



Integrated Management System

Contractor Management Guidance Document

Work at Height (Portable Ladders)

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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 (**Portable Ladders**) 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 potentially involving significant risk (**Major Works**). This guidance document specifically details expectations regarding use of **Portable Ladders**.

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:
 - Portable Ladders, including Step Ladders
 - Mechanical equipment, including hand tools
 - Hand tools
 - Personal Protective Equipment (PPE)

Note 3.3.2: The risk assessment regarding working from a portable ladder will consider the need to fall protection equipment (i.e., full-body harness and short lanyard) to be worn while performing work tasks at height.

- 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 Portable Ladders

Note 3.3.3: 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 PORTABLE LADDERS

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

Prior to using Portable Ladders Contractors (i.e., Job Supervisor) will:

- Give consideration to the use of personal fall protection equipment when working at vertical heights of **1.83 metres (6 feet)** or greater, where practical to use such equipment

Note 4.1: If it is not reasonably practical to use personal fall protection equipment, a worker may work from a portable ladder without fall protection providing 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

- Confirm the risk reduction measures required to reduce risk to an acceptable level and that they have or will be effectively implemented

Note 4.2: The use of conductive ladders must be avoided wherever possible especially when the potential for electric shock is present due to live electrical power sources (e.g., power lines or cables, electrical generators, etc.) in the surrounding area.

- Determine the specifications for the type of portable ladder required, for example:
 - Type
 - Height; and
 - Stability measures
- Approve the type of portable ladder to be used
- 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 documents 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) if required
 - Safe Method of Working (i.e., Method Statement)
 - Work Control Permit (WCP) if required; and
 - Clearance Certificate

5. USING PORTABLE LADDERS

5.1 LADDER MANAGEMENT & CONTROL

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

- The Job Crew (i.e., Users) are trained and competent to use ladders
- Ladders are only used on secure, firm and level ground
- Temporary covers are strong enough to withstand the weight of the ladder and worker
- Barriers are placed around trenches, manholes and areas of uncompacted backfill
- Ladder outriggers are properly extended and secured before using the ladder; and

- Ladder securing mechanisms are correctly positioned and locked while in use

5.2 LADDER INSPECTIONS

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

- Inspect ladders:
 - Immediately prior to use
 - At the beginning of the working day
 - Immediately prior to use; and
 - After something has changed, for example when the ladder has been:
 - Dropped; or
 - Moved from a dirty area to a clean area

Note 5.2.1: Damaged ladders will be removed from service, repaired if practical, or permanently disposed of.

- Ensure that ladder inspections include:
 - **Stiles:**
Confirm that they are not bent or damaged, as the ladder could buckle or collapse.
 - **Feet:**
If they are missing, worn or damaged the ladder could slip.
Note 5.2.2: Check the ladder feet when moving from soft or dirty ground to a smooth, solid surface (e.g., paving slabs) to make sure the feet and not the dirt (e.g., soil, chippings, or embedded stones) are in contact with the ground.
 - **Rungs:**
If they are bent, worn, missing or loose, the ladder could fail.
 - **Locking Mechanisms:**
 - Does the mechanism work properly?
 - Are components or fixings bent, worn or damaged?
 - Are any locking bars fully engaged?
 - **Stepladder Platform:**
If it is split or buckled, the ladder could become unstable or collapse
 - **Stepladder Steps or Treads:**
 - If they are contaminated, they could be slippery; and
 - If the fixings are loose on the steps, they could collapse

5.3 SAFE USE OF LADDERS

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

- Fully extend a stepladder, do not lean it against something
- Maintain 3-points of contact with the ladder
- Not work from the top step of a stepladder or the top three rungs of an extension ladder
- Position an extension ladder 1 metre away from the vertical for every 4 metres in height
- Ensure at least 1 metre of overlap between the sections of an extension ladder
- Extend an extension ladder at least 1 metre beyond a platform if used to access the platform
- Secure an extension ladder before use:
 - Secured at the bottom, for example:

- Second person holding the ladder; or
 - Designed ladder securing and locking system
- Tied off at the top:
 - Ensure an adequate amount of ladder above the tie-off point; and
 - Do stand on section of ladder above the tie-off point
- Ensure that painted ladders are not used (i.e., paint may hide cracks or other damage)
- Not carry tools or equipment up and down ladders (i.e., use a bucket and rope)
- Always face the ladder when ascending and descending
- Not overreach from side to side, move the ladder to a location to avoid this
- Consideration is given to:
 - Prevention of dropped objects while using ladders
 - Placing Warning Tape around the area in which ladders are being used; and
 - Prevailing weather conditions

Note 3.1.4: Portable Ladders should not be used outdoors during adverse weather (e.g., electric storms, high winds, heavy snow falls, and ice, etc.).

- Ladders are not used 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

5.4 SAFE USE OF STEPLADDERS: ADDITIONAL CONTROLS

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

- Carry out a hazard assessment to justify the use of stepladder, giving consideration to:
 - The height of the task
 - Whether:
 - A handhold is still available to steady yourself before and after the task
 - It is light work
 - It avoids side loading and overreaching; and
 - The stepladder can be tied (e.g., when side-on working)
- Check all four stepladder feet are in contact with the ground and the steps are level
- Only carry lightweight materials and tools
- Not overreach
- Not stand and work on the top three steps, including a step forming the very top of the stepladder, unless there is a suitable handhold
- Ensure any locking devices are engaged
- Try to position the stepladder to face the work activity and not side on

Note 5.4.1: There are occasions when a risk assessment may show it is safer to work side on because the locking mechanism cannot be engaged to work face on (e.g., narrow work area) but can fully engaged (locked) to work side on.

- Try to avoid work that imposes a side loading, such as side-on drilling through solid materials
- Tie the stepladder if side loadings cannot be avoided to prevent the steps from tipping over; and
- Maintain three points of contact at the working position

Note 5.4.2: This means two feet and one hand, or when both hands need to be free for a brief period, two feet and the body supported by the stepladder.

6. MONITORING WORK PERFORMANCE & WORK COMPLETION

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

- Monitor work activities related to Portable Ladder 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 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