

Lift Safety, Breakdown & Trap In
Policy and Procedure for TMO Staff
DRAFT Dated 19th July 2011 Version Four

Version	Date	Reason for Change	Authorised By	Review Date
One	19/1/09	Initiation		
Two	28/1/09	Update to lift trap- ins		
Three	14/4/10	Update lift number 80 Elm Park Gardens removed		
Four	18/07/11	Amalgamation of Lift Safety Policy, Procedure Statement issued to Estate Staff, change in LFB role/responsibilities,		July 2012

1.0 INTRODUCTION

1.1 The TMO are responsible for maintaining passenger and goods lifts serving TMO managed social housing and Council owned buildings managed by General Services, Education, Social Services and Libraries.

1.2 The lifts are maintained by one lift contractor under contract and provide a breakdown and malfunction service 24 hours per day, 7 days per week 52 weeks a year.

1.3 There are 139 lifts in the TMO social housing properties, 16 in General Services, 6 in Education, 5 in Social Services and 3 in Libraries, totalling 169.

1.4 The purpose of this document is to:

Confirm the TMO's Policy/Procedure for lift safety for compliance. All precautions as set out in this document are to be followed. If this is not possible, no work is to be undertaken with an immediate report issued to the TMO Lift Engineer.

The procedure and actions to be taken by TMO staff, Contractors and associated service providers following a report of a lift breakdown, malfunction or lift trap-in and includes the Caretaker release procedure for electric passenger lifts.

2.0 LIFT SAFETY POLICY

2.1 This policy statement on lift safety is issued to ensure that work carried out by the lift section and all associated processes are performed in accordance with the Council's and TMO's Health, Safety and Welfare policies and all relevant health and safety legislation.

2.2 Contractors and Sub-Contractors:

The lift engineer is required to include reference to the Health and Safety at Work Etc. Act 1974, the Management of Health and Safety Regulations 1992 (as amended) and all other relevant Health and Safety Regulations in the tender and contract documentation and to confirm to the contractor, at the time and place of work, any special knowledge he might have of the particular location, which might affect the system of work.

2.3 Protection of the Public: Relationship with the Public, Residents and Occupiers of Council Premises (at the Place of Work):

2.3.1 Because some of the lift section's work and that of the lift contractors brings its employees in direct contact with the public and other employees either in public buildings or on Council owned premises, every reasonable and practicable precaution to protect such persons both collectively and individually must be taken.

2.3.2 Safe access and egress at the places of work must be maintained at all times.

2.3.3 If a temporary obstruction is caused adequate warning signs are to be prominently displayed.

2.3.4 Special care is also to be taken to ensure that hazards are not created by the work process, particularly where aged, infirm or disabled people and children can be affected.

2.4 Codes of Safe Working

All employees must familiarise themselves with all relevant Codes of Safety Working and Information, Instruction or Procedure Notes which relate to their own particular place or system of work.

2.5 Other References and H.S.E. Publications;

Health and Safety at Work etc Act 1974

The Management of Health and Safety at Work Regulations 1992 (as amended)

Fire Precautions Act 1971.

London Building Acts (Amendment) Act 1939 as amended by The Building Act 1984 and The Building (Inner London) Regulations 1985.

Electricity at Work Regulations 1989.

I.E.E. Regulations.

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations. 1995.

British Standards Applicable to Lifts BS 5655 Parts 1-13.

Safety Working on Lifts BS 7255 (1989).

The Lifting Operations and Lifting Equipment Regulations 1998

The Provision and Use of Work Equipment Regulations 1998

The Construction (Health, Safety and Welfare) Regulations 1996

The Fire Precautions (Work Place) Regulations 1997

The Health and Safety (Safety Signs and Signals) Regulations 1996

The Construction (Design and Management) Regulations 1994

The Work Place (Health, Safety and Welfare) Regulations 1992

Personal Protective Equipment at Work Regulations 1992

Manual Handling Operations Regulations 1992

Confined Spaces Regulations 1997

The Lifts Regulations 1997

2.6 H.S.E. Publications

The Regulations and Approved Codes of Practice (ACOPs) are often supplemented by Health & Safety Executive Guidance Notes which further identify how the Regulations can be complied with. It is recommended that these are consulted.

2.7 Restrictions

No young person is to work on a lift unless they have been fully instructed and are supervised in the work process by a competent and authorised person. Up to the age of 18, any person working on a lift shall be considered to be undergoing training. No person will use any machinery, tool or equipment unless they have received adequate training on it.

3.0 PROTECTIVE CLOTHING AND EQUIPMENT

3.1 Wearing of Protective Clothing and Equipment

Protective clothing and equipment issued by the TMO to enable work to be carried out safely must be worn/used.

3.2 Outer Protective Garment

The outer protective overall is to be properly buttoned/zipped up so that no loose article e.g. a tie, is outside it as this could become trapped in machinery.

3.3 Protective Headgear

Safety helmets are to be worn on construction or refurbishment sites and at all places where there is a reasonably foreseeable risk of head injury. They should also be worn in designated hardhat areas or when your supervisor advises.

4.0 ACCESS AND EGRESS AT THE PLACE OF WORK

4.1 Access and Egress

Safe means of access, egress at places of work must be maintained at all times.

4.2 Restricted Access

Restricted access areas between machinery or between machinery and walls are to be sign posted.

4.3 Restricted Pit Depths and Overhead Clearances

Restricted pit depths and overhead clearances above lifts and machinery are to be clearly marked. The warning notices are to be clearly visible before entry to either the lift pit, the top of the lift car or the lift machine room.

4.4 Warning Signs

Overhead obstructions such as low doorways, lifting beams, etc. are to be sign posted in accordance with regulations and low level beams should be padded.

5.0 STORAGE

5.1 Storage Areas: Suitable storage areas approved or authorised by the lift engineer should be established away from the 'live' switchgear and moving machinery. (These must satisfy the statutory regulations). On no account must more than enough oil needed for immediate service requirements be taken into lift machine rooms. However, small quantities of 'ready-use' oils, lubricants and rags may be stored in a locked (metal) flameproof cabinet in the approved storage areas.

5.2 Storage of Materials and Tools: All materials, tools and equipment are to be stored safely in these areas when not being used.

6.0 MANUAL HANDLING

6.1 All manual lifting, movement and individual carrying is to be done in accordance with the HSE Guidance on Manual Handling Regulations. The task should be assessed before any manual handling is carried out.

7.0 ENVIRONMENTAL CONDITIONS

7.1 Machine Rooms: All lift machine rooms are to be adequately ventilated, illuminated and heated as required by the Work Place Regulations 1992. Ventilation is not to produce excessive draughts.

7.2 Emergency Lighting in Machine Rooms: Suitable emergency lighting units are to be provided in every lift machine room and shall be situated above both the main motor and other areas as required to give adequate working illumination. Lift contractors will visually check this on a monthly basis.

7.3 Cleanliness: All lift machine rooms are to be kept clean and free from dirt, grease or oil.

7.4 Emergency Lighting in Lift Cars: Emergency lighting units are to be installed in all passenger carrying lifts, hoists etc. Lift car emergency lighting to be tested monthly and maintained in accordance with BS: 5266: Part 1: 1988. TMO lift engineers will be informed in writing of any defects.

8.0 GUARDS AND EMERGENCY DEVICES

8.1 Guards and Safety Devices: Recommended guards, emergency stop

buttons and other approved safety devices are to be provided and securely fixed in the optimum safety position and are not to be removed unless for maintenance inspection purposes. All guards and emergency devices must be securely re-fixed in their original position after all work has been completed.

8.2 Alarm: An alarm bell connected to an emergency supply and/or two way communication system should be provided in the lift car and arrangements made so that the signal can be heard and the alarm raised. Instruction on the action to be taken are to be posted in the lift car and in areas where the alarm can be heard and also in caretaker's office, etc.

8.3 Guard Rails at Landings: Guard rails are to be erected if the lift landing doors are to be left open for any reason, when the lift is not in position level with the landing entrance. These guard rails must never be left unattended.

9.0 ELECTRICAL INSTALLATION AND EQUIPMENT

9.1 Electrical Regulations: All electrical apparatus wiring must conform to the requirements of the electrical regulations and the IEE and is to be tested for compliance by the competent person and results recorded.

9.2 Earthing: All machines, plant and equipment, are to be effectively earthed and the earthing system is to be tested in accordance with the Electricity at Work Regulations 1989 and results recorded.

9.3 Routine Testing: Portable electrical appliances are to be regularly (annual regime) inspected and tested for compliance with the appropriate British Standards, Codes of Practice and the Electricity at Work Regulations 1989.

10.0 MAINTENANCE

10.1 All lifts, hoists, disabled peoples' hoists, stairlifts, etc., are to be inspected periodically by a competent engineer at periods required by statutory regulations, British Standards and manufacturers' instructions. Inspections are to be recorded.

11.0 INSPECTION AND TESTS

11.1 Testing and inspection are to be arranged and records kept of the results for all equipment in accordance with statutory regulations, British Standards and Codes of Practice. Where manufacturers' instructions supplement the statutory requirements, additional tests are to be arranged. Certified equipment, i.e. lifting

gear, ladders, slings, jacks, etc., are not to be used when the statutory inspection/test certificate is out of date. Routine maintenance is to be done on a predetermined basis according to the needs of the installation. Records are to be kept of all tests, inspections and maintenance.

12.0 ISOLATION OF LIFT DURING MAINTENANCE

12.1 All lifts being serviced, are to be isolated and locked off from general use before work commences. "Out of Service" notices are to be placed on all switches to prevent switches being activated accidentally.

13.0 NOTICES AND SIGNS

13.1 Statutory Notices: Notices and signs are to be displayed in accordance with statutory regulations. The following are high priority:

- a)** Electricity at Work Regulations 1989 poster - in Lift machine room.
- b)** Electric Shock First Aid - in Lift machine room.
- c)** Emergency Action/Drill - In lift, lift machine room, outside lift, caretaker's room (different abstracts are normally required at each location).
- d)** No Unauthorised Entry - On outside of lift machine room door and/or hatchway.
- e)** Close Hatch Before Starting Work - Lift machine room where hatch is in the floor and an alternative escape route exists. If no alternative escape route exists, hatch is to be left open but the space must have guard rails and toe boards fitted.
- f)** Emergency Exit - Lift machine room.
- g)** Safe Working Load (SWL) - In lift cage, if passenger lift to include maximum number of passengers. SWL is also to be marked on all lifting beams and lifting eyes in motor rooms.
- h)** Height Warning Signs - All restricted heights are to be marked.
- j)** Main Electrical Switches - All switches in lift machine rooms and other areas where main lift control switches are located, are to be clearly marked as to their function. Stop switches are to be located where they can be used instantly.
- k)** Not to be Used in Event of Fire - Outside lift on landing wall at ground floor.
- l)** In Case of Emergency Call - Ground floor lift lobby.

14.0 TRAINING

- 14.1 Legal Duty. The TMO must provide a safe place of work, however, additionally, employees have a legal duty to co-operate, look after their own health and safety and those who could be affected by the work they do and the way they do it.
- 14.2 "On Site" Training: All training will include practical on-site training.
- 14.3 Safety Courses: Courses and refresher courses in lift emergency release procedures are to be arranged by the Lift Engineer in conjunction with Neighbourhood Services.
- 14.4 Instruction for Caretakers and Porters: All persons, such as caretakers and maintenance staff, etc., whose job includes the inspection or the removal of trapped passengers from lifts are to be instructed on the safe method of work. Each person is to be shown the procedure with the same type of lift that they would normally be using, and issued with an instruction on the correct and safe procedure for releasing trapped passengers. *On no account* is anybody who has not been instructed in the safe method for freeing trapped passengers to attempt a rescue. A competent person is one who holds a certificate of training issued by the TMO Chief Executive. This certificate is valid for 1 year from the date of issue or until the person is moved to a new location with a different type of lift, or the type of lift is changed, whichever is earlier.

15.0 HAZARDS AND MALFUNCTIONING

15.1 Hazards, malfunctioning and damage in and around the lift landing area, the lift cage and lift machine room are to be reported at the earliest opportunity, to the lift engineer.

16.0 ACCIDENTS

16.1 Accidents and dangerous occurrences are to be reported in accordance with the TMO procedure and the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995. Telephone reports are also to be made to the lift engineer immediately.

17.0 FIRE PRECAUTIONS

17.1 Fire Extinguishers: Every lift machine room is to have a carbon dioxide fire extinguisher installed on the escape side of any machinery and switch gear. Hydraulic lifts are also to have a dry powder extinguisher or foam (confined space)

17.2 Building Regulations: All lifts, lift machine rooms and shafts are to be constructed in accordance with the latest regulations in relation to fire.

17.3 Knowledge of Procedure: All personnel in charge or having responsibility for the areas served by a lift are to know the area fire procedure.

17.4 Fire Alarm Action: The lifts should not be used in the event of a fire and tenants advised not to re-enter the building. All passengers are to vacate the lifts, and the lifts should remain empty until the fire service takes over.

3.00 PROCEDURE

3.1 Definitions

3.1.1 Lift: Any lift carrying passengers or goods.

3.1.2 Breakdown: Lift has stopped working.

3.1.3 Lift Trap In: Lift has person or persons stuck inside and unable to get out of lift car.

3.1.4 Malfunction: The lift is working and transporting passengers or goods but a specific function is not working correctly. For example, car lights not working, safety edge not working or lift not stopping level at lift entrance.

3.1.5 Lift Maintenance Contractor: The contractor responsible under the contract for servicing and repair.

3.1.6 Senior Lift Engineer: The TMO's lift contract administrator.

3.1.7 Normal working hours: 0900 -1700 hours Monday to Friday excluding Bank Holidays.

3.1.8 Out of normal hours: All other times not covered by 3.7 above.

3.1.9 Customer Service Centre (CSC): The TMO's centre for reporting lift breakdowns.

3.1.10 Pinnacle: The TMO's out of hours call centre.

3.1.11 London Fire Brigade (LFB): Responsible for releasing persons trapped in the lift when TMO personnel or lift engineers are unable to attend.

3.2 Responsibilities

3.2.1 Senior Lift Engineer: TMO engineer responsible for administering the lift maintenance contract and liaising with all client departments.

3.2.2 TMO Customer Service Centre: Responsible for receiving and distributing lift breakdowns, malfunctions and lift trap-in reports to the lift maintenance contractors and LFB during normal working hours.

3.2.3 Pinnacle: Responsible for receiving and distributing lift breakdowns, malfunction and lift trap-in reports to the lift maintenance contractors and LFB if necessary out of normal hours.

3.2.4 Lift Maintenance Contractor: The contractor responsible for maintaining the lifts in a safe and serviceable condition and attending to lift breakdowns ,malfunction and lift trap-in reports.

3.3 The Process

The response times for a lift breakdown or malfunction between 0900 -1700 hours Monday to Friday is two hours. At all other times the response time is three hours.

Within Normal Working Hours:

3.3.1 On receipt of a report from a resident or caretaker or other persons, CSC raise an Emergency order on Academy which is electronically faxed to the contractor. The report is also telephoned direct to the contractor.

3.3.2 On receipt of telephone call from CSC, the lift maintenance contractor attends site, undertakes repair and returns lift to service.

3.3.3 If contractor cannot repair lift and lift is shut down, contractor leaves a notice at ground floor entrance to apologise for lift shut down together with estimated date for completion of works.

3.3.4 The contractor also contacts the Senior Lift Engineer by telephone together with an e-mail at close of business each working day identifying current status of lift shut downs.

3.3.5 Senior Lift Engineer e-mails CSC, housing management or appropriate non TMO clients identifying fault and estimated time for completion of repair and lift service reinstatement.

3.3.6 Upon receipt of a report of a lift trap-in from a resident, caretaker or other persons, CSC contact lift contractor by telephone, who will send an engineer to deal with the situation. If for any reason the lift contractor does not have an engineer available, the CSC will contact LFB.

Outside of Normal Working Hours:

3.3.7 On receipt of a report from resident or caretaker or other persons, Pinnacle log the report and telephone the contractor direct. They do not log the fault on Academy.

3.3.8 On receipt of a telephone call from Pinnacle, the lift maintenance contractor attends site, undertakes repair and returns lift to service.

3.3.9 If the contractor cannot repair lift and lift is shut down, contractor leaves a notice at ground floor entrance to apologise for lift shut down together with estimated date for completion of works and lift service reinstatement.

3.3.10 The contractor then contacts Pinnacle by telephone to make them aware of the situation.

3.3.11 Pinnacle advise CSC of the lift breakdown the following working day whereupon the order is raised by CSC on Academy. The order is automatically faxed to the contractor to complete the audit trail.

3.3.12 Upon receipt of a report of a lift trap-in from a resident, caretaker or other persons, Pinnacle will contact the TMO approved lift contractor to attend and release trapped persons, they will then log the report.

4.0 GENERAL

4.1 If the lift breaks down during the same day, CSC shall recall the contractor on the same order number and make a note in the "notes field" of the recall.

4.2 If the lift breaks down the next day a new order shall be raised by CSC.

4.3 The Senior Lift Engineer is responsible for all further monitoring of the breakdown and shall respond to any query from residents, TMO or Non-TMO clients.

5.0 RECORDS

5.1 The contractor's engineer who attends site to repair the lift shall enter the details on the site log card located in the lift machine room.

5.2 The contractor shall provide a full report on the cause of the lift breakdown or malfunction at the monthly contract meetings. The Senior Lift Engineer shall update the order on the Academy repairs system accordingly.

6.0 APPENDICES

Appendix A: Schedule of lifts and responsible contractor

Appendix B: Contractor telephone numbers

Appendix C: CSC and Pinnacle telephone numbers for reporting lift breakdowns and malfunctions

7.0 REVIEW DATE / AUTHOR

Review Date July 2012

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Appendices

Appendix A – Schedule of Lifts and Responsible Contractor

Appendix B – Contractor Telephone Numbers

Appendix C – CSC and Pinnacle telephone numbers for reporting lift breakdowns and malfunctions

Appendix D : Release Procedure

Appendix E - Inspection and Maintenance Procedure

Appendix F - Checks

Appendix G -

Appendix D

RELEASE PROCEDURE

1. General Requirements

This section identifies the general requirements only and all caretakers shall be trained in the specific requirements relating to lifts within their day to day working environment. The following release procedures relate to electric passenger lifts **only** and **not** to hydraulic lifts. If trap-in is in a hydraulic lift under no circumstances should caretakers attempt release procedure, but should immediately contact the TMO's Lift Engineers or the TMO approved lift contractor via the TMO customer service centre.

2. **Warning:** It is dangerous for untrained and unauthorised persons to carry out the release procedure.

3. **Warning:** At least two trained and authorised persons must be in attendance when carrying out the release procedure. If two persons are not available, then an immediate request for assistance from the TMO's lift engineer or the TMO approved lift contractor is to be made as identified in section 6.

Exception: for lift already at floor level.

If only one trained and authorised person is in attendance, **and**, after carrying out instructions 7 to 7.6, it is established that the lift is already at floor level, the single trained and authorised person may release the trapped passengers by proceeding directly to instruction 7.12.

4. **Warning:** Do not attempt the release procedure unless the lift has completely stopped and does not move. If the lift is still moving then an immediate request for assistance from the TMO's lift engineer or the TMO approved lift contractor is to be made as identified in section 6.

5. **Warning:** Do not attempt this release procedure unless all car and landing doors are fully closed. If the car or landing doors are not fully closed and cannot be closed by hand, then one person should remain at the open door to protect the entrance and the other person should make an immediate request for assistance from the Council's lift engineer or the TMO approved lift contractor as identified in section 6.

6. How to Contact Lift Engineer

The following procedure is to be adopted if assistance is required.

6.1 During office hours contact the TMO's lift engineer directly. The office telephone numbers and their mobile telephone numbers are available in the internal telephone directory. At all other times contact the TMO approved lift contractor.

7. Procedure for Release of Trapped Passengers

To release trapped passengers, authorised persons are to adopt the following procedure

7.1 Establish the position of the lift and reassure those trapped that help is at hand

7.2 Instruct the passengers to stand away from the lift doors. (If the car or landing doors are open, do not attempt the release procedure, but stay with the passengers until help arrives).

Inform the passengers that you are about to move the lift and tell them to remain in the lift car until instructed to leave.

Proceed to lift machine room.

Switch off lift supply at the main switch in machine room. **THIS IS VITAL.**

7.6 Switch on handwinding floor level indicator or establish if painted floor level indicators align with each other. If floor level indicator sounds or if painted floor level indicators align, then lift is already at floor level so proceed directly to instruction number 7.12. If indicators do not sound or align, lift is not at correct level so proceed directly to instruction number 7.7.

7.7 If not already permanently fixed, fit handwinding wheel and brake release lever.

7.8 The first person should hold the handwinding wheel firmly and prepare for any initial strain when brake is released.

7.9 The second person should hold the brake release lever and release brake.

7.10 The person holding the handwinding wheel should then rotate the handwinding wheel to move the lift car down as indicated by arrow on the lift machine. If lift car does not move down, then safety gear may be engaged and all further attempts should be undertaken by lift engineers. If the lift car is free to move down, then rotate the handwinding wheel to move the lift car up or down to the nearest floor until the floor level indicator sounds or painted indicators align whereupon the lift car is at the correct floor level.

Maintain a firm control of the handwinding wheel at all times and do not attempt to spin the handwinding wheel as the lift may run out of control. If in difficulty, instruct the brake release operator to apply the brake.

7.11 Apply brake before releasing handwinding wheel.

NOTE: If not already permanently fixed, **REMOVE** handwinding wheel and brake release lever. **THIS IS VITAL.**

7.12 Switch off floor level indicator if fitted.

7.13 Leave lift switched off and place lift trap-in sign on main switch to advise lift contractor.

7.14 Proceed to lift car at floor level. Instruct passengers to stand clear of doors, open doors and release passengers.

7.15 Leave lift switched off, ensure all doors are left fully closed and report incident to Customer Service Centre.

8. Details of Trapped Passengers

Take names and addresses of trapped passengers and forward report to TMO's lift engineers.

9. Restrictions on Entry to Lift Well

Do not enter lift well, pit or attempt to gain entry to top of lift car. These areas are restricted to lift engineers.

10. Prohibition on Moving Lift Electrically

Do not attempt to move lift electrically.

APPENDIX E

INSPECTION AND MAINTENANCE PROCEDURE

1. Competent Persons

Inspection and maintenance personnel who are carrying out work **are to be trained and competent** when working on any lift, hoist or lift shaft.

2. Notices

Notices are to be placed **at each entrance** indicating that the lift is immobilised when out of service for any reason.

3. Guard Rails

Guard rails and warning notices are to be placed across shaft landing entrances if the landing doors have to be left open at any time. These should be attended by a watchman or increased to a full barricade if anyone, especially a child, is likely to be in the area. Otherwise all landing doors should be closed when the lift is not at the landing entrance.

4. Entry to Lift Shaft

Do not enter the lift shaft unless authorised.

5. Fuses

Do not fit any fuse to the lift except one of the correct type and size.

6. Safety Devices

Do not by-pass any safety device.

7. Guards

Do not leave guards, panels, back panels, lids, etc. lying about, always replace them securely.

8. Security of Doors

Do not leave access doors, ladders, etc. open or unlocked; close them and/or replace them and see that they are locked before leaving them unattended.

APPENDIX F

CHECKS

1. Checks by Staff

The following visual checks are to be made daily by caretakers. Reports of damage, etc., are to be reported immediately to the lift engineer.

For damage to and security of landing and car doors.

For breakage to vision panels, when fitted.

For damage or missing escutcheon plates at apertures in the landing doors. Missing or damaged plates allow the doors to be opened by any instrument. Doors should only be opened by approved release keys.

For damage to buttons and indicators.

For correct functioning of the alarm and door control panel buttons.

That car or landing safety edges are in good condition and working order.

That the lift levels at landing places within the tolerances allowed for each type of lift (normally +/- 20 mm).

That lift car lights are in working order.

That lift lobby lights are in working order.

That all lift machine room and other lift plant doors are secure.

That all fireman's switches, where fitted, operate correctly.

That tracks are clean and clear of obstructions.

Ensure that hand winding wheel and brake release are in correct place.

2. Periodic Checks

Periodic checks are to be by the lift engineer to cover safety gear, emergency alarms, emergency car lighting, lift machine room emergency lighting, etc., in accordance with statutory regulations.

