Support our service technicians in adhering to the guidelines and help improve safety

Occupational health and safety is the highest priority at ABB. Our service technicians encounter many sources of danger every day at work. Please assist us in ensuring that our employees return from their service calls healthy and uninjured.

Preparing for a service call

General preparation
- Provide suitable tools compliant with the standards of the Swiss Institute for Accident Insurance [SUVA] (such as ladders, lifts, and lifting equipment).
- Brief our technicians on your emergency plan.

In case of electrical work
- The customer needs to organize the wiring and connecting of the electrical supply and outgoing lines to the ABB equipment in advance. Certified personnel are to execute the work in accordance with the Ordinance of the Federal Inspectorate for Heavy Current Installations (ESTI). Submit the safety certificate to our technical expert.
- Together with our technical expert, draw up the written Permit to Work, which defines the responsibility for carrying out the work and the responsibility for any switching operations.
During on-site work

Health and safety briefing
ABB service technicians are to be briefed on local hazards before they begin work. If ABB employees need to operate machines and equipment, they are to be instructed in their operation and use. If there are other potentially dangerous work and locations, our technicians are to be instructed on safe behavior.

Safety information
Safety information (such as operating instructions) and warnings are clearly displayed in hazardous areas, and briefings on this information are provided.

First-aid equipment
First-aid equipment of appropriate type and sufficient quantity should be available.

Reservation in case of non-compliance
Our service technicians are instructed to report any discrepancies to their supervisors. They can have the work stopped if the safety requirements are not met.

Working alone
According to EKAS 6508, work without a fixed workstation and work on live power installations is considered to be work with special hazards. This means that service technicians are not allowed to work alone and at least one other person must always be present and within earshot. If no second person is present, we would be happy to support you with an additional technical expert.