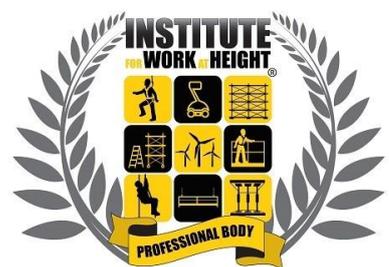
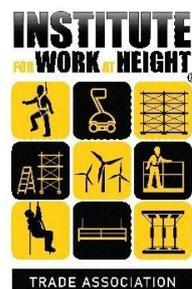


IWH ANNUAL REPORT



2023



CEO's OVERVIEW

Dear Members of the IWH

I really had to think hard and serious about what to report on this year – it feels like the work we do, just drags on and nothing gets done. But looking back now, I can safely say we ARE accomplishing things, maybe not at the pace I would like it to happen, but it IS happening.

Our AGM took place in September this year and again we decided to do it virtually. I think we just reach more members if we do it this way and it does not take as much time from your day as a physical meeting. I, however, must admit that it is not my preference – I would have liked to see all of you and shake your hands personally!

Today, I want to express my gratitude to each and every member supporting the IWH. We know that it is for the right reasons, namely, to make our voices heard with government and other bodies we need to engage with, but also for the safety of each person you employ that works at height. We don't always realise that we also ensure the safety of the public in doing that!

I also want to give special thanks to our partners such as the Federated Employers Mutual Assurance (FEM), who have been blessing us with a grant for yet another year. Together we have started a project to ensure the safety of employees working on ladders. What a fantastic venture and we sincerely hope to see the benefit for the companies employing these competent Ladder Users shortly! (See p13 of our report on the project). Another partner of ours, MBA North, needs special recognition and our expression of gratitude – you have been ensuring that the 'good news' (or should I say, 'safety news') are spread to all your members. Together we are hosting webinars, sending out important communiques and planning what more we can do for our industries. We salute you!

SAIOSH, our Professional Body 'brother' (or sister?) is supporting us in recognising our webinars for CPD points for their members as well as sharing important communications – thanks to you as well.

I can unfortunately not report on a final success with Department of Employment

and Labour and the QCTO with regards to the registration of our Regulatory Skills Programmes – I wish I could have copied you in all the communication, the endless meetings, the phone calls and ‘what’s up’ messages to get these organisations to assist us and for the industry to finally know what is going to happen to the skills programmes needed for all employees when working at height! The only reason I can give for that, is that we are ‘pioneers’ in our field and because we are the first to realise what is going to happen, and they do not have the processes in place to deal with our requests. In some cases, regulations and policies will also have to change to deal with our requests, and that is the biggest frustration for us. I can promise you all though, we are putting endless hours into ensuring that NOBODY will ever forget about ‘working at height’ again! (And herewith I am not just talking about Fall Protection – this includes ALL work at height activities. I cannot end this paragraph without thanking Brian Randall for ALL his input and hard work (without compensation, I must add) in addressing all the issues and ‘fights’ for all our causes – I can tell you with immense gratitude to him, that you will never have a better President than him! Thank you, Brian, from the bottom of our hearts for all your hard work and input.

I must also thank our Constitutional Chair, Mr George Landsberg. We have successfully made the changes to the Rules of the IWH, which we have already shared with all of you electronically. I would also like to thank each Chamber Chair and Vice Chair for all their hard work and support – we will not be able to have a successful body without all their input – I can assure all of you that these people’s subject matter expertise is what drives the Institute! More and more people request subject matter input from the IWH and I know I can refer them to the best! Thanks NEC!

Lastly, I would like to thank ‘my Girls’! We are now known as the ‘Body run by Women’ for the majority being men! 😊 I must mention that it is not on purpose, but it definitely works! Thanks to An-Lie and Lizahni for doing a sterling job in managing the Trade Association and the Professional Body respectively! I appreciate you. A special word of thanks to our Registrar, Philisiwe Kunene, for the endless hours of validation, registration and certification – Phili is the most patient person I know! Then we had to say goodbye to Thabile, my Personal Assistant, in August this year and we decided not to re-appoint a new PA again but rather fill the position temporarily with Deborah Koopedi, our temporary receptionist and administrative

assistant. Debbie has just fitted in like a glove and the NEC decided to offer her another contract for next year. These ladies are the heart of the IWH, and I thank all of them from the bottom of my heart.

I want to end of by wishing you all a peaceful year end and with the hope that 2024 will be our best year ever! May it make all our dreams for this industry come true and may all our hard work be blessed!

Together we can do it!!



Dr Alti Kriel

CEO: IWH

President's Report for the Annual General Meeting - Sept 2023

Thank you for the opportunity to address you remotely today.

We have now become used to the idea of these virtual or remote meetings, and I must say that this form of communication does enhance productivity but still feels cold and impersonal. However, we must make the best we can with what we've got from where we are. This, I believe will become the new normal so we might as well accept it and subscribe to faster broadband Wi-Fi or Fibre.

And now on to today's business.

TRANSFORMATION

I want to start where I left off at the beginning of my report last year by asking a question - How many black persons are here representing chambers or committees and on the other hand, how many black practitioners and /or work at height licence holders benefit directly from their membership of the IWH? It is quite strange that thousands of black members find it beneficial to belong to this body but very few are involved in the engine room of the Association, assisting in making the IWH bigger and better.

The simple truth is that we still do not have the proper demographic representation at decision making level. I do not understand why our transformation goals are not being achieved and this needs to change if we expect to remain a relevant and reputable organisation. I appeal to our corporate members to support our transformation objectives.

SKILLS PROGRAMMES (for the sake of continuity I am repeating last year's report verbatim. This shows how slow and cumbersome the process is and how little we have achieved despite dozens of face-to-face interactions and dozens of written requests and alternative proposals that we have submitted.)

During the Annual General Meeting of 2020 which happened on the 22nd September, I reported that the Quality Council for Trades and Occupations accepted our list of 37 different skills programmes in terms of the Occupational Qualifications

Sub-Framework Policy (OQSF) published in March 2020 and that we were going to finalise the development and then get QCTO to register these programmes. It took a huge effort under the guidance of Mrs Lizahni Wolff to identify and finalise NQF levels and Credits for the 37 programmes which were submitted and were approved by the committee of the QCTO during July 2020 but we were only informed of the acceptance on the 21st of September 2020 and then, just a few days later (24th September) they notified us of the withdrawal of the policy which ironically was actually withdrawn on the 2nd of September but the notice was only posted on the 24th! So they approved our entire array of skills programmes during the time that they had already decided to withdraw the empowering policy! Most of the skills programmes that we intended to register, were obligatory in nature in terms of regulations made by the Department of Employment and Labour. These are not just nice-to-have skills, they are mandatory!

Since the withdrawal of the OQSF 2020, it has been a never-ending battle to make sense of the situation and to try and come to grips with what we are allowed to register as skills programmes. Then during the course of 2021, we were told verbally, by several senior members of the QCTO that the requirements for registration of skills programmes have been changed and each programme needs to have at least 8 credits, but nothing was put in writing until the QCTO finally published a new Occupational Qualifications Sub-Framework (OQSF 2021) on the 29th October 2021- that's some thirteen months after withdrawing the previous version.

Under section 5.9.3 on the new version the requirement for 8 credits is stated. And now these skills programmes must lead to an occupational qualification whilst the previous policy allowed for stand-alone programmes to meet regulated skills which are not part of a person's occupation.

We had no choice but to accept the minimum size stipulation, again creating a huge amount of work for Lizahni to come up with a work-around solution by combining some of the smaller original "skills programmes" (now referred to as modules) into one and then adding exit points to the smaller modules of the larger programme. In this way the module that replaces US229998 is still a small module with similar number of credits which will become an exit point that we, the IWH will certify. This certification principle was agreed to during an MS Teams meeting with QCTO but they have a tendency of changing their minds so we can only hope!

We then submitted 14 such clustered skills programmes to them but now, the process has been further complicated. The QCTO wrote to Department of Employment and Labour on the 29th of July 2022 informing them that the QCTO has decided to formally wash their hands of small skills programmes – the ones that we specifically needed for regulated training. They “kicked the can down the road” so to speak and are trying to make it Department of Employment and Labour’s problem but DEL has reacted swiftly and distanced themselves from any form of skills development. So now it would appear that we will have to register the clustered skills programmes with the QCTO and then await DEL's solution for the licencing of persons against Regulated Skills Programmes which should be the exit points that we have inserted into the QCTO skills programmes.

Then in the first week of September, we were instructed by QCTO to revise and resubmit our application for registration of these skills programmes which must now include the full curriculum and the Assessment Instruments for the “Final Supervised Assessment” or for the “Integrated Summative Assessment” – We are not sure which version will apply, as both are defined in the new Occupational Qualifications Sub-Framework Policy and both cover skills programmes!

This whole saga has more moving parts than a Swiss Cuckoo clock! And to date, we have had no clarity on what is going to emerge.

Update – *At the time of writing this report in early September 2023 we are aware that the Quality Council for Trades and Occupations and Department of Employment and Labour will / should/intend to meet on the same day as our Annual General Meeting to “discuss this matter further” following their first meeting from earlier this year. We have to wait to hear if the second meeting will produce a resolution.*

THE TRADE ASSOCIATION

The Association is in a healthy position considering the depressed state of the economy. We currently have some 133 corporate members which is an increase from last year’s 128. We also have a healthy growing list of new enquiries for membership. This stands currently at 15 organisations. Within the ranks of our membership, we have recognised 35 professional development partners. It is our corporate members that provide the bulk of the funds that allowed us to produce the work at height guideline brochure and it is their collective input and advice that created the content of that brochure. Their combined voices demand better and

safer workplaces and properly trained employees. Their needs drive the necessary changes to standards and regulations. I salute them for their efforts.

THE PROFESSIONAL BODY

Some important numbers:

- Recognised Professional Development Partners – 35
- Professional Designations – 20430
- IWH Certified Practitioners – 54 592
- Regulated Skills Programmes (ready for registration) 39

FINANCIAL MATTERS

I will ask Mr Geoge Landsberg to take any questions that may arise from the audited financial statements that have been approved by the NEC and made available to the members.

IN CLOSING:

Allow me to thank my fellow Directors as well as Dr Alti Kriel, our CEO and all the support staff at the IWH and not forgetting, the members of the NEC, chamber chairs, vice-chairs, and all the chamber and committee members for their support and for their dedication and hard work. Without their effort, we would be lost.

To all the members that attended the meeting, thank you for your attendance and support.

I thank you.



Brian Randall

President: IWH

REPORT ON TRADE ASSOCIATION MEMBERS AND ACTIVITIES: 2023

Overview 2023 –

As this year ends, we would like to report on the progress we have made thus far.

- We currently have 132 member companies.
- Pending members are 11 companies.
- Individual members are 5.

We conducted over 72 audits this year which brings all our member audits and verifications up to date. While conducting the audits and verification visits, I found that the majority of the companies are really trying to improve on their compliance and use information and the recommendations we provided, to update their company documents, specially making use of the templates we currently have available.

It was noted that some of the member companies indicated that they feel the Professional Development Partners' (Training Providers) training fees are too high and charge the same amount for reassessment as for first time training. My recommendation to these companies was to approach more than one training provider for a quote as competition is healthy.

I also noted that companies really try to comply, but there is no review of their previous risk assessments, or update of their Fall Protection Plans. I recommend we monitor and review these activities better during the next audits as a point of focus to reiterate the importance of continuing improvement and ensure corrective and improvement actions are being implemented and used constructively.

During the year we also presented two very informative webinars; one in February and one in November. In February, we introduced our Ladder User Training Project during the webinar, and in November we held a webinar on Anchors and Anchor Lines., which was well attended.

We also participated in our partner, MBA North's, Webinar/Seminars, with topics such as:

- Environmental Day
- Managing psycho-social workplace safety

- Noice Exposure and Induced hearing Loss
- Aids Day
- Managing Trauma in Construction

We also continued networking with the industry and various associations through attending conferences such as;

- NOHS – Prevention of injuries and diseases conference in Vanderbijlpark
- DEL – Health and Safety Conference in Durban
- FEM – Annual Safety Conference in Johannesburg

Working groups were established to set criteria, good practice notes, training necessities and guidelines for the following:

- Roof solar panel installation and maintenance
- Fixed Ladders

Being a part of MBA North CHS Forum, FEM CHS Committee and SAFCEC SHERQ Committee, we ensure that we always keep updated with industry relevant information and to assist, as and when needed, or even when not necessarily needed.

I thank all our trade association members for another year of working towards a safe working environment in the work at height industry.



An-Lie Mostert

Trade Association Manager.

REPORT ON PROFESSIONAL DEVELOPMENT PARTNERS FOR THE YEAR 2023

Overview of the year 2023,

Firstly, I would like to thank each and every PDP and their staff for the hard work they have put in during 2023. We cannot fight this fight without each and every one of you and we appreciate you dearly.

- Currently we have 34 registered Professional Development Partners (PDP)
- We registered 5 new PDP's during the year
- And a total of 17,828 practitioners were registered with the IWH Professional Body this year.

EXTERNAL MODERATION

I have conducted External Moderation (EM) on the PDP's checking the following:

- LNQ programs
- CPD programs
- Re-licensing/Board assessments
- Currency of all documents

The purpose of my External Moderation is two-fold:

1. It ensures that a high standard is maintained amongst the IWH Professional Body PDP's so that the credibility of the IWH Professional Body can be maintained,
2. It provides the PDP's with guidelines and checks to ensure that they operate in a manner that affords them credibility and integrity.

The annual External Moderation visits is the process of ensuring that all training and assessment processes conducted are fair, valid, reliable, consistent and practical and that the relevant IWH PB-recognised PDP's are operating in a sound and professional way. The process should always be seen as DEVELOPMENTAL and not a 'policing' exercise.

NEW OCCUPATIONAL QUALIFICATIONS

We have been struggling with QCTO since 2016 trying to get clear guidelines on the way forward with the new qualifications being developed. We started developing our

new occupational qualifications at the end of 2017 with continuous changes in criteria from QCTO. Templates, formats, rules, etc kept on being changed, which resulted in doing the development work over and over. The biggest struggle started with QCTO not understanding the Scaffold and Falsework industry and the way training and onsite work integrate with each other. After many meetings and quite a few compromises from both parties, we managed to finalise the Scaffold Supervisor and Falsework Foreman qualifications. These 2 qualifications were put on hold again after a dispute between IWH, SAFCEC and CETA because of a qualification they developed which goes directly against our qualifications and the way we were trying to benchmark these qualifications internationally. After years of meetings on this subject we managed to come to an agreement that suit all parties in terms of content within these qualifications. This eventually happened in October 2023. The IWH and SAFCEC decided to work together going forward through a Memorandum of Understanding. At the moment we are in the process of discussing the role of the Assessment Quality Partner appointment. The IWH is currently not agreeing with just handing the two new qualifications over to the CETA for the reason that they are still not understanding these industries and that it will again lead to people being trained generically and then think they can build any type of scaffold. Meetings and negotiations are in still in progress and we will give feedback as soon as possible.

REGULATORY SKILLS PROGRAMMES

It is already well known that the Unit Standards have expired in June 2023 with a phase out period until June 2024. After many meetings trying to convince QCTO that there is a need for regulatory skills programmes, they eventually gave us the go-ahead and we submitted 37 skills programmes. These programmes were registered in 2020 and a month later they indicated that they have set new criteria for skills programmes and that our skills programmes do not comply anymore – they have set new criteria in that skills programmes cannot be less than 8 credits. More meetings were set to establish how can we comply to their criteria as these skills programmes are regulatory of nature and the industry will not be able to abide by it for many reasons. It was then proposed we cluster these skills programmes and resubmit for registration. We tried clustering programs together to adhere to the minimum of 8 credits just to find out that the QCTO will then only conduct quality assurance at the end of the clustered skills programmes – which means the training providers can issue their own statement of results after only one module of the cluster has been completed. The risk of not having proper quality assurance

conducted on each and every one of our regulatory skills programmes can just not be allowed with the work at height high risk skills. We proposed to the QCTO that we will conduct quality assurance on each exit point, but they did not want to accept our proposal.

It is then that the QCTO wrote a letter to the Department of Employment and Labour (DEL) that is responsible for these regulatory skills programmes (RSP), and meetings were set up between DEL, QCTO and the IWH.

Currently the discussions are still ongoing with QCTO indicating they will register these regulatory skills programmes but we had to submit the list to DEL and they have to respond to the QCTO on which of the programmes are regulatory of nature, and therefor can be registered with less than 8 credits.

The e-mails and phone calls to DEL have been ongoing since September, but they still have not decided and we are still waiting on the outcome of our request. It is also understood that there are requirements for licensing for some of these regulatory skills and it also needs to be addressed at the same time. We are eagerly awaiting answers!

We hope that 2024 will give us all the answers we need to hear! Festive greetings,



Lizahni Wolff

PROFESSIONAL BODY QMD

REPORT ON THE IWH/FEM LADDER PROJECT

During our initial engagements with FEM in 2018/2019, it became clear that ladder users in construction were causing a whole lot of incidents and even fatalities in the industry. This confirmed our suspicion that not having proper training standards could be one of the major causes of these incidents and that the work set out within our Access Tower and Ladder Chamber in establishing these outcomes, was the correct way in tackling it. The IWH has developed training outcomes for the use of ladders and developed a skills programme for the training of ladder users a few years earlier and these outcomes were submitted to the QCTO, and is (still) awaiting registration as a regulatory skills programme. The problem was that nobody really thought that training is necessary, and this led to our application to FEM for a grant to roll out a sponsored ladder training project.

Our application was successful, and we started the project in May 2022 with the establishment of a Project Development and Management Group meeting and the proposed project plan being discussed and approved. An advert was developed, and the marketing of the project started firstly to find prospective training providers to be upskilled to conduct such training – as this was not done formally and with the proper quality assurance measures in place before.

Training material had to be sourced and then needed to be checked by subject matter experts and benchmarked with the ladder training conducted in the UK by one of the IWH's international partners, the UK Ladder Association. Once this was done, we knew that we now have quality training material and can start the process of upskilling the training providers. During this phase of the project, we approached all the IWH Professional Body Development Partners, inviting them to nominate one or two of their work at height registered facilitators that would be interested to also train on the proper use of ladders, to be upskilled by our subject matter experts. A total of 24 facilitators were part of our train-the-trainer project.

The second phase of our project was to source proper compliant ladders. The number of non-compliant ladders in South Africa, is a major problem. With the continuous use of ladders on construction sites, it is of the utmost importance to have compliant ladders, as per the relevant parts of SANS Standard 50131. We were able to buy the necessary compliant ladders for 20 of our recognised Training Providers, which are spread over the Gauteng, Western Cape and KZN areas. At the

end of 2022, we were satisfied that we could go ahead and roll out the final phase of our Ladder Training Project by implementing training employees using ladders in the construction industry.

The final phase of the Ladder Training Project started with a webinar held on the 10th of March 2023. This was attended by over 300 stakeholders from the IWH, MBA North, SAFCEC, SAIOSH as well as FEM policyholders. The webinar intended to brief the audience on issues experienced in the industry with regards to ladders. FEM delivered their report on incidents, accidents and fatalities statistics, which clearly indicated the need for proper training on the use of ladders. Other presentations focused on the awareness of dangers using ladders without proper knowledge and explaining what to look for in a compliant ladder. When the webinar finished, the audience were invited to apply for their employees using ladders, to receive a grant from FEM to be trained on the proper use of ladders. The applications needed to be in by the 31st of March 2023.

Currently we can report that we have received applications from 78 companies and vouchers were issued for 1211 employees to be trained. At the time of writing this report, 607 employees were already trained with another 372 to be trained before April 2024. There are still vouchers left but many of these companies has requested that they would like more of their staff to be trained and it was indicated that we will conduct a reconciliation of available funds early in 2024 and will then allocate more vouchers to those that would really like more of their employees to be trained. We decided that the grant is there for ladder training and the full amount will be spend on just that.

The feedback from people attending the training was extremely positive and even employees that have been using ladders frequently over a long period, indicated that they have found the training valuable and extremely important.

The IWH is extremely grateful for FEM for this opportunity and cannot wait to embark on another exciting, but very valuable venture that will have a huge impact on safe working at height next year!

IMPORTANT DATES FOR 2024

The following **important dates** should be noted by IWH Members, Stakeholders and Professional Development Partners:

3 January	:	IWH Offices open for 2024
20 and 21 February	:	Chamber Meetings
1 March	:	Professional Development Partners Forum
22 May	:	IWH WEBINAR
21 and 22 August	:	Chamber Meetings
19 September	:	Annual General Meeting (AGM)
27 November	:	IWH WEBINAR
13 December	:	IWH offices close for 2024

We wish all our Members, Professional Development Partners as well as Stakeholders a fantastic holiday season and fruitful 2024!