












Safe Work Method Statement

TASK:	CLEANING – GENERAL AREAS									
ORGANISATIONAL DETAILS										
Company Name	ServiceFM Pty Ltd	ABN	34 008 073 550		Contact Name	Dale Stephen – HSEQ Manager				
Address	561 Churchill Road	State	SA	Postcode	5084	Email	dales@servicefm.com.au	Phone	0418 983 556	
SITE DETAILS AND SWMS PREPARATION										
Client				Location				State		
Site Manager				Date SWMS Provided						
Principal Contractor	<i>(if not ServiceFM)</i>			PC Contract:				Phone		
PERMITS, RESOURCES, TRAINING AND LICENCES						KEY PLANT AND/OR EQUIPMENT – Inspection and maintenance checks				
Min Workers	1 (ideally working alone is to be avoided)				Electrical Equipment	Test and Tag, Visual inspection prior to use				
Licence or Permit	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	Details:			Portable RCD	Push button test daily, Operating time test (6 monthly)			
Training	ServiceFM Induction				Cleaning Equipment	Visual inspection prior to use				
PPE REQUIREMENTS – Verify on Safe Work Instruction specific required PPE for each task										
Foot Protection	Hearing Protection	High Visibility	Head Protection	Eye Protection	Face Protection	Hand Protection	Protective Clothing	Disposable Mask	Sun Protection	Hygiene Controls
										
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other:	Rings, watches, jewellery that may become entangled must not be worn. Long and loose hair must be tied back. Any site-specific requirements must be adhered to.									

THIS WORK ACTIVITY INVOLVES THE FOLLOWING HAZARDOUS WORK AND ENVIRONMENTAL IMPACTS

<input checked="" type="checkbox"/> Electrical equipment	<input type="checkbox"/> Elevated levels	<input checked="" type="checkbox"/> Slips, trips, and falls	<input checked="" type="checkbox"/> Hazardous substances	<input type="checkbox"/> Hot Work	<input type="checkbox"/> Air quality
<input checked="" type="checkbox"/> Hazardous Manual Tasks	<input type="checkbox"/> Outdoor Work	<input checked="" type="checkbox"/> Isolated or remote Work	<input checked="" type="checkbox"/> Noise and vibration	<input type="checkbox"/> Vehicle movement	<input checked="" type="checkbox"/> Waste and waste disposal
<input type="checkbox"/> Other (specify)					

THIS WORK ACTIVITY INVOLVES THE FOLLOWING HIGH-RISK CONSTRUCTION WORK

<input type="checkbox"/> Risk of a person falling more than 2 metres (Note: in some jurisdictions this is 3 metres)	<input type="checkbox"/> Work on a telecommunication tower	<input type="checkbox"/> Demolition of load-bearing structure
<input type="checkbox"/> Likely to involve disturbing asbestos	<input type="checkbox"/> Temporary load-bearing support for structural alterations or repairs	<input type="checkbox"/> Work in or near a confined space
<input type="checkbox"/> Work in or near a shaft or trench deeper than 1.5 m or a tunnel	<input type="checkbox"/> Use of explosives	<input type="checkbox"/> Work on or near pressurised gas mains or piping
<input type="checkbox"/> Work on or near chemical, fuel or refrigerant lines	<input type="checkbox"/> Work on or near energised electrical installations or services	<input type="checkbox"/> Work in an area that may have a contaminated or flammable atmosphere
<input type="checkbox"/> Tilt-up or precast concrete elements	<input type="checkbox"/> Work on, in or adjacent to a road, railway, shipping lane or other traffic corridor in use by traffic other than pedestrians	<input type="checkbox"/> Work in an area with movement of powered mobile plant
<input type="checkbox"/> Work in areas with artificial extremes of temperature	<input type="checkbox"/> Work in or near water or other liquid that involves a risk of drowning	<input type="checkbox"/> Diving work

RISK MATRIX						RISK RESPONSE	
Likelihood/ Consequence	Catastrophic	Major	Moderate	Minor	Insignificant	Residual rating	Action required / risk response
Almost Certain	Extreme (4)	Extreme (4)	High (3)	High (3)	Moderate (2)		
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	Elimination	Substitution	Isolation	Engineering	Administrative	PPE	Least effective
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DESCRIPTION OF TASKS, HAZARDS AND RISK CONTROLS

What are the tasks involved? <i>List the work tasks in a logical order.</i>	What are the hazards and risks? <i>Identify the hazards and risks that may cause harm to workers or the public.</i>	Inherent Risk Rating	What are the control measures? <i>Indicate what will be done to control the risk. What will be done to make the activity as safe as possible</i>	Residual Risk Rating
Planning	<ul style="list-style-type: none"> Fatigue Unauthorised access Insecure workplace 	HIGH	<ul style="list-style-type: none"> Allow adequate meal breaks and rest for workers Do not schedule full double shifts for workers as worker fatigue increases the risk of incidents <p><u>Workers have access to:</u></p> <ul style="list-style-type: none"> Suitable amenities (toilets/wash facilities/drinking water) Sufficient lighting (including parking areas) Air conditioning and heating Emergency exits Safe area for parking/unloading equipment <ul style="list-style-type: none"> 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
	<ul style="list-style-type: none"> Untrained workers Worksite hazards Unknown processes 	HIGH	<ul style="list-style-type: none"> Workers have completed ServiceFM and any Site Induction Safe Work Instructions are accessible for tasks Risk Assessment completed for any new tasks or changes <p><u>Workers have:</u></p> <ul style="list-style-type: none"> Been made aware of hazards and controls for tasks Have supplied any appropriate licences of certifications before commencing work 	LOW
	<ul style="list-style-type: none"> Emergency resulting in injury/serious incident 	EXTREME	<ul style="list-style-type: none"> Reliable communication device is in place and tested if required As a preference – No worker should work alone at night 	MODERATE
	<ul style="list-style-type: none"> Working alone, isolated, or remote work 	HIGH	<p>Where possible working alone is to be avoided</p> <p><u>If working alone cannot be avoided:</u></p> <ul style="list-style-type: none"> Ensure communication equipment is within reach and working Avoid lone working at night and for high-risk work Ensure a second person knows your expected location and expected time of return 	MODERATE

			<ul style="list-style-type: none"> Where possible and applicable, restrict access to work area if alone Only work in allocated area 	
Arrival on-site and assess onsite conditions	<ul style="list-style-type: none"> Personal injury Property damage Environmental damage 	MODERATE	<ul style="list-style-type: none"> 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 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	<ul style="list-style-type: none"> Access to work area Injury or illness 	HIGH	<ul style="list-style-type: none"> 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 or secure them 	LOW
Personal Protective Equipment (PPE)	<ul style="list-style-type: none"> Injury or illness Infection 	HIGH	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Environmental Impact 	HIGH	<p><u>Noise</u></p> <ul style="list-style-type: none"> 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.) <p><u>Waste</u></p> <ul style="list-style-type: none"> 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 <p><u>Chemical Disposal</u></p> <ul style="list-style-type: none"> 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 <p><u>Waterways/soil</u></p>	LOW

			<ul style="list-style-type: none"> Do not wash out tools or containers where residue can enter waterways or drains 	
Housekeeping	<ul style="list-style-type: none"> Slips, trips, and falls 	HIGH	<ul style="list-style-type: none"> 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 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	<ul style="list-style-type: none"> Inappropriate selection Incorrect storage 	HIGH	<ul style="list-style-type: none"> 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
	<ul style="list-style-type: none"> Contact with hazardous substances of chemicals – resulting in injury or illness 	HIGH	<ul style="list-style-type: none"> 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 use <p><u>DO NOT</u></p> <ul style="list-style-type: none"> Eat or drink when handling chemicals Eat or drink without washing hands first 	MODERATE

			<ul style="list-style-type: none"> Take food into the work area where chemicals are being used or stored Wear contaminated PPE in areas outside the work area 	
	<ul style="list-style-type: none"> Spills Fires/Explosion Slips, Trips, and falls 	HIGH	<ul style="list-style-type: none"> 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 available 	MODERATE
Manual Tasks	<ul style="list-style-type: none"> Musculoskeletal (MSD) injuries 	HIGH	<ul style="list-style-type: none"> 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 <p><u>Equipment is suitable for the task. E.g.:</u></p> <ul style="list-style-type: none"> 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 such as toilets Work in a small section to avoid overreaching – move feet Use extendable handles to clean around fixtures to avoid bending, reaching, and kneeling <p><u>Emptying Wheelie bins:</u></p>	LOW

			<ul style="list-style-type: none"> • Where possible on hard surfaces, use two hands and push bin (on loose gravel or other soft surfaces pulling may be easier) • Ensure wheelie bin is not too heavy or overloaded, test weight before moving • Move one bin at a time. Do not attempt to pull or push two bins at once • Use the flattest route possible (avoid steps or ramps where possible) • If you must move a wheelie bin up or downstairs, always ensure that the bin is below you • If the bin is to be emptied manually, e.g., into a larger industrial bin, where possible use a mechanical bin lifter • If a mechanical lifter is not available and the bin is not heavy, use a two-person lift to empty bin. Do not attempt to empty wheelie bin alone 	
<p>Cleaning Tasks <i>(refer to Safe Work Instructions for specific guidance on task)</i></p>	<ul style="list-style-type: none"> • Contaminated materials • Contact with bodily fluids 	<p>HIGH</p>	<ul style="list-style-type: none"> • Cover all cuts/grazes on hands with suitable dressings • DO NOT shake laundry items e.g., towels, linen, or other cloth materials • 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 <p><u>Hand washing</u></p> <ul style="list-style-type: none"> • 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 <p><u>Always clean hands:</u></p> <ul style="list-style-type: none"> • After going to the toilet 	<p>MODERATE</p>

			<ul style="list-style-type: none"> • Before eating, drinking, or smoking • After removing gloves • If hands are visibly dirty • After handling any potentially infectious material without gloves 	
	<ul style="list-style-type: none"> • Needlestick Injury 	HIGH	<ul style="list-style-type: none"> • Sharps disposal kit available • 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 • Cover all cuts/grazes on hands with suitable dressings 	MODERATE
	<ul style="list-style-type: none"> • Inhalation of contaminant 	HIGH	<p>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</p>	LOW
	<ul style="list-style-type: none"> • Electric shock • Injury • Tool malfunction • Fire 	EXTREME	<ul style="list-style-type: none"> • Use equipment only for the purpose specified by the manufacturer • Visually Pre-inspect electrical leads and operate equipment following the manufacturer’s instructions • DO NOT use tools or electrical items if visible damage • Ensure operations manual is available, read and understood • All leads are Tested and Tagged and are current • Use portable RCD devices • Do not use plug top RCDs fitted to power tools as the RCD cannot be tested • Ensure portable appliances are switched off before removing the plug • If equipment is damaged or unsuitable for the task do not use. Take out of the service immediately 	MODERATE
	<ul style="list-style-type: none"> • Hearing damage or loss 	HIGH	<ul style="list-style-type: none"> • Wear hearing protection if exposed to excessive noise. • When choosing hearing protection, consider that over protecting by cutting out too much sound can cause difficulties hearing other sounds needed to work safely 	LOW

	<ul style="list-style-type: none"> • Interactions with public and/or aggressive behaviour • Bullying and Harassment 	HIGH	<ul style="list-style-type: none"> • Ensure workers are identified by uniform • When entering amenities always knock and announce arrival – wait for any response. • Whilst in amenities, place signage outside to make public aware of your attendance • Always treat other persons with respect • Ensure communication equipment is within reach • Do not escalate any bullying situations • Clear reporting methods for bullying are identified • Worker’s aware of access to EAP 	LOW
	<ul style="list-style-type: none"> • Spills resulting in slips, trips, or falls 	HIGH	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> ○ 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 ○ If floor is dry & safe – remove signs ○ Put equipment away 	LOW
	<ul style="list-style-type: none"> • Infection or contamination 	HIGH	<ul style="list-style-type: none"> • Adhere to colour coded cleaning system • PPE provided and worn as appropriate 	LOW
Working at Heights	<ul style="list-style-type: none"> • Falls 	EXTREME	<ul style="list-style-type: none"> • Avoid any work above 2m, use extendable poles for dusters/windows • NEVER stand on chairs, tables of fixtures, window sills etc 	MODERATE
On completion	<ul style="list-style-type: none"> • PPE removal 	MODERATE	<ul style="list-style-type: none"> • Remove and dispose of disposable PPE before removing gloves. apron, face mask, protective eyewear • Place reusable PPE into a container, wash and allow to air dry • Remove and dispose of gloves. Take care not to decontaminate hands 	LOW

			<ul style="list-style-type: none"> Wash hands using liquid soap and running water or alcohol-based hand rub 	
	<ul style="list-style-type: none"> Waste 	MODERATE	<ul style="list-style-type: none"> Clean reusable cleaning items, such as mops, using hot water, and completely dry before re-use. Buckets and other cleaning equipment should be emptied and cleaned with a cleaning solution and allowed to dry completely before re-use. 	MODERATE
	<ul style="list-style-type: none"> Security (theft or break-in) 	MODERATE	<ul style="list-style-type: none"> Ensure cleaning storage area is secure If applicable, reset any security alarms If required, sign-out of notify supervisor of departure 	LOW
	<ul style="list-style-type: none"> Unauthorised access 	HIGH	<ul style="list-style-type: none"> If acceptable, remove any barricades Only remove safety signage once areas are dry and safe for use 	LOW
	<ul style="list-style-type: none"> Vehicle and departure 	MODERATE	<ul style="list-style-type: none"> Stay to designated access and egress routes Always maintain awareness of surroundings 	LOW
Emergency	<ul style="list-style-type: none"> Injury of death Environmental damage 	EXTREME	<p>FOR POLICE, AMBULANCE OF FIRE CALL '000'</p> <ul style="list-style-type: none"> 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? <i>List the work tasks in a logical order.</i>	What are the hazards and risks? <i>Identify the hazards and risks that may cause harm to workers or the public.</i>	Inherent Risk Rating	What are the control measures? <i>Indicate what will be done to control the risk. What will be done to make the activity as safe as possible</i>	Residual Risk Rating

MONITOR AND REVIEW
<ul style="list-style-type: none"> • 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		Signature		Date	
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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 Worker	Signature	Status (Employee/Subcontractor)	Date