

Floor Restoration

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. Governance, WHS Duties & Regulatory Compliance	<ul style="list-style-type: none"> Failure to identify and comply with WHS Act 2011 and WHS Regulation obligations for floor restoration and treatment activities Lack of documented WHS management system specific to carpet and hard floor restoration and slippery surface treatment Inadequate consultation with workers, HSRs and contractors on WHS matters and changes to floor treatment products or methods Poor integration of WHS duties into contracts, tenders and client agreements (e.g. unclear PCBU responsibilities at multi-PCBU sites) No process to ensure safety data sheets (SDS) and manufacturer instructions for restoration chemicals and anti-slip treatments are followed Inadequate monitoring of compliance with relevant Codes of Practice and Australian Standards (e.g. slip resistance of pedestrian surfaces) 	4A	<ul style="list-style-type: none"> Establish and maintain a documented WHS Management System aligned with WHS Act 2011, WHS Regulation and relevant Codes of Practice covering carpet/hard floor restoration and slippery surface treatment Define and document WHS roles, responsibilities and due diligence obligations for officers, managers and supervisors, including specific reference to floor restoration work Implement a formal legal and standards register identifying applicable legislation, Codes of Practice and Australian Standards (e.g. AS 4576, AS 4663, AS/NZS 4801 or ISO 45001 equivalent) and schedule regular reviews Include clear allocation of WHS responsibilities and consultation arrangements in contracts with clients, principal contractors and subcontractors for all floor restoration projects Develop and enforce procedures requiring the use of up-to-date SDS, technical data sheets and manufacturer instructions for all restoration chemicals and anti-slip products, including retention of records Implement a WHS audit and inspection program (internal and, where appropriate, external) to verify compliance with legislative and organisational requirements for floor restoration work Ensure HSRs and worker consultation mechanisms are in place and used when introducing new floor treatment products, equipment or processes Review the WHS management system at least annually and after significant incidents, client complaints or regulatory changes, with documented improvement actions 	3H
2. Contractor Management & Competency	<ul style="list-style-type: none"> Use of inadequate/unvetted subcontractors for cleaning, floor restoration and anti-slip treatments Insufficient verification of licence, trade qualifications and industry experience for floor restoration personnel Lack of competency in safe use of restoration machinery, chemicals, slip-resistance testing equipment and application systems Ineffective site induction processes for contractors leading to misunderstanding of site rules and hazards No performance monitoring or safety KPIs for contractors undertaking restoration works 	4A	<ul style="list-style-type: none"> Implement a formal contractor prequalification process requiring evidence of WHS systems, insurances, training records and relevant trade qualifications for carpet and hard floor restoration Maintain a contractor register with documented verification of licences, competencies, high risk work authorisations (if relevant) and product-specific training (e.g. anti-slip systems) Require contractors to provide task-specific SWMS or work method statements that align with the organisation's higher-level WHS risk controls before work commences Establish and enforce a standard WHS induction program for all contractors, including site-specific hazards, emergency procedures, chemical handling requirements and plant isolation processes Include WHS performance criteria, incident reporting obligations and right-of-entry for audits in all contractor agreements for floor restoration projects Undertake periodic field verification of contractor competency through observation, toolbox talks and documented competency assessments for key equipment and products Implement a system for communicating procedural changes, updated products, SDS revisions and lessons learned from incidents to all approved contractors 	2M

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	<ul style="list-style-type: none"> Poor communication of changes to procedures, products or equipment to subcontractors 		<ul style="list-style-type: none"> Suspend or remove contractors from the approved panel where repeated non-conformances or serious WHS breaches occur 	
3. Competency, Training & Supervision of Workers	<ul style="list-style-type: none"> Inadequate training in carpet and hard floor restoration techniques, including moisture management, stripping, sealing and anti-slip treatment application Insufficient understanding of chemical hazards, PPE requirements and first aid measures for cleaning agents, sealers and etching products Lack of training in safe operation, isolation and maintenance of restoration machinery (buffers, scrubbers, polishers, extractors, grinders) Poor supervision of new or young workers performing complex or high-risk floor restoration tasks No formal competency assessment or refresher training for workers using specialised anti-slip systems or slip testing equipment Inadequate awareness of manual handling techniques specific to hoses, machines, solution tanks and wet carpets 	4A	<ul style="list-style-type: none"> Develop a structured training matrix identifying required competencies for each floor restoration role, including chemical handling, plant operation, emergency response and slip-resistance requirements Provide formal induction and task-specific training for carpet restoration, hard floor stripping/sealing and slippery surface treatment, referencing manufacturer specifications and industry best practice Implement documented competency assessments (theory and practical) for key equipment (e.g. scrubbers, grinders, extractors) and update following significant incidents or equipment changes Schedule periodic refresher training on chemical safety, SDS interpretation, spill response, respiratory protection, noise exposure and manual handling for restoration activities Ensure adequate field supervision for higher-risk tasks (e.g. use of aggressive etching chemicals, work on stairs, edges and ramps, after-hours lone work in large complexes) Maintain accurate training records and competency evidence for all workers and verify competency before allocation to complex restoration or anti-slip projects Include training on recognition and reporting of new hazards, near misses and client complaints related to slip resistance, odours or damage to surfaces 	2M
4. Planning, Job Scoping & Client Interface	<ul style="list-style-type: none"> Insufficient pre-job assessment of existing floor conditions (e.g. uneven substrates, damaged coatings, water damage, pre-existing slip issues) Inadequate scoping of work areas leading to uncontrolled public access to wet or treated floors Failure to clarify client expectations about slip resistance levels, curing times, odour tolerance and acceptable disruption to business operations No structured process to capture site-specific constraints (e.g. hospitals, aged care, schools, food premises) and high-risk occupant groups Lack of communication regarding restoration sequencing leading to 	3H	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	2M

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	<p>congestion with other trades and increased hazards</p> <ul style="list-style-type: none"> Poor documentation of floor condition before work, creating disputes about damage or slip issues after treatment 		[REDACTED]	
5. Hazard Identification, Risk Assessment & Change Management	<ul style="list-style-type: none"> Ad-hoc hazard identification with no formal risk assessment for non-routine or complex restoration tasks Failure to reassess risks when changing chemicals, machinery, pads, brushes or anti-slip products Lack of systematic evaluation of slip, trip and fall risks associated with temporary wet areas and partially treated surfaces Poor management of simultaneous operations (e.g. floor restoration concurrent with painting, electrical work or fit-out) No documented process for approving trials of new products or techniques on live sites Inadequate review of previous incident data and near misses to inform current risk controls 	4A	[REDACTED]	2M
6. Chemical Selection, Storage & Handling Systems	<ul style="list-style-type: none"> Use of incompatible or inappropriate chemicals for particular floor types leading to toxic exposure, damage or uncontrolled slipperiness Inadequate chemical storage arrangements, including poor segregation, ventilation and spill containment Lack of system for ensuring current SDS are available and accessible to workers at point of use No standardised dilution, labelling and decanting procedures for concentrated cleaning agents, sealers or etching chemicals 	4A	[REDACTED]	2M

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	<ul style="list-style-type: none"> Inadequate controls for transporting chemicals in vehicles (e.g. unsecured containers, lack of spill kits, exposure to heat) Failure to manage waste solutions and rinsate containing chemicals, leading to environmental harm or regulatory non-compliance 		[REDACTED]	
7. Plant, Equipment & Maintenance Systems	<ul style="list-style-type: none"> Use of poorly maintained scrubbers, buffers, extractors, vacuums, grinders or polishers increasing risk of electric shock, entanglement or mechanical failure Inadequate testing and tagging of electrical equipment and extension leads used in wet environments Lack of guarding, emergency stop devices or isolation procedures on restoration machinery Uncontrolled introduction of new or hired plant without pre-use inspection or compatibility checks with chemical systems Inadequate cleaning and maintenance of recovery tanks, hoses and filters leading to biological hazards and poor performance Failure of vacuum or extraction equipment causing excessive residual moisture and increased slip risk on carpets and hard floors 	4	[REDACTED]	2M
8. Floor Surface Preparation, Moisture & Slip Management Systems	<ul style="list-style-type: none"> Inadequate systems to manage moisture levels in carpets and hard floors, resulting in prolonged dampness and increased slip risk Failure to systematically assess and document slip resistance before and after treatment where required 	4A	[REDACTED]	2M

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	<ul style="list-style-type: none"> • Inconsistent application methods for anti-slip treatments leading to patchy or ineffective slip resistance • Lack of controls for transitions between treated and untreated surfaces, ramps, stairs and thresholds • Insufficient guidance on selection of pads, brushes, grit levels and dwell times for stripping and etching processes • No process for verifying compatibility of anti-slip treatments with cleaning regimes, maintenance products and client expectations 		[REDACTED]	
9. Pedestrian, Public & Third-Party Interface Management	<ul style="list-style-type: none"> • Uncontrolled access by building occupants or public to wet, stripped or freshly treated slippery surfaces • Inadequate barricading, warning signage and diversion near ground restoration zones • Poor coordination with building management resulting in disrupted pedestrian flows through work areas • Insufficient communication to tenants, residents or users regarding timing and risks of restoration activities • Lack of systems for managing vulnerable persons (e.g. elderly, mobility-impaired, children) near restoration activities • Failure to address after-hours access (e.g. cleaners, security, late-night shoppers) when floors are still curing 	4A	[REDACTED]	2M
10. Manual Handling, Ergonomics & Fatigue Management	<ul style="list-style-type: none"> • Repetitive heavy lifting and awkward handling of machines, hoses, solution containers and floor pads leading to musculoskeletal disorders 	3H	[REDACTED]	2M

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	<ul style="list-style-type: none"> • Poor ergonomic design of equipment and transport systems, including loading into vehicles and up stairs • Inadequate planning for long shifts, night work or intensive project timelines leading to worker fatigue • Lack of systems for team lifting or use of trolleys in multi-storey or large-area restoration projects • Insufficient breaks and rotation of tasks during labour-intensive stripping, scrubbing and extraction activities • Failure to consider age, pre-existing injuries or physical capacity when allocating tasks 		<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	
11. Environmental Conditions, Ventilation & Indoor Air Quality	<ul style="list-style-type: none"> • Inadequate ventilation during use of volatile chemicals, sealers and coatings leading to build-up of vapours and odours • Excessive humidity or inadequate drying conditions prolonging drying times and increasing slip risk • Use of equipment generating noise levels without consideration of worker and occupant exposure • Failure to assess and manage liquid or contaminated materials during wet carpet restoration or flood response • Insufficient controls for temperature extremes during outdoor or unconditioned indoor restoration work 	3H	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	2M
12. Emergency Preparedness, Incident Response & First Aid	<ul style="list-style-type: none"> • Lack of emergency procedures specific to chemical exposure, spills, fires and electrical incidents during floor restoration • Inadequate first aid equipment, including eye wash and burn treatment resources for chemical contact 	3H	<p>[REDACTED]</p> <p>[REDACTED]</p>	2M

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	<ul style="list-style-type: none"> Poorly defined incident reporting and investigation processes leading to repeat events No clear arrangement with building management for alarms, evacuation routes and assembly areas during after-hours work Failure to provide workers with means to call for assistance during lone work or remote restoration tasks 		[REDACTED]	
13. Health Monitoring, Exposure Control & PPE Programs	<ul style="list-style-type: none"> Chronic exposure to cleaning and restoration chemicals without adequate monitoring or control Inconsistent or incorrect use of PPE (respiratory protection, gloves, eye protection, footwear) due to poor systems rather than individual behavior Lack of assessment of respiratory risks when using fine spray, mist or high-pressure systems on carpets and hard floors No structured approach to managing workers with sensitivities and allergies aggravated by restoration products Insufficient consideration of noise, vibration and repetitive movement exposures from machinery 	3H	[REDACTED]	2M
14. Documentation, Records, Assurance & Continuous Improvement	<ul style="list-style-type: none"> Incomplete or inaccurate records of risk assessments, training, equipment maintenance, chemical inventories and test results Lack of traceability for floor treatment products and batch information in the event of performance or health issues Failure to track and analyse incident, complaint and warranty data related to slip resistance and floor damage 	3H	[REDACTED]	1L

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	<ul style="list-style-type: none"> Inconsistent implementation of WHS procedures across different sites and teams due to poor version control and communication No formal process for continuous improvement of WHS performance in floor restoration operations 		<div style="background-color: black; height: 15px; width: 100%;"></div> <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.