
Quality, Health, Safety, Environmental & Energy Manual:

Document No: SM-72

Unsafe Equipment Isolation

Toyota Material Handling UK Ltd's (TMHUK) policy to identify and isolate any equipment, which is maintained by TMHUK, on customer or TMHUK premises, whether Short Term Rental, Long Term Rental or customer owned which is in an unsafe condition

Procedure

There may be occasions when equipment cannot be left in a safe condition. In such cases it is the responsibility of the attending technician to identify the status of the equipment as being unsafe. They have the necessary authority to apply the immobilisation measures described within this procedure regardless of ownership.

Where it is not possible to restore the equipment to a safe working condition before leaving it unattended, for even the shortest time span, the technician must:

1. Inform the customer contact of the circumstances rendering the equipment unsafe.
2. Isolate the equipment, for example: remove the ignition key, immobilise keyless access systems, remove necessary fuses, unplug or disconnect the battery etc.
3. Complete and attach a warning label SD38 (Part No: STA-SD38FBF) and/or "Do not use" tape (Part No: Warning Tape) to the equipment.
4. Confirm the actions taken on a worksheet including details of the unsafe condition and attach photographs of the isolated equipment
5. Obtain the customers signature on the worksheet

****the above does not apply to equipment on TMHUK premises which is being worked on in workshop bays or storage. This **does** apply to 'Depot Trucks'****

In the event that the technician returns to a customer premises and finds that the equipment has been reinstated, a service order number must be raised, equipment disabled/isolated, worksheet completed, and details passed onto their leader and Customer Support Manager (CSM) immediately.

Technicians should not engage in any confrontation with the customer, if this situation arises they must leave site and inform their leader and CSM immediately.

Where it has been identified that a customer frequently breaches the above isolation controls or there may be an existing or imminent risk of serious personal injury the CSM must inform the Quality, Health, Safety & Environmental (QHSE) team who may report to the relevant enforcing authority (HSE or local authority).

Records

Worksheets generated are electronic and held in perpetuity.

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