

| TASK: Core Cleaning Services | | | | PROBABILITY | CONSEQUENCE | | | | | |
|------------------------------|-----------------------|-----------|------------|--------------------|-------------|--------------|-------------|------------|------------------|-----------|
| Contract: | All | | | Likelihood | Minor (1) | Moderate (2) | Serious (3) | Major (4) | Catastrophic (5) | |
| Site/Project: | National | | | Almost Certain (5) | Medium 11 | High 16 | Extreme 20 | Extreme 23 | Extreme 25 | |
| Work Area: | As per Scope of Works | | | Likely (4) | Low 7 | Medium 12 | High 17 | Extreme 21 | Extreme 24 | |
| Name: | Joshua Beckman | Signature | J. Beckman | Possible (3) | Low 4 | Medium 9 | Medium 13 | High 18 | Extreme 22 | |
| Position: | Senior HSE Advisor | Date | 31/05/2024 | Unlikely (2) | Low 2 | Low 5 | Medium 10 | Medium 14 | High 19 | |
| Revision Details: | Rev No.: | 1 | Rev Date: | May 2024 | Rare (1) | Low 1 | Low 3 | Low 6 | Low 8 | Medium 15 |

| 1. IDENTIFY THE JOB STEPS | | 2. ID THE HAZARDS | 3. ASSESS RISK | 4. ENGAGE RISK CONTROLS | 5. RESIDUAL RISK | 6. RESPONSIBILITY |
|--------------------------------|---|-------------------------------|----------------|---|------------------|-------------------|
| STEP | JOB STEP – ARRIVING ON SITE | HAZARDS IDENTIFIED | RATING ABOVE | CONTROL MEASURES | RATING ABOVE | Position |
| 1. | Site Induction | Confusion | 13 | Complete site-specific induction Consultation with the workgroup in development of the SWMS | 9 | All workers |
| 2. | Parking on site | Uncontrolled vehicle movement | 14 | Vehicles are parked on stable ground Vehicle to be in gear/park and handbrake engaged Remain vigilant around vehicles/traffic and adhere to designated walkways | 2 | All workers |
| JOB STEP – BACK PACK VACUUMING | | HAZARDS IDENTIFIED | RATING ABOVE | CONTROL MEASURES | RATING ABOVE | Position |
| 1. | Prepare the area for cleaning | Slip, trip or fall | 9 | Turn lights on as required. Remove any rubbish or loose items. Spot clean carpet using a cleaning agent as required. Report major stains to your Supervisor | 4 | All workers |
| 2. | Pick up back pack vac from storage area | Muscle sprain and strain | 13 | Training of staff on correct way to lift backpack vac. If using a backpack vacuum, place the vacuum on a table or on a platform, reverse up to vacuum and insert | 9 | All workers |

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| STEP | JOB STEP – ARRIVING ON SITE | HAZARDS IDENTIFIED | RATING ABOVE | CONTROL MEASURES | RATING ABOVE | Position |
| | | | | arms through straps. Stand up with straps on shoulders and tighten straps. Fasten waist strap and tighten until straps are firm. | | |
| 3. | Start back pack vac | Hearing loss during starting operation | 9 | Ensure to have pack vac at a distance when starting operation, correct PPE earmuffs. | 4 | All workers |
| | | Muscle sprain and strain | 9 | Training of staff on correct way to position themselves (posture) during starting operation | 4 | All workers |
| | | Electrical shock from machine or extension cord | 21 | Testing and tagging of extension electrical cord and machine in accordance with Australian Standards | 17 | All workers |
| | | | | Inspect electrical test tag to ensure equipment test is not out of date (located on the electrical cord attached to the equipment). Visually inspect the equipment for signs of damage, particularly the cord. If inspection fails, do not proceed with the task report to Supervisor / Manager. Plug into nearest power outlet (power point) and turn on. | 13 | All workers |
| 4. | Vacuuming carpets using back pack vacuum cleaner | Electrical shock form machine or extension cord | 18 | Testing and tagging of extension electrical cord and machine in accordance with Australian Standards, | 13 | All workers |
| | | | | Inspection of electrical cords for damage or deterioration by operator prior to day's use | 18 | All workers |
| 5. | Vacuuming lifts carpet area | Slip, trip or fall on/from extension cord | 17 | Always lock the lift open with a key while vacuuming inside a lift. This will ensure the door does not close on the vacuum cord and start to move as this may cause damage to the cord or injury to you. Safety signage to always be on display during task, | 12 | All workers |
| | | Damage/Severe of extension lead and or vacuum. | 17 | Ensure to place a "cleaning in progress" sign across the lift door which would register the requirement for the doors to stay open whilst vacuuming | 12 | All workers |

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| | | | | | | |
| | | Slip, trip or fall on/from extension cord | 17 | Training of staff on correct way to carry and use back pack vacuum cleaner. Safety signage to always be on display during task | 12 | All workers |
| 6. | Vacuuming stairs | Slip, trip or fall | 17 | Always maintain 3 points of contact by holding onto the handrail with your free hand. Always start from the bottom of the stairs and work (walk) upwards. Never work (walk) backwards down the stairs. | 12 | All workers |
| 7. | Return back pack vac to storage | Muscle sprain and strain | 12 | If using a back pack vacuum, loosen straps, unclasp waist strap. Rest vacuum on a table and remove arms from straps. Take care that vacuum does not fall from table. Maintain correct posture | 5 | All workers |
| | | Electrical | 12 | When complete, turn off switch on vacuum, turn off power outlet and unplug cord. | 5 | All workers |
| | | Slip, trip or fall on/from extension cord | 17 | Training of staff on correct way to carry and use back pack vacuum cleaner. Maintain correct posture while performing the task | 12 | All workers |
| 8. | Empty back vacuum cleaner | Cuts and or abrasions from opening and closing | 5 | No sharp edges on clips and clamps. Wear gloves to avoid cuts or abrasions. | 5 | All workers |
| | | Debris in the eye from all the emptying process and or dust inhalation | 9 | Inspect vacuum bag and empty as necessary. Ensure to always have the vacuum bag at a distance when emptying it out. Wear safety glasses to protect the eyes from debris. Wear a mask as well to avoid dust inhalation. | 9 | All workers |
| | JOB STEP – BODY AND BLOOD FLUID SPILLS | HAZARDS IDENTIFIED | RATING ABOVE | CONTROL MEASURES | RATING ABOVE | Position |
| 1. | Collect all equipment required for cleaning up body and blood fluid spills | Muscle sprains or strains | 5 | Training on correct posture during collection activities | 2 | |

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| STEP | JOB STEP – ARRIVING ON SITE | HAZARDS IDENTIFIED | RATING ABOVE | CONTROL MEASURES | RATING ABOVE | Position |
| 2. | Fill chemical dispenser for mopping of floors | Inhalation of fumes during diluting or filling chemicals | 12 | Fill in well ventilated area, all chemical bottles are clearly labelled, a full understanding of the SDS for specific chemicals, wear masks | 9 | All workers |
| | | Skin contamination during diluting or filling chemicals | 12 | All chemical bottles are clearly labelled, a full understanding of the SDS for specific chemicals, Always wash hands before and after handling chemicals. Wear gloves to avoid contamination | 9 | All workers |
| 3. | Manual Handling of mopping spills and handling mop and bucket | Muscle sprains or strains | 9 | Training on correct manual handling posture during this task | 4 | All workers |
| | | Slip, trip or fall during task | 9 | Staff training, display safety signs i.e. wet floor signs | 4 | All workers |
| 4. | Emptying of mop bucket | Muscle sprains or strains | 9 | Training on correct manual handling posture during this task | 4 | All workers |
| | | Skin irritation or rash from cross contamination from emptying bucket with chemical and water | 12 | Wear gloves, Wash off immediately if detected or treat in accordance with any SDS instructions Perform hand hygiene before and after wearing PPE | 9 | All workers |
| 5. | Applying absorbent and clean up/removal into biohazard bag | Contracting disease from bodily fluids | 18 | At start of each shift – staff to wash hands to both clean them and identify any cuts or breaks in the skin, cuts/abrasions should be covered with waterproof dressings – located in First Aid Kit, PPE wear to be worn at all times (goggles, disposable gloves) | 9 | All workers |
| | | Skin irritation or rash from cross contamination with body fluid or absorbent material | 12 | Wear gloves, Wash off immediately if detected or treat in accordance with any SDS instructions | 9 | All workers |
| 6. | Correct disposal of biohazard bag | Skin irritation or rash from cross contamination due to poor sealed bag | 5 | Wear PPE | 5 | All workers |
| 7. | Erect warning signs & barricades and assess the work area for soiling and potential hazards before commencing cleaning. | <ul style="list-style-type: none"> – Sharps and infections substances. – Electricity. – Slips and trips hazards – Hazardous chemicals | 12 | Fit relevant Personal Protection Equipment (PPE) such as gloves, safety glasses, face mask and shoe covers when making an assessment of a work area where biological hazards are suspected | 9 | All workers |
| | | | 5 | Ensure sufficient warnings sign are on display i.e. one for each | 5 | All workers |

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| STEP | JOB STEP – ARRIVING ON SITE | HAZARDS IDENTIFIED | RATING ABOVE | CONTROL MEASURES | RATING ABOVE | Position |
| | | | | pedestrian entry point to the work area – either end of a corridor, at top and bottom of a stair well or escalator, goods lift etc. | | |
| | | | 9 | Immediately flush eyes or mouth clean if there is any exposure to chemicals or debris. If you are injured by sharps or a suspected infection substance or it enters your blood stream, seek immediate medical care. | 4 | All workers |
| | JOB STEP – HARD FLOOR BUFFING | HAZARDS IDENTIFIED | RATING ABOVE | CONTROL MEASURES | RATING ABOVE | Position |
| 1. | Collect buffer and other equipment/supplies from storage area | Muscle sprain and strain | 13 | Ensure that you are trained to use the buffer prior to commencing the task. Training of staff on correct way to handle the buffer Ensure that you always maintain correct posture when handling the buffer. | 9 | All workers |
| 2. | Decanting chemicals into spray bottle | Inhalation of fumes during diluting or filling chemicals | 12 | Wear PPE (Gloves, safety glasses etc.) Review SDS to identify chemical to be used (located in cleaning site folder or cleaners store). The SDS will also provide information regarding safe use, handling, requirements, PPE and emergency information. Fill in well-ventilated area; wipe any excess off prior to use. Wear masks and gloves | 9 | All workers |
| | | Skin contamination during diluting or filling chemicals | 12 | Training on diluting/filling techniques & colour coding, wear gloves, wipe any excess off prior to use. Wash off immediately if detected | 9 | All workers |
| | | Chemical inhalation during decanting activities. | 9 | Complete activities in well-ventilated areas, including cleaners room with open door. Wear mask while performing this task | 4 | All workers |
| 3. | Start buffer | Hearing loss during starting operation | 9 | While starting the buffer and during the use of the buffer wear hear hearing protection to prevent hearing loss | 5 | All workers |

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| | | Muscle sprain and strain | 13 | Training of staff on correct way to position themselves (posture) during starting operation. | 9 | All workers |
| | | Electrical shock from machine or extension cord | 21 | Testing and tagging of extension electrical cord and machine in accordance with Australian Standards Inspection of electrical cords for damage or deterioration by operator prior to day's use | 18 | All workers |
| 4. | Buffing of floor surfaces using mechanical-electrical buffer | Electrical shock form machine or extension cord | 21 | Testing and tagging of extension electrical cord and machine in accordance with Australian Standards Inspection of electrical cords for damage or deterioration by operator prior to day's use Do not operate the machine if you detect any faults. Immediately contact your supervisor and report. Do not proceed with the works. | 18 | All workers |
| | | Muscle sprain and strain | 13 | Ensure that you are trained to use the buffer prior to commencing the task. Training of staff on correct way to handle the buffer Ensure that your always maintain correct posture when handling the buffer. | 9 | All workers |
| | | Slip, trip or fall | 13 | Training of staff on correct way to carry and use buffer. Use of non-slip footwear. Ensure to place the safety signage and do not remove signage until the floor is completely dry. | 9 | All workers |
| | | Property Damage | 9 | Ensure that you visually inspect the surrounding for any hazards Ensure that you have clear visibility of the area and the furniture/equipment around the area. Ensure that you carefully operate the buffer near walls and doors to avoid property damage. | 5 | All workers |
| | | | | | | |
| 5. | Return equipment to storage | Muscle sprain and strain | 13 | Training of staff on correct way to handle the buffer Ensure that your always maintain the correct posture when handling the buffer. | 9 | All workers |

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| | | Slip, trip or fall | 13 | Use of non-slip footwear. Be cautious when handling the buffer. Visually check | 9 | All workers |
| | JOB STEP – CLEANING OF KITCHEN APPLIANCES | HAZARDS IDENTIFIED | RATING ABOVE | CONTROL MEASURES | RATING ABOVE | Position |
| 1. | Pick up equipment to conduct cleaning activities (if required) | Cross Contamination | 21 | Wear gloves and safety boots during Inspection of electrical cords for damage or deterioration Ensure that Colour Code Guidelines are followed | 17 | All workers |
| | | Electrical shock from appliances or extension cord | 21 | Switch off and unplug all portable electric appliances | 17 | All workers |
| | | Muscle sprain and strain | 13 | Ensure correct posture is maintained while performing tasks | 9 | All workers |
| | | Slip, trip and or fall | 13 | Always be vigilant of surroundings whilst picking up equipment | 9 | All workers |
| 2. | Wipe electrical appliances | Electrical shock from appliances or extension cord | 21 | Wear gloves and safety boots during Inspection of electrical cords for damage or deterioration | 17 | All workers |
| | | | 21 | Switch off and unplug all portable electric appliances | 17 | All workers |
| | | | 21 | Never touch anything electrical appliances with wet hands or bare feet | 17 | All workers |
| | | | 21 | Use only dry cloth for cleaning | 17 | All workers |
| | | Muscle sprain and strain | 9 | Training of staff on correct way to position themselves (posture) during cleaning operation | 4 | All workers |
| 3. | Return of appliance after cleaning | Muscle sprain and strain | 13 | Training of staff on correct way to lift back pack vac and SWPs available for task | 9 | All workers |
| | | Slip, trip and or fall | 13 | Always be vigilant of surroundings whilst returning equipment/machinery to storage area | 9 | All workers |
| | JOB STEP – COBEWEB REMOVAL | HAZARDS IDENTIFIED | RATING ABOVE | CONTROL MEASURES | RATING ABOVE | Position |

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| STEP | JOB STEP – ARRIVING ON SITE | HAZARDS IDENTIFIED | RATING ABOVE | CONTROL MEASURES | RATING ABOVE | Position |
| 1. | Collect cleaning materials i.e. cob web brush | Muscle sprains or strains | 5 | Maintain correct posture while performing the task Ensure the cleaning tool/pole is long enough to reach the areas to be cleaning, avoid working on tip-toes or standing on furniture. Adjust telescopic tools to suitable length for the task. | 2 | All workers |
| 2. | Install appropriate signage | Public safety | 5 | Install appropriate signage and barriers to maximise public safety during the cleaning operation. Undertake tasks whenever possible when there is no pedestrian traffic. | 2 | All workers |
| 3. | Removal of cobwebs from light covers, corners, diffuser, windows etc. Check carefully for cobwebs, particularly in high corners. Use long handled broom or duster. Check areas immediately outside the door When removing cobwebs, frequently shake the cobweb brush to remove soil. | Muscle sprains or strains | 5 | Ensure that you visually inspect your surroundings for any hazards Maintain correct posture while performing the task Ensure the cleaning tool/pole is long enough to reach the areas to be cleaning, avoid working on tip-toes or standing on furniture. Adjust telescopic tools to suitable length for the task. Work directly in front of you and avoid twisting or overreaching from side to side or overreaching back and forth. Alternate left and right hands at the top of handle to avoid static hand positions. | 2 | All workers |
| | | Property Damage | 5 | Take care around security, sound and light fittings to avoid dislodging or damaging lenses/speakers/globes/tubes/light covers. | 2 | All workers |
| | | Debris flying into eyes, mouth | 9 | Dust mask, goggles (or similar), | 4 | All workers |
| | | Spider bites –injected spider venom circulating through your bloodstream – can cause mild stinging sensation when bitten (or no pain at all), slight swelling around one or two small bite marks, dull, numbing pain progressing from the bite site to your abdomen and back | 13 | Wear PPE Cobweb duster to be used at all times otherwise cloths to brush away cobweb Remove soil from cobwebbing head or dusters (take care of any insects present). Visually inspect the floors and your PPE, cloths to ensure that there is no insects hazards | 9 | All workers |

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| STEP | JOB STEP – ARRIVING ON SITE | HAZARDS IDENTIFIED | RATING ABOVE | CONTROL MEASURES | RATING ABOVE | Position |
| | | (usually within an hour of being bitten), severe cramping or rigidity in your abdominal muscles | | | | |
| 4. | Dispose of dust, cob webs and rubbish | Muscle sprains or strains | 5 | Training on correct posture during collection activities, correct PPE gloves | 2 | All workers |
| | Remove soil from cobwebbing head or dusters (take care of any insects present). | Slip, trip or fall during task | 9 | Ensure that you visually inspect your surroundings for any hazards. Wear PPE | 4 | All workers |
| 5. | Return all cleaning materials to storage | Muscle sprains or strains | 5 | Training on correct posture during activities | 2 | All workers |
| | | Slip, trip or fall during cleaning task | 13 | Ensure that you visually inspect your surroundings for any hazards. Wear PPE | 9 | All workers |
| | JOB STEP – COLD ROOM CLEANING | HAZARDS IDENTIFIED | RATING ABOVE | CONTROL MEASURES | RATING ABOVE | Position |
| 1. | Consultation and planning | Cold stress Accidents caused by cold stress/fatigue | 17 | Ensure correct PPE is available onsite. Ensure ARA cleaners have no medical conditions/medication that could have in effect. Ensure plenty of ventilation. Plan for regular breaks in warmer room | 4 | All workers |
| 2. | Carry out work | Cold stress Accidents caused by cold stress/fatigue Hypothermia Confined Space Entry | 17 | <ul style="list-style-type: none"> - Take regular rest breaks in a warmer room (job rotation) - Ensure good ventilation onsite. - Ensure safe work practices for any manual handling, especially in a cold stress/fatigue situation. - Ensure workers are trained to recognise symptoms of hypothermia in themselves and others. - If symptoms occur ARA cleaners need to rest in a warm room, If symptoms do not reduce | 4 | All workers |

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| | | | | <p>quickly, seek medical help. Contact your supervisor.</p> <ul style="list-style-type: none"> - Ensure workers are trained in safe work practices, re-warming procedures, proper clothing practices, proper eating and drinking habits. - Regular food and fluid intake is encouraged – warm/hot drinks are best for warming up the body. - Coffee and alcohol are to be avoided as they lead to dehydration and lower the body's heat from the blood flow to skin surface and impairs the body's ability to regulate heat. - When working in extreme cold temperatures, ensure regular communication with site supervisor and your colleagues. - Check on your colleagues time to time <p>If cleaning tasks involve entering confined spaces, follow confined space entry procedures, including atmospheric testing, air ventilation, and the use of appropriate confined space entry permits.</p> | | |
| | | Entrapment | | <ul style="list-style-type: none"> - ensuring walk-in cold rooms have emergency alarm buttons fitted and regularly tested so that anyone trapped inside can send for help - ensuring walk-in cold rooms' internal door opening mechanisms are in good working order and are regularly maintained and tested - using a buddy system to provide immediate support in the event of an emergency and avoiding people working in isolation <p>Ensure constant observation by the supervisor or buddy system.</p> | | All workers |

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| | | Muscle sprain and strain | 13 | Ensure correct posture is maintained while performing tasks | 9 | All workers |
| | | Slip, trip and or fall | 13 | Always be vigilant of surroundings whilst picking up equipment | 9 | All workers |
| 3. | Completion of works | Cold stress Fatigue Accident caused by heat stress/fatigue | 13 | Rest before trying to clean up / returning of cleaning equipment Ensure safe work and driving practices when driving back to the office/parking site Do not drive if you are affected by cold stress or fatigue. Contact your site supervisor immediately | 9 | All workers |
| | JOB STEP – COLD ROOM CLEANING | HAZARDS IDENTIFIED | RATING ABOVE | CONTROL MEASURES | RATING ABOVE | Position |
| 1. | Collect all equipment/materials required for cleaning up contaminated areas i.e. correct colour coded cloths. Appropriate PPE | Muscle sprains or strains | 5 | Training on correct posture during collection activities | 2 | All workers |
| | | Slip, trip or fall during task | 5 | Staff training and to be vigilant of surroundings when collection of equipment/materials | 5 | All workers |
| | | Risk of contamination Cuts, grazes or deep lacerations that may cause infection | 18 | Ensure to wash hands thoroughly before commencement (Perform hand Hygiene prior to wearing PPE) Wear appropriate PPE (Disposable Gloves, Disposable Shoe Covers, Disposable Overall, Disposable Mask, Safety Glasses) At start of each shift – staff should wash hands to both clean them and identify any cuts or breaks in the skin, cuts/abrasions should be covered with waterproof dressings – located in First Aid Kit | 5 | All workers |
| 2. | Fill chemical dispenser with appropriate disinfectant for wiping | Inhalation of fumes during diluting or filling chemicals | 12 | Fill in well ventilated area, all chemical bottles are clearly labelled, a full understanding of the SDS for specific chemicals | 9 | All workers |

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| | down of contaminated areas and high touch points | | | Hand Sanitizers to be used prior wearing PPE such as gloves Wear protective clothing, including eyewear, mask (surgical/N95), coveralls, safety boots and wear disposable gloves, face shield and shoe covers Follow SDS and PPE guidelines at all times | | |
| | | Skin contamination during diluting or filling chemicals | 13 | Hand Sanitizers to be used prior wearing PPE such as gloves Wear protective clothing, including eyewear, mask (surgical/N95), coveralls, safety boots and wear disposable gloves, face shield and shoe covers Follow SDS and PPE guidelines at all times All chemical bottles are clearly labelled, a full understanding of the SDS for specific chemicals, Always wash hands before and after handling chemicals | 9 | All workers |
| 3. | Manual Handling of wiping down contaminated area i.e. telephones, computers, chairs, desks etc. | Muscle sprains or strains | 9 | Training on correct manual handling posture during this task is conducted | 4 | All workers |
| | | Slip, trip or fall during task | 9 | Available SWPs, staff training, display safety signs i.e. wet floor signs | 4 | All workers |
| | Manual Handling of wiping down high touch points i.e. door handles, cupboards, railings, dispensers, fridge doors/handles, Microwave buttons, | Contracting of any virus/diseases during cleaning activity | 18 | Correct PPE must be work during cleaning activity i.e. half arm rubber gloves & face masks Wear appropriate PPE (Disposable Gloves, Disposable Shoe Covers, Disposable Overall, Disposable Mask, Safety Glasses) | 9 | All workers |
| 4. | Emptying/disposing of contaminated/used clothes & disposable PPE into leak proof plastic | Muscle sprains or strains | 9 | Training on correct manual handling posture during this task | 4 | All workers |
| | | Skin irritation or rash from cross contamination from emptying bucket with chemical and water | 12 | Wear gloves, SWPs, Wash off immediately if detected or treat in accordance with any SDS instructions | 9 | All workers |

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| | bag and ensuring the bag is sealed correctly and safely afterwards | Contracting disease from bodily fluids / contaminated area | 18 | At start of each shift – staff to wash hands to both clean them and identify any cuts or breaks in the skin, cuts/abrasions should be covered with waterproof dressings – located in First Aid Kit, PPE wear to be worn at all times (goggles, rubber gloves and or PV & face masks) | 9 | All workers |
| | | Skin irritation or rash from cross contamination with body fluid or absorbent material | 18 | Wear gloves, Wash off immediately if detected or treat in accordance with any SDS instructions | 9 | All workers |
| 5. | Correct disposal of leak plastic bag once sealed correctly & safety into general waste / clinical waste bin if available | Skin irritation or rash from cross contamination due to poor sealed bag | 5 | Wear PPE (gloves) | 5 | All workers |
| | | Muscle sprains or strains | 9 | Training on correct manual handling posture during this task | 4 | All workers |
| | JOB STEP – DUSTING & WIPING | HAZARDS IDENTIFIED | RATING ABOVE | CONTROL MEASURES | RATING ABOVE | Position |
| 1. | Collect equipment, dusting cloths, detergent, extension pole and attachments and feather duster. | Muscle sprains or strains | 5 | Training on correct posture during collection activities | 2 | All workers |
| 2. | Decanting chemicals into smaller atomiser bottles | Inhalation of fumes during diluting or filling chemicals | 12 | Refer chemical SDS prior using the product Correct training on filling chemicals into dispenser. Wear Gloves and safety glasses | 9 | All workers |
| | | Skin contamination during diluting or filling chemicals | 12 | Training on diluting/filling techniques, wear gloves, SWPs. Wash off immediately if detected, correct PPE gloves. | 9 | All workers |
| 3. | Begin dusting and wiping area | Muscle sprains or strains Repetition of movement | 5 | Training on correct posture during task Wear gloves and mask When and if using extension pole do not strain to reach area to be dusted. Do not move piles of paper, books etc Follow ARA colour coding guidelines | 2 | All workers |
| | Use extension pole and attachments to dust high signage or ledges | | | Lacerations / Cuts | | |

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| | Use damp cloth to wipe all lower level horizontal ledges, furniture and fittings. | Hazardous Chemicals / Eye irritation | 5 | Chemicals to be used safely in accordance SDS sheet Ensure correct PPE worn prior to commencing works | 2 | All workers |
| | Do not leave smears or polish marks | Fall from heights | 5 | When high dusting do not stand on furniture. Use ladder if required Always ensure that you maintain 3 point contact Do not proceed with the task if you feel unsafe Do not perform any work above 2M height- Consult Supervisor | 2 | All workers |
| 4. | Dispose of dust and rubbish | Muscle sprains or strains | 5 | Training on correct posture during collection activities, correct PPE gloves | 2 | All workers |
| 5. | Return all cleaning materials to storage | Muscle sprains or strains | 5 | Training on correct posture during activities | 2 | All workers |
| | | Cuts/grazes – can cause infections | 2 | Ensure to wash hands before commencement and check for any cuts, always ensure to wear correct PPE i.e. gloves | 2 | All workers |
| | JOB STEP – EMPTY WASTE BINS | HAZARDS IDENTIFIED | RATING ABOVE | CONTROL MEASURES | RATING ABOVE | Position |
| 1. | Collect all equipment required for activities | Muscle sprains or strains | 13 | Training on correct posture during collection activities | 9 | All workers |
| 2. | Emptying small rubbish bins by hand | Contamination from infectious disease transfer | 13 | Wear disposable gloves during activities | 9 | All workers |
| | | Slip, trip or fall during emptying | 9 | Training of staff on correct way in emptying bins | 4 | All workers |
| | | Cut abrasions, deep laceration – can cause infection | 17 | At start of each shift – staff should wash hands to both clean them and identify any cuts or breaks in the skin, cuts/abrasions should be covered with waterproof dressings, PPE- gloves to be worn at all times and ensure that garbage bin is at arm’s length to minimise risk of cuts and always be vigilant whilst emptying bins and or disposal of waste | 12 | All workers |

| 1. IDENTIFY THE JOB STEPS | | 2. ID THE HAZARDS | 3. ASSESS RISK | 4. ENGAGE RISK CONTROLS | 5. RESIDUAL RISK | 6. RESPONSIBILITY |
|---------------------------|---|---|----------------|---|------------------|-------------------|
| STEP | JOB STEP – ARRIVING ON SITE | HAZARDS IDENTIFIED | RATING ABOVE | CONTROL MEASURES | RATING ABOVE | Position |
| | | Muscle sprain during emptying | 13 | Training on correct posture during collection activities Check weight of bags before lifting Use safe lifting techniques (bend legs – NOT back) Check trolley to ensure wheels are free moving | 9 | All workers |
| 3. | Disposal of consolidated waste | Slip, trip or fall during emptying | 9 | Training of staff on correct way in emptying bins i.e. refresher on SWPs, warning signage (if applicable) to always be on display during task | 4 | All workers |
| | | Muscle sprain during emptying | 13 | Training on correct posture during collection activities Check weight of bags before lifting Use safe lifting techniques (bend legs – NOT back) | 9 | All workers |
| | | Cut abrasions, deep laceration – can cause infection | 17 | At start of each shift – staff should wash hands to both clean them and identify any cuts or breaks in the skin, cuts/abrasions should be covered with waterproof dressings, PPE- gloves to be worn at all times and ensure that garbage bin is at arm's length to minimise risk of cuts and always be vigilant whilst emptying bins and or disposal of waste | 12 | All workers |
| | | Extreme weather | 17 | Do not operate skip bins in windy and extreme weather conditions | 12 | All workers |
| 4. | Return all equipment etc. to storage and / or rubbish Wipe off trolley with damp cloth and store in orderly manner | Muscle sprains or strains | 13 | Training on correct posture during activities | 9 | All workers |
| | JOB STEP – HEAT STRESS & FATIGUE | HAZARDS IDENTIFIED | RATING ABOVE | CONTROL MEASURES | RATING ABOVE | Position |
| 1. | Consultation and planning | Heat stress Accident caused by heat stress / fatigue | 17 | Monitor weather report Monitor the cut off temperature for closing job down Ensure PPE, Hats, sunscreen, water are onsite. In extreme heat, choose the cooler time of the day, consult with your site manager | 5 | All workers |

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|---------------------------|-----------------------------|--|----------------|---|------------------|-------------------|
| STEP | JOB STEP – ARRIVING ON SITE | HAZARDS IDENTIFIED | RATING ABOVE | CONTROL MEASURES | RATING ABOVE | Position |
| | | | | Check for heat sources- welding, air temp, workload, radiant heat. If possible, move job away from heat sources. Ensure ARA cleaners have no medical conditions / medication that could have in effect. Ensure plenty of ventilation use fans if needed. Plan for regular breaks in shade if the heat is a problem. | | |
| 2. | Carry out work | Heat stress Fatigue Accident caused by heat stress / fatigue | 18 | Monitor weather conditions Perform the works during the cooler time of the day Take regular rest breaks in shade (job rotation) Drink a cupful (250ml) of cool (not icy) water every 20 mins. Avoid consuming energy drinks or drinks with high caffeine/sugar levels. Use a recommended electrolyte replacement in water regularly. Ensure good ventilation, use fans if needed. Ensure safe work practises for any manual handling especially in a heat stress / fatigue situation. Recognise Dehydration and its effects on yourself and others. If symptoms occur ARA cleaners need to rest in a cool, well-ventilated area and drink cool fluids. If symptoms do not reduce quickly, seek medical help. Contact your supervisor When working in extreme heat ensure regular communication with site supervisor and your colleagues. Check on your colleagues time to time | 14 | All workers |
| 3. | Completion of works | Heat stress Fatigue Accident caused by heat stress / fatigue | 18 | Rest before trying to clean up / returning of cleaning equipment Ensure safe work and driving practises when driving back to the office / parking site | 8 | All workers |

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|---------------------------|--|--|----------------|--|------------------|-------------------|
| STEP | JOB STEP – ARRIVING ON SITE | HAZARDS IDENTIFIED | RATING ABOVE | CONTROL MEASURES | RATING ABOVE | Position |
| | | | | Do not drive if you are affected from the heat stress or fatigue. Contact your site supervisor immediately Stay hydrated for at least two hours | | |
| | JOB STEP – MANUAL HANDLING | HAZARDS IDENTIFIED | RATING ABOVE | CONTROL MEASURES | RATING ABOVE | Position |
| 1. | Preparation Assess size, shape, condition, weight and number of loads | Slips, trips & falls Fatigue & stress | 13 | <ul style="list-style-type: none"> Ensure personnel are trained in manual handling lifting techniques and/or effectively supervised Provide loads that are light & easy to handle eg compact, rigid & preferably with handles Provide mechanical aids, straps, trolleys or team lifting for heavy loads Ensure proper clothing, footwear & PPE that allows tasks to be performed without restriction, eg <ul style="list-style-type: none"> Gloves for hot, cold or slippery loads (NB: Gloves may adversely affect grip, strength & dexterity) Aprons to allow loads to be held close to the body (NB: Aprons may affect mobility & comfort) | 5 | All workers |
| 2. | Preparation Assess workflow and work area | Slips, trips & falls Fatigue & stress | 13 | <ul style="list-style-type: none"> Eliminate unnecessary manual handling Allow for frequent rest periods & job rotation Organise a smooth work flow – area around object, travel path and destination is clear. Signage &/or barriers may be required. Ensure mechanical aids are available as required Provide sufficient staff numbers Train in safe team lifting procedures & use only when other means are not available | 5 | All workers |

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|---------------------------|-----------------------------|---|----------------|---|------------------|-------------------|
| STEP | JOB STEP – ARRIVING ON SITE | HAZARDS IDENTIFIED | RATING ABOVE | CONTROL MEASURES | RATING ABOVE | Position |
| | | | | <ul style="list-style-type: none"> Provide an uncluttered, well-lit workplace with even, slip resistant floors <p>Ensure proposed location is suitable to receive the object</p> | | |
| 3. | Lift & carry objects | Strain the spine & back muscles Stress on back & limbs Slips, trips & falls Fatigue & stress Lacerations & abrasions Fractures & crush injuries Dehydration | 17 | <ul style="list-style-type: none"> Use mechanical aids where available Use gang lifting techniques for heavy or awkward items Hold loads close to the body Vary work tasks during day or take regular breaks Provide adequate numbers of trained staff to allow rotation Ensure new workers are supervised adequately Perform all movements in a controlled, balanced, comfortable position Minimise repetitive bending, twisting and overreaching Movements Use correct lifting techniques as per manual handling training, including: <ul style="list-style-type: none"> Stand close to the load with feet apart for good balance Place one foot beside the object & one behind Bend your knees Keep your back straight as possible Ensure a comfortable grip of the object Lift gradually – straighten your knees & stand Use your leg muscles Avoid quick jerky movements Ensure the object does not obscure your vision or interfere | 10 | All workers |

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|---------------------------|---|--|----------------|--|------------------|-------------------|
| STEP | JOB STEP – ARRIVING ON SITE | HAZARDS IDENTIFIED | RATING ABOVE | CONTROL MEASURES | RATING ABOVE | Position |
| | | | | <ul style="list-style-type: none"> ○ with normal walking ○ Avoid twisting your body – move your feet to change direction Support the object to change your grip | | |
| 4. | Lower & stack objects | Strain the spine & back muscles Stress on back & limbs Fatigue & stress Slips, trips & falls Lacerations & abrasions Fractures & crush injuries | 17 | <ul style="list-style-type: none"> • Good workplace layout and house-keeping to avoid moving around obstacles • Do not put small items behind driver's seat as they could roll under the seat & interfere with pedals • Utes & trailers – distribute load evenly, secure with load rated straps, use mechanical aids where possible to load big/bulky items, use ute/trailer cover where possible • Do not exceed weight capacity of ute or trailer • Do not obstruct rear view or side mirrors, where possible • Do not over-reach to place items in vehicles • Place heaviest items closest to access point/s • Do not store chemicals in back of wagons or driver/passenger cabin area Do not use ropes or bungy type cords to secure loads | 10 | All workers |
| 5. | Move objects in & out of Storage / Building | Jamming & pinching of fingers Strain the spine & back Muscles Stress on back & limbs Fatigue & stress Slips, trips & falls Lacerations & abrasions Fractures & crush injuries | 17 | <ul style="list-style-type: none"> • Ensure doorways are kept clear and doors are secured open to • avoid jamming fingers • Use mechanical devices (pallet jack, trolley) where possible • Choose route with minimal doorways & steps and no trip hazards (eg doorways, paths). Identify any | 10 | All workers |

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|---------------------------|--|---|----------------|---|------------------|-------------------|
| STEP | JOB STEP – ARRIVING ON SITE | HAZARDS IDENTIFIED | RATING ABOVE | CONTROL MEASURES | RATING ABOVE | Position |
| | | | | unavoidable trip hazard with tape or marker. Brief personnel before moving items. Consider use of mirrors on blind corners. | | |
| | JOB STEP – SHARPS HANDLING | HAZARDS IDENTIFIED | RATING ABOVE | CONTROL MEASURES | RATING ABOVE | Position |
| 1. | Ensure the area is clear and barricaded where the sharps are i.e. medical sharps is lying on floor | Cuts/grazes – can cause infections | 9 | Carry out a visual check of the area prior to commencing work, seal off the area with safety signs. Wear safety gloves | 5 | All workers |
| 2. | Wear PPE | Contracting disease from sharp objects i.e. needles – can cause injuries | 18 | Always wear cut resistant gloves (cut 5 of equivalent) and other appropriate personal protective equipment when performing procedures using needles and syringes. | 8 | All workers |
| 3. | Get Sharps container to use to pick up sharps. All needles, syringes, scalpel blades, disposable instrument, etc. will be disposed of at the point of use in rigid, leak proof sharps containers, labeled as biohazardous waste with the biohazardous symbol and phrase | Contracting disease from sharp objects i.e. needles – can cause injuries Muscle sprains or strains | 18 | Never bend, shear, break, or recap disposable needles or remove from disposable syringes. Immediately following use, place the item into the sharps disposal container. Never reach into the sharps disposal container. Never empty the contents of the sharps disposal container into another container. Never remove the lid from the container. Never overfill a sharps disposal container; no materials should be sticking out the top. Never force materials into a sharps disposal container. | 8 | All workers |
| 4. | Use the tongs from the sharps container to pick up sharps | Muscle sprains or strains | 9 | Training on correct posture during collection activities | 4 | All workers |
| | | Contracting disease from sharp objects i.e. needles – can cause injuries | 4, 3 = 17 | Needles should never be recapped, bent, broken, removed, or otherwise manipulated by hand manipulated by hand. All staff should wash their hands to both clean them and identify any cuts or breaks in the skin, cuts or abrasions should be covered with waterproof dressings, which are | 10 | All workers |

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|---------------------------|---|--|----------------|--|------------------|-------------------|
| STEP | JOB STEP – ARRIVING ON SITE | HAZARDS IDENTIFIED | RATING ABOVE | CONTROL MEASURES | RATING ABOVE | Position |
| | | | | to be found in the First Aid Box, , always use correct PPE i.e. gloves and tongs, Isolation – of area and Administration Control – tool box meetings to be held to re train staff on the awareness and seriousness of this risk | | |
| | | Slip, trip or fall during task | 13 | Available SWPs, staff training | 10 | All workers |
| | | Cuts/grazes – can cause infections | 10 | Display safety signs, correct PPE i.e. gloves Needles should never be recapped, bent, broken, removed, or otherwise manipulated by hand. If a needle stick should occur, wash area with soap and water, report incident to your supervisor, and seek medical attention as soon as possible | 6 | All workers |
| 5. | Upon completion of a procedure involving use of a syringe and needle, discard entire needle and syringe system into a clearly labeled puncture – resistant hazardous waste container located in the work area. Needles are single-use only and not to be re-used. | Muscle sprains or strains | 13 | Training on correct posture during collection activities | 10 | All workers |
| | JOB STEP – SWEEPING | HAZARDS IDENTIFIED | RATING ABOVE | CONTROL MEASURES | RATING ABOVE | Position |
| 1. | Collect equipment for sweeping from cleaners room | Muscle sprains or strains – back and shoulder can cause ongoing injuries short/long term | 13 | Training on correct posture during collection activities, | 10 | Cleaner |
| 2. | Picking up any rubbish or materials lying on floor | Muscle sprains or strains – back and shoulder can cause ongoing injuries short/long term | 13 | Training on correct posture during collection activities, bend your knees when picking up miscellaneous rubbish, | 10 | All workers |
| | | Slip, trip or fall during task | 17 | Available SWPs, staff training | 10 | All workers |

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|---------------------------|-------------------------------|---|----------------|--|------------------|-------------------|
| STEP | JOB STEP – ARRIVING ON SITE | HAZARDS IDENTIFIED | RATING ABOVE | CONTROL MEASURES | RATING ABOVE | Position |
| | | Infectious disease transmission through needle sticks | 4, 3 = 17 | At start of each shift – staff should wash hands to both clean them and identify any cuts or breaks in the skin, cuts/abrasions should be covered with waterproof dressings – located in First Aid Kit, never attempt to pick up rubbish by hand, always use the dustpan and broom or use long reach tweezers to reach difficult areas, if during sweeping or collection of rubbish you come across a needle or a syringe – if applicable use tongs and syringe container provided and dispose of safely otherwise isolate area and report this, make sure that all staff has received training in dealing with needle sticks and control, PPE- glasses/gloves to be worn at all times | 4, 2 = 12 | All workers |
| | | Skin contamination of clearing out rubbish | 4, 2 = 12 | Wash off immediately if detected and use correct PPE wear i.e. gloves | 3, 2 = 9 | All workers |
| 3. | Sweep areas | Muscle sprains or strains | 2, 2 = 5 | Ensure that correct posture is maintained while performing the task | 2, 1 = 2 | All workers |
| | | Slip, trip or fall during task | 3, 2 = 9 | Wear PPE (Foot wear) Visually check your surrounding prior to perform the task | 3, 1 = 4 | All workers |
| 4. | Disposal of rubbish | Muscle sprains or strains | 2, 2 = 5 | Ensure that correct posture is maintained while performing the task Seek assistance if the load is too heavy | 2, 1 = 2 | All workers |
| | | Skin contamination of disposal of rubbish | 4, 2 = 12 | Wash off immediately if detected and use correct PPE wear i.e. gloves | 3, 2 = 9 | All workers |
| 5. | Return equipment to storeroom | Muscle sprains or strains | 2, 2 = 5 | Ensure that correct posture is maintained while performing the task | 2, 1 = 2 | All workers |
| | | Slip, trip or fall during task | 3, 2 = 9 | Wear PPE (Foot wear) Visually check your surrounding prior to perform the task | 3, 1 = 4 | All workers |
| | JOB STEP – TOILET CLEANING | HAZARDS IDENTIFIED | RATING ABOVE | CONTROL MEASURES | RATING ABOVE | Position |

| 1. IDENTIFY THE JOB STEPS | | 2. ID THE HAZARDS | 3. ASSESS RISK | 4. ENGAGE RISK CONTROLS | 5. RESIDUAL RISK | 6. RESPONSIBILITY |
|---------------------------|--|---|----------------|---|------------------|-------------------|
| STEP | JOB STEP – ARRIVING ON SITE | HAZARDS IDENTIFIED | RATING ABOVE | CONTROL MEASURES | RATING ABOVE | Position |
| 1. | Collect all equipment required for cleaning up toilets | Muscle sprains or strains | 2, 2 = 5 | Training on correct posture during collection activities Visually inspect the equipment for signs of damage or wear. Replace as necessary | 2, 1 = 2 | All workers |
| | | Cross Contamination | 2, 2 = 5 | Ensure that the ARA Colour Code Guidelines are followed | 2, 1 = 2 | All workers |
| 2. | Prepare the area for Cleaning | Skin contamination during diluting or filling chemicals | 3, 3 = 13 | Inspect toilet facility and partition tops for any syringes, foreign objects, blood or damage. Report any issues to Area Supervisor. (Refer to Safe Work Instruction - Sharps Disposal). | 2, 1 = 2 | All workers |
| | | Public fear | 3, 3 = 13 | Check that toilet facilities are not in use Place "Caution – Cleaning In Progress" sign at the door to the toilet facilities to warn others of work in progress. Close main door/gate to toilet facility, when necessary. | 2, 1 = 2 | All workers |
| 3. | Fill dispenser and or toilet rolls | Muscle sprains or strains | 2, 2 = 5 | Training on correct posture | 2, 1 = 2 | All workers |
| 4. | Filling up bucket – chemicals/detergent | Inhalation of fumes during diluting or filling chemicals, Manual handling | 4, 2 = 12 | Fill in well ventilated area, all chemical bottles are clearly labelled, a full understanding of the SDS for specific chemicals wear masks. Put on your safety glasses or goggles, to protect your eyes from chemical splash. Put on your rubber gloves, to protect skin from chemical splash. ½ fill red mop bucket and red bucket with water Use correct manual handling technique Add chemical to both buckets of water in the required dose, refer to bottle label/SDS register. | 3, 2 = 9 | All workers |
| | | Skin contamination during diluting or filling chemicals | 4, 2 = 12 | All chemical bottles are clearly labelled, a full understanding of the SDS for specific chemicals, Always wash hands before and after handling chemicals. Wear gloves | 3, 2 = 9 | All workers |
| 5. | Cleaning of toilets, sinks and walls i.e. using chemicals and detergents | Transmission of infectious disease through needle stick injury | 3, 3 = 13 | Place a safety sign outside door, at start of each shift – staff should wash hands to both clean them and identify | 3, 2 = 9 | All workers |

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|---------------------------|-------------------------------------|--|----------------|---|------------------|-------------------|
| STEP | JOB STEP – ARRIVING ON SITE | HAZARDS IDENTIFIED | RATING ABOVE | CONTROL MEASURES | RATING ABOVE | Position |
| | | | | any cuts or breaks in the skin, cuts/abrasions should be covered with waterproof dressings – located in First Aid Kit, Assess and check area to check for needles/syringes, urine, blood etc. and treat any bodily fluid as possible infectious, PPE- glasses/leather/rugger gloves to be worn at all times | | |
| | | Muscle sprains or strains | 2, 2 = 5 | Correct posture during activities | 2, 1 = 2 | All workers |
| | | Slip, trip or fall during task (Cleaner) | 12 | Staff training, safety signs to be put on display, Ensure to mop according the correct mopping technique, ensure floors are dry before completing task, wear correct PPE i.e. gloves | 2, 2 = 5 | All workers |
| | | Inhalation of fumes or splash during cleaning | 3, 3 = 13 | Ensure all chemical bottles are clearly labelled, ensure a full understanding of the SDS for specific chemicals, always wash hands before and after handling chemicals, ALWAYS wear PPE i.e. gloves/glasses/masks | 3, 2 = 9 | All workers |
| 6. | Emptying rubbish in toilets | Muscle sprains or strains | 2, 2 = 5 | Training on correct posture | 2, 1 = 2 | All workers |
| | | Skin irritation or rash from cross contamination from emptying rubbish | 4, 2 = 12 | Wear gloves, Wash off immediately if detected | 3, 2 = 9 | All workers |
| 7. | Fill up mop bucket – chemical/water | Skin contamination during filling up bucket | 4, 2 = 12 | Ensure a full understanding of the SDS for specific chemicals, always wash hands before and after handling chemicals, ALWAYS wear PPE i.e. gloves/glasses/masks | 3, 2 = 9 | All workers |
| 8. | Mopping of floors | Muscle sprains or strains | 12 | Maintain correct posture during activities, maintain correct mopping techniques | 2, 1 = 2 | All workers |
| | | Slip, trip or fall during task (Cleaner) | 12 | Staff training, safety signs to be put on display, Ensure to mop according to the correct techniques, ensure floors are dry before completing task, wear correct PPE i.e. gloves DO NOT remove the safety signage prior to the floor is completely dry. | 2, 2 = 5 | All workers |

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|---------------------------|--|---|----------------|---|------------------|-------------------|
| STEP | JOB STEP – ARRIVING ON SITE | HAZARDS IDENTIFIED | RATING ABOVE | CONTROL MEASURES | RATING ABOVE | Position |
| 9. | Emptying of mop bucket | Muscle sprains or strains | 2, 2 = 5 | Training on correct manual handling techniques Maintain posture during this task | 2, 1 = 2 | All workers |
| | | Skin irritation or rash from cross contamination from emptying bucket with chemical and water | 4, 2 = 12 | Wear gloves, Wash off immediately if detected or treat in accordance with any SDS instructions | 3, 2 = 9 | All workers |
| 10. | Return of all equipment to cleaners storeroom | Muscle sprains or strains | 2, 2 = 5 | Training on correct manual handling techniques Maintain posture during this task | 2, 1 = 2 | All workers |
| | | Slip, trip or fall during task (Cleaner) | 2, 2 = 5 | Training on correct manual handling techniques Maintain posture during this task Ensure to wear slip resistance foot wear | 2, 2 = 5 | All workers |
| | JOB STEP – WET MOPPING | HAZARDS IDENTIFIED | RATING ABOVE | CONTROL MEASURES | RATING ABOVE | Position |
| 1. | Collect all equipment required for wet mopping | Muscle sprains or strains | 2, 2 = 5 | Training on correct posture during collection activities | 2, 1 = 2 | All workers |
| 2. | Fill mop bucket for mopping of floors | Inhalation of fumes during diluting or filling chemicals | 4, 2 = 12 | Fill in well ventilated area, all chemical bottles are clearly labelled, a full understanding of the SDS for specific chemicals wear masks. Put on your safety glasses or goggles, to protect your eyes from chemical splash. Put on your rubber gloves, to protect skin from chemical splash. ½ fill red mop bucket and red bucket with water Use correct manual handling technique Add chemical to both buckets of water in the required dose, refer to bottle label/SDS register. | 3, 2 = 9 | All workers |
| | | Skin contamination during diluting or filling chemicals | 4, 2 = 12 | All chemical bottles are clearly labelled, a full understanding of the SDS for specific chemicals, always wash hands before and after handling chemicals. Wear gloves while diluting or filling chemicals. | 3, 2 = 9 | All workers |
| 3. | Mopping of floors and surfaces and Stairs | Muscle sprains or strains – back and shoulder | 2, 2 = 5 | Training on correct manual handling for lifting and using of mob and wringer bucket – ensure this is adapted at all | 2, 1 = 2 | All workers |

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|---------------------------|--|---|----------------|--|------------------|-------------------|
| STEP | JOB STEP – ARRIVING ON SITE | HAZARDS IDENTIFIED | RATING ABOVE | CONTROL MEASURES | RATING ABOVE | Position |
| | | | | times and use trolley to transfer all equipment from one area to another | | |
| | | Slip, trip or fall | 3, 3 = 13 | Wear PPE PLEASE NOTE: <ul style="list-style-type: none"> ▶ must place a wet floor signage in the area you intend to mop before you commence mopping ▶ Further, you must ensure that the wet floor signage is erected until the floor is complete dry ▶ Encourage employees or individuals to wear slip-resistant footwear. ▶ Provide anti-slip shoe covers if necessary. When attending stairs: <ul style="list-style-type: none"> - Clear the stairs of any obstacles before mopping. Ensure that the stairs are in good repair, with no loose or damaged steps. | 3, 2 = 9 | All workers |
| | | Slippery Surfaces | 3, 3 = 13 | When attending stairs, worker must mop smaller sections at a time, allowing each section to dry before moving on to the next. | 3, 2 = 9 | All workers |
| 4. | Emptying of mop bucket into sewer (i.e. cleaners sink) | Muscle sprains or strains | 3, 2 = 9 | Training on correct manual handling posture during this task | 3, 1 = 4 | All workers |
| | | Skin irritation or rash from cross contamination from emptying bucket with chemical and water | 4, 2 = 12 | Wear gloves, Wash off immediately if detected or treat in accordance with any SDS instructions. Wear gloves when emptying mop bucket. | 3, 2 = 9 | All workers |
| 5. | Return of equipment to storeroom | Muscle sprains or strains – back and shoulder | 12 | Training on correct manual handling for lifting of equipment | 2, 1 = 2 | All workers |
| | | Slip, trip or fall during task | 3, 3 = 13 | Staff training and more regular staff training and tool box meetings | 3, 2 = 9 | All workers |










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|---------------------------|--|--|----------------|--|------------------|-------------------|
| STEP | JOB STEP – ARRIVING ON SITE | HAZARDS IDENTIFIED | RATING ABOVE | CONTROL MEASURES | RATING ABOVE | Position |
| | JOB STEP – WET MOPPING | HAZARDS IDENTIFIED | RATING ABOVE | CONTROL MEASURES | RATING ABOVE | Position |
| 1. | Collect cleaning materials from cleaners' room/cupboard i.e. chemicals required for cleaning | Muscle sprains or strains | 12 | Training on correct posture during collection activities | 2, 1 = 2 | All workers |
| | | Hazardous Chemicals | 2, 2 = 5 | Ensure chemicals are banded and segregated as per the chemical classifications and storage instruction. Refer SDS. SDS are readily accessible and available Ensure PPE worn prior to handling chemicals (Gloves, Safety Glasses, Mask and Protective Clothing etc.) Do not use any unlabelled bottles or containers | 2, 1 = 2 | All workers |
| 2. | Utilise dispenser to access chemical (if applicable) | Muscle sprains or strains | 2, 2 = 5 | Training on correct posture | 2, 1 = 2 | All workers |
| | | Inhalation of fumes during diluting or filling chemicals | 4, 2 = 12 | Fill in well ventilated area, all chemical bottles are clearly labelled, a full understanding of the SDS for specific chemicals and ensure appropriate PPE is worn i.e. gloves eye goggles and face masks is worn at all times DO NOT mix chemicals Always follow the label instructions and correct dilution rates based on the application of the chemical | 3, 2 = 9 | All workers |
| | | Skin contamination during diluting or filling chemicals | 4, 2 = 12 | All chemical bottles are clearly labelled, a full understanding of the SDS for specific chemicals, Always wash hands before and after handling chemicals and ensure appropriate PPE is worn i.e. gloves eye goggles and face masks is worn at all times | 3, 2 = 9 | All workers |
| 3. | Filling up bucket – chemicals/detergent | Inhalation of fumes during diluting or filling chemicals | 4, 2 = 12 | Ensure PPE worn prior to handling chemicals (Gloves, Safety Glasses, Mask and Protective Clothing etc.) Do not use any unlabelled bottles or containers Fill in well ventilated area, all chemical bottles are clearly labelled, a full understanding of the SDS for specific | 3, 2 = 9 | All workers |

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|---------------------------|---|--|----------------|---|------------------|-------------------|
| STEP | JOB STEP – ARRIVING ON SITE | HAZARDS IDENTIFIED | RATING ABOVE | CONTROL MEASURES | RATING ABOVE | Position |
| | | | | chemicals and ensure appropriate PPE is worn i.e. gloves eye goggles and face masks is worn at all times | | |
| | | Skin contamination during diluting or filling chemicals | 4, 2 = 12 | All chemical bottles are clearly labelled, a full understanding of the SDS for specific chemicals, Always wash hands before and after handling chemicals and ensure appropriate PPE gloves , goggles and face masks is worn at all times | 3, 2 = 9 | All workers |
| 4. | Cleaning of walls i.e. using chemicals/detergents to spray off residue i.e. tobacco off walls | Muscle sprains or strains | 9 | Correct posture during activities, available SWPs, staff training | 2, 1 = 2 | All workers |
| | | Slip, trip or fall during task | 2, 2 = 5 | Available SWPs, staff training, safety signs to be put on display, Ensure to mop according to the SWP, ensure floors are dry before completing task, wear correct gloves , goggles and face masks is worn at all times | 2, 2 = 5 | All workers |
| | | Inhalation of fumes or splash during cleaning | 4, 2 = 12 | Ensure all chemical bottles are clearly labelled, ensure a full understanding of the SDS for specific chemicals, always wash hands before and after handling chemicals, ALWAYS wear PPE i.e. gloves , goggles and face masks is worn at all times | 3, 2 = 9 | All workers |
| | | Skin irritation or rash from cross contamination from cleaning walls with chemical | 4, 2 = 12 | Wear gloves, SWPs, Wash off immediately if detected or treat in accordance with any SDS instructions and ensure appropriate PPE i.e. gloves , goggles and face masks is worn at all times | 3, 2 = 9 | All workers |
| 5. | Fill up mop bucket – chemical/water | Skin contamination during filling up bucket | 4, 2 = 12 | Ensure a full understanding of the SDS for specific chemicals, always wash hands before and after handling chemicals, ALWAYS ensure appropriate PPE is worn i.e. gloves , goggles and face masks is worn at all times | 3, 2 = 9 | All workers |
| 6. | Mopping of floors | Muscle sprains or strains | 9 | Correct posture during activities, available SWPs, staff training | 2, 1 = 2 | All workers |
| | | Slip, trip or fall during task | 2, 2 = 5 | Available SWPs, staff training, safety signs to be put on display, Ensure to mop according to the SWP, ensure floors are dry before completing task | 2, 2 = 5 | All workers |

| 1. IDENTIFY THE JOB STEPS | | 2. ID THE HAZARDS | 3. ASSESS RISK | 4. ENGAGE RISK CONTROLS | 5. RESIDUAL RISK | 6. RESPONSIBILITY |
|---------------------------|--|---|----------------|---|------------------|-------------------|
| STEP | JOB STEP – ARRIVING ON SITE | HAZARDS IDENTIFIED | RATING ABOVE | CONTROL MEASURES | RATING ABOVE | Position |
| 7. | Emptying of mop bucket | Muscle sprains or strains | 9 | Training on correct manual handling posture during this task | 2, 1 = 2 | All workers |
| | | Skin irritation or rash from cross contamination from emptying bucket with chemical and water | 4, 2 = 12 | Wear gloves, SWPs, Wash off immediately if detected or treat in accordance with any SDS instructions and ensure that appropriate PPE i.e. gloves , goggles and face masks is worn at all times | 3, 2 = 9 | All workers |
| 8. | Return of all equipment to cleaners storeroom | Muscle sprains or strains | 2, 2 = 5 | Correct posture during activities, available SWPs, staff training | 2, 1 = 2 | All workers |
| | | Slip, trip or fall during task | 2, 2 = 5 | Available SWPs, staff training | 2, 2 = 5 | All workers |
| | JOB STEP – WORKING WITH ELECTRICAL EQUIPMENT | HAZARDS IDENTIFIED | RATING ABOVE | CONTROL MEASURES | RATING ABOVE | Position |
| 9. | Pick up equipment/machinery to conduct cleaning activities | Muscle sprain and strain | 3, 3 = 13 | Training of staff on correct way to lift backpack vac. | 3, 2 = 9 | All workers |
| | | Slip, trip and or fall | 3, 3 = 13 | Turn lights on as required. Remove any rubbish or loose items. Spot clean carpet using a cleaning agent as required. Report major stains to your Supervisor | 3, 2 = 9 | All workers |
| 10. | Use of electrical equipment/machinery | Hearing loss during starting operation (if applicable) | 3, 3 = 13 | Ensure to have correct PPE i.e. ear muffs when starting operation – if applicable | 3, 2 = 9 | All workers |
| | | Muscle sprain and strain | 3, 2 = 9 | Training of staff on correct way to position themselves (posture) during starting operation, how to correctly place equipment on back and SWPs available for task. | 3, 1 = 4 | All workers |
| | | | 4, 4 = 21 | Testing and tagging of extension electrical cord and machine in accordance with Australian Standards | 4, 3 = 17 | All workers |
| | | Electrical shock from machine or extension cord | 4, 4 = 21 | Inspect electrical test tag to ensure equipment test is not out of date (located on the electrical cord attached to the equipment). Visually inspect the equipment for signs of damage, particularly the cord. | 3, 3 = 13 | All workers |

| 1. IDENTIFY THE JOB STEPS | | 2. ID THE HAZARDS | 3. ASSESS RISK | 4. ENGAGE RISK CONTROLS | 5. RESIDUAL RISK | 6. RESPONSIBILITY |
|---------------------------|---|---|----------------|---|------------------|-------------------|
| STEP | JOB STEP – ARRIVING ON SITE | HAZARDS IDENTIFIED | RATING ABOVE | CONTROL MEASURES | RATING ABOVE | Position |
| | | | | If inspection fails, do not proceed with the task report to Supervisor / Manager. Plug into nearest power outlet (power point) and turn on. Inspection of electrical cords for damage or deterioration by operator prior to day's use | | |
| 11 | Return of equipment/machinery to storage area | Muscle sprain and strain | 3, 3 = 13 | Training of staff on correct way to lift back pack vac and SWPs available for task | 3, 2 = 9 | All workers |
| | | Slip, trip and or fall | 3, 3 = 13 | Always be vigilant of surroundings whilst returning equipment/machinery to storage area | 3, 2 = 9 | All workers |
| | | Electrical | 3, 3 = 13 | Ensure the cables and equipment is not damaged Report any damages to Supervisor or CRM Tag out the equipment if any damages found. | 3, 2 = 9 | All workers |
| 12 | Return the equipment | Muscle sprain and strain | 3, 3 = 12 | Take care that the equipment does not fall any platform. Maintain correct posture | 3, 3 = 13 | All workers |
| | | Electrical | 3, 3 = 12 | When complete, turn off switch on vacuum, turn off power outlet and unplug cord. | 3, 3 = 13 | All workers |
| | | Slip, trip or fall on/from extension cord | 4, 3 = 17 | Training of staff on correct way to carry and use back pack vacuum cleaner. Maintain correct posture while performing the task | 4, 2 = 12 | All workers |

| ADDITIONAL REQUIREMENTS | | | | |
|---|------------------------------|--|-------------------------------------|---------------------------------------|
| TRAINING REQUIRED | TOOLS/EQUIPMENT/PPE REQUIRED | | LICENCES/PERMITS/APPROVALS REQUIRED | EQUIPMENT/MAINTENANCE CHECKS REQUIRED |
| ARA Safety Induction | Safety Signage | | Client permits (when required) | Electrical equipment Test & Tagged |
| Specific Site Induction (when required) | | | White Card (when required) | |
| | | | | |

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
|  |  |  |  |  |  |  |  |  |
| Gloves | Face mask | Eye protection | Hi-Vis Clothing | Appropriate footwear | Hearing protection | Protective clothing | Brim Hats | Sunscreen |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

Injury &/or Emergency Response
 Injury - In the first instance, provide medical assistance to the injured worker & contact the ARA Supervisor / CRM.
 Emergency - Follow the site Emergency Response procedure as directed by site operator.
 The ARA Incident Response & Reporting Procedure will then be implemented

5. CONSULT

Person(s) responsible for supervising/inspecting work to sign. Cleaners to sign when they have read, understood, is competent to do this task safely and agrees with the SWMS

| NAME | DATE | POSITION | SIGNATURE | NAME | DATE | POSITION | SIGNATURE |
|------|------|----------|-----------|------|------|----------|-----------|
| 1. | | | | 11. | | | |
| 2. | | | | 12. | | | |
| 3. | | | | 13. | | | |
| 4. | | | | 14. | | | |
| 5. | | | | 15. | | | |
| 6. | | | | 16. | | | |
| 7. | | | | 17. | | | |
| 8. | | | | 18. | | | |
| 9. | | | | 19. | | | |
| 10. | | | | 20. | | | |

6. APPROVAL

To be signed by the FM or delegate once all fields of this form have been completed and all hazards have been eliminated or reduced as low as reasonably practicable.

| NAME | DATE | POSITION | SIGNATURE |
|----------------|------------|--------------------|-------------------|
| Joshua Beckman | 21/05/2024 | Senior HSE Advisor | <i>J. Beckman</i> |

7. LEGISLATION / REGULATIONS REFERENCE

ACT:

Work Health and Safety Act 2011
Work Health and Safety Regulation 2011

NT:

Work Health and Safety (National Uniform Legislation) Act 2011
Work Health and Safety (National Uniform Legislation) Regulations 2011

SA:

Work Health and Safety Act 2012
Work Health and Safety Regulation 2012

VIC:

Occupational Health and Safety Act 2004
Occupational Health and safety Regulations 2017

NSW:

Work Health and Safety Act 2011
Work Health and Safety Regulation 2017

QLD:

Work Health and Safety Act 2011
Work Health and Safety Regulation 2011

TAS:

Work Health and Safety Act 2012
Work Health and Safety Regulations 2022

WA:

Work Health and Safety Act 2020
Work Health and Safety Regulations 2022

8. CHANGE REGISTER

| Revision Number | Date | Change | Expiry |
|-----------------|------|------------------|----------|
| 1 | | Document created | May 2026 |
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