

## Workplace Health and Safety Queensland

### Automotive service and repair industry – Public access

All workplaces should have systems in place to protect visitors on their site. Some of the controls in the automotive repair and servicing industry may include:

- restricting access with signage and barriers defining the areas where visitors may have access
- painting walkways to show visitors what areas they can access
- arranging the workplace layout to allow access to office areas without accessing higher risk areas
- instructing workers to act as lookouts for potential problem situations
- including a friendly note on customer accounts stating the reason why access is to be by the office only.

Where access ways are provided for visitors or customers, keeping a clean, clear walkway is important. The types of issues you may need to consider include:

- keeping oils away from walkways and cleaning up any spills as they occur
- minimising motor vehicle, forklift etc activities in these areas
- being aware of any overhead work and ensuring that items cannot be dropped onto people
- ensuring that visitors and customers are aware that it is your workplace and that you have the obligation and the right to control their access into your workplace.

For further information on public access and other health and safety issues call 1300 369 915 or visit [www.deir.qld.gov.au](http://www.deir.qld.gov.au)

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