



[GUIDELINES & FAQs](#)

INTRODUCTION TO THE STARTSAFE® APP

JANUARY 2025

MARR

INTRODUCING THE STARTSAFE® APP

Pre-start inspections of cranes and rigging prior to commencing work is the most safety-critical task crane operators are expected to do every day.

It's not just important, but a legal responsibility for the holder of a high-risk work licence (the Operator). The person with management or control of the plant on a project also has the same responsibility to ensure that pre-start checks have been completed and that the crane is safe to operate before lifting commences.

As an industry, we need to have more respect for lifting operations, particularly crane activities on projects. Ultimately, that means shifting the focus from 'is the crane *ready* to operate?' to 'is the crane *safe* to start lifting operations?'

The StartSafe® app is revolutionising pre-start inspections for crane owners and operators with an easy-to-use digital tool for daily checks and maintenance reporting that we are adopting on all cranes in our fleet. This guide is designed to help you train and educate your onsite teams.

SIMON MARR

MANAGING DIRECTOR, MARR CONTRACTING

WHAT IS STARTSAFE®

Developed by the Crane Industry Council of Australia (CICA), StartSafe® is a mobile application (app) that assists operators in conducting daily pre-start inspections.

Benefits of using the StartSafe® app include:

- **Easy-to-use & accessible on iOS and Android devices** – no logbook shuffles or damaged paperwork to worry about;
- **Instant notification** – onsite personnel responsible for maintenance are automatically notified of faulty items;
- **Instantly generated reports** – with photographic proof of condition;
- **Scan & go** – QR code identification for any crane with a CICA CraneSafe stick (includes all cranes in Marr's fleet);
- **Remembers past inspections** – will automatically populate fields if faulty items have been previously recorded but not reset by maintenance personnel; and
- Not just a 'tick and flick' exercise.



STARTSAFE® APP GETTING STARTED - RESOURCES

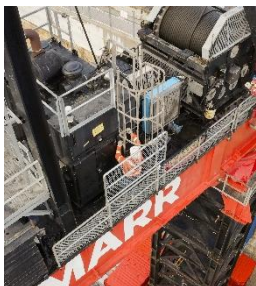


VIDEO: INTRODUCING THE STARTSAFE® APP

A short (3 min) demonstration video for crane operators including how to download & use the app for daily pre-starts. We suggest using this as part of your onboarding process for crane operators. **Download at:**

YouTube: <https://youtu.be/FlyxHM-Shjw>

Vimeo: <https://vimeo.com/user41811335/startsafe>



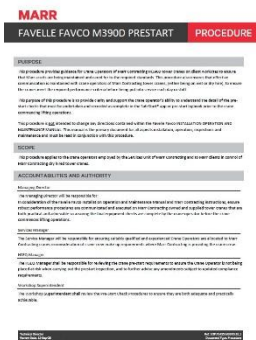
VIDEO: CRANE OPERATOR PRE-START CHECKS

Marr's safety video for crane operators highlighting why pre-start checks of equipment is so important. We suggest including this as part of your onboarding process & StartSafe® app training for crane operators.

Download at:

YouTube: https://youtu.be/qHDE1_C-3Fw?si=CQNqZCt0jDADeODm

Vimeo: <https://vimeo.com/user41811335/pre-starts>



MARR'S STANDARD OPERATING PROCEDURES (SOP)

Marr's Standard Operating Procedures (SOPs) for pre-start checks by crane model are provided as part of our commissioning documentation.

As a complement to Favelle Favco's Installation Operation & Maintenance manuals, our SOPs provide additional guidance for crane operators on how to conduct pre-start checks on Marr cranes.



STARTSAFE® USER GUIDE

CICA's complete guide to using the app including details on everything including how to download & set up an account to completing an inspect.

Download at <https://startsafe.cica.com.au/>

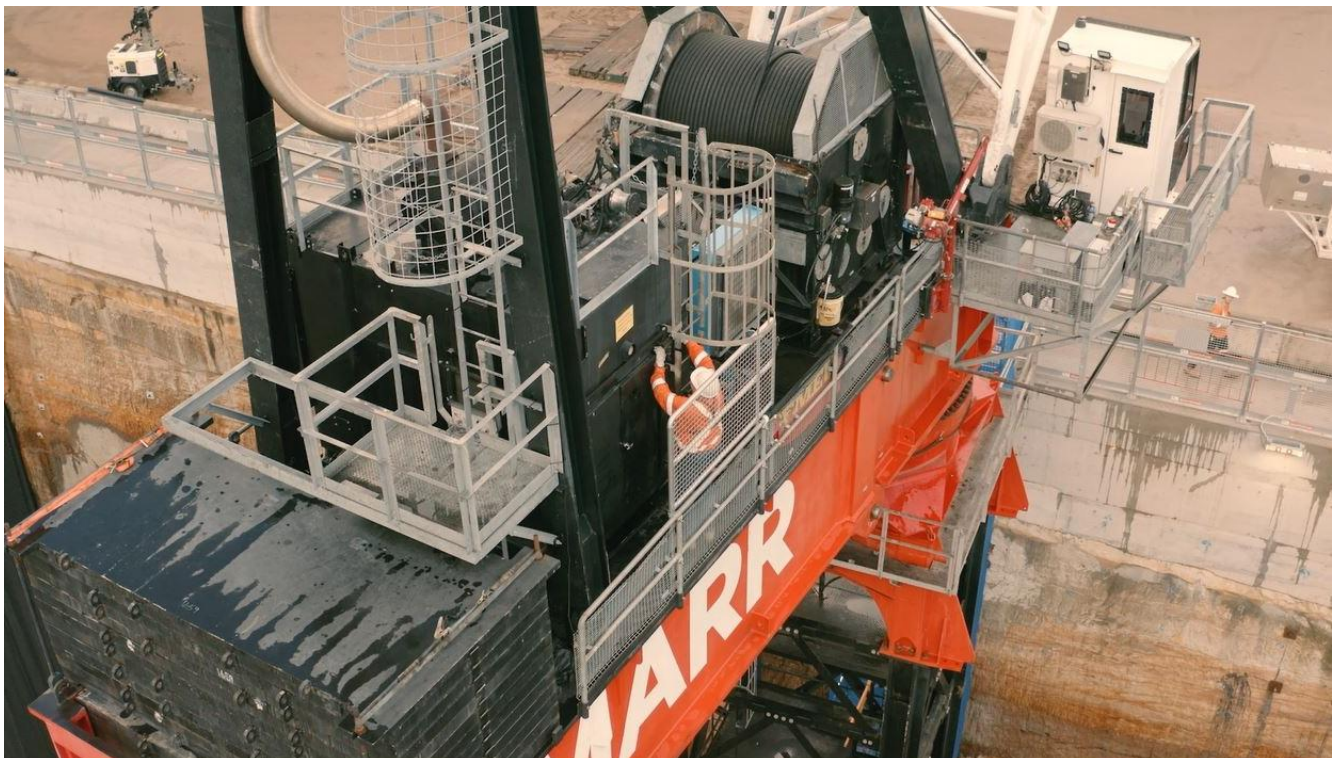
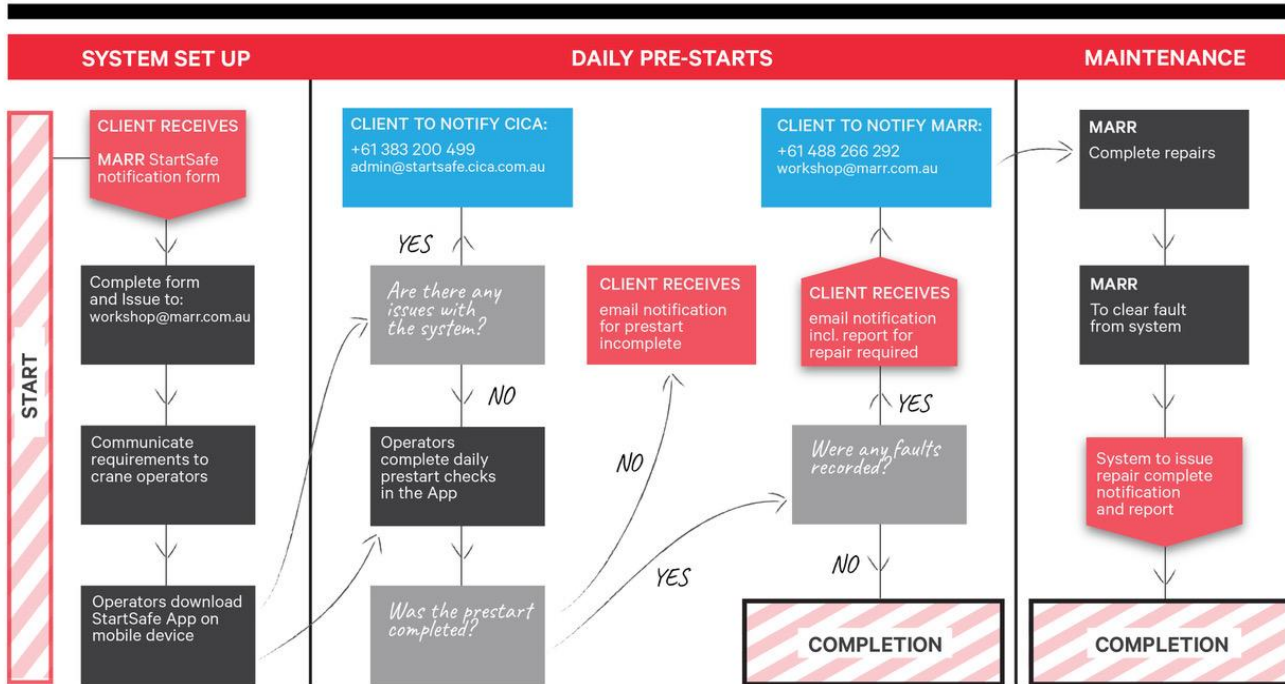


MARR STARTSAFE® NOTIFICATION FORM

This form is used to capture the correct contact details for client project teams at the start of a project to ensure that StartSafe® forms and notifications are sent to the correct people.

INTRODUCING THE STARTSAFE® APP

SIMPLE SET UP & REPORTING PROCESS



FREQUENTLY ASKED QUESTIONS (FAQS)

CAN STARTSAFE® BE USED ON CRANE INSPECTIONS FOR MACHINE HIRE ONLY (SOMETIMES REFERRED TO AS 'DRY HIRE')?

Yes. StartSafe® can be used for daily pre-starts on all Marr-owned cranes.

IS STARTSAFE® AVAILABLE OUTSIDE AUSTRALIA?

Yes. We are currently using the app on a number of projects in the UK.

WILL THE STARTSAFE® APP WORK ON ANY DEVICE?

StartSafe® is compatible with iOS or Android devices manufactured since 2020. Other devices (including older iOS, Android and alternative operating systems) may experience compatibility issues. If you have any issues with the app on your device, please contact StartSafe® Support to confirm if the issue can be used on your device.

HOW LONG DOES A PRE-START INSPECTION TAKE USING THE STARTSAFE® APP?

Daily pre-start checks can take 10-20 minutes depending on the model and configurations of the crane. Using the StartSafe® app is more efficient and should not add any additional time to daily checks even with StartSafe® itemising all the checks that the traditional logbooks didn't.

WHAT IS THE PROCESS FOR MANAGING REPAIRS AND REPAIR NOTIFICATIONS REPORTED THROUGH STARTSAFE®?

This will be in accordance with the end-user's policies and procedures. However, for the end-user to notify Marr, please initially phone Marr's Workshop on +61 (0) 488 266 292.

IS THERE A COST ASSOCIATED WITH USING STARTSAFE®?

Marr is paying for the StartSafe® annual subscription on all cranes in our fleet. For more information visit: <https://startsafe.cica.com.au/>

WHAT DATA SHOULD BE ENTERED UNDER 'HOURS' IN THE APP?

Unless otherwise instructed, please enter the hours found on the display inside the cab.

THE STARTSAFE® APP KEEPS CRASHING DURING PRE-START INSPECTIONS.

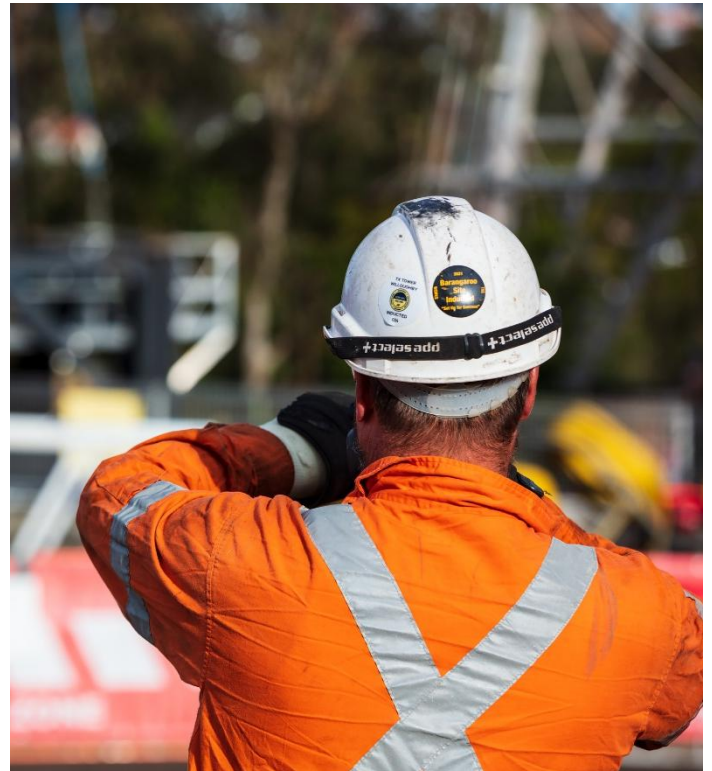
This issue is usually resolved by deleting and reinstalling the app on your device. If the issue continues contact StartSafe® Support (see contact details on the back page).

THE STARTSAFE® APP IS NOT ALLOWING PHOTOS OR VIDEOS TO BE UPLOADED.

This is usually due to users not allowing access to photos or videos taken on their device. To resolve, allow the StartSafe® app to access photos and videos through the Settings function on the device. If the issue continues contact StartSafe® Support (see contact details on the back page).

THE STARTSAFE® APP ASK FOR HOOK INSPECTIONS BUT THESE CANNOT BE COMPLETED BY THE CRANE OPERATOR. HOW CAN HOOK BLOCK CHECKS BE DONE?

Best practice is for a competent person on the ground to conduct the inspection and communicate the findings, including any photos or videos recorded, to the Operator for recording in the app. The Operator can add the name of the person who conducted the checks to avoid any concerns about liability for the checks. It is important to note that the hook is part of the crane and therefore the responsibility of the Operator to check.



FREQUENTLY ASKED QUESTIONS (FAQS) CONTINUED

CAN WE USE STARTSAFE® WHEN WE HAVE MULTIPLE SHIFTS IN ONE DAY?

Yes, there is no limit to the amount of pre-start checks that can be completed each day on any crane. However, notifications currently only work on one shift per day.

DO I HAVE TO DO THE CHECKS IN THE SAME ORDER AS THEY APPEAR IN THE APP?

Daily checks can be conducted in any sequence (prior to submitting/completing) convenient for the operator by skipping a check and proceeding with the checklist. The app allows the user to scroll backwards/forwards through the checklist without losing previously entered information which can still be edited prior to completion. The app also has a useful feature that will bring up any skipped or missed checks at the end of the check, so the user does not have to scroll back through the checklist.

WHEN SHOULD THE OPERATOR SELECT THE 'X' (ITEM IS FAULTY & REQUIRES REPAIR) OPTION?

This option should only be selected if the item is faulty, and repairs are needed. This option is recommended to flag critical issues.

If there is a minor fault, select the symbol for ('Item is showing signs of wear and may require repair soon') option – noting to add photos and comments.

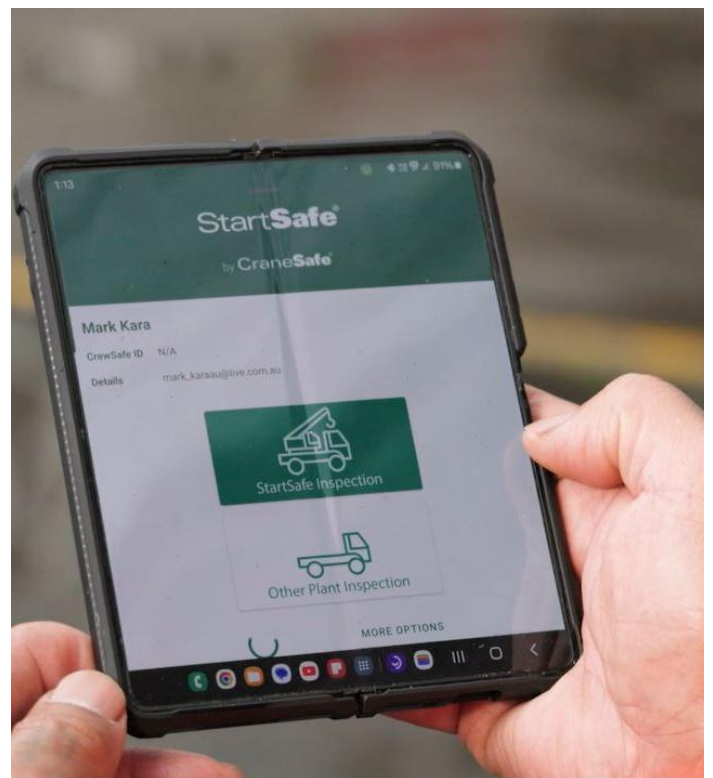
If a check is not applicable to the crane, it is recommended to select the ('Not applicable') option.

DOES THE OPERATOR HAVE TO TAKE PHOTOS OF EVERYTHING?

No. The app only requires a few randomly selected photos from the checklist which the Operator will need to take unless the check is tagged as 'Not Applicable'. However, it is encouraged to take as many photos as practically possible because they are the best evidence that the check was completed and proof of the item's condition at the time it was inspected.

ONE OF OUR CRANE OPERATORS ACCIDENTLY ENTERED THE WRONG HOURS AND WAS UNABLE TO CORRECT IT. NOW WE CANNOT ENTER THE CORRECT HOURS. WHAT SHOULD WE DO?

When a StartSafe® report is submitted by the crane operator, the system automatically records the hours entered. Incorrect entries on Marr-owned cranes can only be reset by Marr, so please contact our Workshop ASAP (see contact details on the back page).



CLIENT FEEDBACK ABOUT THE STARTSAFE® APP

“STARTSAFE® IS REAL-TIME, TRANSPARENT SYSTEM THAT ENSURES ALL CHECKS ARE COMPLETED DAILY, AND ANY ISSUES ARE PROMPTLY ADDRESSED.

WE HAVE TRIALLED THE STARTSAFE® APP ON FIVE CRANES ACROSS TWO PROJECTS, AND OPERATOR FEEDBACK HAS BEEN OVERWHELMINGLY POSITIVE HIGHLIGHTING ITS EASY OF USE AND PRACTICAL BENEFITS.”

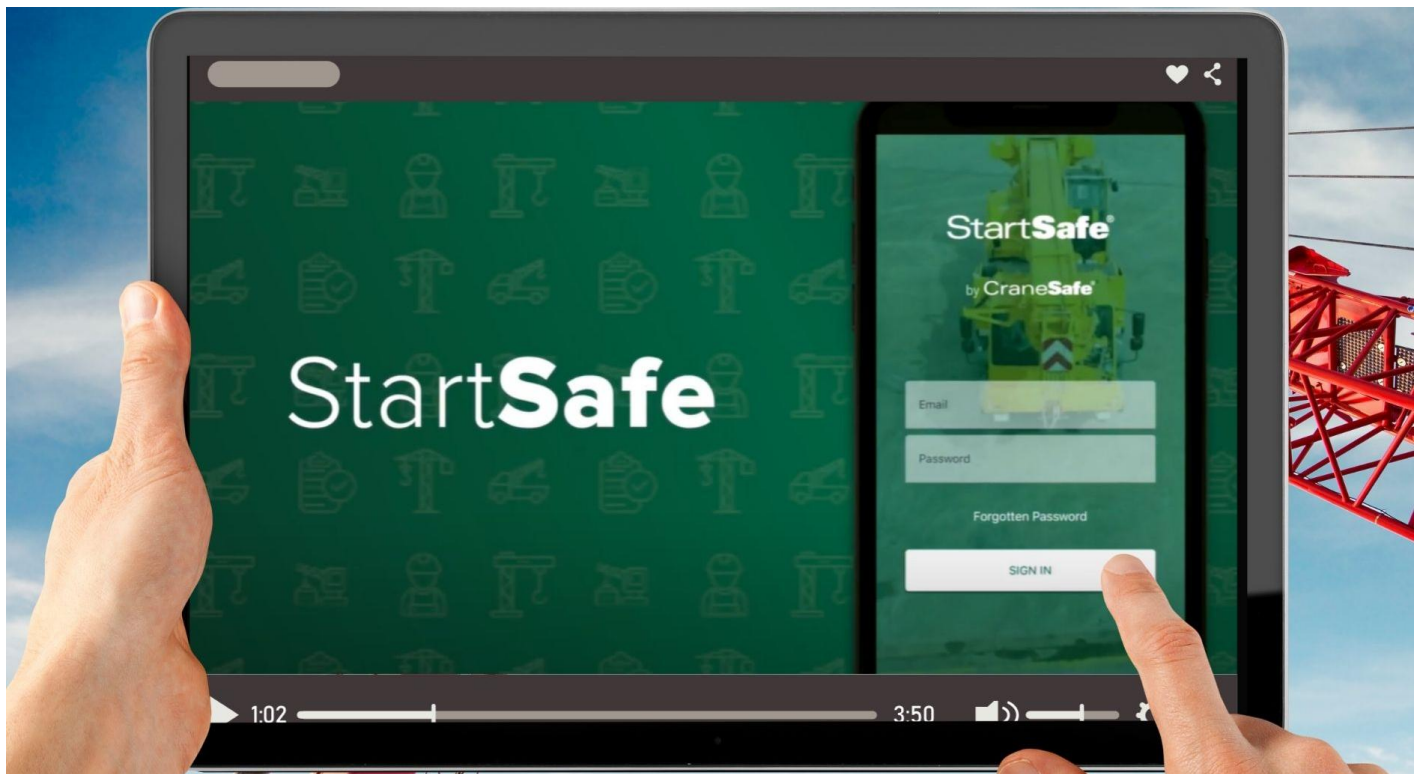
– Blair Grant
Senior HSE Coordinator
Multiplex Australasia

“ONE OF THE PRIMARY ADVANTAGES THAT STARTSAFE® PROVIDES, IS REAL-TIME CONFIRMATION THAT THE CRANE PRESTART HAS BEEN COMPLETED PRIOR TO START-UP.

BEFORE STARTSAFE®, THIS WAS AT BEST A PHOTO MESSAGE OF THE LOG-BOOK EACH MORNING, AND AT WORST A WEEKLY HARD COPY, HAND DELIVERED.

IN ADDITION, THE PHOTO EVIDENCE REQUIRED BY THE REPORT FORMAT, OFFERS A LAYER OF ASSURANCE THAT THE OPERATOR HAS IN FACT CHECKED THE LOCATION DESCRIBED.”

– Duane Bristowe, Heavy Lift & Equipment Coordinator,
No.6 Blast Furnace Reline Project,
BlueScope Australian Steel Products



CONTACT

STARTSAFE® SUPPORT – FOR APP ISSUES & SUPPORT

E: admin@startsafe.cica.com.au

P: (03) 8230 0499

MARR WORKSHOP – EMAIL REPORTS TO:

E: workshop@marr.com.au

M: 0488 266 292

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