



Promote and enable the safe, effective use of powered access worldwide

ANNUAL REPORT



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

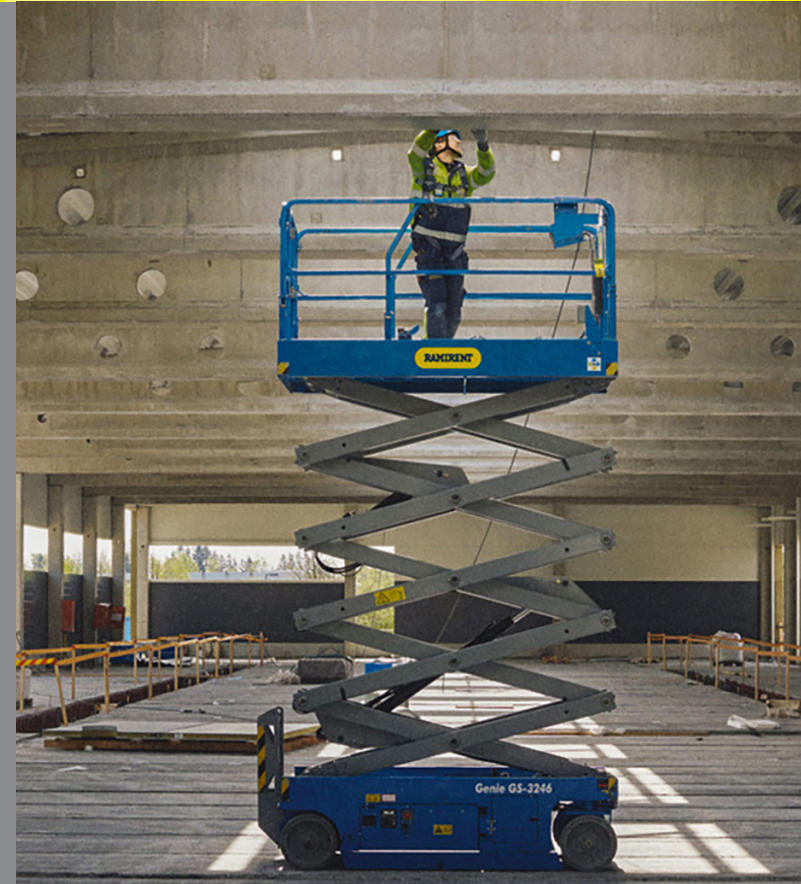
IPAF is a not-for-profit organisation owned by its members, which include manufacturers, rental companies, distributors, contractors and users. IPAF has members in 82 countries, who represent the majority of the MEWP rental fleet and manufacturers worldwide.

Visit www.ipaf.org/contact for details of your nearest office or representative.

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Karel Huijser

IPAF President

Dear Members and Stakeholders, As I reflect on my first year as President of the International Powered Access Federation, I feel immense gratitude and pride. It is an honour to lead an organisation dedicated to promoting safety and best practices in the powered access industry.

SAFETY IS OUR CORE BUSINESS

Safety is IPAF's core business - not just a priority. Every day, we strive to embed safety into every operation, project, and conversation. Our commitment transcends borders, ensuring powered access equipment is used safely and effectively worldwide. Together, we advocate for comprehensive training, stringent safety standards, and the sharing of vital safety knowledge.

TRANSPARENCY

Transparency is a cornerstone of IPAF. Open communication fosters trust, collaboration, and collective growth. By being clear about our operations, decisions, and challenges, we empower members and stakeholders to engage meaningfully. I encourage everyone to embrace this principle, as it strengthens the IPAF community.



STORYTELLING: A POWERFUL TOOL

This year, we have embraced storytelling - not because it is easy, but because it is hard. Stories help us share experiences, convey lessons, and highlight the importance of safety in ways that resonate with our diverse audience.

Each story reflects our resilience and dedication, offering real-world insights. By continuing to share them, we inspire progress in safety and innovation.

LEARNING FROM MISTAKES

In a dynamic industry like ours, mistakes are inevitable. But rather than view them as setbacks, they are opportunities for growth. We must foster an environment where learning from mistakes is encouraged and shared. This enables us to refine practices, enhance training, and ultimately create a safer workplace for all.

LOOKING AHEAD

We have identified two key focus areas for the future:

Expanding Global Revenue — By 2030, we aim for at least 60% of our revenue to come from business and training activities outside the UK. This will strengthen our global reach and improve safety standards worldwide.

Increasing Training Activity — We are committed to expanding and enhancing our training initiatives, ensuring they are accessible and relevant. High-quality training equips more individuals with the skills and knowledge to operate powered access equipment safely.

Promote and enable the safe, effective use of powered access worldwide

“ Transparency is a cornerstone of IPAF. Open communication fosters trust, collaboration, and collective growth. By being clear about our operations, decisions, and challenges, we empower members and stakeholders to engage meaningfully. ”



SHARING IS CARING

I urge you to share your experiences with the IPAF community. Whether a success story, a lesson learned, or a challenge overcome, your insights are invaluable. By learning from each other, we build a robust knowledge base that benefits everyone.

I deeply appreciate the commitment and passion each of you brings to IPAF. Together, we promote safety, transparency, and continuous improvement in powered access. I look forward to another year of collaboration, learning, and growth as we work towards a safer future.

Thank you for your dedication and support.

Peter Douglas

Chief Executive and Managing Director

2024 was another highly successful year for IPAF. Despite economic uncertainties worldwide, our progress has continued at pace. Our membership grew by a net 121, bringing total membership to 1,818 across 82 countries. Paraguay and Serbia became the latest territories to join IPAF.

IPAF's Elevation events continue to expand in all territories. In addition, three new events were added to our calendar in 2024 - in Germany, Saudi Arabia, and the USA - further strengthening our global presence. Our Annual IPAF Summit and IAPA Awards took place in Copenhagen, attracting 408 attendees from 28 countries in March.

The IPAF Board directed the management team to focus on four key markets: the world's two largest MEWP markets, North America and China, and two of the fastest-growing markets, Saudi Arabia and India. Results have been encouraging, with net membership growth of 27 and training numbers increasing by 31% in these regions. India and Saudi Arabia have now been added to the Annual Rental Market Reports for further study.



Our training programs continue to reach more people than ever, with 230,370 individuals completing IPAF training in 2024 - an increase of 6.9% over 2023. Training was conducted in three new territories: Hungary, Paraguay, and Taiwan, bringing the total to an incredible 62 countries worldwide.

IPAF's digitisation drive is progressing rapidly. Since its launch in 2021, the IPAF ePAL app has been downloaded by over 800,000 users across 205 countries. Of those trained in 2024, 66.3% opted for a digital licence via ePAL, rising to over 70% in November and December - marking a significant step towards full digital adoption.

Our webinars remain a key tool for engaging a global audience. In 2024, we hosted 21 webinars, viewed by thousands across 45 countries.

The 2024 annual safety campaign, *Crushing Can Kill*, launched in March in Copenhagen, highlighting a major cause of serious accidents and fatalities in our industry. The campaign document has received 11,800 views and over 7,350 downloads across 104 countries. This initiative, made possible by our accident reporting system, strengthens industry safety.

During 2024, we received 1,032 accident reports from 33 countries. This data, analysed by our Safety Committee, informs improvements in training, guidance, and safety campaigns.

The digital Global Safety Report has already been viewed over 5,500 times in under six months. If you have any MEWP incident reports, please submit them via our Accident Reporting Portal.

“ Our training programs continue to reach more people than ever, with 230,370 individuals completing IPAF training in 2024 - an increase of 6.9% over 2023. Training was conducted in three new territories: Hungary, Paraguay, and Taiwan, bringing the total to an incredible 62 countries worldwide. ”



IPAF's global reach continues to grow. In 2024, 49% of our total income came from outside the UK, and in 2025, this is expected to exceed 50% - a historic milestone for IPAF.

Finally, a heartfelt thank you to our volunteer members. Whether you serve on committees, workgroups, councils, the board, or as event speakers, your dedication is invaluable. You play a vital role in improving safety in the powered access industry, and we deeply appreciate your contributions.

Thank you from me and the IPAF team.



40+ YEARS OF LEADING THE GLOBAL MOVEMENT FOR POWERED ACCESS SAFETY

Since 1983, IPAF has been at the forefront of promoting and enabling safety in the powered access industry. Our dedicated staff, board and committee members, volunteers, members, and instructors have worked alongside operators and managers on the front lines to build a global movement committed to safe and effective equipment use.

At the heart of our mission is working closely with industry leaders and professionals worldwide to drive progress in powered access safety. Everything we do is informed by the intelligence gathered through the IPAF Accident Reporting Portal, a vital resource made possible by the openness and commitment of our members. This data helps us identify emerging hazards and develop training and resources that proactively reduce risks.

Equipment is only as safe as the way in which it is used, and training plays a crucial role in ensuring operators develop the knowledge and habits needed to work safely. As our industry and membership continue to grow, the work we are doing together is making a real impact, helping to reduce the most serious incidents.

That is something we can all take pride in - the product of over 40 years of working together to ensure powered access operators return home safely to their families every day.



PRESIDENTIAL TEAM AND BOARD

Karel Huijser	JLG Industries - President
Kai Schliephake	PartnerLIFT GmbH - Deputy President
Pedro Torres	Riwal UK Limited - Vice President
Peter Douglas	IPAF - CEO & MD & Secretary
Karin Godenhielm (Nars)	Dinolift Oy Board - Immediate Past President
Ben Hirst	Horizon Platforms - Director
Julie Houston Smyth	Lolex Limited - Director
Jacco De Kluijver	Terex - Director
Rahul Seth	Sudhir Power Ltd - Director

COUNCIL MEMBERS

Arne Dirckinck-Holmfeld	PB Liftechnik GmbH
Bryan Zhang	Zoomlion Intelligent Access Machinery Co Ltd
Enrique Garcia Delgado	Ahern Iberica S.L.
Paul Rankin	Nationwide Platforms
Susan Xu	Hunan Sinoboom Intelligent Equipment Co Ltd
Will Temple	Sunbelt Rentals Limited
Alana Patterson	Taylor Woodrow PLC

COUNTRY COUNCIL CHAIRS

Ben Hirst	Horizon Platforms - Country Council - UK
Brian Clark	Sunbelt Rentals Limited - Country Council - North America
David Meeke	Baloo Hire Centre Ltd - Country Council - Irish
Jose Maria Sevilla	Loxamhune - Country Council - Spain
Marcelo Racca	Haulotte Brazil - Country Council - Brazilian
Nicola Pontini	JLG Italy - Country Council - Italian
Peter Ellis	Halo 4 Safety FZO - Country Council - ME
Shawn Ong	Galmon (S) Pte Limited - Country Council - Asia

COMMITTEE CHAIRS

Alana Patterson	Taylor Woodrow PLC - Committee - ISC
James Clare	Niftylift - Committee - Manuf Tech
Cameron Reid	Alimak Group - Committee - MCWP
Mark Robinson	Premier Platforms Ltd - Committee - IPAF Rental+
Steve Booker	Kentec Training Ltd - Committee - Training



AN EXCEPTIONAL YEAR FOR OUR COUNTRY AND REGIONAL COUNCILS

IPAF NORTH AMERICA

The **North America Regional Council** had a productive year, with the mid-year appointment of an additional regional Vice President, Randy Marzicola, to support market growth. Randy's focus is on membership expansion, while Tony Groat continues to oversee US, Canadian, and ISO standards, along with association activities and council engagement. The council held four virtual and one in-person meeting in 2024, concentrating on accident reporting participation, membership development, and promoting the inaugural 'Work at Height Conference and Awards' in Nashville (Nov 19-20). The event was highly praised, setting high expectations for 2025.

Additionally, six educational webinars were delivered to OSHA compliance officers, covering MEWP and MCWP safety and the application of ANSI standards alongside OSHA regulations. IPAF also strengthened its collaboration with The Scaffold and Access Industry Association (SAIA), with Tony Groat serving as chair of their MEWP council. Interest in MCWP training grew significantly, leading to the addition of the first MCWP training centre in several years. Looking ahead, the council has set ambitious goals for 2025, ensuring increased value for members and retention growth.

IPAF UK

The **UK Country Council (UKCC)** took a major step forward in 2024 by establishing a Sustainability Working Group to drive environmental initiatives and industry best practices. Additionally, the Powered Access Contractor Forum held its sixth meeting, further strengthening collaboration within the sector. Membership in the UK has exceeded 550 for the first time, reflecting sustained growth. In 2024, 17 new training centres were established, and 50 member visits were conducted to enhance engagement.

The rollout of the Course Booking and Application Management System has been a success, supporting members at eight roadshows across the UK in October. The fifth Elevation UK event took place in Birmingham, receiving strong engagement from members.

IPAF ITALY

The **Italian National Council** convened three times in 2024. The first meeting in April was hosted by Platform Basket, followed by a virtual meeting in June and a final session at IMER in November.

The April meeting focused on the organisation of the IPAF ANCH'IO event, while the June meeting initiated the 'Road to IPAF ANCH'IO' - a series of events and webinars leading up to the May 2026 conference. In November, planning commenced for the 2025 IPAF INFORMA magazine, the PDS 2025, and participation in GIS EXPO 2025.

Following procedural guidelines, two new councils, INIC and TWG, were established for the next two years. In March, PDS Italy 2024 took place at Silaq's headquarters with a unique format featuring skill challenges and safety-related practical tests. May saw the third edition of IPAF ANCH'IO, drawing strong participation and hosting insightful panel discussions on safety communication and MEWP market prospects. November's IMER meeting also saw the election of the new IPAF Italy Councils, ensuring continued progress in the coming years.

IPAF IRELAND

Membership growth across **Ireland** remained strong, with over 90 members, including a new member who helped establish the first accredited MCWP and Hoist Training Centre in Belfast. The region now boasts nine tier 1 contractors among its members, six of whom rank in the top 10 of the 2024 CIF (Construction Industry Federation) Top 50 Contractors list.

In 2024, Rental+ accreditation became mandatory, resulting in excellent engagement from rental members. Nearly 80% have already achieved accreditation, with the remainder on track for completion by Q1 2025. IPAF engaged with over 5,000 workers through site safety presentations, actively promoting the 2024 campaign to reduce crushing incidents. During Irish Safety Week and European Safety Week in October, IPAF Ireland delivered over 30 safety presentations in collaboration with tier 1 contractors. IPAF Ireland will host the International Awards for Powered Access (IAPAs) in March 2025, further strengthening engagement with key industry stakeholders such as the CIF.

IPAF LATAM (EXCLUDING BRAZIL)

LATAM experienced significant growth in 2024, hosting two major events. IPAF Elevando 2024 in Querétaro, Mexico, attracted over 250 attendees, featuring insightful conferences and excellent networking. In October, the IPAF Congreso ConoSur 2024 in Mendoza, Argentina, saw robust regional engagement.

A new initiative, the IPAF Meet & Greet, was launched in June, providing instructors and managers with a platform to discuss industry trends and training improvements. Following its success in Mexico, the initiative will expand to Colombia in 2025. Membership also grew, with 10 new members, and training numbers increased significantly, particularly in Colombia, Honduras, and Panama.

Collaboration with associations remains a priority. Strengthened ties with AMDM in Mexico have bolstered industry relationships, and Paraguay officially became an IPAF region through a partnership with BRAS Rental, setting the stage for development in the area.

IPAF SPAIN

The **Spanish IPAF Council** met four times in 2024 - twice virtually and twice in person at Riwal's Madrid facilities. Collaboration with the ELEVA Alliance intensified, with IPAF participating in the Alliance's General Assembly for the first time, represented by José María Sevilla (Loxamhune), Alberto Miñarro (Riwal), and Ainara Greño (IPAF Spain Country Manager).

February saw the successful annual IPAF Spain event in Seville, attended by over 125 participants and featuring the inaugural IPAF Spain Awards, recognising outstanding training centres and affiliates. The event was supported by the Junta de Andalucía.

IPAF also participated in the AEPSAL Preventionists Day in Madrid and the Congress of the Asturian National Institute in Avilés in November.

IPAF BRAZIL

Brazil had an exceptional year, with a 55% increase in PAL Card issuance compared to 2023, driven by more active training centres and an uptick in new memberships. Strong industry engagement followed a successful presence at major events, including M&T Expo and the ANALOC Trade Show.

The highlight of the year was the 11th edition of IPAF Elevação, Brazil's premier event, which attracted over 320 attendees, 18 sponsors, and representatives from over 80 companies. A standout moment was the keynote speech by Olympic medallist Gustavo Borges, whose motivational talk received widespread praise.

With continued expansion in membership and training, IPAF Brazil is set for further growth in 2025.



MEMBERS



1,812



243
NEW MEMBERS

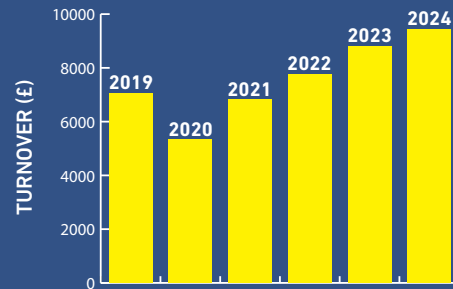
TRAINING CENTRES

676 INCREASE ON 2023
9.5% ↑



60

TOTAL INCOME



TRAINING APPLICATIONS

230,370



6.9% INCREASE ON 2023

DIGITAL LICENCES

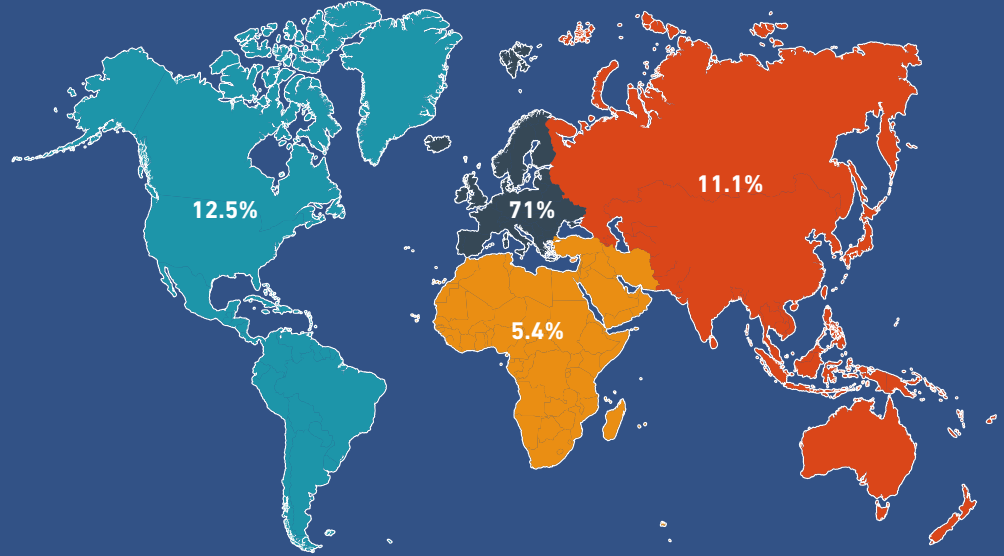
66.3%

5.1% ↑ INCREASE ON 2023

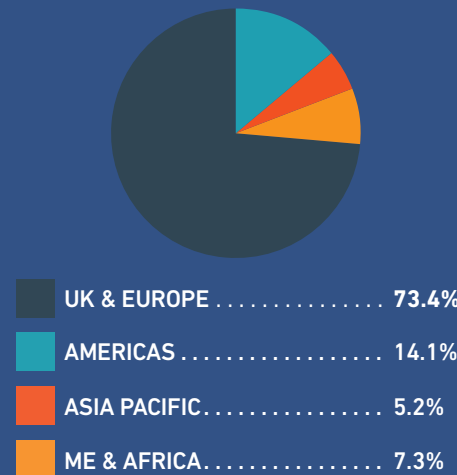


NUMBERS FROM AROUND THE WORLD

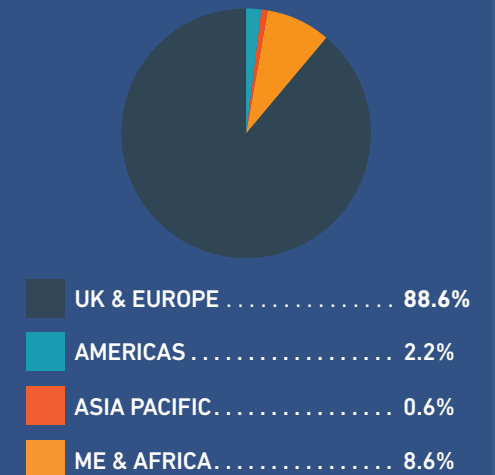
MEMBERSHIP



TRAINING CENTRES



TRAINING APPLICATIONS





IPAF FINANCE

IPAF's turnover in 2024 increased by £611.5k (6.9%) to £9.4m (approximately €11.1m or US\$12m) compared with 2023. Training income, the largest contributor at 81% of total turnover, rose by £657k to £7.72m.

Over the past four years, IPAF has carefully managed economic challenges, absorbing rising costs. However, due to ongoing market conditions in 2024, IPAF made the difficult decision to increase fees for all training applications. Despite this, through cost-saving measures and revenue growth, IPAF achieved a surplus of £148k, representing 22% year-on-year growth.



MEMBERSHIP GROWTH

IPAF membership saw strong growth in 2024, closing the year with 1,818 members - a net increase of 121 (7.1%) from 2023, with 243 new members and 122 lost. July recorded the highest monthly net increase, with 34 new members and only five lost.

There was significant year-on-year membership growth outside the UK:

 **China: Net increase of 16 members (30%)**

 **Ireland: Growth from 61 to 74 members (21%)**

IPAF also expanded into two new countries - Paraguay and Serbia - ending the year with a presence in 82 countries.

TRAINING CENTRES & GLOBAL FOOTPRINT

In 2024, 60 new training centres joined IPAF, bringing the total to 676 (5.5% increase), with 593 (88%) actively conducting training over the past 12 months. The GCC region added nine new centres:

 **UAE: 5**  **Saudi Arabia: 3**  **Qatar: 1**

IPAF training is now delivered in 62 territories, with new centres opened in Hungary, Paraguay, and Taiwan in 2024.

TRAINING NUMBERS & DIGITAL LICENSING

The number of people completing IPAF training increased by 14,868 in 2024, reaching 230,370 - a 6.9% rise from 215,563 in 2023. Training outside the UK saw a 13.6% increase year-on-year, now making up 35% of all applications, compared to 33% in 2023.

THE SHARE OF DIGITAL LICENCES GREW FURTHER IN 2024:

66.3% OF ALL LICENCES WERE ISSUED DIGITALLY



132 TRAINING CENTRES ISSUED 100% DIGITAL LICENCES, UP FROM 108 IN 2023




FINANCIAL & REGULATORY OVERVIEW

The International Powered Access Federation (IPAF) is a registered society under the UK's Co-operative and Community Benefit Societies Act 2014, regulated by the UK Financial Conduct Authority. As a not-for-profit organisation, IPAF reinvests all surpluses to further its objectives, as defined by its members.

IPAF's accounts are audited by Azets Audit Services and presented at the Annual General Meeting for approval.


KEY PERFORMANCE INDICATORS

6.9% Income increase 

£148k Operating profit 

1,818 Members 

60 New training centres 

230,370 Training applications 

66.3% of licences issued digitally 





PROJECT MANAGEMENT OFFICE & DIGITAL TRANSFORMATION

2024 marked continued progress in IPAF's internal project management and digital transformation. To improve efficiency, IPAF established a Project Management Office (PMO), comprising project, digital, and data specialists. This team oversees strategic initiatives and drives forward IPAF's digital roadmap.

A key milestone was the launch of IPAF's new course booking and qualification system on 1 October 2024. This replaced the Training Centre Administration System (TCAS), which had been in place for over 20 years, with a modernised platform within the IPAF Portal. Benefits include:



Enhanced design and user experience



More robust technology and infrastructure



Faster navigation and improved efficiency

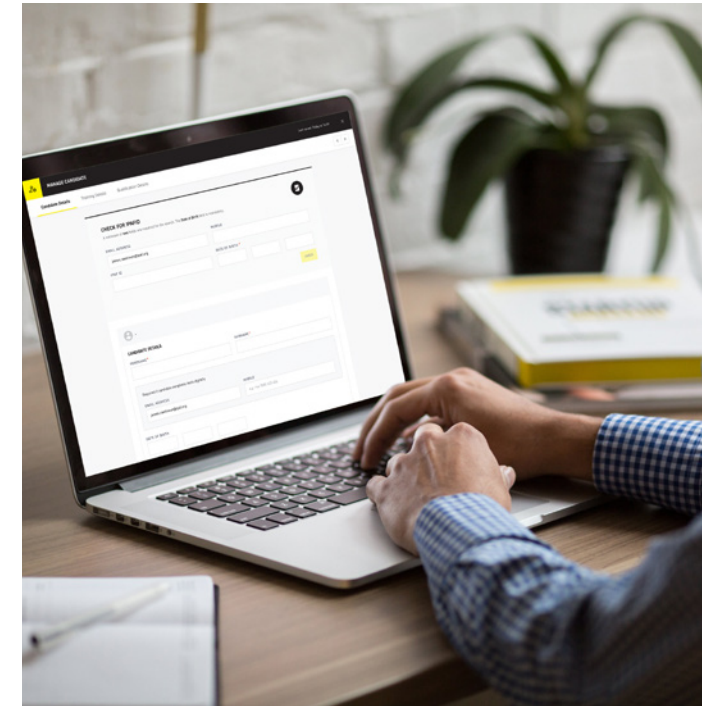


This new system also lays the groundwork for further digital upgrades, ensuring IPAF remains at the forefront of industry innovation. Over the coming years, IPAF will continue to replace legacy systems, focusing on value, stability, and efficiency for members.

QUALITY & COMPLIANCE UPDATE

IPAF renewed its certification to ISO 9001:2015 and ISO 18878:2013 and continues to be audited by external certification bodies, including Safety Schemes in Procurement (SSIP) in the UK and Bureau Veritas in the UK and Spain.

To ensure ongoing improvement, IPAF has a robust risk management system to monitor internal and external challenges. In 2024, key improvements were made to Planning and Change Management procedures, including a comprehensive review of IPAF's training product update process. These updates streamline workflows and ensure better resource allocation while achieving IPAF's strategic goals.





ENSURING QUALITY & SAFETY THROUGH AUDIT

The IPAF Audit Department continued to expand its global coverage in 2024, working to ensure high standards applied to Training Centres, Instructors, and rental members.

Auditing is a key part of IPAF's commitment to enable the safe and effective use of powered access worldwide, reinforcing the value and integrity of the IPAF PAL Card.

This year, audit activity has increased, compliance has been strengthened, and action has been taken where necessary to protect the reputation of IPAF training.

Equipment is only as safe as the way in which it is used, and training plays a crucial role in ensuring operators develop the knowledge and habits needed to work safely. As our industry and membership continue to grow, the work we are doing together is making a real impact, helping to reduce the most serious incidents.

That is something we can all take pride in – the product of over 40 years of working together to ensure powered access operators return home safely to their families every day.

AUDIT ACTIVITY IN 2024

- Wider audit coverage – Audits have been carried out in more regions and countries, improving quality worldwide.
- First IPAF auditor in India – A dedicated auditor was appointed for the Indian region, alongside further support for members in the Middle East.
- Investigations into non-compliance – IPAF reviewed and acted on cases of serious breaches of IPAF's Code of Conduct.

MAINTAINING STANDARDS & TAKING ACTION

IPAF audits are designed to support and guide Training Centres and Instructors. However, IPAF also has a responsibility to uphold industry standards, protect the reputation of the IPAF PAL Card and all of our members who provide high quality IPAF training courses. If Training Centres or Instructors are found to be deliberately misleading IPAF or operating unsafely, action will be taken.

In 2024, IPAF investigated two Training Centres and seven Instructors for serious safety failings. These included:

- Failing to follow regulations and industry best practice
- Providing misleading information to IPAF, customers, or suppliers
- Acting in a way that damages the reputation of IPAF and its members

As a result, these Training Centres were de-registered, and Instructor licences revoked to protect the credibility of IPAF training and the PAL Card.



LOOKING AHEAD TO 2025

New Digital Audit System: mQuest

A new audit management system, mQuest, will be introduced in 2025 to make audits simpler and more efficient for members. The system will improve the process for Training Centres, Instructors, Hirer/Rental Members, and IPAF itself.

Key Features of mQuest

- Faster document uploads for IPAF Rental+, IPAF Broker, and SSIP audits
- Instant access to audit reports
- Easier submission of corrective actions

This will save time and improve transparency, making compliance easier for members.



WORKING MORE CLOSELY WITH MEMBERS

In 2025, IPAF will increase communication with Training Centres, Instructors, and members by:

- Providing regular updates on audit findings and corrective actions
- Improving collaboration with IPAF regional managers
- Ensuring members feel supported throughout the audit process



COMMITMENT TO TRAINING & SAFETY

The audit process is essential to maintaining the quality of IPAF training. By working together, we can continue to improve standards across the industry.

We welcome feedback and look forward to supporting IPAF members in 2025.



REVOLUTIONISING MEWP OPERATOR TRAINING WITH LEARNING AND BEHAVIOURAL SCIENCE

IPAF continues to set global standards for operator training, ensuring safety and efficiency across the powered access industry.

In late 2024, a major milestone was achieved with the completion of the new IPAF MEWP Operator Training Course, developed in collaboration with IPAF members worldwide over two years. This cutting-edge course integrates behavioural and learning science, offering an interactive and engaging learning experience that helps candidates retain essential safety knowledge.

The training incorporates real-world scenarios, detailed animations, and improved hazard recognition techniques to address the six leading causes of MEWP-related fatalities: falls, entrapment, electrocution, overturn, machine failure, and collisions. By placing greater emphasis on hazard awareness and control measures, the course ensures operators are better equipped to prevent incidents and work safely at height.

IPAF's Accident Reporting Portal played a critical role in shaping this training by identifying the most common risks and causes of accidents. The portal provides a global platform for powered access professionals to submit and analyse real-world incidents. Every report submitted helps IPAF develop new training modules, safety and technical guidance documents, toolbox talks, and Andy Access safety posters. This approach ensures training remains data-driven and continually aligned with industry needs.

The new MEWP Operator Theory Training is also fully aligned with the latest industry safety standards, containing solutions to all hazards outlined in ISO 18893:2024 (Mobile Elevating Work Platforms – Safety Principles, Inspection, Maintenance and Operation) and BS 8460 (Code of Practice for the Safe Use of MEWPs). These frameworks provide a comprehensive foundation

“ This new Operator Theory training is a complete game-changer. It’s the first course of its kind to seamlessly integrate learning and behavioural science, engaging candidates in ways they’ve never experienced before. ”

for MEWP safety, and IPAF's training ensures that candidates are equipped to identify, assess, and mitigate these risks in real-world operations.

The course is configurable, allowing candidates to undertake training only for the specific machine categories they will operate, ensuring a focused and efficient learning experience. It is available in multiple delivery formats: eLearning, classroom-based, virtual, and hybrid training, offering unprecedented flexibility for training centres and candidates alike. Hybrid training, a significant new development, allows training centres to deliver courses more efficiently by combining instructor-led sessions with eLearning modules. This enables different MEWP category modules to be taught simultaneously, reducing training time while ensuring candidates receive category-specific instruction.

Paul Roddis, IPAF's Training Manager, commented: “This new Operator Theory training is a complete game-changer. It’s the first course of its kind to seamlessly integrate learning and behavioural science, engaging candidates in ways they’ve never experienced before. We are confident it will significantly reduce risk and improve MEWP operation worldwide.

“The course is visually stunning and highly interactive, whether delivered via eLearning or in a classroom setting. It engages learners in diverse ways as the training progresses, creating a unique and effective learning experience.”

Candidates who successfully complete the course earn the globally recognised IPAF Powered Access Licence (PAL) Card, valid for five years. Available through the IPAF ePAL app, the PAL Card enables operators to digitally manage their qualifications and training records.

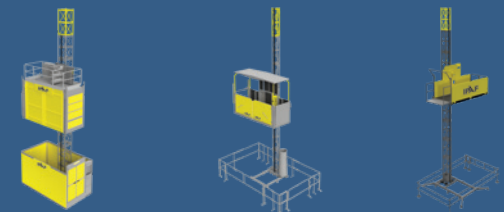


CONSTRUCTION HOIST INSTALLER & ADVANCED INSTALLER TRAINING COURSES

In addition to advancing MEWP training, IPAF launched new Construction Hoist Installer and Advanced Installer courses in 2024. These courses, designed in consultation with industry experts, provide essential knowledge and hands-on experience for the safe installation, maintenance, inspection, and dismantling of construction hoists.

With three defined sub-categories - Transport Platform Hoists (TPH), Goods Hoists (GH), and Passenger Hoists (PH) - the courses ensure compliance with the latest safety regulations and industry best practices. Candidates must demonstrate a minimum of six months of supervised experience before enrolling in the installer course and at least 12 months of experience between completing the installer and advanced installer courses.

Successful candidates receive a digital certificate via the ePAL app, reinforcing IPAF's commitment to digital transformation and accessibility.





NEW HOIST INSTALLER COURSES LAUNCHED

A major milestone for 2024 was the launch of the Hoist Installer and Advanced Installer courses after three years of development.

These courses provide essential training for industry professionals, ensuring higher safety standards and improved competency in hoist installation. The development was a result of extensive collaboration between IPAF, manufacturers, rental companies, and CPA-CHIG, demonstrating the industry's commitment to enhanced training and best practices.

EUROPEAN STANDARD UPDATE – EN1495 REVISION

The revision of EN1495, the European standard for Mast Climbing Work Platforms (MCWPs), remains a key focus. Committee CEN-TC 98-WG 8, including Brian Parker and Angel Ibanez, is leading this effort, with the review expected to be completed in 2025. These updates will ensure MCWP regulations align with modern industry needs and safety improvements.



KEY EVENTS & INDUSTRY ENGAGEMENT

Engagement within the MCWP & Hoist sector has been strong throughout the year:

- Online PDS session saw participation from 27 professionals.
- The IPAF Summit in Copenhagen featured a dedicated MCWP & Hoist breakout session, drawing industry-wide interest.
- A webinar with three speakers, six sponsors, and 199 YouTube views contributed to ongoing discussions on best practices and innovation.

COMMITTEES & MEETINGS

Several key committee meetings took place in 2024:

- The CPA-CHIG meeting included a presentation on the new Hoist Installer courses, attracting potential new members.
- The MCWP & Hoist UK & Ireland Work Group convened twice (February in Birmingham and September at Vertical Days).
- The MCWP & Hoist International Committee also met twice, once in March (Copenhagen) and again in September (via conference call).
- Leadership roles were renewed, with Cameron Reid appointed as Chair and Kevin O'Shea as Vice Chair.

GLOBAL GROWTH & EXPANSION

IPAF continues to expand its global reach in MCWP & Hoist training:

- Australia: A new Technical Center (HiReach) was formed, integrating hybrid remote training with six MCWP trainers. Currently, Australia has two Training Centres and 12 MCWP trainers.
- Spain & Saudi Arabia: The first Spanish MCWP & Hoist Training Centre was established at RESA Spain in Madrid, with plans to open a satellite training centre in Saudi Arabia in 2025.



PAL CARDS & MEMBERSHIP GROWTH

The demand for MCWP & Hoist PAL Cards continues to rise, with approximately 4,500 issued globally. Membership has seen a 28% increase compared to 2023, with 70% of members now based outside the UK, reflecting IPAF's expanding international influence.

2024 has been a year of significant progress, particularly with the launch of new training courses, ongoing regulatory updates, and global expansion. These efforts reinforce IPAF's mission to improve safety and competency within the MCWP & Hoist industry worldwide.



GLOBAL GROWTH AND MILESTONES FOR IPAF RENTAL+ IN 2024

The IPAF Rental+ certification scheme continued to expand and evolve globally throughout 2024, reflecting its increasing importance in promoting industry-leading best practices.

To ensure the governance of the scheme remains truly international, elections were held for the IPAF Rental+ Committee. This guaranteed representation across all regions where the scheme operates, provided nominations were submitted. This inclusive approach gives every region a voice, fostering a scheme that truly represents the diverse needs of the powered access industry.

NEW REGIONS EMBRACE IPAF RENTAL+

2024 marked significant geographical expansion for IPAF Rental+, with Singapore becoming the latest region to adopt the scheme. Companies in Singapore demonstrated their alignment with the industry's highest standards, as outlined in the IPAF Rental Standard.

In Ireland, 2024 was a transformative year, with rental members actively engaging with the scheme. Starting from 2025, achieving IPAF Rental+ certification has become a mandatory requirement for gaining and maintaining IPAF rental membership status on the island. A major milestone was reached when Rock Castle, Ireland's first Mast Climbing Work Platform (MCWP) rental member, earned certification. The company has already experienced increased demand for their services from major contractors, with John Joe Magee, Design Manager at Rock Castle, attributing this success to the credibility and benefits of the scheme.

DIVERSIFICATION ACROSS INDUSTRY SECTORS

Another key achievement in 2024 was the certification of the first hoist company under IPAF Rental+. Southern Hoist Services, part of Claude Fenton Plant Hire, achieved this milestone, highlighting the scheme's relevance to all sectors of the powered access industry.

Kirsty Archbold-Laming, Chair of the Construction Hoist Industry Group (CHIG) and representative of Southern Hoist Services, encouraged other companies to explore the benefits of certification:

“ The audit process is extremely thorough, prompting companies to reassess and often enhance what they consider to be good practice. I'd urge all MCWP and construction hoist service providers to take a closer look at IPAF Rental+ and discover how it can drive improvements in their operations. ”

LOOKING AHEAD

By the close of 2024, over 24% of IPAF rental members worldwide were IPAF Rental+ certified, reflecting the growing recognition of the scheme's value. The year 2025 promises further expansion into new regions, driven by increasing demand and awareness. Plans are also underway to establish a comprehensive roadmap with support mechanisms tailored to help less-developed regions achieve certification, ensuring that the benefits of IPAF Rental+ are accessible to the entire industry.





REINFORCING GOOD PRACTICE THROUGH SAFETY RESOURCES

The Safety and Technical Department had a productive year in 2024, focusing on enhancing safety materials and guidance while promoting IPAF's resources at exhibitions worldwide.

GLOBAL SAFETY REPORT 2024 – A DIGITAL SUCCESS



A major milestone was the release of the first-ever fully digital Global Safety Report (GSR) 2024. The switch to a digital format was driven by accessibility, ease of updates, and sustainability. The report exceeded expectations, achieving over 6,250 views since 1 July 2024, well above the target of 4,500. Future editions will continue in digital format, with improvements to ensure key safety insights are effectively communicated.



REINFORCING GOOD PRACTICE THROUGH SAFETY RESOURCES

Throughout 2024, IPAF released new and updated materials to support the safe use of mobile elevating work platforms (MEWPs) and other powered access equipment.

- Service, inspection, and maintenance of MEWPs – a dedicated guidance document providing essential information on proper servicing procedures.
- Toolbox Talks (TBTs) – new and revised TBTs covered key safety topics, including:
 - MEWPs and railway infrastructure
 - MEWPs being hit by other equipment while elevated
 - MEWPs fitted with extension decks
 - Risks of operating MEWPs from ground controls
- Andy Access posters – all Andy Access (AA) safety posters were reviewed and updated where necessary.
- Additional technical guidance:
 - Safe use of MEWPs when using pedestrian controls
 - Safe loading and unloading of MEWPs on public highways
 - Good practice guidance for reducing trapping and crushing injuries to people in MEWPs (Legislation neutral version)

SAFETY AWARENESS – SHARE YOUR STORY

IPAF continued to highlight real-life safety lessons through animated safety videos and personal accounts. The Share Your Story campaign, including a PAV loading incident, encouraged open discussions on workplace incidents to promote learning and awareness.

GLOBAL SAFETY CAMPAIGN 2024: CRUSHING CAN KILL

The 2024 IPAF Global Safety Campaign, Crushing Can Kill, emphasised the risks of entrapment and crushing incidents in MEWPs, promoting awareness, risk assessment, and correct operational procedures. The 2025 campaign is in development and will be launched at the IPAF Summit and IAPAs in Dublin.



ACCIDENT REPORTING AND EPAL INTEGRATION

IPAF continued its push for accident reporting via the ePAL app, enabling users to log incidents, near misses, and safety concerns through the online portal. Reports can be submitted with a registered account for detailed tracking, or anonymously, ensuring privacy while still contributing to valuable industry data. This information directly influences IPAF's global safety report, safety campaigns, projects, and guidance.

INDUSTRY COLLABORATION AND WORKING GROUPS

The Toolbox Talk Working Group played a crucial role in developing and reviewing safety materials, and IPAF thanks its members for their dedication. An MCWP (Mast Climbing Work Platform) working group is planned for the near future, while other active working groups and external guidance initiatives continue to drive industry safety improvements.

WEBINARS AND SAFETY DISCUSSIONS

IPAF hosted several informative webinars throughout the year, including:

- Global Safety Report 2024 highlights
- Planning safe operations – insights for safety professionals

These sessions provided important insights and discussions on good practice for workplace safety.

LOOKING AHEAD

IPAF's Safety and Technical Department will continue developing safety initiatives, refining technical guidance, and promoting and enabling the safe, effective use of powered access equipment worldwide.



EMBRACING DIGITAL TRANSFORMATION FOR ENHANCED MEMBER COMMUNICATION



In 2024, IPAF continued to expand its global reach, supporting and covering events worldwide, including three new industry gatherings in Germany, Saudi Arabia, and the USA.

These events reinforced IPAF's commitment to building connections across the global powered access industry while promoting safety and key initiatives.

Our membership base experienced steady growth, starting the year with 1,697 members and closing at 1,818, a 7% increase. Retention rates rose to 93%, demonstrating the success of IPAF's initiatives to enhance member experiences and strengthen engagement. With continued applications from across 82 countries, our presence in both established and emerging markets remains strong. Notable growth was seen in Turkey (56%), China (30%), Ireland (21%), Brazil (12%), and the GCC region (12%).

DIGITAL TRANSFORMATION AND ENHANCED COMMUNICATIONS

The implementation of our CRM has been key in streamlining membership services, communications, and event coordination. This system allows us to better support members, tailor communications, and ensure a seamless event experience. As part of IPAF's broader digital transformation, we have also refined our event management system to improve accessibility and engagement. IPAF also worked closely with website partner Bliss to develop the 2024 Global Safety Report, integrating interactive visual elements and downloadable data formats to make safety insights more accessible and engaging.

IPAF SUMMIT, IAPAS AND MAJOR INDUSTRY EVENTS

The IPAF Summit 2024, themed 'Empowering the Next Generation,' brought industry leaders together to discuss the future of powered access. Recognising the importance of fresh perspectives, the event emphasised innovation, digitalisation, and workforce development. The International Awards for Powered Access (IAPAs) celebrated excellence and achievements across the sector. IPAF had a strong presence at major trade shows, including Intermat 2024, where we promoted our global safety campaign and engaged directly with industry professionals.

RAISING AWARENESS THROUGH DIGITAL CONTENT

This year saw the launch of IPAF's 'Share Your Story' campaign, a powerful movement encouraging individuals to share experiences that highlight the importance of safety.

In Italy, our team supported country representative Maurizio Quaranta in producing a targeted video campaign to promote training, reinforcing the critical role of proper certification.

EXPANDING MULTILINGUAL OUTREACH

IPAF issued press releases and articles in 10 languages, ensuring key safety and membership messages reached a global audience. Further language expansions are planned for the future, broadening accessibility to essential materials around the world.

With a growing membership, an expanding event portfolio, and enhanced digital engagement, 2024 has been a year of continued transformation for IPAF – further strengthening our mission to promote the safe and effective use of powered access worldwide.





A YEAR OF FIRSTS

IPAF has consistently been complemented on its outstanding customer service by members, end users, and external customers.

Recognising the importance of delivering world-class support, we took a significant step forward in 2024 by establishing a dedicated Customer Services department, reinforcing our promise to provide the highest level of service to the powered access industry.



OUR MISSION IS CLEAR:

“Customer Services is the first point of contact for all queries, across all contact channels. We are available when our customers need us and are renowned for our service excellence.”
Matt Ward, IPAF Customer Services Manager

WHAT HAVE WE ACHIEVED SO FAR?

Building on IPAF’s strong reputation, our new Customer Services team is composed of experienced IPAF colleagues, strengthened by newly-recruited customer service specialists.

To enhance accessibility, we have streamlined our contact process by introducing a single telephone number and email address for all enquiries. Additionally, our IT Helpdesk can be reached via email or our online support ticket service. This centralised approach has significantly improved response times:

	AVERAGE PHONE CALL RESPONSE TIME:	11 SECONDS
	HELPDESK TICKET RESPONSE TIME: <i>Reduction compared to 2023</i>	15 MINUTES

We have also developed a comprehensive knowledge base that allows our team to quickly locate and retrieve information, increasing both accuracy and the range of queries we can resolve at first contact.

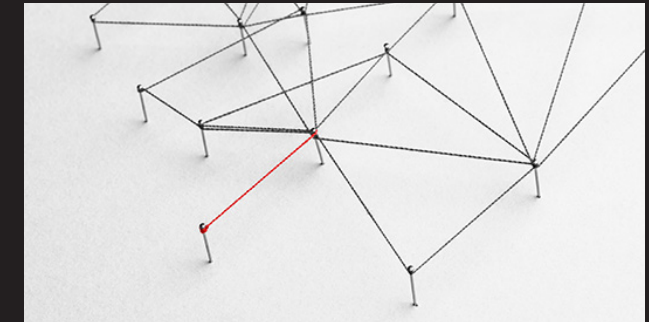
EMBRACING AI AND INNOVATION

A major milestone in 2024 was the introduction of our AI-powered contact centre system. This cutting-edge technology enables us to manage all communication channels on a single platform while seamlessly integrating with internal and external knowledge sources.

KEY BENEFITS OF THIS AI SYSTEM INCLUDE:

- Automatic transcription and keyword matching to knowledge articles
- Real-time AI-generated summaries of customer interactions, stored on customer profiles
- Enhanced visibility into customer needs, allowing us to refine and improve our service continually

This marks a significant step toward building a 360-degree customer view, enabling us to provide even more personalised and proactive support.



THE FUTURE OF IPAF'S CUSTOMER SERVICES DEPARTMENT

In 2025, three new communication channels will be introduced:



Webchat (Early 2025): Customers will be able to connect directly with an agent via live chat on the IPAF website and IPAF Portal. Unlike traditional automated chatbots, our webchat will provide real-time human support.



CRM Integration: IPAF’s Customer Relationship Management (CRM) system will work seamlessly with our AI-driven contact centre, automatically updating customer profiles in real time. This will improve our ability to understand and respond to customer needs more effectively.



Social Media Direct Messaging (Mid-2025): We will expand our support channels to include direct messaging via selected social media platforms, allowing customers to contact IPAF in even more convenient ways.

We look forward to continuing to support our members and customers with a faster, smarter, and more accessible service in the year ahead!



JANUARY

► First Elevation Deutschland und Österreich a Success

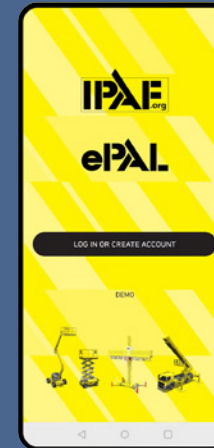
IPAF held its first-ever Elevation Deutschland und Österreich event at Motorworld München, bringing together powered access professionals. The event focused on safety, training, and innovation while providing an important networking platform.



FEBRUARY

► IPAF Launches ePAL App 2.1 Update

The ePAL app was updated to version 2.1, introducing new features that allow users to conduct, record, and share pre-use checks for MEWPs. This update supports operators in ensuring safer equipment use.



ePAL for powered access operators

► Successful IPAF Elevando España in Seville

The third edition of IPAF Elevando España took place in Seville, bringing together powered access professionals to discuss safety, training, and industry developments. The event continues to grow as a key networking opportunity.

MARCH

► IPAF Women Recognised in Industry Powerlist

Jo Power (IPAF Head of Communications & Membership), Karin Nars (former IPAF President), and Julie Houston Smyth (IPAF Board Member and Director of LOLEX Ltd) were named in the Women in Trade Associations Powerlist 2024, recognising their leadership and contributions to the powered access industry.

► Karel Huijser Appointed as new IPAF President

His appointment strengthens IPAF's commitment to promoting and enabling the safe, effective use of powered access worldwide.



► Global Safety Campaign "Crushing Can Kill" Launched

APRIL

► IPAF Showcases Safety Campaign at Intermat 2024

At Intermat 2024 in Paris, IPAF promoted its new global safety campaign, "Crushing Can Kill", reinforcing its key safety messages.

► IPAF Launches Apprenticeship Programme in Mexico

IPAF partnered with ISI Rentas and CONALEP to launch an apprenticeship programme in Mexico. The initiative provides young professionals with specialist training in powered access, supporting workforce development.



► IPAF Participates in National Construction Summit, Dublin

IPAF took part in the National Construction Summit in Dublin, where IPAF's Irish Country Manager Damien O'Connor delivered a presentation.

MAY

► IPAF Supports No Falls Week Campaign

IPAF backed the No Falls Week campaign, which promotes best practices for working at height to reduce falls.

► IPAF Elevação Brazil Breaks Attendance Records

IPAF Elevação 2024 in Brazil attracted a record number of attendees, making it the most successful edition yet. The event focused on safety, training, and new technology in powered access.



► IPAF Anch'io Focuses on the Future of Aerial Work Platforms

Held in Italy, the biennial IPAF Anch'io event explored the future of aerial work platforms, with a focus on safety, training, and new technologies.

JUNE

► IPAF Launches Apprenticeship Programme in Mexico

IPAF partnered with ISI Rentas and CONALEP to launch an apprenticeship programme in Mexico. The initiative provides young professionals with specialist training in powered access, supporting workforce development.

► IPAF Participates in National Construction Summit, Dublin

IPAF took part in the National Construction Summit in Dublin, where IPAF's Irish Country Manager Damien O'Connor delivered a presentation.





JULY

▶ IPAF Mexico Prison Scheme Provides Training & Certification

IPAF partnered with AMMEC to provide training and certification for migrants and ex-prisoners in Mexico, supporting their career development.

▶ IPAF Global Safety Report Moves to Digital Format

IPAF published the 2024 Global Safety Report in a fully digital and interactive format, making safety data more accessible.

▶ IPAF's First President, John Barker, Passes Away

John Barker, IPAF's first-ever President, sadly passed away at 88 years old. His work helped shape IPAF and the powered access industry.



AUGUST

▶ IPAF Asia Conference Unites Industry in Nanjing

The IPAF Asia Conference 2024 gathered powered access leaders in Nanjing, China to network and discuss a wide range of topics.

▶ Randy Marzicola Appointed IPAF VP North America

IPAF appointed Randy Marzicola as its new Vice President for North America, strengthening its leadership in the region.



SEPTEMBER

▶ IPAF Engages at Platformers' Days

IPAF took part in Platformers' Days in Germany, reinforcing safety and training initiatives across Europe.

▶ IPAF Promotes Safety in Tree Care at APF 2024

At APF 2024 in the UK, IPAF focused on best practices for working at height in the tree care industry.

▶ IPAF CEO Peter Douglas Honoured at Movicarga Awards

Peter Douglas, IPAF's CEO and Managing Director, was recognised at the Movicarga Awards in Madrid for his contributions to safety in the powered access industry.



OCTOBER

▶ IPAF Elevation Switzerland 2024 a Success

IPAF Elevation Switzerland provided an important platform for networking and industry discussions in the Swiss region.

▶ IPAF Supports European Rental Week

IPAF participated in European Rental Week 2024, which highlighted the role of rental in a sustainable future.

▶ IPAF Middle East Conference Focuses on Safety & Innovation

The IPAF Middle East Conference in Riyadh explored safety, innovation, and industry growth in the region.



NOVEMBER

▶ IPAF Hosts Working at Height Event & Awards in the US

The event recognised excellence in powered access in the US region.

▶ IPAF Elevation UK Highlights Safety & Diversity

At IPAF Elevation UK 2024, discussions focused on safety, diversity, and innovation in powered access.

▶ Cameron Reid Appointed Chair of MCWP Committee

Cameron Reid was named Chair of IPAF's MCWP and Hoist International Committee.

▶ IPAF at IRC China & Bauma China

IPAF shared expert insights at the International Rental Conference and Bauma China.



DECEMBER

▶ IPAF Launches #ShareYourStory Campaign

The #ShareYourStory campaign encouraged powered access professionals to share real-life experiences in a transparent manner to promote safety awareness.

▶ New MEWP Operator Course Finalised for 2025

IPAF finalised its new MEWP Operator Training Course, set for release in January 2025, further improving operator safety training around the world.



IPAF MEMBER DIRECTORY

Promote and enable the safe, effective use of powered access worldwide

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Access & Lifting Services
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Access All Areas Platforms Ltd
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Access Hire Nationwide Ltd
www.accesshirenationwide.com
Access Platform Sales Ltd (Huntingdon)
www.accessplatforms.co.uk
Access Platforms Aberdeen Ltd
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Access Plus (Scotland) Ltd
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Access Training East Anglia Ltd
Acorn Lighting Services Ltd
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Active Access Ltd www.activeaccess.co.uk
Adam Harsum
Adam Read

Adapt (UK) Training Services
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Alan Barker T/a SkillsTec www.skills-tec.co.uk
Alan Thomas Laurie
Alana Paterson
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Altrad Services Limited www.altrad-services.com
Aoshrew George Thompson
Andrew Isaac
Andrew Kingston
Andy Wright
Anglesey Safety Training Limited
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Anglia Access Platforms
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Anthony Campana
Anthony James Kidger
Anthony Williams
Antony Small
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