

General Locksmithing Door Hardware and Lock Installation

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 for the task parts. 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, Legal Compliance & Consultation	<ul style="list-style-type: none"> Lack of documented WHS policy covering locksmithing and door hardware activities Failure to identify and comply with WHS Act 2011, WHS Regulation and relevant Codes of Practice (e.g. Managing Risks of Plant in the Workplace, Hazardous Manual Tasks) No clear allocation of safety responsibilities for managers, supervisors, schedulers and field locksmiths Inadequate consultation with workers about risks associated with deadbolt installations, key cutting, lock changing and rekey work Poor communication of WHS expectations to subcontractors and labour-hire personnel Failure to review WHS performance and incident trends for continual improvement 	4A	<ul style="list-style-type: none"> Develop and maintain a WHS management plan that explicitly covers general locksmithing, door hardware installation, key cutting, rekeying and mobile service activities in line with WHS Act 2011 Define and document WHS roles, responsibilities and authorities for officers, PCBUs, supervisors and workers, including subcontractor locksmiths Establish formal worker consultation mechanisms (toolbox talks, HSRs, safety committees) to address hazards in services such as deadbolt installations, emergency exit lock services and window lock repairs Implement a WHS legal register identifying relevant Acts, Regulations, Codes of Practice and Australian Standards (e.g. AS 4145, AS 1905, AS 1429, AS 3745) applicable to door hardware and emergency exit locking systems Introduce a documented annual WHS objectives and targets program (e.g. incident reduction, training completion, inspection close-out rates) and review progress at management meetings Under take periodic WHS management system audits and close out corrective actions within defined timeframes Ensure all subcontracts and service agreements contain explicit WHS requirements and right-to-stop-work provisions for unsafe conditions 	2M
2. Competency, Licensing & Training for Locksmiths	<ul style="list-style-type: none"> Inadequate trade competency when installing high-security, insurance-rated, pick-resistant and roller door Lack of training in correct use of key cutting machines, laser key duplication equipment and associated guarding Insufficient knowledge of building egress and emergency exit hardware requirements leading to non-compliant installations No structured induction for new workers or subcontractors regarding company WHS procedures Failure to maintain up-to-date security licences and working with children / police clearances where required Limited understanding of manual task risks when handling doors, safes, window hardware and large deadbolts 	4A	<ul style="list-style-type: none"> Implement a competency framework for locksmiths and apprentices covering core tasks such as deadbolt installation, rekeying locks, emergency exit hardware servicing, cabinet and mailbox lock installation, and antique lock repair Maintain a training matrix that records mandatory WHS training (induction, manual handling, plant and equipment, working at height where applicable, first aid and fire safety) Require formal trade qualifications and security licensing for locksmiths and verify prior to engagement and on renewal dates Provide specific training on relevant Australian Standards for door hardware, emergency exit devices, snib lock mechanisms, vertical deadbolts and window lock repairs Deliver manufacturer-specific training for high-security lock installations, pick-resistant locks and key systems, including limitations and installation tolerances Introduce competency-based authorisations so that only trained persons may operate key cutting, laser cutting and key trimming machinery Conduct refresher training and toolbox talks following incidents, near misses or introduction of new lock types, tools or machinery 	2M

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	<ul style="list-style-type: none"> Poor awareness of electrical hazards where works interface with electronic locks, strikes or access control components 			
3. Client Site Assessment, Access & Security Screening	<ul style="list-style-type: none"> Inadequate pre-attendance assessment of client premises leading to unrecognised hazards (aggressive occupants, dogs, neighbourhood crime, poor lighting, trip hazards) Unclear site access arrangements resulting in locksmiths working alone at high-risk times (night emergency lockouts, remote locations) Lack of verification of client authority to request rekeying, lock changing or replacement of lost keys, increasing security and liability risks Insufficient information about building use (e.g. childcare, aged care, high-rise residential, industrial) affecting emergency exit lock compliance Uncontrolled access to restricted areas such as meter rooms, plant rooms, secure carparks and other estate managed properties 	3H	<ul style="list-style-type: none"> Implement a standardised pre-job risk screening process in the job management system capturing site type, access issues, after-hours work, known aggressive behaviours and presence of animals Require client communication procedures for rekeying, real estate rekeys, residential rekeying, emergency exit changes and replacing lost keys (e.g. check work orders, agency authority forms) Establish a lock worker policy and escalation protocol for after-hours call-outs, including check-in schedules and other options for high-risk locations Ensure schedulers obtain and record any known site-specific safety requirements (induction, PPE, emergency procedures, restricted areas) prior to dispatching locksmiths Develop arrangements with real estate and strata managers for safe access to vacant and tenanted properties including lock box systems and key tracking Require workers to perform a dynamic on-arrival risk assessment (SLAM / Take 5) and contact the office if site conditions differ from the booking information 	1L
4. Mobile Workshop, Vehicle & Journey Management	<ul style="list-style-type: none"> Poorly secured tools, equipment, machines and lock stock within vehicles creating projectile risks during sudden braking or collisions Lack of vehicle maintenance program leading to breakdowns while attending emergency call-outs or remote jobs Driver fatigue from irregular hours and emergency exit lock services after-hours Distracted driving from mobile phone, job management devices or navigation systems Inadequate parking and loading procedures near client premises causing exposure to traffic hazards while handling doors, roller door locks or window hardware 	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> <p>[REDACTED]</p>	2M

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	<ul style="list-style-type: none"> Insufficient segregation of flammable sprays, lubricants and cleaning chemicals from ignition sources within mobile workshops 			
5. Plant, Tools & Machinery Management (Including Key Cutting Equipment)	<ul style="list-style-type: none"> Lack of guarding and interlocks on key cutting and laser key duplication machines leading to entanglement or laceration injuries Inadequate maintenance and inspection of power tools used for deadbolt, roller door lock and window lock installations Uncontrolled use of makeshift tools for removing stuck keys, trimming keys or repairing antique locks No system for tagging out defective key cutting machines or portable electrical tools Exposure to noise, vibration and flying metal swarf from cutting and trimming keys Insufficient training and supervision for apprentices operating key cutting machinery 	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
6. Hazardous Manual Tasks & Ergonomic Risk Management	<ul style="list-style-type: none"> Repetitive key cutting, trimming and deburring tasks leading to musculoskeletal disorders Awkward postures when installing locks on doors, windows, roller doors or high-level snib lock mechanisms Manual handling of heavy or awkward doors, frames and safes during installation or removal of locks Forceful hand and wrist actions using hand tools when dealing with broken or stuck keys and pin tumbler lock servicing Prolonged standing at key cutting machines without ergonomic layout or anti-fatigue measures 	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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7. Workplace Layout, Workshop Safety & Housekeeping	<ul style="list-style-type: none"> Poor workshop layout causing congestion around key cutting machines and workbenches Accumulation of metal swarf, offcuts and packaging creating slip or trip hazards Inadequate segregation of grinding, drilling and cutting areas from general traffic routes Blocked access to emergency exits, fire extinguishers or first aid equipment due to stored doors, locks and hardware Insufficient lighting around precision work areas for key cutting, antique lock repairs and fine rekeying tasks 	3H	[REDACTED]	1L
8. Product Selection, Design Compliance & Emergency Egress	<ul style="list-style-type: none"> Selection of non-compliant locks or hardware that impede safe egress on emergency exit doors Inadequate consideration of fire rating, smoke control, disability access and insurance requirements when specifying locks Mismatch between security level (e.g. high-security lock) and actual risk, leading to over-secured or under-secured doors Failure to consider child safety, aged care needs or special access needs when installing window locks, screen door locks and snib mechanisms Use of non-approved components when repairing emergency exit lock services or vertical deadbolts 	1A	[REDACTED]	2M
9. Key System Integrity, Secure Storage & Information Security	<ul style="list-style-type: none"> Loss or theft of master keys, restricted keys or key blanks used for residential rekeying and real estate rekeys Poor control of key duplication authorisations allowing unauthorised duplication of restricted or high-security keys 	4A	[REDACTED]	2M

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	<ul style="list-style-type: none"> Inadequate record keeping for key cutting, laser cut key duplications and rekeying of locks Unsecured storage of client keys, key codes and access details in vehicles, workshops or home offices Misidentification of keys leading to access to wrong premises or breach of privacy 		[REDACTED]	
10. Contractor, Apprentice & Visitor Management	<ul style="list-style-type: none"> Subcontract locksmiths performing work without alignment to company WHS standards Apprentices and trainees being exposed to higher-risk tasks (e.g. laser key cutting, antique lock repair, working on ladders) without appropriate supervision Visitors entering workshop areas near key cutting machines or drilling operations without awareness of hazards Inconsistent induction and monitoring of real estate agents, estate representatives and clients entering operational areas 	3H	[REDACTED]	1L
11. Emergency Preparedness, Incident Response & First Aid	<ul style="list-style-type: none"> Lack of preparedness for injuries arising from cutting, drilling or handling sharp lock components Inadequate procedures for responding to fire in workshops or mobile vehicles containing flammable aerosols and chemicals No clear process for managing security-related incidents (forced entries, aggressive clients, disputes during lock changing or eviction-related rekeys) Failure to report and investigate near misses and incidents related to key cutting machines, manual handling or emergency exit lock failures Insufficient first aid coverage during after-hours emergency work 	3H	[REDACTED]	1L

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12. Chemical, Dust & Noise Exposure Management	<ul style="list-style-type: none"> Uncontrolled use of aerosols, lubricants and solvents during servicing of pin tumbler locks, removing stuck keys and repairing antique locks Inhalation of metal dust and swarf from key cutting, trimming keys and drilling for deadbolts and roller door locks Noise exposure from multiple key cutting machines, grinders and power tools in confined workshop spaces Inadequate information about Safety Data Sheets (SDS) and safe storage of chemical products in vehicles and workshops 	3H	[REDACTED]	1L
13. Working at Heights, Ladders & Access Equipment (Where Applicable)	<ul style="list-style-type: none"> Use of ladders for installing window locks, high-level snib locks or door closers without appropriate controls Unplanned work at height on stairs, balconies or mezzanines when fitting repairing hardware Inadequate inspection of ladders and access equipment Lack of training in safe ladder positioning and three-point contact principles 	3H	[REDACTED]	1L
14. Documentation, Records, Auditing & Continuous Improvement	<ul style="list-style-type: none"> Incomplete or outdated SMS procedures for locksmithing, key cutting and door hardware installation Poor record keeping for training, inspections, maintenance and incident investigations Failure to review and update risk assessments when new services are introduced (e.g. new high-security lock ranges or laser key technologies) Lack of monitoring of corrective actions leading to recurrence of incidents or near misses 	3H	[REDACTED]	1L

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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.