

Warehouse Inventory Stocktaking and Receiving

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, Duties and Consultation	<ul style="list-style-type: none"> Lack of clear allocation of WHS duties under WHS Act 2011 for officers, PCBUs and workers in warehouse inventory functions Inadequate consultation mechanisms with workers about stocktaking and receiving risks, leading to unmanaged issues No structured process to review WHS performance of inventory and receiving operations Failure to integrate WHS risk management into procurement and contract arrangements for third-party logistics providers Insufficient resourcing (time, budget, competent persons) to manage WHS risks in warehouse stock control systems 	4A	<ul style="list-style-type: none"> Establish and document a WHS governance framework that defines officer due diligence obligations and PCBU responsibilities specific to warehouse inventory stocktaking and receiving activities Implement a formal WHS consultation procedure including regular toolbox talks and HSR involvement focused on stocktaking, stock level maintenance and receiving operations Integrate WHS risk assessment for inventory management processes into the organisation's overall WHS management with periodic review against WHS Act and Regulations Include WHS performance incident reporting and risk management requirements in contracts with transport providers, labour hire staff, and external stocktake auditors Allocate appropriate budget, competent WHS resources and supervisory capacity to plan, monitor and improve warehouse inventory and receiving safety systems Establish documented procedure for reviewing WHS risks following quarterly stock checks, major layout changes or process changes in inventory systems 	3H
2. Warehouse Layout, Pedestrian and Mobile Plant Interface	<ul style="list-style-type: none"> Poorly designed warehouse layout resulting in mixed traffic zones between forklifts, pallet jacks and pedestrians during receiving and stocktaking Inadequate segregation of walkways from high-risk loading and offload areas Insufficient visibility at racking ends blind corners or dock approaches increasing collision risk No standardised layout for assigning storage locations, leading to ad-hoc storage decisions and blocked access/egress routes Inadequate control of visiting drivers and contractors in receiving zones 	4A	<ul style="list-style-type: none"> Develop and maintain a warehouse traffic management plan that defines designated pedestrian walkways, mobile plant routes and exclusion zones for receiving and stocktaking activities Implement engineering controls such as physical barriers, bollards, guardrails and high-visibility floor markings to separate pedestrians from forklifts and delivery vehicles Standardise racking aisles, end-of-row protection and mirror/visual aid placement to improve sight lines in stocktaking and receiving areas Introduce a documented storage location assignment standard that prohibits storage in fire exits, emergency access ways and designated pedestrian routes Establish and enforce a sign-in, induction and supervision procedure for visiting drivers and contractors entering warehouse receiving and loading areas Review and update the traffic management plan whenever warehouse layout or inventory flows change, including during peak stock level maintenance or major stocktake events 	2M
3. Racking, Storage Systems and Structural Integrity	<ul style="list-style-type: none"> Inadequate design, installation or certification of racking used for inventory storage and stock level maintenance Lack of inspection regime for racking damage from forklifts or pallet jacks during loading and offload stores activities 	4A	<ul style="list-style-type: none"> Ensure all racking and storage systems are designed, installed and certified by competent persons in accordance with relevant Australian Standards and manufacturer specifications Implement a scheduled racking inspection program, including documented pre-start checks by operators and periodic inspections by a competent external inspector 	2M

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	<ul style="list-style-type: none"> Uncontrolled changes to storage configurations (e.g. heavier vehicle parts stored above rated capacity) Inadequate labelling of load ratings and storage locations leading to overloading and unsafe stacking Use of temporary or improvised storage (e.g. pallets on floor in thoroughfares) during high-volume receiving or quarterly stock checks 		<ul style="list-style-type: none"> Develop a racking modification and approval procedure that requires engineering verification before changing beam heights, configurations or load ratings Clearly label all racking with Safe Working Load (SWL), bay identifiers and storage location codes aligned with the inventory management system Implement a policy that prohibits ad-hoc overflow storage in aisles, emergency routes or un-engineered locations, supported by active supervision Include racking condition and storage compliance checks in quarterly stock checks and internal WHS audits 	
4. Inventory Management Systems and Data Integrity	<ul style="list-style-type: none"> Inaccurate or incomplete inventory records leading to unsafe search behaviours (climbing racking, overreaching) during stocktaking tasks Lack of system controls for assigning storage locations, resulting in random storage and increased handling Ineffective management of inventory lists resulting in urgent, rushed stocktaking or re-counts No clear process to reconcile physical stocktakes with system records, allowing ongoing discrepancies and reported losses or damage Poor integration between purchasing, receiving and warehouse management systems causing double handling and congestion 	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>	2M
5. Receiving Operations Planning and Scheduling	<ul style="list-style-type: none"> Receiving activities scheduled without regard to staffing, supervision or available space, causing congestion and rushed work Uncoordinated delivery times leading to queuing, pressure on drivers and warehouse staff, and unsafe loading and offload practices Inadequate communication of special requirements for oversized, heavy or hazardous items prior to arrival Stocktaking tasks occurring simultaneously with peak receiving 	3H	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	2M

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	<ul style="list-style-type: none"> workloads, increasing distraction and error rates • Failure to plan for seasonal or campaign-based volume spikes impacting stock level maintenance and safe storage capacity 		[REDACTED]	
6. Manual Handling and Ergonomic Risk Management	<ul style="list-style-type: none"> • Lack of systematic assessment of manual handling risks associated with counting, moving and re-locating inventory, including vehicle parts • Inadequate provision of suitable handling aids (trolleys, pallet jacks, lift tables) leading to unsafe lifting and carrying during stocktaking tasks • Poor design of shelving and racking heights requiring frequent bending, twisting or overhead reaching to verify stock levels • No controls for cumulative fatigue from repetitive scanning, counting and data entry during extended inventory stocktaking • Inadequate training on manual handling principles related to receiving and stock level maintenance activities 	4A	[REDACTED]	2M
7. Mobile Plant, Equipment and Maintenance Systems	<ul style="list-style-type: none"> • Forklifts, order pickers and pallet jacks used without an organised maintenance and inspection regime • Uncontrolled use of inappropriate equipment for stocktaking at height (e.g. standing on pallets or forks) • Inadequate systems to verify operator licences, authorisations and competency, especially for short-term or labour-hire workers • Lack of standardised pre-start checks for mobile plant and load-handling equipment in receiving areas • Failure to remove defective equipment from service or to tag-out and report issues 	4A	[REDACTED]	2M

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8. Work at Height, Access and Fall Prevention	<ul style="list-style-type: none"> Inadequate systems for safe access to upper racking levels during stocktaking and stock level maintenance Use of unsuitable access equipment such as makeshift ladders or climbing on racking to count or retrieve stock Lack of inspection and maintenance regime for ladders and elevated work platforms used during inventory checks Insufficient controls to manage fall objects when working above ground level in aisles or receiving areas Poor procedures for isolating work zones during overhead stocktaking activities 	4A	[REDACTED]	2M
9. Training, Competency and Supervision	<ul style="list-style-type: none"> Workers performing stocktaking, receiving and inventory control tasks without adequate WHS induction or role-specific training Insufficient competency in use of WMS, scanners and data entry leading to errors and unsafe rework Supervisors lacking training in hazard identification and management for warehouse inventory operations Inadequate instruction for labour, casual or contractor staff, especially with quarterly stock checks and peak receiving periods No formal verification of understanding after training, resulting in inconsistent application of procedures 	3H	[REDACTED]	2M
10. Fatigue, Workload and Shift Management	<ul style="list-style-type: none"> Extended hours or high workload during major stocktaking events or backlog in receiving operations Inadequate planning for breaks and rotation during long periods of repetitive counting and data entry Insufficient staffing levels causing supervisors and key staff to perform 	3H	[REDACTED]	2M

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	<p>multiple roles simultaneously, increasing error and injury risk</p> <ul style="list-style-type: none"> • Scheduling of heavy manual tasks or complex receiving operations at times of known fatigue risk (night shifts, early mornings) • Lack of a system for workers to report fatigue or workload concerns without fear of reprisal 		[REDACTED]	
11. Contractor, Supplier and Labour-Hire Management	<ul style="list-style-type: none"> • Contract truck drivers and labour-hire staff operating in receiving and stocktaking areas without adequate site-specific WHS induction • Unclear delineation of WHS responsibilities and supervision arrangements between PCBU, contractors and labour-hire providers • Inconsistent work practices introduced by external stocktake service providers or auditors • Lack of verification that suppliers comply with load restraint and packaging standards, leading to unstable loads and unsafe unloading • Inadequate communication of site rules and emergency procedures to visiting personnel 	3H	[REDACTED]	2M
12. Hazardous Chemicals and Dangerous Goods in Inventory	<ul style="list-style-type: none"> • Inadequate identification and segregation of hazardous chemicals or dangerous goods within general inventory storage • Missing or outdated Safety Data Sheets (SDS) for chemicals used or stored in the warehouse • Incompatible substances stored together due to poor inventory classification or storage location assignment 	3H	[REDACTED]	2M

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	<ul style="list-style-type: none"> Insufficient emergency response planning for spills, leaks or exposure incidents in receiving or storage areas Lack of training for warehouse staff on safe handling of hazardous chemicals during receiving and stocktaking 		[REDACTED]	
13. Emergency Preparedness, Incident Reporting and Response	<ul style="list-style-type: none"> Emergency procedures not tailored to warehouse inventory activities, including stocktaking outside normal hours Obstructed emergency exits or access to fire equipment due to poor stock level maintenance or overflow storage Workers unaware of alarm types, evacuation routes or assembly points in receiving and storage areas Inadequate incident and near-miss reporting culture, leading to repeat events involving loading and offload stores Lack of scenario-based drills that include realistic warehouse events such as chemical spills, vehicle impacts or racking failures 	4A	[REDACTED]	2M
14. Information, Communication and Change Management	<ul style="list-style-type: none"> Poor communication of changes to inventory processes, storage layouts or receiving procedures Lack of documented procedures or outdated instructions available to workers on the floor Inadequate consultation and communication when implementing new WMS features or barcode systems used for stocktaking No formal management of change (MOC) process for introducing new equipment, racking or operating hours Conflicting instructions from different supervisors leading to inconsistent stocktaking and receiving practices 	3H	[REDACTED]	2M

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15. Security, Access Control and Product Integrity	<ul style="list-style-type: none"> • Unauthorised persons entering warehouse or receiving areas, increasing risk of interference with inventory or equipment • Poor control of keys, access cards or WMS permissions leading to unrecorded stock movements and unsafe search behaviours • Stock tampering or theft resulting in hidden damage or unsafe products remaining in inventory • Inadequate after-hours controls for staff conducting stocktaking when normal supervision is reduced • No procedures for quarantining suspect, damaged or recalled stock 	3H	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	2M

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.