being incapacitated for more than three consecutive days. If you are an employer, who must keep an accident book under the Safety at Work Accident Report (3<sup>rd</sup> Edition) (2007), that record will be enough.

### 3.5 Non-fatal accidents to non-workers (e.g. members of the public)

- Accidents to members of the public or others who are not at work must be reported if they result in an injury and the person is taken directly from the scene of the accident to hospital for treatment to that injury. Examinations and diagnostic tests do not constitute 'treatment' in such circumstances.
- There is no need to report incidents where people are taken to hospital purely as a precaution when no injury is apparent.

### 3.6 Notifiable Dangerous Occurrences – Reporting of Accidents and Dangerous Occurrences

Dangerous occurrences are certain, specified near-miss events. Not all such events require reporting. There are 27 categories of dangerous occurrences that are relevant to most workplaces, for example:

- the collapse, overturning or failure of load-bearing parts of lifts and lifting equipment.
- plant or equipment encountering overhead power lines.
- the accidental release of any substance which could cause injury to any person.

*Further guidance on these dangerous occurrences is available from the HSE website.*

### 3.7 Accident Reporting - Non-Notifiable Incidents

Notwithstanding the procedures above, accidents of a non-serious nature which do not fall in to the above categories outlined, must still be reported in the Accident Report Book (BI 510) and on the intranet form P3.

### 3.8 Near Misses

Notwithstanding the procedures above, accidents of a non-serious nature which do not fall in to the above categories outlined, must still be reported in the Accident Report Book (BI 510) and on the intranet form P3.

### 3.9 Contractors

Responsibility for the reporting of accidents and dangerous occurrences rests with the employer of the person involved. However, there may be circumstances in which the company will have an obligation (although not a legal responsibility) for reporting to employer injuries to that employer's personnel sustained at the company's premises.

### 3.10 Visitors

Any accidents to visitors are to be treated and reported in the intranet P3 system. Their own organisations should be notified if the individual is hospitalised.

### 3.11 Reporting Procedures

All accidents must be reported to your management immediately.

The health and safety representative are to be notified of any accident resulting in serious injury to allow investigation procedures to commence. The accident book and Reporting of Accidents and Dangerous Occurrences are to be completed by the first aider / management and then forwarded to the Health and Safety Authority.

## 4 Method Statement

Safety Rules And Regulations To Be Observed By Service And Sales Staff When Working On Customer's Premises

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Registered in Ireland No.: 148029  
Directors: A. O'Sullivan, (Irl),  
C Blebta (UK)  
E. Parker (UK),

## 4.1 Introduction

The company, in addition to its statutory obligations has adopted several rules and safe practices of its own in order to set and maintain a high standard of safety on a customer's premises. The following regulations have accordingly been drawn up in order to acquaint those carrying out work on a customer's premises with the satisfactory standard of safety they are always required to maintain. The main purpose is to ensure that all work is performed in such a manner as to be safe not only for the company's employees but also for a customer's own employees.

This statement is not to be regarded in any way as relieving customers of their statutory obligations or their efforts to avoid accidents neither are they intended to restrict or impede the way in which work is performed. The company therefore looks for the fullest co-operation from everyone.

Linde Material Handling (Ireland) Ltd is a supplier of forklifts and ancillary equipment. Service engineers are employed in the field to attend a customer's premises in order to install, maintain, repair and test the customer's equipment.

All field service engineers are provided with a suitable vehicle, and specific equipment including a range of tools necessary to work in a safe and efficient manner. Initial and ongoing training is provided to ensure that all engineers and sales staff is competent to work safely on all Linde manufactured equipment.

## 4.2 Safety Regulations

### 4.2.1 Before Starting Work

- Inform the customer's representative of your presence and accept (by signature if requested) their conditions of working. The customer's representative will advise you of any special precautions which he/she thinks may be relevant and will arrange for instructions and regulations as required. This may take the form of a risk assessment.
- All work must be executed in a safe manner and strictly in accordance with any Government Acts or Orders in force at the time, and with any special safety rules issued by the customer, and in accordance with safety and product training given by the company.
- Only by prior arrangement, may engineers work outside a customer's normal working hours.
- Engineers must ensure that adequate protective clothing, including appropriate PPE, is always used.

## 4.3 Customer's Responsibilities

Every customer must ensure that the service engineer works in a safe area and that the correct safety equipment and site-specific safety training has been provided as determined in the servicing contract.

## 4.4 Work Areas

- All work areas must be kept clean and orderly. Care must be taken not to block or impede the use of any door, passageway, steps, safety exits, firefighting equipment or safety apparatus in any way.
- Entry to areas other than those in which work is being carried out is expressly forbidden except for purposes of necessary access and with the knowledge and agreement of the customer.
- Everyone must take precautions to prevent the possibility of fire and must be familiar with the customer's rules for action in case of fire or another emergency.
- No smoking notices must be strictly observed.
- Customers must give prior approval to the engineer before welding or burning of any description is carried out.

#### 4.5 General Customer Site Rules

- All notices must be strictly complied with.
- No work may be undertaken near electric cables, switchboards, etc., without the express permission of the customer.
- Speed limits on customer's premises must always be complied with.
- Engineers must report to the customer's representative on completion of their work.

#### 4.6 First-Aid: Accidents

- All accidents, no matter how minor, must be treated immediately and recorded in the Accident Book on the customer's premises, and must also be reported to the appropriate company authority.
- A travelling first-aid kit should be carried in each engineer's vehicle.
- Engineers should acquaint themselves with a customer's first-aid facilities, identifying first-aid personnel and location of first-aid rooms.

#### 4.7 Electricity and Other Utilities

- All electrical equipment carried by service engineers to be used on a customer's premises must be in sound condition, safe and appropriate for the electrical supply available and, where appropriate, have a test certificate, and meet the requirements of PUWER and the Electricity at Work Regulations.
- All electrical work must conform to the Electricity at Work Regulations.

#### 4.8 Control of Substances Hazardous to Health Regulations (COSHH)

- Depots/NNC's shall undertake to comply with all COSHH regulations and amendments and to notify the customer, in advance, of any hazardous substance being used on the customer's premises.
- Depots/NNC's should carry out COSHH assessments and hold safety data sheets on all chemicals used by engineers on customer's premises.
- Engineers should receive training on any chemical as dictated by the COSHH assessments, and that training recorded.
- Chemicals should be stored securely and safely in engineer's vehicles.

#### 4.9 Working at Heights

Each employer should ensure that:

- The manager/supervisor responsible for engineers working at height is aware of the safe working practices and the engineer's competence.
- Each engineer is provided with the necessary safety equipment.
- When a servicing contract is drawn up, it should clearly specify who should provide a safe working area and the necessary safety equipment required.
- Ladder(s) should be identified and entered in to a company ladder register, inspected annually and the result recorded.
- Engineers should receive training on any equipment provided, and that training recorded.
- Engineers should inspect their ladders, platforms etc. before each use.

#### 4.10 Personal Protective Equipment

- Personal protective equipment, i.e., footwear, hard-hat, eye & ear defenders, coveralls, cold and wet weather gear should be issued to all persons as required by risk assessment.
- It is compulsory for engineers/marketing staff to wear PPE when issued by the company.
- Engineers should wear safety footwear all times.
- Records should be maintained for the maintenance of specialised PPE.

#### 4.11 Risk Assessment

- Employers are required to identify, risks assess and record all company work activities, both at their own and on customer's premises. Not all of them, however, are required to be assessed, for example, if there is no hazard or if the hazard is insignificant, no assessment is required.

#### 4.12 Vehicles

- Service engineer's vans are classed as a place of work and are therefore included in most health and safety legislation.
- Hazard warning signs should be displayed on the rear of a vehicle indicating hazard type, for example oxygen/, flammables etc.
- Specific vehicle requirements are required if acetylene is being carried
- Internal/external loads should be secure to prevent movement & vehicle payloads observed.
- Drivers must be qualified to drive the vehicles they operate in conjunction with their profession.

#### 4.13 Lifting Equipment

- All lifting equipment should be certificated and tested at least annually.
- Lifting tackle and equipment for lifting persons should be inspected every 6 months.
- Lifting equipment should never be overloaded.
- All lifting operations should be planned.
- Staff should be trained to use the appropriate lifting equipment
- All lifting tackle should be checked daily prior to use.
- Supports for working on the mast etc. should be of an approved design.

#### 4.14 Fire Precautions

- All staff should make themselves aware of fire procedures, assembly areas, fire equipment use etc., when working or visiting customer's premises.
- Before starting work on a customer's site, check if there are any special fire precautions.
- If you are to carry out any hot work, ask the customer for permission and if there is a 'permit to work system' in operation.
- Be aware of any no smoking policies.

#### 4.15 Welding Equipment

- Ensure exposure to any welding fume released is adequately controlled using engineering controls (typically LEV).
- Ensure suitable controls are provided for all welding activities, irrelevant of duration. This includes welding outdoors.
- Where engineering controls alone cannot control exposure, then adequate and suitable RPE should be provided to control risk from any residual fume.
- Ensure all engineering controls are correctly used, suitably maintained and are subject to thorough examination and test where required.
- Ensure any RPE is subject to an RPE program. An RPE program encapsulates all the elements of RPE use you need to ensure that your RPE is effective in protecting the wearer.
- All welding equipment must be inspected prior to use and inspected by a recognised organisation and records maintained.
- Welding equipment should be stored in an upright and secure position, both for transport and use. (Specific requirements apply for the transport of acetylene)
- Staff must be competent to use equipment with periodic refresher courses, and records maintained.
- Welding and flame cutting should be generally subject to a 'permit to work system'.
- Fuel tanks etc. should be certified free of flammable gases prior to any repair work.

#### 4.16 Environmental Practice

- No waste products are to be left or disposed of on a customer's site without written agreements.
- All hazardous waste to be segregated and disposed of via compliant hazardous waste management systems.
- LEV systems should be used with running engines whenever available.
- All waste oil and chemicals should be disposed of in the correct manner using an approved waste contractor.

#### 4.17 Batteries

- When moving batteries, use the correct lifting equipment.
- If a spillage occurs, ensure that it is neutralised and cleaned away, as well as keeping the customer informed.
- Electrolyte spillages should be neutralised using soda ash or sodium bicarbonate.
- Remove all personal metal effects, rings, watches etc., before working on batteries or chargers.
- When working on batteries the correct PPE should be used.
- A recognized waste disposal operator should dispose of batteries.

## 5 Health & Safety Policy Statement

### 5.1 Our Goal

At Linde, we are driven to ensure no harm comes from our actions to People, the Environment or the Communities in which we operate.

### 5.2 Health and Safety Goals

As an employer, Linde Material Handling (IRL) is responsible for the health and safety of its employees. It focuses on preventing accidents and occupational illnesses as much as possible, as well as safeguarding each individual's long-term capacity to work. A dedicated action field in the LINDE sustainability strategy underscores the significance of occupational health and safety to the company.

Based on the experience and assessments of the LINDE HSE experts, particular emphasis is placed on the areas that pose comparatively higher risks to employees' health and safety. These include the foundry, assembly of facilities and deployments to customer sites.

In accordance with LINDE's safety culture, all employees have the right and duty to withdraw from hazardous work situations. They can also report identified risks. Different processes and instruments are available in the individual units for this purpose.

Across the company, different forms of training are used to suit requirements – with each employee receiving training at least once a year. Another goal is to ensure that every new employee receives appropriate training already on their first day at work. It provides Safety Alerts concerning recent developments as well as practical tips. In principle, all visitors to a LINDE location are firstly familiarised with safety instructions. Furthermore, suppliers working on site are instructed, controlled and, to a certain extent, audited.

The LINDE HSE policy sets out the framework for the Group's activities in the field of health, safety and environment (see section on Environment). It commits Linde Material Handling (IRL), among other things, to provide and maintain a safe working environment that allows employees to protect themselves from risks and accidents. The Group policy is supplemented by the operating units' and Group companies' additional guidelines.

### 5.3 Our Values & Commitments

Safety and environmental responsibility are core values at Linde and integral in all that we do. Compliance with applicable laws, regulations, and Linde policies is a license to operate for our employees, contractors, suppliers and partners. HSE Ownership through visible, demonstrated leadership across the organization. Collaboration with the industry and other professional associations to continuously advance the safe management of our products and installations.

### 5.4 Our Safety Principles

At Linde, we believe that:

- All incidents and injuries are preventable.
- HSE is a line management accountability.
- We are responsible for our own safety and that of others around us.
- Our employees and contractors are obliged to stop a job or refuse to perform it, if it cannot be performed safely.
- All HSE incidents must be reported, and learnings taken from them.
- Our commitment to and efforts in safety will yield results.
- Acting safely is a condition of our employment and supplier contracts.
- We expect our employees, contractors, and partners to embrace these principles and reflect them in every aspect of work they perform.

This policy is integral to the Linde business strategy.

The Management Committee and Linde's global leadership is committed to the full implementation of this HSE policy.

## 5.5 Our Health and Safety Policy

The Company regards the development of Health & Safety measures and goals as an objective to be achieved through joint action by both Management and Employees at all levels.

It is the Company's policy to provide working conditions, which will prevent personal injury and damage to property. The Company will take every reasonable precaution to protect its employees from foreseeable work hazards. It will ensure that persons, who are not its employees, are similarly protected whilst on the Company's premises.

For these purposes, the Company regards the term 'Safety' as covering the prevention of all injuries to its employees and others, on its premises, incidents, which result in injury or damage, will be fully investigated and controls implemented to prevent reoccurrence. It will take every reasonable action to promote Occupational Health and Hygiene using all available information. Measures for Fire Prevention and Fire Control will be actively enforced.

In order to maintain the high standards required, the Company will take action to:

- Provide and maintain safe and healthy working conditions.
- Provide health, safety and occupational training and instruction for its employees to enable them to work safely and efficiently.
- Avoid the use of hazardous processes and materials. Where such materials and processes have to be used, the Company will provide protection through assessment and training to enable the processes to be worked and the materials to be used safely and without risk.
- Management will consult regularly with employee's representatives to maintain a constructive attitude to Health & Safety matters and involve those representatives in the formulation of safe working practices.
- Revision of this statement may also be necessary to make changes as appropriate from experience, staff suggestions, legislation and Codes of Practice.
- The objectives the Company has set cannot be achieved by Management action alone. The co-operation of all its Employees is required. The Health & Safety at Work Act states that all Employees have a duty to support the Company's policy and to co-operate in actions required to provide safe and healthy working conditions and working practices.
- In particular Employees will be expected to:
- Work safely at all times with due consideration to not only their health and safety, but also those who may be affected by their acts and omissions.
- Operate equipment and plant in accordance with the procedures laid down by the Health & Safety Regulations, together with procedures mutually agreed with the Management and through information and training supplied by the manufacturers and the company.
- Use agreed protective equipment provided by the Company where this is necessary to meet statutory obligations, as identified through assessment.
- Report all accidents resulting or which could have resulted in personal injury and assist in introducing measures to avoid a reoccurrence.
- Adhere at all times to the procedures, which have been jointly agreed to secure a safe working environment.
- In accordance with legislation the company operates a no smoking policy.

## 5.6 Covid-19: Health and Safety Plan

The purpose of this Covid-19 Health and Safety Plan is to provide relevant and necessary Health & Safety information with regards the ongoing and worldwide Covid-19 Pandemic. This update outlines the requirements set out by Linde's Health and Safety Department. The below procedures should be followed until such time as the WHO declares the outbreak over.

The following guidance may help prevent workplace exposures to acute respiratory illnesses, including but not restricted to Covid-19. The below procedures also provide planning considerations to be adhered to in the unlikely event that there are more widespread, community outbreaks of COVID-19.

- Prior to accessing any Linde sites or any of Linde Client's sites each individual should use Hand Sanitizer to further minimise the chance of spreading harmful bacteria.
- When we are required to work at a client's location (when possible) our Operatives will create a cordoned-off area around the required working area using Linde Barriers, the barriers will be erected more than 2m from the working area.
- This will stop any non-Linde staff coming within 2m of any Warehouse Staff or other Contractors.
- Linde Staff and Contractors will abide by the recommended Social Distancing Guidelines IE Keep a minimum of 2m (when possible) from all other individuals.
- Linde staff and Contractors will wear any PPE that has been requested by the client of the Health and Safety Officials on-site IE:
  - Face Mask
  - Gloves
  - Overalls
  - Safety Goggles
  - Hair Net

## 5.7 Covid Questionnaire

Prior to entering any Client's locations or Construction Sites, the following questions need to be answered by each Operative. If you answer Yes to any of the following questions you cannot access any Linde sites nor can you access any of Linde's Client's sites to work on any Linde Projects.

1. Have you travelled outside of Ireland (the island of Ireland)?  
If YES please advise your Linde Superior and await Instruction.
2. Are you currently suffering from any of the following symptoms as outlined below?
  - Fever (high temperature >38degC)
  - Cough
  - Shortness of breath
  - Breathing difficulties

If YES please advise your supervisor or Linde contact.

3. Have you in the last 14vdays been in close contact with a confirmed case of COVID-19?  
If YES please advise your supervisor or Linde contact.
4. Is a member of your household demonstrating any of the above symptoms?  
If YES please advise your supervisor or Linde contact.

## 5.8 Travelling to and From Work

- Where a worker exhibits any signs of COVID-19 or has been exposed to a confirmed case, they should not travel to work.
- Wherever possible, workers should travel to site alone using their company vehicle or their own transport.
- Social distancing is advised when travelling in vehicles to/from work and when in site vehicles and operating mobile plant.
- Suggested arrangements are as follows:
- Single occupancy of vehicles is preferable.
- If at all possible, avoid any use of Public Transport.
- If necessary to share transport with one or more people, try sit as far apart as the vehicle allows.

## 5.9 Social Distancing

Social distancing is a set of guidelines or measures taken to prevent the spread of harmful bacteria by maintaining a minimum physical distance between people and reducing the number of times people come into close contact with each other.

In order to slow the transmission rate of Covid-19, a social distancing of 2m is recommended by the HSE.

## 5.10 Website Links

Further information can be found at the following local and international health authority websites:

- <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- <https://www2.hse.ie/conditions/coronavirus/coronavirus.html>
- <https://www.nhs.uk/conditions/coronavirus-covid-19/>
- <https://www.hpsc.ie/a-z/respiratory/coronavirus/novelcoronavirus/>
- <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

If you are unsure of any information provided or have any questions regarding this document, please get in touch with your Linde contact that provided you with this document.

## 6 ISO Certificates

### 6.1 ISO 9001

bsi.




By Royal Charter

# Certificate of Registration

QUALITY MANAGEMENT SYSTEM - ISO 9001:2015

This is to certify that:

Linde Material Handling (UK) Ltd  
Kingsclere Road  
Basingstoke  
RG21 6XJ  
United Kingdom

Holds Certificate Number: FM 00342

and operates a Quality Management System which complies with the requirements of ISO 9001:2015 for the following scope:

**Sales, marketing, service support and associated training for industrial trucks and tow tractors, including tyres and training. The warehousing and supply of parts.**

For and on behalf of BSI:




---

Andrew Launn, EMEA Systems Certification Director

Original Registration Date: 1985-02-11  
Latest Revision Date: 2021-05-06

Effective Date: 2021-05-21  
Expiry Date: 2024-05-20





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...making excellence a habit.™

This certificate was issued electronically and remains the property of BSI and is bound by the conditions of contract. An electronic certificate can be authenticated [online](#). Printed copies can be validated at [www.bsigroup.com/ClientDirectory](http://www.bsigroup.com/ClientDirectory)

Information and Contact: BSI, Kitemark Court, Davy Avenue, Knowlhill, Milton Keynes MK5 8PP. Tel: + 44 345 080 9000  
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Ballymount Road Lower  
Dublin 24

Tel: +353 1 4566626  
[info@linde-mh.ie](mailto:info@linde-mh.ie)  
[www.linde-mh.ie](http://www.linde-mh.ie)

Registered in Ireland No.: 148029  
Directors: A. O'Sullivan, (Irl),  
C Blebta (UK)  
E. Parker (UK),

Certificate No: FM 00342

Location	Registered Activities
Linde Material Handling (UK) Ltd Kingsclere Road Basingstoke RG21 6XJ United Kingdom	Sales, marketing , service support and associated training for industrial trucks and tow tractors. The receipt and storage, modification and despatch of factored material handling equipment and associated products. The warehousing and supply of parts.
Linde MH UK Ltd-Region North Linde Way Aycliffe Business Park Newton Aycliffe DL5 6HR United Kingdom	Sale, hire, service and repair of materials handling equipment.
Linde MH UK Ltd-Region Scotland 3 Milton Road College Milton North East Kilbride Strathclyde G74 5DH United Kingdom	Sale, hire, associated training, service and repair of materials handling equipment.
Linde MH UK Ltd-Region Central Radial Point Dartmouth Road West Bromwich B66 1BG United Kingdom	Sale, hire, associated training ,service and repair of materials handling equipment.
Linde MH UK Ltd-Region South North Road Bridgend Industrial Estate Bridgend CF31 3SZ United Kingdom	Sale, hire, associated training, service and repair of materials handling equipment, including activities undertaken at Bristol.
Linde MH UK Ltd-Region East Unit 1 Haslemere Industrial Estate Charlton Mead Lane Hoddesdon EN11 0DJ United Kingdom	Sale, hire, associated training, service and repair of materials handling equipment.

Original Registration Date: 1985-02-11

Effective Date: 2021-05-21

Latest Revision Date: 2021-05-06

Expiry Date: 2024-05-20

Page: 2 of 3

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Information and Contact: BSI, Kitemark Court, Davy Avenue, Knowlhill, Milton Keynes MK5 8PP. Tel: + 44 345 080 9000  
BSI Assurance UK Limited, registered in England under number 7805321 at 389 Chiswick High Road, London W4 4AL, UK.  
A Member of the BSI Group of Companies.

Certificate No: FM 00342

Location	Registered Activities
Linde MH UK Ltd-Region North West Winwick Road Warrington WA2 8JF United Kingdom	Sale, hire, associated training, service and repair of materials handling equipment, including activities undertaken at Buckley.
Linde MH UK Ltd-Region North Pioneer Way Castleford WF10 5QU United Kingdom	Sale, hire, associated training, service and repair of materials handling equipment.
Linde Material Handling Dublin Unit 1 Parkway Business Centre Lower Ballymount Road Dublin D24 E5ND Ireland	Sale, hire, associated training, service and repair of materials handling equipment.

Original Registration Date: 1985-02-11

Latest Revision Date: 2021-05-06

Effective Date: 2021-05-21

Expiry Date: 2024-05-20

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## 6.2 ISO 14001

**bsi.**

# Certificate of Registration

ENVIRONMENTAL MANAGEMENT SYSTEM - ISO 14001:2015

This is to certify that:

Linde Material Handling (UK) Ltd  
Kingsclere Road  
Basingstoke  
RG21 6XJ  
United Kingdom

Holds Certificate Number:

EMS 620112

and operates an Environmental Management System which complies with the requirements of ISO 14001:2015 for the following scope:

**Sales, marketing, service support and associated training for industrial trucks and tow tractors, including tyres and training. The warehousing and supply of parts.**

For and on behalf of BSI:

Andrew Launn, EMEA Systems Certification Director

Original Registration Date: 2015-05-12

Effective Date: 2021-05-12

Latest Revision Date: 2021-05-06

Expiry Date: 2024-05-11

Page: 1 of 3



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Linde Material Handling (Ireland) Ltd.

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Dublin 24Tel: +353 1 4566626  
[info@linde-mh.ie](mailto:info@linde-mh.ie)  
[www.linde-mh.ie](http://www.linde-mh.ie)Registered in Ireland No.: 148029  
Directors: A. O'Sullivan, (Irl),  
C Blebta (UK)  
E. Parker (UK),

Certificate No: EMS 620112

Location	Registered Activities
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Linde Material Handling (UK) Ltd Kingsclere Road Basingstoke RG21 6XJ United Kingdom	Sales, marketing, service support and associated training for industrial trucks and tow tractors. The receipt and storage, modification and despatch of factored material handling equipment and associated products. The warehousing and supply of parts.
Linde MH UK Ltd-Region South North Road Bridgend Industrial Estate Bridgend CF31 3SZ United Kingdom	Sale, hire, associated training, service and repair of materials handling equipment, including activities undertaken at Bristol
Linde MH UK Ltd-Region North Pioneer Way Castleford WF10 5QU United Kingdom	Sale, hire, associated training, service and repair of materials handling equipment.
Linde MH UK Ltd-Region Scotland 3 Milton Road College Milton North East Kilbride Strathclyde G74 5DH United Kingdom	Sale, hire, associated training, service and repair of materials handling equipment.
Linde MH UK Ltd-Region East Unit 1 Haslemere Industrial Estate Charlton Mead Lane Hoddesdon EN11 0DJ United Kingdom	Sale, hire, associated training, service and repair of materials handling equipment.

Original Registration Date: 2015-05-12

Effective Date: 2021-05-12

Latest Revision Date: 2021-05-06

Expiry Date: 2024-05-11

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Original Registration Date: 2015-05-12

Latest Revision Date: 2021-05-06

Effective Date: 2021-05-12

Expiry Date: 2024-05-11

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A Member of the BSI Group of Companies.

## 6.3 ISO 45001



# Certificate of Registration

## OCCUPATIONAL HEALTH & SAFETY MANAGEMENT SYSTEM - ISO 45001:2018

This is to certify that:

Linde Material Handling (UK) Ltd  
Kingsclere Road  
Basingstoke  
RG21 6XJ  
United Kingdom

Holds Certificate Number:

OHS 656898

and operates an Occupational Health and Safety Management System which complies with the requirements of ISO 45001:2018 for the following scope:

**Sales, marketing, service support and associated training for industrial trucks and tow tractors. The receipt and storage, modification and despatch of factored material handling equipment and associated products. The warehousing and supply of parts.**

**[Previously certified to BS OHSAS 18001:2007 since 2018-04-19]**

For and on behalf of BSI:

Andrew Launn, EMEA Systems Certification Director

Original Registration Date: 2021-01-21

Effective Date: 2021-04-19

Latest Revision Date: 2021-05-06

Expiry Date: 2024-04-18



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Linde Material Handling (Ireland) Ltd.

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Dublin 24

Tel: +353 1 4566626  
[info@linde-mh.ie](mailto:info@linde-mh.ie)  
[www.linde-mh.ie](http://www.linde-mh.ie)

Registered in Ireland No.: 148029  
Directors: A. O'Sullivan, (Irl),  
C Blebta (UK)  
E. Parker (UK),

Certificate No: OHS 656898

Location	Registered Activities
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Linde Material Handling (UK) Ltd Kingsclere Road Basingstoke RG21 6XJ United Kingdom	Sales, marketing, service support and associated training for industrial trucks and tow tractors. The receipt and storage, modification and despatch of factored material handling equipment and associated products. The warehousing and supply of parts.
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Original Registration Date: 2021-01-21  
Latest Revision Date: 2021-05-06Effective Date: 2021-04-19  
Expiry Date: 2024-04-18

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A Member of the BSI Group of Companies.

## 7 Insurance



Marsh Ireland Brokers Ltd  
Marsh House  
25-28 Adelaide Road  
Dublin 2  
D02 RY98  
Tel: 01 604 8100  
www.marsh.ie

Linde Material Handling Ireland Ltd.  
Parkway Business Centre  
Lower Ballymount Rd.  
Dublin 24

11<sup>th</sup> January 2024

### To Whom It May Concern

#### CONFIRMATION OF INSURANCE – Linde Material Handling (Ireland) Ltd.

As requested by the above client, we are writing to confirm that we act as Insurance Brokers to the client and that we have arranged insurance(s) on its behalf as detailed below:

#### Employers Liability

INSURER: Zurich  
POLICY NUMBER: CLP3042995  
PERIOD OF INSURANCE: 1<sup>st</sup> January 2024 to 1<sup>st</sup> January 2025  
LIMIT OF INDEMNITY: €20,000,000

#### Public/Products Liability

INSURER: HDI Global  
POLICY NUMBER: 37114229-01081  
PERIOD OF INSURANCE: 1<sup>st</sup> January 2024 to 1<sup>st</sup> January 2025  
LIMIT OF INDEMNITY: €3,000,000 each & every occurrence and in the aggregate  
EXCESS: €10,000

#### Excess Public/Products Liability (Global Policy)

INSURER: HDI Global  
POLICY NUMBER: 37114229-01081  
PERIOD OF INSURANCE: 1<sup>st</sup> January 2024 to 1<sup>st</sup> January 2025  
LIMIT OF INDEMNITY: Not less than €3,500,000 in excess of primary layer

Marsh Ireland, Bowring Marsh and Guy Carpenter & Company are trading names of Marsh Ireland Brokers Limited.

Marsh Ireland Brokers Limited is a private company limited by shares registered in Ireland under company number: 109450. VAT Number: IE 65945000. Registered Office: 25-28 Adelaide Road, Dublin 2, Ireland, D02 RY98  
Directors: T Colvaine (British), A J O'Connell (Irish), P O'Sullivan (British), J W Fenwick, J Ralston (British), J C Grogan, P R Hewitt, C J Lay (British), S P Roche, R J White (British)

Marsh Ireland Brokers Limited, trading as Marsh Ireland, Bowring Marsh and Guy Carpenter & Company is regulated by the Central Bank of Ireland.





Marsh Ireland Brokers Ltd  
Marsh House  
25-28 Adelaide Road  
Dublin 2  
D02 RY98  
Tel: 01 604 8100  
www.marsh.ie

Linde Material Handling Ireland Ltd.  
Parkway Business Centre  
Lower Ballymount Rd.  
Dublin 24

11<sup>th</sup> January 2024

**To Whom It May Concern**

**CONFIRMATION OF INSURANCE - Linde Material Handling (Ireland) Ltd.**

As requested by the above client, we are writing to confirm that we act as Insurance Brokers to the client and that we have arranged insurance(s) on its behalf as detailed below:

**Employers Liability**

INSURER:	Zurich
POLICY NUMBER:	CLP3042995
PERIOD OF INSURANCE:	1 <sup>st</sup> January 2024 to 1 <sup>st</sup> January 2025
LIMIT OF INDEMNITY:	€20,000,000

**Public/Products Liability**

INSURER:	HDI Global
POLICY NUMBER:	37114229-01081
PERIOD OF INSURANCE:	1 <sup>st</sup> January 2024 to 1 <sup>st</sup> January 2025
LIMIT OF INDEMNITY:	€3,000,000 each & every occurrence and in the aggregate
EXCESS:	€10,000

**Excess Public/Products Liability (Global Policy)**

INSURER:	HDI Global
POLICY NUMBER:	37114229-01081
PERIOD OF INSURANCE:	1 <sup>st</sup> January 2024 to 1 <sup>st</sup> January 2025
LIMIT OF INDEMNITY:	Not less than €3,500,000 in excess of primary layer

Marsh Ireland, Bowring Marsh and Guy Carpenter & Company are trading names of Marsh Ireland Brokers Limited.

Marsh Ireland Brokers Limited is a private company limited by shares registered in Ireland under company number: 169458. VMT  
Number: 816589180. Registered Office: 25-28 Adelaide Road, Dublin 2, Ireland, D02 RY98  
Directors: T. Calverley (Ireland), A. J. Cooh (previously failed), P. G. Donaghy (Ireland), J. W. Fenwick, J. Rablin (Ireland), J. C. Grogan, P. R. Hewart, C. J. Jay (Ireland), S. P. Roche, K. J. White (Ireland)

Marsh Ireland Brokers Limited, trading as Marsh Ireland, Bowring Marsh and Guy Carpenter & Company is regulated by the Central Bank of Ireland.



## 8 Risk Assessments

Please see below Risk Assessment “RA001 Maintenance and Repair of Fork Lift Trucks” , if you require them, further risk assessments are available on request from your regional Linde HSE contact.

Site Specific joint Risk Assessments should be carried out where regular activities are undertaken, these risk assessments should be carried out jointly by the Linde Representative and a competent person designated by the customer.

These completed documents will be held electronically on the Linde Intranet and made available from each region on request.

Risk Assessment						
<b>Date:</b> 07th Jan 2022	<b>Assessed by:</b> Alan McEnteggart LMH UK HSE Manager Kevin Bennett Technical Manager Andy Galt H&S Officer	<b>Reviewed by:</b> Regional HSE  QHSE Manager	<b>Authorised by:</b> Regional Management  Service Director	<b>Location:</b> Generic	<b>Assessment Ref:</b> RA 001	<b>Review date:</b> January 2025  <i>Note: Sooner if significant changes occur</i>
<b>Truck group:</b> Maintenance and Repair of Forklift Trucks			<b>Additional Information:</b> Risk Assessment only valid when site conditions have been fully assessed, and individuals at risk identified via Point of Work Risk Assessment			
<b>Task/Premises:</b> Routine Maintenance and Breakdown Repairs			<b>Site Address:</b> Generic <i>Note Site Specific Risk Assessment Required Where Significant Hazards Identified.</i>		<b>Reason for Assessment</b> Risk Assessment to cover all generic aspects of maintenance and repair to Forklift Trucks	



Activity / Equipment	Hazard	Who Might Be Harmed	Existing Measures to Control Risk	Risk Analysis		Residual Risk Factor
				Severity	Likelihood	
0 General	Unsafe Environment <sup>1</sup>	Service Engineer Unauthorised Person	Before starting work always alert the customer to your presence on site. Agree a safe working area with adequate room to access truck. If necessary, cordon off area to prevent unauthorised access. Adhere to site rules, if in doubt seek clarification from customer. Wear all PPE designated by customer / area as necessary.	4	1	4 Low Risk
0 General	Unsafe Working Practices <sup>2</sup>	Service Engineer Unauthorised Person	All engineers should be competent and sufficiently trained for the role. All engineers completing a task should be familiarised with its associated procedure / safe system of work. Observe safe system of work when carrying out operational checks, always ensure traction wheels are raised, truck blocked and chocked prior to testing. Isolate control system when not required for testing – remove key and disconnect battery. Follow safe systems of work outlined in Linde Service Guide, Training Manuals / Courses, Service Information Sheets etc. Carry out pre-use checks on all equipment, remove from service and notify Line Manager if any defect is found / suspected. Minimum PPE for carrying out maintenance and repairs should consist of Overalls, Safety Boots and Gloves. Avoid loose clothing, hair and jewellery which may get caught up resulting in drawing in. All engineers to have completed Linde 'Health and Safety Passport Course' and follow the principles taught therein. All work will be organised and authorised by the Service Control Team taking into account appropriate adherence to contracts and hours worked, social factors outside of the normal working context must be taken into consideration where applicable and any situations that could have an adverse effect on safety must be escalated to the appropriate Service Manager for guidance. All Managers and Engineers are enrolled in Linde Safety Leadership Course and should assist in improving the safety culture within the organisation – See something wrong, do something about it, don't leave it to somebody else. Regular supervision by Managers / Team Leaders, including Job Safety Observations, take place and should include a discussion between the parties to identify any difficulties or issues encountered that may have a negative effect on mental wellbeing. All accidents / high impact near misses will be investigated to determine root cause and contributing factors and actions taken to prevent a reoccurrence where possible	3	2	6 Medium Risk
0 General	Truck Operations & Testing <sup>3</sup>	Service Engineer Bystander	All staff that service/operate forklift trucks are required to attend an accredited course for driving the class of truck they are working on. All truck operations to be carried out as per principles taught in Driver Training Course.	4	1	4 Low Risk
0 General	Manual Handling <sup>4</sup>	Service Engineer	Avoid manual handling, when possible, use appropriate techniques where manual handling is required – 4 guided principles from Pristine Condition Course. Suitable mechanical handling equipment to be utilised where required. Observe extra caution if removing unwieldy components – e.g., bonnet / seat assembly, doors, windcreens seek assistance if necessary for removal, realignment or fitting. Isolate from battery and disconnect all related wiring before removal.	3	2	6 Medium Risk

Activity / Equipment	Hazard	Who Might Be Harmed	Existing Measures to Control Risk	Risk Analysis		Residual Risk Factor
				Severity	Likelihood	
0 General	Slips <sup>5</sup> Trips <sup>6</sup>	Service Engineer Unauthorised Person Bystander	Ensure all spillages are cleaned up immediately. Keep soles of boots clean whenever possible. Always keep working area tidy as parts, tools, packaging may become slip / trip hazards. Forks can be both slip and trip hazards, going around back of truck is preferable to crossing forks. Always look in the direction of travel, avoid distractions.	3	2	6 Medium Risk
0 General	Falls <sup>7</sup>	Service Engineer Unauthorised Person	Suitable working at height equipment and safe systems of work to be used where required. All W@H equipment must be subject to planned inspection. All W@H should be carried out in a cordoned off area. Look down before you step down.	4	1	4 Low Risk
0 General	Confined Space Working <sup>8</sup>	Service Engineer	Follow safe systems of work outlined in Linde Service Guide. Remove covers, ancillary components etc. to allow proper access.	2	2	4 Low Risk
0 General	Crushing <sup>9</sup> Entrapment <sup>10</sup>	Service Engineer Bystander	Ensure any component capable of moving - mast section, bonnet, floorplate, door etc. is properly secured prior to accessing area. Determine weight of component and method of support and removal before slackening securing bolts.	3	2	6 Medium Risk
0 General	Burns & Scalds <sup>11</sup>	Service Engineer	Identify hot components prior to removal. Allow fluid in engine and hydraulic circuits to cool prior to starting work. Take care when working on live electrical circuits - short circuits caused by tools, watches, jewellery etc. can cause rapid heat build-up.	3	1	3 Low Risk
0 General	High Pressure Injection <sup>12</sup>	Service Engineer	Hydraulic systems to be fully depressurised and isolated prior to starting work. High pressure diesel injection system can run at a pressure of 1800bar (26,000PSI) - and should only be tested using the correct procedure and equipment. Risk of hydraulic injection injury - do not search for leaks with hands	4	1	4 Low Risk
0 General	Electric Shock <sup>13</sup>	Service Engineer	Ensure sources of stored energy are discharged prior to starting work Note - Isolate battery, do not discharge Observe Electricity at Work Guidelines at all times.	3	1	3 Low Risk
0 General	Lifting Operations <sup>14</sup>	Service Engineer Bystander	When using mechanical lifting equipment and accessories ensure equipment is tested and any lifting operations are planned and carried out in line with LOLER 1998 <a href="http://www.hse.gov.uk/pubns/indg290.pdf">http://www.hse.gov.uk/pubns/indg290.pdf</a> Carry out pre-use checks on all equipment, remove from service and notify Line Manager if any defect is found / suspected	4	1	4 Low Risk
0 General	Environmental Damage <sup>15</sup>	Environment	Suitable work area to located away from drains and surface water drainage when working on systems containing hazardous fluids. Ensure all spillages are cleaned up immediately and all waste is disposed of via hazardous waste management system. Ensure gas sources are isolated and depressurised before breaking into circuit.	3	1	3 Low Risk
<b>Training Requirements: Refer to Section on Unsafe Working Practices <sup>2</sup> above.</b>						

<b>Reference to other Assessments / Training Material:</b> <ul style="list-style-type: none"> <li>RA 100 PPE</li> <li>Other Relevant Risk Assessments</li> <li>Linde Service Guide</li> <li>Technical Training Course Information</li> <li>Truck Jacking Positions from Linde Service Guide &amp; Extranet</li> </ul>	<b>Site Specific Considerations:</b> <ul style="list-style-type: none"> <li>Make Customer Aware of Presence on Site and agree Safe Working Area</li> <li>Advise Service Control Desk of Estimated Job Completion Time</li> <li>Clean Up Any Spillages Immediately</li> <li>Always Remove any Waste Products from Site (Unless Advised Otherwise)</li> <li>Ensure Customer is Appraised of Truck Status Before Leaving Site</li> <li>Always Remove Key from Truck and Return to Customer</li> <li>Advise Site Contact When Leaving Site</li> <li>Advise Service Controller of safe return home</li> </ul>
<b>Responsibility for Action: Manager / Team Leader</b>	
<b>Advisory: Service Director / H&amp;S Personnel</b>	<b>Documents / Pictures Attached:</b> Working in proximity to rail infrastructures, please refer to the following links <a href="https://www.networkrail.co.uk/communities/linesideneighbours/working-by-the-railway/">https://www.networkrail.co.uk/communities/linesideneighbours/working-by-the-railway/</a>

**Risk Assessment Matrix**

			Likelihood				
			Certain	Very Likely	Likely	May Happen	Unlikely
			(5)	(4)	(3)	(2)	(1)
Severity	Death	(5)	25	20	15	10	5
	Major Injury	(4)	20	16	12	8	4
	Over 3 Day Injury	(3)	15	12	9	6	3
	Minor Injury treatment off	(2)	10	8	6	4	2
	Minor Injury (First Aid site)	(1)	5	4	3	2	1

**Risk Rating Table**

Score	Priority	Action
4	W	presents a low risk, although control measures must be maintained
10	EDIUM	tion required soon to control Interim measures may be necessary in the ort term
25	GH	tion required urgently to control risks. Further resources may be needed.

## Revisions RA 001 Maintenance and Repairs of Fork Lift Trucks

Jan 2020	Document Created from consolidated Product Risk Assessments.
Jan 2021	Document Revision
Jan 2022	Document Revision
Jan 2023	Document Revision

### Risk Assessment Sign Off Sheet (For Printed Versions Only)

Date: 16 <sup>th</sup> Jan 2024	Assessed by: Alan McEntegart LMH UK HSE Manager Brian Woolnough Product Technical Manager	Reviewed by: Regional HSE QHSE Manager	Authorised by: Regional Management Service Director	Location: Generic	Assessment Ref: RA 001	Review date: January 2024 <b>Note: Sooner if significant changes occur</b>
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### I have read and understood RA 001

Task/Premises: Routine Maintenance and Breakdown Repairs	Site Address: Generic <b>Note Site Specific Risk Assessment Required Where Significant Hazards Identified.</b>	Reason for Assessment Risk Assessment to cover all generic aspects of maintenance and repair to Fork Lift Trucks
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