



# Integrated Management System

Contractor Management Guidance Document

Work at Height (Mobile Elevated Work Platform)

Document Reference: **IMS-08.01.5-CMG-12**

Revision Number: **1**

Date Issued: **January 2026**

Issued By: **Peter Lund**

A handwritten signature in black ink, appearing to read 'Peter Lund', is positioned below the 'Issued By' text.

Approved By: **Andrew Edwards**

A handwritten signature in black ink, appearing to read 'Andrew Edwards', is positioned below the 'Approved By' text.



**CONTENTS**

**1. Introduction ..... 2**

**2. Purpose ..... 2**

**3. General Guidance ..... 2**

    3.1 Intent ..... 2

    3.2 Work Control ..... 2

    3.3 Risk Assessment & Method Statement..... 3

**4. Preparing to Use Mobile Elevated Work Platform ..... 4**

**5. Using Mobile Elevated Work Platforms ..... 5**

**6. Monitoring Work Performance & Work Completion..... 6**

**7. MEWP Maintenance & Examination..... 6**

**8. Operator Training and Competency ..... 6**

## 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 Assessment 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 (**Mobile Elevated Work Platform**) 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](mailto: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 **Mobile Elevated Work Platforms (MEWP)**.

### 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 RISK ASSESSMENT & METHOD 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 3.3.1:** 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:
  - Mobile Elevated Work Platform, for example:
    - Scissor Lift,
    - Boom Lift
    - Personal Cage; and
    - Skyjack
  - Mechanical equipment, including hand tools
  - Hand tools
  - Personal Protective Equipment (PPE)

**Note 3.3.2:** Fall protection equipment (i.e., full-body harness and short lanyard) will be used if when Boom Lifts, Personal Cages or Skyjacks are used and if a risk assessment identifies the need when using a scissor lift.

**Note 3.3.3:** Though not specifically required when using a scissor lift, fall protection (i.e., fully body harness and short lanyard) will be required if scissor lifts are used on an operational forecourt and a risk of collision or is identified and/or in the event that ground conditions present a risk of scissor lift toppling.

- 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 and Method Statement, which 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, including safe use of the Mobile Elevated Work Platform

The risk assessment will include consideration of the hazards associated with Mobile Elevated Platform use, for example:

- **Entrapment:**  
Operator may become trapped:
  - Between part of the basket and a fixed structure; and/or
  - Against the MEWP controlsLeading to an inability to stop or operate the MEWP.
- **Overtipping:**  
The MEWP may overturn throwing the operator from the basket.
- **Falling:**  
An operator may fall from the basket during work activities.
- **Collision:**  
The MEWP may collide with:
  - Pedestrians
  - Overhead cables
  - Infrastructure; and/or
  - Stationary or moving vehicles.

**Note 3.3.4:** 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.

#### 4. PREPARING TO USE MOBILE ELEVATED WORK PLATFORM

When determined to be the safest and most effective option for gaining access to work at height, **Mobile Elevated Work Platforms** will be used to control the risk associated to work at height.

Prior to using Mobile Elevated Work Platforms Contractors (i.e., Job Supervisor) will:

- Give consideration to the following:
  - The type of ground the MEWP have to travel across for example:
    - Hard, firm, soft or sloping
    - Uneven terrain, soft spots
    - Kerbs
    - Subsurface hazards (e.g., tanks, inspection covers, sewers and service trenches)
    - Paved areas including footpaths; and
    - Waterlogged or frozen ground
  - Is a banksman required when moving the MEWP across the site to its work position
  - Is the ground sufficiently level at the work location?
  - What is the ground bearing capacity at the work site and along the route to and from it
  - Is there enough space for outriggers to be deployed
  - What is the maximum point load (e.g., under a wheel, outrigger or jack pad)
  - Are spreader plates required

- Will the MEWP have to:
  - Pass beneath any overhead power lines and if so, is there enough clearance and has the route of travel been clearly marked; and/or
  - Operate on ground floor slabs or slabs at other levels in a structure
- Is there a potential for the MEWP to encroach into or over live vehicle or pedestrian routes
- Assign a trained and competent person as the Operator of the MEWP, and who will:
  - Ensure that the MEWP is certified following thorough inspection as fit for purpose
  - Carrying out a basic daily/pre-use function check prior to operating the MEWP
  - Identify defects of faults with the MEWP; and
  - Isolate the controls, tag the MEWP as defective, and report the defect Job Supervisor
- Review the Risk Assessment and Method Statement (RAMS) for the work, to:
  - Ensure full understanding
  - Confirm suitable for the proposed work; and/or
  - Identify and record any required amendments to the RAMS
- Review the Work Control Permit (WCP) if required with the designated MFG Representative
- Prepare a Clearance Certificate
- Communicate the content of the Work Control Permit and Clearance Certificate to the Job Crew and other affected personnel (i.e., Pre-Job Safety Brief) and confirm mutual understanding of:
  - Risk Assessment and Method Statement (RAMS)
  - Work Control Permit (WCP) if required; and
  - Clearance Certificate

## 5. USING MOBILE ELEVATED WORK PLATFORMS

The Contractor will ensure:

- Operators are trained and competent (qualified if necessary) to operate the MEWP
  - MEWP are only used on firm and level ground
  - Temporary covers are strong enough to withstand the weight of the MEWP and Operator
  - Barriers are placed around trenches, manholes and areas of uncompacted backfill
  - Outriggers are properly extended and secured before raising the platform
- Note 5.1:** Spreader plates will be used in accordance with Manufacturers' recommendations regarding their use.
- The work platform must have suitable guarding, for example:
    - Top Rail.
    - Mid-Rail; and
    - Toe-boards
  - Those using the MEWP to perform work at height are wearing a full body harness and short lanyard that is secured to the designated anchor point
- Note 5.2:** It is acknowledged that use of a fall protection equipment is not specifically required for Scissor Lifts, however a decision regarding its use is subject to a suitable and sufficient risk assessment being completed, which also include the potential for impacts from other vehicles and ground conditions.
- Consideration is given to:
    - Prevention of dropped objects from the work platform when elevated
    - Placing barriers around the area in which the MEWP is operating; and
    - Prevailing weather conditions

**Note 5.3:** MEWP will not be used during periods of adverse weather (e.g., high winds, snow, and ice, etc.).

- MEWP are not to be operated in close proximity to overhead powerlines (OHPL) without consideration being given to the potential risk of personnel or equipment contacting the OHPL and suitable risk reduction measures (i.e., controls) being implemented

## 6. MONITORING WORK PERFORMANCE & WORK COMPLETION

The Contractor (i.e., Job Supervisor) will:

- Monitor work activities related to MEWP use
- Confirm that:
  - Activities are carried out in accordance with the work control documentation
  - Any required field checks (e.g., alignment, etc.) are performed and recorded
- On completion of the work activities:
  - Confirm and verify:
    - All materials, equipment and tools have been removed from the MEWP to avoid the potential for dropped objects
    - The MEWP is safely parked in a safe location in preparation for collection
    - All waste and/or excess materials are removed from the work site
    - All handheld tools are removed and stored securely
    - Barriers, warning tape, flagging, signage, and floodlighting are removed; and
    - The work site is left in a safe condition
  - Sign-off the relevant work control documents, for example:
    - Clearance Certificate; and
    - Work Control Permit (WCP) if required

## 7. MEWP MAINTENANCE & EXAMINATION

Contractors will ensure:

- MEWP are properly maintained, for example:
    - Pre-use daily inspections by the Operator
    - Regular inspections and servicing by a Competent Person: and
    - Six (6) monthly (minimum frequency) thorough inspection by a Competent Person

**Note 7.1:** Competent Person inspections (i.e., thorough inspections) will be scheduled and performed by the owner of the MEWP.
  - Records of MEWP inspections and maintenance are retained
- Note 7.2:** Typically, these inspections will be scheduled and performed and reported by the owner of the MEWP.
- Operators are encouraged to report defects or issues with a MEWP
- Note 7.3:** Defects and issues should be addressed in a timely manner, or the MEWP taken out of service if the item is safety critical.

## 8. OPERATOR TRAINING AND COMPETENCY

Contractors will ensure:

- MEWP Operators have:
  - Attended a recognised Operator training course; and

- Received a certificate, card, or licence, listing the categories of MEWP the Operator is trained to operate

**Note 8.1:** Contractors will check the expiry date of the training certificate, card, or licence, prior to a MEWP being operated at a MGF Petrol Filling Station.