

The world authority in powered access

ANNUAL REPORT 2019

www.ipaf.org/annual-report



PROMOTING THE SAFE AND EFFECTIVE USE OF POWERED ACCESS WORLDWIDE

www.ipaf.org



TECHNICAL ADVICE AND INFORMATION



SAFETY PROMOTION AND DEVELOPMENT



PROMOTING THE POWERED ACCESS INDUSTRY



INFLUENCING AND INTERPRETING LEGISLATION AND STANDARDS



MANAGEMENT AND OPERATOR
TRAINING PROGRAMMES

WITH SPECIAL THANKS TO OUR SUSTAINING MEMBERS















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PRESIDENT'S REPORT

Norty Turner
IPAF President



CEO'S REPORT

Peter Douglas
IPAF CEO & Managing Director

OUR SIGHTS ARE FIRMLY SET ON VITAL SAFETY MISSION

To promote the safe and effective use of powered access worldwide: IPAF's mission, the reason it exists, embodies a simple and straightforward objective, which could not be more important than it is today. Powered access machines number well over a million globally, and their use has made working at height much safer the world over.

When powered access is used properly and as intended, accidents seldom occur. Unfortunately, falls from height remain one of the main causes of injury and death at work. These outcomes can be avoided, through education, training, awareness and action: IPAF's members serve an essential role in achieving safe work at height. What a noble purpose. What an inspiring objective. Every single person who has connections with IPAF globally and who strives to advance its mission should take pride in this work and should stay focused on pushing the cause further.

I'm thankful for the opportunity to serve as President of IPAF; it is an honour and a privilege. I would like to take this opportunity to thank Brad Boehler for his exceptional years of service on the IPAF Board and as Vice President, Deputy President and then ultimately President. IPAF benefitted tremendously from his wisdom, sound judgement and vision. His tireless dedication and leadership served as a beacon that allowed us to navigate a myriad of challenges and take advantage of opportunities. Having stood down last year, he will be missed; we wish him the very best.

Also deserving of our gratitude is Andy Studdert, a former distinguished holder of this office and IPAF Board member, who stepped up last summer to act as interim CEO and MD, providing leadership, guidance and direction, which served to bolster staff and members. Andy led the exhaustive recruitment search that culminated in the outstanding appointment of Peter Douglas.

Last but not least, it's my pleasure to welcome Peter as IPAF CEO & Managing Director, a role for which he is uniquely well-qualified. Peter served as a member of the IPAF Board until 2018, accomplishing so much during his involvement with IPAF

Peter also served with distinction on the UK Country Council, and by extension established the model for similar representation for other countries and regions of IPAF, and he became the prime mover behind such important global safety initiatives as IPAF's Accident Reporting project. Peter's enthusiasm and vision for what can be achieved is becoming clear for all to see. His optimism and dedication is replicated across the entire IPAF team and membership.

Our industry's key players take pride in sharing ideas and best practices, and in working together to advance the joint aims of safety and efficiency. We strive to ensure operators using powered access to work at height are properly trained, equipped and that they go home safely at the end of every day. It is a principled mission IPAF has helped spearhead since its formation in 1983. The challenge is constantly evolving, but every new member, every operator or supervisor trained, every new territory where IPAF interacts, is a vital step on the journey that has already led us so far.

We know there is still so much work to do, whether in longestablished markets such as the UK, western Europe or North America, or in nascent and rapidly expanding areas such as the Middle East or China. Add in the challenges and opportunities presented by the development of new standards and the adoption of advanced technology, and we know that standing still is not an option.

The one constant in this rapidly changing industry is that IPAF must be a dynamic and forward-looking organisation that continues to push ahead and spread its mission to more and more members. The responsibility to do so lies with all the dedicated people associated with IPAF, and that gives me so much confidence in the future of our organisation.

WE'RE WELL ON COURSE AFTER A YEAR OF CHANGE

It's my privilege to offer this report as the CEO & Managing Director of IPAF. Some members may know me from my long career in the industry, most recently with Nationwide Platforms in the UK, during which time I also served as an IPAF Board member. Having briefly left the industry at the end of 2018, I jumped at the chance to take up this fantastic new challenge.

I'd like to pay tribute to Andy Studdert, a powered access stalwart, Board member and former IPAF President, who stepped in last July as interim CEO & MD. Working with the IPAF Board, Presidency team, the committed staff and dedicated members, Andy led the search for a new CEO and kept the work of the organisation on track, attending events in China, Mexico, France and the US, and ensuring IPAF didn't take a backwards step during his time at the helm.

"Everyone at IPAF is passionate about safety in our industry. I was overwhelmed by the welcome."

When I took up post in December, I was positively surprised by the levels of engagement by the whole team; everyone is passionate about improving safety in our industry and I was overwhelmed by the support for me as their new leader, that is a great starting point for me in my new role.

IPAF training continues to grow year on year, with new languages added and updates including a revamped MEWPs for Managers course in eLearning and trials underway of IPAF's PAL+ advanced operator assessment using a MEWP virtual reality simulator.

The UK Country Council-mandated move to IPAF Rental+ minimum requirements for all hirer members lifted industry standards there, and in Germany bauma 2019 was a fantastic showcase for IPAF and its activities, including the launch pad for our Street Smart safety campaign. IPAF attracted new members, including some for the first time in Bangladesh, Belarus, Estonia, Georgia and Lithuania.

IPAF's more established markets continue to provide the engine for growth and initiatives in new territories. We are now established as an authoritative voice in China, the US, the Middle East and India.

Our global events calendar continues to flourish, with additions in Mexico, Switzerland, Portugal and the Benelux region last year. In the US, Innovate relocated to Chicago, and added CatchUP, a follow-up mini-conference and networking event pegged to the ALH Awards in San Diego, California. Meanwhile, ConExpo Latin America in Chile helped the Federation continue to extend presence and engagement in the region.

In the Middle East, new events prospered in places including Oman, while the IPAF Summit & IAPAs attracted nearly 400 delegates to Dubai in March. In China and South-East Asia, new and existing events such as the IPAF Asia Conference & Showcase in Hangzhou also drew strong attendances and helped to boost our profile and influence across the region.

We've bolstered our team with key appointments to serve our members better and extend our reach, as well as increasing capacity when engaging with and developing global technical and safety standards. There were also changes to the Presidency team and at board level to better reflect the membership base.

IPAF saw many changes in 2019, but we are still well on course. Nothing will distract from our mission to make the powered access industry as safe as possible through quality training, technical and safety guidance and helping our members deliver great customer service. I look forward to helping steer the organisation's course for many years to come.

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IPAF AND ITS PEOPLE



IPAF promotes the safe and effective use of powered access equipment worldwide by providing technical advice and information; through influencing and interpreting legislation and standards; and through safety initiatives and training programmes.

IPAF is a not-for-profit organisation owned by its members, which include manufacturers, rental companies, distributors, contractors, suppliers, training providers and users.

IPAF members operate the majority of the mobile elevating work platform (MEWP) rental fleet and manufacture almost 90% of powered access equipment on the market. IPAF also represents the mast-climbing work platform (MCWP) market worldwide. Members can access practical information and a growing portfolio of member services, and have the chance to influence legislation and regulations that govern platform use.

Another benefit of membership is the ability to deliver the IPAF training programme, which is certified by TÜV as conforming to ISO 18878. Around 180,000 candidates are trained each year through a network of more than 750 IPAF-approved training centres. Successful trainees receive the Powered Access Licence (PAL) Card, the most widely held and recognised proof of quality-assured training for platform operators in the world.

The federation's governing body is the IPAF Council, composed of IPAF's Board members, Committee chairs, Country/Regional Council chairs and up to six directly elected members.

ALL AT END 2019

BOARD MEMBERS

President

Norty Turner, United Rentals

Deputy President

Karin Nars, Dinolift **Vice President**

Karel Huijser, JLG

Past President (ex officio)

Nick Selley, AFI-Uplift

Managing Director & CEO Peter Douglas, IPAF

Director

Ben Hirst, Horizon Platforms

Director

Julie Houston-Smyth, LOLEX

Director

Kai Schliephake, Partnerlift Director

Pedro Torres, Riwal

COUNCIL MEMBERS

Jacco de Kluijver Genie/Terex Arne Dirckinck-Holmfeld

Colin Hotchkiss

Nationwide Platforms

Enrique Garcia Delgado Snorkel Marcello Plonski Brasil

RCB Locações de Equipamentos e

Máguinas

Susan Xu Sinoboom

COMMITTEE CHAIRS

lan McGregor, Skyjack

MCWP Committee

Kevin O'Shea, Hydro Mobile

IPAF Training Committee Richard Lofts, Nationwide

Platforms

IPAF Rental+ Committee Steven Gerrard, Lifterz

REGION/COUNTRY CHAIRS

Brazilian Council Gustavo Faria, Terex/Genie

Hong Kong Council PB Lifttechnik Tony Small, Gammon

Construction

Irish Council

Peter O'Riordon, Loxam

Italian Council

Nicola Violini, Haulotte Italia

Middle East Council Peter Ellis, Power Towers

North American Council Ebbe Christensen, ReachMaster

Singapore Council Shawn Ong, Galmon

Spanish Council

Ivan Morodo, Haulotte Iberica

Brian Stead, Loxam Access

PAST PRESIDENTS

John Barker 1983-1986

Ken Ross 1986-1986

Frank Huish 1986-1988 Roger Venthen 1988-1990

Tony Clark 1990-1992

Claude Guillou 1992-1994

Michael Hunt 1994-1996

Sid Ball 1996-1997

Leigh Sparrow 1997-1999

Lars-Petter Godenhielm

1999-2001

Nicholas Davin 2001-2003

Peter Bennett 2003-2004

Pierre Saubot 2004-2006

Andrew Reid 2006-2008

John Ball 2008-2010

Steve Shaughnessy 2010-2011

Wayne Lawson 2011-2013

Steve Couling 2013-2015

Andy Studdert 2015-2017

Nick Selley 2017-2019 **Brad Boehler** 2019



IPAF COUNTRY AND REGIONAL COUNCILS



IPAF's country and regional councils consider specific issues and make requests to the IPAF Council for discussion and action. They organise activities and events to promote the safe use of powered access. Activities of the councils in 2019 included:



The Brazilian Country Council held three meetings and made an excellent contribution to all IPAF activities, including its participation in the Expo Protection Safety Exhibition, helping deliver IPAF ElevAÇÃO and aiding in the development of new ABNT legislation for MEWPs via a committee of manufacturers and rental companies.

Contact: portugues@ipaf.org

The Hong Kong Regional Council, chaired by Tony Small of Gammon Construction, met three times in 2019, maintaining engagement with the membership, which remained around the same level as in 2018. Hong Kong members supported a joint IPAF and IOSH Safety Seminar in June to promote the safe use of MEWPs across Hong Kong.

Contact: sea@ipaf.org

The Irish Country Council elected 12 elected members and a new chair. Peter O'Riordan of Loxam. The council met for a second time in Portlaoise in October, agreeing plans to market IPAF by advertising in relevant regional publications and by having a presence at Irish events.

Contact: info@ipaf.org

Owing to a significant number of accidents in which a lack of machine maintenance was a factor, the Italian Country Council decided a safety checklist should be created for MEWP technicians. The Training Work Group organised a digital communication course for Training Centre managers, to be offered to members in 2020.

Contact: italia@ipaf.org

Peter Ellis of Power Towers became the chair and Wayne Taylor of Safelift vice chair of the Middle East Regional Council, which assisted closely in the launch of the Dubai Municipality's technical guidelines for MEWPs and MCWPs Platforms. The Council continues to develop the region and is now seeing emerging markets take interest in IPAF including in Bahrain, Jordan, Kuwait and Oman.

Contact: uae@ipaf.org

The North American Regional Council moved its Innovate event from Houston, TX, to Chicago, IL, adding the CatchUP miniconference and networking at the ALH Awards in San Diego, CA. Council members assisted in the creation of MEWP supervisor eLearning to address requirements in the ANSI Standards, and helped develop "IPAF certified" training for United Rentals. The council continued to deliver free webinars on topics such as standards updates, telematics and data protection.

Contact: usa@ipaf.org

The Singapore Country Council met three times and established a new IPAF members' evening event, hosted in January 2020 with the IOSH Singapore branch. The Council supported a reprise of the joint IPAF/Ministry of Manpower National Work at Height Symposium, again attended by Minister Zagy Mohamad. IPAF also ran two masterclasses on MEWP & MCWP safe use.

Contact: sea@ipaf.org

The IPAF Spanish Country Council added a training work group to assist with the annual PDS, delivering IPAF CAP certification for the first time in Spain and to help translate IPAF's Harness and Load/Unload courses. Florencio Alonso stepped down as chair and from the council, with Ivan Morodo of Haulotte Iberica selected as his successor.

Contact: espana@ipaf.org

The **UK Country Council** welcomed five new members to the group in 2019, bringing the total up to the maximum of 24. Priorities included the roll-out of IPAF Rental+ to all UK hirer/ rental members, development of the IPAF Roadmap to include NVQs and apprenticeships, and ongoing analysis of accident and incident statistics to inform safety campaigns.

Contact: info@ipaf.org

IPAF TECHNICAL AND SAFETY



The past year has seen IPAF's Technical & Safety department take strides forward on several major projects, with more hard work to come in 2020.

The safety campaign launched in 2019 was Street Smart, outlining the heightened risks of using MEWPs on or near roads. Being hit by a bus or truck while operating a MEWP is a leading cause of serious injury or death, according to the latest analysis of global MEWP accident statistics, so prior planning is needed for MEWPs to operate safely.

Key points of safety guidance include:

- **Plan ahead** assess risk; develop and use a traffic management scheme.
- Be visible wear hi-vis PPE to position cones/signs.
 Ensure vehicles are conspicuous (use flashing beacons/rear chevrons) and work areas well lit.
- Manage traffic use temporary traffic lights or close roads to separate the working area. Use signs and cones for maximum warning to oncoming vehicles.
- Implement an exclusion zone segregate the working area from passing vehicles. Position the MEWP so it does not overhang into traffic.
- Load and unload safely in a well-lit area, away from traffic or obstructions. When unloading next to a road make sure it is segregated from traffic.

The campaign highlights key risks and how to avoid them. Further guidance is available on using MEWPs alongside roads with detail on risks and safe operating procedures. For more information on all of IPAF's safety campaigns see www.ipaf.org/safe

Another key project has been to update the way IPAF's Accident Reporting portal and subsequent data analysis is presented. A new Global MEWP Safety Report looking at data for the most recent three full years 2016-2018 and work to redesign the Accident Portal itself at www.ipaf.org/accident to make it more user-friendly and easier to use on any device, anywhere, is underway.

The 2016-18 Global MEWP Safety Report takes a different approach to those previously published by IPAF. There is more information presented, and data is broken down and compared in different ways to show trends and compare accident statistics across industry sectors. Using an aggregated data set to create an annual average across the three years under study shows us that the five main causes of deaths in MEWP incidents were falls from the platform, electrocutions, entrapments, MEWP tip-overs and MEWPs being struck by another vehicle. This is



broadly in line with previous years' fatal accident analysis and demonstrates yet again that the industry should focus on ways to reduce the underlying factors common to these types of incident.

MANUFACTURER'S TECHNICAL COMMITTEE (MTC)

Chair: Ian McGregor (Skyjack)

The first meeting of the year was held at bauma in Munich, Germany, with 23 members in the room, demonstrating the value manufacturers see in continually improving the safety of powered access.

In an initiative led by Chair Ian McGregor (Skyjack) and Vice-Chair James Clare (Nifty Lift), a dedicated page is now offered on the IPAF website providing links to each manufacturer's safety page and bulletins. This helps an owner or inspecting technician to quickly check if the machine is subject to an update or recall. This webpage is being shared with associations for inspectors and engineers to increase awareness.

WHAT IS THE IPAF MTC?

All IPAF manufacturing members are invited to participate in the MTC. Owing to the safety focus of the committee, it is necessary that participants are engaged in technical, safety or regulatory roles within their IPAF member company. For more information or to request to join the MTC please email: technical@ipaf.org



As always, there have been new Andy Access posters created to support specific industry known issues and the Street Smart safety campaign. And at the end of 2019, the first in a series of potentially life-saving safety briefings has been launched. IPAF's Toolbox Talks series of safety presentations are ideal for use in break rooms or on work sites to allow health & safety managers or site supervisors to get key messages across at the start of a shift.

The talks are very short, being based on a single sheet of paper, with bullet-points and easy-to-digest information aimed at conveying best practice guidance and safety advice based on IPAF's own technical and safety publications and supported by the popular Andy Access series of safety posters.

The first release schedule has seen topics including MEWP Familiarisation, MEWP Pre-Use Inspections and MEWP Rescue Plans covered in Toolbox Talks translated into all main IPAF languages: Dutch, English, French, German, Italian, Portuguese, Spanish and simplified Chinese. To browse and download the new IPAF Toolbox Talks free of charge, simply visit www.ipaf.org/toolboxtalk

Two new members of staff joined the team during 2019, Claude Dubé and Dan Moss. Claude is the organisation's UK Technical & Safety Manager, based in IPAF's head office in Crooklands, Cumbria, UK, and Dan has been appointed by IPAF to help continue developing new MEWP safety standards and updating existing standards. He joins as Global Technical Standards Development Expert. He is based in the Chicago area of the US.

New and updated technical and safety guidance produced during 2019 includes:

- Updated H1: Fall protection in MEWPs (harness leaflet)
- Updated F1: Familiarisation
- · New MEWP guidance for shows and exhibitions
- New guidance Buying a Used MEWP
- Updated IPAF MEWP Category posters

IPAF MCWP INTERNATIONAL COMMITTEE

Chair: Kevin O'Shea (Hydro Mobile)

In 2019 the committee did not meet in person, owing in part to the Chair suffering from serious illness, from which he was thankfully recovered by the final few months of the year. Instead the committee met twice via conference call.

Key projects:

- Producing a Code of Conduct for MCWP rental companies;
 a useful document intended for contractors.
- Reviewing the impact of different international standards in our industry (Transport Platform regulations in Europe and the US; the British Standards Institute's MCWP update; and anticipated European MCWP regulations review in 2020).
- Renewing members of the Committee and bringing on board a more wide and active representation from across industry both in Europe and America.
- Decision taken to include Construction Hoists in this Committee, with the name of the Committee set to be updated accordingly from 2020 onwards.

IPAF UK & IRELAND MCWP WORK GROUP

Chair: Darren Brady (Apollo Cradles)

This work group met twice in 2019, once during Vertikal Days at Donington Park Race Circuit in May and once during Elevation in Coventry in November.

Key projects:

- Reviewing ideas to bring more members into this work group to more widely represent the industry in the UK and Ireland as a whole, successfully attracting new MCWP rental companies to attend the last meeting.
- Created two new working groups to develop MCWP & Hoist For Managers and MCWP & Hoist CAP courses.
- A document outlining the rules for the work group was created.
- As with the main MCWP Committee, from 2020
 Construction Hoists will also be represented on this
 Work Group, with the name to be updated accordingly.
- CAP-CHIG: Since 2017 IPAF has officially been invited to participate in the CPA's Construction Hoists Interest Group (CHIG) meetings, while the CHIG Chair receives a reciprocal invited to IPAF UK&I Work Group meetings. The goal is to foster the cooperation between the two organisations.

IPAF AROUND THE WORLD IN 2019



ALGERIA ARGENTINA AUSTRALIA AUSTRIA BAHRAIN BANGLADESH BELARUS BELGIUM BRAZIL BIII GARIA CANADA
CHILE
CHINA
COLOMBIA
CZECH REPUBLIC
DENMARK
ECUADOR
ESTONIA
FINLAND

GEORGIA GERMANY HUNGARY ICELAND INDIA INDONESIA IRAN IRAQ IRELAND

IPAF hosts the first Elevation Benelux, in

Utrecht. Attendees have the opportunity

to network and join a two-hour conference

with presentations about MEWP safety and

training. IPAF also attends Verticaal Dagen

2019 in Gorinchem in November.

JAPAN JORDAN KAZAKHSTAN KENYA KOREA, SOUTH KUWAIT LATVIA LEBANON LIECHTENSTEIN MALAYSIA MEXICO MOROCCO MYANMAR NETHERLANDS NEW ZEALAND NORWAY OMAN PERU POLAND PORTUGAL QATAR ROMANIA RUSSIA SAUDI ARABIA SINGAPORE SLOVENIA SOUTH AFRICA SPAIN SWEDEN

TAIWAN
THAILAND
TUNISIA
TURKEY
UAE
UNITED KINGDOM
UNITED STATES
URUGUAY
VIETNAM
ZAMBIA

SWITZERLAND

UNITED STATES •

IPAF accredits training delivered by United Rentals through its United Academy network. New requirements in the updated ANSI Standards for MEWP design, safe-use and training state that all MEWP operators and supervisors must be trained, so IPAF also updates its MEWP supervisor training to help firms become compliant ahead of the effective date, which is delayed to 2020.

ITALY •

An agreement is struck between IPAF in Italy and the organisers of SaMoTer, an event that started as an expo of earthmoving equipment, which has expanded to cover the whole plant hire industry, for IPAF to exhibit at the event as a partner and to promote the event to its wider membership.

MEXICO •

The inaugural IPAF Elevando event is held in November in Querétaro, Mexico, attracting more than 120 attendees. Keynote speaker is Andy Studdert, and the conference also includes an overview of new ANSI standards, a MEWP-to-MEWP rescue workshop and a discussion about new technology. The second day comprises a Professional Development Seminar for local IPAF training instructors.

PORTUGAL •

IPAF hosts the first ever ElevAÇÃO Portugal at the Centro de Formação Profissional da Indústria da Construção Civil e Obras Públicas do Sul (CENFIC), Lisbon, in October. The event draws around 100 participants, representing a cross-section of the powered access industry in Portugal. The one-day programme includes equipment demonstrations and technical presentations from expert speakers.

CHILE •

IPAF is in Santiago, Chile, to take part in CONEXPO Latin America on 2-5 October, offering demonstrations on the proper use of fall protection equipment including harnesses and lanyards and how to conduct MEWP preuse inspections. There is also an introduction to IPAF's Street Smart safety campaign, highlighting the risks involved in operating MEWPs near to roads or pedestrians.

UNITED KINGDOM •

The IPAF UK Country Council's mandated move to minimum IPAF Rental+ standards for all hirer members comes into effect, with all rental member companies having passed or working to attain the minimum standard by September 2019. IPAF PAL Cards in the UK can now carry the CSCS logo, which allows access to all Build UK construction sites.

SWITZERLAND • NETHERLANDS

The first ever IPAF Elevation
Switzerland is a chance for
members to network, and
is combined with the annual
Professional Development
Seminar for IPAF instructors.

SPAIN •

In 2019 IPAF signed

collaboration agreements with

both ASEAMAC, the Spanish

machinery and equipment

ANAPAT, the Spanish MEWP

rental association, and

rental association.

DENMARK

With demand for IPAF training spreading throughout the Nordic region, 2019 saw the first ever Professional Development Seminar for IPAF instructors and training centre staff held at the Danish Rental Association's Copenhagen headquarters.

CHINA

More than 300 delegates attend the IPAF
Asia Conference, held for the second time
in China, in Hangzhou, Zhejiang, on 17 July.
IPAF also debuts a MEWP Safety & Standards
Conference and the first ever PDS for
training instructors in China, at the Changsha
International Construction Machinery
Exhibition. MEWP manufacturers also renew
an IPAF harness pledge at BICES in Beijing.

GEORGIA

During the huge bauma construction and associated trades plant equipment showcase in Munich, Germany, IPAF secures expressions of interest from potential new members from countries around the globe, including two of the leading MEWP rental companies in Georgia. When these new members are confirmed, they become the first two IPAF members from the country.

INDIA

The OHSSAI, one of the leading health & safety bodies in India, amplifies calls from IPAF to promote greater take-up of comprehensive MEWP operator training. This will help eradicate unsafe practices such as asking a single trained operator to use the ground controls of multiple MEWPs to elevate untrained personnel to carry out work at height, a practice that is widespread across the country.

SINGAPORI

IPAF hosts a safety symposium in Singapore, in conjunction with Work Safe Asia 2019 and co-hosted by the Singapore Ministry of Manpower. The half-day conference line-up of speakers includes Shawn Ong, Chairman of IPAF's Singapore Council, Tan Kee Cheong, Deputy Director, OSH Specialist Department at the Ministry of Manpower, and Raymond Wat, IPAF's Regional General Manager.

The IPAF Summit & IAPAs are held for the first time in the Middle East, at the Radisson Blu Dubai Deira Creek Hotel, attracting nearly 400 delegates. Summit presenters include a representative from the huge Dubai South regeneration project being planned around the Expo2020 "world fair" exhibition centre, which only allows valid IPAF PAL Cardholders to operate MEWPs on site.

OMAN

More than 50 delegates attend a special IPAF workshop hosted in Muscat, giving a valuable overview on global standards of training for operators, managers and inspectors of MEWPs. The inaugural event is hosted in order to meet burgeoning demand in Oman and the wider Middle East for expert knowledge on global standards, training for MEWP operators and supervisors of work at height.

IPAF HAD A TOTAL OF 1,422 MEMBERS ACROSS 72 COUNTRIES

IPAF AUDIT AND QUALITY









IPAF's Audit and Quality Department underwent some changes in personnel in 2019, striving to hit ambitious targets to keep all IPAF Training Centres and instructors worldwide audited for consistency, transparency and continuity of delivery.

Stephanie Byrne was appointed Audit and Quality Control Manager midway through the year, taking over from Lynn Price, who stepped down though remains involved with IPAF in his new capacity as an Auditor. Kate Miller returned from maternity leave to resume her post as Quality Analyst, and Katrin Blau became a qualified lead auditor. The worldwide team of auditors has also expanded to service the growing global membership and accredited IPAF Training Centre network worldwide.

All IPAF Training Centres are audited before they can be accredited to deliver IPAF training, and again on an annual basis to ensure consistency and quality. All Independent Instructors are likewise subject to rigorous audit to the same high standards. IPAF Rental or Hire Members may also be required to pass a detailed annual audit in order to achieve and maintain the IPAF Rental+ standard.

IPAF RENTAL+

Perhaps the team's biggest challenge lay in the UK in 2019. IPAF Rental+ is the standard for quality and safety in the MEWP rental industry, and in 2017 the UK Country Council mandated that all rental company members in the UK should be audited to meet the required standard as a minimum requirement of membership, within a two-year transition period.

IPAF Rental+ sets the industry standard for MEWP rental hire. It provides end customers with the confidence that they are receiving the highest level of safety and service when hiring MEWPs. During the transition period, IPAF hirer members in the UK worked towards achieving the set requirements, which includes Safety Systems in Procurement (SSIP) accreditation alongside IPAF criteria. All new IPAF rental members in the UK are also required to be certificated to the IPAF Rental+ standard.

Members worked diligently to meet the IPAF Rental+ standard, helping each other gain awareness, finding success in upskilling members of staff and management teams taking the lead in enabling a safe environment for their business and in turn their customers to operate in, and in so doing passing the extensive audit process required to achieve IPAF Rental+ standards.

The IPAF Audit and Quality Team worked side-by-side with rental members to encourage and develop processes which could be shared with other members, and collated members' feedback to inform the standard going forward.

STANDARDS ACCREDITATIONS

During 2019, IPAF successfully renewed its existing systems accreditations, including ISO 18878:2013 Mobile Elevating Work Platforms Operator (Driver) Training certification and Safety Schemes in Procurement (SSIP) certification. IPAF strives to provide a consistent, transparent and continuous service to its members, and these external accreditations and certifications are fundamental in helping to assure and benchmark the quality of this service.

IPAF's Audit and Quality Team works hard to maintain these external recognitions through a rigorous internal audit process and continuous improvement of IPAF's systems and procedures.

IPAF's recertification to the SSIP scheme in 2019 was worth noting, as IPAF was selected to pilot a new SSIP certification requirement to hold an **ISO 17020:2012 Conformity Assessment Standard** accreditation. This is an exciting opportunity for IPAF to improve its audit and inspection activities in 2020 and beyond, and further extend international recognition through accreditation to globally recognised ISO standards.





IPAF RENTAL+ COMMITTEE

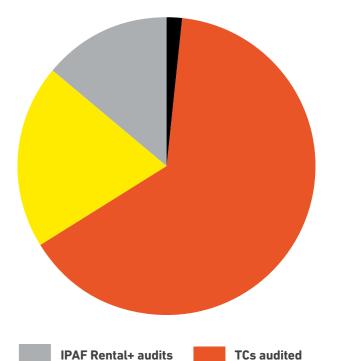
Chair: Steven Gerrard (Lifterz)

The IPAF Rental+ Committee met quarterly throughout 2019, being primarily concerned with ensuring the smooth implementation of the UK Country Council's mandated move to IPAF Rental+ minimum standards for all UK Hirer Members by the third quarter of the year, following a two-year transition and thorough audit process. The committee set in chain a move to become a steering group reporting directly to the IPAF Council in 2020, committing to a full review of the IPAF Rental+ standard to meet rising demand in other countries and regions and to fully internationalise the requirements and audit process needed to underpin the standard worldwide.



AUDITS AROUND THE WORLD

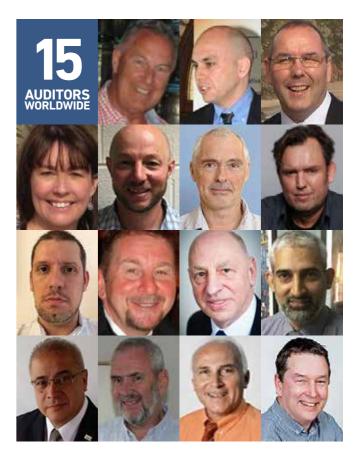
2019 Audits by Type



New TCc audited

Meet our auditors

Unannounced audits





IPAF training expanded and adapted to growing demand throughout 2019, the year kicking off with the launch of a completely revamped version of IPAF's popular MEWPs for Managers training, also made available for the first time in eLearning.

The key emphasis in IPAF's updated MEWPs for Managers course is to arm candidates with problem-solving skills that enable them to know what questions to ask, where to get the answers and to more effectively plan safe MEWP use. The course met with widespread approval by IPAF instructors and candidates alike. In the US, a special MEWPs for Supervisors version of the training was released in order to meet the specific requirements of the updated ANSI A92 Suite of MEWP safety standards.

Another highlight of 2019 was the controlled trial of a simulated PAL+ practical test. This allowed IPAF to measure how effective the simulated environment is with regards to testing experienced operators on their ability to complete a complicated and precise set of MEWP manoeuvres. The PAL+ assessment in a real-life training centre requires large MEWPs, a great deal of operating space and a structure to operate the MEWP around. The hope is that offering the PAL+ test on a virtual reality (VR) simulator will allow the training to take place at point of need, on site, while reducing disruption to other work activities and also make offering the course more cost-effective for smaller training centres that may not have the space or the budget to use large MEWP machines. The trials will move into a second phase during 2020.

IPAF also began working to digitise training forms and examination papers, with a view to cutting down on paperwork for training centres and instructors and providing a wider breadth of possible question sets for training candidates than when working from pre-printed materials. This project has

proved challenging for potential providers, owing to the highly specific set of requirements IPAF set out, however after many months of work IPAF now has a solution in principle and will move towards a trial phase of the digitised materials in 2020.

The final months of 2019 were also dedicated to reviewing the IPAF Load/Unload course, with a major update earmarked for release in Q2 2020. This comprehensive update will be based in part on detailed analysis of all available accident statistics relating to incidents when loading or unloading MEWP machines. The Pre Delivery Inspection training course also went into review in 2019 and reached the "storyboard stage" ready for the training to receive a major update.



THE IPAF TRAINING COMMITTEE

Chair: Richard Lofts (Nationwide Platforms)

Once again, the members of the IPAF Training Committee gave their time and expertise freely – under the leadership of Nationwide Platforms's Richard Lofts as Chair. IPAF's Training team is indebted to the time and knowledge of those who serve on the Training Committee, and in particular for the time they gave up to facilitate workshops at the UK PDS in 2019, sharing ideas and gathering an unprecedented amount of high-quality feedback from instructors and training centre personnel during the one-day event near Coventry, West Midlands, in September.

Key projects:

Load/Unload course review due out Q2 2020. This is a comprehensive update based around the accident statistics. There are updated graphics and the course is more interactive with an emphasis on practical skills.

MEWPs for Managers was released as eLearning and also as a much more interactive tutor-led version.

Some committee members were involved with the controlled trial of a simulated PAL+ practical test. Trials will move into a second phase in the first months of 2020.

Digitising the training forms and examinations has been worked on and we are close to a working solution, with a trial phase scheduled in 2020.

IPAF gained useful feedback from the 2019 Professional Development Seminar workshops. A working group has been established to review this and implement some of the recommendations.









THE IPAF CAP COMMITTEE

Chair: Dave Christian (UK Tool Hire)

In Spain, the IPAF Competent Assessed Person (CAP) assessment was rolled out for the first time, based on a request to the IPAF Council from the Spain Country Council in response to growing demand in the country. Towards the end of 2019 the first candidates were assessed to CAP requirements and the first certified CAP assessors underwent training. Owing to burgeoning demand in other countries, the IPAF CAP Committee is looking at extending the programme to new territories, including Singapore and the UAE, in 2020.

Key projects:

CAP Profiling Score card: The entire committee had input into the updates creating a clearer and simpler scoring system. This makes it easier for employers to determine what a potential candidate will need to do to gain sufficient points to qualify for the assessment.

PDI Review: The CAP committee has had representation on the working group for the review of the PDI course, to ensure that it will meet the requirements to confer CAP points.

CAP Assessor interviews: A working group has been established to review the route to becoming a CAP Assessor. The updated process is clearer and interview questions more objective.

The Committee discussed the viability of rolling CAP out in other regions, as it was in Spain, Singapore and Dubai both being places where demand has been identified.

IPAF COMMUNICATIONS AND MEMBERSHIP



IPAF's Communications & Membership department had its busiest year, with more events, press releases, eShots and new members in more countries, and in more languages, than ever before.

In total, IPAF hosted or had an official presence at more than 90 events worldwide, from regulars such as the IPAF Summit & IAPAs, held for the first time in the Middle East, attracting almost 400 delegates to Dubai, to new events such as ELEVANDO in Querétaro, Mexico, and IPAF CatchUP in San Diego, California, following up from the second IPAF Innovate in Chicago. In addition, IPAF was at major international events such as bauma in Munich, Germany, BICES in Beijing, China, Vertikal Days at Donington Park in the UK and Conexpo Latin America in Santiago, Chile. All told IPAF's own events and conferences attracted in excess of 3,000 attendees.

More than 100 press releases were issued, which averages two a week across the year. IPAF's newsroom on www.ipaf.org continued to publish tailored news updates in eight languages, while the quarterly IPAF eNewsletters reached more than 20,000 subscribers, in eight languages and 12 regional variations. IPAF also published four annual house magazines in the UK, US, Germany and in Italy, plus the Annual Report 2018 in eight languages, launched at the AGM in Dubai in March.

The www.ipaf.org website continued to flourish, with all indicators showing increased users and traffic compared with 2018: Unique users were up by 33% to 260,000; user sessions were 370,000 against 286,000; and page views were 803,000 versus 721,000. Downloads of IPAF materials were up 73%, people arriving at www.ipaf.org via organic searches rose by 29% and those directed from social media increased by 55%. Followers on Twitter and Facebook were up 8%, and LinkedIn 49%.

The main safety campaign communicated was Street Smart, highlighting the heightened risks involved in operating MEWPs alongside roads and in public places, increasing awareness of the steps required to minimise these. This included a safety demo set up using real MEWPs at Vertikal Days in May, showing how to – and how not to – set up for operations next to roads correctly.

There were new Andy Access safety posters and updates into new languages, and at the end of 2019 a series of IPAF Toolbox Talks went into publication, offering free single-side guidance sheets on which to base simple safety talks for managers and supervisors during workforce briefings.

The team was also pivotal in communicating the move to minimum IPAF Rental+ standards for all hire-company members in the UK, as mandated by the UK Country Council in 2017, and conveyed the change of CEO and changes in the IPAF Presidential team that occurred during the year.

The Communications & Membership team also saw a change in personnel, with Jean Harrison retiring at the end of May after more than 25 years assisting members and supporting events. Jean was succeeded by Courtney Kellett, who transferred from the PAL Card processing team in September. Among Courtney's key tasks is to improve member services and communication, and to review and extend the range of benefits offered. In 2019, several new exclusive benefits were added, including a new discounted credit referencing offer exclusively for UK Members by Top Service.

The year ended with a successful second edition of IPAF ELEVATION in Coventry, UK, with new CEO Peter Douglas in attendance ahead of taking up post in December. Work was underway to publish a new enhanced Global MEWP Safety Report based on IPAF's accident reporting analysis, as well as progress made on the UK, Germany and Italy magazines, and major events such as Conexpo in Las Vegas, US, in March and the IPAF Summit & IAPAs in London, UK in October. IPAF will also relaunch its Accident Reporting online portal (www.ipaf.org/accidents) and develop an "IPAF app" during 2020.





More than 90 events hosted or attended worldwide



Over 3,000 people attended an IPAF-hosted event somewhere in the world



More members worldwide than ever, now in more than 70 countries



More than 100 press releases issued, averaging over 10 per month



12 regional variants of the quarterly IPAF eNewsletter sent, in eight languages



Five in-house publications printed, with a readership circa 150,000 worldwide



Users of www.ipaf.org up by a third (33%) and downloads increased by 73%



More than 120 specifically-branded items produced to support events – this included literature, merchandise, new marketing and promo materials



Courtney Kellett succeeded Jean Harrison, who retired after more than 25 years

Clockwise from top right: The IPAF Asia Conference & Showcase in China; IPAF Communications & Membership team; Andy Studdert shows his Cubs support at IPAF CatchUP in San Diego; Jean Harrison goes to collect her President's Award at the IAPAs in Dubai.









MEMBERSHIP SERVICES AND BENEFITS

Membership of IPAF includes access to a range of **services**, see **www.ipaf.org/services** for more details. IPAF members also qualify for certain **benefits and special offers**. Please visit **www.ipaf.org/benefits** to find out the full range available in your country or region. If you have an exclusive offer relating to your products or services that you'd like to make available to IPAF members, please contact **members@ipaf.org**

IPAF MILESTONES



'XR' TECHNOLOGY OFFERS BRIGHT FUTURE FOR TRAINING

A completely revamped version of IPAF's MEWPs for Managers training is launched in eLearning, utilising 360-degree interactive virtual scenarios, allowing all those involved in planning, managing or supervising MEWP operations to complete this essential course online, from the comfort of their home or workplace. This launch fits with IPAF's newly published eXtended Reality (XR) Strategy, based on extensive consultation across the powered access industry worldwide throughout 2018.

IPAF signs an agreement with Spain's Association of Rental of Machinery & Equipment (ASEAMAC) to collaborate on projects, events and share expertise to benefit both organisations' members.

Willem Hilderink joins IPAF as Regional Development Representative for Eastern Europe, Russia and Eurasian territories.

Tributes are paid to Alastair Robertson, a powered access "force for good", longserving IPAF and North America Regional Council member, who has died.

JANUARY





MEWP RENTAL MARKET 'STILL HAS GREAT POTENTIAL'

A very healthy future is predicted for the powered access industry, despite a backdrop of global uncertainty and probable economic slowdown, according to several of the speakers at the IPAF Summit in Dubai, UAE, on 6 March. Data, digitisation and "smart depots" were also themes of the well-attended event, held for the first time ever in the Middle East.

In the evening of the Summit the IAPAs 2019 winners are announced, with John L Grove posthumously awarded the Lifetime Achievement Award. Jean Harrison, long-serving IPAF Membership Officer, receives the IPAF President's Award.

MARCH

A new team consisting of Skyjack's Brad Boehler as IPAF President, United Rentals' Norty Turner as Deputy President and Karin Nars of Dinolift as Vice President is confirmed in office during the IPAF AGM in the morning of the Summit & IAPAs. The following day, Summit delegates take part in an exclusive behind-the-scenes tour of Manlift's downtown Dubai MEWP rental depot.

IPAF Powered Access magazine for readers in the UK & Ireland is published.





WORK AT HEIGHT APPG PUBLISHES INITIAL REPORT

IPAF and its members gave evidence to the All Party Parliamentary Group (APPG) led by Alison Thewliss MP inquiring into falls from height at work. Richard Whiting and Peter Douglas represent IPAF at the event to publish the inquiry's Staying Alive report at the Palace of Westminster in London, UK. A more robust system of reporting workplace falls overseen by a new independent body, and a major review of work at height culture that will consider the introduction of tough financial penalties for safety breaches are two recommendations in the report.

The shortlisted nominations for the 2019 IAPAs are announced, to be held in Dubai, UAE, at the beginning of March. Matt Fearon, Genie President, and Peter Schrader, Managing Director of Zeppelin Rental, are among the names confirmed to speak at the IPAF Summit.

Claude Dubé is IPAF's new UK Technical & Safety Manager, joining IPAF's head office in Cumbria, bringing a wealth of experience garnered across a career as an engineer working for MEWP manufacturers in North America and Europe.

IPAF Informa magazine in Italian is published.



FEBRUARY

STREET SMART CAMPAIGN LAUNCHES AT BAUMA

A campaign emphasising the importance of working safely using MEWPs to work at height on or next to roads is the centrepiece of IPAF's stand at the gigantic bauma 2019 construction expo in Messe München, Munich, Germany, on 8-14 April. IPAF's Street Smart safety campaign outlines the heightened risks of using MEWPs on or alongside roads, and the dangers associated with being struck by passing vehicles such as buses or high-sided trucks. It offers operators and managers key advice to mitigate these risks and avoid accidents of this type, which are often catastrophic.

IPAF is highlighting these factors so that managers and operators know the risks and stay alert, particularly as in many cases operators are working alone and/or remotely from depots and controlled sites.

Stephanie Byrne is IPAF's new Audit & Quality Control Manager, taking over from Lynn Price, who steps down from the position to assume a role as an IPAF Auditor.

IPAF-Journal magazine in German is published.





APRIL

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IPAF MILESTONES



JEAN HARRISON STEPS DOWN AFTER MORE THAN 25 YEARS

Having announced her intention to retire earlier in 2019, Jean Harrison, long-serving IPAF Membership Officer and Events & Committee Coordinator steps down after 27 years' sterling service for the organisation. Jean's final weeks in post are marked with a rousing send-off at an IPAF regional meeting, touring the Vertikal Days site with the event organisers having opened the event via the PA, and a dinner with colleagues past and present in Cumbria.

Vertikal Days in the UK, once again held at Donington Park Circuit near Derby, offers another chance for IPAF to showcase the new Street Smart global safety campaign, with a safety walk featuring real MEWPs showing how to work safely alongside roads and public spaces.

IPAF supports the launch of a new Hire Controller Trailblazer Apprenticeship, while work continues with IPAF and partners including TVH, F-Tec and Learning for Hire to develop a new IPAF Roadmap to qualified MEWP technician status.

MAY



ANDY STUDDERT APPOINTED AS IPAF'S INTERIM CEO & MD

IPAF appoints former President Andy Studdert as interim CEO to provide continuity as Tim Whiteman steps down after 15 years in the role. Andy promises an exhaustive search for a successor and ensures members that the organisation is in sound financial health and "it is business as usual" for the federation.

One of Andy Studdert's first duties is to fly to China to join more than 300 delegates at the 8th IPAF Asia Conference & Showcase, held for only the second time on the Chinese mainland in Hangzhou, capital of Zhejiang province.

JULY

Safety, efficiency and harnessing the power of technology are among the conference themes. The following day, around 150 of the event's delegates join a guided tour of Dingli's plant.

IPAF's second Innovate Workshop, Presentation & Award is held in Chicago, US, attracting more than 60 industry professionals to consider ten of the most pressing safety topics facing the powered access industry.





GLOBAL MEWP FLEET NEARS 1.5M UNITS, SAYS IPAF REPORT

The MEWP rental market is still booming, with the worldwide fleet nearing 1.5 million units, but uncertainty clouds longer-term outlooks, according to the latest market analysis published by IPAF. In the UK revenue per unit fell by 3% across 2018 and was overtaken by France for the first time, after French revenue per unit rose 5% in 2017, while persisting Brexit uncertainty in the UK, the US-China trade war and Presidential elections set for 2020 muddy the waters, markets are booming in Spain, Germany and the Netherlands, where MEWP rental

grew strongly. IPAF's Global Powered Access Rental Market Reports are exclusively compiled by leading research intelligence company DuckerFrontier and in 2018 won a prestigious European Association Award for best business intelligence (see more at www.ipaf.org/reports).

In Spain, global automotive manufacturer and IPAF member Renault works to address global site work at height best practice and hosts a number of events aimed at management and safety employees at several of its main production plants across May and June, with close assistance from IPAF representatives.





JUNE

UK SET TO 'LEVEL UP' TO IPAF RENTAL+ MINIMUM STANDARD

IPAF confirms it is on course to achieve its UK Country Council's target that all IPAF rental companies in the UK are working to new IPAF Rental+ minimum standards by September 2019. IPAF

Rental+ is the standard for quality and safety in the industry.

IPAF Elevating Safety magazine is published in North America. Courtney Kellett, pictured, is appointed as Membership Co-ordinator, moving from the IPAF PAL Card processing team to succeed Jean Harrison, who retired at the end of May.

The first trials of candidates undertaking IPAF's PAL+ advanced MEWP operator course in the virtual reality (VR) environment using MEWP simulators took place at AFI-Uplift's IPAF Training Centre near Leeds, UK.

In the US, IPAF launches a new MEWP Supervisor course in eLearning to aid compliance with new requirements in the ANSI A92 standards.





AUGUST

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IPAF MILESTONES



MEWP MANUFACTURERS SIGN HARNESS PLEDGE AT BICES IN BEIJING, CHINA

Leading manufacturers sign IPAF's pledge to ensure all operators of boomtype MEWPs are issued with and shown how to use the correct full-body harness and lanyard during the BICES event in Beijing, China. Those signing up to the pledge include Sinoboom, Dingli, JLG, Terex Genie, Haulotte, Zoomlion, Sany, LGMG, JiangHe and Shandong Chufeng.

In Oman, more than 50 delegates attend the first ever IPAF workshop on training and safety standards to be held in the country, answering demand to establish robust standards to improve operator safety and technical inspections of MEWP machines. The inaugural event is hosted by Jason Woods, IPAF's Middle East and India Representative, at the Radisson Blu Hotel in Muscat and offers a thorough review of training and standards and how they should be applied in Oman, a country that is eager to establish a robust system of safety standards, MEWP operator training and support for technical inspectors.

SEPTEMBER





IPAF ANNOUNCES PETER DOUGLAS AS NEW CEO

IPAF announces Peter Douglas as its new CEO and Managing Director. He is set to take up post at the beginning of December and will be based in the UK. Norty Turner, IPAF's President, says: "From its formation in 1983, IPAF has grown into a worldwide federation, delivering training, safety guidance and technical expertise in over 70 countries. It's an exciting time for Peter to come on board." Peter adds: "It's a privilege to have been chosen; helping ensure that people using powered access go home safely at the end of every day is as worthwhile as any job gets."

Peter gives a brief address at IPAF Elevation 2019, welcoming more than 150 attendees to the open meeting, mini-conference, evening dinner and entertainment in Coventry, UK.

In the US, the effective date for the new suite of ANSI MEWP safety standards is postponed until March 2020 owing to two appeals against parts of the standards being upheld.

NOVEMBER





NEW PRESIDENT NAMED AT EUROPLATFORM 2019 IN NICE, FRANCE

Norty Turner of United Rentals is named President of IPAF, after Brad Boehler steps down having left his position with Skyjack. Karin Nars of Dinolift moves to become Deputy President and JLG's Karel Huijser Vice President are confirmed at a meeting of the IPAF Council ahead of the Europlatform conference in Nice, France. Andy Studdert, interim IPAF CEO, says "we thank Brad for all the work he's done and welcome Norty, Karin and Karel to their new roles", using his closing address at Europlatform to further pay tribute to Brad Boehler's leadership over

many years with IPAF. Among other key messages in the conference is the fact that MEWPs and technology can enhance safety and efficiency in the access industry, aiding people in their work, rather than replacing them altogether.

The seventh GIS event in Piacenza, Italy, sees IPAF host a MEWP VR simulator on stand, and offer new guidance for those demonstrating MEWP machines at shows and exhibitions.

At the ALH Awards in California, US, IPAF's North America Regional Manager Tony Groat, receives the prestigious "Person of the Year" accolade for his work to support MEWP safety, in particular in helping to develop the new ANSI and CSA MEWP safety standards.





OCTOBER

IPAF ADDS BOARD MEMBERS AS NEW CEO TAKES UP POST

New members are seconded to the IPAF board, with Ben Hirst and Julie Houston Smyth being invited to step up to join Riwal CEO Pedro Torres, who was seconded in the summer. Julie Houston Smyth, a Director of LOLEX Ltd, and Ben Hirst, Managing Director of Horizon Platforms, bolster the board following a number of changes across the past 18 months.

Norty Turner, IPAF's President, says of the new appointments: "All are powered access specialists, with their own unique expertise of the sector garnered over many years working in the industry."

Peter Douglas, the new IPAF CEO & MD, takes up post, and welcomes all IPAF team members from around the globe to the annual end of year meeting at the head office in Crooklands for a series of presentations, networking and strategy-planning meetings.

IPAF announces the appointment of Dan Moss as Global Technical Standards Development Expert to assist in development work on new and existing MEWP safety and performance standards. He joins from the Association of Equipment Manufacturers (AEM), and is be based in the Chicago area of the US.





DECEMBER

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IPAF FINANCIAL SUMMARY 2019



IPAF had a strong trading year in 2019, enjoying growth across the board in terms of membership, training delivery and territories covered, leading to increased revenues, which were up 8.1% compared to 2018. Once again, increased income from events (up almost 28%) and a 5.9% increase in training revenue all contributed to turnover surpassing £7 million for the first time.

IPAF's turnover in 2019 increased to £7.06 million (approximately €8.1m or US\$9.2m), representing growth of around 8.1% compared with 2018. In 2019, revenue from outside the UK reached 44% of total income for the first time, an increase from 40.7% in 2018.

Growth in revenues delivered a trading surplus in the year, but significant investment in senior management restructuring resulted in the company returning a small overall deficit (£39.5k) resulting in net assets at the yearend of £1.44m, slightly down compared to 2018.

Total membership increased by 6.5% to 1,422 at the end of the year, a massive improvement compared to the 1% enjoyed in 2018, but the number of new Training Centres joining IPAF reduced from 57 in 2018 to 45 in 2019, bringing the total at the end of 2019 to 550 across 48 territories, an increase of 3.6% overall on 2018.

IPAF-accredited programmes continue to generate significant business for those members who offer training, contributing £4.97m to the overall turnover of IPAF in 2019, 7.3% up on 2018. The number of people undertaking IPAF training rose again during 2019, with 175,986 people successfully completing a course, a 6.2% increase on 2018, when the figure was 165,750. Once again, many regions enjoyed substantial year-on-year growth including the Middle East (44%), Switzerland (20%) and the Benelux countries (18%).

Training in less mature markets grew by a further 34% and generated £620,000, up from £470,000 in 2018. Total income from these regions was circa £1.23m, a year-on-year increase of 25%.

Key performance indicators

More than 200 new members joined IPAF

IPAF achieved record turnover of £7.06m

Revenue from events increased by 28%

Growth in membership

SPAIN	22%
SWITZERLAND	20%
NORDIC REGION	45%
IRELAND	13%
LATIN AMERICA	18%
CHINA	28%
WORLDWIDE	7%

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. The Act came into force on 1 August 2014 and supersedes the Industrial and Provident Societies Act 1965. IPAF operates as a not-for-profit organisation, which is obliged to re-invest all surpluses in furthering the aims of the organisation as defined by the members. The accounts are audited by Baldwins (formerly CLB Coopers) Chartered Accountants and are presented at the Annual General Meeting for approval.





ELEVATE UPDATE

IPAF's Empowering Learning through Efficient
Value Added Team Engagement (ELEVATE) initiative
was implemented at the end of 2016. It encourages
performance, engagement and better ways of working
through continuous improvement. There are now seven
members of IPAF staff serving as ELEVATE Champions:
Katrin Blau, Matt Brereton, Chris Greenbank, Helen Libby,
Kate Miller, Paul Roddis and Natalie Wood.

ELEVATE is made up of three key elements: Visual management; creative problem-solving; and standard work. Across 2019, IPAF's Concern, Cause and Countermeasure (3C) programme looked at various problems identified by IPAF's team members, and achieved a resolution rate of around 75% across the year, with many solutions implemented to identified issues, and others escalated to senior management as requiring measures at an organisational or strategic level. Key projects initiated during 2019 include:

An update of the IPAF Comm Cell daily briefings and visual management to assist all team members, including better alignment of IPAF's Workplace Audits with ISO 2009:2015, and steps to implement a digital CommCell to make information available on one system that can be viewed by those not working in the IPAF head office, teams or representatives in countries outside the UK.

Ways to support the internationalisation of IPAF, including awareness training about national and international differences for all IPAF's team members, and identifying suitable technology platforms to allow worldwide internal communications to function most effectively.

A project to make the worldwide IPAF Head Office efficient, sustainable and fit for purpose and able to accommodate future increases in workforce, including office layout, organisations of desks, meeting space, kitchen and break room facilities, maximising storage, stock room and available car parking, and more effective security and insulation for the building.

All IPAF team members to be trained about the IPAF Quality Management System (QMS), to enable all departments and teams to conform to the required standards and to assist in internal audits of IPAF's management of systems, documents and service to members.

Several projects initiated under the ELEVATE programme have now been adopted by IPAF's senior management team, including an overview of how to serve IPAF's Training Centre network worldwide most efficiently and effectively, maximising IT systems and platforms, document management and control, and developing an IPAF sustainability strategy.

ELEVATE Comms Cell and workshops during 2019







IPAF **MEMBERSHIP**

All individual IPAF members named as of end of December 2019. See current list at ipaf.org

ALGERIA

Renault Algérie Production

ARGENTINA

GSA RENTAL Haulotte Argentina IMG Rental Srl Renault Argentin RENTANDO Stoque Srl Sullair Argentina, Sa

AUSTRALIA

VOLKOV ARGENTINA

Briteway Australia Pty Ltd EWP Training Solutions EWPA Inc. Haulotte Australia Pty Ltd

AUSTRIA

Boels Maschinenverleih Österreich GmbH Cramo GmbH & Co Kg

Dorn Lift GmbH

TVH Australasia Pty Ltd

Felbermayr Transport- und Hebetechnik GmbH & Co KG

FLOTT Arbeitsbühnen Gmbl

Kögl GmbH

Lorenz Lift

Mayer & Schöftner Arbeitsbühnen GmbH

W. Reitinger GmbH. Arbeitsbühnen & Mobilkrane

BAHRAIN

MMETC (Modern Mechanical Electrical & Transport Co WII)

Sarens Nass Middle East Wll

Snorkel Middle East

BANGLADESH

Industrial EquipSol Ltd

BELARUS Gofior Service

Allift Michielsens No

Wim Verhuur Bvba

BELGIUM

DK Rental Nv LODAX - Pads & Mats Loxam SA, Belgiun TVH Parts Holding No Vertimac Byba

BRAZIL

Alcance Locação e Comercio de Maquinas Ltda Alexandre - De Oliveira Celestino

Altoplat Plataformas Aéreas Ltda ASL Equipamentos Ltda

Aura Brasil Máquinas e Equipamentos Ltda

CESARIO'S TREINAMENTOS & CONSULTORIA

Colombari - Roland Rober

DC RENTAL

Degraus Andaimes Maguinas e Quip, p/Construção Civil Ltda

Eleva Brasil soluções em elevação Sa

Força 1 Locações de Maquinas e Equipamentos Ltda

Haulotte Do Brasil Ltda

HOLAN10 - LOCAÇÕES DE EQUIPAMENTOS LTDA

JLG Latino Americana

L C Monteli - Corretora De Seguros Ltda

LASS Máguinas e Equipamentos Ltda

Manitou Brasil Manipulação de Cargas Ltda

Maxrental Locadora De Equipamentos Ltda

MILLS Rental, Mills Estruturas e Servicos de Engenharia Sa

MOTORMAC - Distribuidora Meridional de Motores Cummis, Sa

ORGUEL LOCAÇÃO DE EQUIPAMENTOS SA

Palfinger SA

RCB Locações de Equipamentos e Máquinas Ltda

Rental Master Locação De Máquinas E Equipamentos Ltda-ME

RENTALSUL LOCAÇÕES LTDA

Rodrigues Barbosa & Barbosa Ltda

SK Rental Locação De Equipamentos Ltda

Skviack Brasil

Socage do Brasil Ltda

Solaris Equipamentos e Servicos Ltda

Soma Locadora de Equipamentos Eireli – Me

Terex Latin America

TRIMAK ENGENHARIA E COMÉRCIO LTDA

TVH do Brasil

W RENT ABC - LOCAÇÃO DE MÁQUINAS LTDA

W Rental Locadora de Equipamentos Ltda

BULGARIA

STROYRENT EOOD

CANADA

Brad Boehler Delta-Q Tecnologies Corp

Farquhar - Larry J, All Lift Truck Training

GRAVI-T ZERO International Inc

Hydro Mobile Inc

Jarnel Contracting Ltd

Leavitt Machinery

Location Ideal C.H. Ltee

Ocean Work Cranes Inc

Palfinger North America

QUALITYOPCENTER ENTERPRISES INC

Serious Labs, Inc

Skyjack Inc

SOS Location Ca

ZTR Control Systems

CHILE

ALO Training Ltda, Alo Group

CEOP - Centro De Entrenamiento De Operadores Profesionales

Corental Spa

EQUIPOS Y SERVICIOS TREX SPA

Grupo Vertikal Spa/VERTITEK

Haulotte Chile

0 & V Rental, Sociedad Comercial Orellana y Vidal Ltda

Renault Chile

SK RENTAL Sa

CHINA

AIRO (Beijing) Lift Co Ltd

Alliance Metal (Changzhou) Co Ltd

Beijing Jingcheng Heavy Industry Co Ltd

Beijing Shengshi Chengguang Machinery and Equipment Leasing

Beijing Xiangyuncheng Building Decoration Engineering Co Ltd

CEC+CANPLUS DRIVE & CONTROL CENTRE

Chongqing Baisitai Machinery Co Ltd

Curtis Instruments (China) Co Ltd

Dongfeng Renault Automotive Company (DRAC) Eurocrane China

EXMILE Special Tyre Co Ltd

Global Machinery Hub Co Ltd

Green Power Design Astri Ltd

HANGZHOU HANGCHA AFRIAL PLATFORM FOUIPMENT COLLTD

Haulotte Trading (Shanghai) Co

Hefei Tianyu Booen Technology Co Ltd

Hefei Yamei Technology Co Ltd

Henan Jianghe Special Vehicle Co Ltd

Henan Tonguan Machinery Rental Co Ltd

Hertz Equipment Rental Co Ltd

Hunan Jesh Heavy Industry Co Ltd

Hunan Runshare Heavy Industry Co Ltd

Hunan Sinoboom Heavy Industry Co Ltd

igus (shanghai) Co Ltd

Intradin (Shangha Machinery Co Ltd

Jiangsu Fengchi Wheel Co Ltd

Jiangsu Topower Wheel Co Ltd

Jinan Huabei Lifting Platform Manufacture Co Ltd

JLG Industries Shanghai Branch

Lingong Group Jinan Heavy Machinery Co Ltd

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INSURANCE BROKER HENDERSON IS THIRD IPAF SUSTAINING MEMBER

Henderson Insurance Brokers, an AON company, became the third Sustaining Member of IPAF last year, joining global MEWP manufacturer Haulotte and the APEX brand of powered access events, which both became Sustaining Members during 2018.

Henderson offers a "one-stop shop" for a range of products including professional liability insurance, hirefleet and vehicle cover and a range of employee benefits including private health insurance options.

Richard Whiting, IPAF's UK & Ireland General Market Manager, says: "IPAF has worked with Henderson Insurance for a number of years; this enhanced partnership extends an attractive new benefit to IPAF members."

As part of the agreement, Henderson representatives joined IPAF on stand at the Vertikal Days event at Donington Park Circuit in May 2019.





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