Safe Work Method Statement

TASK:		CLEANI	NG – COM		ND PUI	BLIC A	REAS									
ORGANISATION	RGANISATIONAL DETAILS															
Company Name		ServiceFM	Pty Ltd		ABN		34 008 073	550	Cor	ntact Name	Dale Stephen – H	SEQ Mar	nager			
Address		561 Churc	hill Road		State	SA	Postcode	5084	Ema	ail	dales@servicefm.	com.au		Phone	0418 9	983 556
SITE DETAILS AN	D SWMS	S PREPARA	ΤΙΟΝ													
Client							Location						State			
Site Manager							Date SWMS Prov	vided								
Principal Contrac	tor	(if not Sei	rviceFM)				PC Contract:						Phone			
PERMITS, RESOU	RCES, TI	RAINING A	ND LICENCES						KEY PLANT AND/OR EQUIPMENT – Inspection and maintenance checks							
Min Workers		1 (ideally v	working alone	is to be av	voided)				Elec	ctrical Equipment	quipment Test and Tag, Visual inspection prior to use					
Licence or Permit	:	🗌 Yes	🛛 No	Details:					Clea	aning machines	Visual inspection prior to use and pre-start checks (if applicable)			able)		
Training		ServiceFM	Induction													
PPE REQUIREMEN	NTS – Ve	erify on Safe	Work Instruct	ion specifi	ic require	d PPE fc	or each task									
Foot Protection		earing tection High Visibility Head Protection Eye Protection Face Protection Image: State Stat					Face Protection	n	Hand Protection	Protective Clothing	G	Aask	Sun Protectio	on	Hygiene Controls	
Other:	Rings,	watches, jev	wellery that ma	y become	e entangle	ed must	: not be worn. Long	and loose hai	r mus	t be tied back. Any s	ite-specific requirer	nents mu	st be adher	ed to.		

SAFE WORK METHOD STATEMENT – Cleaning – Common and Public Areas

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THIS WORK ACTIVITY INVOLVES THE FOLLOWING HAZARDOUS WORK AND ENVIRONMENTAL IMPACTS						
⊠ Electrical equipment	⊠ Elevated levels	\boxtimes Slips, trips, and falls \boxtimes Hazardous substances		Hot Work	□ Air quality	
🛛 Hazardous Manual Tasks	Outdoor Work	Solated or remote Work Noise and vibration		□ Vehicle movement	🛛 Waste and waste disposal	
□ Other (specify)						
THIS WORK ACTIVITY INVOLVES	5 THE FOLLOWING HIGH-RISK CC					
☐ Risk of a person falling more th jurisdictions this is 3 metres)	nan 2 metres (<i>Note:</i> in some	□ Work on a telecommunication to	wer	Demolition of load-bearing structure		
□ Likely to involve disturbing asb	estos	Temporary load-bearing support	for structural alterations or repairs	\Box Work in or near a confined space		
□ Work in or near a shaft or trend	ch deeper than 1.5 m or a tunnel	Use of explosives		\Box Work on or near pressurised gas mains or piping		
U Work on or near chemical, fuel	or refrigerant lines	U Work on or near energised electrical installations or services		U Work in an area that may have a contaminated or flammable atmosphere		
Tilt-up or precast concrete elements		□ Work on, in or adjacent to a road, railway, shipping lane or other traffic corridor in use by traffic other than pedestrians		□ Work in an area with movement of powered mobile plant		
□ Work in areas with artificial extremes of temperature		□ Work in or near water or other lic	uid that involves a risk of drowning			

RISK MATRIX						RISK RESPONSE			
Likelihood/ Consequence	Catastrophic	Major	Moderate	Minor	Insignificant	Residual	Action required / risk response		
Almost Certain	Extreme (4)	Extreme (4)	High (3)	High (3)	Moderate (2)	rating			
Likely	Extreme (4)	High (3)	High (3)	Moderate (2)	Moderate (2)	Extreme (4)	Unacceptable- Immediate and urgent action plan is required. DO NOT PROCEED		
Possible	High (3)	High (3)	Moderate (2)	Moderate (2)	Low (1)	High (3)	Highly Cautious – Action plan required – Only proceed with approval of HSEQ Manager		
Unlikely	High (3)	Moderate (2)	Moderate (2)	Low (1)	Low (1)	Moderate (2)	Tolerable – Verify and maintain control measures prior to undertaking activity		
Rare	Moderate (2)	Moderate (2)	Low (1)	Low (1)	Low (1)	Low (1)	Acceptable - Manage through routine procedures and processes		
HIERARCHY OF	CONTROLS			Most effective	Eliminati	ion Substitutio	on Isolation Engineering Administrative PPE Least effective		

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DESCRIPTION OF TASKS, HAZ	ARDS AND RISK CONTROLS			
What are the tasks involved? List the work tasks in a logical order.	What are the hazards and risks? Identify the hazards and risks that may cause harm to workers or the public.	Inherent Risk Rating	What are the control measures? Indicate what will be done to control the risk. What will be done to make the activity as safe as possible	Residual Risk Rating
Planning	 Fatigue Unauthorised access Insecure workplace 	HIGH	 Allow adequate meal breaks and rest for workers Do not schedule full double shifts for workers as worker fatigue increases the risk of incidents Workers have access to: Suitable amenities (toilets/wash facilities/drinking water) Sufficient lighting (including parking areas) Air conditioning and heating Emergency exits Safe area for parking/unloading equipment Higher risk tasks are not scheduled at end of shifts/night Access to site is only through key/fob if applicable Workers are identified by ServiceFM uniform and ID Card (if applicable) 	MODERATE
	 Untrained workers Worksite hazards Unknown processes 	HIGH	 Workers have completed ServiceFM and any Site Induction Safe Work Instructions are accessible for tasks Risk Assessment to be completed for any new tasks or changes Workers have: Been made aware of hazards and controls for tasks Have supplied any appropriate licences of certifications before commencing work 	LOW
	Emergency resulting in injury/serious incident	EXTREME	 Reliable communication device is in place and tested if required As a preference – No worker should work alone at night 	MODERATE
	Working alone, isolated, or remote work	HIGH	 Where possible working alone is to be avoided <u>If working alone cannot be avoided:</u> Ensure communication equipment is within reach and working Avoid lone working at night and for high-risk work 	MODERATE

			Ensure a second person knows your expected location and expected time of return	
Arrival on-site and assess onsite conditions	 Personal injury Property damage Environmental damage 	MODERATE	 Vehicles are parked legally and are clear of traffic/pedestrians Only unpack the equipment that is safe to lift Ensure access to site is well lit and clear of obstructions Identify and obey any safety signs or warning Adhere to any site sign-in and/or report requirements (to Manager) Worksite is assessed prior to commencement of task for any changes 	LOW
Preparation and work area set-up	 Access to work area Injury or illness 	HIGH	 Use warning signs or barriers to notify other persons of tasks Isolate area if required Remove items that may obstruct work area (if safe to lift) Ensure appropriate first aid and emergency facilities are available Check for items that may cause slips, trips, and falls and remove of secure them 	LOW
Personal Protective Equipment (PPE)	Injury or illnessInfection	HIGH	 PPE is used only when no other control can reduce the risk, or to support other controls All workers are issued with and wear the required PPE PPE is used, maintained, and stored correctly 	LOW
Environment	• Environmental Impact	HIGH	Noise • Be aware of maximum noise levels at the site • Machinery is maintained to minimise noise • No noise produced outside council approved hours of operation • Engineering controls fitted to equipment (e.g., silencers.) Waste • Place all in bins or other appropriate containers • Separate recycle waste from general waste • Waste to be disposed of in an appropriate waste disposal location Chemical Disposal • Dispose of chemicals correctly, empty containers/bags in approved waste containers • Rinse all empty/unwanted chemical containers and make containers unusable before disposing of them	LOW

			Do not wash out tools or containers where residue can enter waterways or drains	
Housekeeping	Slips, trips, and falls	HIGH	 Housekeeping is maintained throughout the shift & clean-up Sufficient lighting is available Maintain a work area that is clean and uncluttered Locate equipment where it will not become a tripping hazard Check for stored items, other obstructions that could cause tripping Safety signage is placed in appropriate locations when cleaning (entrance to work area, toilets, prevent access to wet floor areas, etc.). Safety signage is NOT removed until the area is safe Make use of power points in the area. Use caution to avoid tripping over extension cords. If required, run cords along corridors, not across doorways/access areas When mopping, commence from furthest point and finish at point you wish to exit (door) Keep equipment to the side of walkways to avoid obstructions Dry surfaces after wiping with a cloth 	MODERATE
Hazardous substances and chemical use, decanting and storage	 Inappropriate selection Incorrect storage 	HIGH	 Only approved chemicals are used on site Safety Data Sheets are available and current (no older than 5 years) Most suitable and low risk chemical is used Chemicals are only stored in approved storage area Bunding is used for storage Spill Kit/containment is available to contain any spills Storage area is cool, well ventilated, and secure 	LOW
	Contact with hazardous substances of chemicals – resulting in injury or illness	HIGH	 Prevent skin and eye contact, inhalation of fumes or ingestion of substance by using PPE recommended by the manufacturer Use correct lifting technique if moving 5L containers Only prepare minimum amount of chemical to do the job Prepare chemicals in designated area in accordance with label/SDS Never decant or use chemicals in unmarked containers Chemicals are only used for intended us <u>DO NOT</u> Eat or drink when handling chemicals Eat or drink without washing hands first 	MODERATE

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	 Spills Fires/Explosion Slips, Trips, and falls 	HIGH	 Take food into the work area where chemicals are being used or store Wear contaminated PPE in areas outside the work area SDS is stored with chemicals SDS available and consulted in spill/emergency Immediately contain spills or leaks with sand or other appropriate absorbents and make sure they do not enter drains or waterways Make sure emergency and first aid equipment accessible 	MODERATE
Manual Tasks	Musculoskeletal (MSD) injuries	HIGH	 Materials/equipment placed as close to the work area as possible DO NOT move objects that are too heavy to lift – seek assistance Do not use extreme force to move items Hold lifted items close to the body whenever possible, keeping knees bent and back straight and lift, unload keeping knees bent Use team lifts and mechanical means for heavy items Schedule regular breaks from tasks and practice job rotation Use long-handled tools to clean outside of the toilet, mirrors, and other surfaces to reduce over-reaching, bending, and twisting Move carefully in bathrooms/toilet cubicles to avoid hitting objects Use sponges/brushes that flex to the shape of the surface to avoid awkward positions Store items at suitable heights with most common used items at waist height for easy access 	LOW
Sweeping, mopping and surface cleaning (refer to Safe Work Instructions for specific guidance on task)	 Contaminated materials Contract with bodily fluids 	HIGH	 Cover all cuts/grazes on hands with suitable dressings Pick up rubbish or foreign material with tongs and place in a waste bag If bodily fluid spill covers a large area, put on protective clothing and overshoes Contain bodily fluid spills by using paper towel or disposable absorbent material Avoid walking or kneeling in any bodily fluids Use a cardboard scraper (or dustpan) to remove any solid material and place in disposable plastic bag (double bagged) – dispose of any contaminated waste Wear respiratory PPE when at risk of exposure to airborne contaminants 	MODERATE

		 Hand washing Wash hands thoroughly with warm water and soap for at least 20 seconds after removing gloves If soap and water are not available, use an alcohol-based hand sanitiser that contains at least 70% alcohol Avoid touching eyes, nose, or mouth with unwashed hands <u>Always clean hands:</u> After going to the toilet Before eating, drinking, or smoking After removing gloves If hands are visibly dirty After handling any potentially infectious material without gloves 	
Inhalation of dust and/or mould	HIGH	 Ensure adequate ventilation Vacuum cleaners fitted with high-efficiency particulate air (HEPA) or equivalent, and appropriate bags Use moist cloths to wipe excess dust Wear disposable facemasks and hand protection 	LOW
Muscular stress	HIGH	 Use long-handled tools to clean surfaces to reduce over-reaching, bending, and twisting Use sponges/brushes that flex to the shape of the surface to avoid awkward positions Ensure equipment is suitable for the task. E.g.: Light-weight bucket/mops (with an adjustable handle and long-handled wringer) Mops/brooms with extendable handles Trolleys for buckets/mops Long-handled tools with swivelling heads for cleaning cramped areas Ensure: Work in a small section to avoid overreaching Extend handle to clean around fixtures to avoid bending, reaching, and kneeling 	LOW
 Injury to public – slips, trips, and falls 	HIGH	Always display safety signage at entrance points to wet/slippery surface	LOW

	Cuts and lacerations	MODERATE	 Monitor area to ensure no unauthorised entrance to area Ensure cleaning equipment does not create a trip hazard Do not remove safety signage until surface is dry Use dustpan and brush to collect broken glass Do not carry waste bags next to body as they may contain sharps Use trolley to transport waste bags Wrap broken glass before disposal and wear gloves 	LOW
	Infection or contamination	HIGH	 Adhere to colour coded cleaning system PPE provided and worn as appropriate 	LOW
Spills, and sharps management	Injury to public – slips, trips and falls	HIGH	 Ensure any spills are cleaned up quickly Mop up excess with mop If substance spilled is oil – use an "Oil spill clean-up kit" Stay at the exact spot of the spill Contact Site Management to request them to bring safety signs if spill Once safety signs are in place, bring clean up equipment to the spill as quickly as possible: If the spill is large, in a high pedestrian traffic area and/or is particularly hazardous – leave a worker at the spill location to ensure no persons enter the spill zone while the cleaning equipment is being collected Once spill has been cleaned up, leave safety signs in place Put cleaning equipment away If floor is dry & safe – remove signs. 	LOW
	Needlestick injury	HIGH	 Sharp's disposal kit available for use If sharps kit is not available, a plastic screw bottle can be used – DO NOT use a glass bottle Use tongs to pick up needles and dispose of in sharps container, placing needle in point end first Avoid placing hands into bins, or areas where a view is obscured DO NOT leave sharps unattended once located – seek assistance if required 	MODERATE

Working near mobile plant/ride on scrubbers	 Struck by scrubber Crush injuries Amputation Entanglement Fatality • Other persons and/or aggressive behaviour Bullying and Harassment 	EXTREME	 Check constantly for changing hazards and always monitor work position, ensure: Do not stand behind the scrubber/equipment when reversing Allow sufficient distance from the mobile plant during operation Alertness always. Listen for any reversing alarms/beepers & calls from Plant Operators Obey safety/warning signs Work positions should be in clear sight of plant operators Workers must: Not approach mobile plant until the operator has agreed to their request to approach Wear High visibility vest if required or advised Maintain a safe distance from the mobile plant while in operation Be made familiar with the blind spots of the mobile plant Ensure workers are identified by uniform/ID When entering amenities/secure areas always knock and announce arrival – wait for any response and DO NOT no enter until clear to do so Whilst in amenities/work area, place signage outside to make public aware Always treat other persons with respect Ensure communication equipment is within reach Do not escalate the situation Clear method for reporting bullying is understood Workers aware of EAP 	MODERATE
Cleaning, burnishing, buffing, hard surfaces using polishers and ride-on or push scrubbers	Machine malfunction	MODERATE	 Use powered units (gas and electric) only for the purpose specified by the manufacturer Pre-inspect and operate following the manufacturer's instructions Ensure operations manual is available, read and understood 	LOW
(refer to Safe Work Instructions for specific guidance on task)	Struck by projectiles	HIGH	Remove loose objects on floor to prevent projectiles if struck by spinning pads	LOW

 Electrocution Injury Fire 	EXTREME	 All electric power units and leads are Tested and Tagged and are current Use electrical sockets protected by RCD or use portable RCD devices Do not use plug top RCDs fitted to power tools Keep cord away from heated surfaces Do not operate units with flammable liquids or near flammable vapours as an explosion or flash fire may occur DO NOT: Pull machine by plug or cord Run machine over cord Pull cord around sharp edges or corners Close doors on cord Unplug by pulling on cord Stretch cord Handle plug with wet hands Always ensure that the unit is switched off and power isolated before a pre-start check, adjusting, changing set-ups, or repairing	MODERATE
• Entanglement	нідн	 Wear close fitting clothing Rings, watches, jewellery that may become entangled must not be worn Long and loose hair must be tied back Keep fingers (and other body parts) away from moving parts 	MODERATE
• Falls	HIGH	 When using scrubbers and polishers, go slow on uneven, inclines and slippery surfaces <u>Ride-on scrubbers:</u> Face the scrubber whenever you mount and dismount Use provided steps/handholds Never mount or dismount a moving scrubber Do not jump off the scrubber Do not carry tools or supplies when you try to mount/dismount Do not use any controls as handholds Never leave operator seat with engine running 	LOW

			• Ensure footwear is suitable. Snug-fitting shoes/boots with flat, non- slip soles, no loose soles, long laces, soles that are oily, or caked with mud etc.	
	• Noise	HIGH	 Ensure workers are not exposed to noise that exceeds exposure standards Hearing protection should be worn by operators if required 	LOW
Charging batteries and changing gas bottles	Fire/explosion	EXTREME	 Follow manufacturer's requirement for charging/changing gas bottles Motor is stopped and ignition is turned off ONLY charge or change gas bottles in designated areas DO NOT charge or change gas bottles while the engine is running DO NOT smoke during charging and changing gas bottles Ensure charging and changing gas bottles is undertaken in a well-ventilated area, clear of ignition sources Charger is turned off when leads are being connected or disconnected to the battery Leads and cables are in good condition No loose cables or metal objects on top of battery Batteries emit hydrogen gas. Explosion or fire can result. Keep sparks and open flame away. 	MODERATE
	Contact with battery acid	HIGH	 Battery charging is only done in a designated area with adequate ventilation Eyewash station and safety shower have been identified Appropriate PPE which may include Face shield, apron & chemical resistant gloves are worn. 	MODERATE
	Gas leak/Eye trauma/Cold burns	HIGH	Close off the supply valve and inform Site ManagerBe aware of eyewash station and use gloves for protection	MODERATE
On completion	• Crush injuries/entrapment	MODERATE	 Store plant and equipment in designated storage areas <u>Scrubbers and polishers:</u> Stop on a level surface Apply the parking brake (if equipped) Turn off the machine and remove the keys 	LOW

	Electric shock/electrocution	EXTREME • Disconnect power cleaners/extension leads from power point before winding up, so that you do not get a shock if the lead is damaged • Inspect leads and power equipment for damage.		LOW
		 Ensure cleaning storage area is secure If applicable, reset any security alarms and sign-out 	LOW	
	Unauthorised access	нібн	If acceptable, remove any barricadesOnly remove safety signage once areas are dry and safe for use	LOW
	Vehicle and departure	MODERATE	Stay to designated access and egress routesAlways maintain awareness of surroundings	LOW
Emergency	Injury of deathEnvironmental damage	EXTREME	 FOR POLICE, AMBULANCE OF FIRE CALL '000" Follow site emergency and evacuation procedures Check for dangers to self before helping others 	MODERATE

SITE SPECIFIC REQUIREMENTS – To be completed by Site Manager if site-specific hazards are identified									
What are the tasks involved? List the work tasks in a logical order.	What are the hazards and risks? Identify the hazards and risks that may cause harm to workers or the public.	Inherent Risk Rating	What are the control measures? Indicate what will be done to control the risk. What will be done to make the activity as safe as possible	Residual Risk Rating					

MONITOR AND REVIEW

- All workers or persons involved in the task must have this SWMS communicated to them before work commences
- The Site Manager is responsible for ensuring compliance and to monitor works against the controls stated in this SWMS
- SWMS to be reviewed and amended if necessary, in consultation with relevant persons after any near miss or incident
- If additional site hazards identified, review this SWMS, and amend control measures to suit
- People, including workers, contractors, and subcontractors, affected by the revisions to this SWMS, are to be informed
- SWMS must be available on-site and made accessible for inspection or review

SITE MANAGER SIGN-OFF										
Name	e		Signature		Date					
WORKER SIGN-OFF										
By signing this record below, I acknowledge I have been provided the opportunity to contribute to the identification of hazards associated with this activity, that will enable the activity to be undertaken safely.										
Name of V	Name of Worker Signature			Status (Employee/Subcontractor) Date						