Integrated Management System

Contractor Management Guidance Document

Work at Height (General)

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CONTENTS

1. INTRODUCTION

Contractor Guidance Documents (CGD) are designed ensure that Contractors, Subcontractors and Service Providers working at the Company's Petrol Filling Stations are aware of the hazards associated to working at these locations and the Company's basic requirements for specific types of work that have been identified as involving significant risk (**Major Work**).

The Company requires Contractors, Subcontractors and Service Providers to ensure that the Safe Methods of Working and Risk Assessments and Method Statements (RAMS) produced for an assigned scope of work include relevant aspects from the guidance provided to ensure that:

- Work site and task specific risks are identified risks
- Suitable and sufficient risk reduction measures (i.e., controls) are identified and detailed in the work control documents; and
- Assigned work activities are:
    - Effectively described; and
    - Performed safely

Note 1.1: For the purpose of this Contractor Guidance Document, Contractors, Subcontractors and Service Providers will be referred to collectively as **Contractors**.

Contractor Guidance Documents are considered a useful guide to Contractors regarding Company expectations for the safe performance of work, as they take account of the potential hazards present at a Petrol Filling Station and set minimum standards for the performance of work tasks that the Company is not sufficiently knowledgeable of, or experienced in, to allow the development of suitable and sufficient Risk Assessment and Method Statements (RAMS).

The responsibility for ensuring work tasks are performed safely remains with the Contractor who must ensure that working practices are critically assessed, with due consideration given to the information provided in the Contractor Guidance Documents.

Note 1.2: Contractor Guidance Documents **DO NOT** override or relieve Contractors of their statutory obligations under applicable legislation.

2. PURPOSE

This Contractor Guidance Document details MFG's minimum expectations regarding work at height (**General**) at Company Petrol Filling Stations to ensure that Contractors are aware of the expectation place on them both by the Client (i.e., MFG) and applicable legal obligations and are able to safely perform assigned work tasks.

Note 2.1: If clarification or further understanding of the content of this Contractor Guidance Document is required, Contractors must contact the HSE Manager (MFG) via HSE_Team@Motorfuelgroup.com.

3. GENERAL GUIDANCE

3.1 INTENT

The document is designed to provide guidance to Contractors who are awarded contracts for a specific work scope at a Company Service Station, that includes a requirement to perform work at height which has been identified as involving significant risk (**Major Works**).This guidance document specifically details expectations regarding use of **fall prevention** and **fall protection** systems and equipment,

3.2 WORK CONTROL

Work tasks assigned to Contractors will be assessed to identify potential hazards and the associated risk. Work identified as involving significant risk will be categorised as **Major Works**, requiring a **Work Control Permit** (**WCP**) to be prepared, authorised and issued.

Contractors will conduct a work site inspection to identify if risks of exposure to work at height exist and if present the risk reduction measures (i.e., controls) required to reduce risk to an acceptable level.

3.3 Suspension Trauma

Orthostatic intolerance, (e.g., development of symptoms such as light-headedness, palpitations, fatigue, poor concentration, nausea, dizziness, headache, sweating, weakness and fainting during upright standing) may be experienced by personnel using fall arrest systems.

Following a fall a worker may remain suspended in a harness and sustained immobility may lead to a state of unconsciousness. Depending on the length of time the suspended worker is unconscious and/or immobile and the level of venous pooling, the resulting orthostatic intolerance may lead to death. While not common, such fatalities often are referred to as suspension trauma.

Suspended workers with head injuries or who are unconscious are particularly at risk. The worker must be rescued quickly (under ten minutes) and gradually brought to a horizontal position to avoid potential cardiac arrest. For this reason, it is critical to have a rescue plan with procedures for rescuing a worker who is suspended by a personal fall protection system.

3.4 Risk Assessment & Methods Statement

Contractors will carry out a work site hazard inspection and determine the risk reduction measures (i.e., controls) required when a need for work at height is identified. Consideration will be given to:

- The scope of work and associated tasks, for example:
  - Working at height
  - Access and egress
  - Equipment to be used; and
  - Potential for dropped objects
- Location of the work activity (i.e., workplace hazards)
  - Traffic movement
  - Flammable liquids and vapours
  - Infrastructure
  - Activities of other (i.e., customers, visitors, etc.); and
  - Overhead hazards (i.e., powerlines)

  Note 3.4.1: The presence of overhead electrical cables presents a risk of electrocution, for 230 kV cables the recommended minimum safe working distance is four (4) metres (13.1 feet) and for 50kV cable the minimum safe working distance is three (3) metres (9.8 feet).
- Equipment to be used, for example:
  - Mechanical equipment, including hand tools
  - Hand tools
  - Temporary fall prevention system
  - Fall protection equipment (i.e., full-body harness and lanyard)
  - Anchor points for fall protection systems; and
  - Mobile Elevated Work Platform (MEWP)
- Duration of the work
- Condition and stability of existing surfaces, including ground conditions
- Physical capabilities of the workers; and
- Emergency procedures required in the event of an incident

Contractors will formally record the assessment findings as part of the task-specific Risk Assessment & Method Statement that will include as a minimum:

- Hazards
- Associated risks to people, the environment and assets
- Risk ranking for existing risks (e.g., High, Medium or Low)
- The risk reduction measures (i.e., controls) required to reduce the existing risks
- A residual risk ranking following implementation of controls(e.g., High, Medium or Low); and
- Step by step description of how work tasks will be performed safely

Note 3.4.2: If residual risk is determined after implementation of additional risk reduction measures (i.e., controls) to remain **High Risk**, work cannot begin. Further assessment is required to identify other controls that, following implementation, will residual reduce to an acceptable level.

3.5 Rescue Plan

Contractors performing work at height which required the use of fall protection equipment will develop a **Rescue Plan** that will be initiated if a worker falls while working at height and is suspended. The nature and types of work at height requiring the use of fall protection, specifically the height at which workers are required to use fall protection make it likely that **self-rescue** or **assisted self-rescue** is possible.

3.5.1 Self-Rescue

Self-rescue should involve:

- The fall protection system user climbing back up to the level from which the fall occurred
- An evaluation to determine if medical attention is required
- Removal of the fall protection system (i.e., full-body harness and lanyard)

Note 3.5.1.1: The components of a fall protection system that has been involved in a fall from height will be removed from service and not returned to service until a thorough inspection has been carried out by a Competent Person and the components certified as fit for purpose.

3.5.2 Assisted Self-Rescue

Dependent on the work being performed and the nature and location of the fall from height there may be a requirement for members of the Job Crew to provide assistance to the person who has fallen from height and is suspended to aid their self-rescue. Such assistance may include:

- Supporting the suspended worker until they are able to regain their balance and perform a self-rescue
- Moving vehicles, equipment or materials that may be hampering self-rescue
- Lowering an Mobile Elevated Work Platform (MEWP) to allow the fall protection system user to be rescued at ground level
- Utilising a Mobile Elevated Work Platform (MEWP) to assist the fall protection system user to recover to a protected work surface; and
- Provision of suitable equipment to aid the rescue, for example ladders

4. Fall Prevention

Where practical a professionally designed and installed fall prevention system will be the primary method of protecting personnel when working at height. Fall prevention systems will include:

- Fixed guardrail system composed of:
  - Top rail

- Mid-rail
- Toe-board; and
- Enclosed walkway / work platform

Examples of **Fall Prevention** systems include, but are not limited to

- Properly designed permanent structure, for example:
  - Access tower
  - Walkway
  - Work platform; and
  - Perimeter protection (i.e., building roof tops)
- Properly designed temporary work structure, for example:
  - Fix scaffolding
  - Mobile scaffolding; and
  - Mobile Elevated Work Platforms (MEWP), for example scissor lift

    Note 3.4.1: Boom lifts require those working at height to be wearing full body harness and short lanyard attached to identified anchor points.

5. Fall Protection

5.1 General Requirements

In the absence of a fall prevention system, fall protection will be used to protect personnel working at height. Fall protection equipment will include:

- Full-body harness; and
- Lanyard

Workers using fall protection equipment must be trained and competent in its use, including related equipment inspection requirements. The following minimum requirements (as applicable) apply to the safe and proper use of fall protection equipment:

- A full-body harness will be:
  - Worn in accordance with the manufacturer recommendations; and
  - Used in conjunction with a lanyard, designed to be secured to an anchor point and prevent:
    - A fall distance of more than 1.22 metres (4 feet); and/or
    - Contact with a lower level (including structures, equipment, piping, etc.)
- Lanyard length should be kept to a minimum based upon the scope of work
- The type and location of anchorage points will be determined by:
  - The nature and location of the task
  - Type of construction of the building or supporting structure

  Note 3.5.1: When using Mobile Elevated Work Platforms, lanyards will be secured to designated anchor points when required (i.e., as determined by risk assessment).
- Where practical anchorage points will be designed to be:
  - Above the head of the wearer (i.e., if a fall occurs the wearer will not swing or touch the ground)
  - Tested and/or approved by Competent Personnel

  Note 3.5.2: Fall protection equipment guardrail components (e.g., handrails and mid-rails) will not be used as anchor points, unless specifically designed and designated as an anchor point.
- Fall protection equipment will be:

- Maintained by a Competent Person
- Certified as fit for purpose at intervals not exceeding six (6) months
- Inspected by the user immediately prior to use
- inspected, tested and re-certified by a Competent Person following a fall; and
- Repaired, destroyed where inspection indicates excessive wear or mechanical malfunction
- Worn and used correctly, when:
  - Being raised or lowered in a man basket
  - Working from Mobile Elevated Work Platform (MEWP); or
  - Portable ladder at a height of 1.83 metres (6 feet) or greater

  Note 3.2.3: If it is not reasonably practical to use a personal fall protection equipment, a worker may work from a portable ladder without fall protection if the:
  - Work is a light duty task of short duration
  - Worker's centre of balance is always kept at the centre of the ladder, even with an arm extended beyond the side rails of the ladder; and
  - Worker has one hand available to hold on to the ladder or other support.

- Fall protection systems:
  - **MUST NOT BE USED** to hoist (lift) materials and/or equipment; and
  - Does not include a Body Belt

    Body Belts **MUST NOT BE USED** in place of a of full-body harness

5.2 FULL-BODY HARNESS

A five-point full-body harness is to be worn whenever a risk assessment identifies the need for personal fall protection equipment to be worn to safely perform work at height. A full-body harness must:

- Consist of compatible and suitable components
- Be sufficient to support the fall restraint or arrest forces
- Meet and be used in accordance with all applicable standards in effect when the equipment was manufactured, subject to any modification or upgrading considered necessary by National or International Regulations, for example British Standards Institute (BSI)
- Be used in conjunction with a suitable lanyard, which will conform to the following minimum requirements:
  - Lanyards will be properly rated and approved shock-absorbing type (e.g., BSI)
  - The free end of the lanyard will be securely attached to a structure that:
    - That can withstand the impact to which it may be exposed; and
    - Is no lower than the worker's shoulder height
  - Only one worker is to be attached to a lifeline at one time unless the manufacturer's specifications allow for the attachment of more than one worker to the lifeline
  - All connectors and components must be approved, and able to withstand any impact to which they may be expose
  - Lanyards must be made of a material appropriate to potential hazard (e.g., if use could result in damage to the lanyard, such as by a corrosive agent, abrasion, burning, electrical shock, etc.)