

## Online Order Fulfilment 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 HIGH	3 HIGH	4 ACUTE	4 ACUTE	4 ACUTE			<b>Elimination</b> Remove the hazard.	
LIKELY	2 MODERATE	3 HIGH	3 HIGH	4 ACUTE	4 ACUTE	4A ACUTE	DO NOT PROCEED	<b>Substitution</b> 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.	<b>Engineering</b> Isolate the hazard	
RARE	1 LOW	1 LOW	2 MODERATE	3 HIGH	3 HIGH	1L LOW	Monitor and keep records.	<b>Administrative</b> Change	
								<b>PPE</b>	

### 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:

- Eliminate**
- Substitute
- Isolate
- Engineering
- Administrative
- 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 Received	Miscommunication with customer, Data entry errors	3H	<ul style="list-style-type: none"> <li>- Implement a standardised communication protocol for order confirmation</li> <li>- Use an order management system to reduce manual data entries</li> <li>- Train employees on effective communication and data entry</li> <li>- Review orders against customer communications prior to processing</li> <li>- Implement a double-check system for all data entries to verify accuracy</li> <li>- Utilise customer feedback tools to continuously improve communication flow</li> <li>- Conduct regular audits of order entries to ensure compliance</li> <li>- Provide ongoing training on the use of order management systems</li> <li>- Establish a clear escalation process for resolving ambiguities</li> <li>- Set up alert system for anomalies in order entries</li> </ul>	2M
2. Product Picking	Incorrect item picked, Workplace injury during picking	4A	<ul style="list-style-type: none"> <li>- Implement a barcode scanning system for item verification</li> <li>- Regularly train staff on correct manual handling techniques</li> <li>- Clearly label all storage areas and items for easy identification</li> <li>- Use picker aids such as trolleys and ladders to prevent strain</li> <li>- Schedule routine checks and maintenance of equipment</li> <li>- Establish a double-check procedure for verifying picked items</li> <li>- Provide personal protective equipment (PPE) suitable for the task</li> <li>- Optimise warehouse layout to minimise unnecessary movement</li> <li>- Conduct safety drills and refresher training regularly</li> <li>- Use automated picking systems where feasible</li> <li>- Set and monitor productivity and accuracy targets</li> <li>- Encourage reporting and review of near-misses and incidents</li> </ul>	2M
3. Item Packaging	Product damage during packaging, Ergonomic strain	3H	<ul style="list-style-type: none"> <li>- Use appropriate and high-quality packaging materials for protection</li> <li>- Regularly update ergonomic assessments of packaging workstations</li> <li>- Train staff on correct packaging techniques to ensure product safety</li> <li>- Implement workstation adjustments and offer ergonomic tools</li> <li>- Use automated or semi-automated packaging systems where possible</li> <li>- Monitor packaging areas for compliance with quality standards</li> </ul>	1L

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			<ul style="list-style-type: none"> <li>- Encourage rest breaks to reduce repetitive strain injuries</li> <li>- Conduct regular safety and quality audits of packaging processes</li> <li>- Ensure clear labelling of fragile items</li> <li>- Investigate and address any packaging-related issues in a timely manner</li> </ul>	
4. Inventory Management	Stock discrepancies, Overstocking or stockouts	3H	<p>[REDACTED]</p>	2M
5. Order Verification	Incorrect order dispatch, Delayed shipment	4A	<p>[REDACTED]</p>	2M
6. Shipping and Dispatch	Shipping delays, Product damage during transit	4A	<p>[REDACTED]</p>	2M

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7. Customer Communication	Miscommunication, Customer dissatisfaction	3H		1L
8. Returns Management	Disputes over returns, Product loss or damage	4A		2M
9. Data Management	Data breaches, Loss of sensitive information	4A		2M

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10. Performance Monitoring	Inaccurate performance metrics, Delayed issues identification	3H		1L
11. Supplier Coordination	Supply chain disruptions, Quality inconsistencies	4A		2M
12. Staff Training	Knowledge gaps, Training inconsistencies	3H		1L

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13. Quality Assurance	Quality control failures, Defective products reaching customers	4A		2M
14. Document Control	Version control issues, Loss or misplacement of critical documents	3H		1L
15. Continuous Improvement	Innovation stagnation, Ineffective change management	3H		1L

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			<div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div>	
16. Compliance Monitoring	Non-compliance, Regulatory changes	4A	<div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div>	2M
17. Environmental Management	Environmental damage, Waste management issues	4A	<div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div>	2M



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18. Health and Safety Management	Workplace accidents, Unsafe work practices	4A	<div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> </div>	2M

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.