

Managing Commercial Bulk Orders Risk Assessment

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

THIS RISK ASSESSMENT IS APPROVED BY THE PCBU ON THIS 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 HIGH	3 HIGH	4 ACUTE	4 ACUTE	4 ACUTE			Elimination Remove the hazard.
LIKELY	2 MODERATE	3 HIGH	3 HIGH	4 ACUTE	4 ACUTE	4A ACUTE	DO NOT PROCEED	Substitution Replace the hazard.
POSSIBLE	1 LOW	2 MODERATE	3 HIGH	4 ACUTE	4 ACUTE	3H HIGH	Review before work starts.	Isolation Isolate People from the hazard
UNLIKELY	1 LOW	1 LOW	2 MODERATE	3 HIGH	4 ACUTE	2M MODERATE	Ensure control measures in place.	Engineering Isolate the hazard
RARE	1 LOW	1 LOW	2 MODERATE	3 HIGH	3 HIGH	1L LOW	Monitor and keep records.	Administrative Change
								PPE

Risk Rating & Required Action:

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.
3H	Review and approve additional controls before task starts. Senior supervisor sign-off needed.
2M	Ensure all nominated controls are in place and effective. Proceed with caution; monitor conditions.
1L	Proceed, following standard operating procedures. Monitor and keep records.

Consequence Scale:

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

Notes on Hierarchy of Controls:

Remember to apply controls in the preferred order shown by the coloured pyramid:

1. **Eliminate**
2. **Substitute**
3. **Isolate**
4. **Engineering**
5. **Administrative**
6. **PPE**

Always document **why** a lower-order control is accepted if elimination or substitution is not reasonably practicable.

aligned with Safe Work Australia's Managing the risk of fatigue at work (2023) and ISO 45001:2018 clauses 6–8.

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. Order Preparation	Miscommunication, Data Entry Errors	3H	<ul style="list-style-type: none"> - Implement a double-check procedure for order details - Use standardised order forms - Train staff on effective communication strategies - Establish a review system for data entry - Utilize software to automate data validation steps - Conduct regular team meetings to clarify expectations - Assign dedicated personnel to verify critical orders - Implement feedback loops for error corrections - Develop pre-order checklists - Use digital tools to track order changes 	2M
2. Supplier Liaison	Supplier Misalignment, Delayed Responses	3H	<ul style="list-style-type: none"> - Develop strong relationships with key suppliers - Establish clear communication protocols - Use automated reminder systems for follow-ups - Maintain an alternate supplier list - Provide suppliers with forecasts and product demand trends - Conduct regular supplier performance reviews - Create a supplier communication escalation path - Set up regular liaison meetings with all key suppliers - Provide training for staff on effective supplier management - Ensure all agreements and SLAs are in writing 	2M
3. Order Placement	Duplicate Orders, Incorrect Details Sent	3H	<ul style="list-style-type: none"> - Use order management software with validation checks - Implement a unique order ID system - Ensure all orders undergo a multi-tier approval process - Conduct training on precise data entry techniques - Implement digital signing for all placed orders - Establish a protocol for managing order adjustments - Use audit trails to monitor order changes - Train staff to manage order data security 	1L

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			<ul style="list-style-type: none"> - Regularly update software to avoid system glitches - Implement automated alerts for potential duplicates. 	
4. Inventory Management	Overstocking, Stockouts	3H	<ul style="list-style-type: none"> - Regularly update software to avoid system glitches - Implement automated alerts for potential duplicates. - Regularly update software to avoid system glitches - Implement automated alerts for potential duplicates. - Regularly update software to avoid system glitches - Implement automated alerts for potential duplicates. - Regularly update software to avoid system glitches - Implement automated alerts for potential duplicates. - Regularly update software to avoid system glitches - Implement automated alerts for potential duplicates. 	2M
5. Packaging and Labelling	Incorrect Labelling, Damaged Packaging	3H	<ul style="list-style-type: none"> - Regularly update software to avoid system glitches - Implement automated alerts for potential duplicates. - Regularly update software to avoid system glitches - Implement automated alerts for potential duplicates. - Regularly update software to avoid system glitches - Implement automated alerts for potential duplicates. - Regularly update software to avoid system glitches - Implement automated alerts for potential duplicates. - Regularly update software to avoid system glitches - Implement automated alerts for potential duplicates. 	2M
6. Loading Orders	Equipment Failure, Falls from Loading Docks	4A	<ul style="list-style-type: none"> - Regularly update software to avoid system glitches - Implement automated alerts for potential duplicates. - Regularly update software to avoid system glitches - Implement automated alerts for potential duplicates. - Regularly update software to avoid system glitches - Implement automated alerts for potential duplicates. - Regularly update software to avoid system glitches - Implement automated alerts for potential duplicates. - Regularly update software to avoid system glitches - Implement automated alerts for potential duplicates. 	2M

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7. Transport Coordination	Traffic Delays, Vehicle Accidents	4A		2M
8. Delivery to Customer	Incorrect Delivery Address, Complaints	3H		1L
9. Order Confirmation	Delayed Confirmation, Miscommunication	3H		2M

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10. Customer Feedback	Negative Feedback, Feedback Overlooked	3H		2M
11. Post-Delivery Support	Unresolved Issues, Inadequate Follow up	3H		2M
12. Return and Refund Policy	Complex Return Processes, Disintegration of Customer Trust	3H		1L

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13. Customer Relationship Management	Deteriorating Relationships, Data Mismanagement	3H		2M
14. Staff Training and Development	Skill Gaps, Training Fatigue	3H		2M
15. Technology Management	System Failures, Data Breaches	4A		2M

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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>

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>

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>

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>

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>

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

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.