

**Scope**

The servicing of graphic equipment at customer premises and HUK showroom / Exhibition Halls exposes a number of hazards and all reasonably practical precautions shall be taken to minimise the risk of injury and ill-health. Managers of employees who undertake service work are responsible for the implementation of this procedure, which has been established to address known risks associated with the majority of site activities. Employees are trained on the products they service.

**Description**

General Site Health and Safety Procedures

All employees upon arrival at a customer’s site shall familiarise themselves with and follow the site safe working practices and procedures including fire safety, evacuation and first aid. Any accident received during the course of their work shall be reported immediately to the site first aid resource and, following treatment, reported to their own manager for recording in the accident book.

Any unsafe condition and dangerous occurrence shall be brought to the attention of the local site representative and their own manager or supervisor a who shall take/advise on any necessary corrective action following a POWRA ( Point of Work Risk Assessment ). Employees shall not carry out hazardous activities alone without another person present in the vicinity who is aware of the work being carried out.

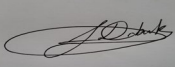

Personal protective equipment (PPE) provided, including safety footwear, shall be worn and suitable clothing provided for those who have to work in wet, dirty or otherwise adverse conditions.

Lifting and Moving

Only certified cranes and appliances inspected annually shall be used. All lifting tackle used shall be those booked out of HUK stores and subject to company safety inspection regimes. Any item seen with signs of damage shall be clearly identified, segregated from use and then returned to HUK stores for disposition.

HUK personnel shall not operate powered lifting equipment or use lifting tackle (including pulleys, slings, chains, straps etc.) that is not owned by HUK or hired under contract.

Only employees, trained and assessed for safe working are authorised to operate cranes, appliances and lifting tackle. The safe working limit of such equipment shall be clearly identified and strictly adhered to.

Function	Name	Dept.	Date	Signature
Reviewed by	Sandy Dobak	National Service Manager	01/06/2025	
Released by	Jonathan Roch	Service Director	01/06/2025	

Wherever reasonably practical, equipment shall be provided and used to reduce manual handling of heavy objects weighing >25kg to a minimum. Employees shall follow correct manual handling techniques in which they have been trained.

Equipment used for aiding manual handling, such as manually operated Pallet Trucks, shall have a visual inspection carried out for safe condition prior to use. An inspection shall concentrate on those safety-related parts which are necessary for the safe operation & function of the work equipment. Any faults or areas of potential risk shall be reported immediately to local management or customer management & alternative equipment used.

Plant, Machinery and Work Equipment

All plant and machinery shall be employed only for the work they were designed for and used by trained and competent personnel. Dangerous parts of equipment (e.g. exposed gears, chain drives.) shall be securely guarded and maintained in good repair with all safety devices operating correctly.

Servicing and operating of equipment shall only be carried out by trained employees who shall take all precautionary measures indicated in the manufacturers’ operation / maintenance documents.

Working at Height

We will provide a safe working environment for all employees who may be required to work at height.

We will achieve this by:-

- Identifying work activities that may involve working at height.
- Eliminating the need to work at height whenever it is reasonably practicable to do so.
- Ensuring that, where work at height cannot be eliminated, we use the risk assessment process to evaluate & manage risk.
- Implementing a safe system of work that will prevent falls of persons, materials & equipment.
- Providing suitable plant and equipment to allow safe access for persons and materials.
- Ensuring working platforms and any supporting structures are appropriate and designed in accordance with current standards.
- Ensuring that inspections of all equipment required for working at height are undertaken prior to use. Equipment supplied must have up to date compliance certification & must not be used if no documentation is provided.

Function	Name	Dept.	Date	Signature
Reviewed by	Sandy Dobak	National Service Manager	01/06/2025	
Released by	Jonathan Roch	Service Director	01/06/2025	

- Providing adequate information and training to ensure that only competent persons are engaged in working at height.

All personnel are responsible for ensuring that the intentions of this policy are effectively implemented on site with Service Management ensuring necessary appropriate action is determined and actioned upon.

It is the responsibility of each member of staff to:-

- Co-operate with this policy.
- Co-operate with & abide by all other policies, procedures, risk assessments & safe systems of work associated to the task being carried out.
- Utilise any plant and equipment in a safe & responsible manner and only if they have received appropriate training to do so safely.
- Report defects immediately.

Electrical Safety

Machine isolation shall be utilised when it is considered necessary to prevent inadvertent reconnection to power supply.

Voltage supply for electrical tools and equipment shall be the lowest practical for the work being carried out, especially those subjected to a wet environment. Trip devices such as RCD's shall be provided and used for portable tools with a mains 240 voltage supply. Wherever practical, 110V tools and supply or battery power tools shall be used.

Electrical tools and equipment including cables, leads and trip devices shall be protected from damage and be subject to user checks and formal examinations and tests. Test leads on multi-meters should be fused.

Electrical / Electronic fault finding

Where it is not possible to work with the equipment isolated, electrical testing of live equipment / components, shall be done so in compliance with an associated RAMS/POWRA, strict safe working practices, manufacturer guidelines / training, along with the training, experience & competency of the individuals.

Handling of Chemicals

Only employees who have received appropriate health and safety information, instruction and awareness associated with their work and possess correct personal protective equipment shall handle hazardous substances. Prior to working with any substance that they have no knowledge of, they shall verify its nature and take the necessary precautions stated on available Safety Data Sheets and container labelling.

Function	Name	Dept.	Date	Signature
Reviewed by	Sandy Dobak	National Service Manager	01/06/2025	
Released by	Jonathan Roch	Service Director	01/06/2025	

Lubricating greases, oils and pressroom chemistry shall be handled in accordance with good industrial safety and hygiene practices.

1. Avoid contact with eyes; wear chemical goggles if splashing is likely to occur.
2. Avoid frequent or prolonged skin contact, change clothing / use disposable coveralls if heavy soiling occurs or is expected.
3. Wash hands thoroughly after use, applying conditioning cream if skin becomes dry.
4. Use appropriate gloves whenever necessary and possible.

Handling of Chemicals

Only employees who have received appropriate health and safety information, instruction and awareness associated with their work and possess correct personal protective equipment shall handle hazardous substances. Prior to working with any substance that they have no knowledge of, they shall verify its nature and take the necessary precautions stated on available Safety Data Sheets and container labelling.

Lubricating greases, oils and pressroom chemistry shall be handled in accordance with good industrial safety and hygiene practices;

5. Avoid contact with eyes; wear chemical goggles if splashing is likely to occur.
6. Avoid frequent or prolonged skin contact, change clothing / use disposable coveralls if heavy soiling occurs or is expected.
7. Wash hands thoroughly after use, applying conditioning cream if skin becomes dry.
8. Use appropriate gloves whenever necessary and possible.

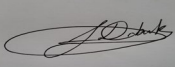

Service on Laser Equipment

When working on any laser equipment, standard safety rules must be met.

In full operating mode (all covers on machines), all lasers are class 1. Where covers are removed, the lasers can be class 3a or 3b, and must only be worked on with absolute care.

1. Only competent personnel may work on laser equipment.
2. No interlocks must be defeated, and engineers should ensure that the laser is immobilised.
3. All anti-static precautions must be maintained
4. All non-essential personnel must be kept clear of the machine.
5. Operators must be made aware that engineers are working on the machine, and prevented from sending jobs to the machine whilst it is being worked upon.
6. Calibration checks must only be conducted with all the covers replaced.

Engineers should, on every visit, conduct a visual inspection of the machine, to check the availability of visible safety devices.

Function	Name	Dept.	Date	Signature
Reviewed by	Sandy Dobak	National Service Manager	01/06/2025	
Released by	Jonathan Roch	Service Director	01/06/2025	

Service of Static Sensitive Equipment

When working on static sensitive equipment a wrist strap and anti-static mat must be used.

Housekeeping / Fire Precautions

All discarded packaging, including pallets shall be removed from the area by a Licenced Waste Contractor and any sharp protrusions shall be rendered to a safe condition (e.g. exposed nails bent to surface).

Rags, paper or materials that become soaked in oil must be disposed of in site-approved receptacles to minimise fire hazards.

Subcontractors

Any subcontracted activities shall be subject to controls needed to minimise risk to HUK, customer and supplier personnel. Their subcontractors to verify this control shall make copies of the following supplier documentation available to persons responsible for managing, supervising or co-ordinating;

- Certificates of test for lifting equipment used
- Records of training / competency for those personnel operating lifting equipment
- Public and Employer’s Liability Insurance

Further subcontracting of these activities by a supplier shall not be allowed without the express permission of HUK personnel responsible for the co-ordination of the service operations, and production of the information requested from the Contractor.

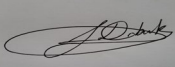

Non-essential personnel

Only those personnel directly involved in hazardous activities shall be permitted to occupy the affected area. This rule applies equally to HUK employees, customers, other contractors and the general public.

Evident Concerns

Should an engineer find any compromising of safety standards, e.g. defeated interlocks, missing guards, etc. on Heidelberg equipment they should inform the local management of their findings verbally, and through notes made on their timesheets.

If the issue is of significant concern, i.e. a serious accident may occur they should inform their line management, a POWRA will be completed by the attending engineer, we will

Function	Name	Dept.	Date	Signature
Reviewed by	Sandy Dobak	National Service Manager	01/06/2025	
Released by	Jonathan Roch	Service Director	01/06/2025	

then evaluate the need for formal notification to the customer. A Standard Letter is available from Process Improvement the text of which is outlined below.

**"Matter of Imminent Concern Noted on *Equipment* Serial Number \_\_\_\_\_"**

Dear \_\_\_\_\_

I refer to the recent visit of our Service Engineer \_\_\_\_\_ on the \_\_\_\_\_

To meet our obligations; under Section 3 of The Health and Safety at Work etc. Act 1974 we write to inform you of our concerns relating to the items listed below which may jeopardise the ongoing safe operation and maintenance of your equipment.

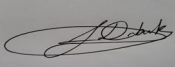
Model \_\_\_\_\_

Serial number -----

We suggest that you resolve these issues and would be glad to assist you with any required work.

Yours sincerely

Heidelberg Graphic Equipment Limited

Function	Name	Dept.	Date	Signature
Reviewed by	Sandy Dobak	National Service Manager	01/06/2025	
Released by	Jonathan Roch	Service Director	01/06/2025	