Window Cleaning | SAFE WORK METHOD STATEMENT (SWMS)

TASK OR ACTIVITY: Window Cleaning

Business Name: [Company Name]	ABN: [ABN]	SWMS#
Business Address: [Company Address]		
Contact Person:	Phone: [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 and 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	NAME AND DATED SIGNATURE OF ALL RELEVANT PERSONNEL WHO HAVE BEEN CONSULTED AND COMMUNICATED TO IN THE DEVELOPMENT AND APPROVAL OF THIS SWMS		
	NAME	SIGNATURE	DATE
Safety meetings or toolbox talks will be scheduled in accordance with legislative requirements to first identify any site hazards, secondly 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.			

CLIENT OR PRINCIPAL CONTRACTOR DETAILS	
Client:	SCOPE OF WORKS
Project Name:	Provide a detailed description of the specific work being carried out (otherwise known as a scope of works).
Project Address:	
Project Manager:	
Contact Phone:	
Project Manager Signature:	
Date SWMS supplied to Project Manager:	

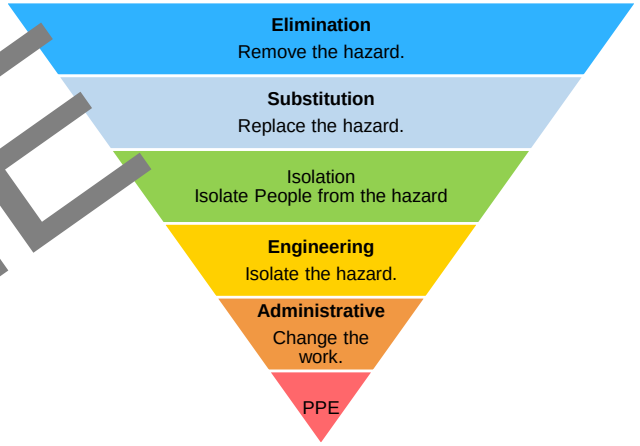
ANY HIGH-RISK CONSTRUCTION WORK BEING CARRIED OUT	
☐ involves a risk of a person falling more than 2 meters.	☐ is carried out on or near pressurised gas mains or piping.
☐ is carried out on a telecommunication tower.	☐ is carried out on or near chemical, fuel or refrigerant lines.
☐ involves demolition 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 1.5m 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							
☐ Forklift	☐ Crane/s	☐ Hoist/s	☐ Excavator	☐ Backhoe/Loader	☐ Boom Lift	☐ EWP	☐ Genie Lift
☐ Trencher	☐ Drilling Rig	☐ Trucks	☐ Formwork	☐ Bobcat	☐ Flammable Gas	☐ Fuel	☐ Dozer
☐ High Voltage	☐ Mulcher	☐ Tilt-up Panels	☐ Roller	☐ Scissor Lift	☐ Tractor	☐ Other -	

RISK MATRIX

LIKELIHOOD	INSIGNIFICANT	MINOR	MODERATE	MAJOR	CATASTROPHIC	SCORE	ACTION
ALMOST CERTAIN	3 HIGH	3 HIGH	4 ACUTE	4 ACUTE	4 ACUTE		
LIKELY	2 MODERATE	3 HIGH	3 HIGH	4 ACUTE	4 ACUTE	4A ACUTE	DO NOT PROCEE
POSSIBLE	1 LOW	2 MODERATE	3 HIGH	4 ACUTE	4 ACUTE	3H HIGH	Review befo work starts.
UNLIKELY	1 LOW	1 LOW	2 MODERATE	3 HIGH	4 ACUTE	2M MODERATE	Ensure control measures in place.
RARE	1 LOW	1 LOW	2 MODERATE	3 HIGH	3 HIGH	1L LOW	nitor and k records

HEIRARCHY OF CONTROLS



Notes on Hierarchy of Controls: Elimination methods are the most effective and preferre en co lli d hazard. Substitution is the second most effective method of controlling a hazard. Engineering by isolation is the ost ef ve, while Administrative Controls by changing the work is the fourth most effective method. PPE (Personal Protective Eq ment) he least effective method.

PERS NAL TECTIVE EQUIPMENT (PPE)

FOOT PROTECTION	HAND PROTECTION	HEAD PROTECTION	HEARING PROTECTION	E PROTE	SPIRATORY PROTECTION	FACE PROTECTION	HIGH-VIS CLOTHING	PROTECTIVE CLOTHING	FALL PROTECTION	SUN PROTECTION	HAIR/JEWELLERY SECURED
											
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Select the appropriate PPE above suitable for the equipment used or the job task being performed (if applicable).

Note: A SWMS must be reviewed regularly to make sure it remains effective. A SWMS 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 subcontractors) who may be affected by the operation of the SWMS and their health and safety representatives who represented that work group at the workplace.

When a SWMS has been revised, the person conducting a business or undertaking must ensure all:

1. persons involved in the work are advised that a revision has been made and how they can access the revised SWMS;
2. 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; and,
3. workers that will be involved in the work are provided with the relevant information and instruction that will assist them to understand and implement the revised SWMS.

JOB STEP	POTENTIAL HAZARDS	IR	CONTROL MEASURES	RR	RESPONSIBLE PERSON
SPECIFIC WORK STEPS	HAZARDS THAT MAY ARISE	INITIAL RISK	SPECIFIC MEASURES TO BE PUT IN PLACE TO ELIMINATE OR CONTROL THE RISKS	RESIDUAL RISK	NAME OF PERSON
1. Preparation	Slips, trips and falls, Electric shock from equipment	2M	- Conduct a thorough safety inspection of the work area before starting window cleaning operations, identifying any potential slip, trip, or fall hazards. - Ensure that good housekeeping practices are maintained during the job, including clearing and cleaning up any spills, debris, or obstacles from the work area immediately. - Implement a proper risk assessment to evaluate the job area and equipment, determining whether or not electrical issues could lead to potential dangers. - Use extreme caution when working around power outlets or sources, taking care to unplug any unnecessary equipment and avoid the use or expansion of long extension cords that may exacerbate the risk of electrical shock or entanglement. - Utilise window cleaning equipment specifically designed for the task, ensuring all tools are in good condition, efficiently maintained, and free of damage. - Educate workers on proper techniques and safe methods for handling and transporting window cleaning equipment, minimising the likelihood of accidents or injuries. - Establish clear communications among team members during all phases of the project, with everyone being mindful of their surroundings in order to prevent potential slip, trip, or fall hazards. - Provide adequate personal protective equipment (PPE) including non-slip footwear, gloves, and appropriate clothing to help minimise exposure to hazards while carrying out tasks. - Equip employees with necessary height safety gear, such as harnesses and lanyards, in cases where window cleaning activities involve working at potentially dangerous heights. - Make sure that all machinery, including ladders, scaffolding, and lifts, is examined regularly for any damage or wear, and that they adhere to relevant certification requirements. - Create an emergency response plan outlining processes and responsibilities in the event of an unexpected incident, ensuring all workers are well aware of it. - Encourage open communication between management and employees, making sure they feel comfortable addressing any concerns or sharing suggestions on how to improve overall safety in the work environment.	1L	
2. Equipment Inspection	Faulty gear, Unstable ladders	3H	- Regularly inspect and maintain all equipment, including ladders, harnesses, and cleaning gear, to ensure they are in good working condition. - Establish a pre-use inspection routine for each piece of equipment, by checking for damaged or worn parts, frayed ropes and safety straps, and ensuring the proper functioning of all components.	1L	

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			- Ensure that all workers are aware of the correct setup and usage procedures for each piece of equipment, including ladder stability, extension limits, and locking mechanisms. - Train workers in identifying and reporting faulty equipment, and ensure that any damaged gear is replaced or repaired promptly by a qualified professional. - Provide clear instructions for workers on how to securely anchor ladders and other equipment during work, minimising the risk of instability and accidents. - Consider using alternative equipment such as scissor lifts, elevated work platforms, or rope access systems if ladders present a high risk of instability. - Implement a periodic equipment review system to assess wear and tear over time, ensuring that any necessary replacements or upgrades are made proactively. - Retain records of equipment inspections and maintenance activities to help identify trends in equipment faults or recurring issues. - Encourage a workplace culture where workers feel comfortable to stop work if they notice any potential hazards or faulty equipment, without fear of reprisal. - Always use equipment according to manufacturer's guidelines, and only make modifications to the equipment if it is approved by the manufacturer or properly certified. - Make sure that workers have access to the appropriate personal protective equipment (PPE), such as gloves, goggles, and hard hats, and enforce their usage to minimise injuries in case of an accident. - Develop and implement a thorough training programme that includes safe equipment handling techniques, correct lifting and carrying processes, and ladder safety procedures, with refreshers as needed to maintain worker competence. - Regularly review and update the Safe Work Method Statements (SWMS) based on changes in equipment use, new equipment being introduced, or any incidents that occur, ensuring that the most up-to-date information is always available to workers.		
3. Ladder Setup	Falling from height, Incorrect ladder angle	3H	- Provide appropriate training and instruction for workers on the correct use, inspection, and maintenance of ladders. - Ensure that only ladders that comply with Australian Standards are used (AS/NZS 1892.1:1996). - Before setting up a ladder, inspect it for any damage or defects that could result in a fall or ladder failure. - Assess the work area for any potential hazards like uneven surfaces, slippery conditions, or nearby electrical equipment that could affect ladder stability. - Set up the ladder on a solid, level surface to prevent possible slipping or movement during use.	1L	

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			- Use a ladder stabilizer or other non-slip device at the base of the ladder to increase its grip and stability. - Set the ladder angle using the 4-to-1 rule, in which the ladder bottom is placed one foot away from the wall for every four feet of ladder height. - Erect barriers or warning signs around the ladder setup area to alert pedestrians and co-workers of the potential hazard. - Maintain three-points-of-contact (two hands and one foot or two feet and one hand) while climbing or descending the ladder throughout the work process. - Use a harness or other fall arrest system when working at heights above two meters (6.5 feet) to reduce the risk of falling. - Limit the amount of weight on the ladder and ensure that the ladder's total load capacity is not exceeded. - Do not use the top rungs of the ladder as a standing platform, this increases the risk of losing balance and falling. - Regularly monitor weather conditions and cease work if high winds, rain, or storms make ladder use unsafe. - Undertake periodic safety audits and toolbox talks related to ladder safety to refresh workers' knowledge and address any new issues that arise.		
4. Anchor Point Installation	Falling objects, Inadequate anchor strength	3H	[redacted]	2M	

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			[redacted]		
5. Harness & Lanyard Adjustment	Poorly adjusted harness, Lanyard snapback	2M	[redacted]	1L	

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			[redacted]		
6. Ascending to Working Height	Falling from height, Ladd[redacted]age	3H	[redacted]	1L	

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			[redacted]		
7. Surface Cleaning	Chemical exposure, Eye injury fro debris	2M	[redacted]	1L	

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SPECIFIC WORK STEPS	HAZARDS THAT MAY ARISE	INITIAL RISK	SPECIFIC MEASURES TO BE PUT IN PLACE TO ELIMINATE OR CONTROL THE RISKS	RESIDUAL RISK	NAME OF PERSON
			[redacted]		
8. Squeegee Application	Sharp edges, Strains and sprains	2M	[redacted]	1L	

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			[redacted]		
9. Descending from Height	Fatigue, Loss of balance	2M	[redacted]	1L	

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			[redacted]		
10. Equipment Dismantling	Cut hazards, Lifting injuri[redacted]	2M	[redacted]	1L	

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			[redacted]		
11. Waste Disposal	Improper disposal, Exposure to hazardous materials	2M	[redacted]	1L	

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			[redacted]		
12. Post-cleaning Procedures	Documentation errors, Miscommunication with cl...	1L	[redacted]	1L	

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[redacted]					

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

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/list-of-codes-of-practice

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/forms-and-resources/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	Position	Signature	Date	Time	Supervisor
			Date:		
			Date:		
			Date:		
			Date:		
			Date:		
			Date:		
			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 changed. The review process should be carried out in consultation with workers (including contractors and subcontractors) who may be affected by the operation 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 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	TO BE DONE	COMMENTS
The company details have been entered, including the project name and address.	☐	☐	
Names and signatures of 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 SWM	☐	☐	
SWMS initial risk (IR) column as well as residual risk (RR) columns completed.	☐	☐	
Check control measures added to the SWMS are the most effecti se tions.	☐	☐	
Responsible person is assigned and listed on the SWMS for the im ementa of cont measures.	☐	☐	
Permit requirements specified, such as Hot Wor Electrical Work, W at Heights etc.	☐	☐	
SWMS identifies plant and equipment to be us d.	☐	☐	
Details of inspection checks required for any equipment listed ar noted on the SWMS.	☐	☐	
Describes any mandatory qualifications, experience, training skills required to perform the work.	☐	☐	
Applicable personal protective equipment is selected on the SWMS.	☐	☐	
Lists any required permits or licenses.	☐	☐	
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**	