

## Organising Back Of House Processes 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>                                  |

### Risk Rating & Required Action:

|           |   |
|-----------|---|
| <b>4A</b> | 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. |
| <b>3H</b> | Review and approve additional controls before task starts. Senior supervisor sign-off needed.   |
| <b>2M</b> | Ensure all nominated controls are in place and effective. Proceed with caution; monitor conditions.   |
| <b>1L</b> | Proceed, following standard operating procedures. Monitor and keep records.   |

### Consequence Scale:

| Consequence          | People (injury/illness)                     | Project / Assets   | Compliance / Reputation                                  |
|----------------------|---|--------------------|--|
| <b>Catastrophic</b>  | Fatality or permanent total disability      | project shutdown   | Significant regulator intervention; criminal prosecution |
| <b>Major</b>         | Serious injury/illness (hospital > 5 days)  | critical delay     | Improvement notice; major media coverage                 |
| <b>Moderate</b>      | Medical-treatment injury; lost-time > 1 day | moderate delay     | Minor breach; adverse client comment                     |
| <b>Minor</b>         | First-aid only, no lost time                | negligible delay   | Isolated non-conformance                                 |
| <b>Insignificant</b> | 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. Preparation          | Slippery floors, Ergonomic strain           | 3H           | <ul style="list-style-type: none"> <li>- Conduct regular floor cleaning and drying</li> <li>- Use anti-slip mats in work areas</li> <li>- Provide ergonomic workstations and equipment</li> <li>- Train staff in correct manual handling techniques</li> <li>- Ensure adequate lighting throughout the area</li> <li>- Implement a regular inspection schedule</li> <li>- Encourage wearing appropriate footwear</li> <li>- Place warning signs in areas prone to spills</li> <li>- Carry out regular health and safety meetings</li> <li>- Ensure availability of first aid kits</li> </ul> | 2M            |
| 2. Inventory Check      | Falling objects, Repetitive strain injuries | 3H           | <ul style="list-style-type: none"> <li>- Secure heavy items on lower shelves</li> <li>- Use mechanical aids for lifting</li> <li>- Apply correct lifting techniques</li> <li>- Rotate tasks to prevent strain</li> <li>- Ensure shelves are not overloaded</li> <li>- Provide step ladders with anti-slip feet</li> <li>- Implement rest breaks in between checks</li> <li>- Conduct regular training sessions</li> <li>- Create a system for reporting unsafe conditions</li> <li>- Plan the layout to eliminate awkward postures</li> </ul>  | 1L            |
| 3. Receiving Deliveries | Traffic hazards, Manual handling injuries   | 4A           | <ul style="list-style-type: none"> <li>- Designate safe unloading zones</li> <li>- Use hand trucks or trolleys for heavy items</li> <li>- Train staff on traffic awareness</li> <li>- Establish clear delivery procedures</li> <li>- Ensure high-visibility clothing is worn</li> <li>- Implement a buddy system for large deliveries</li> <li>- Secure all items immediately after unloading</li> <li>- Guide delivery vehicles using dedicated personnel</li> </ul>  | 2M            |

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|------------------------|--------------------------------------|--------------|---|---------------|
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|                        |                                      |              | <ul style="list-style-type: none"> <li>- Conduct regular drills for emergency procedures</li> <li>- Install barriers or bollards in high traffic areas</li> </ul>                   |               |
| 4. Stock Replenishment | Overexertion, High shelves           | 3H           | <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> | 1L            |
| 5. Cleaning            | Chemical exposure, Slippery surfaces | 3H           | <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> | 1L            |
| 6. Maintenance Checks  | Electrical hazards, Slips and trips  | 3H           | <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>                                     | 1L            |

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|                                |   |              |  |               |
| 7. Waste Management            | Injury from sharp objects, Hazardous waste exposure | 4A           |  | 2M            |
| 8. Equipment Operation         | Machine-related injury, Noise pollution             | 4A           |  | 2M            |
| 9. Customer Returns Processing | Lifting injuries, Cross-contamination risks         | 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 |
|                            |                                  |              | <div></div> <div></div> <div></div> <div></div>   |               |
| 10. Restocking Sales Floor | Trip hazards, Workplace violence | 3H           | <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> | 1L            |
| 11. Handling Cash          | Robbery, Workplace stress        | 4A           | <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> | 2M            |
| 12. Staff Training         | Lack of knowledge, Complacency   | 3H           | <div></div> <div></div> <div></div> <div></div> <div></div>   | 1L            |

| JOB STEP                   | POTENTIAL HAZARDS                            | IR           | CONTROL MEASURES   | RR            |
|----------------------------|--|--------------|--|---------------|
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|                            |  |              |  |               |
| 13. Break Management       | Fatigue, Dehydration                         | 2M           |  | 1L            |
| 14. Emergency Preparedness | Fire, Medical emergency                      | 4A           |  | 2M            |
| 15. Pest Control           | Contamination from pests, Allergic reactions | 3H           |  | 1L            |

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|---------------------|------------------------|--------------|---|---------------|
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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>

### 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.