

## DTMI – Environment and Service Ready

Follow all existing Best Practices unless a change in process is identified in this document which takes precedence.

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### Environment and Service Ready

- Before exiting the van, you must have your reflective vest on.
- Always visually inspect the area you are stepping into when exiting the van.
- When stepping in and out of the van, ensure that you are not carrying a load in hand. Place the item down before you step in or out.
- When exiting, turn your body so it faces the passenger seat. Use both hands to take a firm grasp of the door and the steering wheel and step down onto the step of the cab. Then, move your hands to the truck handles and slowly step out. Maintain three points of contact at all times.
- Only lift one side of the vehicle (driver's or passenger's) and remove only two assemblies at a time.
- Make sure the parking brake is set on the vehicle being serviced.
- Chock one side of the vehicle before jacking up the vehicle for removal.
- Van Service Area
  - Suitable sites include hard surfaces such as asphalt, pavement, etc. Never perform installation on gravel, sand, dirt, or other soft surfaces.
  - Do not enter parking structures as the van requires 10-foot vertical clearance.
  - Ensure you are not blocking traffic and that you are not going to be in the path of traffic when working on the customer's vehicle.
  - Avoid working in an active roadway whenever possible. If you're uncomfortable with the location of the vehicle, contact the customer to discuss moving the vehicle to a more suitable site.
  - Use large traffic cones to define the work area and do not place tires or tools outside of the work area.

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### Whys

- Most injuries happen while stepping into and out of the vans; use extra caution here.
- With the parking brake engaged, you will reduce the risk of the vehicle rolling.
- A suitable installation site and a blocked off work area ensures safety for our customers, technicians, and bystanders.
- Wheel chocks prevent the vehicle from rolling when lifting one side at a time.