

A person is mopping a floor in a modern office hallway. The person is wearing dark pants and shoes, and is using a mop with a circular head. The floor is dark and reflective. The hallway has glass walls and a ceiling with recessed lights. The overall atmosphere is professional and clean.

ESSENCE CLEAN PTY LTD

RISK ASSESSMENT & RISK MANAGEMENT PROCEDURE

Commercial Cleaning Operations

Aligned with SafeWork NSW Code of Practice:
How to Manage Work Health and Safety Risks

Sydney, NSW | ABN: 20 671 955 276

DOCUMENT CONTROL

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CONFIDENTIALITY STATEMENT

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LEGISLATIVE FRAMEWORK

- Work Health and Safety Act 2011 (NSW)
- Work Health and Safety Regulation 2017 (NSW)
- SafeWork NSW Code of Practice: How to Manage Work Health and Safety Risks
- SafeWork NSW Code of Practice: Hazardous Manual Tasks
- SafeWork NSW Code of Practice: Managing the Risk of Falls at Workplaces
- SafeWork NSW Code of Practice: Preparation of Safety Data Sheets

PURPOSE

This document establishes the risk assessment and risk management procedure for Essence Clean Pty Ltd. It identifies common hazards associated with commercial cleaning activities and outlines the control measures implemented to minimise risk and ensure a safe working environment for employees, clients, contractors, and members of the public.

SCOPE

This procedure applies to all Essence Clean workers, contractors, and subcontractors performing commercial cleaning activities across all client sites in New South Wales. It covers offices, educational facilities, retail, hospitality, industrial and warehouse environments, builders cleans, and specialised deep-clean tasks.

RISK MANAGEMENT PROCESS

Essence Clean Pty Ltd follows the four-step risk management process as outlined in the SafeWork NSW Code of Practice: How to Manage Work Health and Safety Risks.

1

IDENTIFY HAZARDS

Find out what could cause harm in the workplace. This includes inspecting work areas, consulting workers, reviewing incident reports, examining Safety Data Sheets, and assessing client site conditions before commencing work.

2

ASSESS RISKS

Determine the likelihood and severity of harm from each identified hazard. Consider who is at risk, how the harm could occur, and the effectiveness of existing controls.

3

CONTROL RISKS

Implement control measures using the hierarchy of controls to eliminate or minimise risk so far as is reasonably practicable. Select the highest level of control available.

4

REVIEW CONTROLS

Regularly review control measures to ensure they remain effective. Review following incidents, near misses, changes to work activities, introduction of new equipment or chemicals, and at least annually.

This process is continuous. Controls are monitored and the cycle repeats whenever workplace conditions change, new hazards are identified, or incidents occur.

RESPONSIBILITIES

DIRECTOR RESPONSIBILITIES

- Ensure risk assessments are completed for all work activities
- Ensure adequate resources are available for risk management
- Review and approve risk control measures
- Monitor compliance with this procedure
- Ensure workers are consulted on WHS matters

SUPERVISOR RESPONSIBILITIES

- Conduct workplace inspections
- Monitor hazards and changing conditions
- Investigate incidents and near misses
- Implement and maintain control measures
- Verify worker competency and training compliance

WORKER RESPONSIBILITIES

- Follow safe work procedures
- Report hazards immediately
- Report incidents and near misses
- Use PPE correctly as directed
- Participate in safety consultations and training

CONSULTATION AND COMMUNICATION

- Workers are consulted on WHS matters affecting their health and safety
- Workers participate in hazard identification and risk assessment
- Workers are encouraged to report hazards and near misses without fear of reprisal
- Consultation occurs when work practices, equipment, chemicals or procedures change
- Safety information is communicated through inductions, training, toolbox talks and workplace discussions

HAZARD IDENTIFICATION

Essence Clean Pty Ltd uses the following methods to identify hazards across all work activities and client sites:

- Workplace inspections conducted prior to and during cleaning operations
- Worker consultation and feedback during toolbox talks and team meetings
- Incident investigations and root cause analysis
- Review of near misses and hazard reports
- Manufacturer instructions for equipment and machinery
- Safety Data Sheets (SDS) for all chemicals used
- Client site inspections and risk assessments
- Changes to work processes, equipment, or environments

Hazards are documented in the Risk Register and communicated to all affected workers. New hazards identified during operations are reported immediately and assessed before work continues.

RISK ASSESSMENT METHODOLOGY

Risk is assessed by evaluating the likelihood of harm occurring and the potential consequence or severity of that harm. The combination determines the overall risk rating.

LIKELIHOOD RATINGS

- **Almost Certain** - Expected to occur in most circumstances
- **Likely** - Will probably occur in most circumstances
- **Possible** - Could occur at some time
- **Unlikely** - Could occur but not expected
- **Rare** - May occur only in exceptional circumstances

CONSEQUENCE RATINGS

- **Catastrophic** - Death or permanent disability
- **Major** - Serious injury requiring hospitalisation
- **Moderate** - Injury requiring medical treatment
- **Minor** - First aid treatment required
- **Insignificant** - No injury or very minor first aid

RISK MATRIX

Likelihood	Insignificant	Minor	Moderate	Major	Catastrophic
Almost Certain	High	High	Extreme	Extreme	Extreme
Likely	Medium	High	High	Extreme	Extreme
Possible	Low	Medium	High	Extreme	Extreme
Unlikely	Low	Low	Medium	High	Extreme
Rare	Low	Low	Medium	High	High

RESIDUAL RISK

Residual risk is the level of risk remaining after control measures have been implemented. The goal is to reduce all risks to as low as reasonably practicable (ALARP). Risk priority is determined by the residual risk rating, with Extreme and High risks requiring immediate action.

HIERARCHY OF CONTROLS

Essence Clean Pty Ltd applies the hierarchy of controls as required by the WHS Regulation 2017 (NSW). Controls are selected from the highest level reasonably practicable.

1

ELIMINATION

Remove the hazard entirely from the workplace. This is the most effective control measure.

2

SUBSTITUTION

Replace the hazard with something less dangerous. For example, substituting a toxic chemical with a safer alternative.

3

ENGINEERING CONTROLS

Isolate people from the hazard through physical means. For example, machine guarding, ventilation systems, or barriers.

4

ADMINISTRATIVE CONTROLS

Change the way people work through procedures, training, signage, job rotation, and safe work method statements.

5

PERSONAL PROTECTIVE EQUIPMENT (PPE)

Protect workers with equipment such as gloves, safety glasses, masks, and non-slip footwear. PPE is the last line of defence.

Essence Clean Pty Ltd applies the highest reasonably practicable control measures available for each identified hazard. Where elimination is not possible, a combination of controls from multiple levels is used to reduce risk to as low as reasonably practicable (ALARP).

RISK REGISTER

The following register identifies hazards, potential harm, existing controls, and residual risk ratings for all commercial cleaning operations.

Hazard	Potential Harm	Existing Controls	Risk
Wet Floors	Slips, trips, and falls	Display warning signage Restrict access where possible Clean spills immediately Follow safe cleaning procedures	Medium
Manual Handling	Musculoskeletal injuries	Use correct lifting techniques Provide manual handling training Use mechanical aids where practical	Medium
Cleaning Chemicals	Skin irritation, burns, respiratory issues	Follow SDS requirements Wear PPE Store chemicals correctly Provide chemical handling training	Medium
Electrical Equipment	Electric shock	Test and tag equipment Conduct pre-start inspections Remove damaged equipment from service	Medium
Working at Heights	Falls and serious injury	Use approved ladders Follow safe work procedures Avoid overreaching	High

RISK REGISTER (CONTINUED)

Hazard	Potential Harm	Existing Controls	Risk
Biological Hazards	Exposure to bacteria and viruses	Wear gloves and PPE Follow infection control procedures Practice good hygiene	Medium
Public Interaction	Injury to members of the public	Secure work areas Use warning signs Maintain awareness of surroundings	Low
Equipment Operation	Injury from machinery	Trained operators only Follow manufacturer guidelines Conduct routine maintenance	Medium
PPE Non-Compliance	Exposure to hazards due to inadequate protection	Enforce PPE policy Conduct PPE checks Provide training on correct use Disciplinary procedures for non-compliance	High
Fatigue	Reduced alertness, increased error rate, injury	Monitor work hours Rotate tasks Provide adequate breaks Assess shift schedules	Medium

RISK REGISTER (CONTINUED)

Hazard	Potential Harm	Existing Controls	Risk
Sharps and Discarded Objects	Puncture wounds, infection, blood-borne disease	Use puncture-resistant gloves Never pick up sharps by hand Use sharps containers Report findings immediately	High
Chemical Mixing	Toxic fumes, chemical reactions, burns	Never mix chemicals Follow SDS instructions Provide training Use chemicals as directed by manufacturer	High
Vehicle Movements	Collision, crush injuries	Maintain awareness in car parks Wear high-visibility clothing Follow site traffic management plans	Medium
Remote or Isolated Work	Delayed emergency response, personal safety risk	Implement check-in procedures Provide communication devices Conduct risk assessment before lone work	Medium
Fire and Emergency Situations	Burns, smoke inhalation, death	Know site emergency procedures Identify exits and assembly points Report fire hazards immediately	High

RISK REGISTER (CONTINUED)

Hazard	Potential Harm	Existing Controls	Risk
Violence or Aggressive Behaviour	Physical injury, psychological harm	Remove worker from situation Report incidents Implement buddy system for high-risk sites	Medium
Psychosocial Hazards	Stress, anxiety, mental health impacts	Monitor workloads Manage workload demands Provide support resources Encourage open communication Address bullying, harassment and inappropriate behaviour Encourage early reporting of psychosocial risks	Medium
Dust Exposure (Builders Cleans)	Respiratory issues, eye irritation	Wear P2 masks and eye protection Use wet cleaning methods Ensure ventilation Limit exposure time	High
Heat Stress	Heat exhaustion, dehydration, collapse	Provide access to water Schedule breaks Monitor conditions Adjust work pace in extreme heat	Medium

RISK REGISTER (CONTINUED)

Hazard	Potential Harm	Existing Controls	Risk
Repetitive Movements	Musculoskeletal disorders, strain injuries	Rotate tasks Provide ergonomic equipment Encourage stretching Monitor for early symptoms	Medium
Poor Housekeeping	Trips, falls, obstructed access, fire risk	Maintain clean work areas Store equipment correctly Remove waste promptly Conduct regular inspections	Low

RECORD KEEPING

Essence Clean Pty Ltd maintains accurate and accessible records to support the effective management of workplace health and safety risks. Records are stored securely and made available for review by relevant parties.

The following records are maintained:

- Risk assessments for all work activities and client sites
- Incident reports including injuries, near misses, and property damage
- Hazard reports submitted by workers and supervisors
- Workplace inspection records and checklists
- Training records including inductions, competency assessments, and refresher training
- Corrective action registers tracking identified issues through to resolution
- Safety Data Sheet (SDS) registers for all chemicals used in operations

RETENTION AND ACCESS

Records are retained for a minimum period as required by the Work Health and Safety Regulation 2017 (NSW). Workers have the right to access records relevant to their health and safety. Records are reviewed during audits and used to inform continuous improvement of risk management practices.

MONITORING & REVIEW

Essence Clean Pty Ltd is committed to the ongoing monitoring and review of workplace hazards and the effectiveness of risk control measures. Continuous improvement is a core principle of our risk management approach.

REVIEW TRIGGERS

Risk assessments are reviewed:

- Following incidents or injuries
- Following near misses
- Following workplace changes
- Following introduction of new equipment
- Following introduction of new chemicals
- Following legislative changes
- At least annually as part of scheduled review

CONTINUOUS IMPROVEMENT

Essence Clean Pty Ltd applies a continuous improvement approach to risk management. Lessons learned from incidents, near misses, inspections, and worker feedback are used to update risk assessments, improve control measures, and enhance safe work procedures. Management reviews risk management performance at regular intervals to ensure the system remains effective and responsive to changing conditions.

DOCUMENT APPROVAL

Approved By: Manas Thing Tamang

Position: Director

Company: Essence Clean Pty Ltd

Date: 21 June 2026

PERFORMANCE INDICATORS

Essence Clean Pty Ltd monitors the following performance indicators to measure the effectiveness of the risk management system and drive continuous improvement.

- Completion of annual risk assessment reviews
- Closure of corrective actions within agreed timeframes
- Worker participation in safety consultation activities
- Hazard reporting rates across all sites
- Training completion rates for all workers
- Reduction in incidents and near misses over time
- Timeliness of incident investigations
- Compliance with scheduled workplace inspections

REPORTING

Performance indicators are reported to the Director on a regular basis. Trends are analysed to identify areas for improvement and to verify that risk controls remain effective. Results inform management decisions regarding resource allocation, training priorities, and procedural updates.