

Auto Glazing

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. WHS Governance, Duties and Consultation	<ul style="list-style-type: none"> Lack of clear allocation of WHS responsibilities between PCBU, officers, supervisors and workers Inadequate consultation with installers, apprentices and subcontractors on WHS matters Failure to keep up to date with WHS Act 2011, WHS Regulations and relevant Codes of Practice No formal WHS objectives, targets or review processes for auto glazing operations Poor integration of WHS requirements into business planning, procurement and scheduling Inadequate due diligence by officers to ensure resources and processes are in place for safe work 	4A	<ul style="list-style-type: none"> Establish a documented WHS Management System aligned with WHS Act 2011 and relevant Australian Standards, clearly outlining responsibilities for directors, managers, supervisors and workers Develop and implement a WHS policy endorsed by senior management, communicated to all personnel and displayed at all workplaces and mobile workshops Create a WHS responsibilities matrix and position descriptions that explicitly assign WHS duties for auto glazing activities, including field service operations and workshop tasks Implement formal consultation arrangements, including regular toolbox talks, WHS meetings, and a process for workers to raise issues and receive feedback Ensure officers undertake due diligence training specific to WHS Act 2011 obligations for businesses undertaking vehicle glass installation and repair Schedule periodic legal compliance reviews to check alignment with WHS legislation, Codes of Practice (e.g. Hazardous Manual Tasks, Managing Risks of Plant), and manufacturer guidance for vehicles and glazing systems Integrate WHS planning into business decisions such as expansion of mobile services, purchase of plant, and selection of premises Maintain documented processes for reviewing and updating WHS procedures following incidents, near misses, legislative changes, or introduction of new products (e.g. larger windscreens, new adhesives) 	2M
2. Competency, Licensing and Training for Auto Glazing	<ul style="list-style-type: none"> Inadequate trade skills or product knowledge for removal and installation of windscreens and vehicles Lack of formal competency assessment for fitters, especially mobile technicians and apprentices Insufficient training on modern vehicle technologies (e.g. ADAS, rain sensors, bonded glazing, airbags) Poor understanding of safe use of cutting tools, glass handling equipment and adhesives No structured induction for new starters, labour hire workers or subcontractors Inadequate refresher training on high-risk areas such as manual handling, working around airbags, and driving for work 	4A	<ul style="list-style-type: none"> Develop a competency framework for auto glazing roles, aligned with relevant trade qualifications and industry best practice, covering standard vehicles and emerging vehicle technologies Require evidence of trade qualifications or equivalent demonstrated experience for lead technicians performing windscreen replacement and structural glazing tasks Implement a formal induction program covering WHS responsibilities, company procedures, hazard reporting, incident management, emergency response and specific auto glazing risks Maintain a training and competency register recording licences, certificates, manufacturer training, toolbox talks and on-the-job assessments Provide specific training on safe removal and installation methods, correct use of cutting tools, glass lifting aids, sealants and adhesives, and safe handling of large windscreens Ensure technicians receive training in vehicle safety systems (airbags, ADAS cameras and sensors) and associated isolation/verification requirements prior to windscreen replacement Schedule regular refresher training and toolbox talks focusing on lessons learned from incidents, near misses, and changes in products or processes Verify competency of subcontractors through prequalification checks, review of training records and periodic field audits 	2M

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5. Plant, Tools and Equipment Management	<ul style="list-style-type: none"> • Use of unsuitable or poorly maintained glass cutting and lifting tools • Failure of suction lifters, glass racks or stands leading to dropped windscreens • Uncontrolled use of power tools, knives and cutting wires causing lacerations or eye injuries • Lack of guarding or safety features on plant such as grinders and cutting tools used in preparation • Inadequate pre-use inspection and tagging of portable electrical equipment • Unauthorised modification of tools or homemade lifting devices 	4A	<p>[REDACTED]</p>	2M
6. Manual Handling and Ergonomic Risk Management	<ul style="list-style-type: none"> • Repetitive lifting, carrying and positioning of heavy or awkward windscreens and vehicle glass • Twisting and overreaching to access bonnets and roofs during removal and installation • Insufficient use of mechanical aids leading to musculoskeletal disorders over time • Poor handling practices during mobile work where space is restricted • Inadequate job design and scheduling leading to prolonged or intensive manual tasks 	4A	<p>[REDACTED]</p>	2M

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			[REDACTED]	
7. Hazardous Chemicals, Adhesives and Sealants Management	<ul style="list-style-type: none"> Exposure to hazardous chemicals in primers, activators, sealants and cleaning agents Inadequate ventilation during application and curing of adhesives within vehicle cabins Incorrect storage or labelling of chemical products leading to misuse or spills Failure to observe correct curing times and conditions affecting structural integrity of windscreens Lack of training on Safety Data Sheet (SDS) and safe handling procedures 	3H	[REDACTED]	2M
8. Road Transport, Mobile Operations and Journey Management	<ul style="list-style-type: none"> Driving for work by auto glazing technicians in company vehicles or own vehicles Fatigue, distraction or time pressure when travelling between jobs Inadequate vehicle selection, fit-out and maintenance for transporting glass and equipment Poor load restraint of windscreens and glass panels leading to shifting or loss of load Unmanaged driving risks in adverse weather, unfamiliar areas or high-traffic zones 	4A	[REDACTED]	2M

SAMPLE

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			[REDACTED]	
9. Client Site, Carpark and Roadside Work Safety	<ul style="list-style-type: none"> Working in uncontrolled environments such as client driveways, public car parks and roadside locations Vehicle and pedestrian interaction in busy retail or commercial car parks Unstable or uneven ground affecting stands, ladders and glass handling devices Weather exposure affecting visibility, adhesive curing and slip hazards Limited access to emergency assistance, first aid or supervision during remote work 	4A	[REDACTED]	2M
10. Vehicle Systems, Electrical and ADAS Integration Risk	<ul style="list-style-type: none"> Unintended activation of airbags or other restraint systems during windscreen removal or installation Damage to or incorrect reconnection of ADAS cameras, sensors and wiring harnesses Failure to recalibrate ADAS or driver assistance systems after windscreen replacement 	4A	[REDACTED]	2M

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	<ul style="list-style-type: none"> No procedure for verifying vehicle electrical isolation before working around active systems Lack of clarity on the interface between glazing work and external calibration or diagnostic services 		[REDACTED]	
11. Contractor, Labour Hire and Supplier Management	<ul style="list-style-type: none"> Subcontractor technicians conducting glazing work without adequate WHS systems or competencies Labour hire workers not inducted into company-specific procedures and risks Suppliers providing non-compliant glass, racks, adhesives or equipment Poor communication of WHS expectations and performance standards to third parties 	3H	[REDACTED]	2M
12. Incident Reporting, Investigation and Corrective Action	<ul style="list-style-type: none"> Under-reporting of incidents, near misses and property damage during glazing work Inadequate investigation of incidents leading to repeat events 	3H	[REDACTED]	1L

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	<ul style="list-style-type: none"> Absence of structured process to track and close corrective actions Workers fearing blame or repercussions for reporting errors or damage Failure to comply with notifiable incident requirements under WHS legislation 		[REDACTED]	
13. Emergency Preparedness and First Aid	<ul style="list-style-type: none"> Inadequate first aid coverage for lacerations, glass injuries and chemical exposures Lack of preparedness for significant spill or vehicle-related emergencies Poor communication and coordination during emergencies at client sites or on the road Workers unaware of emergency procedures or local emergency contacts 	3H	[REDACTED]	1L
14. Health Monitoring, Fatigue and Psychosocial Risk Management	<ul style="list-style-type: none"> Cumulative musculoskeletal strain from repetitive glass handling tasks Fatigue related to driving, extended hours or irregular scheduling of mobile jobs Work-related stress from time pressure, demanding customers or solo work 	3H	[REDACTED]	2M

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	<ul style="list-style-type: none"> Insufficient consideration of individual health factors that affect safe work capability 		[REDACTED]	
15. Quality Assurance, Product Integrity and Customer Handover	<ul style="list-style-type: none"> Windscreens or vehicle glass not installed in accordance with manufacturer specifications Failure of bonding or sealing due to poor surface preparation or working conditions Inadequate documentation of work completed and checks performed Customers driving vehicles before minimum safe drive-away time, compromising structural integrity and safety systems 	4A	[REDACTED]	2M

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 FOR 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 2025
 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) Regulation 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>

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>

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

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.