

WORK AT HEIGHT COMPLIANCE ASSURANCE PROGRAMME

Compliance Assurance. Contractor Control. Work at Height Safety Governance

Prepared for

**FACILITIES
MANAGEMENT
COMPANY**

Presented to

SA PROPERTY

Presented by

PRAC

Aligned with

**ISO 22846-1
ISO 22846-2
ISO 45001
BS EN 363
BS EN 355
DOSH WAH
Guidance**

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**DOSH
JKKP**

Reg. JKJP/WP/2024/226655



A Partner of
**VISION
ZERO**
Safety. Health.
Wellbeing.

Introduction

A Practical Safety Governance Partner for WAH Compliance

WAH activities are common in facility management, building maintenance, construction, industrial operations and contractor work. However, the real challenge is not only whether workers have attended training, but whether the organisation can prove that WAH activities are properly controlled, supervised, documented and verified.

The PRAC WAH Compliance Assurance Programme is developed to help organisations close this gap through a structured assurance approach. It supports clients in strengthening WAH safety control, competency verification, PPE inspection records, rescue readiness, internal audit capability and compliance evidence.

This programme is supported by PRAC's industry experience, ISO 9001, ISO 45001, ISO/IEC 17024 personnel certification framework, recognised DOSH/JKKP expectations, ISO 22846, BS EN 363, BS EN 355 and other good industry practices related to WAH and fall protection systems.

Through this programme, organisations can build stronger audit evidence, improve internal accountability and become better prepared for DOSH/JKKP inspection, client audit, emergency situation or incident investigation.



Introduction

The team

The PRAC Work at Height Compliance Assurance Programme will be delivered by a multidisciplinary PRAC team consisting of Lead Auditor, Technical Specialist and Programme Director roles. This team structure is designed to ensure that the programme is not delivered only from a theoretical training perspective, but through a balanced combination of audit competence, technical work-at-height knowledge, operational experience and management oversight.

**IZZURA**

Leader

**ZORO**

Director

**VINCENT
CHAN**

Director

**THAMARAI**OHS Lead
Auditor**SYAZLIA
ROSDI**OHS Audit
Coordinator

Legal, DOSH and International Reference Alignment

The programme is developed with reference to recognised legal, safety and industry requirements related to WAH activities, including:

- 1** Occupational Safety and Health Act 1994 / AKKP
- 2** Employer duties related to safe systems of work, information, instruction, training and supervision
- 3** DOSH/JKKP Guidelines for Safe Work at Height
- 4** DOSH/JKKP Guidelines for the Prevention of Falls at Workplaces
- 5** ISO 45001 Occupational Health and Safety Management Systems
- 6** ISO 22846 Rope Access Systems
- 7** BS EN 363 Personal Fall Protection Systems
- 8** BS EN 355 Energy Absorbers
- 9** BS EN references related to PPE, fall protection and WAH systems
- 10** Good industry practices for supervision, inspection, rescue planning and competency verification

This programme does not replace legal duties, DOSH/JKKP requirements or statutory approvals. It is designed to help organisations strengthen internal WAH control, documentation, verification and compliance readiness.

Programme Overview

PRAC WAH Compliance Assurance Programme

The PRAC WAH Compliance Assurance Programme is a structured assurance programme developed to help organisations strengthen the way WAH activities are managed, supervised, documented, audited and verified.

This programme is designed to support organisations that want to move beyond basic WAH training towards a more complete safety assurance system. It combines compliance gap assessment, documentation review, site verification, competency checking, PPE inspection review, rescue readiness, internal audit development and corrective action monitoring.

The programme supports clients in improving WAH safety control, preparing stronger audit evidence, strengthening internal accountability and demonstrating reasonable safety effort during DOSH/JKKP inspection, client audit, emergency situation or incident investigation.



Programme Overview

Why This Programme Is Important

Many organisations conduct WAH activities but may not have a complete system to prove that the work is properly planned, supervised, documented and verified.

Common gaps include:

- Weak WAH supervision
- Incomplete safety records
- Poor PPE inspection records
- Unverified worker competency
- Unclear rescue planning
- Lack of internal audit capability
- Weak corrective action follow-up
- Limited evidence during inspection, audit or investigation

These gaps may expose organisations to safety incidents, operational disruption, legal exposure and difficulty during DOSH/JKKP inspection, client audit or incident investigation.

The PRAC WAH Compliance Assurance Programme helps organisations close these gaps through a structured assurance process.



Programme Overview

Objectives

Clear Outcomes for Safer and More Compliant WAH Operations

The objective of the PRAC WAH Compliance Assurance Programme is to help organisations strengthen safety control, competency verification, documentation and internal audit capability for WAH activities.

The programme supports clients in identifying compliance gaps, improving site supervision, establishing clearer safety responsibilities, strengthening PPE inspection records, improving emergency readiness and building a more accountable WAH safety system.

By implementing this programme, organisations can move towards safer operations, better audit evidence and stronger compliance readiness.



Programme Overview

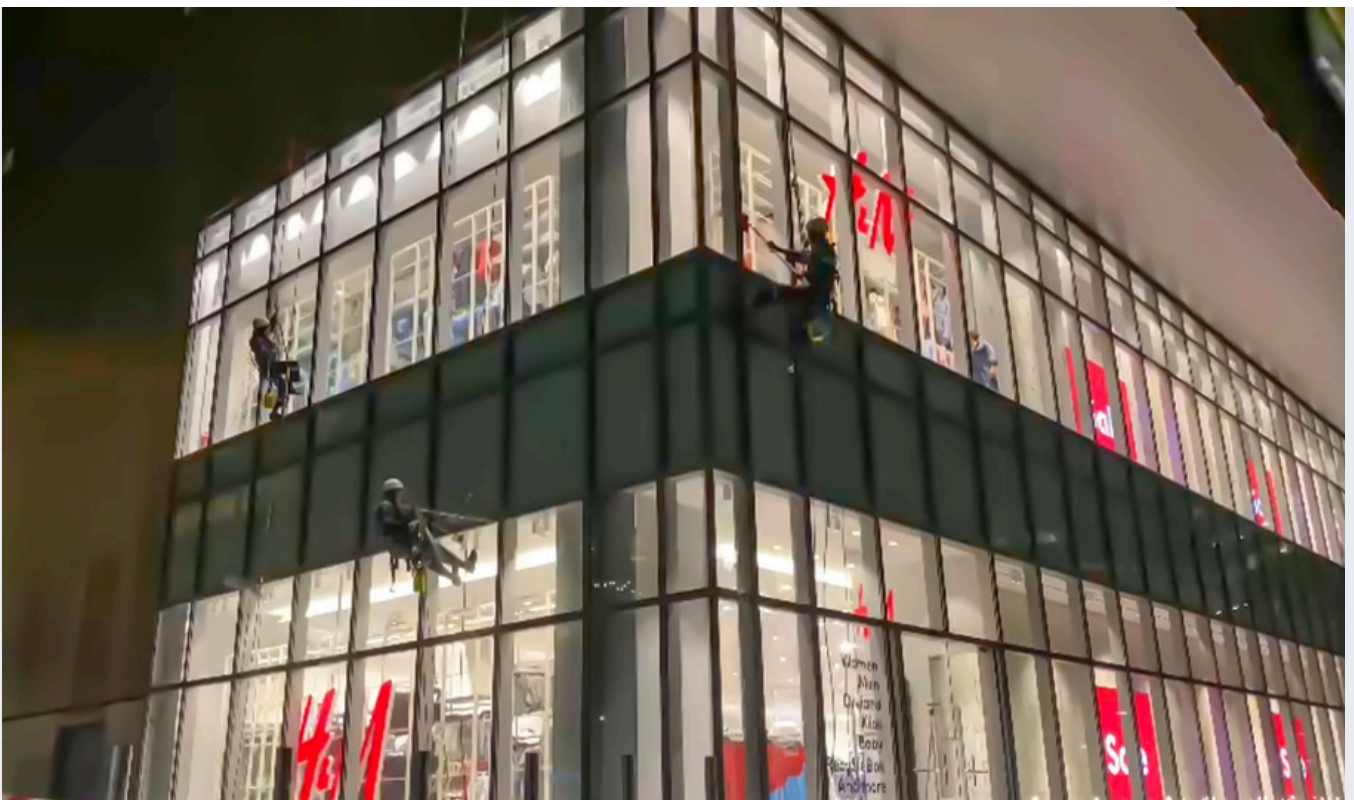
Strengthening WAH Control for Building Maintenance and FM Operations

Facility Management companies are directly involved in managing, coordinating and supervising various WAH-related activities within buildings, commercial premises, residential properties, industrial facilities and public infrastructure.

These activities may include façade maintenance, roof access, gutter cleaning, signage work, lighting replacement, air-conditioning maintenance, tank access, ceiling work, external inspection, contractor supervision and emergency repair works.

In many cases, FM companies are not only responsible for their own workers, but also for controlling contractors, vendors and service providers who carry out WAH activities under their management. This creates a strong need for proper documentation, competency verification, PPE control, permit management, rescue planning and site supervision.

The PRAC WAH Compliance Assurance Programme helps FM companies strengthen their WAH safety governance by providing a structured system to assess, verify and improve how WAH activities are controlled across managed facilities.



Programme Overview

Key WAH Challenges for FM Companies

Common WAH challenges faced by FM companies may include:

- 1** Multiple contractors conducting WAH activities at different locations
- 2** Difficulty verifying worker competency before work starts
- 3** Inconsistent PPE inspection records from contractors or vendors
- 4** Weak permit-to-work control for minor maintenance tasks
- 5** Limited rescue planning for building-specific WAH activities
- 6** Lack of proper supervision during short-duration or emergency jobs
- 7** Incomplete documentation during client audit, DOSH/JKKP inspection or incident investigation
- 8** Poor traceability of contractor safety records and approval evidence
- 9** Lack of internal audit personnel to monitor WAH compliance continuously
- 10** Difficulty proving reasonable safety effort when an incident occurs

Programme Overview

How the Programme Supports FM Companies

The programme supports FM companies by helping them:

- 1** Establish clearer WAH control requirements for contractors and vendors
- 2** Verify worker competency before allowing WAH activities
- 3** Improve PPE inspection and equipment record traceability
- 4** Strengthen permit-to-work and site access control
- 5** Review rescue readiness for building-specific WAH risks
- 6** Improve documentation and audit evidence for managed facilities
- 7** Develop internal audit personnel to monitor WAH compliance
- 8** Support readiness during client audit, DOSH/JKKP inspection or incident investigation
- 9** Improve safety accountability between management, supervisors, contractors and workers
- 10** Demonstrate a structured approach to WAH safety governance

Solution

PRAC Capability & Recognition

PRAC is positioned as a professional safety governance and training body specialising in WAH, rope access, PPE inspection and compliance assurance.

PRAC's system and training approach are supported by recognised management and competency frameworks, including:

- ISO 9001 Quality Management System
- ISO 45001 Occupational Health and Safety Management System
- ISO/IEC 17024 Personnel Certification System
- Practical industry experience in rope access, WAH, PPE inspection and safety training
- Digital verification and workforce traceability through PRAC verification systems and PASSWORK, where applicable

This strengthens PRAC's ability to support clients not only through training, but also through structured assessment, verification, competency control and compliance assurance.



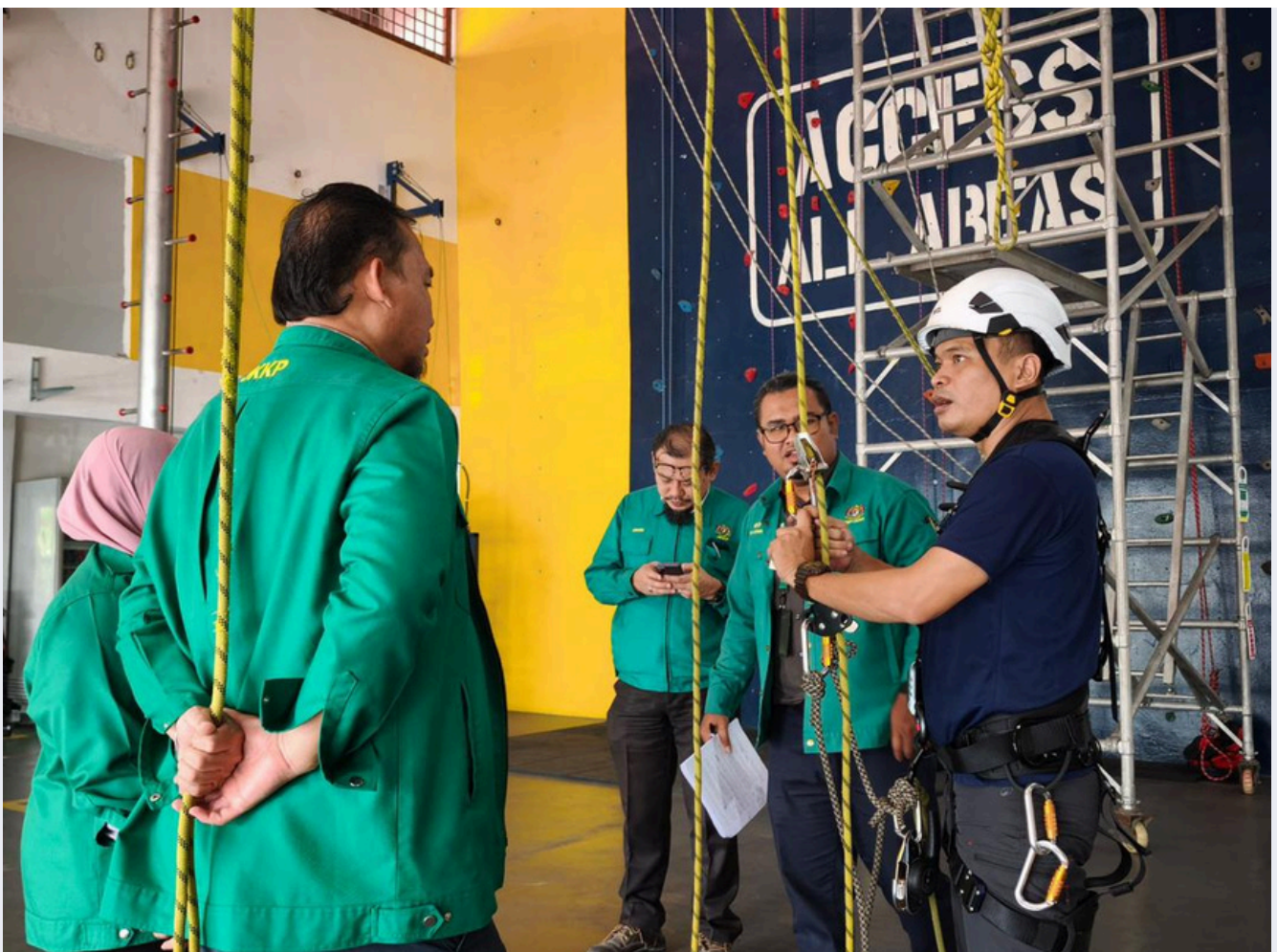
Solution

Strengthening Safety, Competency and Compliance at Height

The PRAC WAH Compliance Assurance Programme provides a structured solution for organisations to improve how WAH activities are controlled, supervised, documented and verified.

The programme combines practical site assessment, compliance gap review, competency verification, internal audit development and improvement guidance to help clients strengthen their WAH safety system. It is designed to support safer operations, clearer accountability, better documentation and stronger compliance readiness across all WAH-related activities.

Through this approach, PRAC helps organisations move from basic training records to a more complete assurance system that supports real implementation at the workplace.



Solution

Programme Structure

The programme follows a practical compliance assurance structure:

- 1** Initial Briefing and Scope Confirmation
- 2** WAH Compliance Gap Assessment
- 3** Documentation and Record Review
- 4** Site Control and Supervision Evaluation
- 5** PPE Inspection and Equipment Record Verification
- 6** Competency and Workforce Verification
- 7** Rescue and Emergency Readiness Review
- 8** Internal Auditor and Audit Coordinator Development
- 9** Corrective Action Plan and Improvement Guidance
- 10** Final Compliance Review and Reporting
- 11** Certificate of Compliance and PRAC WAH Compliance Mark Eligibility Review

Programme Flow



Solution

Key Areas Covered

The programme covers important WAH compliance areas including:

- 1** WAH policy, procedure and risk control
- 2** HIRARC/JSA, method statement and permit control
- 3** Worker and supervisor competency records
- 4** PPE inspection and equipment traceability
- 5** Site control and fall protection arrangement
- 6** Rescue plan and emergency readiness
- 7** Internal audit and corrective action tracking
- 8** Documentation and evidence readiness
- 9** Digital verification or PASSWORK record, where applicable



Internal Auditor and Audit Coordinator Development

A key strength of this programme is the development of internal audit capability within the client's organisation.

PRAC will support selected client personnel to understand how WAH compliance should be monitored, reviewed and improved internally, with reference to recognised audit principles under ISO 19011 and management system audit competence guidance under ISO/IEC 17021-3.

This helps the organisation avoid depending only on external review and enables the client to maintain better control, stronger audit readiness and continuous compliance improvement after the programme is completed.

PRAC Certified OHS Internal Auditor

- 01** Focused on WAH audit planning, evidence review, site observation, finding classification, corrective action follow-up & internal compliance monitoring.

Practical Audit Checklist Guidance

- 03** Covers how to use audit checklist, review documents, conduct site observation, interview personnel and record objective evidence.

PRAC OHS Audit Coordinator

- 02** Focused on coordinating WAH records, preparing audit evidence, monitoring corrective action closure, supporting management review and communicating with PRAC during compliance monitoring.

Finding and Corrective Action Control

- 04** Helps the organisation classify findings, assign responsibility, set closure timelines and verify evidence before final review.

This internal auditor element makes the programme more sustainable because the client will have trained personnel to continue monitoring WAH compliance after the initial assessment.

Benefits

Client Benefits

The programme helps organisations:

- 1** Strengthen WAH safety control and supervision
- 2** Improve competency verification
- 3** Build stronger documentation and audit evidence
- 4** Improve readiness during DOSH/JKKP inspection, client audit or incident investigation
- 5** Strengthen PPE inspection and equipment traceability
- 6** Improve rescue and emergency readiness
- 7** Develop internal auditor capability
- 8** Support corrective action tracking and continuous improvement
- 9** Reduce exposure to safety, operational and legal compliance risks
- 10** Build greater confidence for clients, project owners, safety teams and management

Overall Outcome

The PRAC WAH Compliance Assurance Programme helps organisations move from basic training records to a complete WAH safety assurance system.

It supports safer operations, stronger supervision, better documentation, clearer accountability, internal audit capability, workforce verification and improved compliance readiness for WAH activities.

Benefits

What the Client Will Receive

Upon completion, the client may receive:

- 1** WAH Compliance Gap Assessment Report
- 2** Documentation & Record Review Summary
- 3** Site Safety Control Assessment Checklist
- 4** PPE Inspection & Equipment Control Review
- 5** Competency & Workforce Verification Summary
- 6** Rescue & Emergency Readiness Review
- 7** Internal Audit Development Guidance
- 8** Corrective Action Plan & Improvement Recommendations
- 9** Final Compliance Review Report
- 10** PRAC Certified OHS Internal Auditor Certificate
- 11** PRAC OHS Audit Coordinator Certificate
- 12** PRAC Certificate of Compliance, subject to audit outcome
- 13** PRAC WAH Compliance Mark eligibility, subject to approval and continued compliance

Benefits

Certificate Outcome

This programme provides two main types of recognition:

1. Certificate for the Organisation

Eligible organisations may receive:

- PRAC Certificate of Compliance
- PRAC WAH Compliance Mark eligibility

This recognition indicates that the organisation has completed the PRAC WAH compliance assurance process and has met the required criteria based on documentation, site control, competency verification, PPE inspection records, rescue readiness, internal audit capability and corrective action review.

The certificate and compliance mark are subject to audit outcome, corrective action closure, validity period, usage rules and continued compliance.

2. Certificate for Internal Personnel

Selected personnel who complete the required internal audit development may receive:

- PRAC Certified OHS Internal Auditor Certificate
- PRAC OHS Audit Coordinator Certificate

These certificates recognise that the personnel have completed the required programme component to support internal WAH monitoring, evidence control, audit preparation and corrective action follow-up.

Benefits

What the client will receive

Certification Outcome Under the PRAC WAH Compliance Assurance Programme

Upon completion of the PRAC WAH Compliance Assurance Programme, certification may be issued under two categories:

1. Organisation Certification

Recognition for the company or organisation that has successfully completed the WAH compliance assurance process. Audit assessment based on ISO/IEC 17021-3:2017 for auditor competence and follow ISO 19011:2018 for audit methodology.



PRAC / **PROFESSIONALS[®]** **ROPE ACCESS** **COMMUNITY** **CERTIFICATE OF CONFORMANCE**

Compliance Reg No.: CR06-6/1

This is to certify that;

SC PROPERTY

as Facility Management Provider

KLCO Tower

N0 1, Jalan 1, 50000, Kuala Lumpur, Wilayah Persekutuan.

has been successfully audited and found to be in compliance with the requirements of Work at Height Compliance Assurance Programme. The programme is aligned with recognised safety references including

ISO 22846, ISO 45001, DOSH WAH GUIDANCE, BS EN 363, 355

under PRAC Certification Body Scheme.

Audited Date: May 14 2026

Expiry Date: May 15 2027

Date Originally Audited : May 14 2026



IZZAT IZZUDDIN
Chief Operating Officer
May 14, 2026



ZAIM RUBAIE
Executive Director
May 14, 2026



The validity should be verified at www.prac.pro. This certificate is valid until 'Certification Expiry' date.
PRAC, No 1, First Floor, Jalan 2/118B, Desa Tun Razak, 56000 Kuala Lumpur. Tel: 03-9174 3796 | hq@prac.pro
This certificate does not represent ISO certification, DOSH approval, statutory certification, legal immunity or automatic approval of all contractors.

This technical audit is provided by an ISO-certified organization (ISO 9001, ISO 45001, ISO 17024) and complies with ISO 22846. PRAC@DRAGGER/ISO-CERTIFIED

All certificates are subject to programme requirements, assessment outcome, corrective action closure, validity period and PRAC verification process.

Benefits

What the client will receive

Certification Outcome Under the PRAC WAH Compliance Assurance Programme

Upon completion of the PRAC WAH Compliance Assurance Programme, certification may be issued under two categories:

2. Personnel Certification

Recognition for selected personnel who have completed the internal auditor or audit coordinator development component. Audit assessment based on ISO/IEC 17021-3:2017 for auditor competence and follow ISO 19011:2018 for audit methodology.



PRAC No.: 1/261497-2 

This is to certify that
Zoro Asteron
NRIC: 770923-08-6705

(ABC Property Management Sdn. Bhd.)

*this certificate eligible only for the said company

has successfully completed the required training, assessment
and competency evaluation for

PRAC OHS Audit Coordinator

demonstrating competence in coordinating OHS audit activities,
managing audit documentation, tracking CAPA closure, and ensuring
compliance with ISO 45001:2018 and OSHA 2022 (Malaysia) under
PRAC Certification Body Scheme.

This certificate is valid subject to annual CPD compliance and revalidation by PRAC CB.

Assessment Date: **May 23 2026**
Expiry Date: **May 22 2029**
Date Originally Assessed: **May 23 2026**


IZZAT IZZUDDIN
Chief Operating Officer
PRAC



The validity should be verified at www.prac.gov/prac-verify or via the QR code provided. This certificate is valid until 'Certification Expiry' date.
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NRIC: 770923-08-6705

(ABC Property Management Sdn. Bhd.)

*this certificate eligible only for the said company

has successfully completed the required training, assessment
and competency evaluation for

PRAC Certified OHS Internal Auditor

in accordance with ISO 45001:2018 and OSHA 2022 (Malaysia) under
PRAC Certification Body Scheme.

This certificate is valid subject to annual CPD compliance and revalidation by PRAC CB.

Assessment Date: **May 23 2026**
Expiry Date: **May 22 2029**
Date Originally Assessed: **May 23 2026**


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All certificates are subject to programme requirements, assessment outcome, corrective action closure, validity period and PRAC verification process.

Conclusion

FM-Specific Outcome

By implementing this programme, FM companies can move from basic contractor control to a more structured WAH compliance assurance system.

This helps FM companies improve safety governance, strengthen contractor verification, prepare stronger audit evidence, reduce exposure to operational and legal risks, and build greater confidence with building owners, clients, tenants, management committees and regulators

Moving Towards Safer and More Accountable WAH Operations

The PRAC WAH Compliance Assurance Programme provides a structured pathway for organisations to strengthen WAH safety control, competency verification, documentation, internal audit capability and compliance readiness.

By participating in this programme, organisations can better identify safety gaps, improve site implementation, prepare stronger audit evidence and demonstrate a more accountable approach to managing WAH activities.

PRAC is committed to supporting clients in building safer, more competent and better-prepared WAH operations through practical assurance, recognised safety references and continuous improvement.





Contact

Let's Get to Work Together

PRAC is ready to work together with your organisation to strengthen WAH safety, improve contractor control, and build a more structured compliance assurance system.

Through this programme, PRAC will support your team in identifying compliance gaps, improving audit readiness, verifying key safety controls, and developing internal capability through trained auditors and coordinators.

Together, we can create a safer, more accountable, and better-managed working environment at height — with clearer responsibilities, stronger documentation, and continuous improvement.

Professionals Rope Access Community

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THANKS