

# CUSTOMER INSTALLATION



## METHOD OF WORK

*Ensure a Site Specific Risk Assessment is carried out and control measures put in place.*  
Prior to any works taking place, provide customer with an overview of the installation and agree location for ONT installation, cable entry point and cable routes.

### Pre-Work

- Where applicable, check building Asbestos Register or confirm with customer if asbestos is present. Do not disturb, drill through or damage any ACM's, stop work and contact your manager where asbestos is present.
- Check with customer to confirm if known hidden hazards are present within walls or plaster surfaces i.e., gas, water, electric and heating.
- Liaise with customer to highlight items such as furniture that may need to be moved to allow safe access to work points.
- Always store tools and equipment in a safe location during works.

### Drilling into and through walls

- Prior to drilling through walls, visually check each side of the wall for hazards or obstructions, e.g. meter boxes, risers, pipes and cables etc.
- Scan area to be drilled using a pipe/cable locator and powerstick.
- Protect floor surfaces and covings using a dust sheet.
- When drilling through walls, start with the smallest size drill bit and gradually increase size of drill until the required diameter of hole is achieved.
- When using drill, make sure it does not come in to contact with loose clothing.
- Reduce rotation speed when the drill bit is ready to exit to avoid surface damage. Allow drill bits to cool after use.
- Always wear the correct PPE.
- Cable entry points must be sealed after work. Where firewalls have been drilled through, always seal holes using suitable firebreak sealant.

### Cable Routing

- Always agree cable routes with customer before commencing.
- Plan works to avoid potential tripping hazards while installing cables. Guard and protect the area where possible.
- Secure cables using the approved methods, clips, staples and glue/adhesive.
- Do not exceed the specified cable bend radius on corners.
- Do not route cables where they are likely to be damaged.

### Lofts, Attics, Basements & Cellars

- Lofts, attics, basements and cellars must only be accessed where there is suitable access, egress, ventilation and light. Always guard and protect open hatches and do not leave unattended.

### Equipment Installation

- Equipment must be installed in accordance with client specifications and standards. Wall mounted equipment must be secured using screws and wall plugs.

### Cable Termination

- Cable must be terminated and secured in accordance with client specification and standards, adhering to cable management and securing arrangements.
- All cables must be stripped and cut back using designated tool and cable strippers. The use of knives is strictly prohibited.
- Dispose of all cable / fibre cuttings in a designated sharps container.
- Test 240v outlets with Martindale Tester before powering equipment. On completion of installation work, complete a walkover with customer to confirm satisfaction with works.



## HAZARD IDENTIFICATION

- Slips, Trips and Falls
- Asbestos and ACM's
- Hidden / Concealed Electric, Water and Gas
- Working at Height
- Noise, Dust and Vibration
- Manual Handling
- Uncontrolled Pets
- Children



## TOOLS & EQUIPMENT

- Hand Tools
- Drill and Drill Bits
- Pipe / Cable Locator
- Power Stick
- Ladders / Step Ladders
- Cable Cutters / Strippers (no knives)
- Martindale 240v Tester



## EMERGENCY ARRANGEMENTS

- Ensure you are familiar with the point of work emergency arrangements.
- Utilise the Lone Working App when lone working.
- First aid kit and eye wash to be carried and readily available.



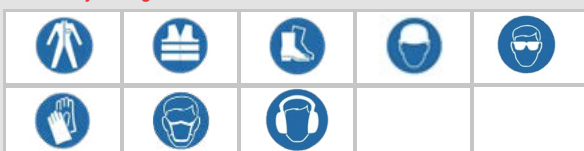
## ENVIRONMENTAL

- Always remain vigilant of your surroundings.
- Remove all waste materials from site on completion of works and return to depot.
- Dispose of waste materials in the correct waste receptacle. Recycle responsibly.



## PPE REQUIREMENTS

*PPE items shown below must be available and worn where necessary during this task.*



## COSHH

*Refer to COSHH Assessments for further information*

Firebreak Sealant



Silicone Sealant

