

Floor Maintenance and Cleaning Machinery

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, Policy and Legal Compliance	<ul style="list-style-type: none"> Absence of a documented WHS management system for floor maintenance and cleaning machinery Policies not aligned with WHS Act 2011, WHS Regulations and relevant Australian Standards (e.g. AS/NZS 60335, AS 1319) Failure to define and communicate responsibilities for PCBU, officers, workers and contractors Inadequate consultation mechanisms with health and safety representatives (HSRs) and cleaners Lack of documented risk assessments for cleaning plant, including automated cleaning robots and ride-on machines Insufficient review of policies following incidents, near misses or legislative changes 	4A	<ul style="list-style-type: none"> Develop and implement a documented WHS management system that specifically addresses floor maintenance and cleaning machinery, referencing WHS Act 2011 duties Establish a formal WHS policy signed by senior management, outlining commitment to safe use of all cleaning plant including scrubbers, sweepers, industrial vacuums and automated robots Define and document WHS roles, responsibilities and accountabilities for officers, supervisors, operators, maintenance personnel and contractors Implement structured consultation processes with workers and HSRs on changes to equipment, chemicals, work methods and schedules Ensure all relevant Australian Standards, Codes of Practice and manufacturer specifications are identified, reviewed and incorporated into procedures Establish a scheduled review program for WHS policies and risk assessments at least annually and after significant incidents or plant changes Maintain a legal register capturing applicable WHS, electrical and plant safety legislation and ensure periodic compliance audits 	2M
2. Plant Procurement, Selection and Commissioning	<ul style="list-style-type: none"> Purchase of unsuitable floor cleaning machinery for surface type, slope, or environment (e.g. wet, greasy food-prep areas, healthcare) Failure to consider safety features during procurement (e.g. emergency stop, dead-man controls, reversing alarms, interlocks, roll-over protection on ride-on machines) Inadequate pre-purchase risk assessment for new or second-hand scrubbers, sweepers, buffers or industrial vacuums Lack of verification that automated cleaning robots have appropriate sensing, guarding and collision-avoidance systems Imported machinery not compliant with Australian Standards or electrical requirements 	4A	<ul style="list-style-type: none"> Implement a formal plant procurement procedure requiring WHS and end-user input prior to purchase of any floor maintenance or cleaning machinery Use a standardised pre-purchase risk assessment checklist covering suitability for floor types, gradients, aisle widths, pedestrian interfaces, and contamination levels (e.g. oil, grease, slurry) Specify minimum safety features for all powered equipment, including emergency stop, key isolation, dead-man controls, park brakes, low speed settings and reversing alarms for ride-ons Require suppliers to demonstrate compliance with relevant Australian Standards and provide declarations of conformity and electrical compliance certificates Include whole-of-life considerations such as noise levels, vibration, dust extraction, ease of cleaning and maintenance access, and compatibility with site chemicals For automated cleaning robots, require third-party safety certifications, collision-avoidance performance data, guarding against entrapment and secure software/firmware management Implement a commissioning protocol including functional testing, brake and steering checks, stability assessment on typical slopes, and sign-off before operational use 	2M

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	<ul style="list-style-type: none"> Commissioning processes that do not validate braking performance, stability, noise, vibration or dust control 			
3. Plant Registration, Guarding and Engineering Controls	<ul style="list-style-type: none"> Unprotected moving parts on floor polishers, buffers, scrubbers and sweepers leading to entanglement or contact with rotating brushes and pads Inadequate guarding around belts, chains, fans and suction inlets on industrial vacuum systems Failure to apply lock-out systems on battery compartments and high-voltage components Lack of emergency stop devices accessible from operator positions on ride-on sweepers and scrubbers Insufficient rollover protection structures or seat restraints for ride-on machines used on ramps and uneven surfaces Poor design of dust and fume extraction systems for industrial vacuums and hard surface scrubbing in enclosed spaces 	4A	<ul style="list-style-type: none"> Ensure all floor maintenance machinery is designed and installed in accordance with plant safety requirements, including guarding of moving parts and pinch points Require suppliers to provide engineering drawings and guarding verification for rotating brushes, pads, belts and suction inlets Install clearly marked and regularly tested emergency stop devices accessible to operators and nearby personnel for ride-on and fixed machinery Fit ride-on machines with rollover protection structures, seat belts and operator presence detectors where there is any risk of roll-over Implement lock-out/tag-out arrangements and isolating switches for electrical and battery systems, with clear labelling and access controls Provide integrated dust control systems on sweepers and industrial vacuums, including HEPA filters where fine or hazardous dust may be present Document and maintain a plant register that records all floor cleaning equipment, serial numbers, safety features and modifications 	2M
4. Safe Work Procedures and Work Method Systems	<ul style="list-style-type: none"> Lack of documented safe work procedures for operation of scrubbers, buffers, industrial vacuums and ride-sweepers Inconsistent operating procedures between shifts, sites or contractors Procedures focusing only on task sequence instead of underlying system controls and emergency response Failure to integrate chemical handling, manual handling and electrical safety into machinery procedures Obsolete or generic instructions not aligned with specific model capabilities and limitations Poor access to procedures for nightshift and remote workers 	3H	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	1L

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	performing janitorial tasks and floor maintenance		[REDACTED]	
5. Competency, Licensing and Training Systems	<ul style="list-style-type: none"> Operators of ride-on scrubbers, sweepers and heavy-duty industrial vacuums not formally assessed as competent Inadequate training on new technologies such as automated cleaning robots and remote monitoring systems Casual, labour-hire and contractor cleaners not included in core WHS and plant-specific training programs No structured refresher training or verification of competency over time Language, literacy and cultural barriers leading to misunderstanding of safe use of floor buffers, polishers and vacuums Supervisors lacking competence to monitor safe operation and intervene when unsafe practices occur 	4A	[REDACTED]	2M
6. Maintenance, Inspection and Pre-Use Verification Systems	<ul style="list-style-type: none"> Inadequate planned maintenance for scrubbers, sweepers, buffers, vacuums and automated robots Failure of brakes, steering or control on ride-on sweepers and scrubbers due to poor servicing Blocked filters and hoses on industrial vacuums leading to loss of suction and overheating Battery failures, leaks or fires due to neglected inspection and replacement schedules Unreported defects on wet and dry vacuum cleaners and polishers leading to electrical faults or shocks Lack of formal pre-start checks resulting in equipment with worn brushes, damaged cords or ineffective dust control being used 	4A	[REDACTED]	2M

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7. Electrical Safety and Battery Management Systems	<ul style="list-style-type: none"> • Use of damaged extension leads or plug tops with wet and dry vacuum cleaners and polishers • Inadequate RCD protection for powered cleaning equipment used in damp or wet areas • Charging of ride-on scrubbers, sweepers and industrial vacuums in poorly ventilated rooms, creating fire or explosion risk from gases • Poorly managed lithium or lead-acid batteries resulting in leaks, thermal runaway or short circuits • Overloading of circuits and use of non-compliant power boards for multiple vacuums and machines • Inadequate training on safe battery handling, storage and emergency response 	4A	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	2M
8. Slips, Trips, Falls and Floor Condition Management	<ul style="list-style-type: none"> • Inadequate control of wet surfaces during and after cleaning activities such as hard surface scrubbing, grease removal and floor waxing • Failure to segregate pedestrian traffic from operating scrubbers, sweepers and industrial vacuums • Poor signage and barricading around freshly cleaned or etched patterned floors • Incorrect chemical use leading to residue build-up and reduced slip resistance of stone, metal and other hard surfaces • Trailing leads and hoses from vacuums and buffers creating trip hazards in high-traffic areas • Inadequate inspection and maintenance of floor surfaces, including uneven tiles, drains and transitions that interact poorly with machines 	4A	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	2M

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9. Chemical, Fume and Dust Exposure Management	<ul style="list-style-type: none"> • Use of aggressive degreasers and solvents for grease removal from floors without adequate controls • Aerosolisation of contaminants during hard surface scrubbing, industrial vacuum operation and machine-assisted stripping and waxing • Build-up of fine dust in filters and collection bags of vacuums and sweepers, increasing inhalation risks during maintenance • Inadequate ventilation when operating machinery in enclosed or underground car parks, workshops or plant rooms • Failure to integrate Safety Data Sheet (SDS) information into cleaning machinery procedures and training • Lack of systems for selection, substitution and approval of new chemicals and coatings 	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
10. Human Factors, Fatigue and Work Organisation	<ul style="list-style-type: none"> • Extended shifts and night work for janitorial tasks involving machinery leading to fatigue-related incidents • High workload expectations for cleaners pushing them to bypass safety controls or operate machinery unsafely • Insufficient task rotation resulting in repetitive strain from prolonged operation of vibrating equipment such as buffers and industrial vacuums • Poor job design leading to rushed cleaning on mixed-traffic floors with pedestrians, forklifts and vehicles • Inadequate supervision and feedback mechanisms for lone workers using automated cleaning equipment out of hours • Stress and psychosocial pressures contributing to shortcuts and poor adherence to procedures 	3H	<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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11. Traffic Management and Pedestrian Interaction	<ul style="list-style-type: none"> Ride-on sweepers and scrubbers operating in close proximity to pedestrians in shopping centres, warehouses and car parks Reversing manoeuvres with limited visibility and inadequate alarms or lighting Automated cleaning robots interacting unpredictably with children, mobility devices or trolleys Lack of defined travel routes, crossings and exclusion zones for cleaning machinery No integration between site traffic management plans and floor cleaning programs Inadequate management of loading docks, ramps and car park aisles during machine cleaning operations 	4A	[REDACTED]	2M
12. Contractor and Labour-Hire Management	<ul style="list-style-type: none"> Contract cleaning companies using machinery that does not meet the PCBU's safety standards or Australian compliance requirements Inconsistent induction and training standards between principal and contractor organisations Labour-hire workers unfamiliar with site-specific hazards, emergency arrangements and floor types Lack of clarity about responsibility for maintenance, inspection and defect rectification on contractor-owned machines Poor incident reporting and communication between contractor management and the host PCBU Pressure on contractors to complete work quickly, leading to system controls being bypassed 	3H	[REDACTED]	1L
13. Emergency Preparedness, Incident Response and First Aid	<ul style="list-style-type: none"> Lack of coordinated response plans for incidents involving floor cleaning machinery (e.g. collisions, 	3H	[REDACTED]	1L

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	<p>entanglement, electrical shock, chemical spills)</p> <ul style="list-style-type: none"> • Inadequate emergency stop testing and unfamiliarity with isolation points for scrubbers, sweepers and industrial vacuums • No clear guidance for responding to battery fires, chemical exposures or fumes generated during floor maintenance • Insufficient first aid coverage during night and weekend cleaning operations • Failure to capture and learn from near-misses involving slips, trips or machine interactions 		[REDACTED]	
14. Storage, Handling and Security of Machinery and Accessories	<ul style="list-style-type: none"> • Inadequate storage facilities for scrubbers, sweepers, vacuums and associated accessories such as hoses, pads and brushes • Unauthorised access to ride-on machines or powerful industrial vacuums by untrained persons • Improper storage of chemicals, waxes and degreasers near ignition sources or incompatible substances • Charging areas obstructing egress creating trip hazards with cables and hoses • Poor housekeeping in plant rooms and janitor closets increasing fire load and pest problems 	3H	[REDACTED]	1L
15. Monitoring, Audit and Continuous Improvement	<ul style="list-style-type: none"> • Failure to identify emerging risks from new technologies such as automated cleaning robots and remote monitoring systems • No systematic review of incident trends, maintenance data or worker feedback related to floor maintenance machinery • Infrequent or superficial inspections of plant, procedures and work environments 	3H	[REDACTED]	1L

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	<ul style="list-style-type: none"> Lack of performance indicators for WHS outcomes in floor cleaning operations Complacency leading to outdated work practices despite changes in building usage, floor finishes or occupancy patterns 		<div style="background-color: black; height: 15px; width: 100%;"></div> <div style="background-color: black; height: 15px; width: 100%;"></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 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.