



24 Hour Service Policy

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1.0 Purpose/Scope

1.1 The objective of this policy is to delineate the guidelines and procedures governing the provision of 24-hour scaffolding services by KB Scaffolding.

1.2 This policy is applicable to all personnel, contractors, and stakeholders involved in delivering 24-hour scaffolding services at KB Scaffolding.

2.0 References

2.1 Adherence to Occupational Safety and Health Administration (OSHA) regulations and guidelines.

2.2 Compliance with relevant local and national construction safety standards.

2.3 Alignment with KB Scaffolding's internal safety protocols and procedures.

2.4 Adherence to client contracts and agreements outlining specific 24-hour service requirements.

3.0 Definitions

3.1 24-Hour Service: Provision of scaffolding services 24/7, including weekends and holidays.

3.2 Emergency: Unforeseen circumstances requiring immediate scaffolding intervention to ensure safety and prevent further damage.

3.3 Authorized Personnel: Individuals trained and certified by KB Scaffolding to erect, dismantle, and maintain scaffolding structures according to safety standards.

3.4 Incident: Any unplanned event resulting in injury, property damage, or disruption of normal scaffolding operations.

4.0 Procedure

4.1 Client Engagement and Contracts

4.1.1 Clearly outline 24-hour service terms in client contracts, specifying response times, rates, and emergency protocols.

4.1.2 Establish efficient communication channels with clients to facilitate rapid response and information exchange.

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4.2 Emergency Response

4.2.1 Maintain a dedicated emergency contact line for clients to report incidents requiring immediate scaffolding services.

4.2.2 Formulate an emergency response team, comprising certified scaffolding experts, available 24/7 to respond to urgent client requests.

4.2.3 Ensure all emergency response personnel have access to necessary tools, equipment, and transportation for swift mobilization.

4.2.4 Acknowledge the impact of shift work on staff and implement measures to mitigate fatigue, such as scheduled breaks and adequate rest periods.

4.3 Training and Certification

4.3.1 Regularly train and certify scaffolding personnel in emergency response procedures and safety protocols.

4.3.2 Maintain an up-to-date roster of authorized personnel available for 24-hour service, ensuring adequate coverage at all times.

4.4 Documentation and Reporting

4.4.1 Require detailed incident reports for all 24-hour service interventions, documenting actions taken, resources utilized, and resolutions achieved.

4.4.2 Keep comprehensive records of all emergency responses for compliance, analysis, and continuous improvement purposes.

4.5 Equipment Readiness and Maintenance

4.5.1 Conduct regular checks on scaffolding equipment to ensure functionality and compliance with safety standards.

4.5.2 Implement a preventive maintenance schedule to address potential issues before they impact 24-hour service operations.

4.6 Communication Protocols

4.6.1 Establish effective communication protocols among team members and with clients to facilitate seamless information flow during emergency situations.

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4.6.2 Utilize communication technologies, such as mobile apps and radios, to enhance real-time coordination among 24-hour service personnel.

4.7 Continuous Improvement

4.7.1 Conduct regular reviews and assessments of the 24-hour service procedures to identify areas for improvement.

4.7.2 Implement feedback mechanisms for clients and employees to contribute suggestions and insights for enhancing the efficiency and effectiveness of 24-hour scaffolding services.

By following these procedures, KB Scaffolding aims to deliver dependable and efficient 24-hour scaffolding services, prioritising safety and compliance with industry standards.

Record of Revisions

Issue No.	Issue Date	Section Amended	Amendment Summary
1	10/08/2021	ALL	NEW

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