

SAFE WORK METHOD STATEMENT

WINDOW CLEANING – LOW LEVEL

Prepared for Charles Sturt Campus Services

Client:		Project No:	
Site:		Date Prepared:	

1. RESPONSIBILITIES

Charles Sturt Campus Services will conduct inductions for all workers (inclusive of employees and subcontractors) prior to commencing site work. A record of site inductions and toolbox meetings will be kept at the Charles Sturt Campus Services office for future reference.

The Principal Contractor or Client will provide adequate amenities (toilets, wash rooms, dining facilities etc) as defined for this work type and in accordance with Safe Work Australia Code of Practice *Managing the Work Environment and Facilities*.

All Charles Sturt Campus Services workers engaged in site work are required to wear the necessary Personal Protective Equipment (PPE) as noted in this document. The consumption of illegal drugs and alcohol is prohibited.

2. DESCRIPTION OF WORK

This brief, step by step work summary is to be completed by the Person Conducting Business or Undertaking (PCBU) or Site Supervisor on site prior to work commencing to assist in the identification of possible hazards:

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.

3. RISK ASSESSMENT

Risk Assessment Table

▶ LIKELIHOOD (probability)	▼ CONSEQUENCES				
	▼ If the risk event actually occurs what is the severity of Injuries/Potential damages/Financial impacts?				
How likely is the event to occur?	▼ DISASTROUS	▼ MAJOR	▼ SERIOUS	▼ MINOR	▼ NEGLIGIBLE
	<ul style="list-style-type: none"> Fatality / Permanent Disability. Extensive Damage & Financial loss 	<ul style="list-style-type: none"> Long term Illness or Significant injury. Major – Damage & Financial loss 	<ul style="list-style-type: none"> Medical attention more than one week off normal duties. Serious Damage & Financial loss 	<ul style="list-style-type: none"> Medical attention less than one week off normal duties. Minor Damage & Financial loss 	<ul style="list-style-type: none"> 1st Aid injury. Negligible Damage & Financial loss
▶ ALMOST CERTAINLY WILL OCCUR	CAT 1. CRITICAL RISK No. 25.	CAT 1. CRITICAL RISK No. 23	CAT 2. HIGH RISK No. 20	CAT 2. HIGH RISK No. 16	CAT 3. MODERATE RISK No. 11
▶ GOOD CHANCE IT COULD OCCUR	CAT 1. CRITICAL RISK No. 24	CAT 2. HIGH RISK No. 21	CAT 2. HIGH RISK No. 17	CAT 3. MODERATE RISK No. 12	CAT 3. MODERATE RISK No. 7
▶ LIKELY TO OCCUR	CAT 1. CRITICAL RISK No. 22	CAT 2. HIGH RISK No. 18	CAT 2. HIGH RISK No. 13	CAT 3. MODERATE RISK No. 8	CAT 4. LOW RISK No. 4
▶ UNLIKELY TO OCCUR	CAT 2. HIGH RISK No. 19	CAT 2. HIGH RISK No. 14	CAT 3. MODERATE RISK No. 9	CAT 3. MODERATE RISK No. 5	CAT 4. LOW RISK No. 2
▶ EXTREMELY UNLIKELY TO OCCUR	CAT 2. HIGH RISK No. 15	CAT 3. MODERATE RISK No. 10	CAT 3. MODERATE RISK No. 6	CAT 4. LOW RISK No. 3	CAT 4. LOW RISK No. 1



The Work Process - “Risk Rating” and “Who is Responsible” is to be completed by the PCBU or Site Supervisor prior to work commencing. Additional Site Specific Requirements are to be entered following this section:

Steps	Step by Step Procedure	Possible Hazards	Risk Rating	Safety Controls	Residual risk after Hierarchy of controls applied	Who is responsible?
1	Risk Assessment	Workplace / worksite hazards Unlicensed / untrained workers	Category 3 – Moderate Risk	<ul style="list-style-type: none"> Do a Risk Assessment prior to commencing work and review the Principal Contractor's or Client's Site Safety Plan and Emergency Procedures and/or your subcontractors' Safe Work Method Statements (SWMS); Identify additional safety controls where required using the Risk Assessment Worksheet and Hazard Report Form; Make sure workers are trained, qualified or experienced to carry out the specified tasks; and Request appropriate licences or certification when required before allowing work to commence. 	Category 4 – Low Risk	
2	Site induction	Uninformed workers – unaware of the hazards and dangers	Category 3 – Moderate Risk	<ul style="list-style-type: none"> If working on a construction site, all workers including subcontractors must have completed the General Construction Induction Training and hold a current card or certification; Advise workers and other persons on site of work to be carried out. Conduct a site specific induction for all project workers and have them sign a Site Induction Register including but not limited to: <ul style="list-style-type: none"> Hazards specific to the site and work activities to be carried out; Safety controls and revised Safe Work Method Statements (SWMS); 	Category 4 – Low Risk	

Steps	Step by Step Procedure	Possible Hazards	Risk Rating	Safety Controls	Residual risk after Hierarchy of controls applied	Who is responsible?
				<ul style="list-style-type: none"> ○ Use and maintenance of Personal Protective Equipment (PPE); ○ Emergency and evacuation procedures; and ○ Location of amenities and first aid facilities. 		
3	Assess and prepare work areas	Access and egress Slips, trips and falls Contamination to public and others	Category 3 – Moderate Risk	<ul style="list-style-type: none"> • Make sure all workers and other persons within the work area are wearing approved PPE; • Screen the work area to protect workers and others from exposure; • Use warning signs, barricaded or restrict access and provide an alternative route when required; • Ensure appropriate first aid and emergency facilities are available; • Maintain basic housekeeping to prevent slip, trip and fall hazards; • Remove any items that may obstruct the work activity; • Check for any items that may cause slips, trips and falls and remove or secure them as required; and • Make sure 'wet floor' safety signs are erected to warn others of slippery surfaces. 	Category 4 – Low Risk	
4	Personal Protection Equipment (PPE)	Injury, illness, permanent disability and in extreme cases death.	Category 1 – Critical Risk	<ul style="list-style-type: none"> • PPE is to be used only when no other control can reduce or eliminate the hazard / risk; • Make sure all workers are issued with and wear the recommended PPE as required for safety on the worksite and specific to the activities and tasks; and • Train workers in the correct use, maintenance and storage of PPE. 	Category 3 – Moderate Risk	

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5	Working outside	Sun exposure can cause sunburn, skin cancer, apterygial, corneal cataracts and heat stroke	Category 2 – High Risk	<ul style="list-style-type: none"> Wear sunscreen, wide brim hat, long sleeve shirt with collar, trousers and wraparound sunglasses; Program the work where possible to allow working in the shade; and Drink plenty of water to stay hydrated. 	Category 4 – Low Risk	
6	Manual handling – lifting, carrying, pushing, pulling and holding	Strains, sprains and soft tissue damage Back injuries Crushing injuries	Category 2 – High Risk	<ul style="list-style-type: none"> Train workers in correct lifting techniques – bend the knees to lift and lower, use thighs (DO NOT bend over to lift), head up, chin in and keep elbows close to body - never twist while lifting, lowering or carrying a load; Make sure load is stable before lifting; Heavy and awkward items get help or use lifting equipment; Rotate tasks to prevent repetitive strain injuries; and Refer to: <i>SWMS - Manual Handling WHS128</i>. 	Category 3 – Moderate Risk	
7	Housekeeping Moving on stairs, uneven, steep and slippery surfaces, obstacles and cluttered work areas	Slips, trips and falls can cause cuts, abrasions, breaks, strains and sprains and back injuries to workers and others.	Category 2 – High Risk	<ul style="list-style-type: none"> Carry out basic housekeeping regularly, keeping access ways and the work area clear of materials, tools and debris; Make sure cables and other equipment do not cause a trip hazard; Wear appropriate non-slip footwear; Barricade or restrict areas where the hazard can't be eliminated. 	Category 4 – Low Risk	
8	Purchasing and selecting	Inappropriate selection	Category 3 – Moderate Risk	<ul style="list-style-type: none"> Choose the most suitable substance approved for the purpose with the least toxicity and risk; 	Category 4 – Low Risk	

Steps	Step by Step Procedure	Possible Hazards	Risk Rating	Safety Controls	Residual risk after Hierarchy of controls applied	Who is responsible?
	the cleaning chemicals			<ul style="list-style-type: none"> Obtain Safety Data Sheet (SDS) for all hazardous substances, record SDS in a register which is available for anyone to read; and Make sure SDS is current. 		
9	Handling cleaning chemicals	Skin irritation, burns, illness, permanent disability and in extreme cases death Spills Fire / explosion Eye injury from splashes or spray Manual handling Confined spaces	Category 1 – Critical Risk	<ul style="list-style-type: none"> Follow the manufacturer’s instructions for safety and use on the label and SDS and only use chemicals for their intended use; Train all workers in the safe use of the hazardous substances they are to handle; Make sure containers have clearly marked warning labels indicating the hazards of the substance and what should be done in case of an emergency; No substances to be brought on site by subcontractors without approval of the current SDS by the Site Supervisor; Wear recommended Personal Protective Equipment (PPE) to protect against fumes and contact with skin; Where required, make sure exhaust ventilation is operational at the point where the substance is being used; Wear an approved respirator whilst working in poorly ventilated areas or as advised by the manufacturer; Check and eliminate all potential sources of ignition (including spark producing switches, electrical equipment, open flames, pilot lights and furnaces) within and near the work area; 	Category 3 – Moderate Risk	

Steps	Step by Step Procedure	Possible Hazards	Risk Rating	Safety Controls	Residual risk after Hierarchy of controls applied	Who is responsible?
				<ul style="list-style-type: none"> • Make sure running water and sterile saline solution for eye flushing is available on site and confirm location prior to commencing work; • Check appropriate fire fighting equipment is readily available and easily accessible where required; • Use correct lifting techniques/lifting equipment for heavy containers; and • Identify and take specific precautions if using solvents in confined spaces such as wearing adequate PPE and providing ventilation. 		
10	Decanting cleaning chemicals	Hazardous Substances Fumes Spills Burns or skin irritation Manual handling Eye injury	Category 2 – High Risk	<ul style="list-style-type: none"> • Always wear appropriate PPE for the chemical being used; • Use correct lifting techniques when moving heavy containers; • Only prepare enough chemical to do the job; • Always mix chemicals in accordance with label and SDS; • Never decant chemicals into food or drinking containers; and • Never use chemicals that are in unmarked containers. 	Category 4 – Low Risk	
11	Using cleaning chemicals	Hazardous Substances Burns or skin irritation Contamination through skin contact or inhalation of fumes Eye injury Fire / explosion	Category 2 – High Risk	<ul style="list-style-type: none"> • Never eat or smoke whilst using hazardous substances; • Use the minimum amount of the substance required for the job and keep lids closed after decanting and when not in use; • Avoid any skin contact with substances containing solvents; 	Category 3 – Moderate Risk	

Steps	Step by Step Procedure	Possible Hazards	Risk Rating	Safety Controls	Residual risk after Hierarchy of controls applied	Who is responsible?
		Spills Access and egress Slips, trips and falls Environmental damage		<ul style="list-style-type: none"> Wash skin immediately if exposed to hazardous substances and remove clothing if required; Seek medical advice immediately should poisoning be suspected; Immediately leave the work area if there is a solvent leak, spill or if your respirator stops working; All workers to be aware of emergency response procedures; When using hazardous substances regularly you should arrange for health checks; and Maintain basic housekeeping to prevent slip, trip and fall hazards in storage area. 		
12	Controlling spills	Hazardous Substances Contamination through skin contact or inhalation of fumes Fire / explosion Burns or skin irritation Slips, trips and falls	Category 2 – High Risk	<ul style="list-style-type: none"> Consult manufacturer's SDS; Follow manufacturer's instructions when managing spills; Immediately contain spills or leaks with sand or other appropriate absorbents and make sure they do not enter drains or waterways; Make sure appropriate first aid and emergency facilities are available; and Check appropriate fire-fighting equipment is readily available and easily accessible if required. 	Category 4 – Low Risk	
13	Storing cleaning chemicals	Hazardous Substances Leaks and spills Contamination from spilt or leaked chemicals Fire / explosion	Category 2 – High Risk	<ul style="list-style-type: none"> A copy of the relevant SDS should be stored with chemicals; Store hazardous substances in accordance with the relevant SDS; 	Category 3 – Moderate Risk	

Steps	Step by Step Procedure	Possible Hazards	Risk Rating	Safety Controls	Residual risk after Hierarchy of controls applied	Who is responsible?
		Slips, trips and falls		<ul style="list-style-type: none"> • Check containers to make sure they are not damaged or leaking; • Make sure the storage area is cool, well ventilated and locked when not in use or unattended; • The storage area must be located away from any potential ignition sources; • All hazardous substances must be stored in their original containers with the original label clearly displayed at all times; • Hazardous substances of any quantity to be stored only in the approved storage area; • Where appropriate, monitor atmospheric conditions and temperature levels in storage areas; • Make sure a spill kit is available to quickly contain any spills; and • Maintain basic housekeeping to prevent slip, trip and fall hazards in storage area. 		
14	Low level ladder work	Fall from heights Slips, trips and falls Hit by falling objects	Category 2 – High Risk	<ul style="list-style-type: none"> • Carry out basic housekeeping regularly, keeping access ways and the work area clear of materials, tools and debris; • Check ladders are in good condition and placed on stable ground; • Make sure workers are trained or experienced in the correct use of the equipment; • Make sure tools and equipment can be used with one hand whilst working off a ladder (unless a fall arrest system is used); 	Category 4 – Low Risk	



Steps	Step by Step Procedure	Possible Hazards	Risk Rating	Safety Controls	Residual risk after Hierarchy of controls applied	Who is responsible?
				<ul style="list-style-type: none"> • Provide safe means of raising, lowering and storing of tools; • Extension or single ladders should generally only be used as a means of access to or egress from a work area; • Platform ladders are to be used when a portable ladder is the safest and most efficient working platform for the task; • Platform ladders should only be used as a working platform for light work of short duration that can be carried out safely on the ladder; • Ladders are to be of an industrial standard complying with AS1892; • Inspect ladders regularly to make sure they are in good condition with no loose or broken rungs; • Make sure the ladder is securely fixed at the base; • Make sure only one person is on the ladder at one time; • Make sure the trunk of the body remains centred on the ladder; • Never leave tools and equipment in the ladder rungs or on the platform; • Never over-reach when on a ladder; and • Never exceed manufacturer's recommended load weight. 		
15	Low level glass cleaning	Hazardous Substances – skin, eye, lung damage and illness Fall from heights Hit by falling objects Slips, trips and falls	Category 2 – High Risk	<ul style="list-style-type: none"> • Inspect glass surfaces for imperfections or defects prior to cleaning and inform site supervisor when required; • Carry out basic housekeeping regularly, keeping access ways and the work area clear of materials, tools and debris; 	Category 4 – Low Risk	

Steps	Step by Step Procedure	Possible Hazards	Risk Rating	Safety Controls	Residual risk after Hierarchy of controls applied	Who is responsible?
				<ul style="list-style-type: none"> • Make sure platform ladders are used when cleaning high reach areas. Do not stand on furniture or unstable objects; • Use a water fed pole window cleaner to clean areas of glass that are out of reach; • Make sure the cleaner never climbs onto the window sill when cleaning the window; • Make sure all spillages are cleaned up and a 'wet floor' safety sign is erected; • Make sure the liquid and cleaning solutions accumulated on the squeegee blade is wiped off; • Provide safe means of raising, lowering and storing of tools; and • Refer to: <i>SWMS – Tools Safety WHS121</i>. 		
16	Completion of work or end of work day	Hazardous Substances Contamination through skin contact Slips, trips and falls Cuts and abrasions	Category 2 – High Risk	<ul style="list-style-type: none"> • Never use industrial solvents to remove dirt or grease from skin; • Always wash hands thoroughly after using chemicals and before eating, drinking, smoking or going to the toilet; • Check all containers for any signs of leakage, seepage or spills and tightly seal lids and caps; • Minimise the chance of contamination by washing clothes worn when using chemicals regularly, wash separately from other clothes; • Place equipment in approved storage area or back in work vehicle; • Make sure the work area is left clean and tidy; and • Lock / secure storage areas and / or site as required. 	Category 4 – Low Risk	



Site Specific Requirements - To be completed by the PCBU or Site Supervisor if site-specific hazards are identified (attach additional pages if necessary):

Steps	Step by Step Procedure	Possible Hazards	Risk Rating	Safety Controls	Residual risk after Hierarchy of controls applied	Who is responsible?



4. RESOURCES, QUALIFICATIONS AND PERMITS REQUIRED

Minimum number of workers required to complete this work	1
Trade licence required to complete this work	Licence No: Held By:
Additional qualifications, permits and/or experience required to complete this work	
Additional training required to complete this work	Site Specific Induction as well as review of SWMS and SDS required by all workers

5. SAFETY RESPONSIBILITIES

The **Officer** for this project is _____, he/she can be contacted on _____.

The **Site Supervisor** for this project is _____, he/she can be contacted on _____.

The **Health and Safety Representative (HSR)** for this project is _____, he/she can be contacted on _____.

All Charles Sturt Campus Services workers:

- **WILL** be required to have relevant trade experience.
- **WILL** be required to attend regular site inductions as well as project and task specific induction training.



Work Health and Safety - Responsibilities

- a) _____ will be responsible for identifying and assessing the hazards associated with the works, and documenting the hazard control measures to be taken.
- b) _____ will be responsible for compliance with Work Health and Safety (WHS) legislation, regulations, standards, codes, and the site-specific Sites Safety Rules.
- c) _____ will be responsible for assessing and monitoring your subcontractors' capabilities, and for making sure they meet WHS requirements.
- d) _____ will be responsible for managing the acquisition and communication of WHS information to managers, supervisors and people working on site.
- e) _____ will be responsible for preparing, maintaining and making accessible the register of hazardous substances.
- f) _____ will be responsible for maintaining first-aid stocks.
- g) _____ will be responsible for managing accident and emergency procedures.
- h) _____ will be responsible for keeping WHS records.
- i) _____ will be responsible for making sure that the Site Safety Rules are available and provided to people who may work on or visit the Site.
- j) _____ will be responsible for workplace injury management and rehabilitation.
- k) _____ will be responsible for managing communication between Health and Safety Committees (where applicable).
- l) _____ will be responsible for displaying the Site Safety Rules on noticeboards and other suitable locations on site.

6. TRAINING RESPONSIBILITIES

The HSR will:

- a) identify the WHS training needs of management, supervisors and workers on site;
- b) make sure that appropriate training is carried out internally and/or by Safe Work Australia accredited trainers;
- c) make sure that all personnel attend general construction WHS induction training before starting work;
- d) make sure that all personnel attend adequate site-specific induction, work activity and refresher safety training;
- e) conduct induction training, task training and refresher safety training for everyone working on site; and
- f) keep appropriate records of WHS training at the Charles Sturt Campus Services office.

7. INCIDENT MANAGEMENT

The HSR will:

- a) be available (both during and outside normal working hours) to prevent, prepare for, respond to and recover from incidents; and
- b) make sure that the procedures for contacting the relevant person(s) are communicated and clearly displayed on the sites.

8. PLANT AND EQUIPMENT

Plant and Equipment used on site includes but is not limited to:

Plant and/or Equipment	Inspection and maintenance checks required
Electrical plant, power tools, leads and ELCB's	Tested and tagged monthly. Visual inspection prior to use
Portable ladders	Visual inspection prior to use and check monthly
Hand Tools	Visual inspection prior to use

9. PERSONAL PROTECTIVE EQUIPMENT (PPE)

PPE for this task includes but is not limited to:

1	Sun hats	6	High visibility clothing / vests
2	Non-slip footwear	7	Hearing protection
3	Sunglasses / safety glasses	8	Sun protection
4	Respiratory masks	9	
5	Protective gloves	10	



10. ACCESS

No access shall be permitted by other trades into the work area whilst work is in progress. If necessary, appropriate signage and/or hoarding will be set up around the work area to prevent access. Such signs and hoarding will be removed and area made-good on completion of work.

11. LEGISLATION, REGULATIONS, CODES AND STANDARDS

The following reference documents have been identified as relevant to this project and a copy is kept at the Charles Sturt Campus Services office. This list is a guide only and is not necessarily all the relevant documentation:

Australian Standards

- a) AS/NZS 4801:2001 Occupational Health & Safety Management Systems - specifications
- b) OHSAS 18001:2007 Occupational Health & Safety Management Systems – requirements
- c) AS/NZS 3760 In service safety inspection & testing of electrical equipment

Legislation

- d) Work Health and Safety Act 2011
- e) Work Health and Safety Regulations 2014
- f) Safework compliance policy & prosecution guidelines
- g) Workers Compensation Act 1987
- h) Workplace Injury Management & Workers Compensation Act 1998
- i) Workers Compensation Regulation 2010

Industry Codes

- j) Managing Noise & Preventing Hearing Loss at Work
- k) Manual Handling
- l) Managing Electrical Risks in the workplace

- m) Preparation of Safety Data Sheets for Hazardous Chemicals
- n) Labelling of workplace Hazardous Chemicals
- o) Managing the Work Environment and Facilities
- p) Ladders
- q) Hazardous Manual Tasks
- r) Safe Work Method Statements
- s) First Aid in the Workplace
- t) How to Manage Work Health and Safety Risks
- u) Electrical Risks in the workplace
- v) Guide to preventing and responding to workplace bullying
- w) Dealing with workplace bullying – a worker's guide

Standard Operating Procedures

- x) Check Schedule & Sign off on Completions

Work Instructions

- y) Clean Glass and Mirrors – 1800mm
- z) Clean Spillage (Spot & Detail)
- aa) Clean surfaces, cupboards and drawers
- bb) Clean window coverings
- cc) Clean window sills and ledges to 1800mm



12. SIGNOFF

The representatives of Charles Sturt Campus Services listed below have been involved in the creation and implementation of this Safe Work Method Statement (SWMS) and will make sure all work is carried out in accordance with this document. All workers listed below have the appropriate licence/qualifications and/or experience required to perform each job task:

Worker on site	Qualifications (e.g. Licences, Tickets, etc)	Signature	Date

Signature and details of person responsible for site supervision of the work, inspecting and approving work areas, work methods, compliance with SWMS, protective measures, plant, equipment and power tools for this site:

Signed: _____ Date: _____

Name: _____ Position: _____