



**To promote and enable the safe, effective
use of powered access worldwide**

**IPAF Rental Standard
(Including Guidance
for Rental Companies)**

CONTENTS

1.0	Introduction	5
2.0	Scope	5
3.0	Terms and definitions	5
RENTAL BUSINESS STRUCTURE.....		9
4.0	Responsibilities	9
5.0	Rental company organisational structure and roles	10
5.1	Finance	11
5.2	Rental administration	11
5.3	Service	11
5.4	Transport	12
5.5	Human Resources (HR)	12
5.6	Sales and Marketing	12
5.7	Information technology (IT)	13
5.8	Compliance	13
6.0	Company Management system	13
THE RENTAL PROCESS.....		15
7.0	Overview of rental processes (<i>Figure 5</i>).....	15
8.0	Asset Management Process (<i>Figure 6</i>).....	16
8.1	Procurement.....	16
8.1.1	Procurement process (<i>Figure 8</i>)	17
8.2	Asset additions.....	18
8.2.1	Asset additions process (<i>Figure 9</i>)	19
8.3	Rental management system.....	20
8.4	Planned preventative maintenance (PPM).....	21
8.4.1	Inspections maintenance schedule.....	23
8.4.1.1	Inspection maintenance schedule process. (<i>Figure 12</i>).....	23
8.4.2	Thorough examination / annual inspection	24
8.4.2.1	Thorough examination / annual inspection process (<i>Figure 13</i>)	25
8.4.3	10-year inspection	28
8.5	Original Equipment Manufacturer (OEM) safety notices.....	29
8.5.1	OEM safety notice process (<i>Figure 14</i>)	29
8.6	Equipment availability	30
8.7	Equipment disposal.....	31
8.7.1	Reason and indicators.....	31
9.0	Rental Process (<i>Figure 15</i>)	31
9.1	Initial enquiry	32
9.2	Site assessment for equipment selection	34
9.3	Rental confirmation.....	35
9.3.1	Rental confirmation process (<i>Figure 17</i>).....	35
9.4	Equipment allocation	37
9.4.1	Asset allocation process (<i>Figure 18</i>).....	37
9.4.2	Cross hire (re-hire or sub-rental)	39
9.5	Pre-Delivery Inspection (PDI)	40
9.5.1	PDI process (<i>Figure 20</i>).....	40

IPAF Rental Standard (Including Guidance for Rental Companies)

9.6	Delivery	42
9.6.1	Own transport	42
9.6.2	External transport	42
9.6.3	Delivery process (Figure 21)	42
9.7	Installation – MCWP/CH	45
9.8.1	Handover process (Figure 23)	46
9.9	Familiarisation	48
9.9.1	Deferred familiarisation	49
9.9.2	Familiarisation process (Figure 24)	49
9.10	Use by user	50
9.11	Rental termination (Off-hire)	50
9.11.1	Rental termination (Off-hire) process (Figure 25)	51
9.12	Dismantling MCWP/CH	52
9.12.1	Dismantling process (Figure 26)	52
9.13	Collection	53
9.13.1	Collection process (Figure 27)	53
9.14	Post-Hire Inspection (PHI)	56
10.0	Exceptions	58
10.1	Disputes	58
10.1.2	Dispute process (Figure 30)	59
10.2	Equipment failure (breakdowns)	60
10.2.1	Equipment failure process (Figure 31)	60
10.2.2	User damage process (Figure 32)	62
10.3	Modifications and attachments	63
10.3.1	Modifications	63
10.3.2	Attachments	64
10.4	Alterations to MCWP and CH	64
10.5	Incident management	64
10.5.1	Incident management process (Figure 33)	65
10.6	Onsite inspections	67
10.7	Prohibitions	67
10.7.1	Prohibition process (Figure 34)	68
10.8	Safety alerts.	69
	About IPAF	70
	Acknowledgements	70

List of Diagrams

FIGURE 1- TABLE OF RESPONSIBILITIES	9
FIGURE 2 - THE BASIC RENTAL PROCESS.	10
FIGURE 3 - RENTAL COMPANY BUSINESS AREAS AND THEIR DUTIES.	11
FIGURE 4 - PLAN - DO - CHECK - ACT PROCESS.	14
FIGURE 5 - OVERVIEW OF RENTAL PROCESSES.	15
FIGURE 6 - ASSET MANAGEMENT PROCESS	16
FIGURE 7- SUPPLIER RISK CRITERIA	17
FIGURE 8- PROCUREMENT PROCESS	18
FIGURE 9- FLEET ADDITIONS PROCESS	20
FIGURE 10 - RENTAL MANAGEMENT SYSTEM	21

IPAF Rental Standard (Including Guidance for Rental Companies)

FIGURE 11 - THREE ELEMENTS WHICH MUST WORK TOGETHER TO ENSURE EQUIPMENT IS KEPT IN A SAFE OPERATING CONDITION.	21
FIGURE 12 - MAINTENANCE PROCESS FLOW.....	24
FIGURE 13 - THOROUGH EXAMINATION – ANNUAL INSPECTION PROCESS	27
FIGURE 14 - OEM SAFETY NOTICE PROCESS	30
FIGURE 15 - RENTAL PROCESS	32
FIGURE 16 - INITIAL ENQUIRY PROCESS	33
FIGURE 17 - RENTAL CONFIRMATION PROCESS FLOW	37
FIGURE 18 - ASSET ALLOCATION PROCESS	38
FIGURE 19 – CROSS-HIRE COMPARED TO DIRECT RENTAL.....	39
FIGURE 20 - PRE-DELIVERY INSPECTION PROCESS	41
FIGURE 21 - DELIVERY PROCESS.....	45
FIGURE 22 - INSTALLATION – MCWP/CH.....	46
9.8 HANDOVER	46
FIGURE 23 - HANDOVER PROCESS	48
FIGURE 24 - FAMILIARISATION PROCESS	50
FIGURE 25 - RENTAL TERMINATION (OFF-HIRE) PROCESS	52
FIGURE 26 - DISMANTLING MCWP/CH PROCESS	53
FIGURE 27 - COLLECTION PROCESS	56
FIGURE 28 – POST-HIRE INSPECTION (PHI) PROCESS	57
FIGURE 29 - EXCEPTION PROCESSES	58
FIGURE 30 - DISPUTE PROCESS	60
FIGURE 31 - EQUIPMENT FAILURE PROCESS.....	62
FIGURE 32 - USER DAMAGE PROCESS	63
FIGURE 33 - INCIDENT MANAGEMENT PROCESS	67
FIGURE 34 - PROHIBITION PROCESS	69

1.0 Introduction

Since its introduction, the use of powered access equipment has continually increased in popularity for various reasons. When compared to more traditional methods of undertaking temporary work at height, mobile elevating work platforms (MEWPs), mast climbing work platforms (MCWP), and construction hoists (CH) can provide significant work efficiencies, cost saving benefits and improved safety. Due to the short term nature of work at height, a significant percentage of powered access equipment is owned by those who rent it out on a temporary basis.

Around the world there are various regional or country specific regulations and standards relevant to powered access equipment which detail the requirements for:

- Design calculations, safety requirements and test methods
- Operator training
- Safety principles for inspection, maintenance and operation

However, there is no such standard or detailed guidance for companies or individuals wishing to rent out this equipment.

The purpose of this IPAF Rental Standard is to acknowledge and document what is recognised as industry good practice, which in many cases exceeds minimum legislative requirements, therefore promoting and enabling the safe and effective use of powered access equipment worldwide.

The standard may be used as a reference by anyone who wishes to establish, or is already managing, a powered access rental company.

Rental companies participating in the IPAF Rental+ accreditation scheme are audited annually against recognised operational procedures and processes as outlined in this standard.

This standard was developed by a panel of international experts in consultation with powered access industry companies and bodies worldwide.

NOTE: *While every care has been taken to ensure the accuracy of the material contained within this guidance, no liability is accepted by the authors in respect of the information given. Compliance with this standard does not give automatic assurance of compliance with legislative requirements. It is the duty holders' responsibility to ensure they comply with legal requirements relevant to the workplace and safe work equipment in the region they are intending to work.*

2.0 Scope

This IPAF Rental Standard relates to the rental of powered access equipment worldwide. It is intended as a reference document outlining operational good practices relevant to rental companies hiring out MEWP, MCWP, and CH. It also provides a useful source of reference for those looking to select and work with a reputable powered access rental company.

The standard provides a brief outline summary of overall company structure and management systems; however the main focus is on the operational aspects of the ownership and rental of powered access equipment relevant to a rental company.

Each of the key stages of equipment ownership and interaction with the user are clearly identified and explained with the help of simple process flow charts.

Financial management is outside the scope of this guidance document.

3.0 Terms and definitions

The definitions below relate to the relevant words as used in the context of this document. Where possible international definitions are adhered to, but in the case of any conflict or contradiction, the definitions below should supercede any other reference point when reading this document.

IPAF Rental Standard (Including Guidance for Rental Companies)

- **Accessory** - device attached to a work platform to assist with tasks being carried out from the work platform. NOTE Accessories might include secondary guarding, top crane extension, cladding carriers, camera pods, sign carriers, glazing carriers, lighting frames, advertising panels and pipe racks.
- **Breakdown** - a mechanical or electrical failure. (See also equipment failure or fault)
- **Construction hoist (CH)** - Hoist that is installed inside or outside a building or structure during the construction, alteration, or demolition of the building or structure and that is used to raise and lower workers, other personnel, and materials which the hoist is designed to carry.
- **Competent person (also known as a qualified person in some regions)** - the combination of training, skills, experience, and knowledge that a person has and their ability to apply them to perform a task safely and effectively. NOTE: The competence required can vary depending on the work or workplace involved. For example, the competence required to undertake a pre-use check of powered access equipment can differ significantly from that of the person undertaking repairs and maintenance.
- **Cross-hire (also known as re-hire, sub-rental)** - When a rental company rents equipment from another rental company, then re-hires the same equipment to their customer.
- **Customer** - person or organization that could or does receive a product or a service that is intended for or required by this person or organisation.
- **Damage** – the result of breaking something, spoiling it physically, or stopping it from working properly.
- **Defect** - fault, damage, or wear, which could lead to a deterioration of the safe condition and integrity of the work equipment.
- **Delivery** - transfer of care, control, and custody of the powered access equipment from one person or entity to another person or entity
- **Demonstrator** - person having such practical and theoretical knowledge and experience of powered access equipment as is necessary to familiarise operators with their responsibilities and demonstrate pre-operational and safe operational procedure and the limitations of powered access equipment.
- **EC Declaration of Conformity** - certification, supplied by the manufacturer or agent when first putting machine into service, confirming that the specific machine complies with the Essential Health and Safety Requirements (EHSR) of the Machinery Regulation (2006/42/EC).
- **Equipment failure or fault** - damage, or wear, which could lead to a deterioration of the safe condition and integrity of the work equipment.
- **Familiarisation** - the process of a trained operator becoming aware of and understanding the features, functions, devices, limitations, controls and operating characteristics as defined by the manufacturer, in order to safely use and operate a specific model of MEWP.
- **Installer** - competent person responsible for the installation, including erection, modification and dismantling, of MCWPs and construction hoists.
- **Maintenance** - act of upkeep, such as inspection, lubrication, refuelling, cleaning, adjustment and scheduled parts replacement. - ISO18893 MEWP Safety principals, inspection, maintenance and operation

IPAF Rental Standard (Including Guidance for Rental Companies)

- **Mast climbing work platform (MCWP)** - powered access system that provides moveable access for personnel working at height on structures, consisting of the following four assemblies or groups of parts: a) at least one mast which is climbed by and which supports the work platform; b) a work platform capable of supporting persons, equipment, tools and materials, etc., to a predetermined safe working load; c) a base frame or a wheeled chassis supporting the mast structure; and NOTE 1
The chassis or base frame can provide stability for MCWPs up to a predetermined free-standing height, above which the mast(s) is tied to the building or other structure. d) mast tie assemblies
- **Mobile elevated work platform (MEWP)** - mobile machine that is intended to move persons to working positions where they are carrying out work from the work platform with the intention that persons are getting on and off the work platform only at access positions at ground level or on the chassis and which consists as a minimum of a work platform with controls, an extending structure and a chassis. EN280
- **Modification** - change(s) or addition(s) to powered access equipment as originally manufactured which affects the operation, stability, safety factors, rated load, or safety of the equipment.
- **Off-hire (also known as termination of rental)** - the act of ending the rental period.
- **Owner** - company, organisation or person owning powered access equipment including those hiring it out to a user.
- **Pre-delivery-inspection (PDI)** – inspection to ensure equipment is safe to be put into use or go out on rental and has the requisite information.
- **Post-hire inspection (PHI)** – inspection to identify any damage/defects that may have occurred during the previous rental period in order that the Owner can notify the previous user and discuss their cause and rectification.
- **Pre-qualification questionnaire (PQQ)** - used to ascertain the suitability of a contractor or supplier. Suppliers will answer a list of questions based on the requirements of a company, and the company then uses this information to decide whether it will engage that supplier.
- **Prohibition** – the action of forbidding something.
- **Qualified person** - person who, by possession of a recognised degree, certificate or professional standing, or by extensive knowledge, training and experience, has successfully demonstrated his/her ability to solve or resolve problems related to the subject matter, work, or the project.
- **Regulatory Body** - a public organisation or government agency that is responsible for legally regulating aspects of human activity. The role of the regulatory body is to establish and strengthen standards and ensure consistent compliance with them.
- **Repair** - act of restoring to good condition that which has been broken, damaged or worn due to use, abuse, or other reasons. - ISO18893 MEWP Safety principals, inspection, maintenance and operation
- **Rental (also known as hire)** – paying equipment owner for the use of something for temporary or short-term purposes.
- **Renter (also known as hirer)** - company, firm, person, corporation or public authority taking the owner's plant on hire.

IPAF Rental Standard (Including Guidance for Rental Companies)

- **Safe working load (SWL)** (also known as maximum rated capacity and working load limit) - maximum load that can be safely lifted by equipment at a specified position and under specified conditions.
- **Safety alert** - a communication distributed, following an incident, to share known facts and learning, during or following an investigation - where others may benefit from distribution of the learning experience.
- **Safety related bulletin** - publication from the manufacturer of the powered access equipment that requires attention to ensure safe operation of the equipment that identifies and provides resolution to a safety-related issue.
- **Site assessment for MEWP selection** - assessment carried out by a competent person(s) to identify and recommend a suitable MEWP for the intended task.
- **Thorough examination (also known as annual inspection, periodic inspection)** - a systematic and detailed examination of the equipment and safety-critical parts, carried out at specified intervals by a competent person who must then complete a written report.
- **Transport** - Transportation of powered access equipment on a specific vehicle to and from a work site.
- **User** – person or organisation that has control of the planning, management and use of the powered access equipment on site and is responsible for ensuring the equipment is kept in a safe working condition. This may include the person responsible for the site, location manager, principal contractor or sub-contractor. NOTE: this is not necessarily the same as the Operator.
- **Working time** – (also known as hours of service) any period during which the individual is working, is at the employer's disposal and is carrying out their activities or duties.

RENTAL BUSINESS STRUCTURE

4.0 Responsibilities

The following table of responsibilities (Figure 1) lists the tasks associated with the renting of powered access equipment. It identifies the key duty holders for each of the tasks, who should reference this standard to fully understand their responsibilities and those of a powered access Rental company.

Figure 1- Table of Responsibilities

Task:	Duty Holder:		
	Rental company	User:	Operator:
Training	✓	✓	✓
Site survey		✓	
Risk assessment	✓	✓	✓
Safe system of work	✓	✓	✓
Planned Preventative Maintenance	✓		
Thorough examination	✓	✓	✓
Prohibition	✓	✓	
Selection	✓	✓	
Fitting of additional equipment	✓	✓	
PDI	✓		
Delivery	✓	✓	
Provision of safe area for delivery		✓	
Provision of relevant documentation	✓		
Installation (MCWP & CH)	✓		
Familiarisation	✓	✓	✓
Handover	✓		
Pre-use checks		✓	✓
Interim inspections	✓	✓	
Alteration (MCWP & CH)	✓		
Transfer (mobile MCWP)	✓		
Dismantling (MWCP & CH)	✓		
Reporting defects	✓	✓	✓
Reporting accidents	✓	✓	✓
Completing repairs	✓		
Collection	✓	✓	

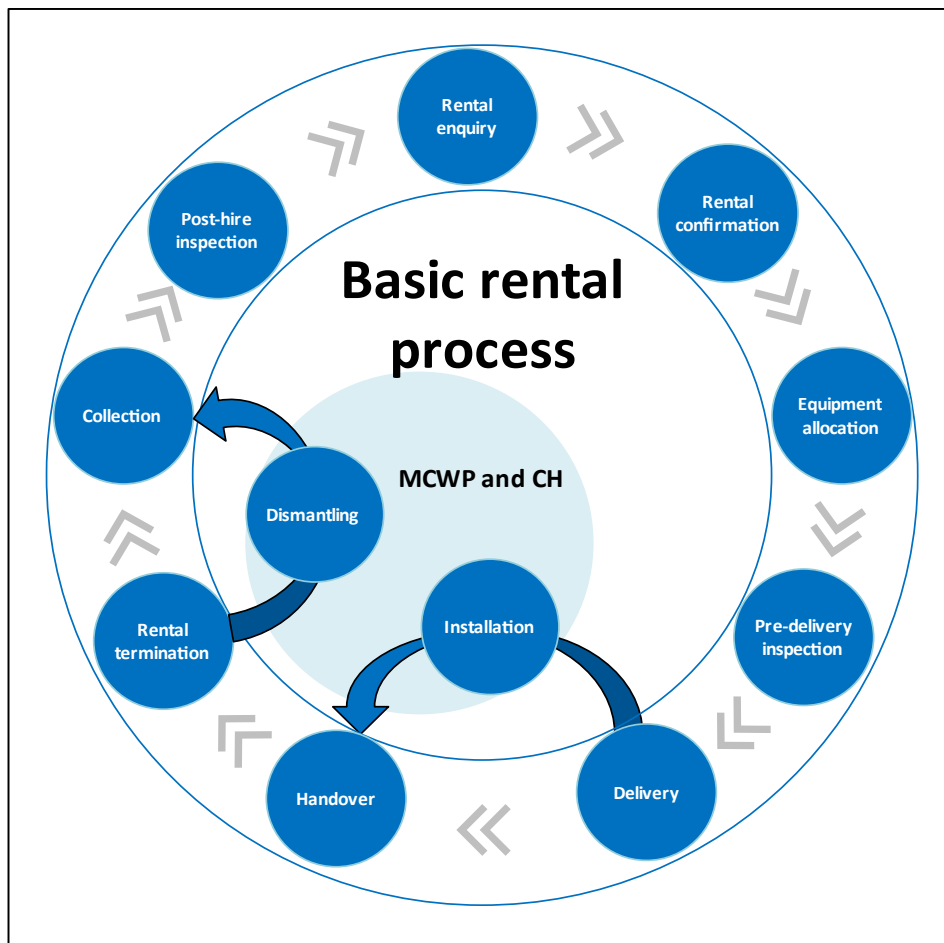
Provision of safe area for collection		✓	
Post-hire inspection	✓		

5.0 Rental company organisational structure and roles

Many rental companies may start from small beginnings by purchasing a few machines and hiring them out. With minimal staff they manage the basic rental processes (Fig 2) focusing much of the company’s resources in three areas.

- i. Rental administration - Taking rental orders and off-hires.
- ii. Service - Preparing and maintaining assets in a serviceable condition.
- iii. Transport - delivery and collection of plant.

Figure 2 - The basic rental process.



However, there are other business areas and processes without which a rental company would not function efficiently, possibly even becoming unsustainable. These are generally outside the basic rental processes shown in figure 2. As a rental company grows and matures people are recruited, these key business areas develop, and roles become more specialised.

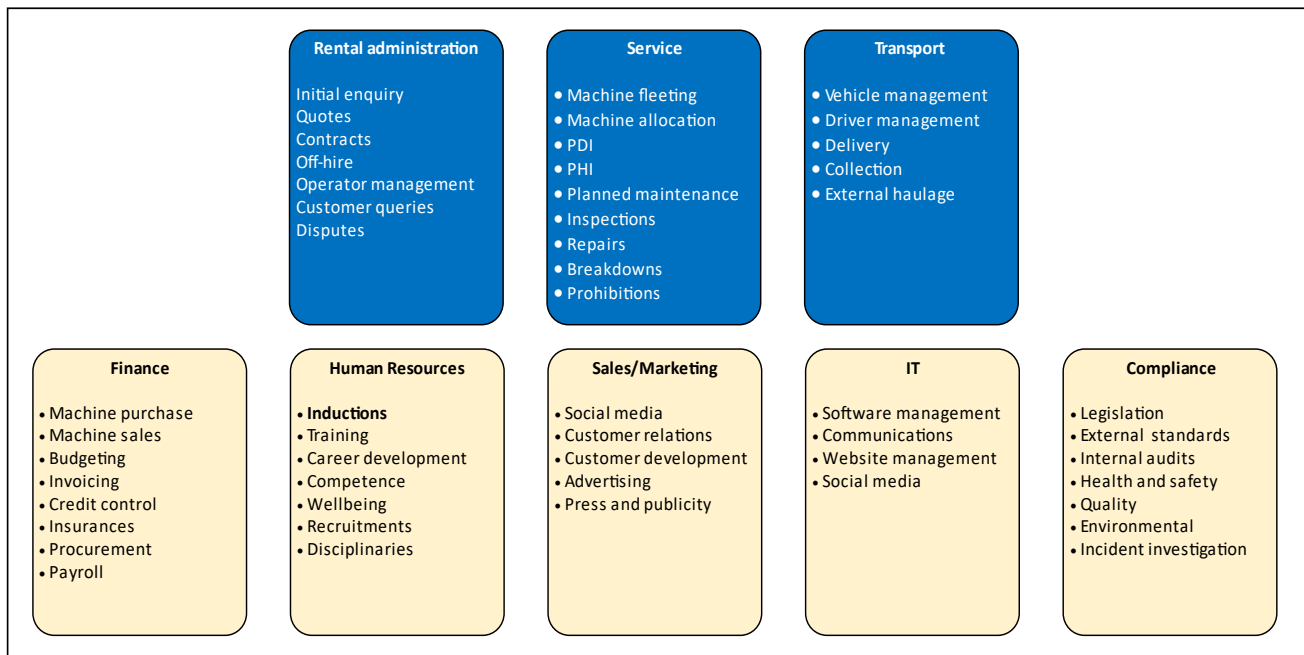
The rental process is a set of activities that interact with one another, and it is important that all parties involved fully understand and appreciate the impact their actions have on the overall process, whether it be positive or negative. It is also important that anyone not familiar with the rental process has a point of

IPAF Rental Standard (Including Guidance for Rental Companies)

reference to enable them to establish what level of service they have a right to expect, or what others expect of them.

Figure 3 identifies the key business areas, and the duties performed within them, that you would expect to find in a mature rental business. Each business area may or may not have a separate department or manager, however senior management should ensure all areas and activities are managed in accordance with the company's management system.

Figure 3 - Rental company business areas and their duties.



As a company grows and the number of employees increases it is advisable to maintain a company organisational chart which determines the assignment and coordination of roles, authority and responsibilities within a business. It also defines how information flows between the different levels of management. Every business, from a sole trader to the largest company, is organised in their own particular way.

5.1 Finance

Many see this as the most important area of any business. Sometimes referred to as 'accounts' this department does far more than send invoices and chase creditors for payment. Monitoring and controlling cashflow, arranging finance, overseeing budgeting, monitoring resources, and dealing with insurance companies are all imperative to managing financial stability and ensuring a company's success. The success of the finance department is reliant on the accuracy and timeliness of information from many other departments, just as a company's financial status and stability impacts all parts of a business.

5.2 Rental administration

This department is made up of administrative staff who are frequently the first port of call for any customer enquiries. They should have knowledge and visibility of asset inventory and rental status to be able to confidently advise potential customers on machine selection, confirm contract details and manage customer queries. It is important they have the ability and means to document all contract information and interactions with customers including where equipment is cross-hired. All records should be stored securely and be readily retrievable for interrogation in case of a dispute, incident, and for accounting purposes.

5.3 Service

Powered access equipment is frequently used as one of the primary safe means of access to the potentially high-risk task of work at height. It is therefore extremely important that all powered access equipment is kept in safe working condition throughout its working life to ensure continued safe and reliable operation over time. The service department should have a structured and robust inspection and maintenance processes to make sure this is possible. Failure of powered access equipment, or any part of it has the potential to cause serious injury to persons and/ or damage to property.

5.4 Transport

Delivery and collection of the powered access work equipment is an integral part of a rental company's business. If not performed in a timely and safe manner, the activity has the potential to have a negative impact on a company's profitability and reputation, especially as IPAF accident data shows the loading and unloading of mobile plant is a high-risk activity. For more information on loading and unloading see IPAF's guidance: [Loading & unloading](#).

Some of the key tasks the transport department should manage are:

- Selecting appropriate transport vehicles for the equipment to be transported legally and safely.
- Complying with transport regulations e.g. operator licences, maintenance / inspection requirements.
- Selecting, training and managing drivers to ensure they comply with drivers' hours and working time limits.
- Daily planning of routes and load schedules to ensure deliveries and collections are completed in a timely and cost-effective manner and have the ability to react positively to unexpected events.
- Consideration of whether to purchase and manage transport internally or source reliable transport services externally.

5.5 Human Resources (HR)

Any company's greatest asset is its people. The role of an HR department is to manage the career lifecycle of employees including, but not limited to, recruitment, career development, performance management, disciplinary and termination of employment, and health surveillance, all within current regulatory requirements.

Due to the complex and specialist nature of the work, many companies choose to use third party HR service providers until they employ sufficient staff to justify employing dedicated personnel to manage the department.

An essential function of the HR department is to ensure all staff have access to, and complete, occupational training relevant to their job role and responsibilities. To achieve this, the company should:

- Identify the key skills required for all roles shown on the organisational chart.
- Produce a training matrix listing the mandatory and occupational training requirements for each of the roles.

A training matrix will typically include employee training requirements and renewal dates for the core needs for specific job roles. This document will become essential for those responsible for managing the workforce and ensuring compliance with mandatory and industry training requirements.

5.6 Sales and Marketing

Sales and marketing are often seen as one area within a rental company, due to their interconnectivity. Sales refers to activities that lead to a prospect buying a product or service from a business, while marketing consists of strategies and processes that generate prospects for the sales team and customers for the business. Sales teams work on progressing individual prospects through the sales process, marketing staff focus on planning and executing campaigns and producing content and marketing assets. Every business relies on sales and marketing to be successful.

5.7 Information technology (IT)

IT refers to the use of computers, data storage, networking and other physical devices, infrastructure and processes to create, process, store, secure and exchange all forms of electronic data. The IT department ensures that the organisation's systems, networks, data, and electronic applications all connect and function properly and protects personal data as per regional requirements.

The simplest use of IT has the potential to improve business productivity. Good IT systems can streamline daily rental processes. They can provide operational staff with the information they require to carry out tasks in a timely manner and can provide senior management with up to date and accurate data to make informed decisions. More complex systems will encapsulate all areas of a rental business enabling live reporting and a reduction in potential misinformation.

5.8 Compliance

Establishing that a company complies with regulatory requirements is key to the continued survival and success of any rental business. Rental companies should be able to demonstrate compliance with:

- i. Country or regional specific legislation.
- ii. The requirements of regulatory authorities.
- iii. Third-party accreditation and certification bodies (where applicable).
- iv. Industry recognised good practice.
- v. Internal policies and procedures.

To be able to do this rental companies should:

- Create a register of relevant legislation (legal register) identifying specific requirements.
- Identify the requirements of all interested parties – trade bodies, certification bodies, customers, etc.
- Develop policies and procedures detailing how compliance will be achieved.
- Audit working practices against documented requirements.
- Address any areas where non-compliances are found or where potential improvements are identified.

To ensure that a rental company remains compliant, it should plan, establish, implement, and maintain an internal audit programme, which includes audit frequency, methods, responsibilities and reporting requirements. Audit criteria should take into consideration the importance of the processes concerned, changes affecting the organisation, and the results of previous audits. The results of completed audits should be reported to relevant management and, should non-conformance be identified, appropriate corrective actions should be implemented within agreed timeframes.

Mature, multi-location rental companies would be expected to have in place more robust internal audit programmes to reflect the size and complexity of the business model when compared to less mature businesses.

6.0 Company Management system

It is essential to recognise that quality of equipment and consistently high service levels are fundamental to providing users with a safe, reliable, and sustainable powered access rental solution long term.

A successful rental company will manage all aspects of the business equally, ensuring all business areas communicate with each other, as the actions of any one area can impact significantly on the performance and output of several others, or indeed the whole business.

Implementing an Integrated Management System (IMS) where Quality, Environmental and Occupational Health and Safety (OH&S) responsibilities are managed in a systematic manner and given equal attention with financial and operational management is important. Such a management system will provide the tools to enable continual improvement of overall performance and provide a structured basis for sustainable development initiatives to:

- Consistently provide products and services which enhance stakeholder satisfaction by meeting or

IPAF Rental Standard (Including Guidance for Rental Companies)

exceeding customer and stakeholder requirements, as well as applicable statutory and regulatory requirements.

- Provide safe and healthy workplaces by preventing work-related injury and ill health, as well as by proactively improving OH&S performance.
- Contribute to the environmental pillar of sustainability.

Using a process driven approach incorporating the Plan-Do-Check-Act cycle (Figure 4) enables companies to ensure all processes are adequately resourced and managed, and opportunities for improvement are determined and acted upon. Supported by risk-based thinking it enables senior management to:

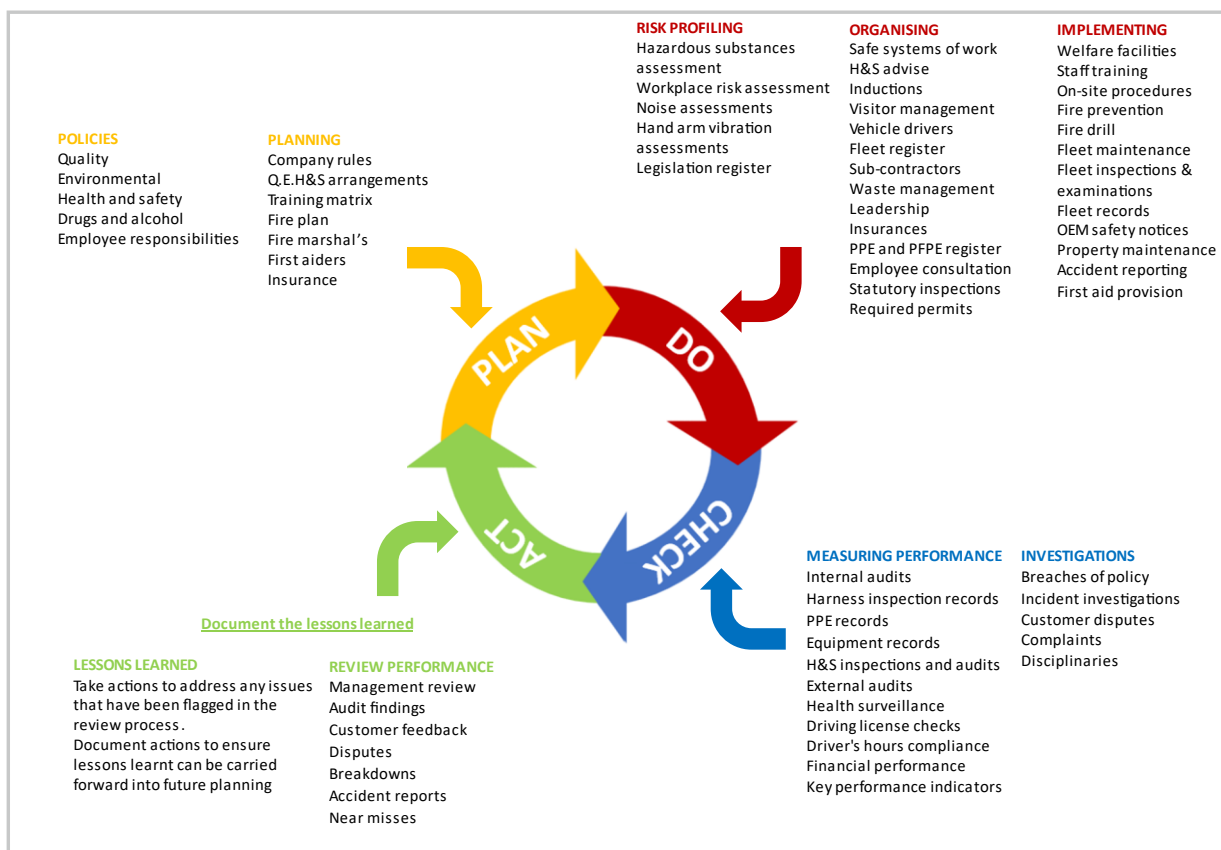
- Determine the factors that could cause its processes and management system to deviate from the planned results.
- Put in place preventive controls to minimize negative effects.
- Make maximum use of opportunities as they arise.

A Plan-Do-Check-Act system can be applied to all aspects of business management. In simplistic terms you:

- **Plan** what you intend to do.
- **Do** what you said you would do.
- **Check** that you did it right.
- **Act** on anything that went wrong or could be improved to continually improve performance and avoid errors.

Figure 4 identifies the relevant tasks related to each stage of the Plan-Do-Check-Act process for a rental company:

Figure 4 - Plan - Do - Check - Act Process.



THE RENTAL PROCESS

7.0 Overview of rental processes (Figure 5)

The key requirements and specific tasks involved in the ownership and rental of powered access equipment can be divided into three specific processes as shown in Figure 5.

The three processes are:

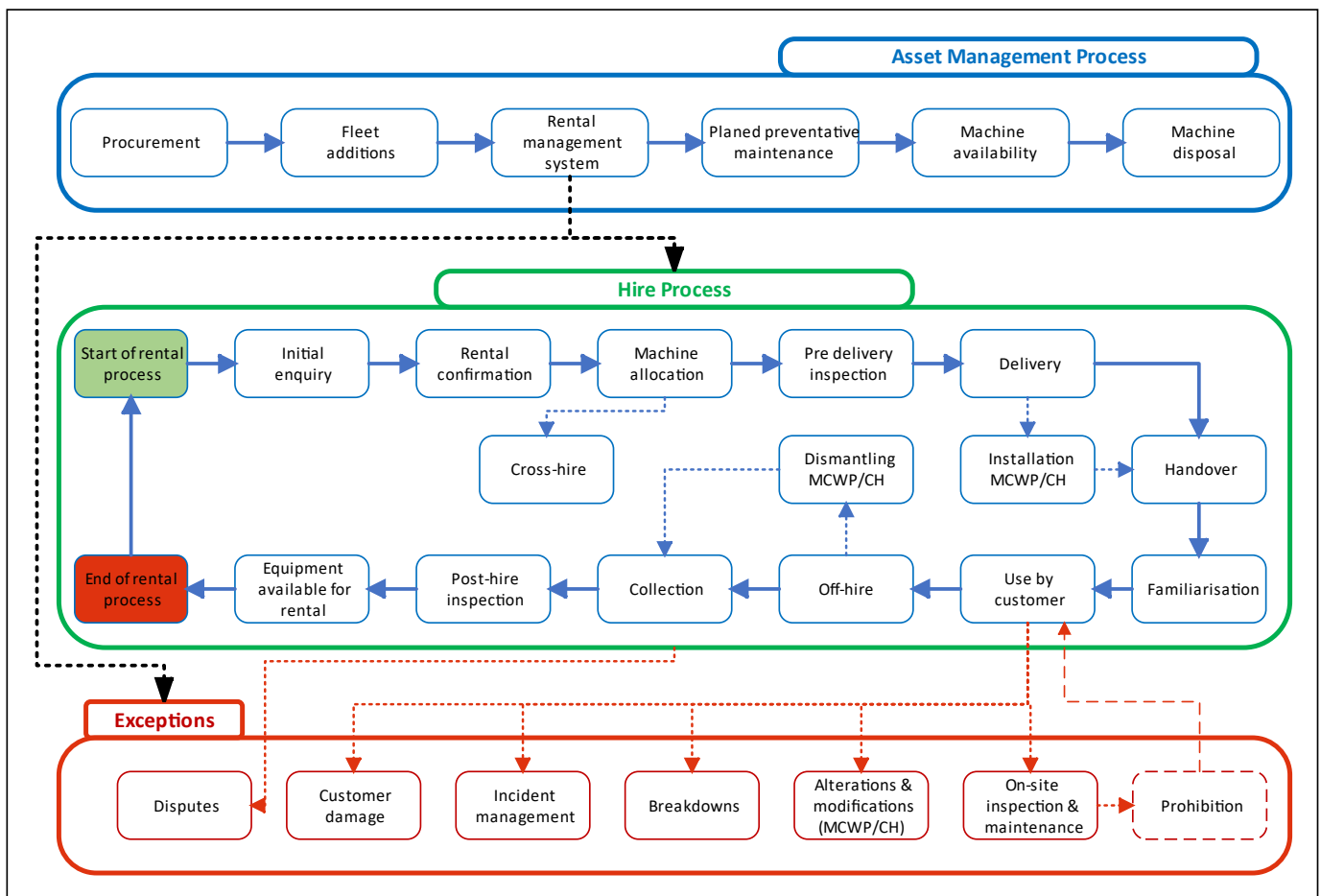
- **Asset management** – requirements during ownership of the equipment.
- **Rental** – requirements during renting out of the equipment.
- **Exceptions** – Events which may occur during the ownership and renting out of equipment.

Although shown as three separate processes, each is interlinked with the other two and essential for a rental company to:

- a) Supply quality equipment and consistently high service levels.
- b) Ensure users are provided with a safe, reliable and sustainable powered access rental solutions long term.
- c) Be successful over a sustained period.

Each of the three processes and the specific tasks within them are explained in greater detail in sections 8, 9 and 10 below.

Figure 5 - Overview of rental processes.



8.0 Asset Management Process (Figure 6)

Asset management refers to all actions relating to equipment within the rental fleet. It is the processes used by companies to monitor fleet activities and make decisions about equipment ownership including acquisition, maintenance, inspection, equipment status, location, and disposal.

Managing equipment events, monitoring its lifecycle and operational costs will improve efficiency and enhance utilisation while aiding compliance with regulations and lowering the risks related to machine failure.

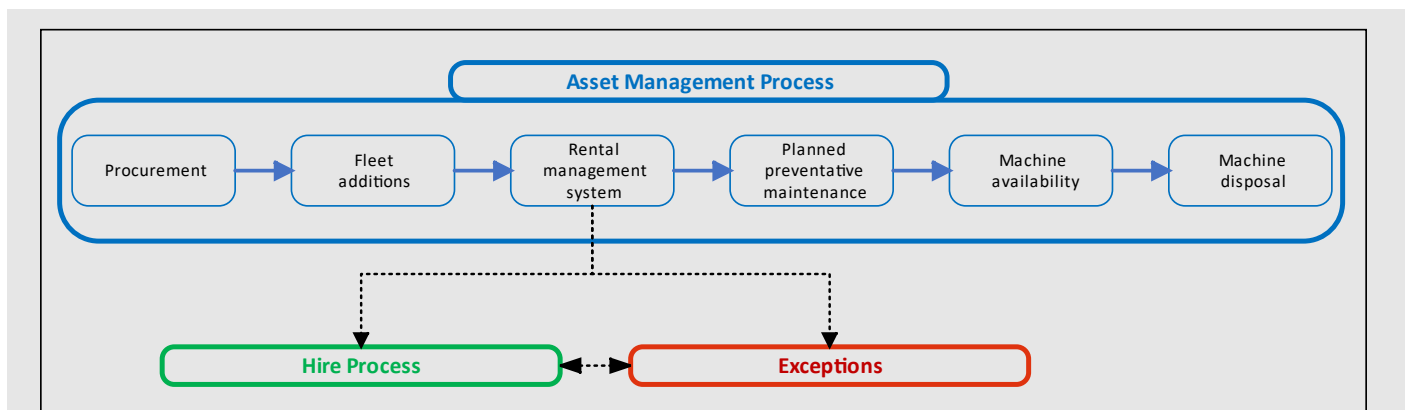
Rental companies may use different systems to manage their assets and are generally dependent upon the number of items of machinery and equipment they own or manage. In the simplest format, this could be by way of a spreadsheet; other systems include what is known as a T Card system, however many rental companies now use more complex, dedicated computer software systems, which combine asset records, customer record management (CRM) and contract information.

Depending on the equipment type, some more advanced systems use telematic integration to provide live machine data relating to usage and location. These systems can aid scheduling, and preventative maintenance requirements.

Asset management systems should provide an auditable trail for the duration of the life of the machinery and equipment while in the ownership of the rental company. This should include purchase, rental, maintenance, repair, inspection, examination, and sale records as well as details and actions relating to any manufacturer safety notices/bulletins or updates.

Regardless of the system used, the asset management process (Figure 6) is the core of any rental business and relies on accurate data being entered to ensure that the information extracted is correct, leading to good business outcomes and customer service.

Figure 6 - Asset management process



8.1 Procurement

Procurement is the control of externally provided processes, products, and services. Rental companies should ensure externally provided services remain within the control of their IMS. Structured procurement processes are critical to the continued function of a rental business dealing with suppliers involved with potentially high risk, safety critical operations that could have a negative impact on safety, user experience, and the rental company's reputation. While all suppliers should be managed, particular focus should be given to those providing key operational services.

Procurement covers every activity involved in obtaining the goods and services a company needs to support its daily operations, including sourcing, negotiating terms, purchasing items, receiving and inspecting goods as necessary, and keeping records of all the steps in the process. Overall responsibility for procurement usually rests with the finance department.

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There are many advantages to effective procurement management, however, no single element makes for a good supplier. Good relationships with suppliers are important and purchases should not be seen as one-off transactions. They should include periodic reviews to monitor, maintain, and improve quality.

Figure 7- Supplier risk criteria

	Category of Supplier	Services	Requirements
Tier 1	Provide equipment and services on behalf of rental company and interact with customer	Cross-hire partners	IPAF Rental+ accreditation or external ISO accreditation or independent audit verification plus Continual performance monitoring
Tier 2	Provide services on behalf of the rental Company Undertake on site powered access related work Provide services which affect the rental equipment	Transport companies, hydraulic hose repair Tyre company External contractors	PQQ and performance review
Tier 3	Other suppliers	Approved suppliers	Supplier listing managed and reviewed by finance department

This can be done by creating a supplier criteria system (Figure 7) for approval of suppliers based on the risk to the business, one example of which is shown in the table below.

8.1.1 Procurement process (Figure 8)

- Does the procurement involve key operational processes?
 - Dealing with key operational processes, such as those listed in Figure 8, is crucial as these are the fundamental processes that directly affect the deliverables to the client.
- Is the proposed supplier on the company approved supplier list?
 - Only using suppliers on the rental company approved supplier list for key operational services ensures that due diligence has been completed.
 - If the supplier is not on the company approved supplier list, an alternative supplier should be sourced from the approved supplier list.
- If no alternative supplier is available on the approved supplier list, a potential supplier who provides the required service should be sourced.
 - Have the requirements of the supplier criteria been submitted by the supplier?
 - Dependent upon company specific requirements, these could include but are not limited to:
 - IPAF Rental+ certification
 - External ISO accreditation
 - Independent audit verification
 - Internal performance monitoring
- Has the supplier criteria submission been reviewed?

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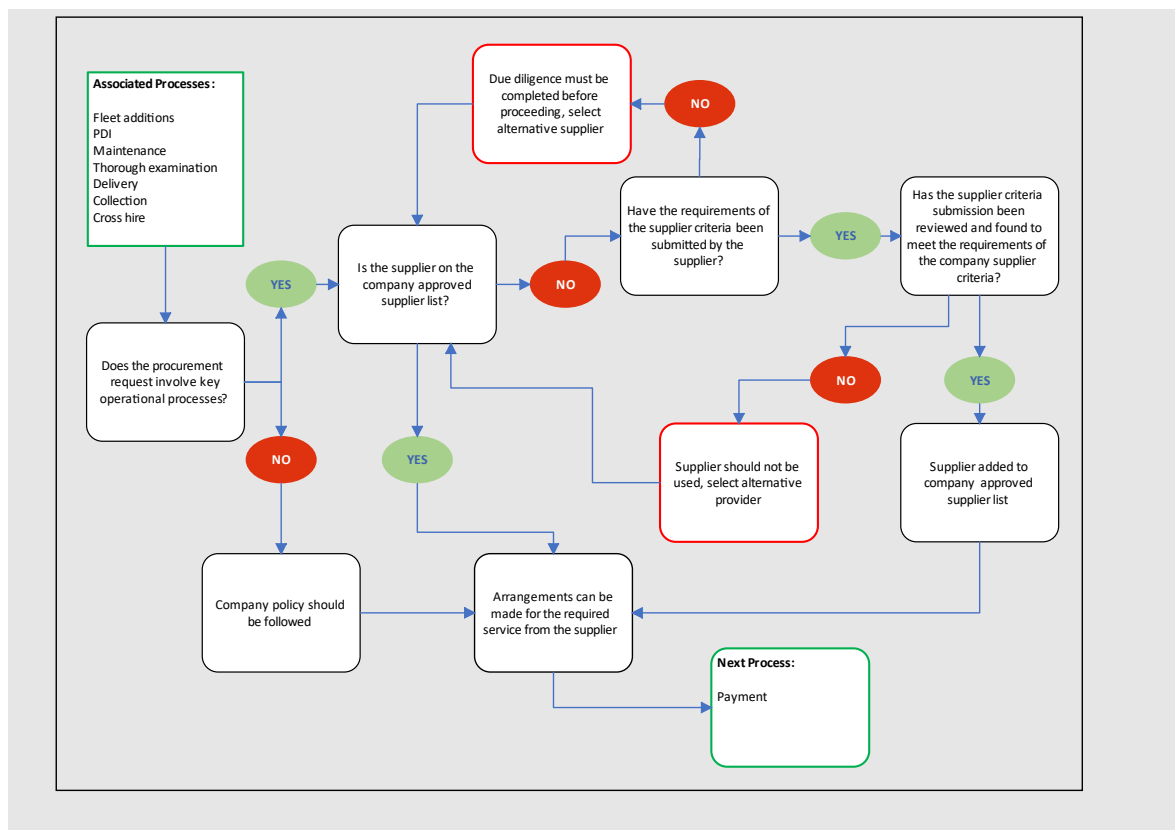
- Upon submission of supplier criteria evidence, a senior person within the business should review the documentation to ensure that all responses meet the quality, safety and environmental requirements of the business. Should this not be the case, refer back to the supplier for additional information before completing the review.

→ Has the supplier been approved?

- Assuming the supplier criteria information including the pre-qualifying questionnaire (PQQ) has been reviewed and meets the quality, safety and environmental requirements of the business, the supplier should be approved and added to the company approved supplier list within the asset management system.

Once on the company approved supplier list, the supplier can be used to provide the service they offer, however, it is recommended that all suppliers of key operational processes are subject to periodic review dependant on performance and potential risk review to ensure that they still meet the criteria to remain an approved supplier.

Figure 8- Procurement process



8.2 Asset additions

When purchasing powered access equipment, whether new or pre-owned, it should comply to the design standards and safety legislation relevant in the country or region where it will be operating.

There are many factors that may influence the decision as to what to purchase, when considering adding equipment to the rental fleet, these may include:

- User demand
- Equipment availability
- Equipment reliability
- Transportation costs
- Residual value
- Availability of replacement parts
- Purchase price
- Carbon footprint
- Correct type approval for the region

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- Competency requirements
- Return on investment
- Sustainability
- Training requirements

Newly purchased equipment should be added to the asset management system and issued with a unique fleet number. This will help identify each stock item, providing traceability and individual record keeping. A dedicated asset file should be opened to store all relevant documentation and maintenance records. A maintenance schedule should be established with consideration for legislative requirements and manufacturer recommendations.

If purchasing pre-owned equipment, it is essential the purchaser checks the equipment to confirm the machine is built to design standards acceptable in the country or region of intended use.

For further guidance on purchasing a pre-owned MEWP, refer to [IPAF Guidance on Buying a Pre-Owned MEWP](#)

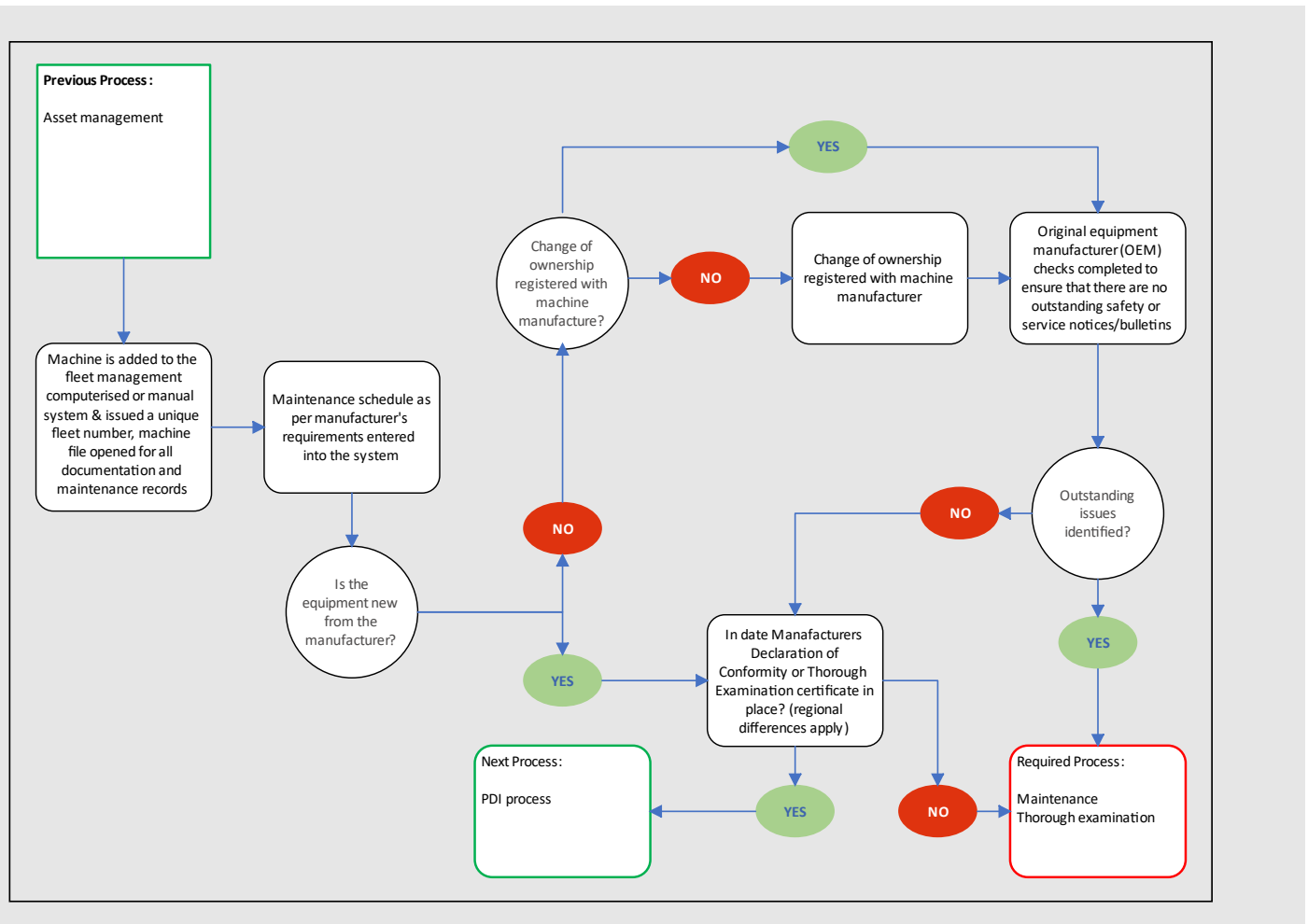
8.2.1 Asset additions process (Figure 9)

- Is the equipment new from the manufacturer?
 - If the equipment has been pre-owned, i.e. purchased from someone other than the manufacturer, then it is imperative that the new owner is aware of any outstanding or future safety or service bulletins and is in receipt of previous service records if available.
- Has the change of ownership of any pre-owned equipment been registered with the machine manufacturer?
 - Machines purchased from someone other than the manufacturer should be registered by the new owner with the manufacturer. Upon registration, and using the unique serial number, a check should be made to ensure that there are no outstanding safety notices or recalls against a particular equipment.
- Are there any outstanding safety or service bulletins?
 - Should it be identified that there are outstanding actions, these should be addressed prior to the machine entering service.
- Does the machine have an in-date Manufacturer's Declaration of Conformity or Thorough Examination certification?
 - It is essential that prior to being made available for rental, the machine meets with regional requirements relating to the inspection and examination of the equipment. Evidence of this, depending on the region and machine type, can be demonstrated by way of a manufacturer's declaration of conformity or an in-date thorough examination report.
 - If there is no evidence of an in date thorough examination or Declaration of Conformity, the equipment should be subject to a thorough examination which would be conducted by a competent person. Dependent on the machine type, whether it be a mobile elevated working platform, a mast climbing working platform, or a construction hoist, the thorough examination would be completed either prior to going on rental, or upon completion of installation on site. Evidence of the thorough examination should be available with the equipment and should include the date by which the next thorough examination must be completed.

Once all required documentation is in place, the rental fleet management system can be updated showing the machine is available for rental.

For further information, please see the document: [Guidance For Major Inspections Of Mobile Elevating Work Platforms](#)

Figure 9- Fleet additions process



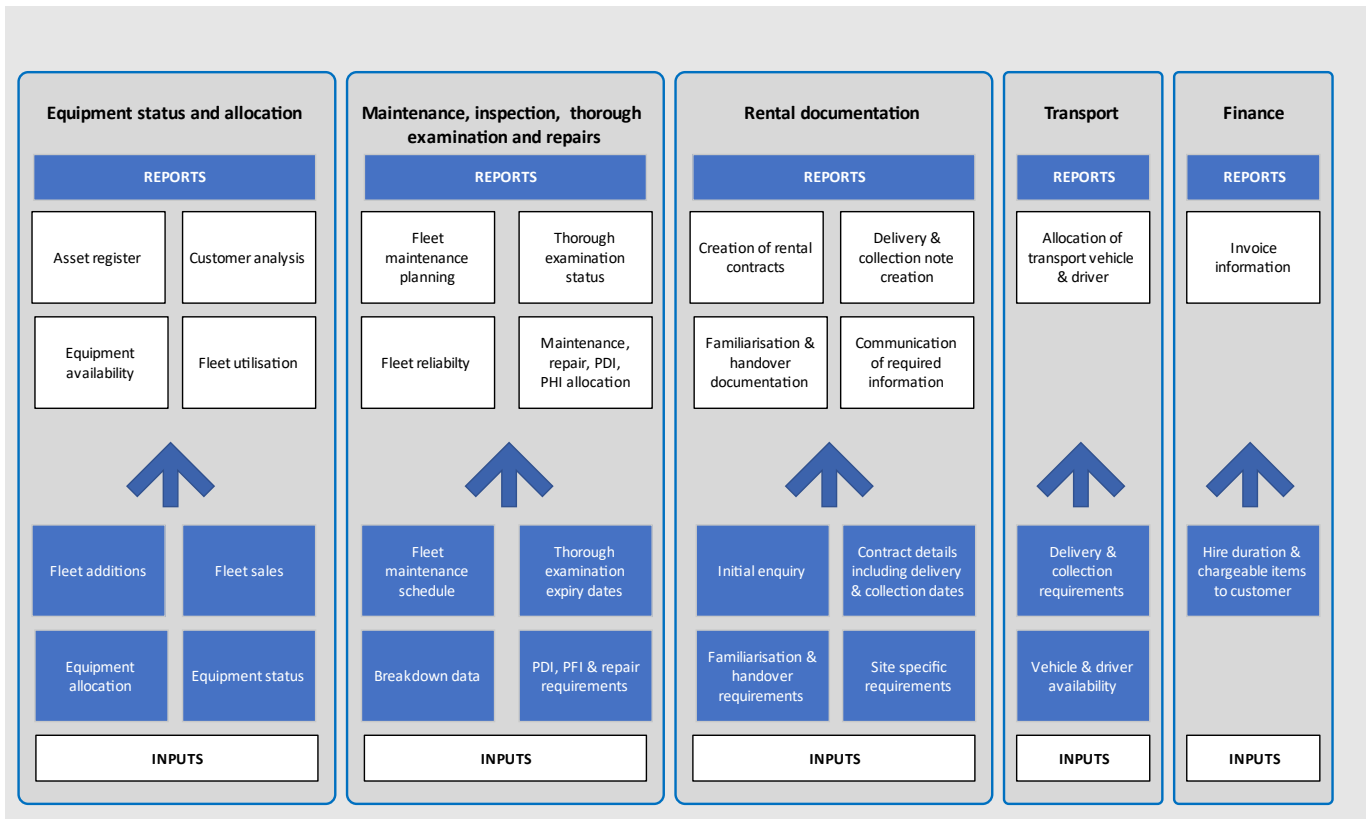
8.3 Rental management system

An integral part of a rental company's overall [Management System](#) is the rental management system which should encompass and be capable of managing and reporting on all aspects of the equipment rental process including user interaction.

Figure 10 shows the typical inputs and outputs of a rental management system. There are several recognised rental management software systems specifically aimed at the plant rental industry, which are readily available to purchase. Serious consideration should be given to the selection of a suitable rental management system to ensure it can meet your current and future needs.

Some rental companies with a large IT department have been known to design and build their own rental management software system. This is to ensure the system fully meets the needs of the company, is compatible with other software systems and can be modified at any point to accommodate future requirements.

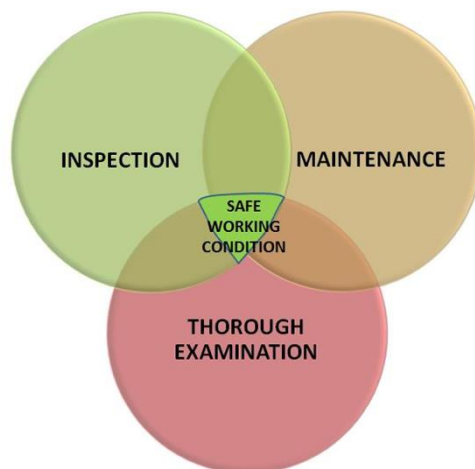
Figure 10 - Rental management system



8.4 Planned preventative maintenance (PPM)

It is extremely important that all powered access equipment is kept in a safe working condition throughout its working life to ensure continued safe and efficient operation. There are three elements (Figure 11) which must work together to ensure equipment is kept in a safe operating condition, these are: Inspection, Maintenance and Thorough Examination (also referred to an Annual Inspection in some parts of the world)

Figure 11 - Three elements which must work together to ensure equipment is kept in a safe operating condition.



For further guidance on managing the safe condition of MEWPs, refer to: [Managing the Safe Condition of Mobile Elevating Work Platforms](#)

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The condition and status of powered access equipment should be planned, organised, managed, monitored, and reviewed in the same way as any other business activity.

a. **Run to failure maintenance** is where a company waits until a machine breaks down before replacing parts. Run to failure maintenance may be perceived as a way of limiting expenditure on maintenance and keeping costs low. However, breakdown maintenance is not an acceptable management approach and will not meet the legislative requirements for maintenance of work equipment in many regions of the world. Any work at height equipment related failure could present an immediate and unacceptable risk to persons, which can be limited by implementing one of the following maintenance programmes.

b. **Planned preventative maintenance** PPM systems are risk driven maintenance tasks carried out at intervals that take into consideration manufacturer's information and are based on actual hours of operation, or an interval of time that equates to an average number of operating hours, or number of operational cycles. PPM should include consideration of adverse environmental factors, experience of breakdowns and/or industry average life data for component parts (e.g. mean time to failure – MTTF).

PPM is intended to lower the probability of failures and reduce the risk to operators and others, rather than correcting them after they occur.

If planned maintenance intervals are too great, the reliability/safety of the machine may be compromised and if they are too short, maintenance costs may be unnecessarily high.

Maintenance actions should be carried out as per a planned, periodic, and specific scheduling to keep individual components functioning correctly, and the MEWP in a safe condition and efficient working order. PPM requires continual monitoring and interrogation of existing inspection, maintenance and breakdown records to identify components or structures that may fail/are regularly failing, prior to the expected PPM date. This will enable existing PPM scheduled dates to be revised to further increase reliability and safety.

c. **Predictive maintenance** is a condition driven preventive maintenance approach. It uses available maintenance records, measurement and signal processing methods to accurately diagnose individual component or machine condition during operation, e.g. oil analysis, monitoring wear tolerances and data logging statistics etc.

It is machine specific management, which requires monitoring of individual MEWPs, and constantly making allowances for varying rates of wear over time, due to differing operating factors such as environment, frequency of use and load spectrum.

This information is used to determine the actual mean time to failure for the individual MEWP and in so doing, achieve the best balance between low maintenance costs and unplanned failures.

The maintenance of MEWPs should be managed in the same way as any other business activity. Current good practice is "Planned Preventive Maintenance" supported by repairs should breakdowns occur. This involves replacing parts and consumables or making necessary adjustments, at pre-set intervals, so that risks do not occur due to the deterioration or failure of the equipment. Some elements of predictive maintenance such as oil sampling and use of data logging records are increasingly under consideration for incorporation into the maintenance regime of modern, technically advanced MEWPs.

A continuous and comprehensive record of all information concerning inspections, maintenance and records of significant events that may have a direct bearing on the safety of the MEWP should be kept by the rental company. This may be in the form of a machine history file, which contains all relevant information. These records should be legible, easily understood and readily retrievable. Documentation providing evidence of the checks, adjustments, replacement of parts, repairs and inspections performed, and irregularities or damage concerning the unit's safe use should be available for inspection and interrogation.

The records should also include:

- the date and time of the maintenance activity.
- machine reference number and serial number.
- person carrying out the maintenance.
- location where the maintenance took place.

8.4.1 Inspections maintenance schedule

Asset scheduled maintenance tasks and frequency, as required by legislative requirements, manufacturer's requirements and company policy should be detailed within the [asset management system](#). These scheduled maintenance requirements should be monitored, planned, and reviewed prior to the rental of equipment to ensure they are completed in the required timeframes.

8.4.1.1 Inspection maintenance schedule process. (Figure 12)

- The company scheduled maintenance report highlights that scheduled maintenance is required.
 - If the report highlights equipment that requires scheduled maintenance within the set timeframe, checks should be made as to the equipment's location.
 - If the report does not identify equipment that has required scheduled maintenance within the set timeframe, no further action is required.
- Equipment available at rental company's premises?
 - If the equipment is available at the rental company's premises, it should not be available for rental until the required maintenance work has been completed, unless the duration of the rental ensures that it is returned to the rental company before the deadline for completion of the required maintenance.
 - If the equipment is not available within the rental company premises, checks should be made as to when it is to be off-hired and returned.
- Equipment likely to be off-hired before maintenance required?
 - If the equipment is to be off hired prior to the required maintenance completion date, the situation should be monitored.
 - If the equipment is not off-hired prior to the required maintenance completion date, it should be established:
 - If the required maintenance is of the type that can be completed at the rental location.
 - Is the location suitable for such work to be completed.
 - If the location is suitable for the completion of the planned maintenance, is the user happy to proceed.
 - If the equipment is not off-hired, or it is not possible to complete the maintenance at the user site, the equipment should be exchanged, and maintenance completed at a suitable location.
- Does the rental company employ suitably trained and competent maintenance personnel?
 - If the rental company employs suitably trained and competent maintenance staff, arrangements should be made to complete the required work.
- If the rental company does not employ suitably trained and competent maintenance staff, does the company have an approved supplier competent to complete the task?
 - Arrangements should be made with the approved supplier if in place.
 - If no approved supplier is in place, the procurement process should be followed to source a provider.

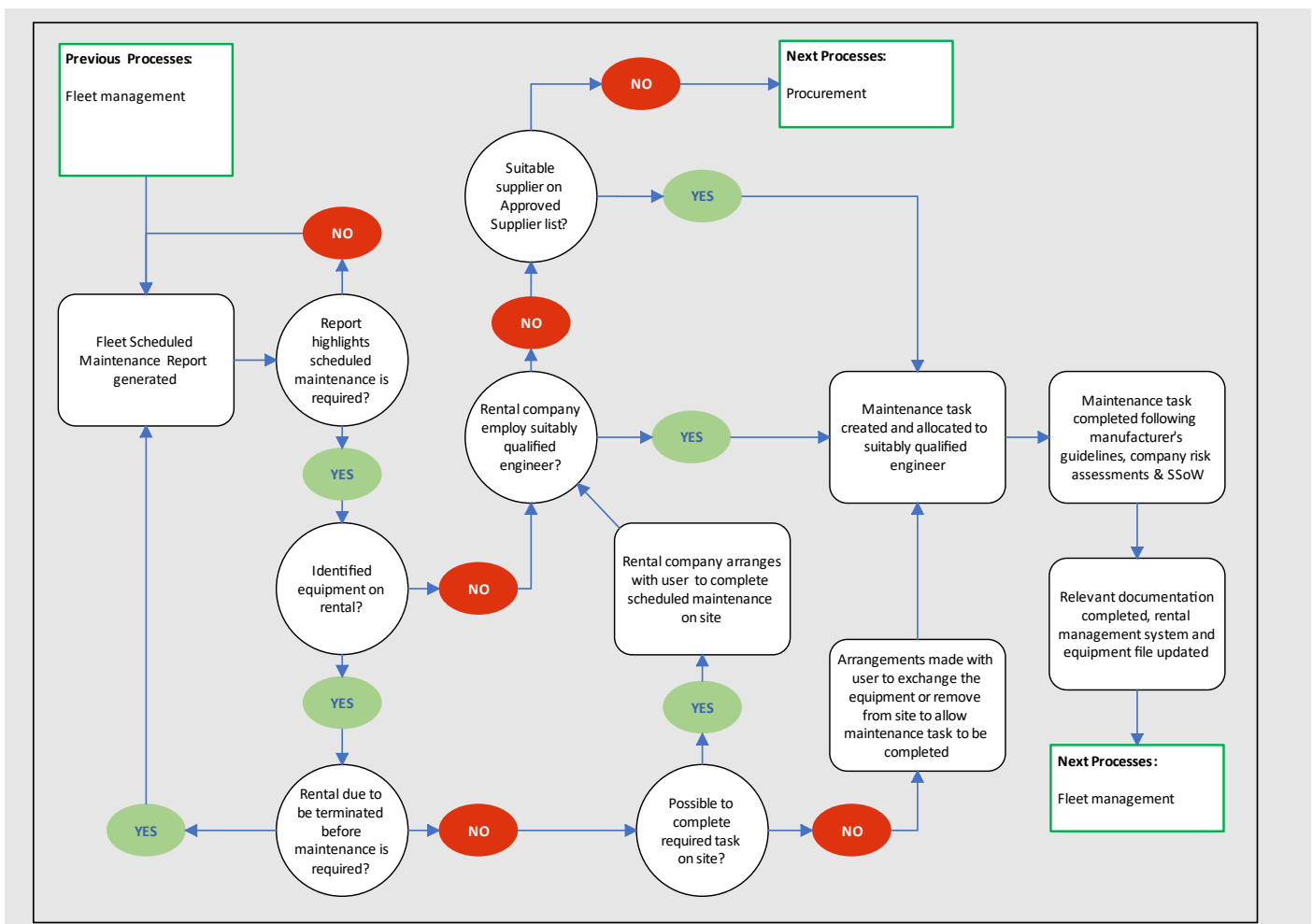
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- If a provider cannot be sourced prior to the required completion date, the equipment should be taken out of service.

→ Completing the task:

- All scheduled maintenance should be completed as per the specific equipment manufacturer's specifications, company risk assessment and safe system of work.
- Suitable information should be recorded and maintained, either electronically or in hard copy format, within the asset management system to evidence:
 - The equipment's unique identification mark.
 - The type of task undertaken.
 - Date the task was completed.
 - Name of the individual completing the task(s).

Figure 12 - Maintenance process flow



For information on pre-delivery inspection (PDI) and post-hire inspections (PHI) refer to sections 9.5 and 9.14 respectively

8.4.2 Thorough examination / annual inspection

Thorough examination is important but should not be seen as part of an inspection and maintenance system and not viewed as a substitute for a planned maintenance programme. It is a check to ensure the inspection and maintenance programmes are suitable and effective.

The examination, which may include tests of powered access equipment, is undertaken by a competent person in such depth and detail as considered necessary to enable them to determine whether the

equipment being examined is safe to be taken into, or continue in, use, until the next scheduled thorough examination is due.

Thorough examination is not part of a maintenance regime and should never be viewed as a substitute for a maintenance programme. The thorough examination may provide a rental company with information, which could be used to determine the effectiveness of their maintenance regime. The evidence of a thorough examination does not diminish the responsibility for any of the inspection/ maintenance requirements.

The owner and user should both be aware of the regional requirements relating to the frequency of thorough examinations and ensure that all requirements are adhered to including those relating to the provision of certification.

8.4.2.1 Thorough examination / annual inspection process (Figure 13)

- Asset Management system report generated to identify if any rental equipment has an expired thorough examination report.
 - Ideally this report should be generated at regular intervals, e.g. weekly, to facilitate advanced planning and to avoid equipment being on rental without a current thorough examination report.
 - If no equipment is listed as requiring a thorough examination, no further action is required.
 - If the report identifies equipment on rental that has an expired thorough examination report, the rental company must contact the user and arrange for the machine to be taken out of service and isolated until such time as a thorough examination can be completed. Should the user not agree to remove the machine from service immediately, the [Prohibitions](#) process should be followed and the process for monitoring the expiry of thorough examinations reviewed.

- Are those machines listed within the report currently on rental?
 - If identified machines are on rental, it should be established if they are to be off-hired prior to the expiry date of the current thorough examination.
 - If the machine is to be off-hired prior to the expiry of the current thorough examination certification, no further action is required, however the situation should be closely monitored to ensure the machine is off-hired prior to the expiry of the current certification.

- If the identified machine is on rental and not scheduled to be off-hired prior to the expiry of the current thorough examination report, it should be established if a thorough examination can be conducted at the rental location.
 - If it is possible to conduct the thorough examination at the rental location, arrangements should be made for a competent person to attend and conduct the examination.
 - If the rental location is not suitable for the completion of a thorough examination, arrangements should be made to exchange the machine prior to the expiry date of the current report.

- If the identified machine is not on rental, it should be confirmed that the machine requires a thorough examination. If the asset management system is showing the equipment is not available for rental, the machine may not require a thorough examination at this time for one of the following reasons:
 - Undergoing long term repair.
 - Machine removed from service - not intending to hire out or use the machine.
 - Item for sale (thorough examination may be completed once sale agreed).

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- Does the rental company employ suitably trained and competent service technicians to conduct the thorough examination on the identified machines?
 - If suitably trained and competent service technicians are employed, the work task should be allocated within the rental management system and suitable documentation created either in a hard copy or electronic format.

- If the rental company do not employ suitably trained and competent service technicians, is there a suitable supplier on the company approved supplier list?
 - Only suppliers who have successfully completed the [Procurement](#) process should be used to complete safety critical tasks.
 - If a suitable supplier is identified, arrangements should be made for the completion of the work task.
 - If no suitable supplier is identified, equipment with an expired thorough examination certification should be taken out of service.

- The allocated service technician should complete the thorough examination following the specific machine manufacturer's guidance, company risk assessments and safe systems of work.
 - Should the examination be completed at the rental location, the service technician should also adhere to any additional site-specific requirements.

- Upon completion of the thorough examination:
 - Relevant documentation should be completed, this should include a report of the equipment inspected and the findings of the examination. Regional requirements should be adhered to in relation to the content of the examination report, however the following list is typical of most requirements:
 - The name and address of the company for whom the thorough examination was made.
 - The address of the premises at which the thorough examination was made.
 - The date the thorough examination was completed.
 - The reason/s why the thorough examination is taking place, these could include:
 - Alignment with legal requirements.
 - Compliance with an examination scheme.
 - A response to the occurrence of exceptional circumstances.
 - Information which is sufficient to identify the lifting equipment including, where known, its date of manufacture.
 - The date of the last thorough examination.
 - The safe working load of the lifting equipment or (where its safe working load depends on the configuration of the lifting equipment) its safe working load for the last configuration in which it was thoroughly examined.
 - Identification of any part found to have a defect which is, or could become, a danger to persons, and a description of the defect.
 - Details of any repair, renewal or alteration required to remedy a defect found to be a danger to persons.
 - In the case of a defect which is not yet, but could become, a danger to persons:
 - the time by which it could become such danger.
 - particulars of any repair, renewal or alteration required to remedy it.
 - The latest date by which the next thorough examination must be carried out.
 - Where the thorough examination included testing, details of any test.

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- The name, address and qualifications of the person making the report; that they are self-employed or, if employed, the name and address of their employer.
 - The name and address of a person signing or authenticating the report on behalf of its author.
 - The date of the report.
 - A declaration that the equipment is safe to operate.
- In relation to the first thorough examination of MCWP and CH after installation or after assembly at a new site or in a new location, the report should confirm:
- that the equipment has been installed correctly and is safe to operate.
- If defects have been identified, there may be a regional requirement to report them to enforcement agencies. In regions where this is required, the competent person must send a copy of the thorough examination report to the relevant enforcing authority if they believe that it identifies a defect in the powered access equipment which involves an existing or imminent (may happen at any moment or within a reasonably short time of the equipment being used again) risk of serious personal injury to anyone attempting to use it.
- The person who arranges for the MEWP to be thoroughly examined is the person likely to receive the report. If that is the owner, then it is necessary for them to forward a copy to the user. If the user has arranged the thorough examination, then they should forward a copy to the owner.

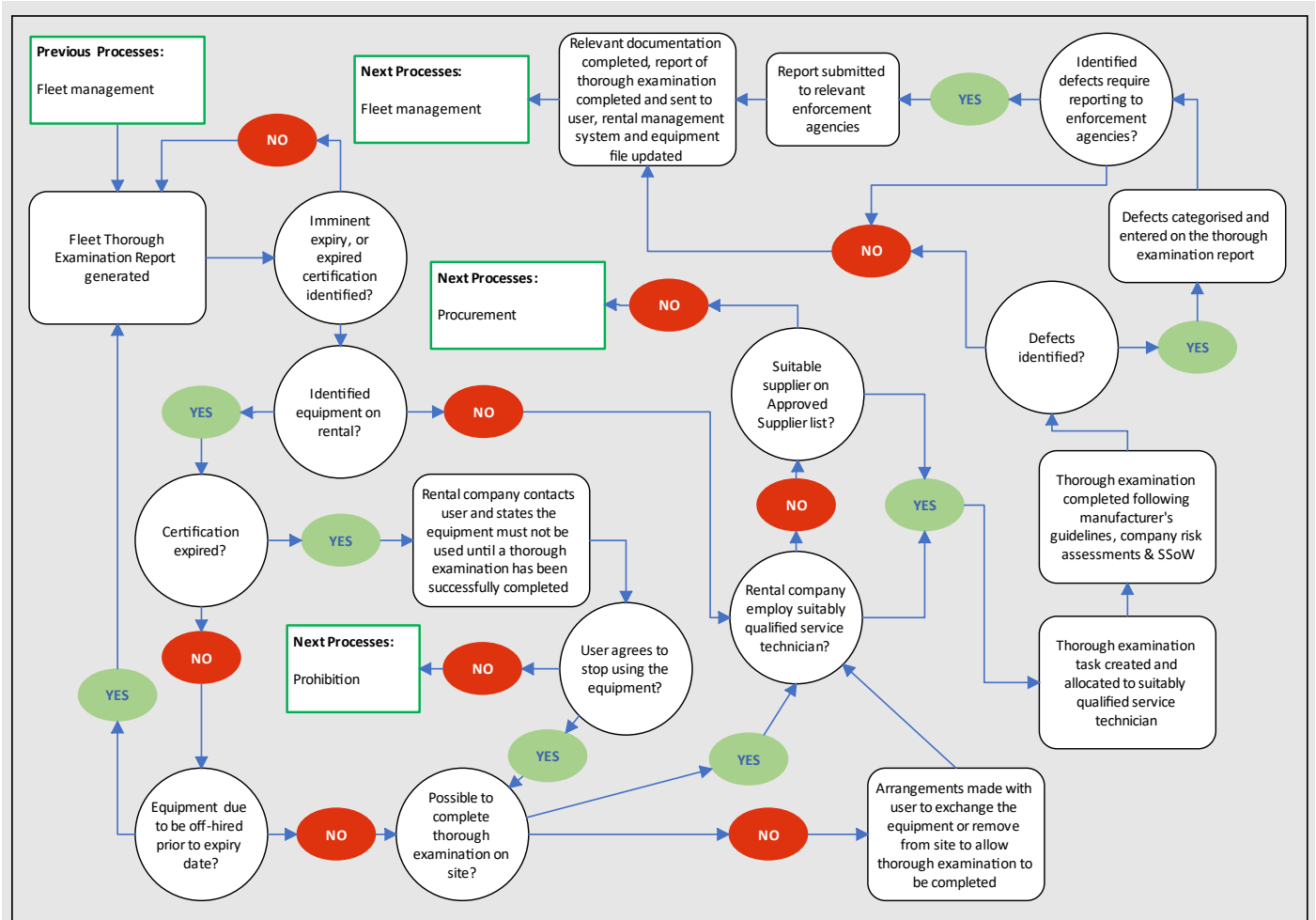
Further guidance on the inspection, maintenance and thorough examination of MEWPs can be found through the following links:

[Managing the Safe Condition of Mobile Elevating Work Platforms](#)

[GUIDANCE FOR MAJOR INSPECTIONS OF MOBILE ELEVATING WORK PLATFORMS](#)

Figure 13 - Thorough examination – Annual inspection process

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8.4.3 10-year inspection

Powered access equipment is designed and constructed to set criteria, defined by national and international standards, of the country/continent where it is first intended to be put into service.

The growing demand for pre-owned equipment and the retention of machines in some rental fleets has led to the use of some MEWPs beyond their original design life. It is recognised that there are machines in general use which:

- i) Have been in service for 10 years or more yet may not have reached their design life with regard to design cycling i.e. usage.
- ii) Have reached their design life prior to 10 years because of excessive cycling and/or severe operating environment.

Certain countries have formally documented a requirement for a "10-year major inspection" in specific circumstances including where a MEWP is to be used beyond its original design life.

The major inspection scheme is also intended to assist owners of machines in determining if a MEWP is within safe design and use criteria when they:

- a) Acquire a machine with insufficient service, maintenance history and inspection records, or
- b) Suspect a MEWP to have been exposed to exceptional circumstances which may have affected the structural integrity of critical components, thus jeopardising the safe use.

The major inspection should involve examination of those components identified by the manufacturer. The MEWP may need to be dis-assembled with paint, grease and corrosion removed from components to perform a complete and thorough inspection.

The intent of a major inspection is to ensure the continued safe use of the MEWP past the design life of the machine and for predicted use until the next recommended major inspection (maximum of five years). The introduction of a major inspection does not remove the requirement of the owner to continue with other inspections at the required intervals.

It should be noted that by its very nature, the thorough examination scheme currently in place in specific regions may negate any requirement for a 10-year major inspection as each thorough examination should be in such depth and detail as considered necessary to enable the competent person to determine whether the equipment being examined is safe to be taken into, or continue in, use until the next scheduled thorough examination is due.

For further guidance relating to major inspections of MEWPs, refer to: [Guidance For Major Inspections Of Mobile Elevating Work Platforms](#)

8.5 Original Equipment Manufacturer (OEM) safety notices

An OEM safety notice is relevant to equipment with specified serial numbers and requires specific maintenance activities in a set time frame. Dependent upon the seriousness of the issue detailed in the safety notice, rental companies may be required to immediately take equipment out of service until the requirements of the notice have been complied with.

Rental companies should ensure that there is a clear, auditable trail for all activities relating to compliance with OEM safety notices, including notifying the OEM when the required action has been completed.

The requirements of all OEM safety notices must be complied with.

8.5.1 OEM safety notice process (Figure 14)

- Has an OEM safety notice been received?
 - If a safety notice has been received, does it apply to any equipment within the fleet. If the equipment has been sold and the new owner has not registered it with the OEM, then the OEM will send any safety notice to the last known owner on their records.
 - If the received safety alert or manufacturer's bulletin does not apply to any equipment within the fleet, notify the OEM and forward the bulletin to the new owner if their details are known.
 - If the received safety alert or manufacturer's bulletin relates to equipment within the fleet, it should be read in detail and communicated to senior management.

- Does the safety notice require corrective actions by way of inspection, calibration, replacement components or any other requirement.
 - If corrective actions are required, these should be logged within the fleet management system against the specific machine(s) with a record of the required deadline for completion.

- Does the safety notice require immediate action?
 - If the safety notice requires the owner to take immediate action, these requirements must be followed and communicated to users immediately without fail.
 - This may require the owner to issue a prohibition notice, see 10.7.

- If the safety notice does not require immediate action:
 - Other requirements relating to completion of corrective actions must be adhered to.
 - Corrective actions must be completed by competent persons, either employed staff, manufacturer's staff or agent, or other third party.

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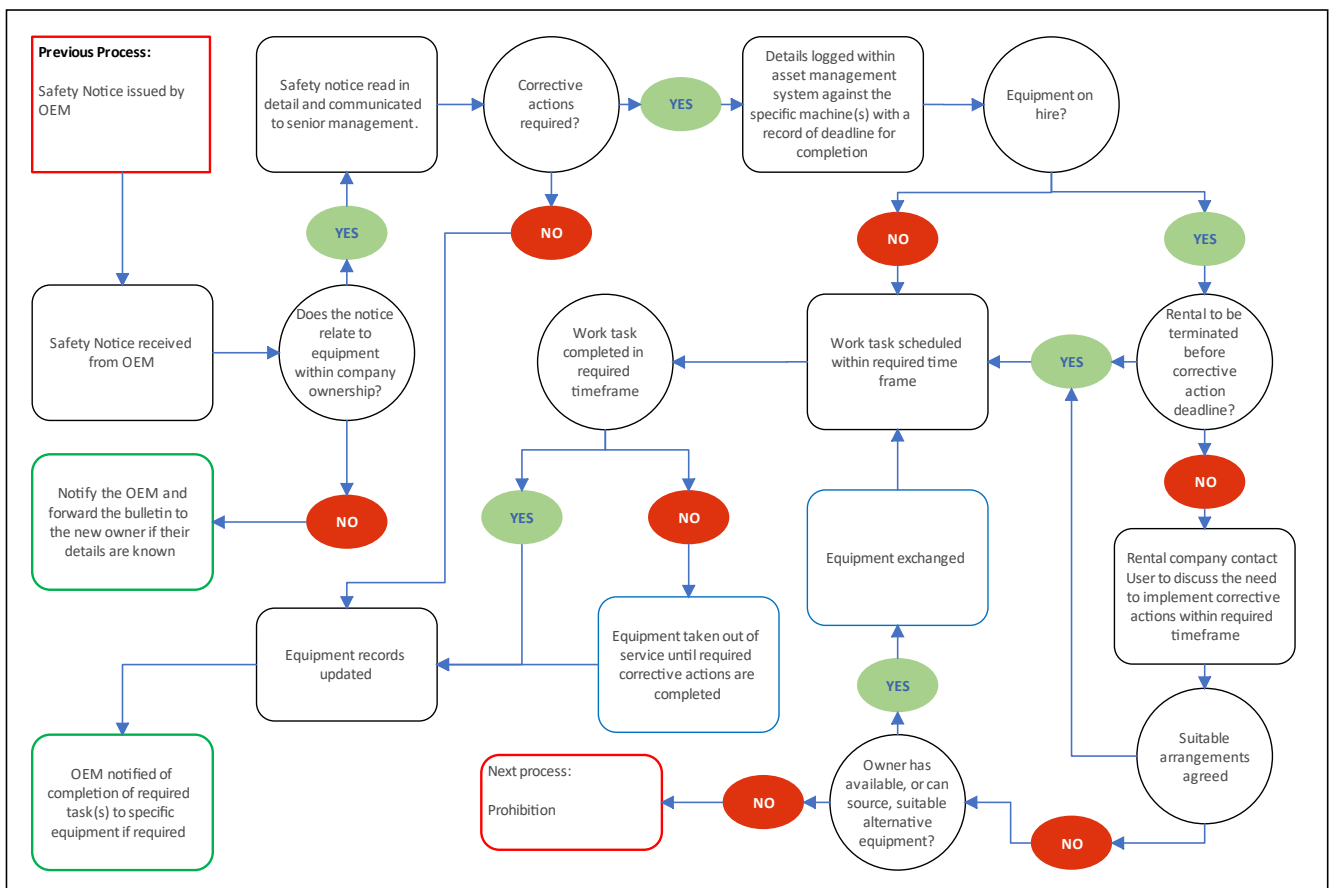
- Have the requirements of the safety notice been completed within the required timeframes?
 - If the requirements of the safety notice have been fully adhered to within the required timeframe, the equipment can be returned to service.
 - If the requirements of the safety notice have not been fully adhered to within the required timeframe, the equipment must be immediately taken out of service. This may require the machine to be swapped out or in some cases the issuing of a prohibition notice.

- Does the safety alert or manufacturer's bulletin require a response?
 - Should the safety notice require a response to confirm receipt or completion of the required corrective actions, these should be sent as required.

- Evidence of all communications relating to the safety notice should be retained and added to the machine service records. This will provide a clear and transparent audit trail and ensure when a machine is sold, suitable evidence reflecting the maintenance history can be passed on with the machine and made available to a new owner. These records should be maintained until the machine is permanently removed from service.

8.6 Equipment availability

Figure 14 - OEM Safety notice process



To fulfil orders and be able to supply the right equipment at short notice, a rental company must manage equipment availability. Equipment stood in a rental yard 'available', but not on rental is potentially lost revenue. Significant numbers of machines and equipment awaiting collection or under repair can significantly reduce machine availability to the point where rentals may be lost, or equipment must be sourced from rental partners i.e. cross-hired.

Hence equipment availability can be a balancing act between oversupply and under supply. Generally, there are two recognised ways of managing machine 'availability' status on the asset management system. Rental companies may use either system or alternate depending on demand and market conditions.

- a. A rental company updates a machine's status to 'available' as soon as it has been off-hired, returned to the rental company and undergone a post-hire inspection (PHI). Once the machine has been allocated to a rental contract it undergoes a PDI directly before going out on rental. This is often referred to as PDI to order.
This system relies upon the quality of the PHI as the 'available' machine may have defects identified during the PDI that delay or prevent it from-being available for dispatch.
- b. A rental company only updates the machine status to 'available' once it has been returned and undergone a PDI. This is often referred to as PDI to stock. Machines PDI'd to stock may require a further inspection pre-delivery if the time interval between the PDI and dispatch date is more than a few days. To ensure reliability and maintain quality, rental companies should have a clear policy as the maximum number of days before a machine inspection is required pre-dispatch.

When a new MEWP is purchased, dependent upon the region, the initial thorough examination may be considered to have been carried out by the manufacturer or supplier and confirmed by the date on the specific declaration of conformity. It is good practice to ensure a thorough examination is undertaken before the machine is put into use. MCWP and CH require a thorough examination once the installation of the constituent parts has been completed, however all powered access equipment requires a PDI prior to delivery.

8.7 Equipment disposal

Effective asset management empowers better management decisions throughout the lifecycle of powered access equipment, this is particularly relevant when a rental company wishes to select assets for disposal.

8.7.1 Reason and indicators

Selecting items for disposal from a rental fleet involves evaluating the condition and performance of the items in the fleet and determining which ones are no longer needed, or are not in high demand. Factors that may be considered when selecting items to sell include the age of the item, its usage history, its repair and maintenance costs, and its potential resale value. Other factors such as market trends, user demand, and the availability of newer or more advanced equipment may also be considered. It's important to consider the replacement cost of the item and how long it can be expected to last. Additionally, a rental company might use data analytics and machine learning techniques to predict the item's performance and select the most profitable items to sell.

A complete and comprehensive record of all information concerning inspections, maintenance and testing that has a direct bearing on the safety of the MEWP should be kept by the owner. When a machine is sold, any such records should be passed on with the machine and made available to a new owner. These records should be maintained until the machine is permanently removed from service.

9.0 Rental Process (Figure 15)

The rental process typically involves a potential user identifying their need for powered access equipment and contacting the rental company to enquire about availability and pricing. Once the user has identified the equipment they require and decided to proceed, the rental company will draw up a contract confirming the rental arrangements including costs and agree a means of payment. The product or service will then be prepared for dispatch and provided to the user for an agreed rental period. At the end of the rental period, the user will return the equipment to the rental company, where any additional charges for damage, loss or fuel etc. will be calculated and invoiced.

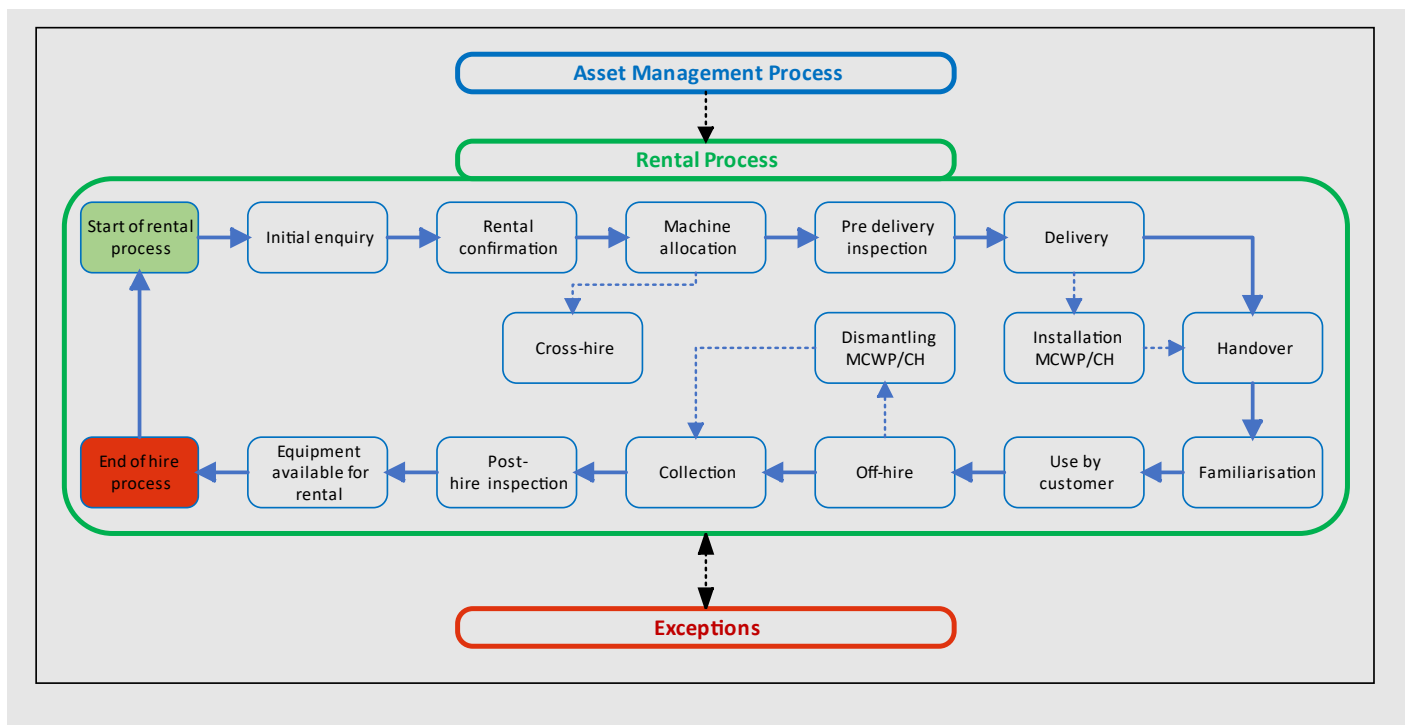
In principle, the rental process (Figure 15) for powered access equipment appears straight forward. By paying attention to detail and fully managing each stage of the process a rental company can:

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- ✓ Consistently provide products and services which enhance stakeholder satisfaction.
- ✓ Meet or exceed customer and stakeholder requirements, as well as applicable statutory and regulatory requirements.
- ✓ Provide safe and healthy workplace for employees and user by preventing work-related injury and ill health, as well as by proactively improving OH&S performance.

The following processes have been identified as good practice and can guide a rental company achieve the above objectives.

Figure 15 - Rental process



9.1 Initial enquiry

An initial enquiry is the first step in the process of hiring powered access equipment. It is when a potential customer contacts the rental company to inquire about the availability and cost of equipment rental. This enquiry can be conducted through various channels such as telephone, in person, email, or by visiting the company's web-portal, should one be available.

The initial enquiry is an important step in the process of hiring powered access equipment, as it helps to ensure that the user is getting the equipment that is most suitable for their needs.

9.1.1 Initial enquiry process (Figure 16)

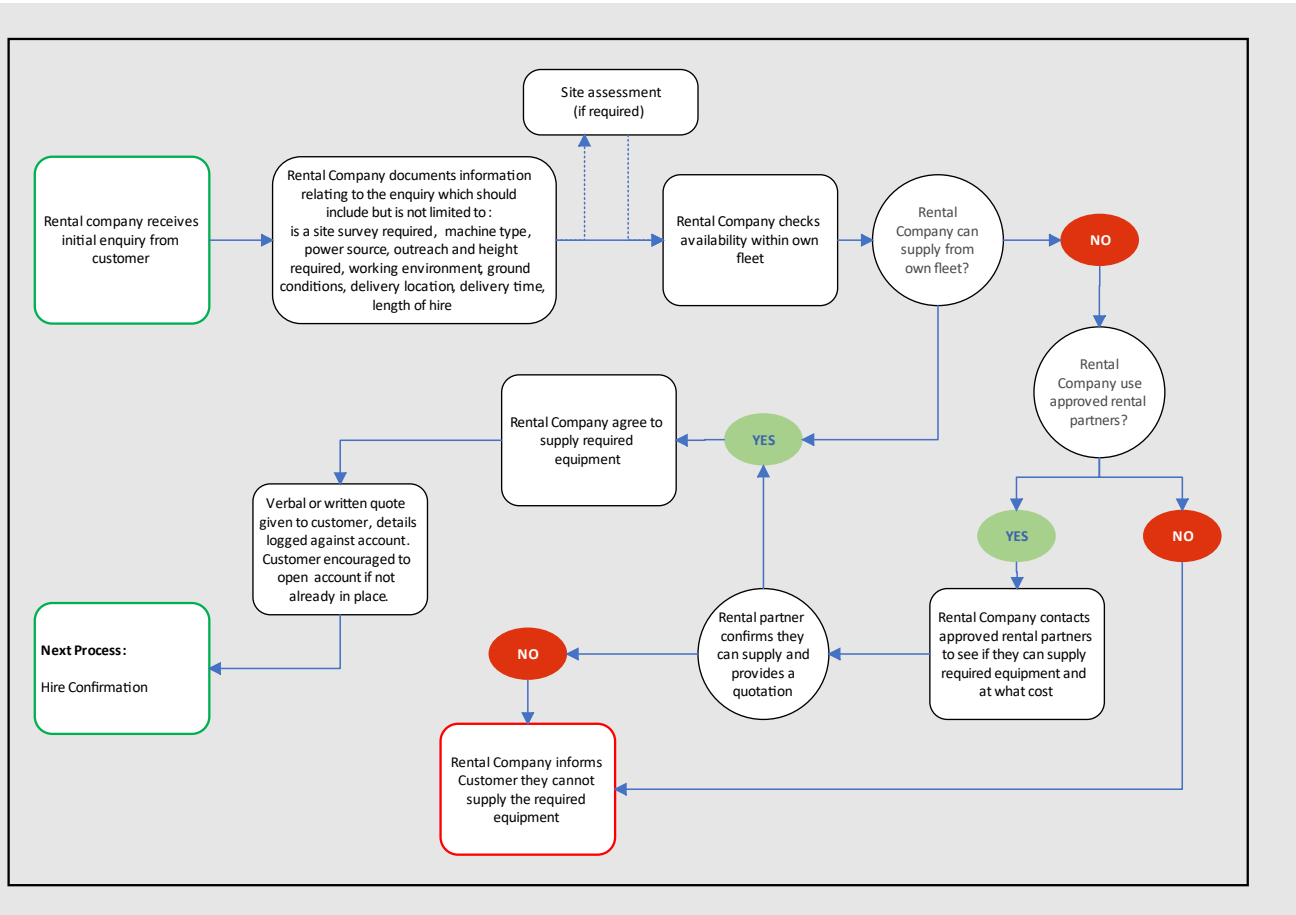
- Rental company to discuss requirements relating to the enquiry with potential user:
 - During the initial enquiry, the user may ask about the types of equipment available, the rental rates, and any additional services or support the company offers. They may also ask about delivery and setup options, training and certification programs, and any necessary insurance requirements.
 - The rental company will typically provide the user with information about the equipment and its capabilities, as well as any additional services they offer. They may also ask for more information about the user's project or task, and any specific requirements to gain a better understanding of what may be required and address any safety concerns that could arise.
 - If unsure about their needs the user may request a site assessment to identify exactly which machine is the most suitable for the task.

- Rental company checks availability within own fleet:
 - Rental company will check to see if they can supply the potential user, if not they may contact approved rental partners to see if they can supply equipment as per the user requirements.
 - If neither the rental company nor approved rental partners can supply, the user will be informed of the situation and the potential rental declined.

- Verbal or written quote given to user:
 - If the rental company can supply directly or through an approved rental partner, a quote is prepared identifying the full details of the enquiry and estimated cost.
 - All user details and that of the quote should be recorded for reference should the user wish to accept the quote.
 - If this is the first enquiry by a user, it may be advisable to ask them to open an account to avoid any delay during the rental confirmation process.

Figure 16 - Initial enquiry process

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9.2 Site assessment for equipment selection

It is the responsibility of the user to select most suitable access equipment when working at height. Being confident and sufficiently knowledgeable to select the correct equipment can be a complex and challenging task. Selecting the wrong equipment can significantly increase a user's exposure to risk, while at the same time having a negative effect on their ability to complete the work at height task in a safe and efficient manner.

Where the user is unsure of the most suitable equipment to use, they may request (or the rental company may offer) a site assessment to be carried out. This could be part of the initial enquiry process or happen later.

A site assessment should involve a competent rental company representative, preferably with the user, visiting the location, where the work at height will take place to determine the most suitable equipment for a given task. Using online software to view images of the site may not be a reliable means of completing a site assessment, especially if the images are outdated and do not represent the current site structure and environment.

Factors to be considered during the site assessment should include, but are not limited to, height, reach, up-and-over height, intended platform load (people, materials & tools), ground conditions, environment, restrictions, set-up, hazards, permits, accessories, delivery, and collection.

For simple tasks, the equipment selection process may be completed on site, while for more complicated tasks the company representative might need to complete the process off site. On completion of the site assessment the rental company should document their justification for the selection and keep a record for future reference with the user enquiry.

As MCWP and CH require installing prior to use, rental companies hiring these machines should conduct a site visit to advise as to the most suitable equipment and establish a safe system of work for every installation of a fixed or a mobile MCWP and CH, whether it is an individual machine or a group of machines. Information gained during the site assessment should be used to compile a clear written method statement describing the safe system of work for installation, alteration, and dismantling. This should be a comprehensive, job-specific procedure for the work to be carried out, and should include sufficient information, explanations, detail and diagrams to make everyone involved with the authorisation, installation and dismantling aware of their specific duties. It should also include or refer to the risk assessments for all the work activities connected with the delivery, site handling, installation, use, alteration, dismantling and collection of MCWP and CHs. This method statement should be issued and understood by all involved in the installation/alteration/dismantling of MCWP and CHs.

Only persons competent to do so should be responsible for specifying the required powered access equipment or planning an installation or alteration to an installation. Such competence should have been gained by appropriate training and relevant experience under supervision.

Note: The site assessment documentation provided by the rental company should be limited to the selection delivery and installation of the work at height equipment. It should not include a risk assessment on the work at height tasks the user intends to perform from the equipment supplied. It is the user's responsibility to assess the task specific hazards, assess the risk and develop a safe system of work for the work at height tasks being undertaken.

[Site Assessment for MEWP Selection Checklist](#) and [Site Assessment \(for MEWP Selection\) | IPAF](#)

9.3 Rental confirmation

Users wishing to proceed with the rental of powered access equipment after the [Initial Enquiry](#) should contact the rental company and complete the Rental Confirmation process. Users who use powered access equipment of a similar type on a regular basis may know their exact requirements, on these occasions the [Initial Enquiry Process](#) and the [Rental Confirmation Process](#) are often combined.

Many rental companies have live portals allowing users to access existing quotations confirm or amend rental requirements and access other machine specific data. Potential users can also access such portals but would be required to open an account with the rental company prior to being able to confirm an order for powered access equipment. The following process should be captured regardless of the type of communication used.

9.3.1 Rental confirmation process (Figure 17)

→ The user confirms specific information relating to the proposed rental, which may include, but is not limited to:

- Equipment requirements including telematics.
- Working environment.
- Power source.
- Rental commencement date.
- Expected rental duration.
- Operator requirements.
- Expected working hours.
- Insurance provision.
- Delivery location and limitations.
- User contact details.
- Induction requirements.
- Installation requirements and limitations.
- Handover.
- Familiarisation.
- User representative on site to receive

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NOTE 1: *Rental duration - the rental period may be for a fixed number of days, (fixed rental), in which case the rental contract will automatically end on a pre-determined and mutually agreed date and the user does not need to inform the rental company that they have finished with the equipment. Alternatively, the rental period does not specify an agreed termination date, (open rental). This type of contract requires the user to notify the rental company when they wish to terminate the rental.*

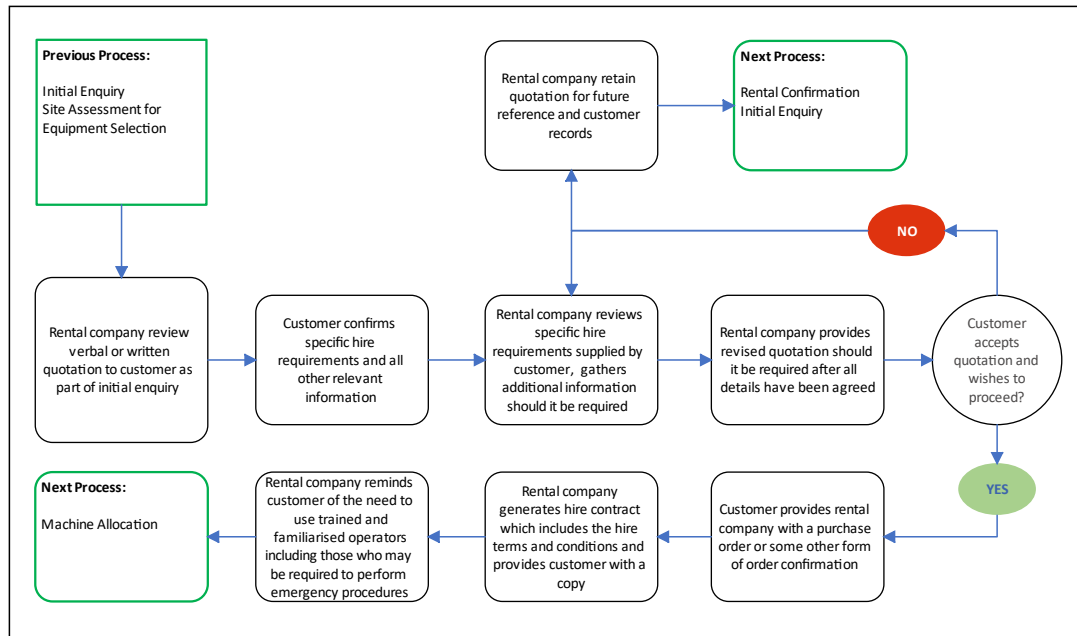
NOTE 2: *Where the user request familiarisation (ref 9.9), specific arrangements must be confirmed by both parties including:*

- *An agreed time and place where the familiarisation will take place.*
- *Commitment from the user to have a trained operator present at the time of delivery.*
- *If the user representative will not be on site to receive the delivery and complete the handover, agreement should be reached between the rental company and the user as to the security of the machine at the time of delivery.*

- Upon receipt of all relevant information, the rental company confirms the original quote or, based on any additional information, provides a revised quotation to the user.
- Should both parties be in agreement, the user should issue a purchase order or some other form of documented confirmation which then enables the rental company to generate rental contract documentation, a copy of which should be supplied to the user.
 - The rental contract should be accompanied by a copy of the rental company's rental terms and conditions (T&Cs), which should include but is not limited to:
 - Basis of charging
 - Payment terms
 - Maintenance responsibilities
 - Breakdown procedure
 - Responsibilities for loss or damage
 - User liabilities
 - Rental termination procedure
- Rental companies should remind the user to only use trained and familiarised operators of powered access equipment and also of the need to familiarise others who may use the equipment, or are working in the vicinity, and would be required to lower the equipment as part of a rescue procedure during the rental period.

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Figure 17 - Rental confirmation process flow



9.4 Equipment allocation

Equipment allocation is the process of assigning specific assets to a contract for the required rental period. This process should only be completed once all required documentation provided by the user has been reviewed and the [Rental Confirmation](#) process has been completed.

During the equipment allocation process, the rental company will consider the user's specific needs and requirements. The rental company will also consider their own inventory and availability of equipment. Consideration should also be given to the maintenance and service schedule of the equipment and make sure that it is in good working condition before allocating it to the contract. Should the rental company not have the required equipment available, it may consider sourcing equipment from an approved rental partner, also known as [cross-hire](#).

Equipment allocation is an important step in the process of hiring powered access equipment, as it helps to ensure that the user is getting the equipment that is most suitable for their needs and that the equipment is in good working condition. It also helps to ensure that the equipment is available when the user needs it, thus avoiding any delays and extra costs.

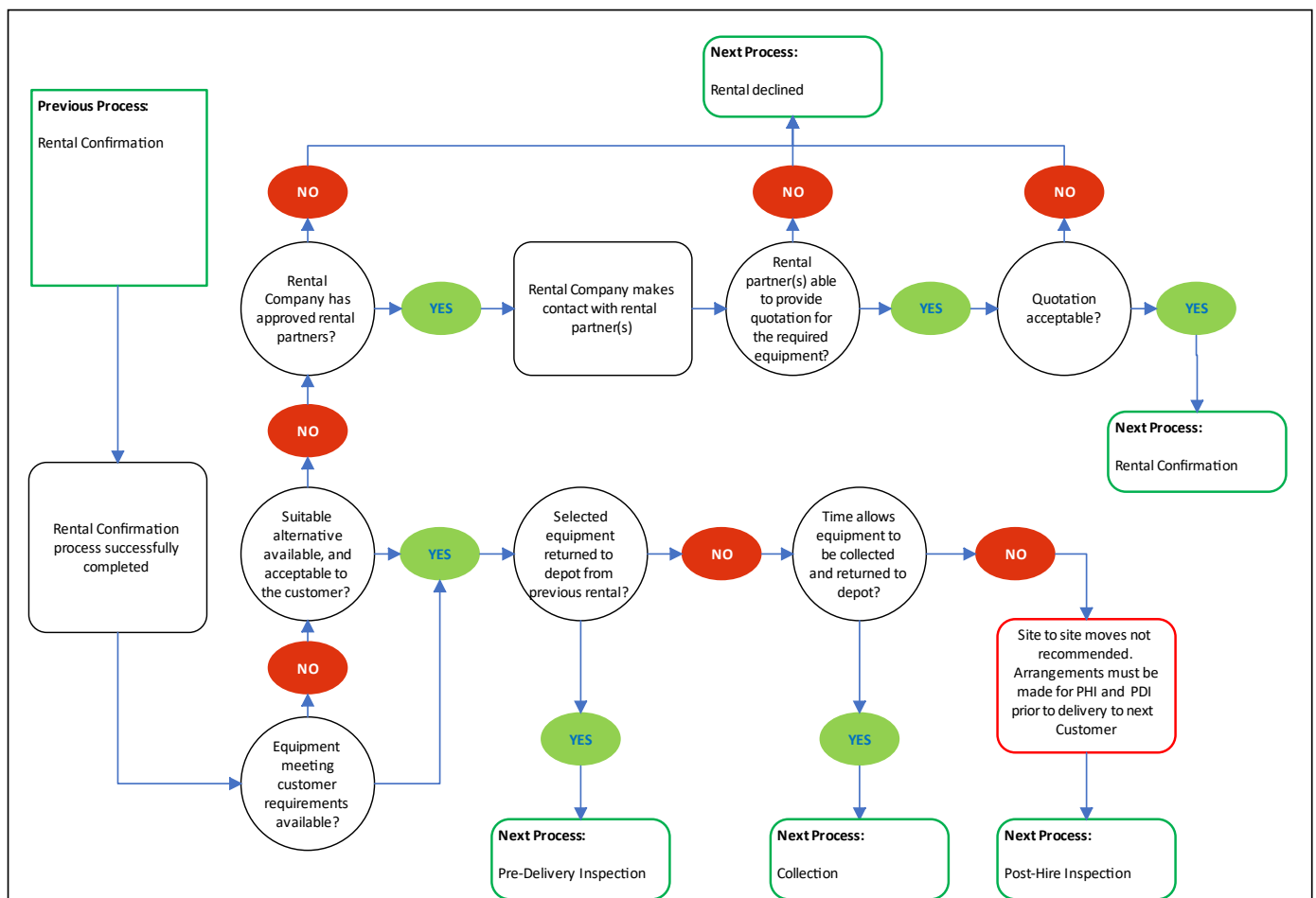
9.4.1 Asset allocation process (Figure 18)

- Is equipment meeting the customer requirements available for the required rental period within the rental fleet?
 - The maintenance and service schedule of available equipment meeting the user requirements should be reviewed to ensure that it is in good working order, and where possible, the requirement to conduct scheduled maintenance on site avoided.
 - Available equipment meeting the user requirements and found to be in good working condition should be allocated to the specific rental and the status of the equipment updated within the [rental management system](#).

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- Should the rental company not have equipment meeting customer requirements, they should check if they have any suitable alternatives. Any alternative options should be discussed with the customer to see if they are acceptable. If no suitable machines are available, consideration should be given to the use of approved rental partners:
 - Should the rental company not have approved rental partners, the customer should be informed that no suitable equipment is currently available.
- Is the selected rental partner on the rental companies approved supplier list?
 - Rental partners should only be used if they have successfully completed the [Procurement Process](#) and are on the company approved supplier list.
 - If the rental partner is on the company approved supplier list, the rental company should make contact and the rental partner should follow the [Initial Enquiry process](#).
- Is the rental partner able to provide a quotation?
 - If the rental partner is not able to provide a quotation for the required equipment, the rental company should select an alternative rental partner on the approved supplier list or decline the rental.
 - Should the rental partner provide an acceptable quotation, the rental company should follow the rental confirmation process.

Figure 18 - Asset allocation process



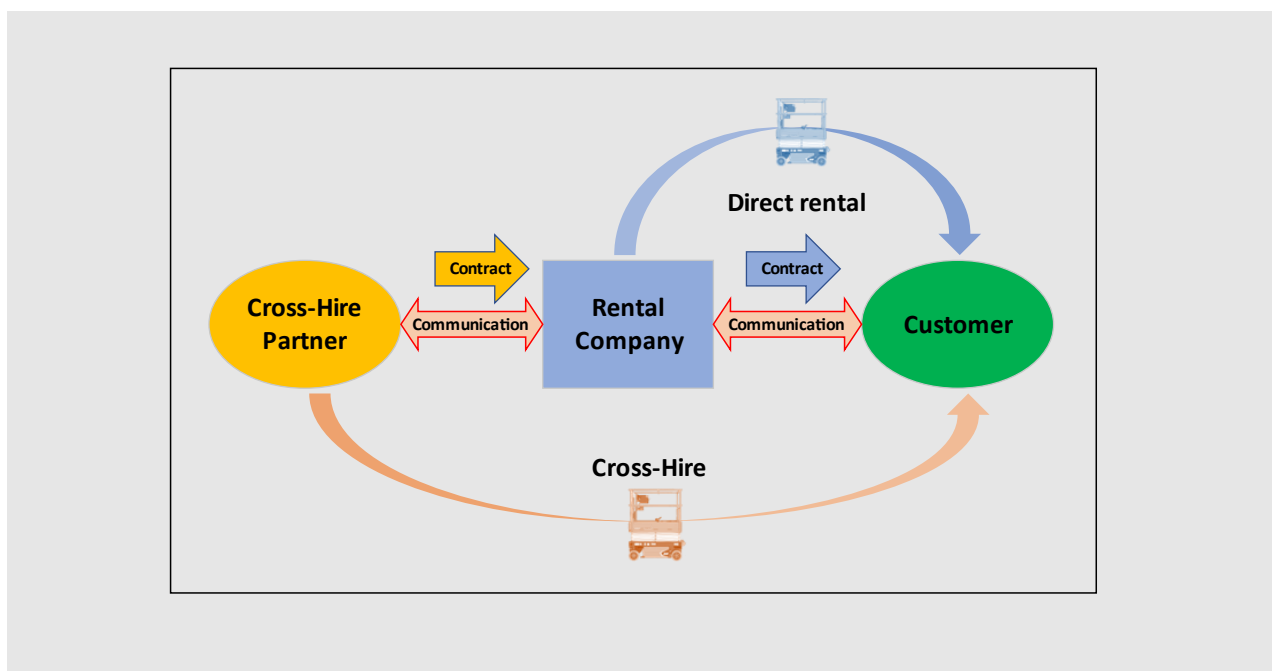
9.4.2 – Cross hire (re-hire or sub-rental)

When a rental company does not have the equipment available to supply a user directly, it may choose to rent the equipment from another rental company, then re-hire the same equipment to the original user. This transaction is often referred to as cross-hire and the rental company becomes the user of the cross-hire partner (Figure 19).

In certain circumstances cross-hire may be a feasible option for a rental company if the alternative is turning down the rental enquiry and possibly losing a user.

Each of the entities in the cross-hire process, user, rental company and cross-hire partner (also a rental company), must adhere to the legal obligations placed upon them as defined by their role in the cross-hire process throughout the rental period. Rental companies using the cross-hire process to meet the requirements of their user become the user of their cross-hire partner. Although the machine may be delivered to site direct from the cross-hire partner, all communication from the user should go through the rental company as shown in Figure 19 below.

Figure 19 – Cross-hire compared to direct rental



To maintain a rental company's safety and quality standards they should only use cross-hire partners who are on the company's approved supplier register (Ref [8.1 Procurement](#)), in order to ensure the service provided by cross-hire partners meets the standards required and documented in the rental company's IMS.

There are several ways of doing this including but not limited to:

- Using cross-hire partners who are current IPAF Rental+ certified members which demonstrates they have been verified by an external and independent audit to have met the safety, quality, and environmental criteria of IPAF Rental+.
- Use cross-hire partners who maintain at least one of the following ISO accreditations for Quality (ISO9001) and / or Safety (ISO45001) as they will have an externally audited and verified quality management system.

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- The rental company should seek authorisation from the cross-hire partner to undertake an independent audit, equivalent to IPAF Rental+, of their company.

Where a rental company uses approved cross-hire partners, they should also have a robust system to monitor and manage ongoing cross-hire partner performance.

9.5 Pre-Delivery Inspection (PDI)

The equipment owner should ensure before any rental/use commences, that the equipment is inspected by competent persons to confirm it is safe to go out on rental along with the required information. If the inspection identifies any defects, damage, or missing information, these should be recorded and rectified prior to the machine being going out on rental.

9.5.1 PDI process (Figure 20)

- Does the rental company employ suitably trained and competent persons to conduct PDI inspections?
 - Individuals undertaking PDI's (PDI Technicians) should as a minimum, have been trained how to operate the equipment, have been familiarised with the control, safety features and functionality of the machine and be able to recognise any defects or missing information. They should have also undergone a period of training/supervision to ensure their standard of work meets the safety and quality requirements set by the rental company.
- If the rental company does not employ suitably trained and competent persons, the company should consult its approved supplier listing for a third party who is competent and available to complete the task?
 - If no approved supplier is in place, the procurement process should be followed to source a provider.
- Is the equipment in the rental company location?
 - If the equipment is available at the rental company's premises, arrangements should be made for the PDI to be conducted.
 - If the equipment is not available within the rental company premises, checks should be made as to when it is to be returned.
- If the equipment cannot be returned prior to the subsequent rental, it should be established if an alternative machine is available that can be allocated to the rental.
 - Where no alternative equipment is available, the PDI may be completed at the current rental location or some other suitable location prior to delivery.
 - The rental company must ensure on-site PDIs can be completed in a safe environment without undue pressure from the user and that the rental company's quality/safety standards are maintained.
 - If it is not possible to safely complete the PDI on site or at some other suitable location, or the equipment is of a type that does not make this possible, the rental company should revisit the machine allocation process.
- Completion of the PDI:
 - The PDI should be completed as per the specific equipment manufacturer's specifications, company risk assessment and safe system of work.
 - Appropriate information relating to the PDI, should be recorded and maintained, either electronically or in hard copy format, within the asset management system to evidence:

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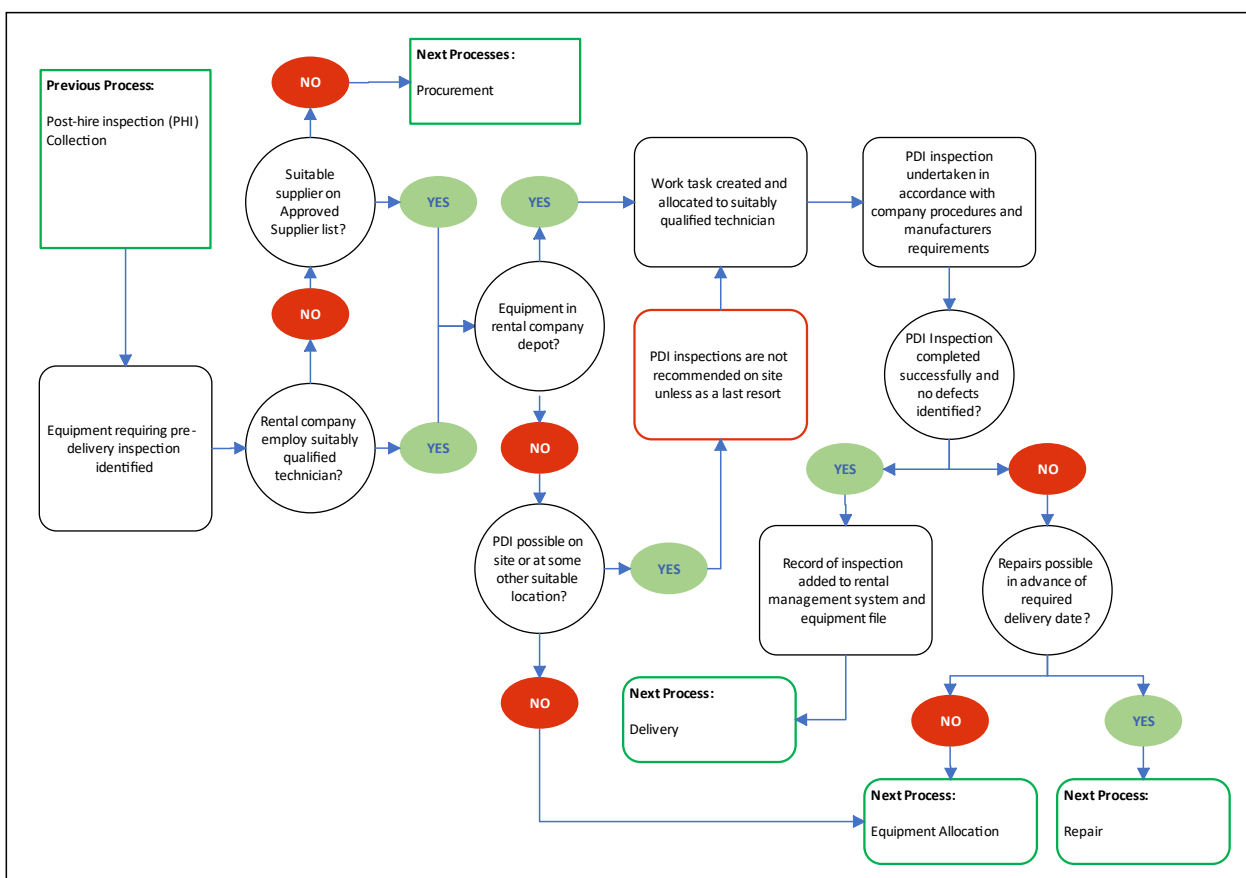
- The equipment unique identification mark
- The type of task undertaken
- Date the task was completed
- Name of the individual completing the task(s)
- Items checked during the PDI
- Confirmation of the findings of the PDI

→ PDI indicates that the equipment is in a safe working condition?

- If the PDI is completed and the equipment is deemed to be in a safe working condition, move on to the delivery process.
- If the equipment is not deemed to be in safe working condition, the defects should be recorded on the specific machine records in the rental management system and the [Inspection Maintenance and Repairs](#) process should be followed. Once any minor repairs have been completed, the PDI process should be repeated.
- If the required repairs are more significant and cannot be completed prior to the commencement of the rental, revisit the equipment allocation process.

NOTE: No machine should transfer from one rental to a second rental without undergoing a documented pre-delivery inspection

Figure 20 - Pre-delivery inspection process



9.6 Delivery

Delivery is a key element in the rental cycle yet is often the process that fails to meet user expectations and quality objectives. Mature rental companies generally own their own specialist vehicles to transport the various equipment types within their rental fleet, whilst others frequently use third party external transport, also known as external hauliers.

Whether owned or external provision, rental companies must ensure that equipment is transported using suitable and compatible vehicle types legally and safely.

Occasionally, and only by prior arrangement, the user may wish to collect the equipment direct from the rental company. Before agreeing to this the rental company should ensure the user has suitable transport, with trained and competent staff to load/unload the equipment and sufficient Goods in Transit Insurance to cover the value of the equipment to be transported.

9.6.1 Own transport

Rental companies using owned vehicles must ensure compliance with statutory requirements relating to the construction, use and operation of the vehicle types operated. Due to the hazardous nature of the task, those involved in loading, delivery and unloading of equipment must have received adequate training. Depending on the type of equipment to be delivered and the individual job role, required training could include operator, a structured load course, load security and the use of ancillary equipment such as a lorry mounted crane, lorry mounted materials handler and winch.

9.6.2 External transport

Rental companies should take appropriate measures to ensure they only use transport organisations who have successfully completed their approved supplier process and can provide appropriate transport vehicles, trained and competent drivers who are aware of, and agree to adhere to, defined safety practices, and procedures for loading and transporting equipment.

Rental companies should ensure external transporters are made aware of, or have access to, individual equipment specification details including weight, transport height and width, ground clearance and power source if applicable.

To maintain user expectations and quality objectives, external transport providers should be expected to adopt, as a minimum, the requirements a rental company would place on their own staff in relation to the delivery of powered access equipment.

9.6.3 Delivery process (Figure 21)

- If using internal transport:
 - The rental company must have available suitable and compatible vehicle(s), suitably trained and competent staff in the use of the equipment to be loaded (if operated) and ancillary equipment (if required) for use in the loading process.
 - Should the load to be transported require special permits or other authorisation to be legally compliant while in transit, the rental company should secure these prior to a delivery date confirmed with the user.

- If using external services, the rental company must:
 - Only use providers who have successfully completed the procurement process, who are in possession of suitable and compatible vehicles.
 - Ensure that the transport provider has access to the specifications for the equipment to be transported and all other relevant delivery information including, but not limited to:
 - Delivery date

IPAF Rental Standard (Including Guidance for Rental Companies)

- Equipment availability
 - Delivery time and location
 - Induction requirements
 - User and other required contact details
 - Operator familiarisation requirements
- Should the load to be transported require special permits or other authorisation to be legally compliant whilst in transit, the external provider should secure these prior to a delivery date confirmed with the user.
- Once all transport arrangements have been agreed, details should be documented and confirmed in writing by the two parties.
 - The rental company is responsible for providing a designated well-lit area for the loading activity to take place. The designated area should be of sufficient size, on firm and level ground, be segregated from other work activities, free of traffic, pedestrians, and members of the public. It should also be clear of overhead and underground hazards.
 - Prior to any load activities, the driver will independently conduct a visual assessment of the designated area to identify any hazards, which may impose significant risk during the load/unload operation. Where relevant hazards are identified by the driver, these should be addressed jointly with a representative of the rental company and/or other persons involved in the loading activity, before starting work.
 - The rental company should have sufficient measures in place to ensure the loading process is undertaken in a safe manner, adhering to equipment manufacturer's loading requirements, and completed without incident.
 - The driver of the delivery vehicle should ensure that suitable and sufficient restraining devices are used to ensure compliance with current load security legislation and standards. Locking pins/devices (if applicable) should be used as per the equipment manufacturer's instructions and all loaded vehicles must comply with regional height and width requirements and limitations.
 - The rental company should provide the delivery vehicle driver with documentation relating to the specific delivery in hard copy or electronic format.
 - Those planning routes for delivery vehicles including the driver, will adhere to any height, width and weight restrictions along the intended route.
 - The user of the equipment is responsible for the provision of a designated unloading area as detailed above. Upon arrival at the site, the driver should report to security/reception, be inducted and contact the person who is in-charge of unloading on the site (where applicable) and identify the authorised person who will be required to sign for receipt of the equipment once unloaded.
 - Before starting any unloading activities, the driver will independently conduct a visual dynamic risk assessment of the designated area and where issues are identified, these should be addressed

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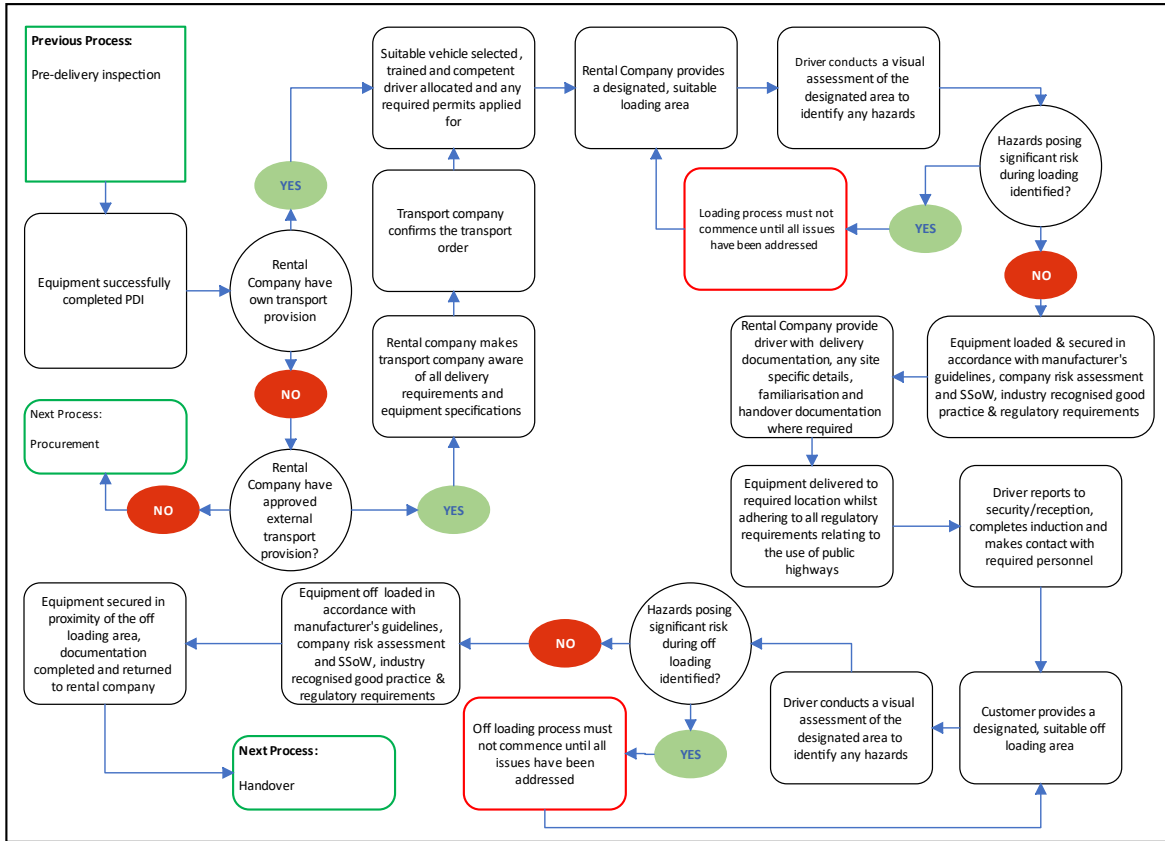
jointly with a representative of the user and/or other persons involved in the unloading activity, before starting work.

- The rental company should have sufficient measures in place to ensure the unloading process is undertaken in a safe manner, adhering to equipment manufacturer's unloading requirements and completed without incident. The user of the equipment, upon request, should be provided with a copy of applicable risk assessments and safe systems of work prior to work commencing.
- Unloaded equipment should be left in the proximity of the designated unloading area in readiness for the installation process (if applicable), handover and or familiarisation (if required).
 - With the availability of mobile phones many rental companies require the delivery driver to take photographs of the delivered equipment. As well as confirming time of delivery it also helps confirm location and condition of the equipment. This information is then stored in the contract notes against the specific rental and can be referred to, should a dispute arise.
- Should the driver not be conducting a handover and/or familiarisation, or the user of the equipment is unavailable, the driver should document this accordingly and follow relevant company procedures, secure the equipment and leave keys with a nominated party.
- Proof of delivery documentation should be filed with the rental contract on the [Rental Management System](#). It is important that external hauliers return completed delivery documentation to the rental company within agreed timeframes. All documentation should be checked by the rental company for compliance and any errors addressed accordingly.

For further guidance on the delivery of powered access equipment, refer to [IPAF Best Practice Guidance - Load And Unload](#)

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Figure 21 - Delivery process



9.7 Installation – MCWP/CH

MCWP and CH require assembling once the constituent parts have been delivered to the work location. Only persons trained and authorised to do so, or who are undergoing formal training under supervision, should be allowed to install a MCWP or CH. All personnel carrying out the installation of MCWPs and CH should be physically and mentally fit to undertake the work.

The written method statement, created as part of the [Site assessment for equipment selection](#), describing the safe system of work for installation, alteration and dismantling should be referenced throughout the installation process. This method statement should be issued and understood by all involved in the installation process.

The method statement created as part of the site assessment for equipment selection does not apply to users of the MCWP or CH.

Upon completion of the installation a thorough examination of the MCWP or CH should be carried out to determine whether the equipment has been installed correctly and is safe to operate. The complete MCWP/CH installation should be thoroughly examined in its installed position irrespective of any previous periodic thorough examinations.

Further information can be found in:

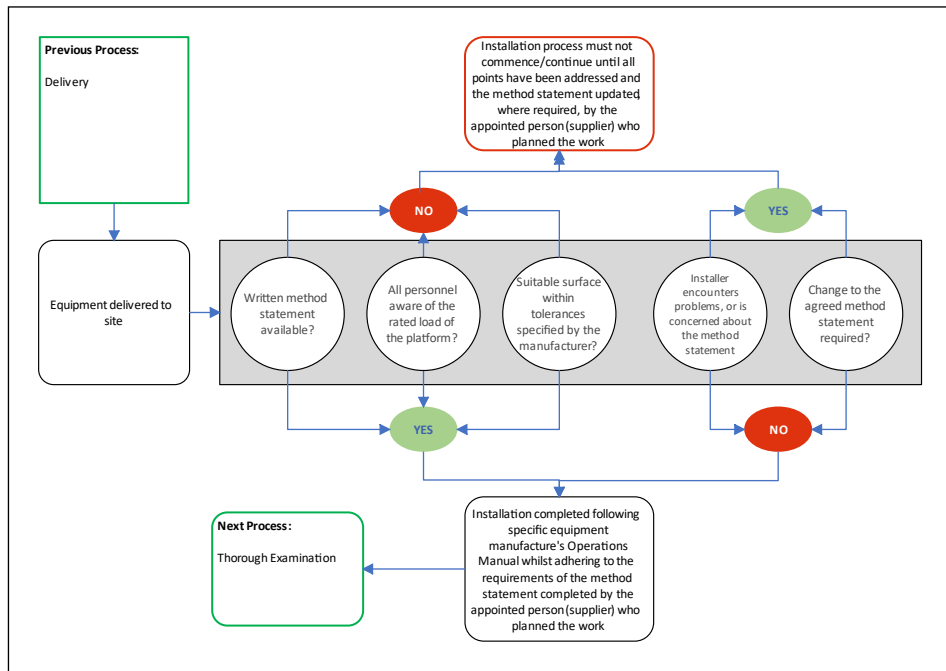
BS7981: Code of practice for the installation, maintenance, thorough examination and safe use of MCWPs.

BS7212: Code of practice for the safe use of construction hoists.

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Figure 22 - Installation – MCWP/CH

9.8 Handover



Handover is part of the delivery process and confirms the transfer of custody, care, and control of powered access equipment from the rental company or their agent to the user or other responsible person or entity as agreed during the [Rental Confirmation](#) process. This may involve obtaining a signature from a site representative, or in the absence of a signature, an electronic confirmation being sent to the user confirming the machine has been safely delivered to site. [Familiarisation](#) may follow on from the handover process and any requirement for familiarisation during delivery, should be discussed and requirements agreed as part of the [Rental Confirmation](#) process to enable the rental company to ensure adequately trained staff are available at point of handover.

9.8.1 Handover process (Figure 23)

- If the user, or their nominated representative, is available at the agreed time of the handover:
 - They should inspect the equipment to ensure:
 - It meets the required specification as per the rental confirmation.
 - It is in an acceptable condition.
 - All required documentation is available and is relevant to the specific equipment and region and where relevant, in date.
- If the during rental confirmation the user indicated there would be no representative on site at the agreed delivery time, the rental company and the user should have agreed arrangements for securing the machine,
 - These arrangements should be documented within the delivery instruction and carried out by the driver at the time of delivery, eliminating the need for any physical handover.

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- The rental company should inform the user the delivery has been completed, hence confirming the transfer of custody, care, and control of the access equipment.

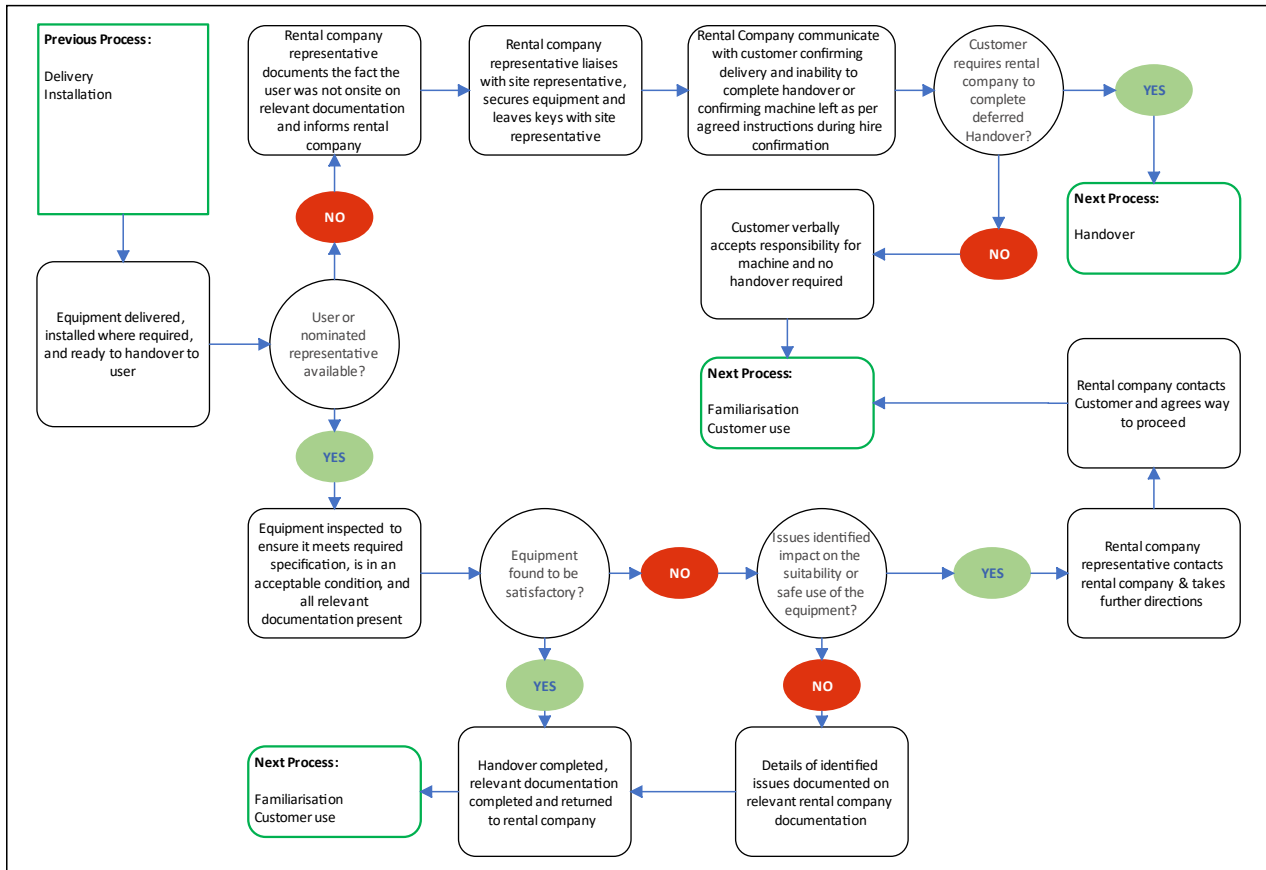
- Should the user, or their nominated representative, not be available at the agreed time of the handover the rental company representative should:
 - Document the fact the user was not available at the agreed time for the handover.
 - Inform the rental company that the handover has not been completed, this should then be communicated to the user.
 - Equipment should be secured, and keys left with a site representative.

- If after inspecting the equipment, the user or their nominated representative, identifies legitimate concerns deeming the equipment not fit for purpose:
 - The concerns should be documented on the delivery documentation and/or rental contract.
 - The rental company representative should communicate the concerns to the rental company.
 - The rental company contact the user and agree a way to proceed.

- If after inspecting the equipment, the user, or their nominated representative, identifies legitimate concerns that do not impact on the suitability or safe use of the equipment:
 - The concerns should be documented on the delivery documentation and/or rental contract.

- If after inspecting the equipment, the user, or their nominated representative, deems it acceptable, they should sign to accept transfer of custody, care, and control of powered access equipment.

Figure 23 - Handover process



9.9 Familiarisation

Similar pieces of powered access equipment may have significant differences in operating controls and characteristics including design, weight, width and height, and functionality. It is an employer’s responsibility to ensure employees are not only trained but also familiar with the equipment they are intending to use.

Familiarisation should be delivered by competent and authorised individuals. Given sufficient time, a competent operator may be able to familiarise themselves with the access equipment using the Operator manual for reference. Further information, including self-familiarisation, can be found within IPAFs [F1: Familiarisation](#) document.

As part of the [Rental Confirmation](#) process, the rental company should confirm if the user does or does not require familiarisation. Where familiarisation is requested, details of when and where the familiarisation will take place and who will be present, should be documented on the rental contract, along with any extra charges for the service.

Familiarisation delivered by the rental company should be documented to include details of those familiarised, the date the familiarisation was completed, and the signature of the person receiving the familiarisation.

Where requested by the user, familiarisation is generally delivered by the delivery driver. However, this is not always the case for reasons such as:

- The driver is not sufficiently familiar with the equipment being delivered.
- The driver has not been scheduled time to complete a familiarisation(s).

- ❑ The user is not on site when the equipment is delivered.
- ❑ The rental company intends to send someone other than the delivery driver to complete the familiarisation.

Note: Where Rental Companies have a policy of not providing familiarisation services, or charge for the service, the user should be made aware of this during [the rental confirmation process](#).

9.9.1 Deferred familiarisation

Should the familiarisation fail be completed as per the agreed contractual details on the rental contract, the rental company should make the user aware at the earliest opportunity. The user and the contractor must then agree if familiarisation is still required. If a deferred familiarisation is requested both parties must agree when and who will deliver the familiarisation. Deferred familiarisation arrangements should be recorded against the specific rental contract.

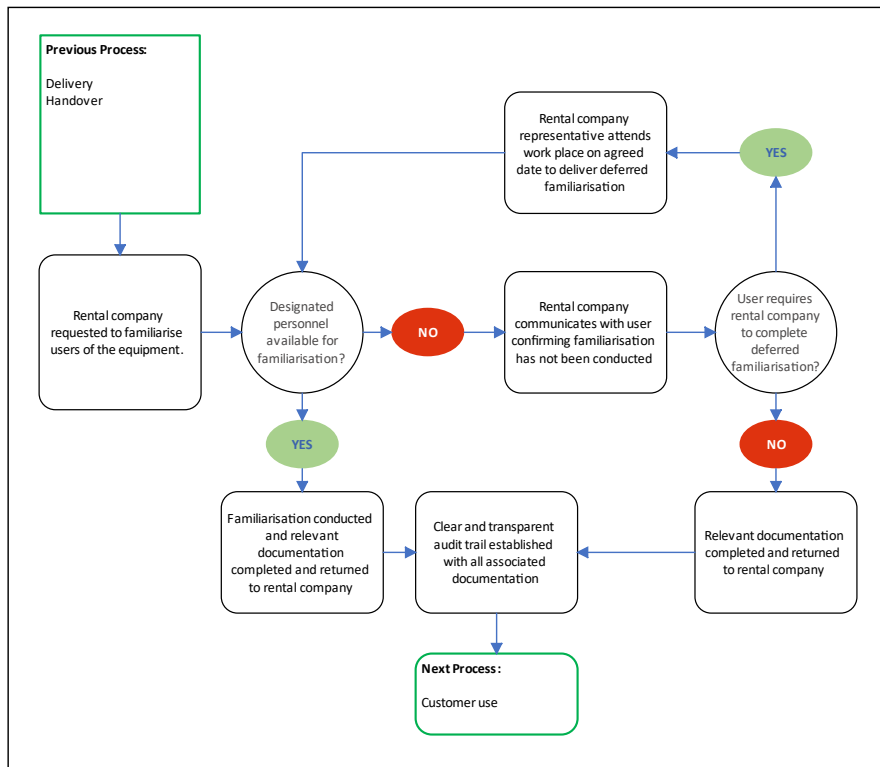
9.9.2 Familiarisation process (Figure 24)

- Personnel requiring familiarisation available at the agreed time?
 - If the designated personnel are available at the agreed time, familiarisation with the equipment is conducted and documentation completed.
 - Should the designated personnel not be available at the agreed time, the rental company representative allocated to conduct the familiarisation informs the rental company and details are recorded on relevant company documentation.
 - Rental company communicates with the user and confirms that familiarisation has not been completed with the designated personnel.

- Deferred familiarisation required?
 - Rental company establishes if deferred familiarisation is required.
 - Date and time agreed for the completion of the deferred familiarisation.
 - Rental company representative attends work location on the agreed date, conducts familiarisation with designated personnel, appropriate documentation completed.
 - If deferred documentation is not required by the user, this should be documented.

- A clear and transparent audit trail relating to all related documentation should be established and maintained.

Figure 24 - Familiarisation process



9.10 Use by user

An effective management and communication structure is required by the powered access rental company and the user, to ensure that everyone involved in inspection, maintenance and thorough examination is aware of their responsibilities.

As part of any negotiation prior to agreeing a rental contract, it is essential that the user and rental company identify and agree their individual responsibilities with regards to inspection, maintenance and thorough examination. Any agreement does not relieve the user of their responsibility to ensure that these activities are carried out.

When a driver/operator is supplied with the work at height equipment by the rental company, the rental company shall ensure the driver/operator is competent in operating the plant for the purpose it is supplied. However, the driver/operator, being under the direction and control of the user shall be regarded as an agent of the user for the duration of the rental.

Rental companies should liaise with the user occasionally throughout the rental period, whether fixed or open, as this can help improve customer relations but also has the advantage of enabling the rental company to manage future equipment availability and maximise utilisation of the rental fleet.

9.11 Rental termination (Off-hire)

Rental termination, the process of informing the rental company that the powered access equipment is no longer required, should be agreed as part of the [Rental Confirmation](#) process. Where the rental period has been agreed for a fixed number of days, (fixed rental) the rental company should be aware of the contract end date and automatically off-hire the machine on the agreed date in the rental contract. Open rentals, those without an agreed fixed rental period, require the user to notify the rental company when the rental is

to be terminated. Many rental companies have live web-portals allowing user to terminate rentals once logged into their account.

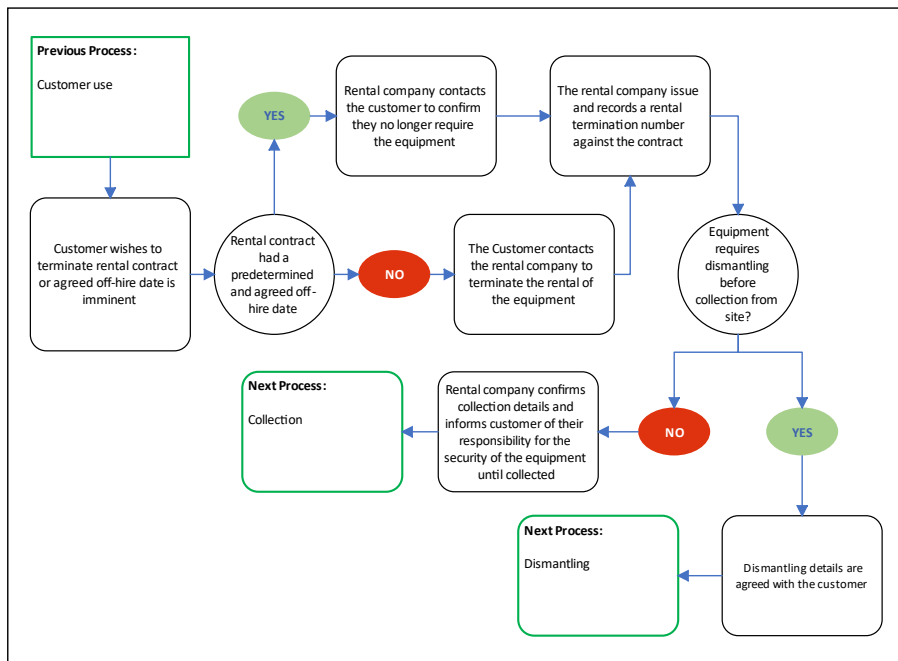
9.11.1 Rental termination (Off-hire) process (Figure 25)

- If the rental contract had a predetermined and agreed off-hire date, rental companies should identify when the potential rental end date is due, as the user is not obliged to remind the rental company of the rental contract end date.
 - Before terminating a fixed rental contract, it is good practice to contact the user to confirm the off-hire details and arrange for collection.

- Rental company issues a rental termination number. Prior to issuing this number the rental company should:
 - Agree the arrangements for the dismantling, if applicable (MCWP and CH), and collection or return of the powered access equipment.
 - Establish the location and condition of the equipment should it differ from that at the point of delivery.
 - Ensure arrangements are in place to ensure that on the day of the planned collection, the equipment is accessible, and any ancillary equipment, keys, manufacturer's operators manual, accessories etc. are available.

- Once all arrangements been agreed by both parties, the rental company should issue the user with a unique, sequential off-hire number which is generated by the asset management software, or manually if asset management is not controlled using computer software. This should be communicated to the user in writing and is confirmation that the rental contract has been terminated. The termination of any rental contract relies on equipment being returned in an acceptable condition.

Figure 25 - Rental termination (Off-hire) process



9.12 Dismantling MCWP/CH

MCWP and CH require dismantling once off-hired by the user. Only persons trained and authorised to do so, or who are undergoing formal training under supervision, should be allowed to dismantle, a MCWP or CH. All personnel carrying out the dismantling of MCWPs and CH should be physically and mentally fit to undertake the work.

9.12.1 Dismantling process (Figure 26)

- The written method statement created as part of the site assessment for equipment selection, describing the safe system of work for installation, alteration and dismantling should be referenced throughout the dismantling process.
- Prior to work commencing, the persons carrying out the dismantling operation should check that:
 - There have been no significant changes to the original installation that could have a negative impact on the dismantling operation.
 - There are no visible signs of stress or weakness in the MCWP/CH or ties which might affect the safety of the dismantling operation.
 - The base frame or chassis will provide sufficient stability, in all directions, when the last mast tie has been released.
 - The maximum number of mast sections, platform length and ancillary equipment that can be carried by the work platform, and their required distribution such as not to exceed the rated load, is known by all those taking part in the dismantling.
- Special care should be taken to ensure the load building up on the work platform from dismantled components does not exceed the rated load.

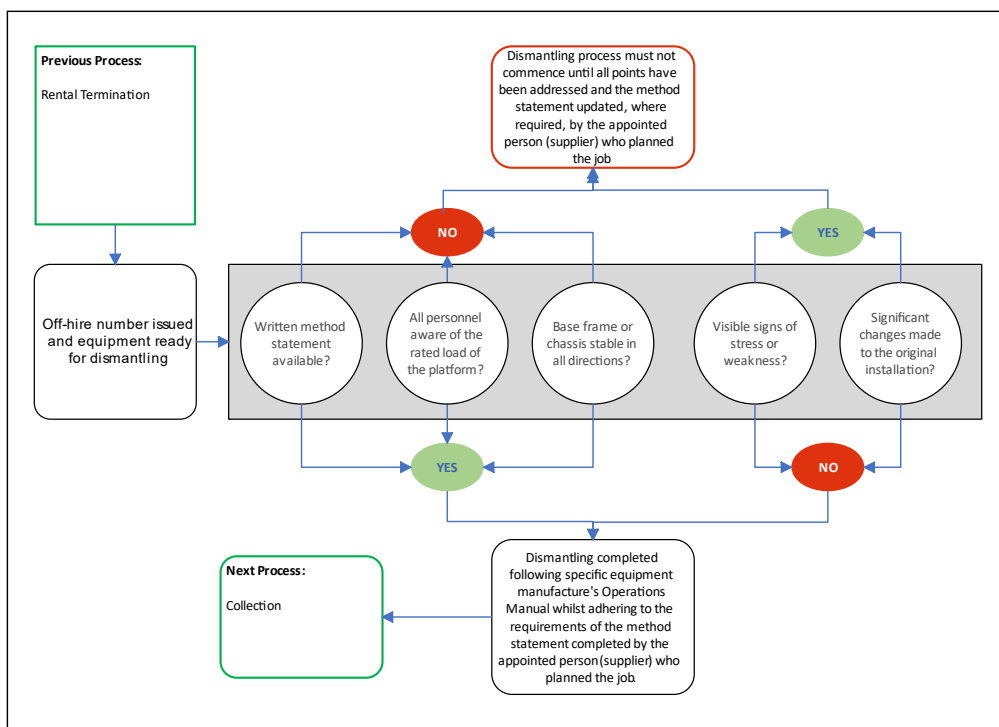
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→ Consideration should be given to reconfiguring the platform to reduce to acceptable levels the out-of-balance loads imposed during dismantling.

BS7981: Code of practice for the installation, maintenance, thorough examination and safe use of MCWPs.

BS7212: Code of practice for the safe use of construction hoists.

Figure 26 - Dismantling MCWP/CH process



9.13 Collection

Once an off-hire number has been generated, the rental company should plan for the collection of the powered access equipment. For details of [Own transport](#) and [External transport](#) requirements refer to [9.6](#), [9.61](#) and [9.62](#).

Occasionally, and only by prior arrangement, the user may wish to return the equipment to the rental company themselves. Before agreeing to this the rental company should ensure the user has suitable transport, with trained and competent staff to load/unload the equipment and sufficient goods in transit insurance to cover the value of the equipment to be transported.

9.13.1 Collection process (Figure 27)

→ If using internal transport:

- The rental company must have available suitable and compatible vehicle(s), suitably trained and competent staff in the use of the equipment to be loaded (if operated) and ancillary equipment (if required) for use in the loading process.

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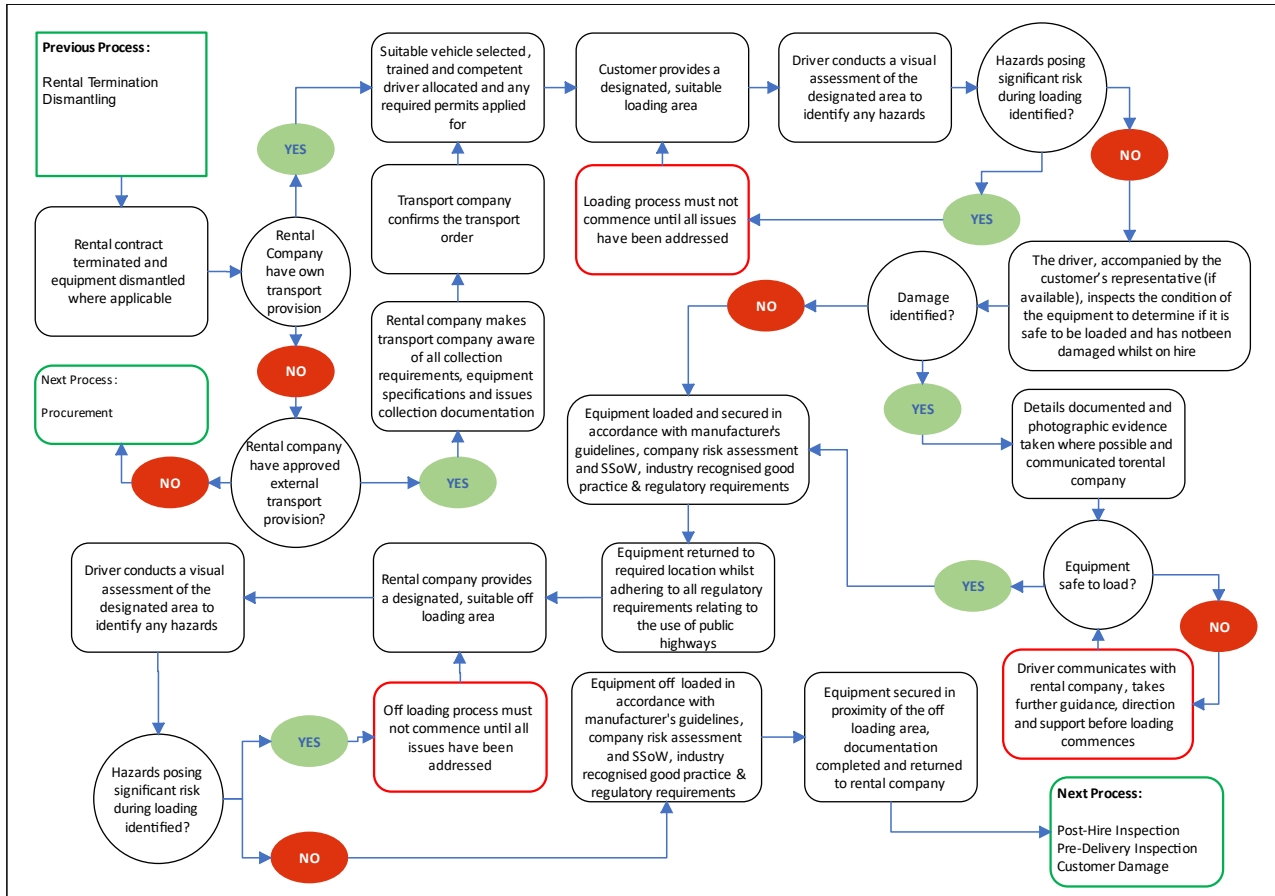
- Should the load to be transported require special permits or other authorisation to be legally compliant whilst in transit, the rental company should secure these prior to a delivery date being confirmed with the user.
- If using external services, the rental company must:
 - Only use providers who have successfully completed the procurement process, who are in possession of suitable and compatible vehicles.
 - Ensure that the transport provider has access to the specifications for the equipment to be transported and all other relevant collection information including, but not limited to, collection date, equipment availability, collection time and location, induction requirements, user and other required contact details.
 - Should the load to be transported require special permits or other authorisation to be legally compliant whilst in transit, the external provider should secure these prior to a collection date being confirmed with the user.
- The rental company should provide the collection vehicle driver or his employer with documentation relating to the specific collection in hard copy or electronic format.
- Upon arrival at the site, the driver should report to security/reception and contact the person who is in-charge of loading on the site (where applicable) and identify the authorised person who will be required to release the equipment.
- The driver, accompanied by the users appointed representative, if available, should inspect the equipment to be collected.
 - With the availability of mobile phones and other handheld devices, many rental companies require drivers to take photographs of the equipment from different angles prior to loading. As well as confirming time of collection it also helps confirm location and condition of the equipment. This photographic evidence is then stored with the contract details and provides a valuable record for reference should any dispute arise.
- Where damage is identified, keys, manufacturer's operator's manual or any other ancillary equipment is damaged or missing, prior to moving the equipment, the driver should:
 - Document the findings on the collection documentation and where possible, take photographic evidence.
 - Communicate the findings to the rental company who should relay the findings to the user.
 - Many rental companies require the driver to take photographs of the equipment before they attempt to load it, even when no damage or defects are found. The images confirming the time of collection and condition of the equipment should be stored with the rental contract for reference in case of a dispute.
- If the damage affects the safe use of the equipment and renders loading impossible or potentially unsafe, the driver must:
 - Communicate with and take direction from the rental company, this could include but is not limited to assistance from a competent service technician, use of an alternative loading method, or a rescheduled collection after repairs have been completed.

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- If the powered access equipment is found to be in good working order or the identified damage does not have a negative impact on the safe operation of the equipment, after documenting the details on the collection documentation, the driver should prepare to load the equipment in the designated loading area.
- The user is responsible for providing a designated well-lit area for the loading activity to take place. The designated area should be of sufficient size, on firm and level ground, be segregated from other work activities, free of traffic, pedestrians, and members of the public. It should also be clear of overhead and underground hazards. Moving equipment other than MCWP and CH to the designated loading area is the responsibility of the user.
- Prior to any load activities, the driver will independently conduct a visual assessment of the designated area to identify any hazards, which may impose significant risk during the load/unload operation. Where relevant hazards are identified by the driver, these should be addressed jointly with a representative of the rental company and/or other persons involved in the loading activity, before starting work.
- The rental company should have sufficient measures in place to ensure the loading process is undertaken in a safe manner, adhering to equipment manufacturer's loading requirements and completed without incident.
- The driver of the delivery vehicle should ensure that suitable and sufficient restraining devices are used to ensure compliance with current load security legislation and standards. Locking pins/devices (if applicable) should be used as per the equipment manufacturer's instructions and all loaded vehicles must comply with regional height and width requirements and limitations.
- Those planning routes for collection vehicles including the driver, will adhere to any height, width and weight restrictions along the intended route.
- Upon return to the rental company the unloading of the returned equipment should take place in the designated unloading area.
- Before starting any unload activities, the driver will independently conduct a visual assessment of the designated area and where issues are identified, these should be addressed jointly with a representative of the rental company and/or other persons involved in the unloading activity, before starting work.
- The rental company should have sufficient measures in place to ensure the unloading process is undertaken in a safe manner, adhering to equipment manufacturer's unloading requirements and completed without incident.
- Unloaded equipment should be secured and left in the proximity of the designated unloading area in readiness for the PHI process.
- Collection documentation in hard copy format, should be returned to the rental company by all parties within agreed timeframes. Documentation should be checked by the rental company for compliance and any errors addressed accordingly.

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Figure 27 - Collection process



9.14 Post-Hire Inspection (PHI)

Performed by a competent individual authorised by the rental company, a PHI is intended to identify any damage/defects that may have occurred during the previous rental period in order that the rental company can notify the previous user and discuss their cause and rectification. This inspection should take place as soon as reasonably practical after the termination of a rental period. The PHI is primarily an inspection carried out for contractual and commercial reasons but may provide useful information for the overall management of maintaining powered access equipment in a safe condition.

Rental companies may be able to combine post-hire inspection and pre-delivery inspection providing they have appropriate controls in place to ensure the condition of the powered access equipment does not deteriorate and it is safe when next put into use or sent out on rental.

NOTE: No machine should transfer from one rental to a second rental without undergoing a documented pre-delivery inspection.

9.14.1 Post-hire inspection process (Figure 28)

- Does the rental company conduct PHIs?
 - Where a company does not undertake specific PHIs there is a possibility that any user damage may not be identified in a reasonable time frame to allow the user to be held accountable for any damage or potential contamination.

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→ Completion of the PHI:

- The PHI may be a visual inspection completed by the driver on site (ref [collection process](#)) or by a service technician or another appointed individual when the machine is returned to the rental depot.
- The PHI should be completed whilst adhering to relevant company risk assessments, safe systems of work.
- Some companies require the PHI to be formally documented while others only require formal documentation should defects of damage be identified during the PHI. Where all PHIs are not documented it is recommended defects/damage identified during the PDI should be reviewed to see if the company's PHI process is sufficiently robust.

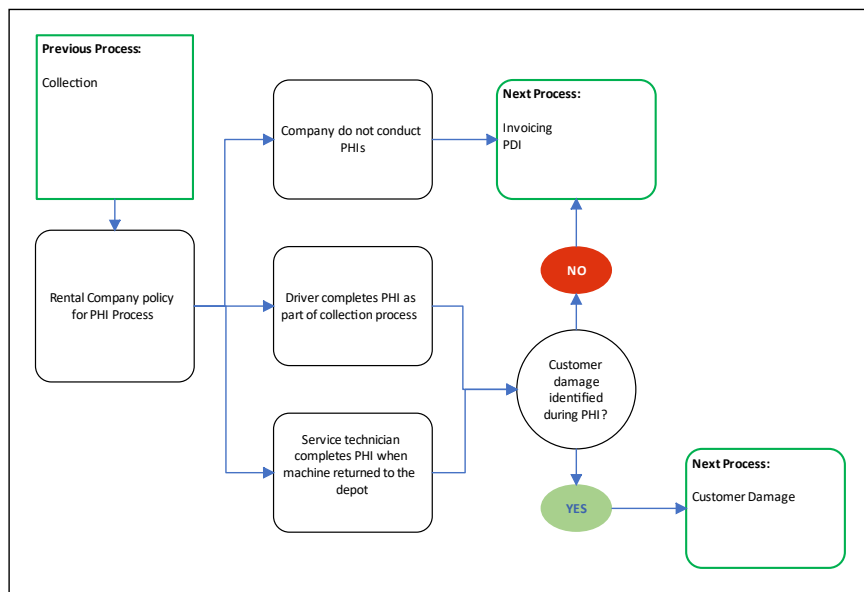
→ Competent individual, authorised by the rental company, identifies damage and/or defects during the PHI inspection?

- Details of identified damage and/or defects should be documented and communicated to the rental company who should relay details of chargeable items to the user.
- Many rental companies require photographs to be taken of equipment as part of PHIs, even when no damage or defects are found. The images confirming the time of PHI completion and condition of the equipment should be stored with the rental contract for reference in case of a dispute.

→ Upon completion of PHIs, the Rental company should:

- Update the [Rental Management](#) system.
- Follow the [User Damage](#) process should damage chargeable to the user, have been identified.

Figure 28 – Post-Hire Inspection (PHI) process

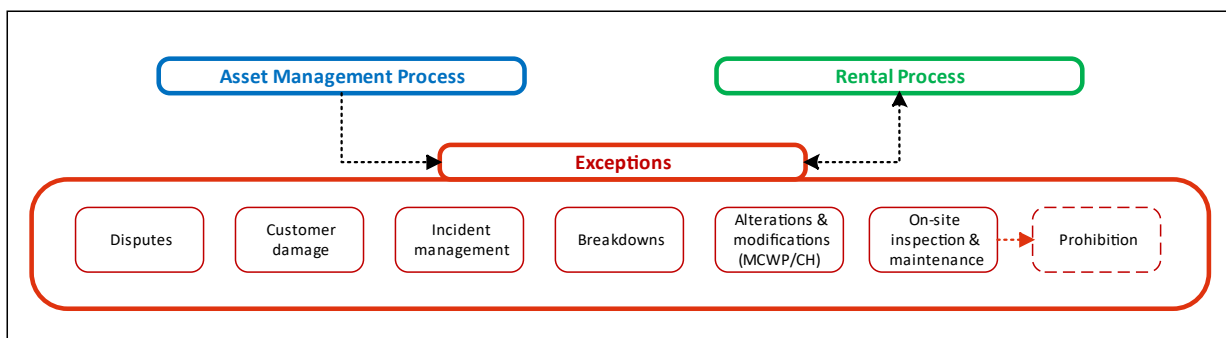


EXCEPTIONS

10.0 Exceptions

The basic rental process is a cycle of frequent repetitive events, however, there are occasions when deviation from the repetitive cycle occurs. Whilst this may not be a frequent occurrence, due to the potential serious nature of deviations and the importance of maintaining accurate records, the events identified in the exception process (Figure 29) must all be managed.

Figure 29 - Exception processes



The frequency and natures of ‘exceptions’ in particular disputes, user damage, incident management and breakdowns should be closely monitored and reviewed at designated intervals to drive continual operational improvement. As part of the continual improvement process senior management should:

- Identify significant trends.
- Determine possible causation.
- Implement measures to address any negative trends.

10.1 Disputes

Dispute management is the process of successfully resolving conflicts or disagreements that may arise between two or more parties. This can include disputes between businesses, employees, user, or other stakeholders. The goal of good dispute management is to find a fair and mutually acceptable resolution to the issue at hand, in a timely manner, without the need for legal action.

There are several different approaches to dispute management, including:

Negotiation: This involves direct communication between the parties involved in the dispute, with the goal of reaching a compromise or agreement.

Mediation: This involves the use of a neutral third party (a mediator) to facilitate communication and help the parties reach a resolution.

Arbitration: This involves the use of an arbitrator, who acts as a neutral third party to hear evidence and make a binding decision on the dispute.

Litigation: This is the process of resolving a dispute through the legal system, with the case being heard and decided by a judge or jury.

Effective dispute management requires an understanding of the issues at hand, as well as the needs and interests of all parties involved. It also requires strong communication and problem-solving skills, as well as the ability to effectively manage emotions and conflicts. In the interest of maintaining good customer

relations, it is essential all rental companies have a defined policy and process for managing customer disputes.

10.1.2 Dispute process (Figure 30)

- User has reason to raise a complaint with the rental company.
 - The rental company log details of the complaint on a suitable register or complaints log.
 - Confirmation of receipt of the complaint is sent to the user with clearly defined timeframes for a response by the rental company.
 - The complaint is allocated to a nominated person within the rental company who has the required competence and authority to oversee or conduct a full investigation.
 - Nominated person reviews the complaint to establish if it is valid

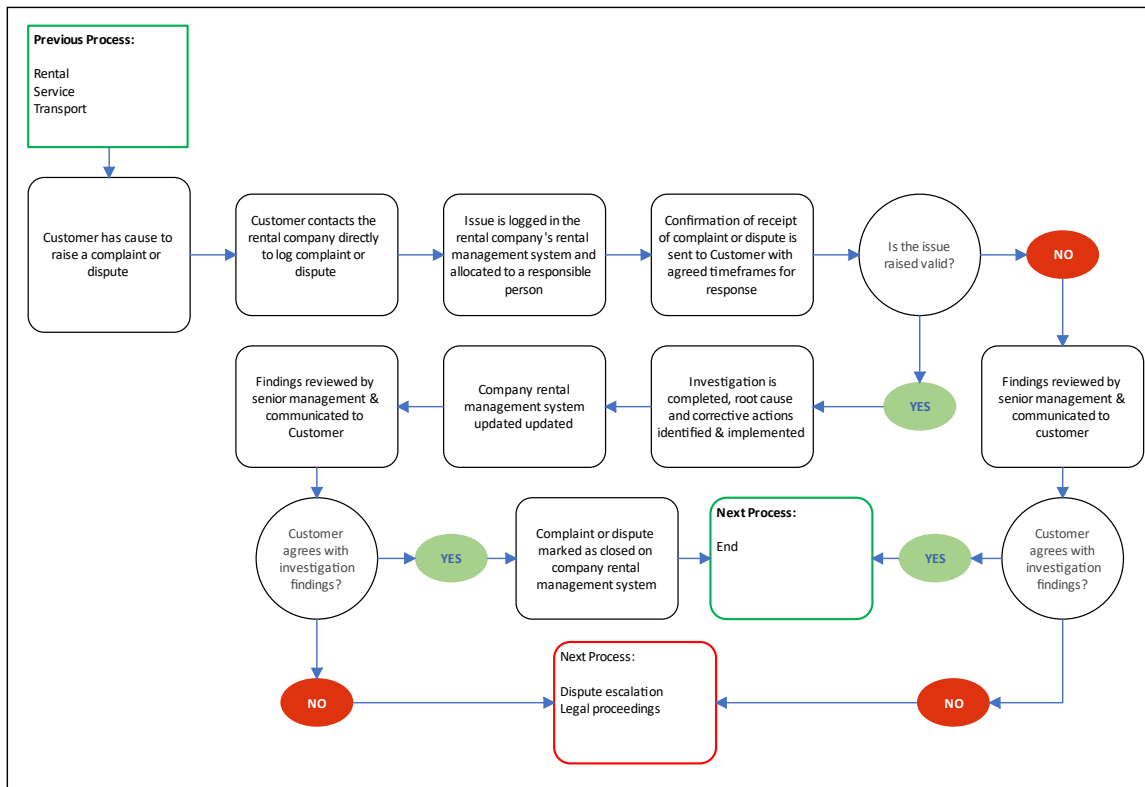
- If the nominated person establishes that the complaint is valid:
 - A full investigation should be conducted to establish when and how a deviation from quality procedures occurred. This should include identifying the root cause and any required corrective actions and potential disciplinary issues.
 - The completed investigation report should be submitted to senior management and communicated to the complainant within agreed timeframe.
 - The dispute register or log should be updated with the findings.

- If the nominated person establishes that the complaint is not valid:
 - Findings should be reviewed by senior management and communicated to the complainant within agreed timeframe.
 - The dispute register or log should be updated with the findings and reviewed to identify potential trends.

- Complainant agrees with the rental company findings:
 - Complaint register is updated and the complaint marked as closed.
 - Complaint register reviewed to identify potential trends and appropriate corrective action taken if required.

- Complainant disagrees with the rental company findings:
 - Dispute escalated with potential legal proceedings.
 - Complaint register updated.

Figure 30 - Dispute process



10.2 Equipment failure (breakdowns)

Even though rental machines should be well maintained and undergo regular inspections, there is a possibility they may occasionally breakdown unexpectedly when on rental. The causes of a breakdown can vary widely from component failure to user damage.

Any machine malfunction no matter how caused, can be a source of frustration to the user and others on site as it brings unexpected delays and questions the reliability of the machine and potentially the reliability of the rental company.

It is essential any reported breakdown, whether due to component failure or user damage, is managed in a structured and efficient manner to minimise machine down time and safeguard the reputation of the rental company.

10.2.1 Equipment failure process (Figure 31)

- The user is made aware of a powered access equipment failure
 - In the event of an equipment failure, operators should isolate the equipment to prevent further use, tag it to ensure others are informed the equipment should not be used, and report it to the user. The user should inform the rental company sharing as much information as possible, this could include but is not limited to:
 - Equipment type, model, and unique asset number.
 - Details of the equipment failure.
 - Current situation.
 - Location of the equipment.
 - Access restrictions.

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- Is the reported issue an equipment failure or user error?
 - What is initially seen as an equipment failure may be attributed to operator error. In many cases the error can be resolved verbally by a competent person from the rental company.
 - Industry analysis of recorded breakdowns indicates that approximately 30% can be resolved over the telephone thus negating the cost and resource of a service technician having to attend site.
 - All reported breakdowns should be recorded in the company's [Rental Management system](#) against the relevant contract.

- Is a qualified service technician required to attend the work location to rectify equipment failure?
 - Should the attendance of a qualified service technician be required, details of the required visit should be discussed and agreed with the user and the work task allocated to the appropriate qualified service technician.

- Upon arrival at the user location the qualified service technician should:
 - Adhere to all rental company and user risk assessments, safe systems of work and site requirements.
 - Assess the equipment failure and establish the cause.

- Equipment damage chargeable to the user:
 - If the qualified service technician establishes that the equipment repairs are chargeable to the user, evidence, ideally photographic, should be recorded and shared with the rental company. The user should then be informed.

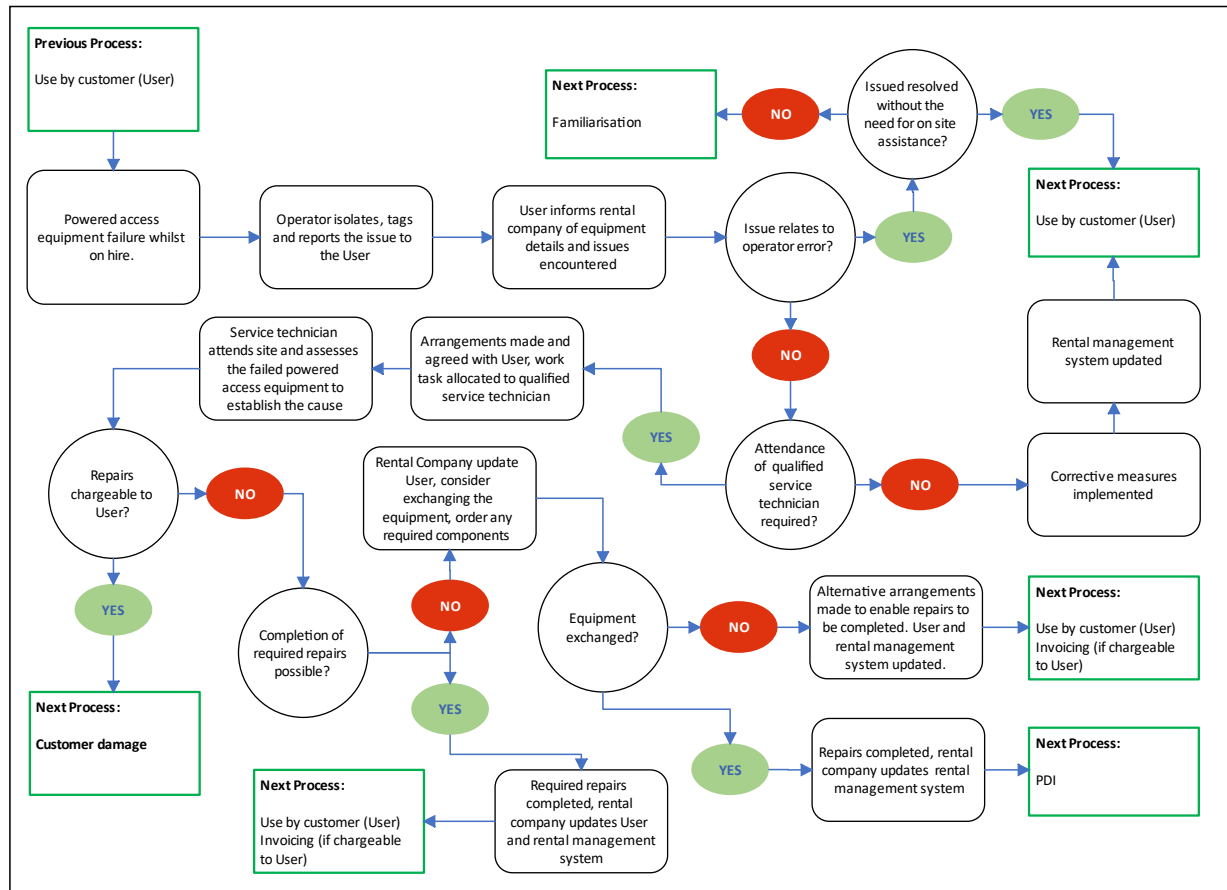
- Can repairs to the equipment be completed successfully?
 - Should the qualified service technician have the required tools and manufacturer approved compatible replacement components, should they be required, repairs should be completed.
 - Upon successful completion, the rental company should update the user, and the [Rental Management system](#).
 - On occasions where it is not possible to complete repairs successfully due to the complexity of the failure/ breakdown, lack of approved compatible components or the location not being suitable for such repairs to be completed, the rental company should:
 - Update the user as to the situation and keep them informed.
 - Order replacement manufacturer approved compatible components should they be required.
 - Discuss the potential to exchange the failed equipment if this is possible.
 - Exchange the equipment if agreed by all parties.
 - If equipment exchange is not possible or agreeable, the rental company should:
 - Agree a date to return and complete the outstanding repairs.
 - Allocate the work task to a qualified service technician.
 - Ensure work task is completed successfully.
 - Update the rental management system.

Note: A regular management review of powered access maintenance records and procedures is essential for the safe and efficient operation of a powered access equipment fleet. It ensures that management can

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be confident that a robust maintenance system is in place and will rapidly highlight any shortcomings and the need for corrective action. It may also identify where inspection regimes need to be reviewed.

Figure 31 - Equipment failure process



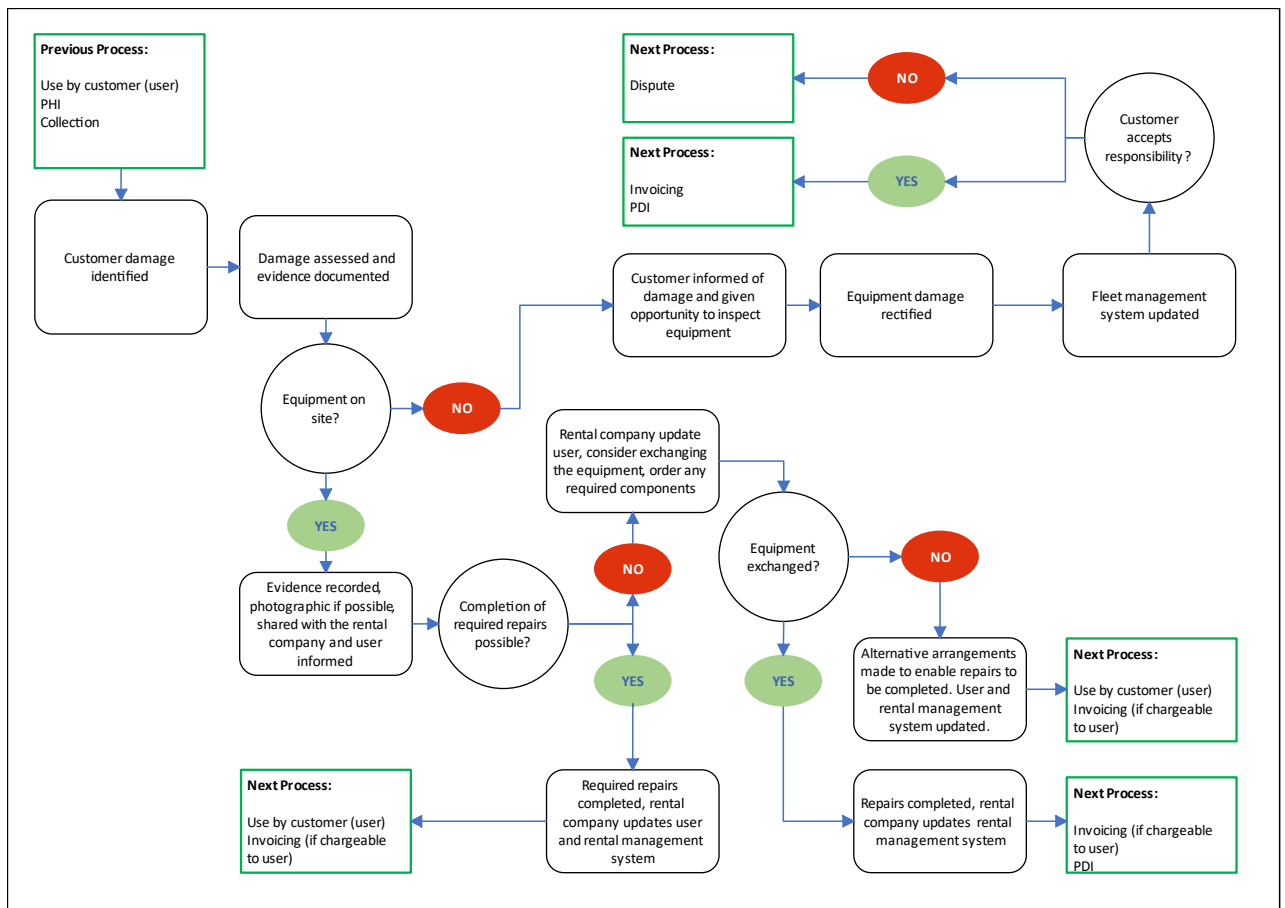
10.2.2 User damage process (Figure 32)

- Where user damaged is identified, the extent of the damage must be assessed and documented against the relevant machine and contract on the asset management system.
 - A competent service technician should document an assessment of the damaged equipment to understand the extent of the damage. The documented assessment should be supported by photographic evidence, which can be presented to the user.
- The user should be informed of the damage and given the opportunity to inspect the machine. Where the user and machine are both on site this part of the process is reasonably straight forward.
 - Where the machine is no longer on site, or the user is not available when the damage is identified, the rental company should provide documented evidence of the extent of the damage to the user and invite them within a set time frame to inspect the damaged equipment to confirm the findings of the assessment.
- Once the user has had opportunity to see the damaged equipment the rental company can start to address the damage and repair the machine.

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- If the machine is on site and the damage is not easily repaired the user should be consulted to see if they can wait for the repairs to be completed or wish the rental company to remove the machine from site and exchanged for a similar one.
 - A competent person for the rental company should consider the severity of any reported circumstances and subsequent damage to determine whether a thorough examination is required before the equipment can be put back into service.
- The asset management system should be updated. The details of the repairs should be logged on the asset management system against the relevant asset. This should allow a damage repair invoice to be raised and presented to the user.
- Should the user challenge the invoice the rental company should follow the dispute process.

Figure 32 - User damage process



10.3 Modifications and attachments

To ensure its structural stability and safe use, powered access equipment is built to meet stringent design standards relevant to the region it will be put into service. The addition of supplementary equipment, accessories or modifications to facilitate work at height could potentially compromise the structural stability and/or safe use of the equipment.

10.3.1 Modifications

Any change(s) or addition(s) to powered access equipment which might affect the operation, stability, safety factors, rated load, or safety of the equipment may be deemed to be a modification.

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Original Equipment Manufacturers (OEM) are duty bound to ensure their equipment complies with regional design standards current at the time of manufacture. Any significant modification or addition to powered access equipment which has the potential to affect stability or functionality as intended by the OEM could impact the safe use or condition of the equipment and invalidate any declaration of conformity.

The responsibility for any adaptation, or modification and the associated risk assessment lies with the person who modifies the equipment. The safety of the adaptation or modification and the safety of the entire machine must be ensured at all times. The original manufacturer may not be liable for the adaptation, addition or modification or any effects it has on the safety and performance of the equipment. The person carrying out the adaptation or modification takes on these responsibilities and may become liable for the safety and certification of the entire work at height equipment.

Before undertaking any adaptation or modification, it is advisable to consult with both the manufacturer and your insurers and take their advice into consideration.

10.3.2 Attachments

Additional equipment or accessories should only be fitted or changed on powered access equipment in accordance with the machine and accessory manufacturer's instructions. Before the powered access equipment is used with an accessory or additional equipment it should be checked to confirm it is not deemed to be a modification (10.3.1) and to determine the fitting has been carried out correctly.

Accessories are available for MEWPs for both material handling and to provide secondary guarding to reduce the risk of overhead entrapment and crushing. These can be provided by either the MEWP manufacturer or a third party. Accessories, such as top crane extensions, are also available for MCWPs and CH.

The weight of any additional equipment or accessories fitted to the work platform should be considered when calculating the combined weight of persons, tools and equipment against the permissible rated load.

Guidance on the selection and fitting of secondary guarding devices can be found in the Construction Industry Plant Safety Group guidance - [Good Practice Guidance For Reducing Trapping/Crushing Injuries To People In MEWPs](#).

10.4 Alterations to MCWP and CH

Once the initial installation has been completed in accordance with the method statement, no alteration to the installation should be allowed without a reassessment by a competent and authorised person usually the appointed person (supplier). This should include a full study of the proposed modification implications for safety during the remainder of each MCWP or CH's planned use and subsequent dismantling and may require a new method statement from the person making the reassessment.

Following alterations that affect the stability or replacement of load-bearing parts, the MCWP or CH should be thoroughly examined again by a competent person prior to the equipment being put back into service.

10.5 Incident management

Accident reporting data indicates most rentals are completed without incident. However, occasionally an incident or accident does occur on site which involves the rented equipment or is due to the actions of a rental company representative e.g. delivery driver or service technician. Where the rental company becomes aware of any such incident/accident it is important they collate all the facts and manage the situation professionally to establish the cause of any injury or damage and implement appropriate measures to prevent a reoccurrence.

Incident management is the process of:

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IPAF Rental Standard (Including Guidance for Rental Companies)

- Limiting the potential disruption caused by such an event.
- Conducting an investigation to identify the root causes.
- Implementing appropriate preventative measures.
- Checking to ensure the preventative measures have been effective.

If the process is not managed effectively and in a timely manner, the repercussions of an incident can escalate and have far reaching legal and financial consequences.

Investigating accidents / incidents involving company equipment or company representatives and fully documenting the findings will help protect the company's position should a legal action or personal injury or damage claim be brought against them.

Note 1: *Internal accidents or incidents involving a rental company's employees or representatives working on behalf of the rental company should also be investigated by following a very similar process to that outline below.*

Note 2: *IPAF and its members share data on incidents involving powered access to identify areas of risk and common trends which informs guidance, training, and safety campaigns. IPAF aim to increase understanding of working practices and reduce incidents in every country. [Reporting](#) is not restricted to IPAF members, and any person or organisation can report an incident. All data is confidential and anonymised and accidents can be reported anonymously.*

Note 3: *To see the value of sharing incident data, please read the latest [IPAF Global Safety Report](#),*

10.5.1 Incident management process (Figure 33)

- Upon receiving notification of an incident involving powered access equipment within their ownership, a rental company should:
 - Register the incident in the company incident log.
 - Notify insurers and depending on the nature and severity of the incident inform enforcement agencies within legislative timeframes and the relevant machine manufacture.
 - Confirm receipt of the incident notification with the user.
- Does the reported incident involve powered access equipment cross-hired to or from another rental company?
 - Incidents involving equipment cross-hired to or from another rental company must be communicated to the cross-hire partner, evidence of the communication should be retained.
 - In the event the incident involves a cross-hired machine, lines of communication as identified in Figure 19 should be adhered to.
- Does the reported incident require a representative of the rental company to attend immediately?
 - Should the reported incident require the attendance of a rental company representative, a suitably qualified senior member of staff should be allocated to attend. They should conduct an initial investigation and liaise with relevant interested parties on site, which may include the user representatives, OEM and/or other investigation bodies. The findings of an on-site investigation may be limited if enforcement agencies restrict access to allow their own investigations to progress.
- Should the reported incident not require the immediate attendance of a company representative, a senior member of staff should be allocated to complete a full investigation.
 - Confirmation of the logged incident, as well as agreed timeframes for any investigation which may involve third parties, should be communicated to the user.

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- The appointed senior member of staff should complete the investigation, this may also be restricted due to the ongoing enforcement agency investigations. Any investigation should try and identify:
 - The underlying cause.
 - The root cause.
 - Suitable corrective actions.

- Was the powered access equipment impacted or damaged as part of the incident?
 - The investigation must establish whether the equipment involved in the incident was impacted or damaged. Once released back into the control of the rental company, any such equipment should be:
 - Returned to the rental company.
 - Subject to post-hire inspection by interested parties including rental company, OEM and insurance representative.
 - Assuming it is viable and once approval from the insurers (if required) has been received equipment should be:
 - Repaired by trained and competent persons using manufacturer approved replacement components.
 - Subjected to a thorough examination if a competent person concludes that the impact or damage was liable to jeopardise the safety of the powered access equipment.
 - Equipment not subject to impact or damage, if required, can remain on rental until the user terminates the rental.

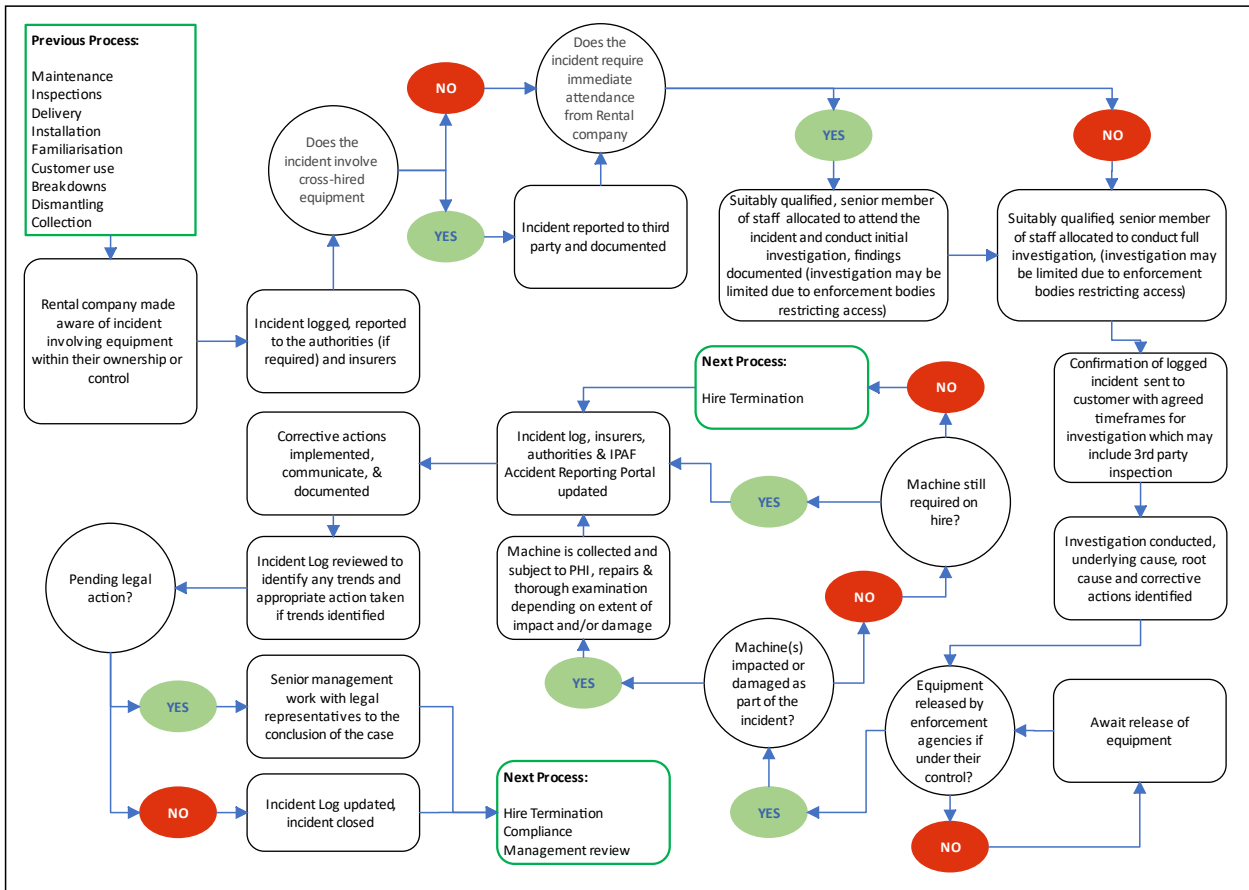
- Upon the completion of the incident investigation, the rental company should:
 - Update the incident log.
 - Update insurers where applicable.
 - Update enforcement agencies where applicable.
 - Register the incident on the IPAF Accident Reporting Portal.
 - Ensure that all identified corrective actions are implemented, communicated and documented.

- When reviewed, does the incident log identify trends relating to the incident?
 - Upon completion of the investigation, senior management should review the incident log to identify potential trends and, should any be identified, take appropriate action.

- Can the incident be closed?
 - Serious incidents often result in legal action, should this be the case, senior management should work with legal representatives and other interested parties until the completion of the case at which time the incident log should be updated and the incident marked as closed.
 - In cases not involving legal representation, the incident should be marked as closed upon the completion of the incident log review by senior management.

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Figure 33 - Incident management process



10.6 Onsite inspections

Wherever possible, maintenance, inspection and examination scheduling should be used as a method to avoid the need to complete on-site inspections. However, longer term rental of MEWP, MCWP and CH or the requirement in some regions for three-monthly inspections may necessitate rental staff having to inspect work at height equipment while it is still on-site.

On occasions where an onsite inspection must be completed, the competent rental company representative should be aware of company risk assessment and safe working procedures for visiting user sites. Further information can be found in section 8.4.1 inspections and maintenance schedule.

10.7 Prohibitions

Prohibition notices can be issued by different bodies, including but not limited to, the equipment manufacturer, the owner, and regulatory authorities.

A prohibition notice issued by a regulatory body is a legal document enforceable by law. Failure to comply may have legal consequences.

Prohibition issued by an OEM is very rare, it is more likely that a safety notice with given time frames to complete actions will be issued – see [8.5.1 OEM Safety notice process](#)

A prohibition notice issued by a rental company to a user is advisory.

A prohibition notice requires the recipient to cease the relevant activity until remedial steps in relation to the potential risk of injury and potential equipment failures have been taken.

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Although rare, there are specific circumstances when a rental company must issue a prohibition notice to the user of the equipment, these include but are not limited to:

- Receipt of manufacturer's safety notice/bulletin requiring the use of machines to cease.
- Completion date for corrective actions identified by the manufacturer within a safety notice/bulletin not been met.
- Expiry of legally required inspection or examination while a machine remains in use.
- Completion date for corrective actions relating to defects documented within a thorough examination report not been met.

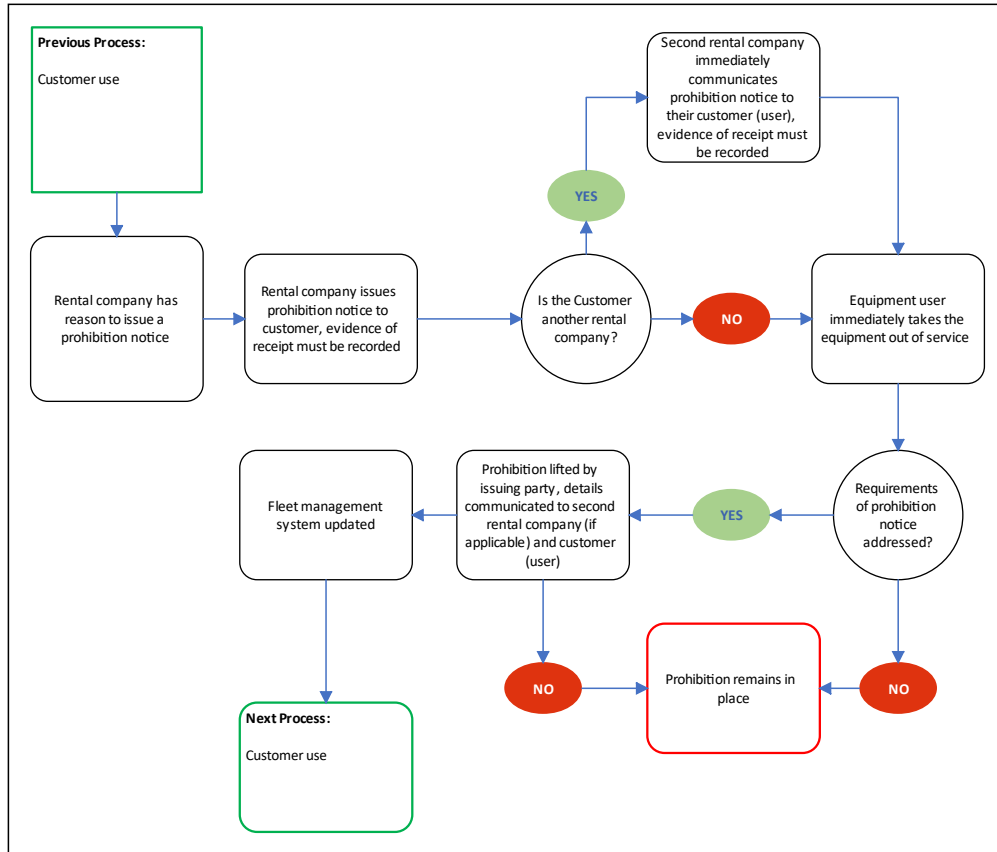
Rental companies can take actions to mitigate the impact of the issuing of equipment prohibition notices on users, these include, but are not limited to:

- Exchanging or removing the equipment from site before any deadline date is reached.
- Completing the required remedial action or thorough examination at the rental location before any deadline date is reached.

10.7.1 Prohibition process (Figure 34)

- If a rental company has reason to issue a prohibition notice relating to equipment on rental:
 - The notice should be communicated to the user at the earliest opportunity.
 - Evidence of receipt of the notice should be recorded.
- Should the equipment be rented by a second rental company to meet the demands of their customer (cross-hire), the second rental company must:
 - Communicate the notice to the user at the earliest opportunity.
 - Record evidence of receipt of the notice.
- Upon receipt of the prohibition notice, the user must immediately adhere to the requirements of the notice.
- Have the requirements of the prohibition notice been addressed?
 - If the requirements of the prohibition notice have been addressed, the prohibition is lifted by the issuing party and communicated to the second rental company (if applicable) and the user.
 - The rental management system and the unique asset file should be updated to ensure a clear audit trail is established.
- If the requirements of the prohibition notice have not been addressed, the prohibition remains in place.

Figure 34 - Prohibition process



10.8 Safety alerts.

A safety alert is a communication distributed by bodies other than an OEM following an incident to share known facts and learning, during or following an investigation where others may benefit from distribution of the learning experience. Care should be taken before issuing a safety alert as the circulation of factually incorrect, misleading or poorly written information contained in a safety alert regularly causes unnecessary confusion within the powered access rental industry. In some cases, the misinformation can have the opposite effect to that intended by the author. For further guidance relating to the generation and circulation of safety alerts, refer to: [MEWP Safety Alert Protocol](#).

Upon receipt of a safety alert, from another rental company, user, or contractor, it is essential the senior management of the rental company consider the relevance and importance of the alert, before deciding what action to take including whether to forward to others or circulate internally.

IPAF Rental Standard (Including Guidance for Rental Companies)

Appendix 1: Referenced Documents

- [F1: Familiarisation](#)
- [Good Practice Guidance For Reducing Trapping/Crushing Injuries To People In MEWPs.](#)
- [Guidance For Major Inspections Of Mobile Elevating Work Platforms](#)
- [Guidance On Buying A Pre-Owned MEWP](#)
- [IPAF Best Practice Guidance - Load and Unload](#)
- [IPAF Global Safety Report](#)
- [Managing the Safe Condition of Mobile Elevating Work Platforms](#)
- [MEWP Safety Alert Protocol.](#)
- [Reporting – accident reporting](#)
- [Site Assessment \(for MEWP Selection\) | IPAF](#)
- [Site Assessment for MEWP Selection Checklist](#)

About IPAF

The International Powered Access Federation (IPAF) promotes and enables the safe, effective use of powered access equipment worldwide in the widest sense – through providing technical advice and information; through influencing and interpreting legislation and standards; and through safety initiatives and training programmes.

IPAF is a not-for-profit organisation owned by its members, which include manufacturers, rental companies, distributors, contractors, and users. IPAF members operate a majority of the MEWP rental fleet worldwide and manufacture about 85% of platforms on the market.

Members enjoy access to practical information and a growing portfolio of member services. They also have the chance to influence the legislation and regulations that govern platform use.

A benefit of membership is the ability to deliver the IPAF training programme for platform operators, which is certified as conforming to ISO 18878. More than 170,000 operators are trained each year through a worldwide network of IPAF-approved training providers. Successful trainees are awarded the PAL Card (Powered Access Licence), the most widely held and recognised proof of quality-assured training for platform operators in the world.

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