

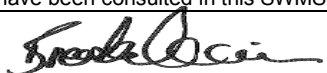






SAFE WORK METHOD STATEMENT

CONTRACTOR NAME: E-Dry		ABN: 73091080527			
Address: 78-82 Nelson Street Wallsend NSW 2287		SWMS NO.: EDCCSC13			
		Revision No.: N/A			
		Date of Issue: 03.09.2013			
Contact name: Brooke Nevin		Phone: 0249114600		Fax: 0249514531	
SWMS prepared by: Brooke Nevin		Position: WHS Coordinator		Signed: 	
SWMS approved by: Anthony Burchell		Position: Manager		Signed: 	
Site supervisor:		Position:		Qualification(s):	
				Contact:	

PROJECT NAME	Carpet Dry Cleaning/Carpet Steam Cleaning	Location:	
Principal contractor:		Site Manager:	Contact:
Description and scope of Work: Carpet Dry Cleaning/Carpet Steam Cleaning			

Details of involvement and consultation in the development of this SWMS (including nominated WHS Representative/s)					
Name (List all persons involved in development)	Signature (I have been consulted in this SWMS)	Date	Name (List all persons involved in development)	Signature (I have been consulted in this SWMS)	Date
Brooke Nevin		03.09.2013	Rodney Boyce		03.09.2013
Anthony Burchell		03.09.2013	Donald Boyce		03.09.2013
Michael Handa		03.09.2013			

Persons who will carry out task: (List all persons who may work on site at any time).	Position/role and qualifications:	Duties and responsibilities: (List details of trades and duties of specific personnel).	Persons who will carry out task: (List all persons who may work on site at any time).	Position/role and qualifications:	Duties and responsibilities: (List details of trades and duties of specific personnel).

SAFE WORK METHOD STATEMENT

Review No.	01	02	03	04	05	06	07	08	09	10	11	12
Initials												
Date												

Plant and equipment required: (List all plant and equipment (including electric power tools) to be used by the contractor this for job).						Hazardous chemicals that will be used for this activity/work: (Attach copies of current Safety Data Sheets (SDS) for all chemicals to this SWMS).					
Vacuum						N/A					
Rotary Machine											
Heating Element											
Pad Wringer											
Extraction machine											

Personal protective clothing and equipment requirements – Mandatory for site:						Personal protective clothing and equipment – Specific for tasks carried out:					
Gloves											
Foot wear – Non-slip and uniform											
RCD Unit											
Floor mat											
Wet floor sign											

Pre-start requirements, certification, authorisations or permits required: (Provide specific details required for high risk construction work, or requiring specific work methods, eg, demolition, removal of asbestos, formwork, tilt slab construction, etc).						Legislation / Standards / Codes of Practice applicable: (Ensure that work methods comply with legislated requirements in Regulations or applicable Codes of Practice, and Standards).					
						Model Work Health and Safety Act 2011 and Model Work Health and Safety Regulations 2011					
						WorkSafe Victoria – Cleaning Industry Hazard Checklist 2003					
						WorkCover NSW – Assessment of Repetitive Manual Tasks of Cleaners – Evidence based guide for safer cleaning 2006					
						WorkSafe Victoria – Code of Practice for Hazardous Substances					
						Safe Work Australia – National Code of Practice for storage and Handling of Dangerous Goods 2001					
						Safe Work Australia –National Code of Practice for the Control of Workplace					

SAFE WORK METHOD STATEMENT

	Hazardous Substances 2007
	Safe Work Australia 2011 – Hazardous Manual Tasks Code of Practice
	AS/NZS 60745.1 – 2009 Hand Held Motor Generated Electric Tools. Safety – General Requirements
	WorkSafe Victoria 2009 Health and Safety Solutions – Preventing Electric shock from Power tools and electric leads
	AS/NZS 1716:2003 Respiratory protective device
	QLD Government – QLD Health – Standard Precautions
	Centre for Healthcare related Infection Surveillance and Prevention (CHRISP) – Infection Control Guidelines – QLD
	Jena Dyco

Qualifications / Licences / Certificates / Training / Experience required to carry out task: (List details of qualifications, licences, training and experience and needed to carry out the tasks required).	Details of licenses and qualifications held by persons who will carry out specific tasks					
	Name	Class	Expiry date	Name	Class	Expiry date
Jena Dyco – Carpet Cleaning						
Induction						

The risk associated with a hazard is related to the severity of a single incident, and the frequency and duration of exposure to the hazard. In many instances, other hazards present may increase the risk of an individual hazard. STEP 1: Consider how likely a risk is encountered, and what might happen.			STEP 2: Use the risk level calculator to determine the likely risk level (outcome) to persons who may be exposed to the hazards. STEP 3: Identify and develop effective control measures. (Consult the hierarchy of risk control measures when carrying out this step).				
LEVEL OF CONSEQUENCES	CONSEQUENCES OF EVENT OCCURRING <i>What is the likely outcome of an exposure to the risk?</i>		LIKELIHOOD OF EVENT OCCURRING				
			Almost certain	Likely	Possible	Unlikely	Rare
1	Catastrophic	Fatality or permanent disability; toxic release of chemicals, long-term or irreversible environmental impact; loss of facilities; very high \$ loss	E (25)	E (24)	E (22)	E (19)	H (15)
2	Major	Long-term illness or serious injury; serious but reversible environmental impact; major property damage; loss of production; high \$ loss	E (23)	E (21)	E (18)	H (14)	H (10)
3	Moderate	Medical treatment requiring up to several days off work; reversible environmental impact; significant property damage; med – high \$ loss	E (20)	H (17)	H (13)	M (9)	M (6)
4	Minor	Minor injury requiring First-Aid; minor reversible environmental impact; moderate property damage; low-med. \$ loss	H (16)	H (12)	M (8)	L (5)	L (3)

SAFE WORK METHOD STATEMENT

5	Insignificant	No injuries or first aid only; minor property damage or environmental nuisance; very low \$ loss	M (11)	M (7)	L (4)	L (2)	L (1)
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LIKELIHOOD OF EVENT OCCURRING <i>How likely is it that an exposure will occur?</i>			DETERMINATION OF RISK CONTROL ACTIONS	
			RISK LEVEL (OUTCOME) (from matrix)	ACTION REQUIRED (refer to the hierarchy of risk controls)
A	Almost certain	Event is expected to occur in most circumstances	E (EXTREME) H (HIGH) M (MEDIUM) L (LOW)	URGENT - Immediate action required to control risk.
B	Likely	Event will probably occur in most circumstances		Highest management decision required urgently.
C	Possible	Event might occur at some time		Follow management instructions regarding risk.
D	Unlikely	Event could occur at some time		These risks may not require immediate attention - monitor.
E	Rare	Event may occur only in exceptional circumstances		

LIKELIHOOD OF EVENT OCCURRING – Consider the following:	LIKELY CONSEQUENCES OF EVENT OCCURRING – Consider the following:	HIERARCHY OF RISK CONTROLS
How often is the task/activity performed? How many people are exposed to the hazard? How long is the exposure? Are engineering controls preventing exposure at present? Does workplace layout and condition affect exposure? Are abnormal conditions which may result in a greater exposure reasonably foreseeable? What are the results of any biological or atmospheric monitoring? Do workers have appropriate skills and knowledge to perform tasks? Do current work practices expose workers to a hazard? Are there other contributing factors?	What are the consequences in the short term? What are the consequences in the long term? What is the history of injuries related to exposure to the hazard? How close are workers to the hazard? What is the energy level of the hazard (i.e., weight, voltage, volume, height above ground, temperature, amplitude, concentration, aggressive state)? If a substance is hazardous, what are the health effects associated with – Inhaling it Ingestion (swallowing) it Skin contact, or Eye contact?	1. Elimination of the risk. If it is not reasonably practicable to eliminate the risk, minimise it by (in descending order) – 2. Substitution 3. Isolation 4. Engineering Means 5. Administrative Controls 6. Personal protective equipment (PPE)

HIERARCHY OF RISK CONTROLS: The hierarchy of risk controls must be considered when determining the appropriate control measures required to mitigate the risks associated with the work being carried out. The WHS Regulations specify that the hierarchy of risk controls measures must be applied in descending order of preference and **only if it is not reasonably practicable to eliminate the risk**. This means that elimination of the risk must be the first control option to be considered, with preference given to higher ranked controls only if it is not reasonably practicable to eliminate the risk. (A combination of controls may be applied to manage the risk as appropriate).

ACTIVITY		HAZARD(S) and RISKS	RISK			RISK CONTROL(S)	TYPE	PERSON RESPONSIBLE
Break job down into discrete steps Each step should accomplish some major task and be in a logical sequence.		Identify the hazards associated with each step, and examine each to identify possibilities that could lead to an accident.	Refer to the Risk Matrix			Consider number of people required to carry out a task, training, skills and competencies required, licences, permits, etc, environmental controls, plant, tools and equipment, safety equipment and PPE, etc.	Refer to Control Hierarchy	List (by name and position) the persons responsible for this.
1.	Planning	Personal Injury: - Manual Handling - Exposure to hazardous environment - Exposure to hazardous chemicals - Exposure to blood-borne pathogens - Electric shock - Slips, trips, falls	C	3	H13	Ensure suitable lifting/transport equipment is provided.		
			C	3	H13	Provide transport vehicle equipped with ramps/hydraulic tailgate to allow safe removal of heavy materials, such as steam cleaner, as required.		
			D	2	H14	Ensure sufficient persons available for task, especially if furniture removal is required.		
			D	2	H14	Assess intended workplace. Gather information		
			C	1	E22			
			B	2	H14			

SAFE WORK METHOD STATEMENT

		- Physical/ verbal abuse or violence	D	3	M9	<p>on the following (if possible):</p> <ul style="list-style-type: none"> - Presence of potentially aggressive persons - Presence of asbestos - Presence of lead/lead based paints - Condition of electrical wiring - Maintenance condition of residence - Presence of biological contamination (waste, debris, animal or human waste, syringes etc) - Space to conduct work and access/egress points - Existing lighting <p>If hazards are observed, ensure suitable risk controls are implemented for type of hazard.</p> <p>It is advised that information be provided to client to warn them that sharps will not be collected and work will not proceed if sharps observed (include other prohibited items).</p> <p>Assess intended cleaning site. Liaise with client to determine whether:</p> <ul style="list-style-type: none"> - Excess clutter can be removed (if applicable) - Any machinery is kept in a safe condition (not able to be accidentally turned on, safety guards in place) - Electrical devices, power-points, switchboards etc are in a safe condition <p>Ensure equipment is suitable for task. Examples:</p> <ul style="list-style-type: none"> - Light weight cleaners with adjustable handles - Equipment serviced regularly - Power equipment not excessively hard to push/steer - Low-noise /vibration power equipment (hearing protection may be required) - Small sized equipment carts, well-maintained - Small rubbish bins and bags - Lightweight vacuums - Long handled tools with swivelling heads <p>In consultation with relevant workers,;</p>		
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SAFE WORK METHOD STATEMENT

					<ul style="list-style-type: none">- Identify potentially hazardous manual handling tasks- Conduct risk assessments for identified tasks, taking into account postures, task duration, forces exerted, environmental conditions and any previous injuries reported from that task.- Implement suitable controls (such as those listed above) <p>Ensure suitable communication procedures and equipment provided (especially when working alone).</p> <p>Obtain current (within 5 year issue date) Safety Data Sheets (SDS) for all chemicals used.</p> <p>Ensure non-hazardous chemicals are used where possible. Do not use cleaning products with "Tetrachlorethylene" wherever possible.</p> <p>If hazardous chemicals are required:</p> <ul style="list-style-type: none">- In consultation with relevant workers, conduct risk assessments for each hazardous chemical. Taking into account, type of material (liquid, powder, etc), storage, use, decanting, spills, clean-up and disposal.- Implement suitable risk controls. Including:<ul style="list-style-type: none">o Using less hazardous forms (granules, instead of powders)o Appropriate personal protective equipment (PPE) is provided (as per SDS)o Segregating non-compatible chemicalso Quantities as low as possibleo Storage below eye levelo Decanting done in well-ventilated, well-lit area with access to spill- containment kitso Adequate labels for spray bottles etco Fire protection equipmento First Aid kit (including specialised		
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SAFE WORK METHOD STATEMENT

						contents for type of chemicals) ○ Emergency eye-wash or shower ○ Etc - Add hazardous chemicals to Register		
2.	Preparation	Personal Injury: - Exposure to hazardous atmosphere - Exposure to hazardous chemicals - Exposure to blood-borne pathogens	D	3	M9	Ensure SDS is available at work site and all relevant workers read, understand and know where to find them. Provide adequate lighting if required (check whether flame-proof casing is needed if using flammable chemicals) Provide as much ventilation as possible. Check whether windows can be opened etc, leave doors open when using chemicals. Consider use of mechanical ventilation Ensure PPE is supplied as prescribed in SDS (example, nitrile gloves, half face respirators with air-purifying cartridges suitable for type of chemical, chemical goggles, aprons, gauntlet gloves etc). Where respirators are required, ensure: - Persons are deemed medically fit to wear - Fit testing is conducted by competent person - Complete facial seal (no facial hair) Ensure filter and respirator are compatible, as prescribed in SDS Inspect all parts before and after use. Ensure all parts are clean and functional Including: - filters - seals - valves Replace filters if damaged, when resistance increases and as per manufacturers instructions. Ensure all decanting is undertaken before entering work space with limited ventilation. Ensure all decanted bottles are labelled:		

SAFE WORK METHOD STATEMENT

					<ul style="list-style-type: none"> - Name of chemical - Clearly written, easy to read - Food containers are NEVER used for decanting chemicals <p>Ensure decanting bottles are cleaned of previous chemical (if different) before use.</p> <p>Storage areas (if applicable). Ensure:</p> <ul style="list-style-type: none"> - Sufficient lighting - Suitable storage shelves (chemicals not stored above eye-height) - Hooks for hanging brooms, mops etc - Space for trolleys, buckets etc - Sufficient ventilation <p>Ensure signage is available where required (e.g. Wet floor).</p> <p>Possible biological contamination:</p> <p>Ensure all relevant workers are trained in "Standard Precaution" procedures. This involves treating all biological materials (such as blood, human or animal tissues etc) as infected.</p> <p>Ensure following worn for biological materials clean-up:</p> <ul style="list-style-type: none"> - Goggles/face mask - Disposable gloves - Leather /puncture proof gloves - Disposable face masks (P1 or surgical type) - Protective clothing (if required). Long sleeves and pants may be adequate. <p>Ensure footwear is fully enclosed and capable of being cleaned thoroughly (avoid laces, absorbent materials).</p> <p>Provide decontamination kit, including:</p> <ul style="list-style-type: none"> - Bleach solution (1 part bleach to 10 part water – 1:10 – prepared less than 3 days previous). - Disposable gloves - Disposable apron - Shoe covers (if relevant) - Paper towels 		
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SAFE WORK METHOD STATEMENT

					- Tongs		
3.	Pre-Operational Inspection	Personal Injury: - Electric shock - Entanglement	E E	1 3	H15 M6	Inspect all power equipment. Ensure: - Good condition and power cords are not damaged, kinked, twisted or have exposed wires - Electric leads/extension cords are not placed in areas where they could be damaged, or pose a tripping hazard - RCD/safety switches are provided for electrical equipment. - Guards in place (if applicable) - Cleaner filter clean - Hoses secured - Water tank in good condition	
4.	Operation	Personal Injury: - Manual Handling - Exposure to hazardous atmosphere - Electric shock	C D C	3 3 1	H13 M9 E22	Assess suitable travel pathway to enter/exit premises when carrying materials. Check for stairs, stored items, corners or other obstructions that could cause tripping, crushing of fingers, or awkward postures when carrying equipment. Remove furniture, non-essential items and any debris from room to be cleaned. Do not handle broken glass directly. Use dust pan and brush to collect broken glass, wear gloves and dispose in safe manner. When using team lifts, they must be co-ordinated and practiced. Ensure adequate communication and continue to check for obstacles during transport. Move slowly with shortest travel path. If items cannot be removed, cover with plastic to avoid damage. Ensure persons and pets are removed from area. Dry-Cleaning Process - Pre-Vacuum. This is designed to remove the particulate matter (dry soils) from the carpet fibres. This is the only way to effectively remove	

SAFE WORK METHOD STATEMENT

					<p>dry soils (dry soils make up just under 50% of the carpet soiling) from the carpet fibres. The vacuum should be undertaken so as each pass has a 50% overlap on the previous pass.</p> <p>Pre-Treat Stains; Oily stains should be treated with Dry-solve E (A volatile dry solvent which must be applied whilst the carpet remains dry). General stains may be pre-treated with E1 up to 5 minutes before cleaning. For all other stains consult the Electrodry stain removal guidelines.</p> <p>Spray the carpet with Electro 1. This is a white milky coloured liquid that is alkaline in nature with a pH of 10 (will only work with minimal dwell time that for the best results should not exceed 10 minutes dwell time). In the case of heavily soiled carpet you may wish to apply a light spray of Electro Prespray (blue liquid pH 11 – will work best with extended dwell time). On average you should use 1 * 15 litre container for approximately every 40-45 rooms of carpet cleaning</p> <p>Place a 20 litre bucket containing 10 litres of water on a towel or pad in the laundry. Add to this 200 ml of Electro 2 (light blue colour) – this will give the water in the bucket a pH of 3-3.5. Place in the bucket a giant immersion heater to heat the water. If the same bucket of water + E2 is used at further jobs then a further 125ml of E2 should be added to the bucket before each further job.</p> <p>Dip a cleaning pad into the bucket and pull out, fold this pad in 2 and squeeze down the straight side, then fold in half and fold in half again. Place 1 hand around either end and squeeze bringing knuckles together. If you squeeze your pad by twisting it then your pads will stretch into an oval</p>		
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SAFE WORK METHOD STATEMENT

					<p>shape and they will become difficult to use. Place this pad on the floor to go underneath the rotary machine. Use the rotary machine to perform the cleaning process changing pads as the pad's start to dry out. You should use at least 2 pads per room.</p> <p>The cleaning pads must be continually changed and rinsed. This can be done by placing them under running water in a tepee formation and then shaking the pad in the water. At the end of the day the pads should be washed in a washing machine.</p> <p>Groom the carpet using your combo grandi groom rake. Wipe all skirting boards of fluff that may have been sprayed as part of the cleaning process and replace all furniture that may have been moved as part of the cleaning process placing some plastic under the legs of stained wooden furniture to prevent against any damage from the bleeding of the lacquer.</p> <p>Steam Cleaning Process –</p> <p>Pre-vacuum (use the step's we've already listed in the vacuuming work method statement). Apply the desired cleaning solution. Dilute the cleaning solution as instructed with water and spray on to the carpet using an 8 litre pump up sprayer, such as a B & G sprayer. The cleaning solution should be applied a minimum of 10 minutes before cleaning. When spraying, take care not to spray adjoining hard surfaces, walls or furniture.</p> <p>In areas of heavy soiling, agitate the cleaning solution into the carpet with a carpet rake. Advise the customer of the presence of hoses and possible trip and slip hazards. Place a towel at the entrances to areas with hard floors to</p>		
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SAFE WORK METHOD STATEMENT

					<p>minimise slip hazards</p> <p>Remove hot water extraction machine and hoses from the van. If the machine being used weighs more than 15 kilograms or if otherwise desired, use a ramp to wheel the machine out of the van rather than lifting it out of the van. Use the same ramp to take the hot water extraction machine up stairs if required.</p> <p>Attach hoses and extraction tool.</p> <p>Fill the machine with tap hot, hot water. Take care not to spill water to hard surfaces or onto your body.</p> <p>Leave the machine in a central area and start cleaning in the room furthest from your desired exit point, usually the front door. Ensure hoses easily reach your desired cleaning location.</p> <p>Set the pressure to 400 psi</p> <p>When holding the cleaning wand, the technicians' feet should be a little more than shoulder width apart, side on to the direction of the cleaning wand. Pull the trigger to release the water, pulling back on the floor cleaning wand a distance of 2 to 3 feet transferring weight from the front foot to the back foot in the cleaning process. Do not over-extend in the cleaning stroke. Release the trigger 3 inches before the end of the cleaning stroke. Push the wand forward and repeat with a 50% overlap to the previous cleaning stroke. Take a small step forward with each stroke so that the technicians arms are not reaching perpendicular to the body to pull the wand.</p> <p>When each room is completed, ensure the room has ventilation to improve drying time. This can be done through opening windows if it is a fine day and it is safe to do so, turning on fans or air conditioning units.</p> <p>When the waste tank is full, empty the waste water into a bucket and tip the contents down a toilet or via another appropriate means so that the waste enters the sewer system.</p> <p>Refill the hot water extraction unit as required with hot water.</p> <p>When cleaning is complete, empty both the waste</p>		
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SAFE WORK METHOD STATEMENT

					<p>tank and the clean water tank. The fill tank can be emptied into the waste tank by inserting the vacuum hose into the clean water. Take care not to overfill the waste tank and send water into the vacuum motor.</p> <p>Pack up hoses and the machine. Use the ramp to put the hot water extraction machine back into the van if appropriate.</p> <p>Wear hearing protection if required.</p> <p>Use power equipment as per manufacturer's instructions.</p> <p>Example:</p> <ul style="list-style-type: none"> - Test carpet in unseen area prior to cleaning - Ensure unit is unplugged/power is isolated - Connect hoses to unit - Prepare unit: Remove water container and fill with warm water and cleaning chemicals (as per manufacturer's instructions). - Ensure PPE is worn when using chemicals. - Fill to MAX line. Do not over fill. - Place water container back onto unit - Turn on unit. - Check for correct operation. If unit vibrates excessively, do not use. - Begin cleaning as required: Start in a corner and work backwards - Ensure unit is turned off and power cord is removed from socket when resting, replacing water container or making any adjustments. - Dispose of dirty water regularly. - Only use clean water to fill cleaning tank - Keep electrical leads clear of work area. Be cautious of lead location. - Remove any unused water - Follow manufacturer's instructions for 		
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SAFE WORK METHOD STATEMENT

					<div>clean-out when complete.</div> <div><div>- Check for any damage.</div><div>- Ensure filter is cleaned as required.</div></div> <div>Ensure tasks are undertaken following manual handling risk controls and using the equipment provided.</div> <div>Ensure regular breaks are taken where relevant workers can stand up/stretch (especially if working in awkward/cramped positions).</div> <div>Ensure relevant workers are not required to work in awkward positions when exerting force, or for more than 30 minutes at a time, or 2 hours over entire shift.</div> <div>Implement controls, such as job rotation for long duration tasks.</div> <div>Use adjustable handles on equipment correctly to ensure upright posture as much as possible.</div> <div>Avoid bending and over-reaching.</div> <div>Make use of power-points in area. Use caution to avoid tripping over extension cords or power cords.</div> <div>Fill bucket with water and E2 as per operations manual.</div> <div>Follow SOP for use of immersion heater to heat water.</div> <div>Dip clean or rinsed pad into the solution bucket and then place pad in wringer above solution bucket.</div> <div>Pull down on wringer handle 2-3 times to remove as much water as possible. Place pad on floor near rotary machine for use in cleaning procedures.</div> <div>Take care to dry and hard floors that may have become wet during process.</div>			
5.	Maintenance	Personal Injury: <div><div>- Noise</div><div>- Vibration</div><div>- Electric shock</div></div>	<div>D</div> <div>D</div> <div>C</div>	<div>2</div> <div>2</div> <div>1</div>	<div>H14</div> <div>H14</div> <div>E22</div>	Ensure all equipment is maintained as per manufacturer's instructions.		

SAFE WORK METHOD STATEMENT

6.	Emergency Procedures	Personal Injury: - Exposure to hazardous - chemicals	D	2	H14	Chemicals: Inhalation: - Remove person into a well ventilated area - Remove any contaminated clothing Skin contact: - Wash with large volume of water - If blistering, redness or irritation occurs – seek medical attention Eye Contact: - Flush eye with water for at least 15 minutes Ingestion: - Do not induce vomiting - Provide water and seek medical attention Check SDS for specific instruction and take SDS with the patient to the Doctor. Develop and implement an emergency response plan for the site. Include: - Assembly points - Communication - Responsible persons - Emergency contacts (including nearest medical facility) - First aid training and equipment		
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ATTACHMENTS (Include copies of SDSs, and specific Emergency Procedures and Rescue Plans relevant to the work carried out under this SWMS)

No.	TYPE	DETAILS	DATE

Statement of acknowledgement of induction into SWMS
(I have been instructed in and understand the content of this SWMS)

Name	Signature

Statement of acknowledgement of induction into SWMS
(I have been instructed in and understand the content of this SWMS)

Name	Signature

SAFE WORK METHOD STATEMENT

Trainer:	Signed:	Date:	Trainer:	Signed:	Date: