

Wall and Floor Tiling Ceramic and Stone

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 Management, Governance and Legal Compliance	<ul style="list-style-type: none"> WHS responsibilities for tiling activities not clearly defined within the PCBU and contractor organisations Inadequate understanding of WHS Act 2011 and WHS Regulations as they apply to wall and floor tiling in construction and refurbishment environments Lack of documented WHS management plan for projects involving extensive tiling, waterproofing and surface preparation Failure to consult, cooperate and coordinate with principal contractor, other trades and building managers leading to overlapping risks (e.g. shared access ways, wet areas, dust, noise) Inadequate monitoring of compliance with codes of practice (e.g. managing the risk of falls, hazardous chemicals, manual tasks, noise, confined spaces where relevant) Poor integration of tiling-specific risks (e.g. abrasive surface preparation, wet slip hazards, swimming pool tiling, outdoor tiling) into broader site risk register Lack of documented authority to stop unsafe work or rectify non-compliances related to tiling tasks 	4A	<ul style="list-style-type: none"> Establish and maintain a WHS management system aligned with WHS Act 2011, WHS Regulations and relevant Australian Standards for tiling, waterproofing and construction work Define and document WHS roles, responsibilities and accountabilities for officers, managers, supervisors, tiling sub-contractors and other contractors in relation to tiling and associated work (e.g. surface preparation, tiling adhesives, grouting, sealing) Develop a project-specific WHS management plan that explicitly addresses system-level risks for ceramic and stone wall and floor tiling, including waterproofing and pool tiling where applicable Implement formal consultation and coordination procedures with principal contractor and other PCBUs (e.g. toolbox talks, coordination meetings, interface risk registers) to manage shared tiling risks such as wet floors, shared scaffolds and noisy surface preparation Maintain a legal register and schedule to review changes in legislation, codes of practice and standards affecting tiling, surface preparation and hazardous chemicals used in adhesives, sealers and grouts Implement periodic WHS compliance audits and inspections focusing on management controls for tiling works (e.g. training, permits, hazardous chemicals management, fall protection, manual handling controls) Ensure officers exercise due diligence by reviewing WHS performance data specific to tiling operations (injury trends, near misses, dust exposure, musculoskeletal injuries, slips) and allocating resources to address systemic issues 	3H
2. Contractor and Subcontractor Management for Tiling Works	<ul style="list-style-type: none"> Engaging tiling contractors based solely on cost without verifying WHS capability or experience in ceramic, stone and glass mosaic installations Inadequate prequalification of subcontractors who perform surface abrasion, waterproofing, pool tiling or outdoor tiling in high-risk environments Poor control of labour-hire workers or short-term subcontractors who are unfamiliar with site WHS systems and tiling-specific risks 	4A	<ul style="list-style-type: none"> Implement a formal contractor prequalification process that assesses WHS management systems, past performance and specific competency in wall and floor tiling, waterproofing and pool tiling Include explicit WHS clauses in contracts requiring compliant SWMS, plant and equipment maintenance systems, hazardous chemicals management, and evidence of worker training and licences where applicable Require tiling contractors to submit project-specific risk assessments and SWMS that integrate with the principal contractor's WHS management plan and site rules Establish site induction requirements for all tiling workers, including labour-hire, that cover tiling-specific risks such as slips on wet grout, use of cutting tools, handling glass mosaics and heavy stone slabs 	3H

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	<ul style="list-style-type: none"> Lack of clear contractual WHS requirements for safe systems of work, supervision, competency, and use of compliant plant and equipment Inconsistent application of tiling-related WHS controls across multiple contractors on the same project (e.g. different standards for mixing adhesives, manual handling, or silica dust control) Failure to manage interfaces between tiling contractors and other trades, leading to congestion, tripping hazards, and overlapping hot work, electrical work or work at heights 		<ul style="list-style-type: none"> Use a permit-to-work or work authorisation system for high-risk tiling activities (e.g. work near edges, work in or around swimming pools, night work, tiling in confined or poorly ventilated spaces) Conduct regular performance reviews and WHS audits of tiling contractors, with corrective action plans for systemic issues (e.g. repeated housekeeping failures, manual handling injuries, PPE non-use) Specify supervision requirements for tiling crews, including minimum supervisor-to-worker ratios and documented responsibilities for monitoring WHS compliance 	
3. Worker Competency, Training and Licensing	<ul style="list-style-type: none"> Tilers and labourers lacking formal trade training in ceramic and stone tiling, resulting in unsafe or non-compliant work practices Insufficient training on the safe use of tools and equipment for surface abrasion, tile cutting, mixing adhesive and applying grouts and sealers Inadequate instruction on handling heavy tiles, large format stone and glass mosaic sheets increasing musculoskeletal and laceration risk Lack of task-specific training for specialised tiling such as swimming pool tiling, external tiling, wet area installations and slip-resistance finishes Poor understanding of hazard and risk concepts, including manual handling principles, hazardous chemical exposure, and silica dust generation from abrading and cutting surfaces No verification of competency for supervising personnel who coordinate tiling works in difficult-to-access areas or at height 	1A	<ul style="list-style-type: none"> Implement a competency management system that verifies qualifications (e.g. Certificate III in Wall and Floor Tiling or equivalent) and experience prior to allocating tiling tasks Provide structured induction and refresher training covering WHS obligations, hazard identification, incident reporting, and specific risks associated with tiling, grouting, sealing and waterproofing Deliver task-specific training on the safe use, adjustment and maintenance of tiling tools and equipment, including grinders for abrading surfaces, mixers, tile saws and access equipment Introduce manual handling training tailored to lifting, carrying and positioning boxes of tiles, stone slabs, adhesive bags and grout, including use of mechanical aids and team lifts Provide training on hazardous chemicals, including reading Safety Data Sheets, understanding labelling, and safe mixing and application of adhesives, grouts, caulks and sealers Ensure supervisors receive additional training in planning tiling works, managing high-risk activities (e.g. difficult access, working in wet or confined areas) and enforcing WHS procedures Keep records of training, competency assessments, refresher schedules and licences relevant to tiling operations, and link them to authorisations for specific tasks 	2M
4. Planning and Design of Tiling Works	<ul style="list-style-type: none"> Insufficient design-stage consideration of tile types, sizes and layouts leading to complex cuts, awkward handling and high manual handling load 	3H		2M

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	<ul style="list-style-type: none"> • Failure to plan for slip-resistant surfaces in wet areas, pool surrounds and external balconies leading to long-term slip hazards • Inadequate allowance for access systems where tiles are installed in high or difficult-to-reach areas (e.g. stairwells, atriums, plant rooms, façades) • Lack of planning for surface preparation requirements (e.g. need for abrading, levelling, grinding) and associated dust and noise control • Poor sequencing of tiling works compared with other trades, causing crowded workfaces, rework and increased risk from trip hazards and wet grout or sealers underfoot • Failure to select materials compatible with environmental conditions (e.g. external exposure, chemical exposure around pools) resulting in premature failure and future rectification work at higher risk 		<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	
5. Site Induction, Communication and Consultation	<ul style="list-style-type: none"> • Tiling workers not adequately briefed on site-specific hazards, emergency procedures or interface risks with other trades • Poor communication regarding areas where surfaces are wet, freshly grouted or sealed, leading to slips and contamination of finished surfaces • Limited worker involvement in identifying hazards related to cross-checking tile alignment, running complex tile patterns and accessing awkward locations • Inadequate communication of changes to work staging, access routes or isolation zones during tiling and waterproofing activities • Failure to communicate language or literacy needs, reducing understanding of WHS procedures related to 	3H	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	2M

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	hazardous chemical use and manual handling			
6. Hazardous Chemicals and Substance Management (Adhesives, Grouts, Sealers)	<ul style="list-style-type: none"> Use of tile adhesives, grouts, caulks and sealers without proper assessment of their health hazards (e.g. skin and respiratory sensitisation, corrosivity) Lack of compliant storage and labelling of containers for adhesives, solvents, primers and grout sealers, leading to accidental misuse or exposure Inadequate ventilation controls when mixing or applying chemicals in enclosed areas, bathrooms, plant rooms or pools Absence of formal procedures for decanting, mixing and cleaning up spills, particularly for solvent-based products and strong cleaners Failure to provide or enforce appropriate PPE such as chemically resistant gloves, eye protection and respiratory protection as required by Safety Data Sheets Improper disposal of chemical waste, empty containers and contaminated rags creating fire, environmental and health risks 	4A	<p>[REDACTED]</p>	2M
7. Manual Handling and Ergonomics in Tiling Operations	<ul style="list-style-type: none"> Repetitive bending, kneeling and twisting while laying floor, grouting, leading to musculoskeletal disorders Manual lifting of heavy boxes of tiles, large format stone, bags of adhesive and grout without mechanical assistance or team-lift systems Awkward handling of precut tiles on raised platforms, stairs or scaffolds, increasing risk of falls, strains and dropped objects Prolonged static postures when cross-checking tile alignment or performing detailed caulking, patching and finishing 	4A	<p>[REDACTED]</p>	2M

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	<ul style="list-style-type: none"> Inadequate planning for handling heavy or oversized tiles for external façades, pool edges and feature walls 		[REDACTED]	
8. Access, Work at Height and Difficult-to-Reach Areas	<ul style="list-style-type: none"> Use of makeshift platforms, buckets, or unstable surfaces to access high walls, ceilings or elevated pool edges for tiling and grouting Inadequate access planning for stairwells, voids, external balconies and façades where tiles must be installed at height Lack of fall protection systems or edge protection when tiling near open edges, voids or on raised platforms Poorly maintained or incorrectly assembled scaffolds, mobile towers or elevating work platforms used for tiling work Inadequate supervision and training in the selection and use of appropriate access equipment for difficult areas 	4A	[REDACTED]	2M
9. Plant, Tools and Equipment for Tiling and Surface Preparation	<ul style="list-style-type: none"> Use of defective grinders, tile cutters, mixers and other powered tools during surface abrasion and tile cutting Inadequate guarding, dust extraction or water suppression on cutting and grinding equipment, leading to lacerations and inhalation of respirable crystalline silica Lack of a preventative maintenance and inspection system for tiling-related plant and electrical equipment Use of non-compliant extension leads and power boards in wet areas or around pools, increasing electric shock risk Improvised modifications to plant (e.g. removal of guards, homemade jigs) and 	4A	[REDACTED]	2M

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	use of inappropriate tools for specialised tasks such as glass mosaic cutting		[REDACTED]	
10. Dust, Noise and Environmental Conditions Management	<ul style="list-style-type: none"> • Generation of high levels of respirable crystalline silica dust when abrading surfaces, cutting tiles or grinding concrete substrates • Noise from grinders, mixers and other tools used in tiling operations impacting worker hearing and nearby occupants • Inadequate control of temperature, humidity and moisture affecting curing of adhesives and grouts, leading to rework and additional exposure • Lack of systems to manage water, slurry and runoff during outdoor tiling, washing and wet cutting, creating slip and environmental risks 	4A	[REDACTED]	2M
11. Housekeeping, Slips, Trips and Finished Surface Integrity	<ul style="list-style-type: none"> • Slipping on wet surfaces while cutting tiles, applying sealers or cleaning down finished floors and walls • Accumulation of offcuts, packaging, tools and hoses in tiling work areas, creating trip and puncture hazards • Contamination of slip-resistant tiles with sealers, grout residue or construction debris, reducing long-term slip resistance particularly in wet areas • Inadequate segregation between active tiling zones and public or other trade access routes 	3H	[REDACTED]	1L
12. Quality Assurance, Tile Alignment and Rework Control	<ul style="list-style-type: none"> • Inadequate quality assurance processes resulting in misaligned tiles, incorrect falls or poor bonding, requiring 	3H	[REDACTED]	1L

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	<p>rework in already finished or occupied areas</p> <ul style="list-style-type: none"> • Rework of defective tiling in elevated or confined locations increasing exposure to falls and restricted-access risks • Pressure to prioritise speed over quality checks, reducing time for safe alignment, surface preparation and curing verification • Lack of systematic inspection of waterproofing and substrate condition prior to tiling leading to failures behind tiles and future intrusive rectification work 		[REDACTED]	
13. Health Surveillance and Worker Wellbeing	<ul style="list-style-type: none"> • Unrecognised long-term health impacts from exposure to silica dust, chemical vapours and kneeling-intensive tasks • Fatigue and overwork due to compressed construction programs and extended hours of repetitive activities • Insufficient systems to identify and manage pre-existing musculoskeletal conditions aggravated by tiling work • Lack of processes to manage psychological risks arising from time pressure, confined or isolated work areas and conflict with other trades 	3H	[REDACTED]	2M
14. Emergency Preparedness and Incident Management for Tiling Activities	<ul style="list-style-type: none"> • Lack of specific planning for emergencies relevant to tiling works, such as chemical splashes, serious cuts from tile edges, falls from platforms or electric shocks in wet areas • Inadequate first aid coverage or supplies close to active tiling areas, 	3H	[REDACTED]	1L

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	<p>particularly where sharp tools and glass mosaics are in use</p> <ul style="list-style-type: none"> • Poor incident reporting and investigation processes leading to repeated systemic issues in tiling operations • No procedures for rescue from height or confined spaces where tiling or waterproofing may occur 		[REDACTED]	
15. Change Management and Non-Routine Tiling Activities	<ul style="list-style-type: none"> • Uncontrolled changes in tile type, layout, adhesives or sealers introduced late in the project affecting risk profile (e.g. heavier tiles, different chemical properties) • Non-routine tasks such as repairing damaged tiled surfaces, matching, or retrofitting slip-resistance undertaken without formal risk assessment • Ad hoc approach to unusual applications such as complex pool designs, external facades or heritage restoration work • Lack of review of WHS implications when work methods change to accelerate program or reduce cost 	3H	[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.