Customer Service SAFE WORK METHOD STATEMENT (SWMS)							
ТА	SK OR ACTIVITY: Customer Serv	vice					
Business Name:		ABN:	SWMS#				
Business Address:							
Contact Person:	Phone:	E fil:					
THIS SAFE WORK METHOD	STATEMENT IS APPROVED BY	THE PC. OF THE ROJECT					
Under the Work Health and Safety Regulation (WHS Regulation), a person conduct the proposed work starts.		required to en that a safe work method s	statement (SWMS) is prepared before				
Full Name:							
Signature:	NK	Title:	Date:				
Details of the person(s) responsible for ensuring implementation, monitoring	ppliance the VMS a well as review	s and modifications of the SWMS.					
Full Name:		Title:	Phone:				
ALL PERSONNEL PARTICIPATING IN ANY ACTIVITY ON THIS MAN PARTICIPATING IN ANY ACTIVITY ON THIS MAN PARTICIPATING IN ANY ACTIVITY ON THIS AND ACTIVITY ON THE ACTIVITY ON THIS AND ACTIVITY ON THE ACTIVITY ACTIVITY ON THE ACTIVITY ACTIVITY ACTIVITY ACTIVITY.	NAME OF ALL RELEVANT PERSONNE EVELOPMENT AND APPROVAL OF	EL WHO HAVE BEEN CONSULTED AND CO THIS SWMS	DMMUNICATED TO IN THE				
Safety meetings or toolbox talks will be sched ed in according with egislative requirements to first identify any site hazards, such a company hicas those hazards and then to further take steps to either eliminate or contral each hazard.							
If an incident or a near miss occurs, all work must stop an ately. Depending on the severity of the incident, a meeting will be called with all workers to amend the SWMS if required. The meeting may also be an educational opportunity.							
Any changes made to the SWMS after an incident or a near miss must be approved by the Person Conducting Business or Undertaking and communicated to all relevant personnel.							
The SWMS must be kept and be available for inspection at least until the work is completed. Where a SWMS is revised, all versions should be kept. If a notifiable incident occurs in relation to which the SWMS relates, then the SWMS must be kept for at least two years from the occurrence of the notifiable incident.							



CLIENT OR PRINCIPAL CONTRACTOR DETAILS						
Client:	SCOPE OF WORKS					
Project Name:						
Project Address:						
Project Manager:						
Contact Phone:						
Date SWMS supplied to Project Manager:						
ANY HIGH-RISK CONSTRUC						
☐ involves a risk of a person falling more than 2 meters	I is carried out on or near pressurised gas mains or piping					
□ is carried out on a telecommunication tower	carried out on or near chemical, fuel or refrigerant lines					
☐ involves demolition of an element of a structure that is load-bearing	□ is carried out on or near energised electrical installations or services					
□ involves demolition of an element related to the physical integ. Y of a sucture	\square is carried out in an area that may have a contaminated or flammable atmosphere					
□ involves, or is likely to involve, disturbing asb	☐ involves tilt-up or precast concrete					
involves structural alteration or repair that quires terminary supart to prevent collapse	☐ is carried out on, in or adjacent to a road, railway, shipping lane or other traffic corridor					
□ is carried out in or near a confined space	\Box is carried out in an area of a workplace where there is any movement of powered mobile plant					
is carried out in/near a shaft or trench deeper that tunnel involving use of explosives	☐ is carried out in areas with artificial extremes of temperature.					
☐ is carried out in or near water or other liquid that involves a risk of drowning.	☐ involves diving work.					
ANY HIGH-RISK MACHINER	RY OR EQUIPMENT NEARBY					



	RISK MATRIX									
LIKELIHOOD	INSIGNIFICANT	MINOR	MODERATE	MAJOR	CATASTROPHIC	SCORE			HEIRARCHY OF CONTROLS	
ALMOST CERTAIN	3 HIGH	3 HIGH	4 ACUTE	4 ACUTE	4 ACUTE	SCORE	ACTION		Elimination Remove the hazard.	
LIKELY	2 MODERATE	3 HIGH	3 HIGH	4 ACUTE	4 ACUTE	4A ACUTE	DO NOT PROCE		Substitution	
POSSIBLE	1 LOW	2 MODERATE	3 HIGH	4 ACUTE	4 ACUTE	3H HIGH	Review befor work starts.		Replace the hazard.	
UNLIKELY	1 LOW	1 LOW	2 MODERATE	3 HIGH	4 ACUTE	2M MODERATE	Ensure control measures in place.		Isolate People from the hazard	
RARE	1 LOW	1 LOW	2 MODERATE	3 HIGH	3 HIGH	1L LOW	nitor and k⊾ records		Engineering Isolate the hazard.	

	PERS_VAL N_TECTIVE EQUIPMENT (PPE)										
	Select the appropriate PPL above suitably for the equipment used or the job task being performed (if applicable).										
FOOT PROTECTION	HAND PROTECTION	HEAD PROTECTION		P ECTION	R⊾ ⇒PIRATORY PROTECTION	FACE PROTECTION	HIGH-VIS CLOTHING	PROTECTIVE CLOTHING	FALL PROTECTION	SUN PROTECTION	HAIR/JEWELLERY SECURED
Other PPE Required:											
	Permit or Licenses Requirements Mandatory Qualifications and Training										



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. Preparation	Slips, Trips and Falls, Ergonomic Misuse	2М	 Regular inspection and maintenance of the orkspace: Perform routine checks to ensure floors are clean, dry, and free from any potential hazar. that could cause slips, trips, or falls. Adequate signage: Use clear and visible sign to could cause slips, trips, or falls. Adequate signage: Insure all stiff members wear so able to twear with non-slip soles to minimise the risk of slipping, as well as a nere co court during long period of standing. Ergonomical newsigned to ktstatures: Set up workstations that support good posture and minimise ergonomic nurse, includir adjustate chain and desks, footrests, and wrist supports. Work ation la suut optic sation: Arran, erumiture, equipment, and necessary materials in a way that minimize unnear to great on the while sitting and standing, and effective strategies for preventing workplace injuries. Train glup properties dy mechanics: Provide training sessions for employees on correct lifting techniques, provement and stretching: Encourage frequent short breaks for staff members to stando to great and reduce the risk of ripping accidents. Antular reaks or movement and stretching: Encourage frequent short breaks for staff members to stando to great and and tretching: shore while sitting and reduce the risk of tripping accidents. Anti-fatigue mats: Install anti-fatigue mats in customer service areas where employees need to stand for prolonged periods, providing additional support and reducing the risk of tripping. Employee awareness and communication: Foster an environment where employees are encouraged to report any workplace hazards and discus possible solutions with management. Continuous evaluation of processes and policies: Review and adjust health and safety plans regularly, based on reported issues, staff feedback or new information to ensure continuous improvement in enhancing employee safety and wellbeing. 	1L
2. Customer Reception	Exposure to aggressive behaviour, Privacy Breaches	ЗН	 Clearly display workplace code of conduct: Ensure that the workplace has a clear and visible code of conduct, detailing the expected behaviours from customers and employees. Staff training: Train staff to recognise signs of aggressive behaviour and provide guidance on how to deescalate potentially volatile situations. Implement a safe customer service area: Create a physical barrier or adequate distance between staff and customers for personal safety. Panic buttons and alarm systems: Install panic buttons or alarm systems within the customer reception area to alert security personnel in case of an emergency. Utilise security personnel: Employ security guards or work with local law enforcement to provide quick response to incidents. 	2M



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	
			- Incident reporting procedures: Establish a system for employees to report and document any incidents of aggression, violence, or threatening behaviour they encounter.		
			- Review and adjust work schedules: Monitor employee workloads and ensure proper staffing levels to minimise stress and burnout, which may contribute to aggressive behaviour.		
			- Confidentiality training: Educate employee on the improvince of maintaining customer privacy and adhering to relevant laws and regulations.		
			- Store sensitive information securely: Implement ecure storage solutions and access controls to protect customer records and person information.		
			- Regular privacy audits: Conductor periodic reviews a constraints of data handling practices to ensure compliance with process, and clustry best practices.		
			- Secure internal connection and date transfer unsure that all devices used to store and transfer sensitive information at protected, updated in us software and secure encryption methods.		
			- Dis, of prive structure and the protocols for disposing of sensitive documents, include the redding of version locked disposal bins.		
			- Mainten a complain explose: Allow customers and employees to report privacy breaches promptly, for swift resulutio, and precention of similar incidents.		
			- ontinuous importement: Regularly review and update workplace safety policies and procedures to add the poing concerns and emerging risks related to customer reception and privacy breaches.		
			- pronomic workstation setup: Provide staff with ergonomically designed chairs and desks, as well as adjustable monitor stands or screen risers to position the computer screen at an appropriate height and distance from the user. This will help prevent Repetitive Strain Injury (RSI) and reduce eye strain.		
			- Work breaks and rest periods: Encourage regular short breaks (at least once per hour) and make sure staff take their allocated lunch and rest breaks. This will help alleviate muscle fatigue and decrease the risk of RSI and eye strain.		
	Paratitius Staria Inius / Function		- Training on proper posture and technique: Provide training for employees on how to maintain proper sitting posture, keyboard and mouse use, and proper positioning of computer screens to minimise the risk of developing RSI and reducing eye strain.	41	
3. Enquiry Processing	Repetitive Strain Injury, Eye strain	2M	 Use of ergonomic equipment: Offer suitable ergonomic tools, such as wrist rests, anti-glare screen protectors, and document holders, that can help employees work more comfortably and reduce the likelihood of experiencing RSI and eye strain symptoms. 	1L	
			 Implement job rotation: Rotate staff between different tasks within the customer service department to provide variety and a balance in the physical demands on their bodies, which may help decrease the occurrence of RSI. 		
			 Eye care support: Remind employees to follow the 20-20-20 rule – every 20 minutes, look at something 20 feet away for 20 seconds – to reduce eye strain. Consider providing access to vision care benefits, including assistance with purchasing prescription eyeglasses or contact lenses specifically for computer use. 		

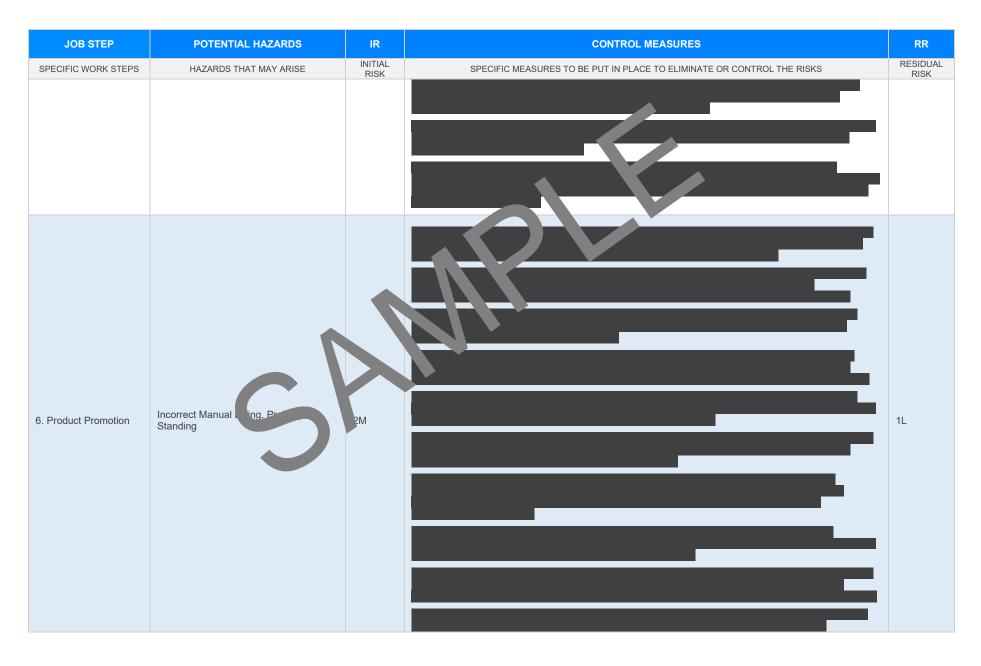


JOB STEP	POTENTIAL HAZARDS	IR	CONTROL MEASURES	RR
SPECIFIC WORK STEPS	HAZARDS THAT MAY ARISE	INITIAL RISK	SPECIFIC MEASURES TO BE PUT IN PLACE TO ELIMINATE OR CONTROL THE RISKS	RESIDUAL RISK
			- Health and wellness programs: Promote a workplace culture that encourages physical activity, good nutrition, and stress management techniques, all of which can contribute to preventing RSI and decreasing the impact of eye strain.	
			- Encourage open communication: Foster a supertive environment where employees feel comfortable discussing any health concerns or discomformery experience and can seek assistance in addressing or minimising these issues.	
			- Periodic workplace assessments: Conduct reach workstation assessments to ensure they are properly set up and ergonomic needs are being met, iden using any charges that need to be made to reduce the risk of RSI and eye strain.	
			- Continuous improvement. Monum and review incide exeports related to RSI and eye strain, and adjust policies and procedures as second to continually improve workplace health and safety for customer service staff.	
4. Cash Handling	Exposure to germs, Priysical attack	ЗН		1L

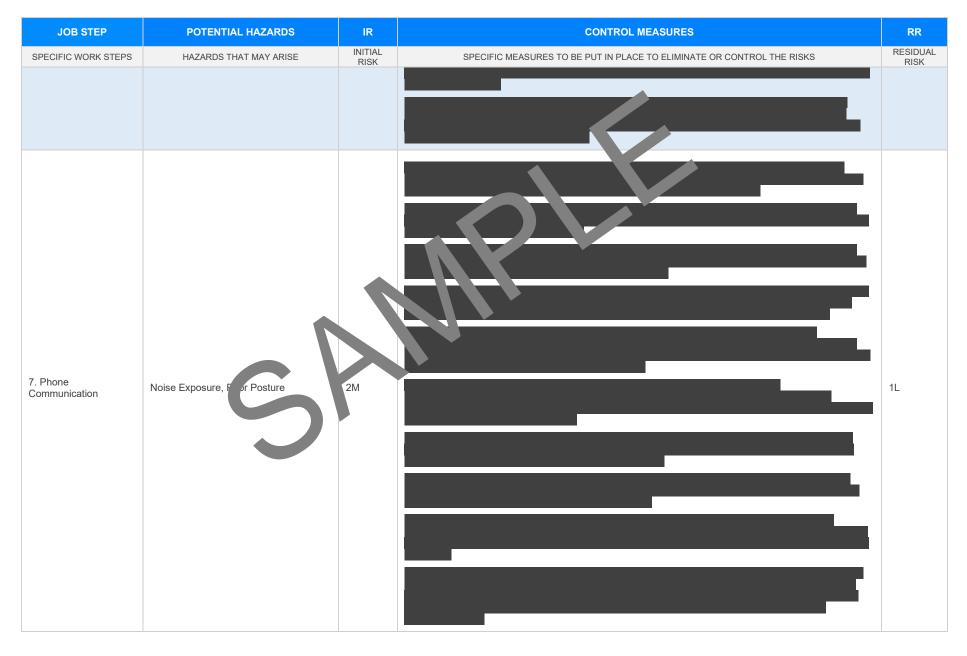


JOB STEP	POTENTIAL HAZARDS	IR	CONTROL MEASURES	RR
SPECIFIC WORK STEPS	HAZARDS THAT MAY ARISE	INITIAL RISK	SPECIFIC MEASURES TO BE PUT IN PLACE TO ELIMINATE OR CONTROL THE RISKS	RESIDUAL RISK
5. Complaint Resolution	Verbal Abuse, Stre	Hco		2M









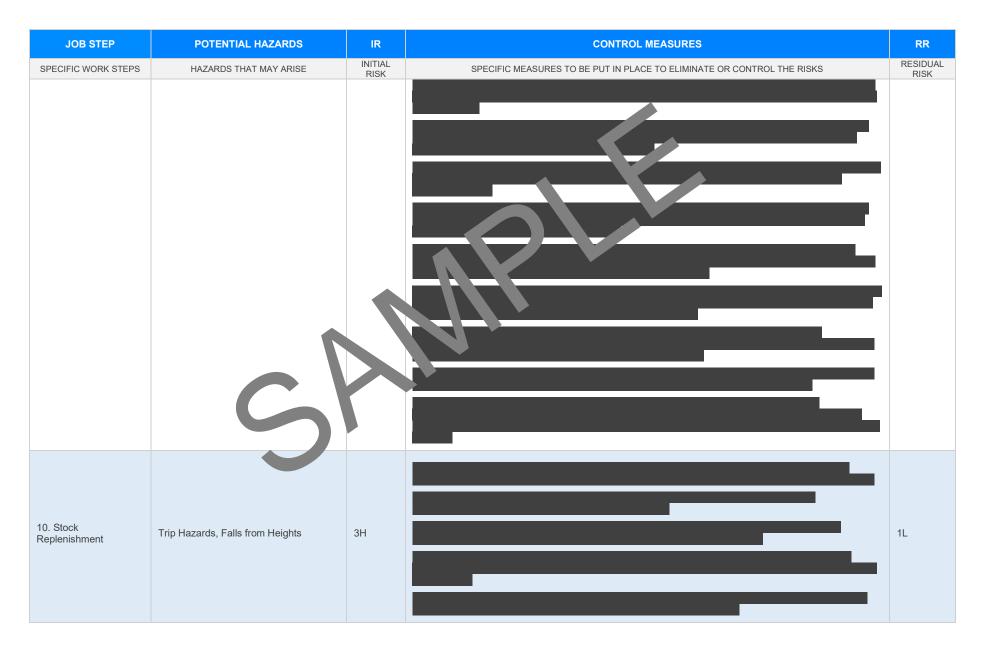


JOB STEP	POTENTIAL HAZARDS	IR	CONTROL MEASURES	RR
SPECIFIC WORK STEPS	HAZARDS THAT MAY ARISE	INITIAL RISK	SPECIFIC MEASURES TO BE PUT IN PLACE TO ELIMINATE OR CONTROL THE RISKS	RESIDUAL RISK
8. Order Processing	Data entry errors, Working with sharp objects	2М		1L
9. Inventory Management	Heavy Lifting, Forklift Accidents	ЗН		2M

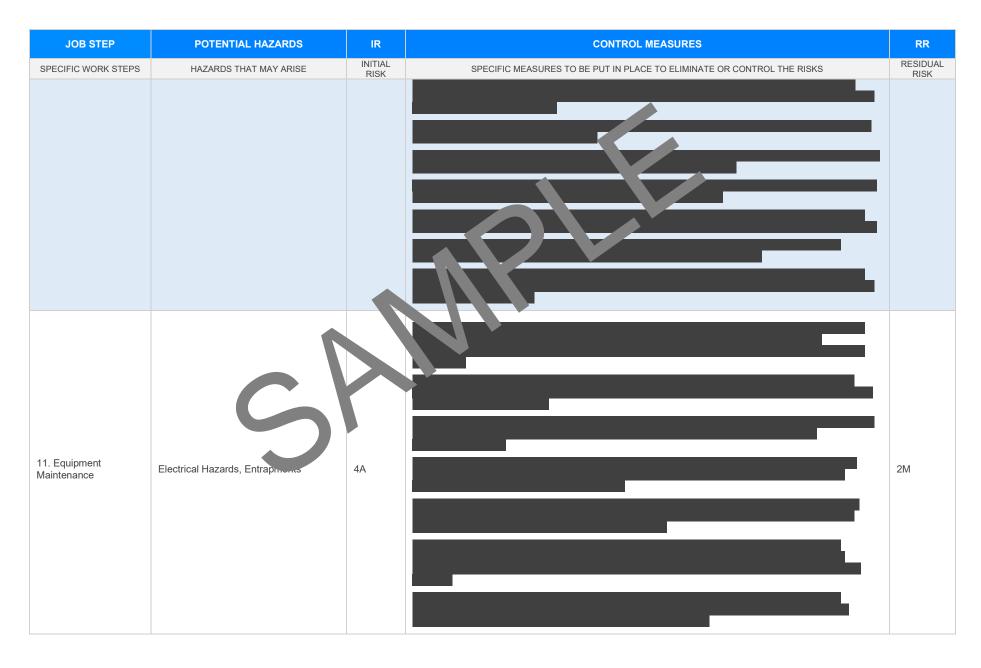
PayPal

CALIFICATION OF

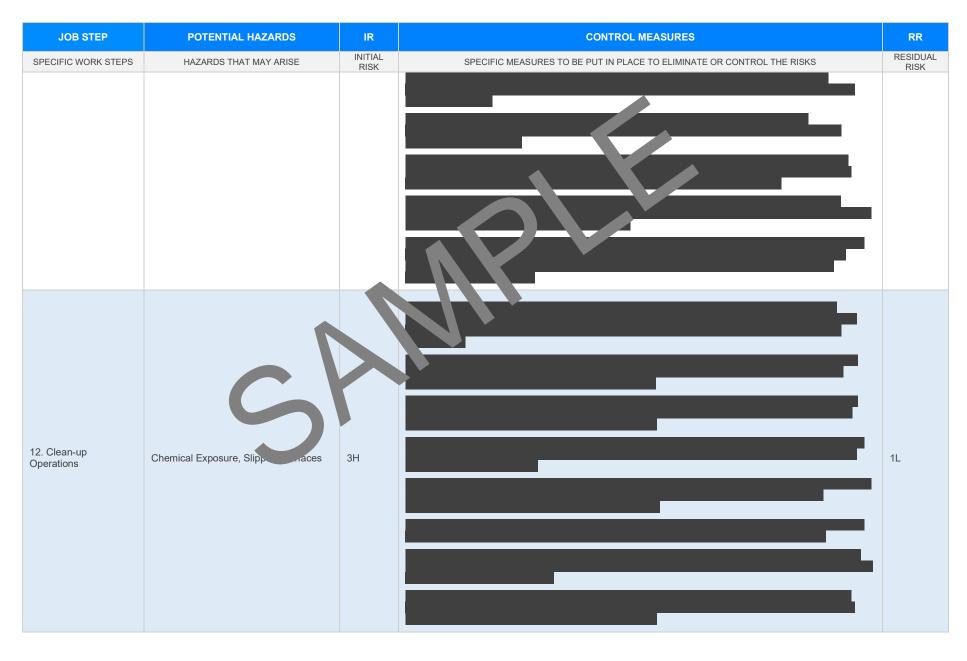














JOB STEP	POTENTIAL HAZARDS	IR	CONTROL MEASURES	RR			
SPECIFIC WORK STEPS	HAZARDS THAT MAY ARISE	INITIAL RISK	SPECIFIC MEASURES TO BE PUT IN PLACE TO ELIMINATE OR CONTROL THE RISKS	RESIDUAL RISK			



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.

RELEVANT LEGISLATION AND CODES OF PRACTICE. DELETE THE LEGISLATIVE REFERENCES ANY STATE AT 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 are Safety Actioned Occupational Health and Infetive guilations 2017 Legis from VIC: https://www.enerksafe.vic.gov.au/occupational-health-and-safety-act-and- rulations Codes of mactice VIC withps://www.worksafe.vic.gov.au/compliance-codes-and-codes-practice						
New South Wales Work Health and Safety Act 2011 Work Health and Safety Regulations 2017 Legislation NSW: https://www.safework.nsw.gov.au/legal-obligations/legislati-codes of Practice NSW: https://www.safework.nsw.gov.au/legal-obligations/legislati-codes of Practice NSW: https://www.safework.nsw.gov.au/legal-obligations/legislati-codes of Practice NSW: https://www.safework.nsw.gov.au/resource-library/lis <a acts-and-regulations"="" href="https://www.safework.nsw.gov.gov.gov.gov.gov.gov.gov.gov.gov.gov</td><td>Western Australia
Work Health and Safety Act 2020
Work Health and Safety Regulations 2022
Legislation Western Australia: <u>https://www.commerce.wa.gov.au/worksafe/legislation</u>
Codes of Practice WA: <u>https://www.commerce.wa.gov.au/worksafe/codes-practice</u></td></tr><tr><td>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/wg_place-servelaws
Codes of Practice NT: https://worksafe.nt.gov.au/fdresourk_t_dre</td><td>Safe Work Australia Links
Law and Regulation (All States): <u>https://www.safeworkaustralia.gov.au/law-and-regulation</u>
Model Codes of Practice: <u>https://www.safeworkaustralia.gov.au/resources-publications/model-
codes-of-practice</u></td></tr><tr><td>South Australia
Work Health and Safety Act 2012 (SA)
Work Health and Safety Regulations 2012 (SA)
Legislation for SA: <u>https://www.safework.sa.gov.au/resources/legislation</u>
Codes of Practice for SA: <u>https://www.safework.sa.gov.au/work_aces/codes-of-practice#COPs</u></td><td> 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 </td></tr><tr><td>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	 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 						
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.	 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 						



SIGNATORIES OF THE SAFE WORK METHOD STATEMENT

The signed and dated personnel listed below have cooperated in the consultation and development of this Safe Work Method Statement which has been approved by the Person/s Conducting a Business or Undertaking (PCBU). In signing this Safe Work Method Statement each individual acknowledges and confirms that they have read this SWMS in full, having raised any questions for items on this Safe Work Method Statement that require clarification, and confirms that they are competent, skilled and knowledgeable for the task assigned to them. Every person acknowledges that they have received the relevant training and gualifications where required, before carrying out any work contained in this Safe Work Method Statement. By signing this Safe Work Method Statement each individual agrees to work safely, to follow any safe work instructions which are provided, and agrees to use all Personal Protective Equipment where appropriate.

Worker Name	Signature	Date

SAFE WORK N THE ST ATEM ANT MONITORING AND REVIEW

d must reviewed (and

hav be sted by the operation

should be carried out in

The SWMS must be reviewed regularly to make sure it remains fective revised if necessary) if relevant control measures are revised. The viewn consultation with workers (including contractors htractors Vb of the SWMS and their health and safety representatives who represented that work group at the workplace.

When the SWMS has been revised the PCBU must ensure that persons involved with the work are advised that a revision has been made and how they can acces he revised SWMS, including all persons who will need to change a work procedure or system as a region of the review are advised of the changes in a way that will enable them to implement their duties antly with the revised SWMS. All workers that will be involved in the work must be provided with the relevant information and instruction that will assist them to understand and implement the revised SWMS.

The SWMS must be monitored regularly for the effectiveness of ensuring hazard controls are effective in reducing the risk of incidents, keeping the workplace safe for all personnel. The person responsible for monitoring the effectiveness of the Safe Work Method Statement should employ a multi-faceted approach which includes but is not limited to:

- 1. Spot Checks.
- 2. Consultation with workers, contractors and sub-contractors.
- 3. Internal audits on a continual basis.

An approach of continuous improvement, promptly recording inconsistencies or deficiencies. followed up by immediate corrective action and consultation with all relevant personnel ensures that the PCBU is consistently developing ever-improving systems of safe work principles.

REVIEW NUMBER	1	2	3	4	5	6	7
NAME							
INITIALS							
DATE							



SAFE WORK METHOD STATEMENT REVIEW CHECKLIST

This Safe Work Method Statement Review Checklist is to be followed and used upon initial development of the SWMS to help ensure that all steps have been adequately taken before work commences. Think of this document as an internal audit review checklist before commencing work, and may form part of a Toolbox Talk (safety meeting) and may be used as an opportunity for education and training.

ITEMS WHICH MUST BE INCLUDED IN THE SWMS	COMPLETED	COMMENTS	
The company details have been entered, including the project name and address.			
All relevant personnel consulted during the development of the SWMS.			
Name, signature, position and date signed of the person approving the SWMS.			
Specific personnel and qualifications, experience is noted in the SWMS.			
Provides a step-by-step process of tasks required to carry out the activity or task.			
Adequate risk assessment of any identified hazards has been completed.	\boxtimes		
Foreseeable hazards are identified and documented for each step.	\boxtimes		
Any hazards listed in any site risk assessments have been added to the SWMs	\boxtimes		
SWMS initial risk (IR) column as well as residual risk (RR) column mpleted.	\boxtimes		
Check control measures added to the SWMS are the most effective selection	\boxtimes		
Responsible person is assigned and listed on the part the importation ontrol measures.	\boxtimes		
Permit or licenses requirements specified, su as Hot Work, Electric Work, Work at Heights etc.	\boxtimes		
SWMS identifies plant and equipment to be use	\boxtimes		
Details of inspection checks required for any equipment listed protection on the SWMS.	\boxtimes		
Describes any mandatory qualifications, experience, and g or skills required to perform the work.	\boxtimes		
Applicable personal protective equipment is selected on the SWMS.	\boxtimes		
Reflects and documents any legislative references and/or Australian Standards.	\boxtimes		
Identifies any hazardous substances used with specific control measures in line with any SDS.	\boxtimes		
REVIEWED BY	DATE RE	VIEWED	
SIGNATURE	DATE COMPLETED		