

Order Picker Forklift | SAFE WORK METHOD STATEMENT (SWMS)

TASK OR ACTIVITY: Order Picker Forklift

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

THIS SAFE WORK METHOD STATEMENT 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 safe work method statement (SWMS) is prepared before the proposed work starts.

Full Name:		
Signature:	Title:	Date:
Details of the person(s) responsible for ensuring implementation, monitoring compliance of the SWMS as well as reviews and modifications of the SWMS.		
Full Name:	Title:	Phone:

ALL PERSONNEL PARTICIPATING IN ANY ACTIVITY ON THIS SWMS MUST HAVE THE FOLLOWING COMMUNICATED

Safety meetings or toolbox talks will be scheduled in accordance with legislative requirements to first identify any site hazards, then to communicate those hazards and then to further take steps to either eliminate or control each hazard.

If an incident or a near miss occurs, all work must stop immediately. 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.

NAME OF ALL RELEVANT PERSONNEL WHO HAVE BEEN CONSULTED AND COMMUNICATED TO IN THE DEVELOPMENT AND APPROVAL OF THIS SWMS

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 CONSTRUCTION WORK BEING CARRIED OUT

- | | |
|--|--|
| ☐ involves a risk of a person falling more than 2 meters | ☐ is carried out on or near pressurised gas mains or piping |
| ☐ is carried out on a telecommunication tower | ☐ is 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 integrity of a structure | ☐ is carried out in an area that may have a contaminated or flammable atmosphere |
| ☐ involves, or is likely to involve, disturbing asbestos | ☐ involves tilt-up or precast concrete |
| ☐ involves structural alteration or repair that requires temporary support 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 | ☐ 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 than 2m or 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 MACHINERY OR EQUIPMENT NEARBY

RISK MATRIX									
LIKELIHOOD	INSIGNIFICANT	MINOR	MODERATE	MAJOR	CATASTROPHIC	SCORE	ACTION	HEIRARCHY 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 the work.	
Notes on Hierarchy of Controls: Elimination methods are the most effective and preferred when controlling a hazard. Substitution is the second most effective method of controlling a hazard. Engineering by isolation is the third most effective, while Administrative Controls by changing the work is the fourth most effective method. PPE (Personal Protective Equipment) is the least effective method.									

PERSONAL PROTECTIVE EQUIPMENT (PPE)											
Select the appropriate PPE below suitable for the equipment used or the job task being performed (if applicable).											
FOOT PROTECTION	HAND PROTECTION	HEAD PROTECTION	HEARING PROTECTION	EYE PROTECTION	RESPIRATORY 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	Struck by moving vehicle, Injuries from pre-use checks	3H	- Establish a safety exclusion zone around the work area to prevent unauthorised access and potential accidents with moving vehicles. - Install warning signs and barriers to further reinforce the safety exclusion zone and caution others of the ongoing operation. - Ensure that all operators are adequately trained and have valid licenses to operate an Order Picker Forklift. - Implement a daily pre-use inspection routine, where any potential issues or defects in the forklift are reported and rectified immediately. - Keep the operating environment clean and free from any hazards like spills, clutter, or debris. - Use high visibility vests or other personal protective equipment (PPE) to make sure workers are clearly visible at all times. - Regularly review and update the Safe Working Method Statement (SWMS) to include new potential hazards and safety procedures. - Ensure clear and constant communication within the team, especially when the forklift is operational. - Include warm up activities or stretches before commencing work to reduce the risk of physical injuries. - Provide regular breaks to counter fatigue and maintain high concentration levels among operators. - Maintain good lighting conditions in the workspace to ensure clear visibility at all times. - Ensure that loads on the forklift are well-balanced and securely fastened to prevent any falling objects during operation. - Regularly service and maintain the Order Picker Forklift to ensure it's in the best possible working condition.	2M
2. Pre-Operation Inspection	Forklift falls whilst elevated, Unexpected starting of machine	4A	- Conduct pre-operational checks of the forklift including: tyres, brakes, steering, controls, warning devices, mast and reach mechanism, safety switch, guard, attachment and lift chain. - Make sure the forklift is not defective at any point before use. Any defects should be immediately reported to the supervisor, tagged as 'out of service', and not used until it is safe to operate. - Always perform a visual assessment of the surrounding environment before operating the forklift. Look out for obstructions, uneven surfaces and other potential hazards that might cause the machine to tip or fall. - Ensure that all workers are properly trained in the operation of an order picker forklift, including correct use and awareness of risk and safety procedures. - All operators should implement the unexpected start procedure (check if the area is clear, sound horn/start-up alarm) before starting the machine.	3H

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
			- Use maintenance logs and checklists to monitor any recurring issues or anomalies that could contribute to unexpected starts or falls. - Enforce mandatory use of safety harnesses and other protective gear such as helmets and gloves while operating the order picker forklift. - Regularly review and update the Safe Work Method Statements (SWMS) and safety procedures to ensure they are current, comprehensive, and effectively communicated to all workers. - Ensure that the machine's emergency stop function is working correctly and that all operators know how to use it. - Install measures to prevent unauthorised use of the order picker forklift, such as key control systems or locks to prevent accidental or improper use. - Consider conducting regular toolbox talks to raise awareness about warehouse hazards, especially those associated with the use of machine like order picker forklifts.	
3. Mounting and Dismounting	Slips, trips and falls, Injury from improper mounting/dismounting	4A	- Workers should receive an appropriate level of training on how to safely mount and dismount from the order picker forklift. - Make sure the forklift is completely stationary before attempting to mount or dismount. - If required, use three points of contact (one hand and two feet, or two hands and one foot) when mounting/dismounting the picker. - Always face towards the equipment when climbing up or down, never jump or rush. - Check that the entry/exit routes are clear of tripping hazards before proceeding. - Workers should always wear suitable footwear with good grip to minimise slipping hazard. - Install suitable safety handles and non-slip tread on the steps of the order picker forklift. - Regular maintenance checks should be carried out to ensure safety features are functioning correctly. - The work area should be sufficiently lit to prevent accidents related to poor visibility. - Alert all workers operating in immediate vicinity about the imminent operation of the forklift. - Procedures should be in place to cope with any emergencies resulting from slips, trips, falls or injuries from improper mounting/dismounting from the order picker forklift.	2M
4. Starting and Stopping	Vehicle runaway, Reversing and sight lines	3H		2M

4A

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
6. Load Handling	Overturning, Crush injuries	4A	SAMPLE	2M
7. Driving on slopes	Rollover, Loss of load	3H		2M

process, Un

3H

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
9. Working at Heights	Falls from height, Falling objects			3H

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
10. Lowering the Forks	Foot injuries, Tip over	4A		2M
11. Post-operation Checks	Fire Hazard from leaking fuels, Battery acid leaks	3H		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
			SAMPLE [REDACTED]	
12. Tilt Operations	Load shift, Truck tip-over	3H	[REDACTED] [REDACTED] [REDACTED] [REDACTED]	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
			SAMPLE	
13. Fork Adjustments	Struck by forks, Uncontrolled horizontal movements	3H	SAMPLE	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
14. Refuelling/Recharging	Fire/explosion, Electric shocks	3H		2M
15. Emergency Situations	Panic reactions leading to injuries, Ineffective response to emergencies	4A		2M

SAMPLE

on, Falls into part of

4A

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
18. Manual Handling	Musculoskeletal Disorders, Crush injuries from load handling	3H	SAMPLE	1L
19. Noise Exposure	Loss of hearing, Distraction leading to other hazards	2M		1L

SAMPLE

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

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 IF 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 2017

Legislation NSW: <https://www.safework.nsw.gov.au/legal-obligations/legislation>

Codes of Practice NSW: <https://www.safework.nsw.gov.au/resource-library/lis>

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/for-and-resource/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

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 qualifications 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 METHOD STATEMENT MONITORING AND REVIEW

The SWMS must be reviewed regularly to make sure it remains effective and must be reviewed (and revised if necessary) if relevant control measures are revised. The review process should be carried out in consultation with workers (including contractors and sub-contractors) who may be affected by the operation of the SWMS and their health and safety representatives who represent that work group at the workplace.

When the SWMS has been revised the PCBU must ensure that all persons involved with the work are advised that a revision has been made and how they can access the revised SWMS, including all persons who will need to change a work procedure or system as a result of the review are advised of the changes in a way that will enable them to implement their duties consistently 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.	☒	
Foreseeable hazards are identified and documented for each step.	☒	
Any hazards listed in any site risk assessments have been added to the SWMS.	☒	
SWMS initial risk (IR) column as well as residual risk (RR) column completed.	☒	
Check control measures added to the SWMS are the most effective selected.	☒	
Responsible person is assigned and listed on the SWMS for the implementation of control measures.	☒	
Permit or licenses requirements specified, such as Hot Work, Electrical Work, Work at Heights etc.	☒	
SWMS identifies plant and equipment to be used.	☒	
Details of inspection checks required for any equipment listed and noted on the SWMS.	☒	
Describes any mandatory qualifications, experience, training or skills required to perform the work.	☒	
Applicable personal protective equipment is selected on the SWMS.	☒	
Reflects and documents any legislative references and/or Australian Standards.	☒	
Identifies any hazardous substances used with specific control measures in line with any SDS.	☒	
REVIEWED BY		DATE REVIEWED
SIGNATURE		DATE COMPLETED