Health and safety policy

Mobile vehicle servicing repairs diagnostics and inspections

Policy owner: Mr Michael Lee Hoyle, Director
Version 1.0 | Prepared 23 October 2026 | Review at least annually and after significant change or an incident

Our approach

Every vehicle, job and working location is different. We use practical judgement, experience and common sense to choose safe working methods for the conditions in front of us. This is supported by risk assessment, suitable equipment, training and manufacturer instructions. Common sense does not replace these precautions.

We assess each job before work starts, monitor conditions throughout and reassess whenever the task or surroundings change. If a risk cannot be controlled adequately, we stop, make the area safe and rearrange the work, obtain assistance or refer the job to a suitable facility. Time pressure or customer agreement never overrides a safety decision.

Responsibility

The Director is responsible for implementing this policy, providing suitable equipment and resources, assessing risks and reviewing arrangements. Anyone working for MLH must work within their competence, follow agreed controls, check equipment and report hazards, defects, incidents and near misses. Workers may stop unsafe work without pressure to continue.

Before starting each job

Confirm the task, vehicle details, relevant faults and required procedures. Identify who could be harmed, including the mechanic, customer, children, pets, neighbours and passers by. Check ground strength and slope, traffic, access, weather, lighting, ventilation, overhead hazards and nearby drains. At commercial sites, agree access, site rules and relevant hazards with the person in control.

Choose controls in order: remove the hazard where possible, use a safer method or equipment, separate people from the hazard, then use suitable protective equipment for remaining risks. Confirm that safe completion, emergency access and vehicle handover are achievable before starting.

Keep a useful record

Record significant hazards, the controls and the decision to proceed, change the method or stop in the job record. Add photographs where useful and permitted. Use task specific assessments and written safe methods for higher risk or unfamiliar work. The job check on page 3 supports this process; it is not a substitute for assessing the actual risks.

Customers and the work area

Agree a clear working boundary and keep customers, children and animals outside it. Keep escape routes clear and control tools, leads and spills. Customers must not start or move the vehicle, touch tools or enter beneath a raised vehicle. If safe separation cannot be maintained, pause the job.

Safe working arrangements

Vehicle movement lifting and support

Use firm, level ground of adequate strength and correctly rated lifting and support equipment at manufacturer approved points. Secure against unintended movement, manage the keys, select the appropriate gear or park position and use brakes and wheel chocks as required by the procedure. Check stability before working. Never work beneath a vehicle supported by a jack alone; use suitable independently supported axle stands or an approved lift. Do not lift on unsafe ground or improvise supports. Support raised components and control stored spring, hydraulic or pneumatic energy.

Traffic weather and visibility

Do not undertake routine repairs where passing traffic creates an uncontrolled risk. Cones and high visibility clothing do not make an unsafe roadside position safe. Arrange recovery or relocation when necessary. Stop for poor visibility, lightning, high winds, slippery conditions or inadequate lighting where controls are insufficient. Secure doors, bonnets and loose equipment against wind.

Tools protective equipment and handling

Use suitable maintained tools and follow inspection, maintenance and statutory examination requirements where applicable. Remove defective equipment from use. Select eye, hand, foot, hearing and respiratory protection for the task; avoid loose clothing and jewellery around moving parts. Use safe lifting methods and mechanical aids or assistance for heavy or awkward loads. Keep electrical equipment suitable for outdoor conditions and protected from water, with appropriate electrical protection.

Heat exhaust chemicals and fire

Allow hot components to cool and release pressure safely. Never run an engine where exhaust could accumulate; use effective extraction or a suitable open air location. Assess fuels, oils, cleaners, battery acid and dust under COSHH and follow safety data sheets. Avoid skin contact, use good hygiene and do not blow brake or clutch dust with compressed air. Keep ignition sources away from flammable substances, contain spills and protect drains. Use suitable containers and lawful waste disposal. Only undertake hot work with specific fire controls and suitable extinguishing equipment.

Electrical and specialist systems

Follow manufacturer isolation procedures and prevent unintended starting, including remote start and automatic engine restart. Use suitable battery charging and jump starting methods. High voltage vehicles, airbags, refrigerants, pressurised fuel systems and other specialist tasks require appropriate competence, equipment and a specific safe method. Do not work on high voltage components without the required training and verified safe isolation. Decline or refer work outside our capability.

Lone work emergencies and handover

Before lone work, agree check in arrangements with a nominated contact, share the location and expected finish time, and agree what to do if contact is missed. Keep a charged phone, first aid supplies and emergency access available. Do not work alone where assistance or rescue arrangements are necessary. In an emergency stop work, withdraw from danger and call 999 or 112 when needed. Record incidents and near misses, investigate and report under RIDDOR where required. Before handover check reassembly, remove tools and supports safely, explain outstanding safety defects and record advice. Road tests require a safe vehicle, appropriate licence and insurance.

Job safety check and review

Complete before work and update if conditions change. Record further details in the job record when needed. A tick means the issue has been checked and any necessary controls recorded; it is not automatic approval to proceed.

Job reference _____ Date and time _____
Vehicle registration _____ Mechanic _____
Location _____
Work planned _____

☐ Task understood and within competence; procedures available

☐ Ground, access, traffic, weather, light and ventilation checked

☐ Customer, public, children and pets separated from the work

☐ Vehicle secured; lifting, support and isolation method suitable

☐ Tools checked; protective equipment and handling aids suitable

☐ Heat, pressure, chemicals, dust, fire and spills controlled

☐ Lone working check in and emergency arrangements confirmed

Significant hazards and people at risk

_____
_____
_____

Controls and any changes to the work method

_____
_____
_____

Decision before starting

☐ Proceed with recorded controls ☐ Change method or location ☐ Stop or refer
Reason or outstanding action _____
_____

Reassessment and completion

What changed and what action was taken _____
_____
Handover checks and safety advice recorded in job record ☐
Mechanic signature _____ Time _____

Policy approval by Director: _____ Date: _____

Reference guidance: HSE HSG261 Health and safety in motor vehicle repair and associated industries; HSE Working under vehicles; HSE Protecting lone workers.
www.hse.gov.uk/mvr/ | www.hse.gov.uk/lone-working/