General Glazing Window and Door Installation

Business Name:	ABN:	
Business Address:		
Contact Person:	Phone:	Email:

THIS RISK ASSESSMENT IS APPROVED BY THE PCBU OF 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:

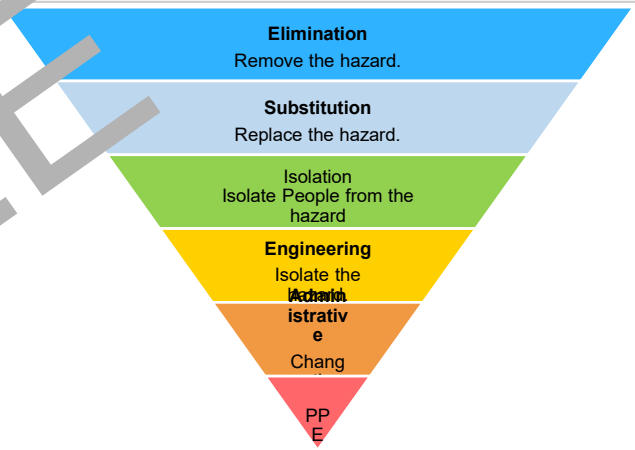
CLIENT OR PRINCIPAL CONTRACTOR DETAILS

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
ALMOST CERTAIN	3 HIGH	3 HIGH	4 ACUTE	4 ACUTE	4 ACUTE		
LIKELY	2 MODERATE	3 HIGH	3 HIGH	4 ACUTE	4 ACUTE	4A ACUTE	DO NOT PROCEED
POSSIBLE	1 LOW	2 MODERATE	3 HIGH	4 ACUTE	4 ACUTE	3H HIGH	Rev before work
UNLIKELY	1 LOW	1 LOW	2 MODERATE	3 HIGH	4 ACU	2M MO RATE	Ensure control measures in place.
RARE	1 LOW	1 LOW	2 MODERATE	3 HIGH	3 H	1L LOW	Monitor and keep records.

HIERARCHY OF CONTROLS



Risk Rating & Required Action:

4A	Stop work. The risk is intolerable. E inate the hazar redesign the activity before proceeding. A Safe Work Method Statement (SWMS) or hi er-level authorisati is required.
3H	Review and approve additional c rols b ask arts. Senior supervisor sign-off needed.
2M	Ensure all nominated controls are in ace and effe ive. 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, Legal Compliance and Consultation	• Lack of documented WHS management system aligned with WHS Act 2011 and WHS Regulations • Inadequate WHS policy specific to glazing and glass installation activities • Poor consultation with workers and Health and Safety Representatives regarding glazing risks • Failure to maintain current knowledge of relevant Australian Standards (e.g. AS 1288, AS/NZS 2208, AS 4666, AS 2311, AS 1428) and codes of practice • No formal process to review incidents, near misses and audit findings related to glazing operations • Inadequate allocation of WHS responsibilities, authority and resources at management level • Insufficient integration of WHS requirements into contracts, tenders and supply chain agreements	4A	• Establish and maintain a documented WHS management system that references the WHS Act 2011, WHS Regulations and applicable glazing-related Australian Standards and codes of practice • Implement a written WHS policy endorsed by senior management that clearly covers general glazing window and door installation, including large and toughened glass, double glazing units and specialised structures such as greenhouses and terrariums • Define and document WHS roles, responsibilities and accountabilities for directors, managers, supervisors, leading hands and workers involved in glazing works • Implement formal consultation procedures with workers and Health and Safety Representatives, including toolbox talks specifically addressing glazing and glass-handling hazards • Establish a legal and standards register for glazing activities, including periodic review to capture changes in legislation, standards and manufacturer instructions • Require WHS obligations, minimum safety performance standards and reporting requirements to be built into contracts, subcontractor agreements and procurement processes for glazing works • Implement scheduled management reviews of WHS performance, with specific review of glazing-related incidents, trends, corrective actions and continuous improvement opportunities	3H
2. Design, Procurement and Specification of Glass and Frames	• Incorrect glass type or thickness specified for windows, doors and large glazed areas, leading to structural failure or breakage • Failure to specify safety glass (toughened, laminated) in high-risk locations such as doors, low-level glazing, clubhouses or public access areas • Inadequate specification of double glazing units (DGUs) and frame compatibility, causing seal failure or glass breakage • Use of non-compliant or substandard glass, frames, fixings or sealants due to poor procurement controls • Lack of engineering review for large glass windows, plate glass installations and complex structures such as greenhouses or terrariums	4A	• Implement a formal design review process to ensure all glazing systems comply with AS 1288, AS/NZS 2208, AS/NZS 4666 and relevant building codes, including specific provisions for toughened and plate glass • Require all glass and frame selections to be reviewed and approved by a competent designer, engineer or certifier experienced in glazing systems • Establish procurement procedures that mandate sourcing glass, frames and accessories only from pre-qualified suppliers providing test certificates and compliance documentation • Include detailed specifications for type, thickness and safety rating of glass in contracts and purchase orders, with particular focus on doors, low-level glazing, clubhouse plate glass and large windows • Mandate engineering calculations or manufacturer design data for large glass panels, structural glazing and non-standard applications such as greenhouses, terrariums and extensive flyscreen assemblies • Standardise on approved glazing systems, frames, gaskets and fixings compatible with double glazing and toughened glass to reduce variability and installation error • Document design considerations for safe access, maintenance and potential replacement of glazing, including provisions for future safe work methods and equipment access	2M

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	• Inadequate fire, security or acoustic performance specifications leading to secondary risks • Failure to consider maintenance, replacement and future access requirements at the design stage			
3. Contractor, Subcontractor and Supplier Management	• Engagement of glazing subcontractors without adequate WHS competence or licensing • Inconsistent safety standards between principal contractor and glazing subcontractors • Poor management of interfaces between different trades working around glass and frames • Inadequate verification of supplier quality for glass, frames, DGUs and hardware • Lack of clear communication of glazing-specific hazards (e.g. toughened glass shatter characteristics, large plate glass handling) to subcontractors • No system to verify that subcontractors have appropriate insurance, high-risk work licences and SWMS for high-risk construction work • Failure to manage delivery timeframes and site access, causing rushed installations and corner-cutting	4A	• Implement a prequalification system for glazing contractors and suppliers that includes WHS performance evidence, training records and previous incident history • Include glazing-specific WHS requirements, compliance with WHS Act 2011, and adherence to approved SWMS in all subcontractor agreements and purchase orders • Require subcontractors to submit project-specific WHS documentation, including risk assessments, SWMS for glass installation and handling, and emergency procedures before commencing work • Establish an induction and interface management process ensuring all trades understand glazing hazards, exclusion zones and sequencing of works near glass structures • Conduct periodic WHS audits of glazing subcontractors and suppliers, focusing on system implementation, quality controls and incident management • Maintain a preferred supplier list for compliant glass, frame, DGU and hardware providers, supported by quality certificates and batch traceability • Implement a coordination procedure for delivery scheduling, site access and work sequencing to avoid congestion and pressure that may compromise safe glazing practices	2M
4. Competency, Licensing and Training for Glazing Work	• Workers performing glazing tasks without formal trade qualifications or verified competency • Inadequate training in handling large glass panes, double glazing units and toughened glass • Lack of competency in using manual and powered glazing tools and mechanical aids • Insufficient understanding of specific risks when working close to existing glass structures or in fragile	4A	[redacted]	2M

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	environments such as greenhouses and terrariums • Poor knowledge of correct securing and fixing methods for glass in frames and doors • Failure to provide refresher training, leading to skill fade and normalisation of unsafe practices • Supervisors lacking competence to monitor and correct glazing-specific hazards and behaviours		[redacted]	
5. Planning, Job Design and Work Sequencing	• Inadequate planning of access and work methods for installing large or heavy glass panels • Poor sequencing of glazing works with other trades, leading to crowding and uncontrolled interference near fragile glass • Failure to consider environmental conditions (wind, temperature, glare) when scheduling complex glazing task • Insufficient planning for installing glass in constrained spaces such as greenhouses, terrariums and narrow window reveals • No documented plan for temporary supports, bracing or propping of frames and glass during installation • Rushed installation due to unrealistic timeframes programmed by project management • Underestimation of personnel and equipment required for safe handling of double glazing units and plate glass		[redacted]	2M
6. Manual Handling, Ergonomics and Use of Mechanical Aids	• Over-reliance on manual lifting of large glass windows, doors and double glazing units • Poor ergonomic design of tasks involving repetitive fitting of window panes and flyscreens	3H	[redacted]	2M

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	• Failure to provide and manage safe use of trolleys, dollies, suction lifters and cranes for glass handling • Inadequate assessment of team lift requirements for awkward or heavy glazing units • No system to assess manual handling risks in constrained or elevated positions, such as greenhouses or tall window openings • Lack of maintenance and inspection regime for mechanical lifting devices and glass handling equipment		[redacted]	
7. Tools, Equipment and Maintenance Systems	• Use of unsuitable or poorly maintained manual tools for fixing and securing glass in place • Inadequate inspection and tagging of powered tools used in frame preparation and glazing • Lack of standardisation of tooling, leading to improvised methods and damage to glass edges • Failure to manage to[redacted]d vibration and impact near ex[redacted]ng glass panels and fragile structu[redacted] • Absence of proced[redacted] selectio[redacted] and safe use of specialist glazing too[redacted] and equipment • No system for reporting [redacted]defects and removing unsafe equipment from service	3H	[redacted]	1L
8. Site Access, Housekeeping and Material Storage	• Inadequate storage systems for glass panes, double glazing units and frames leading to tipping or collapse • Poor housekeeping in glazing areas increasing risk of slips, trips and falls while handling glass • Uncontrolled pedestrian and vehicle movement through glazing work zones	3H	[redacted]	2M

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	• Storage of glass near high-traffic routes, doorways or vehicle access increasing impact risk • Insufficient controls for stacking glass and flyscreen assemblies, especially near existing windows and doors • Lack of weather protection for staged glass units resulting in unexpected movement or damage		[redacted]	
9. Working at Heights and Access Systems for Glazing	• Inadequate planning and control of glazing work on ladders, scaffolds, elevated work platforms and roofs • Poor integration of temporary edge protection with glazing requirements for windows and balcony doors • Failure to control fall risks when installing large windows and doors in multi-storey or void areas • Improper positioning of access equipment leading to overreaching wh[redacted] handling glass • Insufficient consideration of brittle roofing or fragile surfa[redacted] wh[redacted]n glazing greenhouses and s[redacted]ilar structures • Lack of rescue a[redacted] retriev[redacted]r falls or incidents wh[redacted]ling glas[redacted]t height	4A	[redacted]	2M
10. Interaction with Occupants, Public and Existing Structures	• Uncontrolled public acce[redacted] ne[redacted] glazing operations in clubh[redacted]es, occupied dwellings and commercial premises • Damage to existing windows, doors and glass facades during new installations or replacements • Insufficient protection of occupants in adjacent rooms or areas separated only by glass • Noise, dust and debris from glazing works affecting building users and increasing incident risk	3H	[redacted]	1L

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	• Inadequate communication with building managers and occupants about glazing activities and restricted areas • Failure to identify and protect heritage or sensitive glass structures during works		[redacted]	
11. Environmental Conditions and Glass Behaviour	• Failure to account for thermal stress and heat soak on toughened glass and large glazed areas • Inadequate controls for wind loading during installation of large windows, doors and plate glass • Lack of procedures for working in extreme temperatures affecting sealants, adhesives and handling of DGUs • Glare and reflection from glass reducing visibility for workers and plant operators • Condensation and moisture affecting grip and stability of glass panels during handling • Insufficient awarenes[redacted]s for public safety	3H	[redacted]	2M
12. Hazardous Substances, Sealants and Waste Management	• Exposure to hazardous chemicals [redacted] sealants, adhesives, cleaners and primers used in glazing • Inadequate labelling and storage of chemical products associated with glass installation • Improper disposal of glass offcuts, broken glass and contaminated sealant waste • Lack of procedures for managing large volumes of broken glass following an incident • Insufficient ventilation controls when using solvent-based products in enclosed areas, such as greenhouses or terrariums	3H	[redacted]	1L

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	• Inadequate information, training and PPE guidance for workers handling hazardous substances			
13. Traffic, Plant and Delivery Management for Glass	• Uncontrolled movement of delivery vehicles carrying large glass panes and DGUs through active work sites • Inadequate securing of glass loads on vehicles and trolleys causing movement or collapse • Poor coordination between mobile plant (e.g. cranes, telehandlers, EWPs) and glazing crews • Restricted access routes forcing manual carrying of glass over long distances • Lack of systems to manage after-hours or off-peak deliveries in occupied premises • Failure to consider proximity of glass deliveries to existing windows, doors and public areas	3H	[redacted]	2M
14. Emergency Preparedness, Incident Management and First Aid	• Inadequate preparedness for major glass breakage events involving multiple injuries or public exposure • Lack of first aid arrangements for lacerations, eye injuries and crush injuries from glass • Poor incident reporting and investigation systems, hindering learning from glazing-related events • No predefined process for making damaged areas safe and securing unstable glass structures after an incident • Inadequate coordination with emergency services for large public venues such as clubhouses • Failure to maintain records and trend analyses of glazing incidents and near misses	3H	[redacted]	1L

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15. Fatigue, Scheduling and Psychosocial Risk Management	• Extended work hours and tight deadlines for glazing programs increasing fatigue and mistake rates • Work in hot environments, greenhouses or enclosed glass structures contributing to heat stress • Psychosocial stress from high-consequence tasks such as installing large plate glass, toughened glass or high-level glazing • Insufficient breaks during repetitive, high-concentration tasks such as precise window and door glazing • Inadequate systems to report and manage fatigue or stress-related concerns within glazing crews	3H	[redacted]	2M
16. Documentation, Records and Continuous Improvement	• Poor retention of glazing-related WHS documents, drawings, certifications and inspection records • Inconsistent application of lessons learned from previous glass installation projects • Lack of traceability for glass products, particularly safety and toughened glass in critical locations • Inadequate documentation of changes, variations or repairs to glazing systems over the building life • Failure to use audit and inspection findings to drive improvements in glazing safety management	3H	[redacted]	1L

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

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-of-codes-of-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/forms-and-resources/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

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.

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

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

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