

## Customer Interactions In A Covid-19 Era Risk Assessment

|                   |        |        |
|-------------------|--------|--------|
| Business Name:    | ABN:   |        |
| Business Address: |        |        |
| Contact Person:   | Phone: | Email: |

## THIS RISK ASSESSMENT IS APPROVED BY THE PCBU ON THE PROJECT

Under the Work Health and Safety Regulation (WHS Regulation), a person conducting a business or undertaking (PCBU) is required to ensure that a RISK ASSESSMENT is prepared before the proposed work starts.

|            |        |       |
|------------|--------|-------|
| Full Name: |        |       |
| Signature: | Title: | Date: |

## CLIENT OR PRINCIPAL CONTRACTOR DETAILS

|   |                |
|---|----------------|
| Client:   | SCOPE OF WORKS |
| Project Name:                                     |                |
| Project Address:                                  |                |
| Project Manager:                                  |                |
| Contact Phone:                                    |                |
| Date Risk Assessment supplied to Project Manager: |                |

| RISK MATRIX  |   |               |                    |            |  |                |                                   |  |  |
|--|---|---------------|--------------------|------------|--|----------------|-----------------------------------|--|--|
| LIKELIHOOD   | INSIGNIFICANT                               | MINOR         | MODERATE           | MAJOR      | CATASTROPHIC   | SCORE          | ACTION                            | HIERARCHY OF CONTROLS  |  |
| ALMOST CERTAIN   | 3<br>HIGH                                   | 3<br>HIGH     | 4<br>ACUTE         | 4<br>ACUTE | 4<br>ACUTE   |                |                                   | <b>Elimination</b><br>Remove the hazard.   |  |
| LIKELY   | 2<br>MODERATE                               | 3<br>HIGH     | 3<br>HIGH          | 4<br>ACUTE | 4<br>ACUTE   | 4A<br>ACUTE    | DO NOT PROCEED                    | <b>Substitution</b><br>Replace the hazard.   |  |
| POSSIBLE   | 1<br>LOW                                    | 2<br>MODERATE | 3<br>HIGH          | 4<br>ACUTE | 4<br>ACUTE   | 3H<br>HIGH     | Review before work starts.        | Isolation<br>Isolate People from the hazard  |  |
| UNLIKELY   | 1<br>LOW                                    | 1<br>LOW      | 2<br>MODERATE      | 3<br>HIGH  | 4<br>ACUTE   | 2M<br>MODERATE | Ensure control measures in place. | <b>Engineering</b><br>Isolate the hazard   |  |
| RARE   | 1<br>LOW                                    | 1<br>LOW      | 2<br>MODERATE      | 3<br>HIGH  | 3<br>HIGH  | 1L<br>LOW      | Monitor and keep records.         | <b>Administrative</b><br>Change  |  |
|  |   |               |                    |            |  |                |                                   | <b>PPE</b>   |  |
| <b>Risk Rating &amp; Required Action:</b>  |   |               |                    |            |  |                |                                   | <b>Notes on Hierarchy of Controls:</b>   |  |
| 4A Stop work. The risk is intolerable. Eliminate the hazard or redesign the activity before proceeding. A Safe Work Method Statement (SWMS) or higher-level authorisation is required. |   |               |                    |            |  |                |                                   | Remember to apply controls in the preferred order shown by the coloured pyramid:   |  |
| 3H Review and approve additional controls before task starts. Senior supervisor sign-off needed.   |   |               |                    |            |  |                |                                   | 1. <b>Eliminate</b>  |  |
| 2M Ensure all nominated controls are in place and effective. Proceed with caution; monitor conditions.   |   |               |                    |            |  |                |                                   | 2. Substitute  |  |
| 1L Proceed, following standard operating procedures. Monitor and keep records.   |   |               |                    |            |  |                |                                   | 3. Isolate   |  |
|  |   |               |                    |            |  |                |                                   | 4. Engineering   |  |
|  |   |               |                    |            |  |                |                                   | 5. Administrative  |  |
|  |   |               |                    |            |  |                |                                   | 6. PPE   |  |
| <b>Consequence Scale:</b>  |   |               |                    |            |  |                |                                   | Always document <b>why</b> a lower-order control is accepted if elimination or substitution is not reasonably practicable. |  |
| Consequence  | People (injury/illness)                     |               | Project / Assets   |            | Compliance / Reputation                                  |                |                                   |  |  |
| Catastrophic   | Fatality or permanent total disability      |               | project shutdown   |            | Significant regulator intervention; criminal prosecution |                |                                   |  |  |
| Major  | Serious injury/illness (hospital > 5 days)  |               | critical delay     |            | Improvement notice; major media coverage                 |                |                                   |  |  |
| Moderate   | Medical-treatment injury; lost-time > 1 day |               | moderate delay     |            | Minor breach; adverse client comment                     |                |                                   |  |  |
| Minor  | First-aid only, no lost time                |               | negligible delay   |            | Isolated non-conformance                                 |                |                                   |  |  |
| Insignificant  | No injury                                   |               | no schedule impact |            | Deviation caught and corrected on site                   |                |                                   |  |  |
|  |   |               |                    |            |  |                |                                   | <i>aligned with Safe Work Australia's Managing the risk of fatigue at work (2023) and ISO 45001:2018 clauses 6–8.</i>      |  |

| JOB STEP               | POTENTIAL HAZARDS                                  | IR           | CONTROL MEASURES   | RR            |
|------------------------|--|--------------|--|---------------|
| SPECIFIC WORK STEPS    | HAZARDS THAT MAY ARISE                             | INITIAL RISK | SPECIFIC MEASURES TO BE PUT IN PLACE TO ELIMINATE OR CONTROL THE RISKS   | RESIDUAL RISK |
| 1. Preparation         | inadequate PPE, lack of sanitisation               | 3H           | <ul style="list-style-type: none"> <li>- Ensure availability of PPE for all staff</li> <li>- Regular sanitation of all surfaces in the preparation area</li> <li>- Provide training for correct use of PPE</li> <li>- Encourage frequent handwashing</li> <li>- Use signage to remind staff of hygiene protocols</li> <li>- Ensure hand sanitiser is available at all entry and exit points</li> <li>- Conduct regular audits of PPE stocks and reorder in advance</li> <li>- Display information on symptoms and prevention of COVID-19</li> <li>- Implement contactless processes where possible</li> <li>- Limit the number of staff in the preparation area</li> </ul> | 2M            |
| 2. Entrance Management | crowding, lack of control over physical distancing | 4H           | <ul style="list-style-type: none"> <li>- Set up clear floor markings to indicate safe distancing</li> <li>- Use barriers to manage queues</li> <li>- Assign staff to monitor entries and manage crowd flow</li> <li>- Promote contactless check-in processes</li> <li>- Establish a limit on the number of people inside at any one time</li> <li>- Use signage to direct traffic flow</li> <li>- Implement bookings to manage customer numbers</li> <li>- Provide information on expected behaviour and distancing rules</li> <li>- Use an app for customer check-ins</li> <li>- Ensure entry doors are wide open to prevent contact</li> </ul>                           | 2M            |
| 3. Customer Service    | close contact, shared surfaces                     | 3H           | <ul style="list-style-type: none"> <li>- Install protective screens at service counters</li> <li>- Encourage digital payments to minimise cash handling</li> <li>- Provide training on maintaining safe distances during interactions</li> <li>- Regularly disinfect shared surfaces at service points</li> <li>- Use signage to remind customers of physical distancing</li> <li>- Rotate customer service roles to reduce prolonged exposure</li> <li>- Offer hand sanitiser at all service desks</li> <li>- Brief staff on new protocols as they are updated</li> </ul>   | 2M            |

| JOB STEP            | POTENTIAL HAZARDS                           | IR           | CONTROL MEASURES   | RR            |
|---------------------|---|--------------|--|---------------|
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|                     |   |              | <ul style="list-style-type: none"> <li>- Ensure staff adhere to coughing and sneezing etiquette</li> <li>- Encourage use of masks for staff when interacting</li> </ul>  |               |
| 4. Product Handling | contaminated products, repeated contact     | 3H           | <ul style="list-style-type: none"> <li>- [REDACTED]</li> <li>- [REDACTED]</li> <li>- [REDACTED]</li> <li>- [REDACTED]</li> <li>- [REDACTED]</li> <li>- [REDACTED]</li> <li>- [REDACTED]</li> <li>- [REDACTED]</li> <li>- [REDACTED]</li> <li>- [REDACTED]</li> </ul> | 2M            |
| 5. Checkout Process | bottlenecking, contact with shared surfaces | 4A           | <ul style="list-style-type: none"> <li>- [REDACTED]</li> <li>- [REDACTED]</li> <li>- [REDACTED]</li> <li>- [REDACTED]</li> <li>- [REDACTED]</li> <li>- [REDACTED]</li> <li>- [REDACTED]</li> <li>- [REDACTED]</li> <li>- [REDACTED]</li> <li>- [REDACTED]</li> </ul> | 2M            |
| 6. Customer Seating | close proximity, contaminated surfaces      | 4A           | <ul style="list-style-type: none"> <li>- [REDACTED]</li> <li>- [REDACTED]</li> <li>- [REDACTED]</li> <li>- [REDACTED]</li> <li>- [REDACTED]</li> <li>- [REDACTED]</li> <li>- [REDACTED]</li> </ul>   | 2M            |

| JOB STEP              | POTENTIAL HAZARDS  | IR           | CONTROL MEASURES   | RR            |
|-----------------------|--|--------------|--|---------------|
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|                       |  |              |  |               |
| 7. Staff Training     | insufficient knowledge, inconsistent practices           | 3H           |  | 1L            |
| 8. Cleaning Protocols | ineffective disinfection, improper cleaning techniques   | 4A           |  | 1L            |
| 9. Waste Management   | exposure to contaminated waste, incorrect waste disposal | 3H           |  | 1L            |

| JOB STEP                       | POTENTIAL HAZARDS                           | IR           | CONTROL MEASURES   | RR            |
|--------------------------------|---|--------------|--|---------------|
| SPECIFIC WORK STEPS            | HAZARDS THAT MAY ARISE                      | INITIAL RISK | SPECIFIC MEASURES TO BE PUT IN PLACE TO ELIMINATE OR CONTROL THE RISKS | RESIDUAL RISK |
|                                |   |              |  |               |
| 10. Communication              | misinformation, lack of clear guidelines    | 3H           |  | 1L            |
| 11. Employee Health Monitoring | symptomatic working, asymptomatic spreading | 4A           |  | 2M            |
| 12. Emergency Procedures       | panic, delay in response                    | 3H           |  | 2M            |

| JOB STEP                     | POTENTIAL HAZARDS                                  | IR           | CONTROL MEASURES   | RR            |
|------------------------------|--|--------------|--|---------------|
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|                              |  |              |  |               |
| 13. Ventilation              | stagnant air, spread of airborne particles         | 4A           |  | 2M            |
| 14. Staff Breaks             | congregating in break areas, contaminated surfaces | 3H           |  | 1L            |
| 15. Feedback and Improvement | unaddressed issues, lack of improvement            | 3H           |  | 1L            |

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|                     |                        |              | <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> |               |
|                     |                        |              |   |               |

SAMPLE



## EMERGENCY RESPONSE – CALL 000 FOR EMERGENCIES

Ensure to have an Emergency Management Plan in place as well as adequate numbers of trained first aid staff with easy access to fully stocked first aid kits, rescue equipment, material safety data sheets, adequate access to emergency communication equipment and fire-fighting equipment suitable for all classes of fire and ignition sources.

## LEGISLATIVE REFERENCES

RELEVANT LEGISLATION AND CODES OF PRACTICE. DELETE THE LEGISLATIVE REFERENCES IF ANY STATE THAT ARE NOT APPLICABLE

### Queensland & Australian Capital Territory

Work Health and Safety Act 2011

Work Health and Safety Regulations 2011

Legislation QLD: <https://www.worksafe.qld.gov.au/laws-and-compliance/work-health-and-safety-laws>

Codes of Practice QLD: <https://www.worksafe.qld.gov.au/laws-and-compliance/codes-of-practice>

Legislation ACT: <https://www.worksafe.act.gov.au/laws-and-compliance/acts-and-regulations>

Codes of Practice ACT: <https://www.worksafe.act.gov.au/laws-and-compliance/codes-of-practice>

### New South Wales

Work Health and Safety Act 2011

Work Health and Safety Regulations 2017

Legislation NSW: <https://www.safework.nsw.gov.au/legal-obligations/legislation>

Codes of Practice NSW: <https://www.safework.nsw.gov.au/resource-library/list-codes-of-practice>

### Northern Territory

Work Health and Safety (National Uniform Legislation) Act 2011

Work Health and Safety (National Uniform Legislation) Regulations 2011

Legislation NT: <https://worksafe.nt.gov.au/laws-and-compliance/workplace-safety-laws>

Codes of Practice NT: <https://worksafe.nt.gov.au/laws-and-compliance/codes-of-practice>

### South Australia

Work Health and Safety Act 2012 (SA)

Work Health and Safety Regulations 2012 (SA)

Legislation for SA: <https://www.safework.sa.gov.au/resources/legislation>

Codes of Practice for SA: <https://www.safework.sa.gov.au/workplaces/codes-of-practice#COPs>

### Tasmania

Work Health and Safety Act 2012

Work Health and Safety (Transitional and Consequential Provisions) Act 2012

Work Health and Safety Regulations 2012

Work Health and Safety (Transitional) Regulations 2012

Legislation for TAS: <https://worksafe.tas.gov.au/topics/laws-and-compliance/acts-and-regulations>

Codes of Practice for TAS: <https://worksafe.tas.gov.au/topics/laws-and-compliance/codes-of-practice>

Details of permits, licenses or access required by regulatory bodies (add or delete as required):

- Permits from local council
- Authorisation to commence work
- Any required documents.

### Victoria

Occupational Health and Safety Act 2004

Occupational Health and Safety Regulations 2017

Legislation VIC: <https://www.worksafe.vic.gov.au/occupational-health-and-safety-act-and-regulations>

Codes of Practice VIC: <https://www.worksafe.vic.gov.au/compliance-codes-and-codes-practice>

### Western Australia

Work Health and Safety Act 2020

Work Health and Safety Regulations 2022

Legislation Western Australia: <https://www.commerce.wa.gov.au/worksafe/legislation>

Codes of Practice WA: <https://www.commerce.wa.gov.au/worksafe/codes-practice>

### Safe Work Australia Links

Law and Regulation (All States): <https://www.safeworkaustralia.gov.au/law-and-regulation>

Model Codes of Practice: <https://www.safeworkaustralia.gov.au/resources-publications/model-codes-of-practice>

### Model Codes of Practice

- Managing noise and preventing hearing loss at work
- Confined spaces
- Labelling of workplace hazardous chemicals
- Managing risks of hazardous chemicals in the workplace
- Welding processes
- First aid in the workplace
- Managing the risk of falls at workplaces
- Hazardous manual tasks
- Managing the risk of falls in housing construction
- Managing electrical risks in the workplace
- Demolition work
- Excavation work
- Work health and safety consultation, cooperation and coordination
- Managing the work environment and facilities
- How to manage work health and safety risks
- Managing risks of plant in the workplace
- Construction work