LUBE Mobile

THE MOBILE MECHANICS

**Occupational Health & Safety**

**Policies**

**Procedures**

**Technicians**

**Manual**

**December 2017 issue**

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LUBE MOBILE

THE MOBILE MECHANICS

**SAFETY STANDARDS POLICY**

Apprentice Driving Policy

**As Mobile Mechanics, our “workplace” includes the van, both at a job site and travelling to or from the job site. The commitment to provide a safe workplace extends to providing a safe vehicle and implementing safe driving policies and procedures. Driving a motor vehicle presents the greatest risk of Death or Serious injury to our Employees. Both Lube Mobile and each Employee have a responsibility to prevent accidents occurring.**

**Apprentices are usually just out of school and if they have a Drivers Licence, they have not had it for long, and they probably have never driven a Van.**

**There have been a number of accidents where Apprentices have damaged Lube Mobile Vans and Customers Cars.**

**Therefore, in the interests of their safety Apprentices are not permitted to drive any Lube Mobile vehicle, until they have completed 12 months employment, and have passed the Safe Driving Course and the Driving Test.**

**Furthermore, there is no insurance company that will cover apprentices driving our client’s cars (they will only cover the mechanic). In light of this fact apprentices (No matter what year they are or how long they have been employed) are not permitted to drive the client’s car.**

**At no time is the apprentice to test drive the client’s car, this must be performed by the mechanic. If the apprentice comes along it must be in the passenger seat. On top of the insurance problems we also have safety and customer service implications to think about.**

**What client is going to be happy seeing a 17 to 23-year-old apprentice driving his car?**

**The mechanic is to drive the client’s car and the apprentice must drive the van when vehicles are to be delivered.**

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**SAFETY STANDARDS POLICY**

ASBESTOS HANDLING PROCEDURE

There is a slight risk of exposure to asbestos from friction materials containing asbestos (e.g. brake pads, brake shoes or clutch housings). Whilst these parts that contained asbestos, stopped being sold in January, 2005, there is a remote possibility that some vehicles may still have these parts. Unfortunately, there is no way of identifying asbestos or non-asbestos parts, other than the age of the vehicle, or klms travelled.

To protect you from asbestos dust, we have issued each employee, with the following equipment: -

* P2 dust mask
* Misting spray bottle
* Asbestos marked plastic disposal bags

Therefore, if you suspect the parts may contain asbestos the following “Wet method” procedure is to be used. Remember **“**I**t is better to be safe than sorry”**.

**Procedure**

* Place your spill mat under where the work is to be carried out.
* Disposable dust respirator, safety gloves and glasses must be worn
* Use the misting spray bottle to wet down any visible dust.
* Use a damp rag to wipe down the part before removal. Ensure the dust is kept wet as this will prevent airborne contamination.
* Hand tools must be used, not power tools if possible, to prevent airborne contamination.
* Spray the parts with the misting bottle, ensuring that any runoff is captured in the spill mat.
* Clean the parts with a damp rag.
* Then proceed to remove the part(s).

**De-contaminating the Work area and equipment.**

* Use a damp rag to clean the equipment, including the spill mat.
* Place debris, used rags, dust respirator, and any other waste in the asbestos marked plastic bag.
* Asbestos plastic bag is to be placed in the used filter nappy bin, and disposed of at base in the waste bin, NOT IN THE USED FILTER BIN.

**NEVER USE COMPRESSED AIR TO CLEAN DUST FROM PARTS**

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**SAFETY STANDARDS POLICY**

Bullying

Lube Mobile is committed to ensuring the health, safety and welfare of all individuals while at work. An important component of ensuring the health, safety and welfare of all individuals while at work includes managing bullying in the workplace.

**Organisational Commitment**

Lube Mobile is committed to a work culture and environment in which bullying is not acceptable under any circumstances and is strictly prohibited. Bullying includes physical or psychological assault, abuse, threats, intimidation or other types of harassment or unwarranted behavior, including pranks. Lube Mobile will consider bullying as gross misconduct resulting in disciplinary action, possibly including summary dismissal.

**Managerial Commitment**

Lube Mobileemployees will be protected as far as reasonably practicable from all forms of work related bullying, harassment & mistreatment in the workplace.

Lube Mobile employees will be well informed about, and aware of, what includes unacceptable behaviour in the workplace.

Lube Mobile will implement a risk management process in managing bullying in the workplace in order to minimise or remove the risks of bullying and harassment in the workplace.

An effective reporting and recording system will be maintained, and compliance with this system will be monitored.

In the event of workplace bullying or harassment taking place in the workplace, suitable action will be taken to ensure that the appropriate support, counselling and follow-up consultations take place with all individuals involved in the incident.

Lube Mobilegrievance and dispute resolution procedures will be followed in order to settle problems before these problems develop into a state of affairs which could lead to bullying and various types of violence in the workplace.

Being bullied or working in a climate of bullying can lead to psychological and/or physical injury and can also contribute to other injuries. Workers affected by bullying may be more likely to make mistakes causing injuries, and may because of increased muscular tension be more likely to develop injuries such as occupational overuse syndrome and low back pain. Bullying can lead to loss of productivity, high staff turnover, increased absenteeism, reduced performance, low morale, disruption to work, and may end in costly legal action.

**What Is Bullying?**

Bullying is repeated unreasonable behaviour directed towards a worker or group of workers that creates a risk to health and safety. Bullying can occur wherever people work together. Under certain conditions, most people are capable of bullying. Whether it is intended or not, bullying is an WHS hazard.

A broad range of behaviours can be bullying, and these behaviours can be direct or indirect. Examples of direct forms of bullying include:

• Verbal abuse

• Putting someone down

• Spreading rumours or innuendo about someone

• Interfering with someone’s personal property or work equipment.

• Unjustified criticism or complaints

• Deliberately excluding someone from workplace activities

• Deliberately denying access to information or other resources

• Withholding information that is vital for effective work performance

• Setting tasks that are unreasonably above or below a worker’s ability

•Deliberately changing work arrangements, such as rosters and leave, to inconvenience

a particular worker or workers

• Setting timelines that are very difficult to achieve

• Excessive scrutiny at work.

**How is Bullying carried out**

Bullying can be carried out verbally, physically or in writing, eg via email, internet chat rooms, instant messaging and mobile phone technologies such as text messaging. Bullying can be directed in a range of ways in a workplace – downwards (from supervisors or managers to workers), sideways (between workers or co-workers) and upwards (from workers to supervisors or managers). Bullying can be directed at a single worker or at more than one worker. It can be carried out by one or more workers.

**What Isn’t Bullying?**

Examples are:

• Setting performance goals, standards and deadlines

• Allocating work to a worker

• Rostering and allocating working hours

• Deciding not to select a worker for promotion

• Informing a worker about unsatisfactory work performance

• Informing a worker about inappropriate behaviour

• Implementing organisational changes

•Performance management processes

• Constructive feedback

• Downsizing.

•Transferring a worker

A single incident of unreasonable behaviour may have the potential to escalate into bullying. Single incidents can still create a risk to workplace health and safety.

Lube Mobilewill formally investigate any allegation of workplace bullying or harassment thoroughly and systematically. If warranted, the appropriate disciplinary action will be taken. The severity of such disciplinary action will depend on the seriousness of the incidents, and may vary from counselling to summary dismissal.

The effectiveness of the various Lube Mobilemeasures to reduce bullying will be subject to on-going monitoring and evaluation.

**Manager & Supervisor Commitment**

Lube Mobile Managers and Supervisors are responsible for maintaining compliance with this policy in areas under their control.

**Employee Commitment**

Lube Mobileemployeesare responsible for following this policy.

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**LUBE Mobile**

THE MOBILE MECHANICS

**COMPANY STANDARDS POLICY: -**

**Buying Vehicles off Customers**

**Lube Mobile is committed to an “Ethical Code of Conduct”**

**Employee’s Buying vehicles off customers can place Lube Mobile in a very awkward position.**

* As example, some years ago, one of your workmates diagnosed that a vehicle requires $000’s worth of repairs.
* The customer said I don’t want go ahead with the repairs, I am going to sell it.
* The employee then made an offer based on his own diagnosis
* The diagnosis turned out to be untrue,
* This mechanic then sold the vehicle for a tidy profit.

**This is just blatant “Fraud” and will not be tolerated**

To make sure that this practice is not repeated we have made the following decision

The practice of purchasing vehicles off our clients is now and always has been forbidden.

At no time are you to offer the client money (or anything else) in exchange for the vehicle that we have been working on

Remember we have a reputation to maintain and management will not tolerate our employees giving a negative influence on our Brand Name

The Brand “Lube Mobile” has been built up over more than 30 years and every dealing we have reflects on that brand

* **In the interests of Client Retention Lube Mobile requires you to adhere to this Policy.LUBE MOBILE WORKING SAFELY**

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**STANDARDS POLICY: -**

**Cancellation of Jobs**

To provide a uniform approach to the Cancellation of jobs the following Policy will apply: -

**1. A job can only be Cancelled when: -**

* The job has not been dispatched. (a reason for the cancellation must be entered)
* If you have not arrived on site

**2. Cancellation is not allowed when: -**

* The GPS has you On-Site.

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# SAFETY STANDARDS POLICY:-

## Carrying Petrol in the Waste Fluid Tank

A number of Branches have expressed concern with the buildup of pressure in the waste oil tanks, especially on hot days, and if they are carrying fuel.

The National Committee recognized the concerns and report as follows: -

**“Given the dimensions of the tank, in their opinion at 40 degrees Celsius the tank would build up to 5 PSI in pressure”.**

**We then decided to carry out a pressure test in Sydney. Tank was placed under the 4-post hoist, for safety in case it burst, and pressurized in 5 PSI steps up to 20 PSI. The tank did slightly bulge, at the sides, at this pressure, and the welds remained intact and there was no leakage from the neck or cap.**

**Given minor buildup of pressure, all caps must be fitted with a pressure relief valve. It would still strongly recommend that only one side of the cap is undone, to allow the pressure to release. DO NOT RELEASE BOTH SIDES AT ONCE.**

We have also checked out all State Regulations on the carrying of fuel in the vans. Whilst regulations differ from State to State, all acknowledge that minor quantities of petrol can be transported without a dangerous goods license or placarding the vehicle.

Minor quantities are anything less than 200 liters.

**Employees must be aware of the following procedures in the case of an emergency: -**

* **Notify the Police or Fire Brigade as soon as possible**
* **Provide reasonable assistance to emergency services**
* **If there is any escape of petrol, prevent other vehicles or any source of ignition from coming within 15m of the vehicle.**
* **Warn any person in the vicinity who may be at risk.**
* **Prevent of minimize the escape of the petrol into drains or natural watercourses by using your spill kit.**

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**CASH HANDLING POLICY**

There has been an increasing number of Employee’s paying in short, with a wide range of excuses, from “I lost it”, “it was stolen”, etc, etc. You should also be aware that an Employee was recently dismissed for stealing a small sum.

For your information, the Company policy on handling cash is: -

* When paying in, you must always print a Payin Summary on plain A4 paper. Ezipay’s and Eftpos slips are to be attached, with any relevant supplier invoices.
* When paying in if you have cash or cheques you must do a banking to the cent on your tablet. Fill out a deposit form and bank the cash and cheques that day. If the payin was done before the Bank’s close, or the next day at the latest.
* You must go to the Commonwealth bank and payin when your cash holding is $500 or more
* The employee is responsible for the safe keeping of any cash under his control, and will be held responsible for any loss. The employee will be liable to reimburse the Company for any loss.
* All cash must be kept in a secure location and must not be left in the van, under any circumstances when the van is unattended.
* Any theft of Lube Mobile’s assets will result in the Employee being reported to the Police and be summarily dismissed on the spot. (This means that you will not receive a notice period or be paid any leave or other benefits owing).

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LUBE MOBILE

THE MOBILE MECHANICS

**STANDARDS PROCEDURE: -**

**COLLECTING VANS FROM PANELBEATERS**

**OR VEHICLES FROM 3/P REPAIRERS**

**Introduction.**

A number of incidents have occurred when we have collected vans from the Panel Beaters or vehicles from 3/P Repairers.

**Procedure to be followed.**

The following safety checks must be made before starting the Vehicle.

* Check radiator water level and top up if required. Ensure radiator cap is on securely
* Check oil level, brake fluid level and other fluid levels and top up if required
* Is it registered and does it have the correct number plates
* Check Battery
* Check Headlights, indicators and Brake Lights
* Check Reverse Sensors and reversing lights.
* Check windscreen wipers and washers are operating
* Make a visual check of tyres
* Check petrol level.
* Check if Cargo Barrier installed and all items in cabin in van are secure
* Have the repairs it was there for been completed
* New Hiace Van – check steering column is tight
* Think about what repairs have been done. This will give an indication as to what areas on the van require special attention. For example, if the tailgate was damaged, has the wiring to stop, reverse and tail lights, and reverse sensors, been fitted correctly.

After checking these items start the vehicle and check driveability:

* Brake Pedal feel and Clutch Operation (if fitted)
* Steering/Suspension condition
* Operating temperature, when it warms up.

**If all okay drive to your destination**

**LUBE MOBILE WORKING SAFELY**

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LUBE MOBILE

THE MOBILE MECHANICS

**SAFETY STANDARDS POLICY: -**

**For Contractors, Sub-Contractors or Employees working ON-SITE (CUSTOMERS PREMISES)**

**(a) Introduction**

Lube Mobile is committed to the provision of a safe and healthy workplace for all Contractors, Sub-Contractors and their Employees, who undertake work on Lube Mobile’s customer’s premises.

The prevention of injury in the workplace is the responsibility of everyone and the co-operation of all Contractors is vital. The Workplace Health and Safety regulations impose a duty of responsibility on Lube Mobile, to ensure any Contractor or Sub-Contractor that performs work on-site adheres to Lube Mobile’s on-site safety policy and procedures and complies with their industry’s safe work policies.

**(b) Procedures for Lube Mobile Employees’ to follow: -**

**(i) Contractors are to be given a brief induction on location of any hazards known or**

**temporary (air-conditioning units, animals, slip and trip hazards etc).**

**(ii) Lube Mobile Mechanic must sight the Certificate of Currencies for both Workers Compensation and Public Liability before the contractor is allowed to work on site.**

**(iii) Contractors are to be made aware of and to comply with Lube Mobile’s**

**On-Site Premises Policy being: -**

* Safety Glasses, Gloves and Safety Footwear are to be worn at all times.
* All electrical equipment must be tagged.
* Any equipment used must comply with manufacturers operating instructions (i.e. used properly and within load limits).
* Must use the appropriate and recognised personal protective equipment as specified by statutory requirements for the task being undertaken.
* Any injury or incident must be reported to the State/Zone Manager and a Safety Incident created.
* A Material Safety Data Sheet must be supplied for any Dangerous goods and hazardous or flammable material brought on site.
* Customers’ premises are a “No Smoking Site” and Contractors, Sub Contractors and their Employees must go off site if they wish to smoke.
* Alcohol and drugs must not be brought onto any site.
* Contractors, Sub Contractors and their Employees must not be under the influence of drugs or alcohol.
* The work area is kept clean and tidy at all times
* Rubbish and Spillages are cleaned up immediately.
* Contractors, Sub-Contractors and their Employees must conduct themselves in a proper manner at all times.

**(iv) All contractors must sign an agreement that they have read and**

**understand Lube Mobile’s On-Site policy and procedures.**

**Contractors, Sub-Contractors and their Employees’ not complying with Lube Mobile’s on-site policies and safe work practices, as detailed above, are to be removed from the site and any work suspended until they comply.**

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**LUBE Mobile**

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**CONTRACTUAL AGREEMENT**

**Lube Mobile expects all Contractors, Sub-Contractors and their Employees to adhere to Lube Mobile’s safe work practices.**

**CONTRACTORS NAME**

**……………………………………………………………………………………………………..**

**COMPANY NAME**

**……………………………………………………………………………………………………..**

**AGREE THAT I, MY EMPLOYEES OR SUB-CONTRACTORS, WILL MEET LUBE MOBILES’ POLICY FOR CONTRACTORS AS SET OUT IN THIS DOCUMENT.**

**I HAVE RECEIVED, READ AND UNDERSTOOD LUBE MOBILES’ ON-SITE POLICY AND AGREE TO ABIDE BY THE POLICY.**

**I AGREE THAT I AND/OR MY EMPLOYEES WILL UNDERGO ORIENTATION TO LUBE MOBILE’S CUSTOMERS PREMISES PRIOR TO UNDERTAKING ANY WORK.**

**SIGNATURE OF CONTRACTOR ……………………………………………………………**

**DATE ………/………./………**

**FOR AND ON BEHALF OF LUBE MOBILE ………………………………………………..**

**DATE ………/………../………**

**LUBE Mobile**

THE MOBILE MECHANICS

**SAFETY STANDARDS POLICY: -**

**For Contractors, Sub-Contractors or their Employees working AT BASE (on Lube Mobile Premises’).**

**(a) Introduction**

Lube Mobile is committed to the provision of a safe and healthy workplace for all Contractors, Sub-Contractors and their Employees, who undertake work on Lube Mobile premises or in Workshops.

The prevention of injury in the workplace is the responsibility of everyone and the co-operation of all Contractors is vital. The Workplace Health and Safety regulations impose a duty of responsibility on Lube Mobile, to ensure any Contractor or Sub-Contractor that performs work in our premises, adheres to Lube Mobile’s safety policies and procedures and complies with their industry’s safe work policies.

**(b) Procedures for Lube Mobile Employees’ to follow: -**

**All contractors to provide copies of Public liability and workers Comp Certificate of currencies**

**( i) Contractors are to be given a brief induction on location of, the toilets, exits,**

**fire extinguishers, first aid kit, the emergency evacuation plan and** **meeting**

**point, any hazards known or temporary and who is the first aid officer.**

**(ii) Contractors are to be made aware of and to comply with Lube Mobile’s**

**Premises Policy being: -**

* Safety Glasses, Gloves and Safety Footwear are to be worn at all times.
* All electrical equipment must be tagged.
* Any equipment used must comply with manufacturers operating instructions (i.e. used properly and within load limits).
* Must use the appropriate and recognised personal protective equipment as specified by statutory requirements for the task being undertaken.
* Any injury or incident must be reported to the State/Zone Manager and a Safety Incident created.
* A Material Safety Data Sheet must be supplied for any Dangerous goods and hazardous or flammable material brought on site.
* Any scaffolding and ladders brought on site are to be used in accordance with the relevant statutory requirements.
* Lube Mobile is a “No Smoking Site” and Contractors, Sub Contractors and their Employees must go off site if they wish to smoke.
* Alcohol and drugs must not be brought onto any Lube Mobile site.
* Contractors, Sub Contractors and their Employees must not be under the influence of drugs or alcohol.
* The work area is kept clean and tidy at all times
* Rubbish and Spillages are cleaned up immediately.
* Contractors, Sub-Contractors and their Employees must conduct themselves in a proper manner at all times.

**(iii) All contractors must sign an agreement that they have read and**

**Understand, Lube Mobile’s Premises policy, procedures and**

**Sign the visitor’s book.**

**(iv) They are then to be handed a “Visitors glow Vest” which must be**

**worn at all times when they are on-site**

* **If they are on the premises without this vest, they must be directed to the office to be inducted.**
* **The vest is to be handed back when they are signing out of the visitor’s book.**
* **Contractors, Sub-Contractors and their Employees’ not complying with Lube Mobile’s Premises policies and safe work practices, as detailed above, are to be removed from the premises and any work suspended until they comply.**

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**CONTRACTUAL AGREEMENT**

**Lube Mobile expects all Contractors, Sub-Contractors and their Employees to adhere to Lube Mobile’s safe work practices.**

**CONTRACTORS NAME**

**……………………………………………………………………………………………………..**

**COMPANY NAME**

**……………………………………………………………………………………………………..**

**AGREE THAT I, MY EMPLOYEES OR SUB-CONTRACTORS, WILL MEET LUBE MOBILE’S POLICY FOR CONTRACTORS AS SET OUT IN THIS DOCUMENT.**

**I HAVE RECEIVED, READ AND UNDERSTOOD LUBE MOBILE’S PREMISES POLICY AND AGREE TO ABIDE BY THE POLICY.**

**I AGREE THAT I AND/OR MY EMPLOYEES WILL UNDERGO ORIENTATION TO LUBE MOBILE PREMISES/WORKSHOPS PRIOR TO UNDERTAKING ANY WORK.**

**SIGNATURE OF CONTRACTOR ……………………………………………………………**

**DATE ………/………../………**

**FOR AND ON BEHALF OF LUBE MOBILE ………………………………………………..**

**DATE ………/………../………**

**LUBE Mobile**

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**COMPANY STANDARDS POLICY: -**

**Controlling Vehicles Externally**

**There have been a number of serious incidents that were brought on or made worse because we were standing outside while trying to start or steer the car: -**

* **Just last month someone that was outside trying to steer a car almost lost his thumb**
* **Employee lent through the window and moved shifter from park to reverse without opening the door to check reverse lights and car ran into a shop window.**

**In an effort to try and stop this it has been decided that you are to do nothing through a window.**

**If you need to start the car you must: -**

* **Get in the car so you have full control**
* **This way you will have your foot on the brake or clutch**
* **You will be in a position to take emergency action if something goes wrong while trying to start it**
* **In the interests of Safety Lube Mobile requires you to adhere to this Policy.**

**LUBE MOBILE WORKING SAFELY**

**Version 1 28/09/2017**

**LUBE Mobile**

THE MOBILE MECHANICS

**ACCOUNTS POLICY**

CREDIT CARDS/ELECTRONIC FUNDS TRANSFER (EFT)

**CREDIT CARDS**

There is a very high risk of fraud involved when taking credit card numbers over the phone. Over the years Lube Mobile has incurred substantial losses from this type of transaction.

Therefore, Lube Mobile has now changed the policy on Credit Cards.

Effective immediately if your client wants to pay by credit card over the phone, a maximum limit of $1,000 will apply. (This is where details are not imprinted or swiped, and not signed by the card holder).

* For any amount over $1,000 you must: -
* The card must be presented to you
* The card must be swiped through the mobile EFTPOS machine or your swipe machine (click clack)
* The cardholder must be present and sign the slip.
* You must compare the signature on the card to the signature on the slip, and they must match.

**ELECTRONIC FUNDS TRANSFER**

* With deposits by EFT a printed receipt with a receipt number must be received by the mechanic. Please verify BSB and Account numbers.

**LUBE MOBILE WORKING SAFELY**

**Version 2 03/10/2017**

**LUBE Mobile**

THE MOBILE MECHANICS

**COMPANY STANDARDS POLICY: -**

**Customer fitted parts or Customer’s attempting repairs.**

**Vehicles which have been worked on by a third party (including the customer or “Friend “) increase the risk of an incident occurring, as a result of the third party not completing the job or due to faulty workmanship. Special care needs to be taken and as much information obtained from the customer before you commence work on the vehicle.**

**Before you start work on the vehicle take 5 minutes to: -**

* **Discuss with the customer the extent of the work performed by the third party or friend.**
* **Survey the area where you will be working**
* **Think about what the customer has told you and what has been done or attempted, on the motor vehicle.**
* **Then check the vehicle out, taking particular care with the areas of concern.**
* **If the customer is using any of his equipment do not use it, Replace it with Lube Mobile supplied equipment. E.g. if on customers stands, replace with Lube Mobile’s. Use our jack not the customers.**
* **The repair must be taken back to the beginning and all parts to be inspected to establish if the parts are correct and in working order.**
* **Only carry out the repair as long as we can take control of the job and provide a warranty**

**LUBE MOBILE WORKING SAFELY**

**Version 2 28/09/2017**

**LUBE Mobile**

THE MOBILE MECHANICS

**COMPANY STANDARDS POLICY: -**

Customers or 3rd Parties Assisting Lube Mobile Employee’s

Employees should always take special care when the customer or a 3rd Party offers any assistance whatsoever. It is not Lube Mobile’s policy to discourage customers from watching, and in fact we encourage it, but from a safe distance. Customer assistance increases the risk of an incident occurring. A number of incidents have occurred as a result of the customer providing assistance by starting the vehicle whilst the mechanic is working at the front of the vehicle You must: -

* **Always remove the keys from the ignition and put them in your pocket, or a safe place, out of sight. This is to prevent the customer/3rd party starting the car, and endangering your safety.**
* **If you need to have someone turn the engine over, check and make sure the vehicle is in neutral or park, and the handbrake is engaged and your hands are well away from danger. Do not stand in front or at the rear of a vehicle.**
* **If you need assistance to start the vehicle, again make sure the vehicle is in neutral or park and handbrake is engaged and do not stand in front of or at the rear of the vehicle, until it has started.**
* **Do not allow the customer near the engine bay whilst the vehicle is running.**
* **Do not allow the customer near the vehicle whilst jacking it up or when the vehicle is on stands.**

**LUBE MOBILE WORKING SAFELY**

**Version 2 28/09/2017**

**LUBE Mobile**

THE MOBILE MECHANICS

**COMPANY STANDARDS POLICY: -**

**Customers Unregistered and Unroadworthy Vehicles**

**Unregistered Vehicles.**

Lube Mobile employees **are not permitted to drive unregistered motor vehicles**, without exception. The reason for this, is that Lube Mobile is not insured should an accident occur and more importantly Lube Mobile Employees are not covered by Third Party Personal Injury Insurance. In addition, if stopped by the Police the Employee could be charged with driving an unregistered and uninsured vehicle and this carries a substantial fine.

**Unroadworthy Vehicles**

Similarly, Lube Mobile Employees are **not permitted to drive unroadworthy motor vehicles** as the risk of a serious injury is substantially increased. (Unroadworthy vehicles include unregistered vehicles, vehicles where the lights or blinkers don’t work, brakes are faulty, tyres are bald etc.).

This is particularly relevant when test driving a vehicle. If we have reported items that make the vehicle unroadworthy and the customer has chosen not to repair one or more items then we are **NOT to Test Drive the vehicle.**

The customer should be quoted on any unroadworthy items, if they do not wish to carry out these repairs at the time, it should be noted on the report section of the invoice as to the reason why the car could not be test driven.

**LUBE MOBILE WORKING SAFELY**

**Version 2 28/09/2017**

LUBE Mobile

THE MOBILE MECHANICS

**SAFETY STANDARDS POLICY**

Dash-Cam Policy

As Mobile Mechanics, our “workplace” includes the van, both at a job site and travelling to or from the job site. The commitment to provide a safe workplace extends to providing a safe vehicle and implementing safe driving policies and procedures. Driving a motor vehicle presents the greatest risk of Death or serious injury to our Employees. Both Lube Mobile and each Employee have a responsibility to prevent accidents occurring.

To ensure your safety Lube Mobile have installed Dash-Cams to all the vans so any footage of Accidents, Road incidents and Driving complaints can be captured.

The Dash-cam footage is a valuable source of information to establish culpability in an event of an accident or road incident. It is useful when dealing with the eventual insurance claim as well.

It’s your responsibility to ensure the Dash-Cam is functioning each time you start up your van. This should be done every time not only once in the morning. If not functioning, contact your manager.

Do not tamper with the dash-cam, any of the components or it’s wiring setup. If there is an issue with it, contact your zone manager as soon as possible.

Do not delete any footage from the memory card. In an event of an accident, road incident or driving complaint, please remove the memory card and bring to base as soon as possible.

Please ensure that the “G” sensor on the Dash-cam is set on low as at times railway tracks will set up a new file and will fill the memory up quickly. Especially important if you cross railway tracks often.

It’s important that you follow these instructions to ensure we have our Accidents; Road Incidents and driving complaints recorded. This will benefit you as the driver and Lube Mobile to establish culpability through Insurance claims.

**LUBE MOBILE WORKING SAFELY**

**Version 2 18/11/2019**

**LUBE Mobile**

THE MOBILE MECHANICS

**STANDARDS POLICY: -**

**Deposits on Large Jobs**

Lube Mobile has incurred significant losses over the past, on large jobs where the customer has been unable to pay on completion of the job. A number of branches are now left with vehicles that will have to be auctioned, and will realise next to nothing, when and if sold. The uncollected goods legislation in most States is a time-consuming procedure, and in one State it is impossible to sell the vehicle.

Lube Mobile’s Policy is that on any job that will not be completed the same day, or if the vehicle is driven or towed away from the original worksite, adeposit of at least 50 % of the estimated cost must be taken before any work is commenced. This should cover the cost of any work already carried out, towing charges, parts ordered that cannot be returned for credit and costs of subcontractors, i.e. Transmission shop.

**Therefore, if you are towing or driving a car away from the original job site, you must arrange the deposit with the client, before leaving the site.**

**Remember no deposit, no work.**

**LUBE MOBILE POLICY**

**Version 1 28/09/2017**

LUBE Mobile

THE MOBILE MECHANICS

# W.H&S POLICY: -

## LUBE MOBILE VEHICLES – DRIVING AFTER HOURS

As detailed in the Employment contract ***“The use of any Lube Mobile vehicle after hours is totally forbidden “.***

We have been advised that Recent changes in NSW Legislation have seen 3rd Party Insurers cease to offer “At Fault “cover and other States may follow suit.

What this means is that if an Employee: -

* **Deviates from the most direct route to or from work or**
* **Uses the Lube Mobile vehicle after hours, with or without permission**

and has an accident, where he is at fault, then the **Employee is not covered by 3rd Party Insurance for Medical Expenses.**

During working hours, all Employees are covered by Workers Compensation Insurance whether at fault or not. NSW, QLD & ACT are covered for travelling to and from work. VIC, SA & WA are not covered.

Therefore, if you drive a Lube Mobile van after hours and have an accident, whether you are at fault or not, you could be faced with: -

Medical Expenses and Liability claim of the 3/Party

Cost of repairs to the 3rd Party vehicle

Cost of repairs to the Lube Mobile vehicle

### LUBE MOBILE WORKING SAFELY

**Version 1 16/11/2017**

**LUBE Mobile**

THE MOBILE MECHANICS

**STANDARDS SAFETY POLICY: -**

**EMPLOYEES TOOL BOXES**

**Lube Mobile is committed to the goal of no injuries to our Employees and to prevent any accidents occurring as a result of our Work Practices.**

**A number of injuries have occurred with Employees either lifting their own toolboxes into the van or assisting another employee to lift it in, with the drawers in.**

**The following procedure is now to be followed, whatever the size of the toolbox: -**

* **New employees are the most at risk from this procedure. An assist must be provided for any new mechanics setting up their van or any mechanic changing vans etc.**
* **Removing or putting in a toolbox alone is not permitted**
* **Drawers must be removed no matter what the size of the toolbox**

**We have also had a number of toolboxes that have been inadequately secured and have torn out when involved in an accident.**

**All employee’s toolboxes need to be securely fitted as follows: -**

* **Consult with your Manager prior to any drilling due to the danger of hitting the gas tank.**
* **A drill depth attachment must be used**
* **Remove drawers**
* **Large tool boxes are to bolted through the back of tool box to the spare wheel carrier using nuts; bolts and washer. Also screwed to the bottom to the plywood base.**
* **Smaller tool boxes should be bolted to the plywood base using a minimum 8mm bolt, with a metal plate or large washer under the floor pan.**
* **It may also be necessary to use a metal plate or large washer under the bolt.**
* **In the interests of your safety Lube Mobile requires you to adhere to this Policy.**

**LUBE MOBILE WORKING SAFELY**

**Version 4 05/10/2017**

LUBE Mobile

THE MOBILE MECHANICS

# SAFETY STANDARDS POLICY

## EMPLOYEES WORKING AFTER HOURS

The normal working hours for a technician are from 8.00am till 4.06pm. As per the contract of employment, at times a technician may be required to work overtime, to complete the job.

However, as a general rule technician should not work after 6.30pm, as this poses a serious risk to their safety. Usually by then they: -

* Are getting tired
* Are feeling pressured
* Their concentration lapses
* They are thinking more about going home, than the job at hand,

If an employee needs to work after hours, to finish the job, it is recommended that he work no later than 6.30pm. In any event, if a technician works after hours, **the Manager must remain in contact with the employee until he is finished.**

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### LUBE MOBILE WORKING SAFELY

**Version 2 05/10/2017**

LUBE Mobile

THE MOBILE MECHANICS

## STANDARDS POLICY :-

### FIRST AID KITS

In the interests of your Safety and for easy access in the case of an injury, the storage of First Aid Kits will now be standardised Australia wide.

**“First Aid kits will be stored in the Glove Box with a First Aid**

**sticker attached to the outside of the Glove Box “.**

**Storing the First Aid kit in the glove box will allow easy identification and access for 3/Parties in the event of injury.**

* **In the interests of your safety Lube Mobile requires you to comply with this policy.**

### LUBE MOBILE WORKING SAFELY

**Version 1 3/10/2017**

**LUBE Mobile**

THE MOBILE MECHANICS

**SAFETY PROCEDURE**

**FUSES & FUSIBLE LINKS**

Over the years we have had a number of fires, mainly fuel/spark related. However, we have had 2 serious electrical fires.

In the first fire which occurred some years ago, we went to a break down. The mechanic diagnosed that it was the fusible link, and replaced it with a bit of wire. Keep in mind that there was a spare parts store 5 minutes away, and even if there wasn’t every petrol station carries a fuse holder. The car started and customer drove off.

Some 6 months later the customer parked outside a school and went in to collect her child leaving the other child in the car. **THE CAR CAUGHT FIRE AND THE CAR BECAME ENGULFED IN FLAME AND THE CHILD BURNED TO DEATH.**

**The mechanic was charged with Manslaughter,**

The mechanic was charged with manslaughter and was fortunate to be acquitted, but

HOW COULD YOU LIVE WITH THIS ON YOUR CONSCIENCE?

In the second recent case, the customer complained that his air conditioner was not working, in his 1989 Ford Econovan. Fuse was tested and found the 30-amp fuse blown. After receiving advice from another mechanic, he replaced the 30-amp fuse with a 40-amp fuse. Vehicle was test driven and air conditioner worked. **CUSTOMER DROVE THE VAN FOR APPROXIMATELY 30 MINUTES WHEN A FIRE STARTED BEHIND THE DASH AND QUICKLY ENGULFED THE VAN.** The fire brigade arrived and put the fire out before the fuel tank caught.

There was no amperage marked on the fuse box. However, for all we know the fuse

may have been replaced with a higher amp fuse for the same problem before.

**The replacing of a fusible link with wire or installing a higher amp fuse is now banned at Lube Mobile.**

**HOW WOULD YOU FEEL IF YOU WERE RESPONSIBLE FOR KILLING A CHILD, OR ANYBODY? COULD YOU LIVE WITH THAT?**

**LUBE MOBILE WORKING TO THE HIGHEST STANDARDS**

**Version 1 05/10/2017**

**LUBE Mobile**

THE MOBILE MECHANICS

**SAFETY STANDARDS**

HEAT STRESS

Heat stress occurs when heat is absorbed from the environment faster than the body can get rid of it. To keep internal body temperatures within safe limits in hot conditions, the body must get rid of excessive heat. It does this by varying the blood flow to the skin and by evaporation of sweat. Prompt action will avoid the serious or fatal consequences of fully developed heat stroke.

**Symptoms**

* Heavy sweating, tired and thirsty
* Headache and vomiting
* Feeling faint
* Irritability, loss of appetite
* Prickly heat rash, nausea
* Muscle spasms/twitching, moist cool skin
* Painful muscle cramps (limbs and abdomen).

**How to Avoid**

* Drink 2 to 3 litres of water per day, even if not thirsty (Do Not drink soft drinks as the body needs to get rid of it, draws water from the reserves, and dehydrates you).
* Start drinking in the morning. Don’t wait until you get thirsty.
* Avoid heavy protein foods (eg meat, dairy products, etc) which raise body heat and increase fluid loss.
* Wear a wide brimmed hat
* Use sunscreen
* Avoid direct sunlight if possible
* Take regular rest breaks in cool shady areas.

**First Aid**

**If you are feeling any of the symptoms: -**

* Report it to your Zone Manager
* Drink more water
* Lie down in a cool place out of the sun
* Loosen clothing
* Use a wet towel around neck and face

Sunscreen is provided, and wide brimmed hats are available. Refer to your State or Zone Manager.

**LUBE MOBILE WORKING SAFELY**

**Version 1 03/10/2017**

LUBE Mobile

THE MOBILE MECHANICS

**INTERNET, EMAIL, COMPUTER (TABLET) AND MOBILE PHONE USE POLICY**

**Objective**

The purpose of this Policy is to provide all staff with guidance and acceptable use of internet, email, mobile devices and computer equipment. The primary purpose for which access to e-mail and the internet is provided by Lube Mobile to its employees is to assist them in carrying out their duties of their employment. This policy sets out the appropriate standards of behaviour for users of Lube Mobile’s technology resources.

**Use**

Employees may use these facilities for reasonable private use, but not in such a way as to significantly interfere with their duties of employment or expose Lube Mobile to significant cost or risk of liability.

**Privacy**

The Company reserves the right to monitor email transmitted or received by email users when there is a legal obligation to do so. The Company will follow procedures as laid down under Commonwealth Legislation.

**Unacceptable Use**

Examples of unacceptable use are:

* Conducting illegal activities
* Interference or disruption to other users, services or equipment.
* Distribution of unsolicited advertising.
* Distribution of chain letters
* Propagation of any form of malicious software, viruses, worms etc.
* Use of the network to make unauthorised entry to other Company systems.
* Accessing or downloading any obscene, pornographic, racial or harassing material, including potentially insensitive religious, political or racist material, whether humorous or not.

* Knowingly downloading any software or data that the Employee has reason to believe will use a greater amount of network than is appropriate.
* Distribute confidential information without authority
* If you receive any emails which link to unacceptable websites or contain unacceptable material, it should be referred to your Supervisor immediately.
* Knowingly causing any other person to view content which could render the company liable pursuant to equal opportunity or sex discrimination legislation.
* Knowingly downloading or requesting software or media files or data streams that the employee has reason to believe will use a greater amount of network bandwidth than is appropriate.

**Non-Compliance with Policy**

Lube Mobile keeps and may monitor logs of Internet usage which may reveal information such as which sites have been accessed by Employees and email messages of those with whom they have communicated.

Lube Mobile will review any alleged breach of this Policy on an individual basis, which may result in restriction of access, or disciplinary action (including dismissal), and/or action by the relevant regulatory authorities.

**Data Usage**

There is more than sufficient data usage available for the use during working hours. If you exceed that, due to personal use, you will be liable for any additional charges incurred by Lube Mobile.

**Driving**

Lube Mobile is committed to the goal of no injuries to our Employees.

The use of Mobile Phones and Tablets whether personally owned or Company supplied, whilst driving, presents a significant safety hazard. It is also against the Law and you could be fined.

**Therefore talking, texting or using the Tablet whilst driving is not permitted.**

**Phone use is only allowed if you have a handsfree device and phone is mounted in a cradle or the van has Bluetooth connectivity. This is in accordance to current road rules.**

If you are driving during company time, the Mobile Phone may only be used in the following ways: -

* **No outgoing calls (unless handsfree) or SMS messages may be made while the vehicle is in motion. They can only be made whilst the vehicle is stationary and in a safe place.**
* **No incoming calls, (unless handsfree) or SMS messages, may be answered while the vehicle is in motion**
* **Upon receipt of a call, or an SMS message, you must pull over to a safe place to return the call, or message. (unless handsfree)**

**Customer Service**

We recently brought to your attention that Lube Mobile clients expect a professional service and are paying you to service their vehicle.

**They are not paying for you to talk on your mobile phone for an excessive amount of time.**

If you must take a personal call while on-site, please keep any necessary calls to a minimum.

**Please also note that Blue tooth devices are not to be worn whilst on-site.**

**Version 2 03/10/2017**

**LUBE Mobile**

TE MOBILE MECHANICS

**SAFETY STANDARDS POLICY**

JEWELLERY

**We have noticed an increasing number of employees’ wearing facial jewellery, neck chains, wrist bracelets, watches and finger rings.**

**Facial jewellery includes eye, ear, and nose rings and studs.**

**All these have the potential to cause severe injuries to the wearer when working on motor vehicles.**

**Remember the hazards with Jewellery.**

**Apart from physical damage there is also Heat and Electricity as they are excellent conductors**

**So, play it safe and leave all your jewellery at home**

**Also as a representative of our brand jewellery is a turn off to customers – look and remain professional.**

**For your safety, the wearing of any jewellery is banned at Lube Mobile.**

**LUBE MOBILE WORKING SAFELY**

**Version 1 03/10/2017**

**LUBE Mobile**

THE MOBILE MECHANICS

**STANDARDS POLICY: -**

**PREMISES AND OTHER ISSUES POLICY**

**Smoking.**

**Smoking on any Lube Mobile premises or on Customers premises is prohibited.** This includes the Office, the Workshop; Work Van and on the premises. We have also received a number of complaints from customers regarding employees smoking on their premises and leaving butts on the lawn and driveways, therefore **Smoking is not permitted on Customers premises.** If you must smoke you must leave the premises and only on authorised breaks.

**Alcohol / Drugs**

We remind all Employees that Company policy bans the consumption of alcohol or drugs during business hours. There should not be any trace of these substances in your system when at work as well.

**Parking**

Do not park vans in the driveway, entrance to the Workshop or designated parking spaces reserved for management etc.

**Workshop.**

Only authorised Personnel are permitted in the workshop or storage area. Customers are not permitted in these areas unless supervised. A Yellow chain with a no unauthorised entry sign should be displayed at entry of workshop at all times.

**Footwear.**

Mechanics are required to wear steal cap footwear whilst on the premises and office staff are required to wear suitable enclosed footwear at all times.

**Lunch Rooms**

Please keep the lunchrooms clean and tidy. Place all garbage in the bins provided and **WASH UP YOUR OWN DISHES.**

**Disposal of Waste Oil / Garbage**

Please do not leave full oil drums around the waste tank. Empty it into the tank and clean up any spills. Garbage is to be emptied into the waste bins.

**LUBE MOBILE WORKING SAFELY**

**Version1 05/10/2017**

LUBE MOBILE

THE MOBILE MECHANICS

# STANDARDS SAFETY POLICY:-

## Pushing Motor Vehicles / Bogged Vehicles

Lube Mobile is committed to the goal of no injuries to our Employees and to prevent any accidents occurring as a result of our Work Practices.

A number of Injuries have resulted from Employees pushing motor vehicles by themselves. Investigation has shown that it usually occurs when we need to move the customer’s vehicle.

We have also had an employee injured when assisting another employee, to unbog his vans that was bogged. This is an extremely dangerous practice and is not to happen again.

#### Pushing Vehicles

* You are not permitted to push a vehicle by yourself.
* Vehicles can only be pushed if they are on a **flat surface and you have an assist from another Lube Mobile employee.** Do not ask the customer to assist. Uphill is not a safe option whether you have an assist or not.
* If you need to push a vehicle you MUST contact your Zone Manager to arrange an assist from another Employee.
* If these options are not available then the vehicle must be towed to an area where it can be safely worked on by a licensed tow truck.

**Bogged Vehicles**

* No employee is to attempt to free a vehicle (ours or the customers) that is bogged.
* If a vehicle is bogged contact your Zone Manager and have him arrange a tow truck to attend.

* **In the interests of your safety Lube Mobile requires you to adhere to this Policy.**

### LUBE MOBILE WORKING SAFELY

**Version 1 05/10/2017**

**LUBE Mobile**

THE MOBILE MECHANICS

**STANDARDS SAFETY POLICY: -**

**RAZOR BLADES**

Lube Mobile is committed to the goal of no injuries to our Employees and to prevent any accidents occurring as a result of our Work Practices.

**Over the past few years, numerous incidents have been recorded, where employees have received cuts, some serious, from using razor blades as scrapers.**

**The use of unprotected razor blades is now banned.**

**The only acceptable replacement is a scraper with a handle. Repco supply a scraper with a Stanley knife blade and replacement blades are available.**

* **In the interests of your safety Lube Mobile requires you to adhere to this procedure.**

**LUBE MOBILE WORKING SAFELY**

**Version 1 05/10/2017**

LUBE MOBILE

THE MOBILE MECHANICS

**STANDARDS SAFETY POLICY: -**

**Repairing or Servicing Vehicles on Freeways or busy Streets**

It has been Lube Mobile’s general policy not to service or repair vehicles on freeways, main highways or busy streets, but recently a number of jobs have been booked, that contravened that general policy. The occasion does happen when a customer breaks down on one of these roads, and to provide customer service, we at least need to take action to satisfy the customer’s needs.

Notwithstanding our Customer service standards, **we will not place any Employee at risk of injury.** The National Committee is of the opinion that it is a question of speed that creates the most risk. Therefore, the following policy will apply: -

1. We will **not attend any breakdown where the speed limit on that road is sign posted 80 klms or above**. Booking staff are to inform the customer that we will be happy to arrange for the vehicle to be towed to a safe working location and we will meet them there.
2. We will book breakdowns on streets etc where the speed limit is under 80 klms, **but the final decision is up to the individual Employee to decide whether it is safe.**
3. If it is considered unsafe then he is to arrange for the vehicle to be towed to a

safer place.

b. If he considers it safe to work there, a risk assessment should be done and the following should be taken into consideration: -

* **The road should be flat**
* **Should have a gutter**
* **Need to have room to move around the vehicle without putting yourself in danger**
* **Consideration of the hazard of vehicles entering or leaving the street**
* **Be careful of school zones. Especially between 8am-to 9.30am and 2.30pm-4pm**

* **In the interests of your safety Lube Mobile requires you to adhere to this policy.**

**LUBE MOBILE WORKING SAFELY**

**Version 1 16/11/2017**

LUBE MOBILE

THE MOBILE MECHANICS

**SAFETY STANDARDS POLICY**

REVERSING/PARKING LUBE MOBILE VANS

Reversing Lube Mobile vans out of parking spaces, driveways etc, poses significant risks of reversing into objects, poles, walls, fences etc, and most importantly people. The number of reversing accidents from this activity has increased substantially over the past few years, and needs to be reduced. The reverse sensors/Cameras in the majority of this type of accident, would not have assisted. Therefore you must adhere to the reversing policy.

A Lube Mobile van has numerous blind spots, that when reversing out of a parking space, stops a clear vision of other vehicles etc. Whilst the risk of a reversing accident causing an injury, is low, the hazard of reversing out of parking spaces needs to be reduced to a minimum.

Therefore, effective immediately, vans must be reversed into any parking spot, driveway etc. **COMMON SENSE NEEDS TO PREVAIL BUT THE OBJECTIVE IS TO TRAVEL IN A FORWARD MOTION WHEREVER POSSIBLE.**

The reason for this is that when you first arrive you are new to this space and are more likely to notice everything around you. When you leave the parking space, driveway etc, you have a clear vision of any potential hazards, or other vehicles, and you will see where you are going. In the time that you have been parked you may have forgotten hazards that you saw when you parked, or other hazards have appeared.

**REVERSE IN ON ARRIVAL, DRIVE OUT FORWARD**

**The Lube Mobile policy on reversing vans is: -**

* Always walk behind the van to get into the vehicle, looking up and down (do not walk around the front). MAKE IT A HABIT.
* Take a mental picture of any hazards or potential hazards behind you.
* Always check mirrors (Do it at least twice).
* DO NOT REVERSE UP STREETS.
* DO IT SLOWLY.
* DON’T REVERSE UNLESS YOU HAVE TOO, OR ONLY AS FAR AS YOU NEED TO.
* If someone is directing you, ensure that they are always in your vision, on the driver’s side if possible.

**LUBE MOBILE WORKING SAFELY**

**Version 1 16/11/2017**

**LUBE Mobile**

THE MOBILE MECHANICS

**SAFE DRIVING POLICY**

**Lube Mobile is committed to providing a Safe Workplace. We will achieve this by implementing policies to set safe work standards and continually improve work practices to prevent accidents from happening. Our target at Lube Mobile is to have “0 “accidents.**

**As Mobile Mechanics, our “workplace” includes the van, both at a job site and travelling to or from the job site. The commitment to provide a safe workplace extends to providing a safe vehicle and implementing safe driving policies and procedures. Driving a motor vehicle presents the greatest risk of Death or Serious injury to our Employees. Both Lube Mobile and each Employee have a responsibility to prevent accidents occurring.**

**Lube Mobile’s Responsibilities are: -**

* **To provide Safe Driving instruction, training, supervision and counselling to all employees.**
* **To supply Safe Motor Vehicles and take all reasonable steps to ensure that vehicles are maintained as per the manufacturers recommendation and are in roadworthy condition.**
* **To maintain an effective Accident Reporting System**

**Employee’s Responsibilities are: -**

* **To comply with Lube Mobile Safe Driving Standards which include: -**

**- No alcohol or drugs to be consumed during working hours**

**- No unauthorised passengers to be transported in any company vehicle**

**- No unauthorised use of the Company’s vehicle after hours**

* **To display the highest level of professional conduct and courtesy to other road users**
* **To comply with all traffic regulations, traffic signs and parking restrictions**
* **To ensure that vehicles are serviced and in roadworthy condition.**
* **To report all motor vehicle defects so that they can be repaired as soon as possible.**
* **To treat Lube Mobile vehicles with respect and keep them clean, inside and out, and polished.**
* **To report all accidents and damage no matter how small, to their Supervisor as soon as possible after the occurrence.**

**LUBE MOBILE WORKING SAFELY**

**Version 1** **16/11/2017**

**LUBE Mobile**

THE MOBILE MECHANICS

**SAFETY STANDARDS POLICY: -**

**SAFETY FOOTWEAR**

Lube Mobile, as part of our ongoing commitment to Employee safety, is concerned with the number of Employees’ wearing Joggers and generally unsafe footwear.

Lube Mobile has a duty of care obligation under the Occupational Health & Safety Act to ensure the health, safety and welfare of our Employees and therefore **effective immediately, all Mobile Mechanics, Workshop Managers and Apprentices must wear Black Safety Boots/Shoes during working hours**.

Safety Boots/Shoes have reinforced toecaps to protect the feet against falling objects and non-slip soles to guard against slips and trips.

Black Safety Boots/Shoes are an important part of “**Your Safety “**and therefore Lube Mobile is prepared to pay 50% of the cost, limited to one pair per annum.

Contact your Zone/State Manager if you require a pair.

**Black Safety Boots/Shoes must be worn during working hours.**

**In the interests of your safety Lube Mobile requires you to adhere to this procedure**

**LUBE MOBILE WORKING SAFELY**

**Version 1 16/11/2017**

**LUBE Mobile**

THE MOBILE MECHANICS

**STANDARDS SAFETY POLICY: -**

**SAFETY GLASSES**

* Lube Mobile Issue Safety Glasses to all Employees, as part of our ongoing commitment to Employee safety, to reduce Eye and associated injuries from falling objects and foreign particles.
* **Safety Glasses must be worn at all times when working, except when driving and talking to the customer.**
* **They are also to be worn when you are in the workshop, whether or not, you are working on a vehicle. The only exception is if you are in the designated walkway/wash bay.**
* Safety glasses offer protection but it must be understood that they are not unbreakable or impenetrable.
* **DO NOT** use these glasses for welding or brazing. Use protective equipment specially designed for these activities.
* If the lenses become scratched or pitted, advise your Supervisor and they will be replaced immediately.
* Exposure to or contact with chemical vapours or liquids may cause surface crazing and reduce impact resistance. Advise your Supervisor and they will be replaced immediately.
* Do not remove the side shields or other parts or make any modification whatsoever.
* To clean your safety glasses, use a dry rag or warm soapy water, do not under any circumstances a chemical or spray cleaner.
* **In the interests of your safety Lube Mobile requires you to adhere to this safety policy.**

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**LUBE Mobile**

THE MOBILE MECHANICS

**STANDARDS SAFETY POLICY: -**

**SAFETY GLOVES**

* Lube Mobile are concerned with the significant number of Employees that are cutting their hands and fingers and are issuing 1 pair of Safety Gloves to all Employees as part of our ongoing commitment to Employee Safety.
* **Safety Gloves must be worn at all times when working, except when driving and talking to the customer.**
* **They are also to be worn when you are in the workshop, whether or not, you are working on a vehicle. The only exception is if you are in the designated walkway/wash bay.**
* The gloves are Nylon Nitrile coated and provide excellent resistance to cuts, punctures and abrasions. They feature an interlock knit liner ensuring excellent flexibility and touch and conform to AS/NZS Standard 2161: 1998 4.1.2.1.
* The gloves will also be beneficial to any Employees that have allergies or Dermatitis.
* Care should be taken when working with any Methyl product and Carby Cleaner.
* Gloves can be hand washed as you would wash your hands and are Machine washable.
* Gloves will be issued to every Employee FOC.
* Chemical resistant gloves must be worn when working with the Pro-Stream Chemicals or old 3-in-one chemicals
* **In the interests of your safety Lube Mobile requires you to adhere to this safety policy.**

**LUBE MOBILE WORKING SAFELY**

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LUBE Mobile

THE MOBILE MECHANICS

**STANDARDS SAFETY POLICY: -**

## SAFETY VESTS

1. Lube Mobile is issuing **SAFETY GLOW VESTS** to all Employees’, as part of our ongoing commitment to Employee Safety, to make our Employees’ more visible in certain weather conditions or whenever.
2. Wearing the safety vest is at **each employees’ discretion**, however we would recommend you wear the vest in bad light, working on the road, when raining, when wearing wet weather gear or when you feel it is warranted.
3. The safety vests are 100% Polyester and can be machine washed on warm cycle and tumble dried. ( Do not use chlorine-based products).
4. Please keep the safety vests clean and not crumpled in a ball on the floor. We would recommend you drape them over the passenger seat.

* **In the interests of your safety Lube Mobile requires you to adhere to this procedure.**

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THE MOBILE MECHANICS

# SAFETY STANDARDS POLICY

## SCAN TOOL PROCEDURE

There are a number of Safety risks that must be taken in to account, and eliminated, when using the Scanner, they are: -

**Workshop**

When an engine is running, the exhaust should be attached to an exhaust removal system or, if not available, you should only use a well-ventilated area. Engines produce carbon monoxide, an odourless and poisonous gas that causes slower reaction time and may lead to serious injury or death.

**Brakes and Wheel blocks**.

You must apply the hand brake and block the wheels before using the equipment. You need to block the wheels because the handbrake may not hold, especially in front wheel drive vehicles.

**Test Driving**

Never drive the vehicle and operate the test equipment at the same time, as you could be distracted and have an accident. If you must use the equipment mobile, you must have one person operate the equipment whilst the other person drives.

Never place the equipment in front of you when driving the vehicle, because if the air bag inflated the equipment could cause serious injury.

**SRS**

**Never sit in the vehicle when entering the SRS section in the scan tool. Always stand outside the vehicle with the door closed.**

**Do not try to test the SRS Air Bag system while driving the vehicle as the air bag may inflate as a result**.

**Engine Compartment**

Moving components and belts may catch your hands, clothing, or the test cables.

Therefore, when using the equipment in the engine bay, you must maintain sufficient clearance between moving components.

**Vehicle Battery**

The Scan tool is designed to prevent damage from reverse polarity battery cable connection, however it is highly recommended to always ensure correct polarity terminal connection. Never lay the equipment on the vehicle battery. You may short the terminals and hurt yourself, or damage the equipment or the battery.

**LUBE MOBILE WORKING SAFELY 16/11/17**

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THE MOBILE MECHANICS

**STANDARDS SAFETY POLICY: -**

**Sealable Airtight Container**

To reduce fumes in the van, and to assist recycling, we issue all Technicians with a sealable airtight container to carry used oil filters, fuel filters and waste rags.

All used oil filters, fuel filters and waste rags must be placed in the container and sealed, to safely transport them back to Base for disposal.

The used filters are to be emptied into the used filter bin and the rags emptied into the waste rag bin at base.

**THE** CONTAINER IS **ONLY FOR USED FILTERS AND RAGS. DO NOT PUT ANY OTHER GENERAL WASTE IN IT.**

Ensure the sealed container is placed in a position in the rear of the van, where it won’t move around or tip over.

**In the interests of your safety Lube Mobile requires you to adhere to this procedure**.

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**SAFETY STANDARDS POLICY**

**Seat/Ladder**

Due to the many Knee and back injuries we have sustained we have had extensive discussions with Physiotherapists/Chiropractors regarding how we could minimize the risk of these injuries occurring.

They have advised us that: -

* Squatting or kneeling for over 1 hour per day or
* Getting up from squatting or kneeling more than 30 times per day

Will considerably increase the risk of knee and back injuries.

They have also advised us, that the wearing of knee pads does not reduce the chance of injury as you still need to get up and down regularly which increases the risks involved.

Therefore, to reduce the risk of knee or back injuries, we issue all vans with a seat/ladder.

**THE SEAT/LADDER IS TO BE USED TO SIT ON, ON EVERY JOB THAT INVOLVES WORKING AT AROUND KNEE HEIGHT FOR PROLONGED PERIODS OF TIME, (IE. Longer than 10 minutes) OR THAT WILL REQUIRE YOU TO BE GETTING UP AND DOWN MORE THAN 4 TIMES TO COMPLETE THE TASK.**

The types of jobs where this would happen include: -

* Working on brake Components.
* Working on steering Components.
* Working on suspension Components.
* Removing/replacing drive shafts.
* The main danger areas are what are called “Under car Components”.

To be safe you must remember your Manual Handling training and not lift anything using your small back muscles, therefore you shouldn’t be lifting heavy items from the sitting or prone positions and when you are sitting you have to sit up with a straight back.

The seat/ladder may also be used to stand on, when working on 4WD vehicles.

**When not being used as with all of your tools and trolley jack, it should be removed from the worksite to prevent trip hazards.**

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THE MOBILE MECHANICS

**STANDARDS SAFETY POLICY: -**

**SMOKE FREE WORKPLACE**

**Purpose**

The purpose of this policy is to set out Lube Mobile’s requirements, regarding smoking in the workplace.

**Definition of a Workplace**

A workplace is an area where an employee performs their work i.e. workshop, customers premises, or driving the van.

Maintaining a smoke free environment is an Occupational Health & Safety issue, and therefore Lube Mobile has a legal and moral obligation to provide a safe working environment, and to protect the health of its employees.

The health of all employees, and members of the public, should not be put at risk by exposure to the ill effects of cigarette smoke in the workplace.

**Smoking is not permitted in: -**

* The Workshop, Office, or on any Lube Mobile premises.
* In any Lube Mobile, owned vehicle.
* At any Lube Mobile customers premises
* Within four (4) metres of any entrances or exits of a public building

If you must smoke go out on the footpath and dispose of the butt in a safe manner.

Employees that smoke in the abovementioned areas will be requested to stop. If they continue to smoke following the initial warning, disciplinary action will be taken.

**Information on quit smoking courses is available from the Quit Line on telephone number 131848**.**LUBE MOBILE WORKING SAFELY**

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**SAFETY STANDARDS PROCEDURE: -**

**SPILL MAT & EMERGENCY SPILL KIT**

**The Spill Mat and Spill Kit are provided to further enhance our customer service, by protecting customers' driveways, provide a more professional service, and not the least better protect the environment by preventing oil or fuel leaks into our waterways.**

**The spill mat has been specially treated to stop any leakage, is sewn on the underside, and will hold up to 60Ltrs, not that we should experience a spill anywhere near that. The mat is to be ROLLED UP, not folded, and stored in a safe and dry position in the van.**

**The Emergency spill kit contains specially treated absorbent (not kitty litter), brush & pan, 6 plastic bags for disposal of the absorbent and a pair of plastic gloves. The Kit is to be stored in a safe and dry position in the van, and accessible quickly in the event of a spill.**

**The spill mat must be used at all times, whether carrying out a service, a tune-up, brakes or any other repair. The mat should be place under the vehicle after the vehicle has been jacked up, stands in place, and trolley jack removed from the worksite. Drain tray then is placed on top of the spill mat. Do not place stands or run trolley jack over the spill mat, as this will damage it.**

**The Spill Mat is not to be removed until the job is completed.**

**Should an oil or water spill occur, pour sufficient absorbent to soak up the spill? Residue should be swept up off the mat and placed in a plastic bag and disposed of in the garbage. Spill mat can be cleaned with a rag and small amount of degreaser or detergent.**

**You must advise your Customer, and your Zone Manager, should any spill, oil/water/fuel, occur on the work surface, and if the surface is still damp, or slippery. Utilise the absorbent in the spill kit to clean up any spill.**

**A supply of absorbent to replenish the 5ltr bags is available at each workshop and for use in the workshop.**

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**SAFETY POLICY: -**

**The use of “Start Assist Pressure Cans” Policy**

* Lube Mobile are concerned with the significant number of incidents where Employees that are endeavoring to start vehicles using “Start Assist Pressure cans” such as “Start YA Bastard, Aero start or Carby Cleaners” that are causing the destruction of the Air Flow Meter or worse still, having a flame out when the vehicle back fires.
* As we see this practice as being a significant danger to our employees the use of this type of product to try and start the vehicle is banned.
* In the past 6 months, we have had 7 incidents where one of these products has caused a flame out and almost burnt the face off the mechanic using it.
* Lube mobile has many flow charts and procedures in place that will enable you to diagnose a problem with a vehicle without resorting to the use of a very volatile and dangerous product such as these.
* Not only are these products highly volatile they also dangerous to breathe as they are mainly “Ether” which is a drug used to put us to sleep.
* If for some reason you feel that you need to use this type of product Lube Mobile would rather you asked for help to diagnose the problem than put yourself and the client’s vehicle in danger.
* In summary Lube Mobile will not allow the use of accelerants being sprayed in or around the intake of any motor vehicles.

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**SAFETY STANDARDS PROCEDURE**

Steering Wheel Cover

There has been a dramatic increase in reported incidents where the wheel nuts on client’s vehicles have been left loose.

Leaving wheel nuts loose, puts our clients, their family, and the general public, in a highly dangerous situation. If the wheel comes off, it could cause a serious accident, or could hit someone.

We have investigated these incidents, and found in the majority of cases our technicians have been interrupted, either by the client, a mobile phone, or a passer-by. Another cause we found is the use of rattle guns.

In an effort to eliminate the risk from rattle guns, we have previously advised you to double check the wheel nuts with a breaker bar or tension wrench. Most Lube Mobile employees’ have a system to remind them the wheel nuts are loose (Like leaving the breaker bar out as a reminder.)

In a further effort to stop these incidents occurring, we have designed a Steering Wheel cover, as a reminder to tighten the wheel nuts. It has printed on the front, “**VEHICLE UNSAFE DO NOT DRIVE”** and has 2 pockets, 1 for your Safety Glasses and the other for your Safety Gloves,

**The procedure to be followed is: -**

* After the original test drive of the vehicle (if able to be test driven) place the cover on the customers’ steering wheel.
* This procedure must be followed on every job we do
* Remove your safety gloves and glasses from steering wheel cover, and put them on.

* Identify any hazards, as per Lube Mobile job procedures, and then proceed to work on the vehicle.
* When the job is completed, and you sit in the car to complete the final test drive, the cover will remind you

**“Have I checked that the Wheel nuts have been tightened?”**

* Place your safety glasses and gloves in the pockets, remove the cover, and then proceed to test drive the vehicle.

This steering wheel cover will also prevent customers from driving the vehicle, should they attempt to, before the job is completed. Recently an incident occurred when a client got in the vehicle, and tried to drive it before the job was complete, and had an accident.

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**O.H&S POLICY: -**

**MOTOR VEHICLE TROLLEY JACK**

Lube Mobile as part of our ongoing commitment to Employee safety, is concerned with the unsafe work practices being used to operate motor vehicle trolley jacks and the following operating policy is to be used.

* Wheel chocks must be used
* Inspect the site, prior to getting the trolley jack out of the van, and ensure there are no holes or other objects that would make the operation unsafe. Motor vehicle trolley jacks are only to be used on a safe, secure level surface. If this is not available then the vehicle must be moved to a safe site or the workshop.
* No one is permitted in or on a vehicle that is being jacked up.
* The **FULL-LENGTH** jack handle must be used at all times when using the trolley jack. The use of only half the handle is not permitted.
* No one is permitted under a vehicle that is only supported by the Trolley Jack.

Vehicle stands must be used when the vehicle is in a raised position.

* After the vehicle has been raised and the stands are in place, the Trolley Jack must be removed from under the vehicle and placed in a safe place to avoid tripping over it.
* If the wheels are removed they must be placed under the vehicle.
* Prior to removing the stands and lowering the vehicle, check to see if all objects have been moved from under or near the vehicle.
* Any Trolley Jack that shows signs of wear or is faulty **MUST NOT BE USED**. Advise your Supervisor immediately.
* The trolley jack must be maintained and all bolts checked periodically
* **In the interests of your safety Lube Mobile requires you to adhere to this procedure.**

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# SAFETY STANDARDS POLICY

## TOWING CONTRACTORS

There are a number of Safety risks that must be taken in to account, and eliminated, when a tow truck is collecting or delivering a vehicle.

Recently a tow truck was delivering a vehicle to base. 3 staff were watching it come off the truck, when the wire cable snapped, and the vehicle just missed them, and a staff member’s car, and rolled into a bank beside the driveway.

The consequences from this incident could have been very serious.

We have also heard of instances where the wire cable has snapped and whipped around severely injuring a person(s).

For your information, we have written to all our tow truck contractors, asking them to advise us of what safety procedures they have in place to prevent this potentially serious incident from happening.

When a tow truck is collecting or delivering a vehicle: -

* If you must watch, never stand behind the tow truck; always stand behind and to the side.
* You should never be closer than 2 to 3 metres.
* The vehicle must be unloaded in the Drop Zone designated area.
* The vehicle should never be unloaded in a position, where, if the cable snaps it could roll into a work area, towards staff, or any other person.

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THE MOBILE MECHANICS

**SAFETY STANDARDS POLICY**

TOWING VEHICLES

Towing of vehicles at any time is a dangerous manoeuvre which requires the correct equipment and knowledge/training.

If a mechanic is in a situation where a customer’s vehicle needs to be towed for whatever reason, a professional towing company must be called to do the towing.

Under no circumstance should a mechanic use his/her van to tow a customer’s vehicle. This practice is banned by Lube Mobile and in many states, it is also illegal to do so.

**In the interests of your safety Lube Mobile requires you to adhere to this Policy.**

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**SAFETY STANDARDS POLICY**

“U” TURNS

There have been a number of recent “At Fault” accidents where Employees’ have been attempting to carry out a “U” turn, and have been hit by 3/P vehicle.

“U” turns are difficult and potentially extremely dangerous, whether single or dual lane roads, as you not only need to contend with traffic approaching from behind you, but also traffic coming towards you.

“U” turns are one of the 5 most common accident types, and there is a high potential for serious injury, due to the speed of the other vehicles and that there is a very high risk of getting hit on the driver’s side of the vehicle.

Therefore, in the interests of your safety, making a “U” turn, while driving Lube Mobile or Customers vehicles, **IS NO LONGER PERMITTED.**

There are alternatives to doing “U Turns” and they are

1. Go around the block and get back to where you need to go
2. If that’s not possible turn into a quiet street, reverse into a driveway on the left and then drive out in the opposite direction.

**In the interests of your safety Lube Mobile requires you to adhere to this Policy.**

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**SAFETY STANDARDS POLICY**

VAN CABIN LAYOUT

At the recent National Conference, we discussed redesigning and creating a Standard Layout for the Cabin area of our Vans. This may be a contentious issue with some of our Employees; however, their Safety, in the event of an accident, is our prime concern.

We have already decided that the First Aid kit is to be in the glove box, and therefore we need to clear, or at the least minimise, what is carried in the cabin area. Any object, in the event of an accident, becomes a missile that could injure. We need to also consider what would happen in the event of a rollover.

**What do our Employees really need in the cabin, or refer to frequently?**

* Diary
* Credit Card Machine
* Credit Card Slips.
* Brochures
* Ezi Pay Pad
* Stapler
* Pens
* Tablet
* Work phone

**What storage space is available in the cabin?**

* Pocket in the Doors
* Pockets at the rear of each seat in some Vans.
* Space behind the Passenger Seat.
* In the centre console of some vans

**What should not be in the cabin**

Scan tool

Battery Pack

Reference Books

Heavy Brief Cases

Any Tools

Spare Parts

Eskies

Water Jugs

and any other loose objects

**Standard**

The only items allowed in the cabin are: -

* Tablet
* Work phone secured in holder
* Credit Card machine in the glove box with the First Aid Kit
* Credit Card slips in the passenger door
* Brochures and Ezi Pay Pad, Diary in the centre console. In pockets behind the seats, Ezi pay pads to be stored there.
* Stapler, Pens etc in the Driver’s door pocket.

**CARGO BARRIER**

The Cargo Barrier fitted complies with Australian Standards and the profile of a Toyota Hi Ace. The manufacturer’s instructions are quite explicit “**Do not attach any items to the Cargo Barrier. “** If anything is attached or the barrier modified in any way it will not meet the Standard and warranty will be voided.

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**STANDARDS PROCEDURE**

**The Lube Mobile Van Service Policy**

**Vans are to be serviced as per the Manufacturers Handbook, which are 3 minors at 10,000, 20,000, 30,000 and then a Major at 40,000. For exact specifications for each year model refer to the Lube & Tune Manual.**

**Procedure to be followed is: -**

* **The State/Zone Manager will create a job**
* **Service/Repairs must be done at Base**
* **Employee is to carry out a full inspection prior to completing an quote including safety items (spare wheel holder, seat base, brakes, tyre pressures etc).**

**Note. Ensure Brakes are to Lube Mobile Standard, brake pads, handbrake secure**

**and adjusted, rear brakes adjusted correctly, wheel cylinders not leaking. Also ensure**

**Tyre pressures are to Lube Mobiles specifications, and check shock absorbers.**

* **Employee then completes a quote and must have the State/Zone Manager sign off before starting any work.**
* **Employee is then to carry out the service and any repairs required.**
* **After van service/repairs Employee is to service or check all equipment (trolley jack, stands, Pro-Stream, compressor etc).**
* **The van must then be washed and polished.**
* **Employee then completes an invoice, separating time spent on service/repairs, parts used and list the equipment serviced, and sign it.**
* **Invoice and quote to be emailed to State/Zone Manager.**
* **Job is then to be posted as FOC with correct speedo reading.**

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**STANDARDS POLICY: -**

**WASTE OIL TANK CAP**

**Due to a number of incidents involving the waste oil tanks building up pressure, the National Standards Committee has approved the fitment of a pressure relief valve.**

**The procedure to remove the waste oil caps with the pressure relief valves fitted will be: -**

* **Depress or operate relief valve to release any pressure**
* **Release one locking handle of the cap (in case some pressure remains)**
* **Release the other handle**
* **Remove cap**

**Waste fluid can then be removed.**

We have also checked out all State Regulations on the carrying of fuel in the vans. Whilst regulations differ from State to State, all acknowledge that minor quantities of petrol can be transported without a dangerous goods license or placarding the vehicle.

Minor quantities are anything less than 200 litres.

**Employees must be aware of the following procedures in the case of an emergency: -**

* **Notify the Police or Fire Brigade as soon as possible**
* **Provide reasonable assistance to emergency services**
* **If there is any escape of petrol, prevent other vehicles or any source of ignition from coming within 15m of the vehicle.**
* **Warn any person in the vicinity who may be at risk.**
* **Prevent of minimize the escape of the petrol into drains or natural watercourses by using your spill kit.**
* **In the interests of your safety Lube Mobile requires you to comply with this policy.**

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**STANDARDS POLICY: -**

**WELDING**

A potentially serious incident occurred recently, when an employee was welding a fire-wall and the insulation material started to smoke. Luckily it was extinguished, before the vehicle caught fire.

**The potential hazards/risks associated with this procedure are high, and simply not worth the risk of damaging customers vehicles, computer systems etc. Welding fire-walls is a job for a panel beater, not Lube Mobile, and therefore any damaged fire- walls in the future are to be referred to a panel-beater.**

The purpose of welding is to join metal parts. The two most common ones used at Lube Mobile are Oxy-Acetylene and Arc. Because high temperatures are required to produce the weld, this creates a serious health hazard, and the risk of fire, explosion, UV radiation, electric shock,

and flash burns to the eyes.

**Oxy-Acetylene Welding**

* Must be carried out only in a well-ventilated area as welding fumes are an unavoidable by-product of the welding process.
* Must not be carried out in a confined space.
* To minimise the risk of burns it must be assumed that all metal objects are hot and nothing should be picked up without ensuring that it is cool enough to handle.
* A fire extinguisher must be available and nearby.
* Personal Protective Equipment (PPE) must be worn out all times, leather gloves. Welding Apron, welding goggles, and fire-resistant clothing worn.
* Should not be done alone.
* Equipment should be regularly checked, and re-checked before use

**Arc Welding**

**Safety Procedures as listed above in Oxy-Acetylene welding plus: -**

* Personal Protective Equipment (PPE) must be worn out all times, leather gloves, Welding Apron, Welding Mask/helmet, and fire-resistant clothing worn.
* Should not be done alone.
* The possibility of electrical shock is one of the most serious risks encountered by an arc-welder. Touching “Live” electrical components including the electrode can result in serious burns or, more seriously, electric shock.
* Equipment should be regularly checked, and re-checked before use
* **In the interests of your safety Lube Mobile requires you to comply with this policy.**

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**SAFETY STANDARDS POLICY**

WHEEL CHOCKS

**Lube Mobile is committed to the goal of no injuries to our Employees.**

In an effort to improve your safety when working on-site, we issue every van with 2 “Wheel Chocks”.

The possibility of a vehicle moving and injuring an employee is a Risk that needs to be eliminated, and a wheel chocks will eliminate this risk.

However, this does not mean you can work on unsafe sites, like sloping surfaces or grass, etc. You still need to assess whether the site is safe or not.

**As per Lube Mobile policies if a job site is not safe, find another site or contact Base.**

The wheel chocks are to be used on every job, whether you jack the vehicle up or not. The object of the wheel chock is to add to the handbrake and Transmission/Gearbox keeping the vehicle stationary.

The positioning of the wheel chocks should be one in front and one at the rear.

As the intention is to keep the vehicle stationary you need to place the wheel chocks in position to stop the vehicle from rolling.

**In the interests of your safety Lube Mobile requires you to adhere to this Policy.**

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**MECHANIC MINIMUM TOOL REQUIREMENTS**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **SOCKET SETS** | ¼ Drive A/F/Metric |  | **Pry Bars** | Assortment |
|  | ¼ Deep |  | **Pin punch Set** |  |
|  | 3/8 Drive A/F/Metric |  | **Cold Chisel Set** |  |
|  | 3/8 Deep |  | **Flexible Magnet** |  |
|  | ½ Drive A/F/Metric |  | **Telescopic Mirror** |  |
|  | ½ Drive Deep impact |  | **Gasket Scraper (with handle)** |  |
|  | Oil pressure switch |  | **Oil Filter Tools** | Strap |
|  | O2 Sensor |  |  | Claw small & Large |
|  | 34mm |  |  | Wrench |
|  | 36mm |  | **Spark Tester** |  |
|  | E - Torque |  | **Noid Light Set** |  |
|  | Bit sets – Allen/Hex/Spline/6 /E point/Tamper proof |  | **Fuel line Disconnect set** | Internal & External |
|  | Breaker Bar |  |  |  |
| **Allen Keys** | Imperial |  | **Electrical Test Light** | LED (power & earth) |
|  | Metric |  | **Multi Meter** | Automotive/Bar Graph |
| **Ring Spanners** | Imperial 3/8 to 1” |  | **Torch** |  |
|  | Metric 8mm to 19mm |  | **Feeler gauges** |  |
|  | Flare nut set AF/Metric |  | **Wire Brush** |  |
| **Combination Spanners** | Imperial ¼ to 1” |  | **Battery Terminal Cleaner Brush** |  |
|  | Metric 8mm to 22mm |  | **Ford Fan Spanner** | 32 & 36 |
|  |  |  | **Ford Fuel Pump Tool 3 claw** |  |
| **Hammers** | Medium ball point & Large |  | **Brake Caliper Tools** | Push In |
|  | Club |  |  | Wind back Part N# RTT1051 |
|  | Nylon |  | **Tool Box** | 7 drawer roll cab or 9 drawer Box |
| **Screwdrivers** | Full Set |  | **Brake Hose Clamps** |  |
|  | Impact Driver |  | **TK Tester** | Part N# RST180 |
| **Pliers** | Pointy nose & Side Cutters |  | **Universal Clutch Aligning Tool** |  |
|  | Flat nose |  | **Pick & Hook set** |  |
|  | Vice grips |  | **Parts Cleaning Brush** |  |
|  | Multi grips |  | **Battery Lifting strap** |  |
|  | Wire crimper |  | **Oil Can** |  |
| **Shifting spanner** | 6”/150mm  12”/300mm |  | **Ball Joint separator** |  |
|  |  |  | **Harmonic Balancer Puller** | Able to do Commodores Part N#70799 |
| **Circlip pliers** | Internal |  | **Torque wrench** |  |
|  | External |  | **Degree Wheel** |  |
|  | Flat |  | **Hacksaw** |  |
|  | Angled |  | **Spring Compressor** | Part N# RTT6043CU |
| **Files** | Flat |  | **Manual Oil extractor & Brake Bleeder** | Part N# L-OE6 |
|  | Small Round |  |  |  |
|  | Large Round |  |  |  |

**Recommended Tools**

|  |  |  |
| --- | --- | --- |
| Engine Support Brace |  |  |
| Stud Remover |  |  |
| Thread File |  |  |
| Tap & Die Set |  |  |
| Screw Extractor Set |  |  |
| Electric Rattle Gun |  |  |
| Timing Light |  |  |
| Slide Hammer |  |  |
| Oil Extractor | Vacuum or Manuel |  |
| Vice Mounted Spring Compressors |  |  |
| Cordless Drill |  |  |
| Angle Grinder |  |  |
| Butane torch |  |  |
| Lay board (Synthetic wheels |  |  |
| Coolant Filler/Bleed funnel set |  |  |
| Trim and panel removal kit |  |  |
| Stethoscope |  |  |
| 2 leg Puller |  |  |
| 3 Leg pullers |  |  |
| Complete Cooling Pressure tester kit |  |  |
| Gear spanner set |  |  |
| Stubby spanner set |  |  |
| Cordless screwdriver |  |  |
| Pop rivet set |  |  |
| Crowfoot wrench set |  |  |
| 10 Litre Jerry Can |  |  |
|  |  |  |

**16/11/2017**

LUBE MOBILE

THE MOBILE MECHANICS

**SAFETY STANDARDS POLICY**

PROCEDURE WHEN HANDLING ASBESTOS

There is a slight risk of exposure to asbestos from friction materials containing asbestos (e.g. brake pads, brake shoes, head gaskets, and clutch plates). Whilst these parts that contained asbestos, stopped being sold in January, 2005, there is a remote possibility that some vehicles may still have these parts. There is no way of identifying which vehicles may have friction materials containing Asbestos, so therefore we must assume that every vehicle is a potential hazard.

To protect you from asbestos dust, every van has an Asbestos Kit Bag, marked “**ASBESTOS**”, which

contains: -

* **P2 dust mask x 2**
* **Misting spray bottle**
* **Plastic disposal bags**
* **Disposable cleaning rags**
* **Safety Gloves x 2**

Therefore the **“Wet method”** procedure is to be used. Remember **“It is better to be safe than sorry”.**

**Procedure**

* Place your spill mat under where the work is to be carried out.
* Disposable dust respirator, safety gloves and glasses must be worn
* Use the misting spray bottle to wet down any visible dust.
* Use a damp rag to wipe down the part before removal. Ensure the dust is kept wet as this will prevent airborne contamination.
* Hand tools must be used, not power tools if possible, to prevent airborne contamination.
* Spray the parts with the misting bottle, ensuring that any runoff is captured in the spill mat.
* Clean the parts with a damp rag.
* Then proceed to remove the part(s).

**De-contaminating the Work area and equipment.**

* Use a damp rag to clean the equipment, including the spill mat.
* Place debris, used rags, dust respirator, parts, and any other waste in the sealable plastic bag.
* The plastic bag is to be placed in the used filter nappy bin, and disposed of at base in the waste bin, **NOT IN THE USED FILTER BIN.**

**Replacement Masks, Rags, Plastic Bags, and Gloves, are available on request.**

**NEVER EVER USE COMPRESSED AIR TO CLEAN DUST FROM PARTS.**

**LUBE MOBILE WORKING SAFELY**

**Version 1 16/11/2017**

**LUBE Mobile**

THE MOBILE MECHANICS

**SAFETY PROCEDURE**

**TESTING ELECTRONIC HIGH PRESSURE FUEL PUMPS**

There have been a number of serious Safety Incidents involving testing electronic fuel pumps, where pumps have been tested outside the tank.

Keep in mind that fuel and electricity (Sparks) don’t mix too well so what the manufacturers of fuel pumps and vehicles do is immerse the fuel pumps in the fuel and design the pumps so that the fuel runs through them. This creates a fuel rich environment (No Oxygen equals no fire) so that fires and explosions can’t happen.

The second that the fuel pump is removed from the fuel tank, if you try and run it, it becomes a bomb just waiting to go off. The right method of testing a fuel pump is as follows:

1. Check for Battery Voltage at Positive on Fuel Pump (At Fuel Tank). If you have Battery Voltage proceed to 2. If not check ignition wiring and Fuel Pump relay.
2. Check for Solid Earth at Negative on Fuel Pump (At Fuel Tank) If Solid Earth Present proceed to 3 If not check wiring and cure bad earth problem.
3. Using a rag wrapped around the fuel line, Disconnect the main feed “High-Pressure Fuel hose”.
4. Attach the fuel pressure tester to the feed side and test for fuel pressure.
5. If no pressure and you have power and earth replace fuel pump.

Fairly basic stuff in today’s world I know, but some mechanics still don’t trust the basic tests. They feel the need to confirm the obvious and put themselves and anyone around them in danger. Lube Mobile’s Policy is;

***“At no time should a rotary (EFI) Fuel Pump be run or powered up unless it is installed in the fuel tank or its normal position”***

Keep in mind that these Fuel Pumps work on the same basis as a starter motor so they can have intermittent faults that can disappear when knocked or moved. It is quite likely that if the Fuel Pump is not working in the car, by the time you get it out to test, it will work – so there is not much point in testing this way.

***If the Fuel Pump has Battery Voltage and a solid earth but doesn’t pump or have correct volume it needs replacing.***

**LUBE MOBILE WORKING TO THE HIGHEST STANDARDS**

**Version 2 16/11/2017**

**LUBE Mobile**

THE MOBILE MECHANICS

COOLING SYSTEM BLEEDING AND TESTING PROCEDURE

**Lube Mobile as part of our ongoing commitment to Employee safety and customer service is concerned with the unsatisfactory work practices being used when completing repairs and service to cooling systems, which has resulted in a number of customer service complaints, recalls and warranty repairs due to consequential damage**

* **Safety Glasses and Safety Gloves must be worn**
* **A mudguard cover must be used.**
* **Spill Mat and Drain Bowl must be used**
* **The radiator cap must be left on at all times, when the vehicle is running, so to eliminate the risk of burns, and only removed with the mudguard cover when work is needed to be done, i.e. TK Test, bleed system, fill radiator etc.**

**The following Operating procedures are to be used: -**

(A) Replacement of Required Components

* Thoroughly inspect all cooling system components (remember if 1 hose failed the rest are probably ready to fail too)
* Ensure plastic heater taps and fittings are in serviceable condition (provide proper explanations to customers of the implications of failing to replace suspect components and the possible consequential damage it can cause)
* When replacing hoses always use new screw type clamps
* Double check all connections and securing bolts (even ones you haven’t touched)
* If radiator drain has an O-ring type seal its good measure to replace and lubricate seal before refitting drain plug

(B) Filling and Bleeding System

* Make sure the vehicle is in park or neutral and the handbrake is engaged
* On a wide range of vehicles, it is preferable to have the front raised and on stands to assist in bleeding air from cooling system
* Open all cooling system bleed fittings turn heater to hot position and slowly add correct specification coolant to system
* Close bleeder fittings as fluid is visible exiting as an even stream from bleeder/s (some vehicles have specific bleeding procedures so if unsure ask for advice from your zone manager)

(C) Testing System

* Attach cooling system pressure tester to system and apply moderate pressure to system (approx. ¾ cap release pressure)
* Carry out visual check for leaks and monitor tester gauge for pressure drop (if leaks detected slowly release pressure, rectify leak and retest)
* When system is leak free, reduce pressure to approx. ¼ cap release pressure and slowly open bleed fitting/s checking for even flow of coolant from bleeder’s, lock off bleeder’s and release residual pressure from system and carefully remove pressure tester
* Top up system as required (don’t forget overflow tank)
* Carry out visual check for items left in engine bay e.g. Rags, tools etc and wash off any coolant drained from bleeder’s
* Start engine, allow to idle and recheck coolant level before refitting radiator cap
* Allow engine to warm up whilst observing for leaks, temperature gauge spikes, cooling fan operation and heater function (fluctuating engine speed can assist in early detection of faults and air lock removal)
* Switch off engine once fans have cycled, check for leaks, recheck all clamps and check overflow tank level
* Ready vehicle for road test, check coolant temp before restarting vehicle (if down to a safe level use proper procedure and equipment to recheck coolant level)
* Road test vehicle under all types of load and conditions (at least 10mins) observing for temperature gauge fluctuations, noises and any other abnormal issues
* Upon return from road test recheck for leaks, check overflow tank level and allow vehicle to idle whilst invoice is prepared keeping an eye on temperature, leaks and fan operation.
* Switch off vehicle and recheck start operation. Carry out final visual inspection for visible leaks before approaching customer to discuss work carried out and finalize job. (remember 5 minutes discussion here can avoid an hour recall tomorrow and prove to your customer that you take great pride in your work)

**If you need to use a lisle spill free funnel then you must do as follows: -**

* Whilst the vehicle is cold fit spill free funnel but “DO NOT” fit plug as this is for the final removal of the funnel to prevent spillage.
* Fill funnel with coolant until cooling system is full, squeeze top and bottom radiator hoses to release as much trapped aid as possible, continue to fill funnel until 1/3 full.

* Place mudguard cover over funnel, and proceed to start vehicle, making sure it is in park/neutral with handbrake on. Run vehicle until operating temperature is reached and coolant from funnel subsides into cooling system. Top cooling system up under mudguard cover until level equalises.
* Turn vehicle off, allow coolant to settle and cool, squeeze top and bottom radiator hoses to make sure there is definitely no air in the system.
* Remove mudguard cover, squeeze top radiator hose and hold, fit plug into funnel and release top radiator hose. Carefully remove funnel immediately to avoid pressure build-up and possible burns.
* Then use the remainder of the coolant to top up reservoir. Replace radiator cap and start as normal.
* The mudguard cover must be used and placed over the radiator cap to provide added protection from scalding. Wearing your chemical gloves will also provide greater protection.
* **Never blow or suck into any hose.**
* **In the interests of your safety Lube Mobile requires you to adhere to this procedure.**

**LUBE MOBILE WORKING SAFELY**

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**LUBE Mobile**

THE MOBILE MECHANICS

**STANDARDS PROCEDURE POLICY: -**

**CYLINDER HEAD RECONDITIONING AND COOLANT**

There appears to be some misunderstandings in the Lube Mobile fleet about: -

(a) What constitutes a reconditioned cylinder head?

(b) When to add coolant when carrying out cylinder head work.

**(a) The Lube Mobile policy on Cylinder Head replacement is: -**

A cylinder head that has been reconditioned should have had all valves either replaced or refaced the valve guides should have been either replaced or “K lined” and the valve seat should have been replaced or machined. Next the head should be straightened and machined, Crack or Pressure tested all corrosion should be welded and drilled and all parts should have been bead blasted so that the head looks new.

If all this work is being carried out the warranty that we should receive from our suppliers should be 12 months or 20,000 km or more.

***Under no circumstances will Lube Mobile just have heads machined and put them back on. This is just asking for trouble and can get very costly when warranty problems come around. Therefore, we at Lube Mobile will not allow any Mechanics to patch up head gasket jobs without prior approval from the Branch Managers. If at any time this is carried out the jobs and invoices will be marked with “No Warranty because the Cylinder Head was not Reconditioned at Owners Request”.***

**(b) When to add coolant when replacing the head gaskets:**

After having discussions with Representatives from both ACL Gaskets and AA Gaskets who between them cover Monotorque and Permaseal Gaskets we can clear this up with the following advice.

When you replace a cylinder head gasket Coolant should be replaced after you are certain that there are no leaks ie. After you have pressure tested the cooling system both hot and cold (so you don’t waste the Coolant) before the work is completed. As Coolant does not harm either of these two gaskets it is advised that coolant be added as soon as possible after any headwork is carried out.

This will help stop all electrolysis created by the combination of different metals in the cooling system.

**LUBE MOBILE WORKING TO THE HIGHEST STANDARDS**

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**SAFETY STANDARDS POLICY**

DANGEROUS FUEL/SPARK TESTING

**Lube Mobile as part of our ongoing commitment to Employee safety, is concerned with the unsafe work practices being used when completing compression tests, fuel pressure tests, and spark tests, which has resulted in a number of injuries and vehicles catching fire.**

**Safety Glasses and Safety Gloves must be worn**

**The following Operating procedures are to be used: -**

(A) Compression Testing.

* Make sure the vehicle is in park or neutral and the handbrake is engaged
* Ensure all fuel hoses/lines are still connected and clamps tight.
* Disconnect all spark systems (coil, distributor, or crank angle sensor).
* Disable the fuel system by removing the fuse or relay.
* Remove plugs and complete compression test Safely.

(B) Fuel Pressure Testing

* Make sure the vehicle is in park or neutral and the handbrake is engaged
* Disable fuel pump by either removing Fuse, Relay or disconnecting the fuel pump Wiring Harness.
* Disable the ignition system and crank motor for at least 10-15 seconds (this removes fuel pressure from the fuel system).
* Remove the fuel cap which will release pressure from the system.
* Undo the fuel hose clamp with a rag underneath to prevent fuel spilling over the motor. Then remove the hose.
* Fit fuel pressure gauge.
* When complete refit fuel hose securely
* Refit fuel pump fuse, relay or wiring harness.
* Complete test as required.

(C) Testing Injector Spray Pattern

* This practice is extremely dangerous and should not be attempted at any time.
* At no time should the injector rail be released from its mounting plates whilst there is fuel pressure or the chance of fuel pressure in the system.
* Standard Trade practice if you suspect a problem with the injector spray pattern is
* Disable fuel pump by either removing Fuse, Relay or disconnecting the fuel pump Wiring Harness.
* Make sure the vehicle is in park or neutral and the handbrake is engaged.
* Disable the ignition system and crank motor for at least 10-15 seconds (this removes fuel pressure from the fuel system).
* Undo the fuel hose clamp with a rag underneath to prevent fuel spilling over the motor. Then remove the hose from the rail.
* Undo the fuel rail, and remove injectors.
* Take injectors to have cleaned and tested in a sonic bath.

(D) Testing Spark

* Disable fuel system by remove fuse or relay
* Before testing spark, ensure there is no stray fuel lying on the engine or in the engine bay
* Ensure all fuel hoses/lines are still connected and clamps are secured and tight.
* Using a spark tester, located as far as possible, away from any open combustion chambers, (spark plug hole),
* Wind the engine over whilst checking for spark.

**When working with fuel/spark you need to “S.L.A.M” and carry out a Hazard Identification, before you jump in. Think about what you trying to achieve and the safest way to complete it.**

**Remember at no time should there be open fuel hoses/lines and loose spark, in the engine bay simultaneously, as this will always result in fire, and a high risk of injury to the employee and damage to the vehicle.**

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LUBE MOBILE

THE MOBILE MECHANICS

**SAFETY STANDARDS PROCEDURE**

Degreasing Motor Vehicles Procedure

Recently Lube Mobile had a mechanic that was degreasing a hot motor and it burst into flames

He was also doing this in a workshop that doesn’t have an oil separator which is very illegal

If he had of been caught he personally and Lube Mobile as a company would have received substantial fines

If you must degrease large portions of the vehicle (Engines or under the vehicle) this must be done at a car wash environmentally equipped for it like Car Lovers ETC.

If you need to degrease small portions like timing covers or tappet covers you can do this using brake cleaners or degreasers draining directly into your drain tin on top of a spill mat

Currently there are 3 workshops in Lube Mobile that are environmentally equipped to perform degreasing

These workshops have oil separators and they are: -

* + Gosford
  + Silverwater

These are the only workshops where any large degreasing can be done

If you must degrease large portions of the vehicle it must be done when the vehicle is cold, as most degreasers are flammable and they will burst into flames.

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THE MOBILE MECHANICS

**SAFETY STANDARDS POLICY**

EMERGENCY PROCEDURE FOR LPG GAS HI ACE VANS

1. **In Case of Fire or Accident**

* **Turn off the engine immediately, press the emergency button and leave the vehicle**
* **Call emergency services on “000”**
* **Inform the emergency services of the situation and the presence of an LPG tank of the vehicle.**
* **Evacuate bystanders**
* **Advise your Zone Manager**

1. **In Case of an LPG Leak**

**LPG is odorised for “Leak Detection”. If a leak is suspected: -**

* **Turn off the engine immediately, press the emergency button and leave the vehicle.**
* **Ensure there are no ignition sources near the vehicle**
* **Inform the emergency services of the situation and the presence of an LPG tank of the vehicle.**
* **Evacuate bystanders**
* **Advise your Zone Manager**
* **Allow time for the LPG to disperse into the atmosphere.**

1. **Accidental Drive-Off while Filling**

**If you drive off with the filler hose attached to your vehicle: -**

* **Turn off the vehicle immediately**
* **Ensure there is no gas leakage**
* **Hit the emergency button at the service station to turn the gas off**
* **Notify the filling station operator**
* **Evacuate any bystanders**
* **If you are unsure phone emergency services on “000”**
* **If no leaks are detected select petrol operation**
* **Phone your Zone Manager and get him to book the vehicle in with an authorised Toyota gas installer.**

**LUBE MOBILE WORKING SAFELY**

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LUBE MOBILE

THE MOBILE MECHANICS

**SAFETY STANDARDS POLICY: -**

**EMERGENCY PROCEDURE FOR MOBILE MECHANICS**

1**. If an incident / accident occurs, assess the situation and ascertain: -**

* Do those involved require medical assistance
* Are those involved in immediate danger

1. **If there is a risk that those involved are in immediate danger, then if able, eliminate or control the risk by:-**

* Removing those involved if they are able to be moved
* Remove the danger from those involved
* Control the area by not allowing any access to the area, other than those authorised.
* Assist those involved in any way that you can, if you are able to without risking your own safety.

1. **Call for assistance by: -**

* Pressing the emergency button in the van dashboard
* Call base on your mobile phone
* Calling emergency services, on 000, if required (Ambulance, Fire Brigade, Police)

**If calling for emergency assistance ensure that a detailed location and a brief description of injury or problem is given. Stay with those involved until assistance arrives.**

1. **When injured person or incident is in the care or the control of emergency professionals, call**

**your Supervisor and report the incident.**

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**LUBE Mobile**

THE MOBILE MECHANICS

**SAFETY STANDARDS POLICY**

EMERGENCY PROCEDURE FOR EMPLOYEES

1. **If you incur an injury, or an emergency arises during working hours, between the hours of 7-30am till 5.30pm), you must follow the procedure as follows: -**
   * **If you are seriously injured and require urgent medical attention call “000”**

**If not: -**

* **Call your Base Landline number, or: -**
* **Phone your Zone Manager on his mobile number**
* **If you can, then Press the red emergency button on the van dashboard**
* **Or as a last resort only, if you can’t get through to any of the above phone numbers, call the Contact Centre on 133032**

1. **After 5.30pm the Procedure for contacting Lube Mobile following an Injury or an Emergency is:-**

* + **If you are seriously injured and require urgent medical attention call “000”**

**If not: -**

* **Try to Call your Base Landline number, or: -**
* **Phone your Zone Manager on his mobile number**
* **Or as a last resort only, if you can’t get through to any of the above phone numbers, call the Contact Centre on 133032**

**3. If your mobile phone doesn’t work for some reason: -**

* **Use your Customers Phone, or Flag down a passing motorist, Suppliers phone, or Pay phone, if close by**

**LUBE MOBILE WORKING SAFELY**

**Version 2 08/12/2017**

**LUBE Mobile**

THE MOBILE MECHANICS

**SAFETY STANDARDS POLICY: -**

**Removal of Harmonic Balancers / Right tool for the Right Job**

We have recently had a number of incidents involving the removal of Harmonic Balancers. Investigation into these incidents has revealed the major contributing factor to be, using the wrong tools (eg levers, screwdrivers etc) and not a proper harmonic balancer puller.

We would also add that a large percentage of injuries are caused by not using the correct equipment / tools and/or not using them in the correct way.

Lube Mobile has a minimum tool requirement for all Technicians and a Harmonic Balancer puller and its bolts are on the list.

When removing Harmonic Balancers, a Harmonic balancer pulley, together with the correct bolts must be used.

Therefore, under no circumstances are any of Lube Mobile employees permitted to use any other tool for removing the harmonic balancer than a Harmonic Balancer Puller with the correct bolts. Further to this specific task, no Employee is to use the incorrect tool or piece of equipment for any other type of job.

We also remind every Technician that a maximum of 70% exertion is to be used for any task. If you need to exert more than 70%, then you are either using an incorrect tool, piece of equipment, or procedure.

**In the interests of your safety Lube Mobile requires you to adhere to this procedure.**

**LUBE MOBILE WORKING SAFELY**

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THE MOBILE MECHANICS

**SAFETY STANDARDS POLICY: -**

**REMOVING MANUAL GEARBOXES and AUTOMATIC TRANSMISSIONS PROCEDURE**

Lube Mobile are committed to the goal of no injuries to our Employees and to prevent any accidents occurring as a result of our work practices.

**4WD or Heavy gearboxes or Automatic Transmissions**

The practice of removing or refitting automatic transmissions or heavy manual gearboxes by only

one or two people, and/or using an ordinary trolley jack, presents a significant safety hazard, due to their weight and size. A number of injuries have occurred from this practice.

Therefore, the removal of and the refitting of **4WD or Heavy gearboxes or Automatic Transmissions** **on-site is banned**.

All repairs of this nature are to be **Brought/Towed to the Base workshop to use the Lube Mobile approved specialised gearbox/transmission lifting equipment.**

**Under no circumstances is an ordinary trolley jack to be used.**

**If the job is to be TBC’D, or employee is going to another job, transmission must be removed from the transmission jack, so that the equipment is freed up.**

**If the job cannot be completed safely with our equipment, the job is to be subcontracted to a transmission specialist workshop**

**“Lighter, Normal” Manual Gearboxes**

**The practice of removing or refitting these gearboxes by only one person,**

**On-site, is banned.**

Employees should also be aware that pushing a gearbox back to replace the clutch, is considered the same as removing it, as it takes a degree of lifting to manoeuvre it out.

**You must arrange for an assist from another mechanic through your Zone Manager before attempting to remove/refit the gearbox.**

**You must also get the person assisting you to assist with the removal/refit of the flywheel.**

**In the interests of your safety Lube Mobile requires you to adhere to this Policy.**

**LUBE MOBILE WORKING SAFELY**

**Version 4 Reviewed 08/12/2017**

LUBE MOBILE

THE MOBILE MECHANICS

**SAFETY STANDARDS POLICY**

Procedure for Handling Hazardous Substances.

**You should be aware of the potential Health Risks and toxic effects associated with the Hazardous Substances used in the course of employment as a Mobile Mechanic.**

**A Folder of Material Safety Data Sheets (MSDS) for the Hazardous Substances used has been provided.**

**These sheets contain detailed information on each product and the: -**

* + - **Health Effects**
    - **Risks Involved**
    - **Degree of exposure**
    - **How they get into the body**

**What Hazardous Substances are you exposed to: -**

* + - **Petrol**
    - **Coolant**
    - **Brake Cleaner**
    - **Oil Flush**
    - **Throttle Body and Carburettor Cleaner**
    - **Radiator Flush**
    - **Lifter Free and Tune up**
    - **Tyre Shine**
    - **Pro-Stream TB400 Petrol Induction Cleaner**
    - **Pro-Stream IC200 Petrol Injector Cleaner**
    - **Pro-Stream D900 Tank Additive**
    - **Pro-Stream CD500 Diesel Induction Cleaner**
    - **Asbestos**

**How can they affect your health? -**

* + - **Harmful if swallowed**
    - **Irritating to your eyes**
    - **Inhaling may cause irritation to the respiratory system**
    - **May cause drowsiness, headaches, and dizziness.**
    - **May cause breathing difficulties**
    - **Prolonged exposure may cause dermatitis**
    - **In high concentration may cause caustic burns**
    - **May result in decreased fertility**
    - **Some are highly flammable**
    - **With asbestos you are, or should be aware of the dangers involved if you don’t follow the Lube Mobile procedures.**

**How can you minimise the risk to your Health & Safety and the effects of exposure to the Hazardous Substances? -**

* + - **Always wear Safety Gloves and Safety Glasses**
    - **Use only in well ventilated areas.**
    - **Isolate from any sources of heat, naked flame, or sparks.**
    - **Keep away from food or drink.**
    - **If swallowed IMMEDIATELY SEEK MEDICAL ATTENTION.**
    - **You will probably need to get to a Hospital Emergency and you must take a copy of the Material Safety Data Sheet (MSDS).**

**What do you do if a Hazardous Substances is: -**

* + - **If splashed in eyes flush the eyes continuously with water for at least 15 minutes.**
    - **If pain persists seek medical attention**
    - **If skin contact occurs immediately remove contaminated clothing and footwear.**
    - **Flush skin and hair with running water (and soap if available).**
    - **Seek medical treatment if irritation persists.**

**The spill mat must be used at all times when using a hazardous substance.**

**If a spill does occur you must use the spill kit**

**Pour sufficient absorbent (contains fire retardant and oil eating microbes) to soak up all the spill.**

**The soiled absorbent should be swept up and placed in the plastic bags provided and disposed of at base.**

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**LUBE Mobile**

THE MOBILE MECHANICS

**STANDARDS PROCEDURE POLICY:-**

**REMOVING ENGINES WITH GEARBOX ATTACHED**

Lube Mobile is committed to the goal of no injuries to our Employees and to prevent any accidents occurring as a result of our Work Practices.

**The practice of removing Engines with the gearbox attached, by only one person, presents a significant safety hazard, due to the risk of it falling off, or becoming unbalanced on the engine hoist, and injuring the operator or damaging the vehicle.**

**Therefore, the practice of removing the engine with the gearbox attached, alone, is not permitted. You will either need to detach the gearbox from the engine, or get an assist.**

* **In the interests of your safety Lube Mobile requires you to adhere to this Policy.**

**LUBE MOBILE WORKING SAFELY**

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THE MOBILE MECHANICS

**STANDARDS PROCEDURE POLICY: -**

**Removing Wheel bearings**

**Lube Mobile is committed to providing a safe workplace**

In an effort to limit the potential for serious injury to our staff while removing Wheel Bearings Lube Mobile has decided to instigate the following procedures: -

Due to the potential for serious cuts and scratches all staff are forbidden from hitting or hammering two hardened steel surfaces together.

You may ask, what two hardened steel surfaces would we be hitting together?

A cold chisel or pin punch and a bearing cone/cup are both Hardened surfaces and when we try and remove a bearing from a stub or axle using a cold chisel or pin punch we are placing ourselves at extreme risk.

What can happen when you hit or hammer them together?

1. When you hit two hardened steel surfaces together there is a very high chance that one of the surfaces will splinter or fly apart hitting you in the face or arm.
2. There are mechanics in our fleet that have had this happen in the past and have had very serious cuts requiring many stitches.

How do you get a Bearing race or cone off when it has been overheated and “Welded itself to a stub?

You have to grind the bearing race or cone down, concentrating on one spot until it is very thin and then just Tap the thin piece with the cold chisel and it should split making it very easy to remove using a brass drift.

If this procedure does not work you will need to remove the stub axle or axle and take it to a third party with a press. Trying to remove the bearing doing anything further on site is putting you at serious risk of injury

Using your Cold Chisel hit the retainer here

Turn it over and then hit it here

You can remove the rear wheel bearings off axles the same way

1. Place the axle in your vice with the bearing retainer sitting on the top and the axle running down through the vice then using the cold chisel place it on the bearing retainer (Mild steel) and hit it hard twice, then turn the axle around 180 deg and do it again. The retainer will now be stretched so it just falls off or drops off with a small amount of help
2. Using a tool you break the outside bearing race, remove the balls or rollers and then grind down the cone until it is very thin.

Grind the bearing cone/cup down until it is very thin

Then tap it here with the cold chisel causing it to crack making it easy to remove. it over and then hit it here

1. Then with a small hit with the cold chisel the race should crack and fall off with a small amount of help.

At no time while performing this task are you hitting the cold chisel against any hardened material with anything but a small tap and therefore you will never cause the Hardened material to splinter.

* **In the interests of Your Safety Lube Mobile requires you to adhere to this Policy.**

**LUBE MOBILE WORKING SAFELY**

**Version 1 08/12/2017**

**LUBE Mobile**

THE MOBILE MECHANICS

**SAFETY STANDARDS POLICY**

HANATECH SCAN TOOL PROCEDURE

There are a number of Safety risks that must be taken in to account, and eliminated, when using the Scanner, they are: -

**Workshop**

When an engine is running, the exhaust should be attached to an exhaust removal system or, if not available, you should only use a well-ventilated area. Engines produce carbon monoxide, an odourless and poisonous gas that causes slower reaction time and may lead to serious injury or death.

**Brakes and Wheel blocks**.

You must apply the hand brake and block the wheels before using the equipment. You need to block the wheels because the handbrake may not hold, especially in front wheel drive vehicles.

**Test Driving**

Never drive the vehicle and operate the test equipment at the same time, as you could be distracted and have an accident. If you must use the equipment mobile, you must have one person operate the equipment whilst the other person drives.

Never place the equipment in front of you when driving the vehicle, because if the air bag inflated the equipment could cause serious injury.

**SRS**

**Never sit in the vehicle when entering the SRS section in the scan tool. Always stand outside the vehicle with the door closed.**

**Do not try to test the SRS Air Bag system while driving the vehicle as the air bag may inflate as a result**.

**Engine Compartment**

Moving components and belts may catch your hands, clothing, or the test cables.

Therefore, when using the equipment in the engine bay, you must maintain sufficient clearance between moving components.

**Vehicle Battery**

The Scan tool is designed to prevent damage from reverse polarity battery cable connection, however it is highly recommended to always ensure correct polarity terminal connection. Never lay the equipment on the vehicle battery. You may short the terminals and hurt yourself, or damage the equipment or the battery.

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THE MOBILE MECHANICS

Waste Fluid Handling Procedure

Lube Mobile is committed to protecting the environment, therefore we need to manage the collection and disposal of Waste Fluids in an environmentally safe and responsible manner.

Every van has been supplied with a **DRAIN TRAY, WASTE FLUID TANK**, **SPILL MAT**, and a **SPILL KIT**, to protect customer’s driveways, and property, and to prevent any waste entering drains and our waterways.

The spill mat has been specially treated to stop any leakage, is sewn on the underside, and will hold up to 60Ltrs, not that we should experience a spill anywhere near that. The mat should be ROLLED UP, not folded, and stored in a safe and dry position in the van.

The spill mat must be used at all times, no matter the type of repair or service. This is because spills are accidents, not planned, and the mat needs to be in place in case of a spill. The mat should be placed under the vehicle after the vehicle has been jacked up, stands in place, and trolley jack removed from the worksite. Drain tray then is placed on top of the spill mat. Do not place stands or run trolley jack over the spill mat, as this will damage it. You also need to take care to place new refill fluids (Brake fluid, Gear Oil, etc) on the mat in case they are knocked over.

New or old oil/fluids should not be placed anywhere around the customers property. Once finished draining any fluid, the drain tray must be immediately emptied into the waste fluid tank, not rested next to a wall, or fence, and not in a position where you can trip over it.

No old fluids are to be given to the customer – even if requested. We are responsible for its safe disposal.

The Emergency spill kit contains 3 x 5 litre of specially treated absorbent material, a Brush & Pan, 2 x 1.2 metre containment socks, 6 plastic bags and a pair of plastic gloves. The Kit is to be stored in a safe and dry position in the van, and be accessible quickly in the event of a spill. The Kit is to be replenished from Base immediately after any item has been used.

Should a fluid spill occur, pour sufficient absorbent to soak up the spill. The soiled absorbent should be swept up and placed in a plastic bag and disposed of at Base. The Spill mat can be cleaned with a rag and small amount of degreaser or detergent and the rag placed in a bag to be disposed of at Base.

If the spill is large in volume ensure no run off occurs, use the containments socks, absorbent material, dirt or other material to stop the run off and contain the fluid giving you time to clean it up. If you require assistance or run out of absorbent material immediately contact your Manager. The dirt or other material is to be collected and bagged for disposal at Base.

If you cannot contain the spill call the Fire Brigade on 000.

A supply of absorbent to replenish the 5ltr bags will be available at each workshop and for use in the workshop.

**LUBE MOBILE WORKING SAFELY**

**Version 3 08/12/2017**

LUBE MOBILE

THE MOBILE MECHANICS

**Lube Mobile Van Servicing and Repairs on Hoists**

Lube Mobile is committed to the goal of no injuries to our Employees and to prevent any accidents occurring as a result of our Work Practices.

Due to the weight of our vans it is important to understand that all services and repairs that are carried out on our vans must be done either on a four-poster hoist or on the ground. If a four-poster hoist isn’t available then a two poster can be used but the van, as per all other cars must be reversed in and centred correctly. This is extremely important, as the front arms of a two-poster hoist can take far more weight of the engine etc. They are specifically designed this way.

When using a hoist ensure you have cleared your work area before you commence and after you have finished your work.

When using the hoist ensure you stay focused and watch it go up and down. Do not get distracted.

When lowering or raising the hoist, ensure you have cleared everything away from the vicinity of the vehicle being raised or lowered.

Ensure you do not have anyone standing too close to the hoist when it’s in operation.

**LUBE MOBILE WORKING SAFELY**

**Version 1 30/11/2017**

LUBE Mobile

THE MOBILE MECHANICS

# SAFETY STANDARDS POLICY:-

## For Carrying out Pro Stream Fuel Injection Service

**Lube Mobile as part of our ongoing commitment to Employee safety, is concerned with the unsafe work practices being used to carry out Pro Stream Fuel Injection Services, especially removing the fuel hose which has resulted in a number of injuries and vehicles catching fire.**

##### The following Operating procedure is to be used:-

* Vehicle must be parked in a well-ventilated area.
* **Safety Glasses and Safety Gloves must be worn**
* Ensure the vehicle is at operating temperature.
* Ensure that there is sufficient space around the vehicle to carry out the procedure, and there is clear access to the Van, and all children, animals and customers have been moved away from the service area.
* Disable fuel pump by either removing fuse, Relay or disconnecting the fuel pump harness.
* Make sure the vehicle is in park or neutral and the handbrake is engaged.
* Disable the ignition system and crank motor for at least 10-15 seconds (this removes fuel from the fuel rail).
* Undo the fuel hose clamp using a wet rag to prevent fuel spilling over the motor. Then remove the hose.
* Fit Pro Stream connection to the fuel rail. (Look for an easy hook-up thou banjo fittings on filters, cold start banjo on fuel rail etc.).
* Block off return line (if fitted) by using a clamp or Loop.
* Screw can of IC200 to the Pro Stream tool and hang under the bonnet using the supplied hook so the can is inverted.
* Open lower tap canister releasing mix slowly into rail.
* Start engine and allow can to run out – (approx. 15 minutes).
* When Pro Stream has been carried out Pressure may remain in the can and fuel rail.
* ***TO SAFELY REDUCE PRESSURE THE FOLLOWING PROCEDURE IS TO BE FOLLOWED* :-**
* Shut off the tap.
* Remove the can from Pro Stream tool.
* Slowly open tap to release any remaining pressure.in fuel rail.
* Shut off Lower Tap.
* Slowly remove all hoses and connections and restore the fuel system.

#### THEN TO CARRY OUT ENGINE DECARBONISING

* Vehicle must be parked in a well-ventilated area.
* **Safety Glasses and Safety Gloves must be worn**
* Ensure the tap of the Pro Stream tool is in the off position and fit spray wand to the Pro Stream tool.
* Screw can of TB400 onto the Pro Stream tool and hang under the bonnet using the supplied hook.
* Disconnect the air hose going to the throttle body and place the wand in place and refit the hose ensuring the wand does not foul on the throttle plate.
* Start engine, increase idle to 2000RPM using the supplied throttle tool between the pedal and steering wheel, slowly open the tap and allow the can to run through.
* As soon as the product has run out, turn off the engine.
* Shut off the tap.

* Unscrew the empty can and remove the Pro Stream tool from intake hose.
* Drive the vehicle for a minimum of 5klms to clear the system and avoid heavy acceleration at first so as to not bring up an engine light, then reset mixtures, idle, computer codes etc.
* Finally, after every Injector / decarb service you must add 1 bottle of D900 to the fuel tank. FUEL FILTER must be replaced.

In the interests of your safety Lube Mobile requires you to adhere to this procedure.

### LUBE MOBILE WORKING SAFELY

**Version 1 17/10/2017**

LUBE MOBILE

THE MOBILE MECHANICS

# SAFETY STANDARDS POLICY:-

## Procedure For Carrying out Diesel Pro Stream Service

**Lube Mobile, as part of our ongoing commitment to Employee safety, is concerned with the unsafe work practices that could be used to carry out Diesel Pro Stream Services.**

#### The following Operating procedure is to be used:-

* Vehicle must be parked in a well-ventilated area.

#### Safety Glasses and Safety Gloves must be worn

* Ensure that there is sufficient space around the vehicle to carry out the procedure and

there is clear access to the van. Ensure all children, animals and customers have been

moved away from the service area.

* Ensure the vehicle is at operating temperature
* Pour the entire bottle of **CD500** into the Pro Stream diesel machine.
* Remove the duct pipe from the throttle body and place the wand in the intake and refit the duct.
* Make sure the vehicle is in park or neutral and the handbrake is engaged.
* Start the vehicle and run **800ml** of fluid **at 2,500RPM** through the throttle.
* Turn the engine off.
* Remove the wand from the intake and refit and secure the duct
* Remove the duct now before the turbo and place the wand in and refit the duct.
* Restart the engine and allow the remaining **200ml** to run through the turbo at **2,500RPM**.
* Turn off the engine and remove the wand and refit and secure the duct.
* Allow vehicle to sit for 10 minutes.
* Test drive the vehicle for a minimum of 5klms and going through the rev range.
* Clear any check engine lights.
* Finally add a bottle of **D9000** to the fuel tank.

**In the interests of your safety Lube Mobile requires you to adhere to this procedure.**

### LUBE MOBILE WORKING SAFELY

**Version 2 08/12/2017**

LUBE MOBILE

THE MOBILE MECHANICS

**SAFETY STANDARDS POLICY**

Safe Use of an engine hoist

**Due to recent accidents involving the use of the engine lifting hoist, and the risk of severe injury even death, Lube Mobile have put in place the following policy that must be adhered to when using this equipment.**

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**General safety instructions**

* **Always read all usage and safety instructions** of the hoist and make sure you understand every part of it. If something is unclear, contact the manufacturer of the hoist or ask to a certified store for help.
* Use hoist **only for activities indicated by the manufacturer** in hoists usage instruction.
* Hoist can be operated only by **trained professionals**.
* **Inspect all technical aspects of an engine hoist** such as the load limit, maximum and minimum lifting heights, length of adjustable boom and legs.
* **Never use hoist for lifting loads heavier than allowed**by the manufacturer.
* Engine lifters with **adjustable boom have different allowed load limits for different adjustment positions**. If boom gets extended the allowed lifting limit decreases. These limits are usually indicated on the side of the boom and in usage instructions of the hoist. Always take into account these lifting limits before lifting a load with the adjustable boom.
* Remember that a **dynamic load can put a lot more weight on the lifter than a static load**. Before lifting a dynamic load that can swing or wobble, count in an additional weight that the hoist will need to hold.
* **Do not use an engine lifter under influence of alcohol, drugs or other intoxicants.**

LUBE MOBILE

THE MOBILE MECHANICS

**SAFETY STANDARDS POLICY**

Safe Use of an engine hoist

* If working with extremely heavy loads, **make sure there is another person to help you** in case of any problems or accidents.
* **Use proper clothing**, while working with an engine hoist. Avoid wearing lose clothes, jewellery or other type of clothing or accessories that can interfere operation with the hoist.

**Before usage**

* **Read the user’s manual** of the hoist **before using it for the first time**. Make sure you know the maximum allowed weight limits of the hoist before using it.
* **Carefully inspect the engine hoist for any damage or worn out parts before each usage**. If there are any damaged parts, DO NOT USE THE HOIST. Contact the manufacturer of the hoist or the closest official dealer for manufacturer certified spare parts.
* **Always check the condition of the lifting chain and hook** that are located at the end of the hoists boom before lifting the load. Check for any cracks or bent parts. If found, do not use the hoist and replace damaged parts. Replacement parts need to have the same or higher load capacity as replaceable parts.
* Check if **all bolts and screws of the engine hoist are tightened** before each usage.
* Keep the **work area around you clean and organized**. Make sure the floor of the place you will be lifting an engine is clean from oils or debris and hoists wheels can freely move across the floor.
* Make sure that movable parts such as casters and boom are**moving freely**before using the hoist.
* **Know the object you are going to lift**. Answer to these questions before lifting with the engine hoist?
  + What is the weight of the lifting object?
  + Is my engine hoist suited for lifting this object?
  + Is this object dynamic and will it wobbles or swing around when lifted?
* Use the engine hoist **only on a flat and a solid surface**.

LUBE MOBILE

THE MOBILE MECHANICS

**SAFETY STANDARDS POLICY**

Safe Use of an engine hoist

* Make sure**there are no unwanted persons around the area you will be lifting the object**, this mostly applies to children.
* **Secure the car** from which you are going to lift the engine to prevent any unwanted movements, while lifting the engine out of the car.

**Usage**

**Lifting**

* Make sure you have the **correct service manual of the vehicle** you will be operating. Locate all lifting points of the engine and make sure that hoist is suited for lifting the engine.
* Ensure any lifting chains or straps are approved and designed for the purpose and are secured to the load using shackles or nuts, bolts and washers.
* If using an engine hoist with adjustable legs and boom, make sure that they are **adjusted to the same position before lifting the load**. This will ensure that lifting load is stable and does not start to move while being lifted.
* After attaching the hoist mount to the engine, double **check all the attachment cables and bolts**, if they are properly attached to the engine and tightened so that the engine can be safely lifted out of the engine bay.
* **Raise the engine just a bit** to see if everything in the engine bay is properly disconnected from the engine.
* **Position the lifter** in such height that the boom is closer to 45 degrees and not 90 degrees when engine is lifted to provide more stability and allow pushing the hoist around more easily.

**Moving**

* The **moving of a loaded engine hoist must be done slowly and with extra caution** to prevent any unwanted wobbling or swinging of the load.
* **Never leave an engine or other heavy load hanging on an engine hoist.** Engine hoists are designed for lifting purpose only and are not intended to hold heavy loads for longer period of time. Engine must be lowered immediately after it has been moved away from the car. Engine can be stored on the ground, on an engine stand or on another specific stand made for storing heavy objects.
* **Do not go under the engine or the hoist while moving it**. There are many parts involved in holding the heavy load and there is always a possibility that any of these parts can fail, which can be dangerous for a person operating the hoist.

**Lowering**

* Immediately after moving the loaded hoist away from the car, **lower the hoists boom with the engine on the ground or place it on an engine stand**.
* The lowering of the engine must be done **slowly and carefully**, turn the bleed valve a little bit at a time. Rapid lowering may cause the engine to start moving and add unnecessary load to the hoist.
* Before removing the lifting chains and bolts from the hoist, **make sure the engine is properly secured in on the ground or is strongly attached to the engine stand**.

**Maintenance**

* **Lubrication** – all moving parts of the hoist must be properly lubricated after few times of usage. Lubricate such parts of the engine hoist as the hinges of boom and adjustable legs, front and rear casters and other moving parts your engine hoist has.
* **Maintenance of a jack** – The hydraulic jack needs adding oil after it has decreased to a certain level, which is indicated by the manufacturer. Also, the oil of the jack must be replaced after longer period of usage. The recommended period must be indicated by the manufacturer.
* **Repairs** – Repairs of the engine hoist must be done by a certified professional, or else the warranty of the hoist will be terminated.
* **Spare parts** – Only spare parts by the manufacturer or manufacturer certified shops can be used. Never use spare parts made for other engine hoists or tools.
* **Storage**– Store the tool in a dry environment. Clean the engine hoist after each usage to prevent unwanted rust or corrosion of the tool. If there are any signs of corrosion remove those with an appropriate rust remover. Depressurize the pump before storing the engine hoist.

**LUBE MOBILE WORKING SAFELY**

**Version 1 08/12/2017**





