












Safe Work Method Statement

TASK:	GENERAL – WORKING AT HEIGHTS									
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)				Elevated work platforms	Visual inspection prior to use and as per manufacturer's recommendations				
Licence or Permit	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Details:		Scaffold	Visual inspection prior to use and as per installers recommendations				
Training	ServiceFM Induction				Ladders	Visual inspection prior to use and check monthly				
PPE REQUIREMENTS – Verify on Safe Work Instruction specific required PPE for each task										
Foot Protection  <input checked="" type="checkbox"/>	Hearing Protection  <input checked="" type="checkbox"/>	High Visibility  <input checked="" type="checkbox"/>	Head Protection  <input checked="" type="checkbox"/>	Eye Protection  <input checked="" type="checkbox"/>	Face Protection  <input type="checkbox"/>	Hand Protection  <input checked="" type="checkbox"/>	Protective Clothing  <input type="checkbox"/>	Disposable Mask  <input checked="" type="checkbox"/>	Sun Protection  <input checked="" type="checkbox"/>	Hygiene Controls  <input checked="" type="checkbox"/>
Other:	Any listed, identified, or site-specific PPE requirements									

THIS WORK ACTIVITY INVOLVES THE FOLLOWING HAZARDOUS WORK AND ENVIRONMENTAL IMPACTS					
<input checked="" type="checkbox"/> Electrical equipment	<input checked="" type="checkbox"/> Elevated levels	<input checked="" type="checkbox"/> Slips, trips, and falls	<input type="checkbox"/> Hazardous substances	<input type="checkbox"/> Hot Work	<input type="checkbox"/> Air quality
<input type="checkbox"/> Hazardous Manual Tasks	<input checked="" type="checkbox"/> Outdoor Work	<input checked="" type="checkbox"/> Isolated or remote Work	<input checked="" type="checkbox"/> Noise and vibration	<input checked="" type="checkbox"/> Vehicle movement	<input 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 Least effective	

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"> Change to working environment or worksite 	HIGH	<ul style="list-style-type: none"> Inspect worksite to identify and new hazards/risks due to a change in a worksite – this could include temporary change Assess any new hazards and determine appropriate action to control the risks – using risk assessment form if required Ensure change conditions and required controls are added to relevant SWMS or communicated to workers 	MODERATE
	<ul style="list-style-type: none"> Uninformed workers – unaware of hazards, dangers, and processes Unauthorised Access 	HIGH	<ul style="list-style-type: none"> Workers have completed ServiceFM and any Site Induction Workers are aware of the safety requirements of the activities that are required to be carried out Safe Work instruction accessible for tasks required Required licences, clearances and permits have been verified Access to site is provided by keys/fobs if applicable <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 or certifications before commencing work 	LOW
	<ul style="list-style-type: none"> Emergency Working Alone Fatigue 	HIGH	<ul style="list-style-type: none"> Work at heights must not be undertaken alone – ensure spotter or second worker is present Communication devices to be available and tested Fall protection/rescue plan to be communicated Work at heights should not be taken late at night, at the end of a long shift or other times where fatigue may be a risk 	LOW
Personal Protective Equipment (PPE)	<ul style="list-style-type: none"> Injury, illness, or incident Infection Hit by falling objects 	HIGH	<ul style="list-style-type: none"> Where applicable check condition of harness, ropes, shackles, and fixing points for fall arrest system Check condition of hard hats – brim or neck flaps, gloves, safety boots, sunscreen, high visibility reflective clothing or vest, ear plugs, earmuffs and other PEE Appropriate PPE shall be always worn where required PPE must not be removed during task 	LOW

			<ul style="list-style-type: none"> • PPE should be assessed before each use to ensure it is in good working condition • Make sure all workers are issued with and wear the recommended PPE as required for safety on the worksite (including site-specific) • Workers are aware correct use, maintenance, and storage of PPE • PPE shall be disposed of correctly or stored for re-use 	
Services/Utilities	<ul style="list-style-type: none"> • Overhead service and electricity/powerlines 	HIGH	<ul style="list-style-type: none"> • Site Manager to check for overhead hazards and carry out risk assessment where required • Make sure a minimum of 4 metres is maintained when erecting metal ladders near overhead poles • Make sure no scaffolding is erected within 4 metres of overhead power lines unless they are protected • Never work in high winds near overhead power lines • If power lines are near the work area, but greater than 4 metres, cover the lines with tiger tails • If power lines are closer than 4 metres, power must be turned off, as tiger tails are not insulators 	LOW
Assess work area access and weather condition	<ul style="list-style-type: none"> • Access and egress • Public and other persons • Fall from heights • Hit by falling object • Slips, trips, and falls • Lighting 	HIGH	<ul style="list-style-type: none"> • Make sure all access ladders, steps and ramps are safe and secure • Make sure edge protection and handrails are in place and secure where required • Immediately cease work in hazardous weather conditions such as: <ul style="list-style-type: none"> ○ Thunderstorms and strong winds that may cause loss of balance ○ Rain is causing a slippery work surface ○ Excessive glare is being emitted from work surfaces and/or poor lighting affects visibility • Remove any items that may obstruct the work activity • Make sure the entry, exits and access ways in the workplace are kept clean and clear of materials and waste • Check for any items that may cause slips, trips, and falls and remove or secure them as required 	LOW
Preparation of work area	<ul style="list-style-type: none"> • Falls from heights • Hit by falling objects 	HIGH	<ul style="list-style-type: none"> • Make sure, so far as is reasonably practicable, that any work involving the risk of a fall is carried out on the ground • All workers on the ground must wear hard hats and maintain constant awareness of overhead work 	LOW

			<ul style="list-style-type: none"> Erect signage below the overhead work warning of potential Hit by Falling Objects Where possible, barricade, tape off or isolate the area underneath overhead work and restrict access Provide safe means of raising, lowering, and storing tools, plant, materials, and debris Prior to work commencing, clear work area and remove large items with assistance using correct manual handling techniques 	
Working below overhead work	<ul style="list-style-type: none"> Hit by falling objects Slips, trips, and falls 	HIGH	<ul style="list-style-type: none"> Only authorised workers are to enter the barricaded, taped off or isolated area whilst overhead work is being carried out All authorised workers on the ground in the barricaded, taped off or isolated area must wear safety boots and hard hats and maintain constant awareness of overhead work Make sure appropriate equipment is used to raise and lower objects, including ensuring that working load limits are not exceeded 	LOW
Use of ladders <i>Is there a risk?</i> <input type="checkbox"/> Yes <input type="checkbox"/> No	<ul style="list-style-type: none"> Falls from heights Hit by falling objects Powerlines – electrocution Slips, trips, and falls 	EXTREME	<ul style="list-style-type: none"> Platform ladders are to be used when work is to be carried out from a portable ladder Ladders are to be of an industrial standard complying with AS/NZS 1892.5 Portable ladders to have a minimum load rating of 120kg Inspect ladders regularly to make sure they are in good condition with no loose or broken rungs Locate overhead power supply and any other overhead obstructions and carry out a risk assessment when required Make sure only non-conductive ladders are used (e.g. fibreglass) when performing electrical work or working near powerlines Never set up aluminium or metal ladders closer than 4m to overhead power lines Never work on ladders in high winds near overhead power lines Use platforms or scaffolding for heavy or lengthy work Make sure appropriate fall protection is in place when working at height Make sure there is no danger to people below overhead work - use approved barricades and signs warning them to keep clear of overhead work 	MODERATE

			<ul style="list-style-type: none"> • Make sure all workers and other persons within the work area are wearing approved hard hats and safety boots • Erect ladder on a level and firm surface away from overhead obstruction • Place ladder base 1m out from its support for every 4m in height • Make sure the ladder extends at least 1m above the landing platform • Make sure all the locking devices on the ladder are secure and fixed at the base • Make sure materials or tools are not carried while climbing the ladder. <input type="checkbox"/> Tools should be carried in a tool belt or side pouch • Where necessary, ladders to be secured at the top with a gutter guard, ladder brackets or approved equivalent to prevent movement during use • Make sure only one person is on a ladder at one time • Use a tool pouch or lanyards for carrying tools whilst climbing or working from the ladder • Always maintain a sound awareness of your surroundings • Always maintain three points of contact when climbing ladders (such as both hands and one foot or both feet and one hand) • Where 3 points of contact cannot be maintained, make sure falls are prevented by using a pole strap or approved fall arrest system which is not attached to the ladder • Only perform work on ladders as recommended by the manufacturer • Make sure the material or equipment being carried does not restrict movement or cause loss of balance • Make sure the trunk of the body remains centred on the ladder • Make sure tools and equipment can be used with one hand whilst working off a ladder (unless a fall arrest system is used) • Always face the ladder when going up or down • Make sure stepladder legs are fully spread before using • Always check to make sure ladders, steps and ramps are stable before descending • Make sure ladders aren't set up in front of doorways • Never over-reach when on a ladder • Never leave tools and equipment in the ladder rungs • Never exceed manufacturer's recommended load weight 	
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			<ul style="list-style-type: none"> • Never climb higher than the third rung from the top • Immediately make your way in a safe manner to ground level if any hazards arise such as poor weather conditions 	
<p>Fall arrest systems on roofs</p> <p><i>Is there a risk?</i></p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<ul style="list-style-type: none"> • Falls from heights • Hit by falling objects 	EXTREME	<ul style="list-style-type: none"> • Make sure fall arrest systems comply with AS/NZS 1891.4 - Industrial fall-arrest systems and devices Selection, use and maintenance • Make sure a clear fall zone is fenced or taped off and restrict access • Use caution when working on slippery, brittle, or fragile roofing materials • Make sure all workers working on the roof are wearing suitable non-slip footwear • For roofing activities, the following controls must be used to reduce the risk of falling and injury: <ul style="list-style-type: none"> ○ Conduct a risk assessment considering the type of roof surface, the pitch, and the length of the roof ○ Make sure a stable and adequately fenced work platform is installed; or ○ Make sure perimeter screens, fencing, handrails, or other forms of physical barriers are installed; or ○ Implement other safety controls that can arrest the fall of a worker, such as safety harnesses, safety nets and/or another safe fall arrest method • All roof edge protection must comply with AS/NZS 4994.1 - Temporary Roof Edge Protection, Part 1 - General Requirements • Make sure all installed edge protection is safe and secure before commencing work on the roof. 	MODERATE
<p>Erecting and using scaffold (fixed or mobile)</p> <p><i>Is there a risk?</i></p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<ul style="list-style-type: none"> • Services (underground / overhead) • Electricity (overhead power lines) • Falls from heights • Hit by falling objects • Structural collapse • Access and egress • Slips, trips, and falls 	EXTREME	<ul style="list-style-type: none"> • Scaffolding to be erected according to manufacturer's or supplier's instructions and must comply with AS/NZS 1576.1 • Scaffolding must be erected where a person could fall and must be erected by a person holding a certificate of competency for scaffolding • Site Supervisor to check for overhead hazards and carry out a site assessment when required • Make sure no scaffolding is erected within 4 metres of overhead power lines unless they are protected 	MODERATE

			<ul style="list-style-type: none"> • Scaffolding exceeding a deck height of 4 metres must be inspected and tagged by a competent person before use, after any alteration or repair, and at intervals not greater than 30 days • An unlicensed person must not alter scaffolding without authority and alterations performed only by a competent person 	
<p>Use of Elevated Work Platforms (EWP)</p> <p><i>Is there a risk?</i></p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<ul style="list-style-type: none"> • Plant and equipment – impact/crushing injuries • Fall from heights • Hit by falling objects • Powerlines - electrocution 	EXTREME	<ul style="list-style-type: none"> • Site Manager to check for overhead hazards and carry out a risk assessment when required • Make sure Elevated Work Platforms maintain safe working distance of 4 metres or greater from overhead power lines unless they are protected • Elevated Work Platform (EWP) shall be inspected and tested by the operator or a competent person, in accordance with the manufacturer's pre-operational checklist • Complete and adhere to pre-operational checklist requirements – DO NOT proceed if safety concerns • Check rated Safe Working Load (SWL) is marked on equipment • Unless the EWP are designed for rough terrain, the platforms must be used only on a solid level surface • Check warning devices, such as flashing lights and audible alarms are operational • Workers operating the Elevated Work Platforms (EWP) must be trained and instructed in safe operating procedures for the brand and type of equipment • The EWP should only be used as working platforms, they should not be used as a means of access to and egress from a work area unless the conditions set out in AS/NZS 1418.10 are met • Make sure appropriate fall protection is in place when working at heights, such as safety harnesses, safety nets and/or other safe fall arrest methods 	MODERATE
Leaving the work area	<ul style="list-style-type: none"> • Fall from heights • Hit by falling objects • Access and egress • Manual Handling – strains, sprains, and back injuries • Slips, trips, and falls 	HIGH	<ul style="list-style-type: none"> • Make sure the work area is left clean and tidy • Never leave ladders or tools and equipment unattended in case of unauthorised use or an unexpected change in weather • Always check to make sure all ladders, steps and ramps are stable before descending 	LOW

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	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