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| Cleaning Carpets and Upholstery Safe Work Method Statement (SWMS) | | | | | | | | | | | |
| Business Contact: | | | Phone #: | | | | Principal Contractor (PC): | | | | |
| Responsible person *(for monitoring SWMS and work):* | | | | | | | PC Address: | | | | |
| Signature: | | | | Date: | | | PC Phone #: | | Date SWMS provided to PC: | | |
| Contact Phone #: | | | | | | | Job Site Address: | | | | |
| **Site Management Plan** | Is the work associated with a Construction Project?  **Yes  No** | | | | | | | *If yes* – This SWMS must align with requirements of the Site Management Plan in place for the Construction Project. | | | |
| **This work activity involves the following “High-Risk Construction Work” (HRCW -** *identified in the Job Task column***)** | | | | | | | | | | | |
| Confined spaces | | Mobile plant movement | | | | Demolition of a load-bearing structure | | | | | Asbestos disturbance |
| Using explosives | | Diving work | | | | Artificial extremes of temperature | | | | | Tilt-up or pre-cast concrete |
| Pressurised gas distribution mains or piping chemical, fuel or refrigerant lines energised electrical installations or services | | | | | | | | | | | |
| Structures or buildings involving structural alterations or repairs that require temporary support to prevent collapse | | | | | | | | | | | |
| Involves a risk of a person falling from 2m or more, including work on telecommunications towers | | | | | | | | | | Work in a ceiling space (W.A. Only) | |
| Working at depths greater than 1.5 metres, including tunnels or mines | | | | | | Work in an area that may have a contaminated or flammable atmosphere | | | | | |
| Work carried out adjacent to a road, railway or shipping lane, traffic corridor | | | | | | In or near water or other liquid that involves the risk of drowning | | | | | |
| **WORKING WITH A RISK OF A FALL OVER 2 METRES**. Select the fall from height 'hierarchy of control level' considered when establishing controls: | | | | | | | | | | | |
| L 1: Work on the ground or solid construction | | | | | L 4: Use a fall arrest system e.g., safety harness, catch platforms | | | | | | |
| L 2: Use a passive fall restraint system e.g., guard rails, scaffolding, EWP | | | | | L 5: Implement administrative controls e.g., signage, or instruction | | | | | | |
| L 3: Use a work positioning system e.g., travel restraint, rope access | | | | | Other? | | | | | | |
| More than one of these measures to reduce risk can be used. For example, engineering controls like edge protection can be implemented with administrative controls like training and use of this SWMS, while wearing PPE (non-slip shoes). Please describe why it is not reasonably practicable to use higher-order control measures.  E.g. The job is less than 5 minutes on a ladder. | | | | | | | | | | | |

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| **Planning/Preparation** | * Liaise with Principal Contractor to identify on-site safety systems and procedures * Establish supervisory and communication arrangements * Principal contractor to confirm emergency response procedures are in place. | |
| **Hold Points** | * Hold points identified and signed off before continuing work. *Specify?* | |
| **Training/Licence** | * All workers to have a General Construction Induction Card * Relevant workers have relevant certificates of competency, licenses, and training. *Specify on the SWMS Sign-off for each worker.* * Trained First Aider on site * All workers trained in site-specific emergency and evacuation procedures, SWMS, safe work procedures, and safety data sheets. | |
| **Worker duties and responsibilities** | * Fit condition for work, i.e.,, no signs of fatigue, alcohol or drugs * Attend all site inductions/briefings * Comply with all site requirements, e.g. PPE, Traffic Management Plans (TMP) * Only carry out work related to the contract * Inspect completed work and report possible safety, environmental and quality matters to the supervisor. | |
| **Monitor/Review** | * All people involved in the task must have this SWMS communicated to them before work commences * SWMS to be reviewed and amended if necessary, in consultation with relevant people 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 sub-contractors, affected by the revisions to this SWMS, must be informed ASAP * Give the principal contractor a copy of the revised SWMS * The site supervisor to monitor works against the controls stated in this SWMS * SWMS must be kept on-site and made available for inspection or review * Keep a record of this SWMS until the job is complete or for two years if involved in a notifiable incident * Regardless of any other factor, the person in control of the workplace must review this SWMS at least annually. | |
| **Site-Specific Notes:** | | **Act, Regulations, Codes of Practice References:**   |  | | --- | | **How to add your references**  Step 1: Click the link below to download your reference list *(save it to an appropriate location on your computer)*  Step 2. Open the reference list document and Copy and Paste the relevant references into this section  Step 3. Remember to remove this instruction before adding references  [*Legislation and Codes of Practice Reference List Download*](https://safetydocs.safetyculture.com/content/PDFSample/1-Legislation%20and%20Codes%20of%20Practice%20Reference%20List.pdf)– | |

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| **Personal Protective Equipment (PPE)** | | | | | | | | | | | |
| Foot Protection | Hearing Protection | High  Visibility | Head Protection | Eye  Protection | Face Protection | Hand Protection | Protective Clothing | Breathing Protection | Sun Protection | Safety Harness | Do not wear rings, watches or jewellery that may become entangled. Long and loose hair must be tied back. |
| **Icon  Description automatically generated** | A picture containing clipart  Description automatically generated | Icon  Description automatically generated | A picture containing clipart  Description automatically generated | Icon  Description automatically generated | Icon  Description automatically generated | Icon  Description automatically generated | A picture containing clipart  Description automatically generated | A picture containing drawing, game  Description automatically generated | Icon  Description automatically generated | A picture containing text, clipart  Description automatically generated |
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| **Job Task** | **Hazards** | **IR** | **Control Measures**  ***Inherent*** *Risk-rating* ***(IR)*** *before controls - Residual Risk-rating* ***(RR)*** *after controls* | | **RR** | **Responsible Person** |
| --- | --- | --- | --- | --- | --- | --- |
| 1. Out-of-hours / night work | * Fatigue * Unauthorised access * Insecure workplace | 3H | * Allow adequate meal breaks for workers; especially if they have worked during part of the day, they will need time to rest & recover sufficiently to work safely into the evening/night * Do not schedule full double shifts for workers as worker fatigue increases the risk of incidents * Workers have access to: * Suitable amenities (toilets/wash facilities/drinking water) * Sufficient lighting (including parking areas) * Air conditioning and heating * Mechanical ventilation if required * Emergency exits * Safe area for parking/unloading equipment – protected from rain * Additional security personnel on-site to ensure no unauthorised access by the general public while work is being performed * ***No worker should work alone on the site at night.*** | | 2M | **Supervisor** to make sure schedules for breaks are followed and maintain call log |
| Infection  Disease  Allergic reaction | 3H | * Ensure vaccinations (such as Hepatitis B, tetanus ) are offered to staff. * people with known allergic responses should consult a doctor and ensure appropriate kit is available at all times (Including EpiPen - in date) | | 2M |
| Animals | 3H | * Liaise with client to isolate any domestic animals from access/egress and work area before the arrival of the technician. | | 2M |
| Musculoskeletal disorder (MSD) | 3H | * Liaise with client to ensure the work area is clear of hazards before the arrival, ensure: * Any large/heavy or awkward movable items, e.g. furniture has been relocated or, * Additional people are on hand to assist with the relocation of any such items. | | 2M |
| Emergency | 4A | * Avoid people working alone, use a buddy system to provide immediate support * Have a reliable communication system in place and test regularly. | | 2M |
| 1. Arrival on-site & assess onsite conditions | Personal injury, property damage &/or environmental incident | 3H | * The vehicle should be positioned in a safe location, clear of traffic/vehicles/pedestrians during equipment delivery and materials removal (deploy physical barriers, caution signs as necessary) * Do not park illegally * Identify and obey all safety-related signage (check site entry requirements) * Report to the Site Supervisor * Ensure site-specific induction is undertaken * Assess mobile phone reception * The worksite is exactly as detailed in the terms of agreement or contract * Complete a JSA specifying the control measures for any unanticipated hazards. | | 2M | **Supervisor** to check the site and conduct JSA where necessary |
| 1. Work area set-up | Unauthorised access to the work area | 3H | * Establish an exclusion zone for other workers and the public. i.e., those not associated with the activity * Ensure signage is placed in appropriate locations when cleaning, to prevent access to treated or damp floor areas, etc. Remove signs as soon as the area is safe * Maintain awareness of unauthorised people attempting to enter or entering the work area * If members of the public or unauthorised personnel enter the exclusion zone, stop work until they are removed from the work zone * Ensure pets are removed from the area. | | 2M | **Supervisor** and **workers** to follow control measures |
| Exposure to hazardous vapours | 4A | * ***Do not set up the cleaning van inside a building, enclosed space, or where ventilation is limited*** * Always operate in a well-ventilated area away from any ignition sources. | | 2M |
| Property damage | 3H | * If items cannot be removed, cover with plastic to avoid damage * Test carpet/upholstery in an inconspicuous area before cleaning. | | 2M |
| 1. Environment | Environmental impact | 3H | * **Noise & vibration** - Be aware of maximum noise levels at the site * The plant is maintained to minimise noise * No noise produced outside council approved hours of operation * **Waste** - place all wastes and rubbish in bins or other appropriate containers * Separate recycle waste from general waste * Waste to be disposed of in an appropriate waste disposal location (No illegal or non-approved dumping) * **Fuels, oils & chemicals** - ensure that a spill response kit is available at all times and clean up spills immediately * Follow instructions in SDS for clean-up requirements * Dispose of chemicals correctly, empty containers/bags in approved waste containers * Triple rinse all empty/unwanted containers and make containers unusable before disposal * **Waterways & soils** - do not wash out tools or containers where residue can enter waterways or drains * Drain the tank as per manufacturers’ instructions releasing the waste in an approved drain outlet * **Fauna** - ensure all food scraps placed in lidded bins. | | 2M | **Supervisor** and **workers** to ensure control measures followed |
| 1. Housekeeping | Slips, trips & falls | 3H | * Maintain housekeeping throughout the shift & clean-up * Remove furniture, non-essential items and any debris from room to be cleaned * Clean up spills immediately * Ensure sufficient lighting to detect changes in level (using temporary light as required) * The work area is clean and uncluttered as possible * Locate equipment where it will not become a tripping hazard * Check for stored items, corners or other obstructions that could cause tripping * 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 * Keep equipment to the side of walkways allowing space for the others to pass * Clean floor from furthest point and finish at doors * Clean stairs from bottom to top with cleaner and power cords behind you * Ensure footwear is suitable. Snug-fitting shoes/boots with flat, non-slip soles, no loose soles, long laces, oily soles, or caked with mud or other contaminants. | | 2M | **Supervisor** and **workers** to ensure control measures followed |
| 1. Manual tasks | Musculoskeletal (MSD) injuries | 3H | * Materials/equipment placed as close to the work area as possible * To avoid using repetitive or sustained force, ensure vacuum heads that are appropriate for the surface, such as: * Bristles extended from the head for low carpets or hard floors, to create suction * Smooth heads for thick carpets * Combined heads for both floor types * Use appropriate attachments for the surface, e.g. upholstery attachments for furniture * Attachments and settings that are easy to change * Adjust the vacuum vent for the correct level of suction * Clean stairs from bottom to top as less force is required when vacuuming from bottom to top * Work in a small section to avoid overreaching * Assess the weight of an object before lifting; avoid lifting loads more than 1/4 of your body weight * 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 and practice job rotation. | | 2M | **Supervisor** and **workers** to ensure control measures followed |
| 1. Cleaning carpets & upholstery | * Contaminated Biological materials * Needlestick injury | 3H | * Workers trained in “Standard Precaution” procedures for infection control treating biological materials (i.e., blood, human or animal tissues) and prevention of viral & bacterial transmission * “Sharps Disposal Kit” available for use * Use tongs to pick up needles and dispose of in a sharps container * Pick up any rubbish or foreign material with tongs and place in a waste bag * Do not shake laundry items, e.g. towels or other cloth materials * Hand washing * Wash hands thoroughly with warm water and soap for at least 20 seconds after removing gloves * If soap and water are not available, use an alcohol-based hand sanitiser that contains at least 70% alcohol * Avoid touching eyes, nose, or mouth with unwashed hands * Always clean hands: * After going to the toilet * Before eating, drinking or smoking * After removing gloves * If hands are visibly dirty * After handling any potentially infectious material without gloves * Contaminated/ infectious material and surfaces * Wear respiratory PPE when at risk of exposure to airborne contaminants * Wear gloves at all times. | | 2M | **Supervisor** and **workers** to ensure control measures followed |
| Inhalation of dust &/or mould | 3H | * Ensure adequate ventilation * Ensure vacuum cleaners have sealed dust collection bags * Use moist cloths to wipe dust * Wear disposable facemasks and hand protection. Disposable face masks must: * Be fitted and used according to manufacturer’s written instructions * Fitted tightly. Check the tightness of the headbands and the operation of the one-way valve. (If fitted.) * Be replaced as required depending upon the amount of air-born dust and usage. | | 2M |
| * Electrocution * Injury * Tool malfunction * Fire | 3H | * Use hand and power tools and equipment only for the purpose specified by the manufacturer * Pre-inspect and operate tools following the manufacturer’s instructions * Ensure operations manual is available, read and understood * All power tools, equipment and leads are Tested and Tagged and are current * Use electrical sockets protected by RCD (safety-switches) or use portable RCD devices * ***Do not use plug top RCD’s fitted to power tools as the RCD cannot be tested*** * Ensure switchboards have appropriately rated circuit breaker * Always ensure that the tool is switched off and power isolated before a pre-start check, adjusting, changing set-ups or repairing * If damaged or unsuitable for the task do not use. Take out of service immediately and apply LOTO procedures. | | 2M |
| Steam cleaner burns | 3H | * Always switch the machine off before clearing any obstructions or undertaking maintenance tasks * Never tie the handle into a ‘locked’ position. * Never point steam ejection head at yourself or another person/animal | | 2M |
| Contact with hazardous chemicals | 3H | * Follow directions of use for *(specify the chemicals)* * Consult SDS for the product * Use with adequate ventilation * Chemical resistant gloves for prolonged exposure * Ensure spill kit, fire extinguisher and fire blankets are available on-site at all times * Wear PPE as prescribed in SDS. When handling / using concentrated chemicals or when splashing may occur wear:  |  |  |  | | --- | --- | --- | | * + PVC or rubber gloves | * + Safety Glasses | * + Closed in shoes or safety boots |  * Pre-treat stains as required. Spray directly onto carpet/upholstery close to the surface (avoid unnecessary spraying into the air) * Fill solution tanks only with approved cleaning solutions ( mix powdered solutions before adding) * *DO NOT:* * *Eat or drink when handling chemicals* * *Eat or drink without washing hands thoroughly first* * *Take food into the work area where chemicals are being used or stored* * *Wear contaminated PPE in areas outside the work zone, such as eating areas.* | | 2M |
| * No Safety Data Sheets (SDS) * Poor labelling | 3H | * SDS is obtained for all chemicals and is accessible: ensure current (issue date with five years) * Implement all controls as per label and SDS * Before mixing any chemicals, check for compatibility and refer to SDS * All containers (original container or decanted portions) supplied for use at a workplace, must have a label with all required details listed. Do not use a container if not correctly labelled * Ensure the correct chemical handling equipment is available and in good condition | | 2M |
| Chemical spill | 3H | * + Place safety signs to make others aware of the spill, bring the clean-up equipment to the spill location as quickly as possible. If the spill is large, in a high pedestrian traffic area and/or is particularly hazardous – leave a staff member at the spill location to ensure no people enter the spill zone while the cleaning equipment is being collected * Once the spill has been cleaned up, leave “WET FLOOR” signs in place * If the floor is dry and safe – remove signs. | | 2M |
| Heat stress | 3H | * Ensure workers can recognise heat stress symptoms:  |  |  |  | | --- | --- | --- | | * Mild heat stress:   + Tired/weak   + Muscle cramps   + Feeling sick or vomiting | * + Severe heat stress:   + Headache   + Rapid pulse   + Profuse sweating   + Irritability or confusion   + Blurred vision | * More severe symptoms can include loss of consciousness |  * Using local exhaust ventilation * Light clothing that still provides adequate protection * Providing extra rest breaks in a cool area * Ensure adequate drinking water is supplied. Relevant workers should be encouraged to drink a cup of water (about 200 mL) every 15 to 20 minutes when working in hot environments. | | 2M |
| Hearing loss | 3H | * Wear hearing protection * When choosing hearing protection, consider that overprotecting by cutting out too much sound can cause difficulties hearing other sounds needed to work safely. | | 2M |
| Aggression | 3H | * Ensure courteous manners with others on-site * Do not engage people who may be aggressive, leave the area and report aggressive behaviour to a supervisor immediately. | | 2M |
| 1. On completion | Unauthorised access | 3H | * If acceptable, remove or add barricades * Only remove signs when areas are dry and ready for use. | | 2M | **Supervisor** to confirm all workers have signed out  **Workers** to comply with controls |
| Electric shock / electrocution | 3H | * Disconnect power cleaners/extension leads from power point before winding up so that you don’t get a shock if the lead is damaged * Inspect leads and power equipment for damage. | | 2M |
| Security breach | 3H | * All personnel sign-out on Site Register. | | 2M |
| Vehicle/people impact | 4A | * Stay to designated access and egress routes * Maintain awareness of surroundings. | | 2M |
| 1. Emergency response | * Injury * Fatality * Environmental damage | 4A | * **For police, fire or ambulance call ‘000.’** * Follow site emergency and evacuation procedures * A communication system is available, e.g. a mobile phone or radio * Check for dangers to self before helping others * Maintain control of the area and stabilise the situation * Apply first aid to the injured worker * Complete an incident report. | * ***Refer to your SWMS implementation instructions for further specific emergency responses****.* | 2M | **Supervisors** and **workers** ensure controls followed |

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| **Overall Risk Rating after Controls** | | | | **1 - Low** | | | **2 - Moderate** | | **3 - High** | | | **4 - Acute** | |
| **Permits** | | Not applicable | | Hot Work | | Confined Space | | | Local council | | Excavation | | | Lift (crane) |
| Working at height | | Restricted access | | Asbestos remediation | | | Other? | | Other? | | | Other? |
| **Plant & Equipment** | | |  | | | | **Hazardous Substances** | | | | | **Supervisory Arrangements** | | |
| Electrical tools and leads | | | Tested and tagged quarterly | | | | *List hazardous substances taken on-site and have the SDS on-site.* | | | | | Audits  Spot Checks  Reporting systems  Suitably qualified supervisors for job  Direct on-site supervision  Remote site: communication systems/schedule  Other? | | |
| Hand tools - Meet AS/NZS | | | Regular visual inspection | | | |
| Ladders - Meet AS/NZS | | | Inspected and tagged out if damaged | | | |
| Mobile plant-*specify* | | | Inspected and tagged out if damaged | | | |
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| **SWMS Sign-off** | | This SWMS developed in consultation and cooperation with workers and relevant organisation representatives. I have read the above SWMS, and I understand its contents. I confirm that I have the skills and training, including relevant certification, to conduct the task as described.  I agree to comply with safety requirements within this SWMS, including risk control measures, safe work instructions, and PPE described. | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Workers’ Name** | **Job Role / Position**  E.g. Supervisor, Worker, Trainee | | **Licences, competencies & qualifications** *(add as applicable)* | | | **Date** | **Signature** |
| **Type / Description** | **Class** | **Number** |
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| **HIERARCHY OF CONTROLS** | | | | **Most Effective** | |  | | | | | | **Least Effective** |
| **Risk Matrix** | | | |  | | | | | | | | |
| **Step 1: Determine Likelihood:** What is the possibility that the effect will occur? | | | | | | | | |  | **Step 2: Determine Consequence:** What will be the expected effect? | | |
|  | **Criteria** | | | | | **Description** | | |  | **Level of Effect** | **Example of each level** | |
| **Almost certain** | Expected in most circumstances. | | | | | The effect is a common result. | | |  | **Insignificant** | No effect – or so minor that effect is acceptable. | |
| **Likely** | Will probably occur in most circumstances. | | | | | The effect is known to have occurred previously. | | |  | **Minor** | Minor first aid treatment,minimal business disruption, minimal environmental effect. | |
| **Possible** | Could possibly occur at some time. | | | | | The effect could occur. I’ve heard of it happening before. | | |  | **Moderate** | Serious injuries, medium business interruption, medium environmental impact. | |
| **Unlikely** | Unlikely but possible. | | | | | The effect could occur, but I have not heard of it happening before. | | |  | **Major** | Extensive injuries/fatality, significant business interruption, environmental harm, prosecution. | |
| **Rare** | Highly unlikely to occur. | | | | | The effect is practically impossible. | | |  | **Catastrophic** | Multiple permanent disability/fatalities, business failure, substantial environmental harm, prosecution/imprisonment. | |
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| **Step 3: Determine the risk score:** | | | | | | | | |  | **Step 4: Record risk** | | |
| **Effect**  **Likelihood** | | **Insignificant** | **Minor** | | **Moderate** | | **Major** | **Catastrophic** |  | **Score** | **Action** | |
| **Almost certain** | | **2 Mod.** | **2 Mod.** | | **3 High** | | **4 Acute** | **4 Acute** |  | **4A: Acute**  **3H: High**  **2M: Mod.**  **1L: Low** | ***DO NOT PROCEED until risk level is reduced;***  immediately introduce high-level controls.  *Re-assess before proceeding.*  *Review before commencing work.* Introduce new controls and/or maintain high-level controls to lower the risk level. Controls are to be monitored frequently.  *Maintain control measures.* Be cautious when working. Monitor and review regularly.  *Record and monitor.* Proceed with work. Regularly review risks. | |
| **Likely** | | **2 Mod.** | **2 Mod.** | | **3 High** | | **4 Acute** | **4 Acute** |  |
| **Possible** | | **1 Low** | **2 Mod.** | | **2 Mod.** | | **3 High** | **4 Acute** |  |
| **Unlikely** | | **1 Low** | **1 Low** | | **2 Mod.** | | **3 High** | **4 Acute** |  |
| **Rare** | | **1 Low** | **1 Low** | | **2 Mod.** | | **2 Mod.** | **3 High** |  |