



IPAF RENTAL+
MANUAL

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INTRODUCTION

This document provides guidance to IPAF members and potential members committed to meeting the IPAF Rental+ standard.

IPAF Rental+ represents the highest standard in powered access equipment hire, providing assurance to customers at every stage of the Powered Access hire/rental process. It also provides members with a defined route for continual improvement.

The International Powered Access Federation (IPAF) is a not-for-profit organisation owned entirely by its members, who include manufacturers, rental companies, contractors, and users. The Federation promotes the safe and effective use of powered access equipment worldwide and works to continually improve safety, reliability, and efficiency of membership organisations within the powered access industry.

IPAF RENTAL+ COMMITMENT

In order to uphold IPAF's core objectives, and encourage good practice, any powered access equipment rental company wishing to join IPAF in regions where the scheme is mandated must pass an IPAF Rental+ audit prior to attaining full membership of IPAF.

As per the [IPAF Rules](#), applications for IPAF membership must only be made by a legal entity. A check of registration as a legal entity is conducted as part of the IPAF Rental+ audit.

Existing IPAF Rental+ members undergo a full audit every 12 months.

Failure to comply with the IPAF Rental+ commitment results in [suspension](#) of the member's IPAF Rental+ certification.

Audit results are analysed, and trends observed with a view to continually improve the value of the IPAF Rental+ certification.

AUDIT SCOPE

The IPAF Rental+ audit assesses business operations related to the hire of powered access equipment.

The scope of the audit exceeds the Core Safety Criteria requirement within the UK CDM Regulations. Safety Schemes in Procurement (SSIP) is a prerequisite for the IPAF Rental+ audit in the UK, giving the IPAF Rental+ certification a recognisable and transferable value within allied industries. The audit assesses sample evidence for compliance with IPAF standards, which align with industry governance, legislation, and good practice. The audit requirement categories are detailed below:

- Identity
- Financial
- Health & Safety (H&S)
- Environmental
- Quality

All depots which store and maintain powered access for rental to customers are considered 'in scope' for the purposes of the IPAF Rental+ Audit. A company cannot remove such depots from the requirement to be audited as part of the normal audit cycle. Depots which do not store powered access do not need to undergo an IPAF Rental+ audit.

LEGISLATION & STANDARDS

The majority of the IPAF Rental+ audit aligns with legal requirements. Many elements of the scheme also complement requirements of ISO and other independent quality, safety, and environmental standards.

CONFIDENTIALITY

IPAF gives the assurance that the specific results of any audit or follow-up activity remains confidential between the relevant IPAF representatives and the member.

All data collected during audits is retained in accordance with the [IPAF Privacy Policy](#).

IPAF AUDITORS

The IPAF Audit Team ensure continuing maintenance of IPAF standards through audit and quality assurance activities. They do not set the audit criteria but oversee and administer the audit process and assess individual companies against the audit criteria as determined by the IPAF Rental+ Committee.

All audits are carried out by appropriately qualified auditors appointed by IPAF. IPAF auditors have undertaken the necessary training to permit them to carry out assessments under the IPAF Rental+ Scheme and hold ISO Lead Auditor certification as a minimum.

The identity of an IPAF auditor can be verified on the IPAF website www.ipaf.org/our-team.

Please direct any questions or queries to the [IPAF Rental+ Helpdesk](#).

AUDIT PROCESS



See [appendix 2](#) for detailed process flow charts.

SSIP Certification (UK only)

To achieve the IPAF Rental+ certification in the UK, a company must meet the [SSIP Core Criteria](#). The company must provide evidence of this by presenting an in-date SSIP certificate, verifiable through the SSIP portal.

If the company does not already hold an SSIP certificate, IPAF can conduct an IPAF SSIP audit following submission of all evidence as required by the SSIP Core Criteria. IPAF will register company certification on the SSIP portal following successful completion of the IPAF SSIP audit.

Submission of SSIP Evidence

Evidence of compliance with the SSIP Core Criteria is required to be submitted electronically within the [IPAF SSIP and IPAF Rental+ Evidence Portal](#). If a valid SSIP certificate is already held, a copy of the certificate should be uploaded to the portal. Otherwise, the evidence submission form must be completed for each SSIP Core Criterion.

Each form submission should contain the evidence for ONE audit requirement. Adding an expiry date (where applicable) to the evidence submission creates an automatic notification to the auditee on expiry. This allows the portal to be used by the member as a support mechanism for their business processes.

The SSIP certification cannot be achieved unless all evidence is uploaded to the [IPAF SSIP and IPAF Rental+ Evidence Portal](#). It is recommended that this evidence is uploaded **at least one week prior** to the date of the audit.

IPAF Rental+ Certification

The company must provide evidence that they meet all IPAF Rental+ criteria by submitting samples of their company records. This evidence will be reviewed and verified by the auditor who may then request additional information.

The auditor also reviews activities throughout the business premises which include, but are not limited to, the following locations:

- Office
- Workshop
- Site/Yard

Where the business operates across multiple powered access rental depots, IPAF selects an alternate depot as a sample site each audit cycle.

Potential IPAF Members

In regions where it is mandatory for any company which hires powered access equipment to achieve the IPAF Rental+ certification before they can become an IPAF member, the following process applies.

Following IPAF's receipt of a membership application from a hirer/rental company, the applicant will:

1. receive an email explaining the IPAF Rental+ requirement for membership in their region
2. be issued an invoice for the IPAF Rental+ audit
3. have two weeks from receipt of payment confirmation to book their audit(s)
4. have a further four weeks to undertake the audit(s)
5. have eight weeks following receipt of audit report(s) to provide satisfactory evidence that any necessary corrective actions have been implemented, as per the [corrective action procedure](#).

In regions where IPAF Rental+ is mandated, a potential member who achieves the IPAF Rental+ certification will become an IPAF member, providing they meet all other membership requirements.

If a potential member in these regions fails to achieve the IPAF Rental+ certification within the above timeframe, their membership application will be cancelled, except at the complete discretion of IPAF. Any membership fees paid will be reimbursed, however, the audit fee is non-refundable. The potential member will then need to re-apply if they wish to become an IPAF member in the future.

In regions where IPAF Rental+ is a voluntary scheme, rental member applicants should follow IPAF's [membership application process](#).

Existing IPAF Members

In regions where IPAF Rental+ is mandated, existing members must recertify to the IPAF Rental+ standard every 12 months to maintain their IPAF membership.

In regions where IPAF Rental+ is a voluntary scheme, members must recertify to the IPAF Rental+ standard every 12 months to maintain certification.

The audit process begins 12 weeks before the expiry date of a member's current certification, when they will receive an email advising them of their current certificate's expiry date and inviting them to begin submitting their evidence for their annual audit. Following this email, the company's allocated auditor will contact them to arrange a mutually convenient audit date(s).

Submission of IPAF Rental+ Evidence

Links to the [IPAF SSIP and IPAF Rental+ Evidence Portal](#) and this document (which includes the [Audit Requirements](#)) will be sent with the confirmation of audit.

It is recommended that this portal is used to upload the evidence required for the IPAF Rental+ audit at least one week in advance of the audit date. Uploading this evidence early reduces the workload for the auditee on the day of audit, reduces the likelihood of delays in the certification process, and leads to a more positive audit experience.

Each form submission should contain the evidence for ONE audit requirement. Adding an expiry date (where applicable) to the evidence submission creates an automatic notification to the auditee on expiry. This allows the portal to be used by the member as a support mechanism for their business processes.

Any evidence not submitted prior to the audit date must be available on the day of the audit. The IPAF Rental+ certification cannot be achieved until the auditor has been provided with satisfactory evidence for each of the audit requirements.

The [SSIP and IPAF Rental+ Evidence Portal](#) must also be used to submit additional evidence required to address all corrective actions following the audit (see [corrective action procedure](#)).

A library of the evidence submitted by the company can be requested at any time by contacting [IPAF Rental+ Helpdesk](#).

MEMBER SATISFACTION

Following the completion of the IPAF Rental+ audit, all members will be asked to provide feedback. The IPAF Rental+ Member Feedback Form has questions relating to IPAF, SSIP (UK only) and the IPAF Rental+ scheme. The auditor will record the member's responses to these questions, which will then be submitted to IPAF. IPAF will then analyse this feedback with the aim of ensuring ongoing member satisfaction.

AUDIT OUTCOMES

Audit Report

Within ten days of the audit taking place, the auditor will provide the member with an audit report detailing the results of the audit.

SSIP (UK only)

The audit report will identify an audit score of either 0 or 1 for each audit question.

IPAF Rental+

The audit report will identify an audit score of 0, 1, 2, or 3 for each audit question. The overall award for the audit will be determined by a cumulative calculation of the score for each audit question.

Not Achieved Audits

Question Score 0 (Not Achieved)

A score of 0 indicates the member has not achieved the minimum standard for the specified audit question.

Corrective Action Procedure

To achieve certification following an audit score of 0, the auditee must complete the Corrective Action Plan section of the audit report, proposing corrective actions and implementing dates for each audit question that received an audit score of 0.

The completed Corrective Action Plan must be submitted to the auditor within 10 working days of receipt of the audit report. The proposed actions will be reviewed by the auditor to ensure they are acceptable and that all implementation dates are within the required timeframe.

Evidence of implementation of corrective actions should be submitted to the [IPAF SSIP and IPAF Rental+ Evidence Portal](#) within eight weeks of receipt of the audit report. This evidence will then be reviewed and, assuming it meets the requirements, signed-off by the auditor. All corrective actions must be implemented and signed-off within the specified timeframe. Once all non-conformities have been signed-off, a final version of the audit report will be returned to the auditee.

If the eight-week timeframe cannot be achieved for a particular corrective action, an extended implementation period must be authorised by the IPAF Rental+ Scheme Manager.

A secure copy of each audit report and corrective action plan will be retained by IPAF in accordance with the [IPAF Privacy Policy](#) and be the responsibility of the IPAF Audit Manager.

Failure to adhere to the above corrective action procedure for the SSIP audit (UK Only) will result in:

- Potential members not achieving the SSIP certification and therefore not meeting the prerequisites for an IPAF Rental+ audit
- Existing members losing their existing SSIP certification once it expires. This may affect the member's IPAF Rental+ certification and therefore their IPAF membership (see [Suspension of IPAF Rental+ Certification](#))

Failure to adhere to the above corrective action procedure for the IPAF Rental+ audit will result in:

- Potential members having their application for IPAF membership cancelled
- Existing members having their IPAF Rental+ certification suspended (see [Suspension of IPAF Rental+ Certification](#))

Achieved Audits

Question Score 1 (Minimum Standard)

A score of 1 indicates the member has achieved the minimum standard for the specified audit question.

Continuous Improvement Scheme (IPAF Rental+ audit only)

A continual improvement process is an ongoing effort to improve products, services, or processes. IPAF offer an optional continuous improvement assessment as part of the IPAF Rental+ audit. This is assessed using an overall percentage score for the audit with further breakdown for each section of the audit (as noted in [Appendix 1 - Audit Requirements](#)). Results of this assessment are not advertised by IPAF.

During the audit each of the 70 audit questions will be given a score of 1, 2 or 3. Information about the meaning of these scores is given below. The below audit scores are only relevant for individual audit questions and not to the audit as a whole, for which a percentage score will be calculated.

Question Score 2 (Initial Opportunity for Improvement)

An audit score of 2 indicates the member exceeds the IPAF Rental+ minimum standard and meets the Initial Opportunity for Improvement criteria for that audit question.

To achieve a score of 2 the auditee must first have shown that they have achieved the minimum standard requirement for that audit question.

Question Score 3 (Subsequent Opportunity for Improvement)

An audit score of 3 indicates the member meets the Subsequent Opportunity for Improvement criteria for the specified audit question and is therefore following exemplary standards of good practice which other members may wish to achieve.

To achieve a score of 3 the auditee must first have shown that they have achieved the minimum standard and the Initial Opportunity for Improvement requirement for that audit question.

Certification

To achieve certification, the auditor must review satisfactory evidence that the member meets 100% of the [SSIP \(UK Only\) and IPAF Rental+ Audit Requirements](#).

SSIP (UK Only)

Once the SSIP audit has been signed-off, an SSIP certificate will be awarded for 12 months from the date of sign-off. In cases where the SSIP audit has been conducted and signed-off up to two months prior to the current certificate's expiry date, the new certificate will expire 12 months from the previous certificate's expiry.

IPAF Rental+

Once the IPAF Rental+ audit has been signed-off, an IPAF Rental+ certificate will be awarded for 12 months from the date of audit. In cases where the IPAF Rental+ audit has been conducted and signed-off up to two months prior to the current certificate's expiry date, the new certificate will expire 12 months from the previous certificate's expiry date.

SUSPENSION OF IPAF RENTAL+ CERTIFICATION

Suspension of a member's IPAF Rental+ certification occurs if a member fails to comply with the [IPAF Rental+ Commitment](#), or fails to adhere to the [Corrective Action Procedure](#) following a Not Achieved Audit. Suspension results in the member's certification being temporarily removed from the IPAF website until the requirements of the IPAF Rental+ Scheme have been met. The member is notified in writing of their suspension by the IPAF Rental+ Scheme Manager.

Upon suspension, the member is also proposed for expulsion to the IPAF Council. If the member provides evidence of compliance with the IPAF Rental+ Scheme requirements prior to confirmation of expulsion, their IPAF Rental+ certification will be reinstated.

APPEALS

Any member wishing to appeal an audit decision or suspension must notify the Director of Operations in writing within 14 days of the audit report or receipt of a suspension letter.

If the appeal is against an audit decision, the Director of Operations will consult with the IPAF Rental+ Scheme Manager and/or Audit Manager to determine whether the audit decision will stand. The auditor involved in the original audit will not be involved in the appeal decision-making process.

If the appeal is against a suspension, the Director of Operations will, upon receipt of the appeal notification, arrange within 21 days an appeal hearing. The appeal hearing will include:

- The complainant
- IPAF Rental+ Scheme Manager
- IPAF Director of Operations or nominated Senior Management representative
- Chairperson of the IPAF Rental+ Committee or impartial member of the IPAF Rental+ Committee
- Chairperson of the IPAF regional Country Council or impartial member of the IPAF Council

Upon receipt of an appeal notification letter, the timeframe of all corrective actions will be suspended for the duration of the appeal process. The member will be notified in writing, within seven days of the hearing, of the outcome of the appeal; future action will be dependent on the outcome of the appeal.

REQUESTS FOR CHANGE

Any requests for change/revisions to the IPAF Rental+ Scheme should be submitted using the Request for Change form (available on request from IPAF). This form should be submitted to the IPAF Rental+ Scheme Manager anytime throughout the year. All requests will be reviewed by the IPAF Rental+ Committee for a decision.

COMPLAINTS

Complaints raised by members concerning any aspect of the IPAF Rental+ Scheme should be submitted in writing to the IPAF Rental+ Scheme Manager or the Director of Operations by email to complaints@ipaf.org.

LOGOS AND BRANDING

SSIP (UK Only)

The SSIP Supplier logo is available for use by all suppliers who have successfully undertaken the SSIP assessment process. Full logo usage guidelines can be found on the [SSIP website](#). This webpage contains the SSIP Supplier Logo Request Form which should be completed to enable the brand pack to be sent electronically.

IPAF Rental+

All IPAF Rental+ members receive access to the IPAF Rental+ logo via the [IPAF Rental+ Brand Toolkit](#) and are expected to conform to the IPAF Rental+ Brand Guidelines found in this toolkit.

IPAF RENTAL+ HELPDESK

IPAF Rental+ Helpdesk is available to members with any questions regarding the IPAF Rental+ Scheme.

- ✓ Email: rental@ipaf.org
- ✓ Telephone: +44 (0) 1539 566700

REFERENCES AND USEFUL LINKS

[IPAF Rules](#)

[IPAF Privacy Policy](#)

[IPAF Rental+ Example Documents and Templates Link](#)

[IPAF Rental+ Portal](#)

[IPAF Rental+ Brand Toolkit](#)

[SSIP Rules & Bylaws](#)

[SSIP Deem to Satisfy Chart](#)

[ISO 9001:2015 Quality Management Systems](#)

[ISO 14001 Environmental Management Systems](#)

[ISO 45001 Occupational Health & Safety](#)

[ISO 10002 Customer Satisfaction](#)

[PAS 91:2013+A1:2017 Construction Prequalification Questionnaires](#)

SUMMARY OF REVISIONS

Date	Change	Section
22/12/2020	Updated Guidance Requirements	Appendix 1
22/12/2020	Clearer Guidance to Minimum Standard	Certification
01/02/2021	References to 'employees' in the audit criteria updated to 'personnel' to align with change to SSIP Rules & Bylaws	Appendix 1
10/02/2021	Reference to IPAF Rental+ Brand Toolkit added	Logos and Branding
29/07/2021	SSIP logo info added	Logos and Branding
29/07/2021	Aligned Appendix 1 and Appendix 2 with the new IPAF Rental+ Scheme Audit form	Appendix 1
29/07/2021	Updated job titles as per new department structure	Whole document
19/08/2021	Reviewed and added updated links	References and Useful Links
26/10/2021	Updated to reflect split of SSIP and IPAF Rental+ audit schemes	Audit Process, IPAF Rental+ Evidence Portal, Audit Outcomes, Logos and Branding
28/10/2021	Updated to include more details of the process for new members and existing members.	All sections
31/10/2021	Appendix 3 added – renamed appendix 2 after appendix 2 removed	Appendix 2
01/11/2021	Removed legislation and standards table	Appendix 2
05/11/2021	Revision of grammar and consistency of tense	All sections
05/11/2021	Appeals procedure reverted to original	Appeals
05/11/2021	Addition of Request for Change and Complaints procedures	Request for Change Complaints
29/11/2021	Updated to reflect split of SSIP and IPAF Rental+ audit schemes	Audit Scope
29/11/2021	Updated potential member process to include requirement for payment before audit	Audit Process

12/01/2022	Amended the 'IPAF Templates' and 'Further Guidance' columns in the IPAF Rental+ Requirements table	Appendix 1
14/01/2022	Updated the SSIP Audit Requirements table to align with the new SSIP Rules and Bylaws	Appendix 1
18/01/2022	Added Member Satisfaction section	IPAF Rental+ Certification
04/03/2022	Minor spelling and grammar changes	Appendix 1
14/06/2022	The silver and gold evidence requirements for Question 25 'Delivery Driver Competence' and Question 30 'First Aid' have been reversed.	Appendix 1
03/08/2022	Amended information regarding how the identity of an IPAF auditor can be verified. Also changed the timeframe for sending the audit report from 7 to 10 days.	IPAF Auditors and Audit Outcomes
06/01/2023	Removed reference to bronze, silver and gold	Continuous Improvement Scheme and Appendix 1
06/01/2023	Amended headings and text to be regionally specific and more universal	Whole document
17/02/2023	Continued making document universal	Whole document

APPENDIX 1

SSIP Audit Requirements (UK Only)

Question Number	Audit Requirement	SSIP Minimum Standard	Recommendations for Evidence
SSIP-1	Health & Safety policy and organisation for Health & Safety	<p>You are expected to have and implement an appropriate policy, regularly reviewed, and signed off by the Managing Director or equivalent.</p> <p>The policy must be relevant to the nature and scale of your work and set out the responsibilities for Health & Safety management at all levels within the organisation.</p> <p>Details of who is responsible for H&S within the company i.e., name of H&S contact who should be a director of the business.</p>	<p>A signed, current copy of the company policy (indicating when it was last reviewed and by whose authority it is published).</p> <p>Providing details of the H&S contact, who should be a Director of the Company (or equivalent)</p>
SSIP-2	Arrangements	<p>These should set out the arrangements for Health & Safety management within the organisation and should be relevant to the nature and scale of your work.</p> <p>They should set out how the company will discharge their duties under current Health & Safety legislation.</p> <p>There should be a clear indication of how these arrangements are communicated to the workforce</p> <p>Verification if a drug and alcohol policy is in place.</p> <p>Verification that the policy arrangements include occupational health issues including mental health, fatigue and employee wellbeing.</p> <p>Verification that a behavioural management or behavioural safety programme is in place</p>	<p>A clear explanation of the arrangement which the company has made for putting its policy into effect and for discharging its duties under current relevant Health & Safety legislation.</p> <p>Arrangements to include, but not limited to: Accident Reporting, Training & Supervision, Communication, Monitoring H&S, Implementation of Risk Assessment.</p> <p>A copy of the drug and alcohol policy if not included with H&S Policy [NB Not a mandatory requirement to be in place however having a drug and alcohol policy supports industry best practice]</p> <p>Arrangements to include occupational health if not included with H&S Policy [NB Not a mandatory requirement to be in place however having occupational health arrangements supports industry best practice]</p> <p>Arrangements to include behavioural management /safety programme if not included with H&S Policy [NB Not a mandatory requirement to be in place however having behavioural management procedures supports industry best practice]</p>
SSIP-3	Competent advice – corporate and construction related	<p>Your organisation, and your employees, must have ready access to competent Health & Safety advice, preferably from within your own organisation.</p> <p>The advisor must be able to provide general Health & Safety advice, and also (from the same source or elsewhere) advice relating to sector specific (nonconstruction) or construction Health & Safety issues.</p>	<p>Name and competency details of the source of advice, for example a safety group, trade federation, or consultant who provides Health & Safety information and advice.</p> <p>An example from the last 12 months of advice given and action taken.</p>

Question Number	Audit Requirement	SSIP Minimum Standard	Recommendations for Evidence
SSIP-4	Training and information	<p>You should have in place, and implement, training arrangements to ensure your employees have the skills and understanding necessary to discharge their duties. For construction sector organisations this will include duties as principal contractors, contractors, designers or principal designers.</p> <p>You should have in place a programme for refresher training, for example a Continuing Professional Development (CPD) programme or life-long learning which will keep your employees updated on new developments and changes to legislation or good Health & Safety practice. This applies throughout the organisation from board or equivalent, to trainees.</p> <p>This will include training records for any labour only sub-contractors.</p>	<p>Headline training records.</p> <p>Evidence of a Health & Safety training culture including records, certificates of attendance and adequate Health & Safety induction training.</p> <p>Evidence* of an active CPD programme. Sample of 'toolbox talk' type training.</p> <p><i>*Individuals holding membership of a professional body should be maintaining valid CPD records i.e. architects, engineers, consultancy-based roles</i></p> <p>Evidence of relevant training as required by Health & Safety legislation or approved code of practice e.g., asbestos awareness training.</p> <p>This may include Mental Health Awareness training and/or a toolbox talk on awareness.</p>
SSIP-5	Individual qualifications and experience	<p>Employees are expected to have the appropriate qualifications and experience of the assigned tasks, unless they are under controlled and competent supervision.</p> <p>This will include qualifications and/or experience for any labour only sub-contractors.</p>	<p>Details of qualifications and/or experience of specific corporate post holders, for example board members, Health & Safety advisor etc. relevant to the industry sector for both construction and non-construction activities.</p> <p>Other key roles should be named or identified, and details of relevant qualifications and experience provided.</p> <p>Additionally, for construction sector organisations: For principal contractors and contractors: Details of number/percentage of people engaged in the organisation who hold an appropriate, skill specific CSCS card. For site managers, details of any specific training such as the Construction Skills CITB 'Site Management Safety Training Scheme' certificate or equivalent. For professionals, details of qualifications and/or professional institution membership. For site workers, details of any relevant qualifications or training such as S/NVQ certificates. Evidence of a company-based training programme suitable for the work to be carried out.</p>
SSIP-6	Monitoring, audit and review	<p>You should have a system for monitoring your procedures, for auditing them at periodic intervals, and for reviewing them on an on-going basis.</p>	<p>Could be through formal audit or discussions/reports to senior managers.</p> <p>Evidence of recent monitoring and management response.</p> <p>Copies of workplace / site inspection reports.</p>
SSIP-7	Workforce involvement	<p>You should have, and implement, an established means of consulting with your workforce on Health & Safety matters.</p>	<p>Evidence showing how consultation is carried out.</p> <p>Records of Health & Safety committees.</p> <p>Names of appointed safety representatives (trade union or other).</p> <p>For those employing less than five, be able to describe how you consult with your employees to achieve the consultation required.</p>

Question Number	Audit Requirement	SSIP Minimum Standard	Recommendations for Evidence
SSIP-8	Accident reporting and enforcement action; follow up investigation	<p>You should have records of all RIDDOR (the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) reportable events for at least the last three years. You should also have in place a system for reviewing all incidents and recording the action taken as a result.</p> <p>You should record any enforcement action taken against your company over the last five years, and the action which you have taken to remedy matters subject to enforcement action.</p>	<p>Accident rates / statistics showing incidence rates of major injuries, over seven-day injuries, reportable cases of ill health and dangerous occurrences for the last three years. Alternatively for micro and small organisations records of the last two accidents/incidents and action taken to prevent recurrence.</p> <p>Records should include any incidents that occurred whilst the company traded under a different name, and any incidents that occur to direct employees or sub-contractors.</p> <p>Records of any enforcement action taken over the last five years, and what action was taken to put matters right (information on enforcement taken by HSE over the last five years is available on the HSE website).</p>
SSIP-9	Sub-contracting /consulting procedures (if applicable)	<p>All organisations who use bona-fide contractors/ consultants should have arrangements in place for appointing competent sub-contractors/consultants.</p> <p>You should be able to demonstrate how you ensure that sub-contractors/consultants will also have arrangements for appointing competent sub-contractors or consultants.</p> <p>You should have arrangements for monitoring sub-contractor/consultant performance.</p> <p>Note/s: All labour-only sub-contractors should be treated as directly employed and should be included within your management systems and procedures.</p>	<p>Evidence showing how you ensure sub-contractors/consultants are competent.</p> <p>Examples of sub-contractor/consultant assessments you have carried out.</p> <p>Evidence showing how you required similar standards of competence assessment from sub-contractors/consultants.</p> <p>Evidence showing how you monitor sub-contractor/consultant performance.</p>
SSIP-10	Risk assessment leading to a safe system of work	<p>You should have procedures in place for carrying out risk assessments and for developing and implementing safe systems of work/method statements.</p> <p>The identification of occupational health issues is expected to feature prominently in this system.</p>	<p>Evidence showing how the company will identify significant Health & Safety hazards and how the assessed risks will be controlled.</p> <p>Sample risk assessments/safe systems of work/method statements.</p> <p>If you employ less than five people and do not have written arrangements, you should be able to describe how you achieve the above.</p>
SSIP-11	Co-operating with others and co-ordinating your work with that of other contractors	<p>You should be able to illustrate how co-operation and co-ordination of your work is achieved in practice.</p>	<p>Evidence could include sample risk assessments, procedural arrangements, and/or project team meeting notes.</p> <p>Evidence of how the organisation co-ordinates its work with other interested parties.</p>
SSIP-12	Welfare provision	<p>'Welfare facilities' are those that are necessary for the well-being of employees and/or those under the control of the organisation, such as washing, toilet, rest and changing facilities, and somewhere clean to eat and drink during breaks.</p>	<p>Evidence could include for example Health & Safety policy commitment; contracts with welfare facility providers including cleaning arrangements.</p>
SSIP-15	Supplementary alignment with Common Assessment Standard	<p>Details of membership of any fleet operations/management scheme. (Advisory).</p>	<p>Copy of certificate. [NB Not a mandatory requirement to be in place]</p>

IPAF Rental+ Requirements

Please be advised, although the 'Further guidance' links below are separated by country, information in all links may be relevant and provide guidance, regardless of your company's location.

Finance

Question Number	Audit Requirement	Minimum Standard	Recommendations for Evidence	IPAF Templates	Further Guidance	Internal Continuous Improvement Scheme	
						Initial Opportunity for Improvement	Subsequent Opportunity for Improvement
19	Employer Insurance	The company has evidence of current employer liability insurance	An in-date insurance certificate which meets legal requirements in the region		UK	The company has evidence of undertaking a risk management process.	The company can demonstrate risk reduction actions have been implemented.
20	Public Insurance	The company has evidence of current public liability insurance	An in-date public liability insurance certificate		UK	The company has evidence of undertaking a risk management process.	The company can demonstrate risk reduction actions have been implemented.
21	Indemnity Insurance (if applicable in region)	The company has evidence of current professional indemnity insurance	An in-date public indemnity insurance certificate		UK	The company has evidence of undertaking a risk management process.	The company can demonstrate risk reduction actions have been implemented.
22	Vehicle Insurance	The company has evidence of current vehicle insurance for the relevant company vehicles (including self-insurance)	An in-date vehicle insurance certificate		UK	The company has procedures to monitor and review vehicle incidents.	The company has review meetings with their insurance company regarding vehicle incidents to identify pro-active measures to minimise risk.
23	Plant Insurance	The company has evidence of current plant insurance	An in-date plant insurance certificate			The company has evidence of undertaking a risk management process.	The company can demonstrate risk reduction actions have been implemented.

Health & Safety

Question Number	Audit Requirement	Minimum Standard	Recommendations for Evidence	IPAF Templates	Further Guidance	Internal Continuous Improvement Scheme	
						Initial Opportunity for Improvement	Subsequent Opportunity for Improvement
1	Health & Safety Policy	The company has a Health & Safety policy signed by a senior manager or director and has been reviewed in the last 24 months.	Evidence required is a copy of the policy signed by a senior manager including a review date.		UK	The policy is reviewed annually, and has been reviewed within the last 12 months.	The Health & Safety policy is also available and applied to suppliers and other interested parties.
24	Health & Safety Leadership	The company has documented the appointment of a director responsible for Health & Safety.	The owner/director to evidence responsibility for H&S matters.		UK Ireland	An appointed director has attended relevant Health & Safety training course within prior five years.	All relevant directors have attended relevant Health & Safety training course within prior five years.

Question Number	Audit Requirement	Minimum Standard	Recommendations for Evidence	IPAF Templates	Further Guidance	Internal Continuous Improvement Scheme	
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2	Health & Safety Organisation	The company can demonstrate Health & Safety roles, responsibilities, and reporting lines have been formally delegated in the form of an organogram or similar.	Evidence required would include a dated copy of the company's structure chart.	Template 2	UK UAE Ireland	The Health & Safety organisational structure and reporting lines have been reviewed within the last 12 months.	Deputy positions have been identified within the Health & Safety organisational structure.
4	Health & Safety Competent Advice	The company can demonstrate they have appointed (internally or as an external consultant) and use a recognised competent person for Health & Safety advice as per relevant legislation.	Evidence of how person is deemed competent. A document from top management to confirm a person's competence in H&S matters. Alternatives could include evidence of an IOSH or NEBOSH qualifications.		UK UAE Ireland	The company has an internal member of staff responsible for day-to-day Health & Safety and have a member of staff, or have appointed an external consultant, who holds a NEBOSH CERTIFICATE (or equivalent) and regular minuted meetings a minimum of four times per year.	The company has an internal member of staff responsible for day-to-day Health & Safety and have a member of staff, or have appointed an external consultant who holds a NEBOSH DIPLOMA (or equivalent) and regular minuted meetings a minimum of four times per year.
3	Health & Safety Arrangements	Health & Safety documents and procedures which demonstrate compliance with company Health & Safety legal obligations have been assigned and documented.	Review the link to ensure your company has considered and recorded Health & Safety arrangements.		UK UAE Ireland	Health & Safety responsibilities have been documented for all personnel and have been communicated to all personnel.	The Health & Safety arrangements have been reviewed within the last 12 months.
9	Health & Safety Monitoring and Auditing	The company has a formalised annual Health & Safety audit programme which is being followed.	An internal audit scheduler with evidence of progress.		UK UAE Ireland	Audit results, including observations and non-conformances are documented and corrective actions identified where relevant.	Evidence of corrective actions being closed-out in agreed timeframe.
46	Health & Safety Management Review	The company has a demonstrable Health & Safety review process – good practice annually.	Evidence that senior management annually review the H&S policy to ensure it is still relevant to the business. The review should be signed and dated by the Managing Director or owner.		UK UAE Ireland	Health & Safety management review identifies corrective / improvement actions.	Corrective / improvement actions are closed-out in defined timeframe.
10	Workforce Involvement	The company can demonstrate that it consults with personnel about Health & Safety practices within the company.	Example H&S memos sent to personnel, evidence of memo/bulletin board or TBTs.		UK UAE Ireland	The company can demonstrate that it has safety meetings with personnel throughout the year.	The company has appointed safety representatives who take part in regular committee meetings with management.
11	Accident and Incident Reporting	The company can demonstrate an incident reporting system in line with current legal requirements. Where applicable this system must hold records of all legally reportable events for at least three years and all enforcement actions against the company for the last five years.	Evidence of an accident book or methodology for recording and reporting accidents.		UK UAE Ireland	All incidents are reported to the IPAF Accident Reporting Database and signed-off monthly.	A near-miss, and hazard spotting procedure is evident within the company.

Question Number	Audit Requirement	Minimum Standard	Recommendations for Evidence	IPAF Templates	Further Guidance	Internal Continuous Improvement Scheme	
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12	Accident and Incident – Preventing Recurrence	The company can demonstrate a system for reviewing all incidents, identifying learning outcomes, and recording preventative actions which are communicated throughout the company. This system must include records of any actions taken to remedy matters subject to enforcement action where applicable.	Evidence of an accident investigation process that includes learning outcomes and how they are communicated throughout the company. Examples could include toolbox talks, memos, or additional training.		UK UAE Ireland	Evidence is available to show that the preventative measures are effective.	Preventative measures are successfully applied to near-misses.
14	Risk Assessment In-depot Activities	Risk assessments are in place and communicated to relevant personnel for all regular work activities including (but not limited to) hazardous substances.	Example risk assessments for key processes; these could include but are not limited to COVID-19, loading and unloading and machine maintenance.	Template 14	UK Ireland	Risk assessment arrangements provide a means to include option for specific and/or one-off circumstances.	All relevant personnel are trained and approved to perform point-of-work risk assessments.
15	Risk Assessment Away from Depot Activities	Risk assessments are in place and communicated to relevant personnel for all regular work activities and made available to all.	Example risk assessments; these could include but are not limited to machine maintenance and inspection onsite, loading and unloading and site visits for MEWP selection.	Template 15	UK Ireland	Risk assessments include option for specific and/or one-off circumstances and are made available to all.	All relevant personnel are trained and approved to perform point-of-work risk assessments and made available to all.
16	Safe Systems of Work	A safe system of work for key tasks is documented and made available and communicated to relevant personnel.	Identify what the key tasks are e.g. loading/unloading, washing, PDI. Safe systems of work (take into account COVID-19 precautions).	Template 16	UK Ireland	Safe systems of work are reviewed annually or before as appropriate.	There is clear visual communication of safe systems of work.
17	Site Procedure	The company procedure for site visits is communicated to all personnel who may visit/work on a customer's site.	PPE required, site entry rules, documented policy, is it in the company handbook?		UK UAE Ireland	The company procedure for site visits is included in the induction for all personnel.	Specific site induction requirements are available and communicated to relevant personnel in a timely manner.
18	Provision of Welfare Facilities	The company provides suitable sanitation and welfare facilities in accordance with current legislation.	Evidence could be photographic or a plan of the premises and should demonstrate that the company is adhering to the relevant legal requirements		UK Ireland	Welfare facilities are maintained in clean, hygienic condition.	Welfare facilities and condition are included as part of regular audit / inspection.

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30	First Aid	At least one employee per location has current emergency First Aid at Work training.	Evidence of an in-date First Aid certificate is required. Mention of mental health in the health and safety manual/ staff handbook, evidence of relevant talks by external parties within the company, a qualified mental health first aider.		UK Ireland	At least one first aider per location has current three-day First Aid at Work training	There is a documented and implemented procedure as to how mental health support is provided within the company
31	Accident and Incident Management	The company can demonstrate that they have an investigation procedure for reported accidents and incidents and reports lost time injuries to the IPAF Accident Reporting Database.	An explanation of what happens when an accident occurs. Who records, where, what happens next. Also, to confirm how lost time injuries accidents are reported to the IPAF Accident Reporting Database.		IPAF Accident Reporting Portal UK UAE Ireland	The company can demonstrate all accidents and incidents are investigated.	The company can demonstrate that root cause is identified and recommendations and actions are identified.
32	Substance, Drugs and Alcohol	Company has a formal drugs and alcohol policy in place.	Documented evidence of a policy.		UK UAE	The company has a policy in place, including random assessment, and permission for other organisations to carry out their own testing.	Evidence is available to confirm that testing has been carried out and appropriate actions taken.
33	Fitness to Work - Health Screening	The company has an effective policy of screening at recruitment and/or induction, relevant to the job role.	Documented evidence of a policy, e.g. is it included at induction?		UK UAE Ireland	The company has an employee health assessment programme.	The company has an investigation process for persistent absenteeism where it may affect the ability to work safely.
34	Hazardous Substances Assessment	Company has assessed the work place and identified substances hazardous to health and manufacturer safety data sheets (MSDS) are available for each substance identified.	A register with MSDS sheets (online or paper), including chemicals used throughout the business e.g. in the kitchen. This will be checked during the site inspection.	Template 34	UK Ireland	Control of substances hazardous to health assessment information is included as part of the safe system of work.	Relevant information regarding substances hazardous to health is available at relevant work stations.
35	Fire Risk Assessment	The company has a fire risk assessment procedure in place.	Documented evidence of a fire risk assessment procedure that identifies risks, likelihood of it occurring and severity if risk occurs.		UK Ireland	Fire risk assessment procedures are visible and communicated to personnel.	The fire risk assessment is reviewed every 12 months or more frequently if required.
36	Fire Prevention Management	Fire prevention systems are in place to combat risks identified.	Evidence of fire extinguishers / safety measures in place.		UK Ireland	The company has effective fire prevention management arrangements including fire wardens/marshalls appointed for all locations.	Fire prevention equipment and systems are checked at regular intervals, minimum annually.

Question Number	Audit Requirement	Minimum Standard	Recommendations for Evidence	IPAF Templates	Further Guidance	Internal Continuous Improvement Scheme	
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37	Fire Drill	Evidence is available to demonstrate regular fire practices are being conducted and registers of event kept.	Signed and dated evidence of a fire alarm test and fire drill.	Template 37	UK Ireland	Evidence is available to demonstrate that learning outcomes are being adopted and integrated.	Evidence is available of training of fire wardens/marshalls in the use of fire extinguisher equipment.
38	PPE	The company issues relevant personal protective equipment (PPE) free of charge.	Confirm what PPE is given to personnel. This may be checked with personnel during the site inspection.		UK UAE Ireland	Regular PPE condition checks are conducted by a competent person and findings recorded.	Site PPE requirements are communicated to all sub-contractors and all personnel are checked for adherence to specific PPE rules.
39	PFPE	The company makes available in-date harnesses and lanyards for relevant personnel.	Harnesses and lanyards within date; inspection records should be available but not necessarily issued to an individual.		UK UAE Ireland	All relevant personnel have received specific training on pre-use checks, fitment and use.	Appointed personnel are trained and competent to carry out Thorough Examination of personal fall protective equipment PFPE e.g. IPAF Harness course or similar.
40	Asbestos Management	Company buildings have been assessed (in line with regional requirements) for the presence of asbestos containing materials (ACMs) and the findings documented.	Evidence of an asbestos assessment document. It is your responsibility to provide this.		UK Ireland	The site induction for all personnel covers the findings from the ACM assessment.	The company has a procedure for control of ACMs.
42	Driving Vehicles on Company Business	The company assesses the risks associated with driving appropriate classes of vehicle.	Documented evidence of a driving risk assessment, this may be contained within a driver's handbook.		UK Ireland	Vehicle drivers have signed to acknowledge they have read and understood the risk assessment.	Drivers are issued with a driver's handbook – paper or electronic.
43	For all Personnel Driving on Company Business	The company has evidence of licence checks within the last 12 months for all company vehicle drivers.	Evidence that your drivers have valid licences for the categories required when driving any vehicle on company business.		UK Ireland	The company has a procedure for self-declaration of motoring offences.	The company has a post incident investigation and follow up procedure.
44	Compliance with National Working Time Requirements (if applicable in region)	The company has a procedure to measure the compliance of delivery drivers with national working time requirements.	Evidence that the company completes analysis of working time, this is often included as part of tachograph analysis.		UK Ireland	The company has documented evidence of any staff opting out of national working time agreements.	The company has a procedure for action to take where non-compliance with working time requirements is identified.
55	Property Management	A system is in place to identify items requiring statutory inspection / certification and interval of inspection (electrical and gas installations).	Evidence of legally required inspection reports for gas and electricity. It is your responsibility to provide this. If renting, your landlord may hold these.		UK UK UK Ireland	There is clear and safe segregation of employees, sub-contractors and visitors (through signs, markings and physical segregation barriers).	There is clear signage separating all areas of people and vehicle movement and evidence that it is adhered to by on-site personnel. Where IPAF training is offered this can be accessed without personnel movement through high risk vehicle and powered access movement areas.

Question Number	Audit Requirement	Minimum Standard	Recommendations for Evidence	IPAF Templates	Further Guidance	Internal Continuous Improvement Scheme	
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47	Rental Machine Inventory	All rental machines are uniquely identified and recorded on a system.	This usually takes the form of an electronic system to manage the rental fleet.			The company has a system indicating current hire machine status.	Fleet reconciliation is carried out regularly to confirm accuracy of machine status.
48	Rental Machine Maintenance/ Repair Records	A system is in place to ensure that periodic maintenance appropriate to the equipment is scheduled and events recorded.	Evidence that regular maintenance is carried out.		UK Ireland	Maintenance records are current and accurate.	Evidence of management review of maintenance records and procedures (see 6.3.1 in Guidance on Managing the Safe Condition of MEWPs).
49	Management of On-Hire Thorough Examination	The company has a system in place to ensure all machines going out on hire have evidence of a current Thorough Examination report with the machine.	Evidence that thorough examinations are carried out in a timely manner.		UK UAE Singapore Ireland	The company has a procedure to monitor expiry dates of Thorough Examinations, which includes provision to issue prohibition / notification to the user where appropriate.	The company reviews Thorough Examination defects and has a system in place to manage and measure defect closure and notify enforcement authorities where appropriate.
51	Management of Manufacturer Safety Notices/Bulletins	The company has a system to record receipt of manufacturers' safety notices.	How receipt of notices is recorded and stored, e.g. a simple system to record receipt from the manufacturer. This could be an email folder, spreadsheet or a filed hard copy.		UK UAE Singapore Ireland	Evidence is available to confirm compliance to manufacturers' instructions and timescales where appropriate.	Information of safety related issues is fed back to relevant manufacturers.
53	Workshop Equipment	A system is in place to ensure equipment is compliant with nationally approved design standards and is inspected at suitable intervals.	Evidence that equipment is inspected in line with manufacturers' guidance. Does equipment meet regional requirements (e.g. CE marking) Equipment could include bench drills, bench grinders, torque wrenches, welders etc.		UK UAE Ireland	All equipment is recorded on an appropriate equipment register and periodic checks recorded.	Evidence is available to demonstrate faulty or failed items are removed from service and dealt with appropriately.
54	Workshop Equipment Requiring Statutory Inspection	A system is in place to identify equipment requiring statutory inspection and interval of inspection.	Evidence that assets requiring statutory inspections have in-date documentation. Examples may include trolley jacks, bottle jacks and compressors which require statutory inspection according to your Written Scheme of Examination (WSE).		UK Ireland	Identified equipment is recorded on an appropriate equipment register and periodic checks recorded.	Evidence is available to demonstrate faulty or failed items are removed from service and/or repaired as appropriate.
52	Portable Appliance Testing	Portable appliance testing (PAT) is carried out at appropriate intervals.	Evidence your company ensures electrical testing is carried out and recorded.		UK Ireland	Portable appliances requiring testing are identified on an appropriate equipment register.	Evidence is available to demonstrate faulty or failed items are removed from service and dealt with appropriately.

Environmental

Question Number	Audit Requirement	Minimum Standard	Recommendations for Evidence	IPAF Templates	Further Guidance	Internal Continuous Improvement Scheme	
						Initial Opportunity for Improvement	Subsequent Opportunity for Improvement
63	Environmental Policy	The company has an environmental statement that is relevant to the business, signed by a relevant director and is on display.	Evidence of a displayed environmental policy signed and dated by a director/owner. Environmental policy: intentions and direction of an organisation related to environmental performance as formally expressed by its top management.	Document 63		The environmental statement is made available to any interested parties.	The environmental statement is reviewed annually.
64	Environmental Arrangements	The company identifies environmental procedures relevant to key processes within the company.	List of processes describing the correct method of carrying out tasks which could have an effect on the environment, e.g. handling of hazardous substances, recycling of printer cartridges.		UK	The elements of the Environmental Management Systems (EMS) are audited and corrective actions identified.	The EMS system is reviewed annually to ensure it reflects current business activity.
65	Environmental Aspect / Impact Register	The company has identified and recorded aspects that could have an environmental impact.	Evidence of key environmental risks identified and completion of an aspect / impact register. Environmental aspect: element of an organisation's activities or products or services that interact or can interact with the environment. Environmental impact: change to the environment whether adverse or beneficial, wholly or partially resulting from an organisation's environmental aspects.	Template 65	UK	All aspects identified are assessed for the impact they may have on the business and environment.	The aspect and impacts assessments have been reviewed within the last 12 months.
66	Environmental Targets	Based on the aspect and impact register the company identifies areas for environmental improvement.	To see analysis of the environmental aspect/impact register to identify areas for improvement. Without an aspect/impact register this point cannot be achieved.	Document 66		Measures are put in place, with stated targets for achievement.	Targets and actions are reviewed as part of the EMS.
67	Waste Management	All waste streams are appropriately contained.	Ensuring that waste is not allowed to contaminate the environment.		UK UAE	Waste streams are segregated, where appropriate into separate containers.	Waste minimisation targets are in place and can demonstrate reductions.

Question Number	Audit Requirement	Minimum Standard	Recommendations for Evidence	IPAF Templates	Further Guidance	Internal Continuous Improvement Scheme	
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68	Waste Carriers	Waste transfer or consignment notes are in place with appropriate documentation available for all wastes carried from location(s).	Waste transfer notes from approved carriers should be available for all waste removed, copies should be kept for a minimum of two years.		UK UAE	A nominated waste carrier(s) is identified and evidence of appropriate licences available.	The company has completed an audit of the nominated waste carrier(s).
69	Environmental Emergency Preparedness	The company has a documented environmental emergency procedure.	A documented system must be in place to manage emergency environmental procedures, e.g. spills or leaks.		UK UAE	Environmental emergency procedures are communicated to all personnel.	Environmental emergency practices are undertaken at suitable defined intervals and actions documented.
70	Wash Area Management	The company has a recognised and defined wash down area and application for consent to discharge is in process.	Clearly defined easily recognisable to all personnel and visitors to site.		UK Ireland	The company has a current permit / consent to discharge issued from the local water authority.	The company has water recycling / harvesting measures in place.

Quality

Question Number	Audit Requirement	Minimum Standard	Recommendations for Evidence	IPAF Templates	Further Guidance	Internal Continuous Improvement Scheme	
						Initial Opportunity for Improvement	Subsequent Opportunity for Improvement
56	Quality Policy Statement	The company has a quality statement that is relevant to the business, signed by a relevant director and is on display.	Evidence of a quality policy which should be signed and dated by a director/owner and be displayed.			The quality statement is made available to any interested parties.	The quality statement is reviewed annually.
57	Quality Management System	The company identifies quality procedures relevant to key processes within the company.	Documented evidence of key processes, these may include but not limited to, hire desk, maintenance and delivery/collection.		ISO 9001 Quality Management ISO Quality management principles	The elements of the quality management system (QMS) are audited and corrective actions identified.	The QMS system is reviewed annually to ensure it reflects current business activity.
13	Sub-contractors Competence	The company can demonstrate that the sub-contractors they engage with are competent and can show examples of annual reviews/assessments conducted.	Evidence might include hose and tyre repair companies, sub-contract hauliers.		UK	The company can also demonstrate that all sub-contractors' training and insurance certificates have been checked.	The company can provide evidence that all sub-contractors they engage with have been audited as part of their monitoring arrangements.

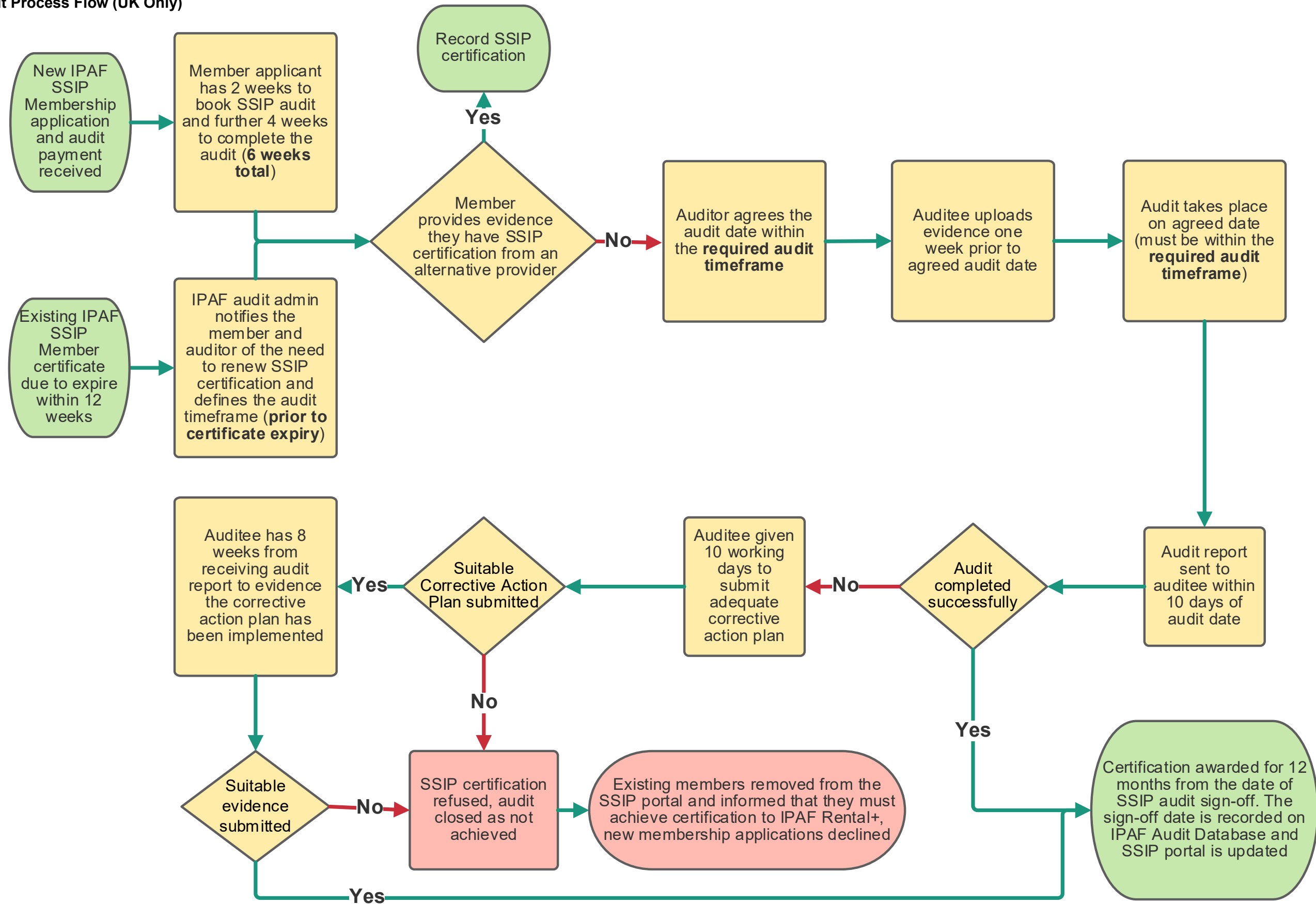
Question Number	Audit Requirement	Minimum Standard	Recommendations for Evidence	IPAF Templates	Further Guidance	Internal Continuous Improvement Scheme	
						Initial Opportunity for Improvement	Subsequent Opportunity for Improvement
45	Hired in Services	The company has a pre-qualifying questionnaire (PQQ) approval system for operational services (those relevant to the main business).	A process / PQQ system to be in place when cross-hiring equipment This is an opportunity to ensure suppliers are legally compliant and meet specific company requirements including those within the IPAF Rental+ Scheme.	Template 45	UK	The company has an approved supplier register for operational services.	The company has evidence of a minimum of annual reviews with suppliers of operational services.
5	Induction Training for New Personnel	The company can demonstrate they have an induction training programme and all personnel are inducted to the company's Health & Safety policy, arrangements and safe working practices.	Samples will be requested for this question. Evidence to confirm an individual has received a formal induction to the company.		UK	The company induction training plan includes all regular sub-contractors and self-employed staff.	The induction training plan has regular assessments and progress milestones.
6	Training Matrix	The company has an employee training matrix / plan that identifies training requirements and renewal dates for core needs for specific job roles.	Sight of the company training matrix will be required.	Template 6	UK	The plan includes continued professional development.	Training plan includes preparation for development and succession progress. Evidence should include annual appraisal documentation and the appraisal process.
7	Operator Training	The company can demonstrate specific training/familiarisation on equipment relevant to their operating role.	Samples from training records are required.		IPAF Courses	All operators of access platforms are trained to IPAF Operator or equivalent standard in all categories relevant to their role.	The company can demonstrate supplementary training relevant to their operating role.
25	Delivery Driver Competence	Drivers of vehicles involved in the delivery of machines to customers must hold the correct vocational licence, be trained to IPAF Operator standard and have passed a structured loading/unloading course.	Confirm the licence categories match the vehicles driven. Evidence that drivers have completed an IPAF Operator course and a structured load unload course.		IPAF guidance UK	All drivers have attended and passed an IPAF Safe Loading & Unloading Training Course	All drivers have a current IPAF Demonstrator licence.
8	Operational Management Training	Operational management has attended relevant training and has evidence of supervisory training.	Evidence of training that develops, maintains, or improves the operational readiness of individuals.		IPAF Courses UK	Operational management has attended an IPAF MEWPs For Managers Training Course.	Operational management has attended recognised management training relevant to industry and role.
26	Hire Desk Training	Hire desk personnel can demonstrate understanding of access equipment capabilities and limitations.	Confirmation that hire desk personnel are able to answer simple questions about the fleet and the hire process.		UK	The company can demonstrate that hire desk personnel have product knowledge relevant to the rental fleet, and as a minimum have attended the theory element of the IPAF Operator course.	Hire desk personnel have attended a structured hire desk training course.

Question Number	Audit Requirement	Minimum Standard	Recommendations for Evidence	IPAF Templates	Further Guidance	Internal Continuous Improvement Scheme	
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27	Maintenance Personnel Training	Engineering personnel can demonstrate adequate competency for the scope of tasks and range of equipment, Note: As a minimum, IPAF Operator training and appropriate training for current role.	Certificated manufacturer course, Pre-Delivery Inspection (PDI) Training Course, or internal course delivered by a competent person and documented. Evidence of on-the-job training, e.g. log of supervised work completed.		UK UAE	The company can demonstrate that personnel have attended manufacturer specific training relevant to maintenance.	The company has nominated personnel who are IPAF Competent Assessed Person (CAP) assessed or formal contractual agreements to this level are in place to undertake the work.
50	Inspection Records	A system is in place to ensure only trained personnel conduct pre-delivery inspections (PDIs) and post hire inspections (PHIs).	Evidence of manufacturer course, Pre-Delivery Inspection (PDI) Training Course, or internal course delivered by a competent person and documented. Evidence of on-the-job training, e.g. log of supervised work completed.		IPAF guidance Additional IPAF guidance UK	PDI and PHI findings are documented using a check sheet or similar and ability to record observations is available.	The company specifies the validity period of a PDI (maximum of 28 days) and has a system in place to redo the PDI when time limit has expired.
28	Sales Personnel Training	Sales personnel have evidence of product knowledge training delivered by competent person.	Sales reps/owners to demonstrate documented evidence of attendance and completion of internal or external courses e.g. manufacturers course and/or internal course delivered by a competent person but must be documented or certificated.		UK	Sales personnel have attended the IPAF MEWPs For Managers Training Course.	Relevant rental sales personnel are trained to IPAF Demonstrator level.
29	Site Assessments for MEWP Selection	Persons conducting site assessments for MEWP selection have undergone specific product knowledge training for rental fleet.	People undertaking site surveys to demonstrate training and competence.		IPAF guidance	Persons conducting site assessments for MEWP Selection have attended an IPAF MEWPs For Managers Training Course.	People conducting site assessments for MEWP selection have attended a structured site surveying course.
41	Asbestos Awareness	Evidence of asbestos awareness for all relevant personnel.	Evidence of how and when asbestos awareness is communicated to relevant personnel. Could be in the form of a toolbox talk or more formal training. Relevant workers and supervisors must be able to recognise asbestos-containing materials (ACMs) and know what to do if they come across them in order to protect themselves and others.		UK Ireland	The company has a documented procedure for when personnel suspect ACMs are present.	Personnel are aware of the procedure when questioned.
58	Structured Rental Order Process	A system is in place to record enquiry details and fulfilment of orders.	For example, a day book or hire enquiry form or notes on a digital system such as Syrinx or InspHire.			Hire order confirmation including reference number is made available to customer prior to supply.	An off-hire confirmation reference is given to customers at the point of off-hire.

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59	Delivery / Handover Process	Delivery details and requirements are discussed as part of order enquiry.	Evidence of how hire desk personnel can demonstrate where customer requirements are discussed and recorded.		IPAF guidance Further IPAF guidance	The company has a process to record proof of delivery.	The company has means of recording location delivery (image and or GPS, etc).
60	Familiarisation	A system is in place to ensure familiarisation is offered prior to delivery and noted on delivery documentation.	Evidence of how personnel can demonstrate where familiarisation is discussed and recorded prior to delivery.		IPAF guidance Further IPAF guidance Additional IPAF Guidance	The company has a process to ensure familiarisation where requested is recorded at the point of delivery.	The company has a process to close-out outstanding familiarisations.
61	Customer Satisfaction	The company has a process to measure and monitor customer satisfaction.	Very simple system to request feedback from customer, e.g. link to feedback webpage or customer satisfaction email.		ISO 10002 Customer Satisfaction. Complaints Handling	Customer satisfaction is taken into consideration during quality reviews.	Learning outcome from customer satisfaction is incorporated into QMS.
62	Dispute / Complaint Management	A system is in place for customer disputes/complaints to be recorded.	Very simple system to log complaints received, e.g. spreadsheet, hand written book or digital hire system.		ISO 10002 Customer Satisfaction. Complaints Handling	Disputes/complaints are reviewed and corrective actions identified with feedback given to customer within the identified timeframe.	Disputes/complaints are reviewed collectively to identify improvements to the QMS.

APPENDIX 2

IPAF SSIP Audit Process Flow (UK Only)



IPAF Rental+ Audit Process Flow (references to SSIP relate to UK only)

