

LIFT SAFETY, BREAKDOWN & TRAP IN

Policy and Procedure for TMO Staff

Latest Working Draft Document Dated **13th December 2011** Version **Nine**

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		
Five	8/8/11	Items raised following meeting held 4/8/11		
Six	17/8/11	Items raised at meeting JB/RC/JW/AM 17/8/11		
Seven	1/9/11	Final feedback from KF re electrical appliance testing/ KPI & Keystone reference		
Eight	27/9/11	Reference to statute added (asbestos)		
Nine	13/12/11	Procedure consolidation where trap-in attendance by Contractor delayed		

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27.0 REVIEW DATE/AUTHORS

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 ensuring lift safety and compliance with legislation. All precautions as set out in this document must be adhered to. If this is not possible, no work is to be undertaken and an immediate report must be issued to the TMO Senior Lift Engineer.

The procedure and actions to be taken by TMO employees, Contractors and associated service providers following a report of a lift breakdown, malfunction or lift shut-in including the release procedure are issued to Estate Staff to assist with on-site emergency release for electric passenger lifts.

2.0 LIFT SAFETY POLICY

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

2.1 Contractors and Sub-Contractors:

The TMO lift engineer is required to include reference to the Health and Safety at Work Etc. Act 1974, the Management of Health and Safety Regulations 1999 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 of specific locations, which might affect the system of work.

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

- 2.2.1** Because some of the lift section's work and that of the lift contractors brings its employees in direct contact with the residents, the public and other employees, every reasonably practicable precaution to protect such persons both collectively and individually must be taken.

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

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

2.2.4 Special care is also to be taken to ensure that hazards are not created by the work process, particularly where vulnerable people such as aged, infirm, disabled people, children etc. could be affected.

2.3 Codes of Safe Working / Safe Working Procedures

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

2.4 Other References and HSE Publications

- Health and Safety at Work etc Act 1974
- Management of Health and Safety at Work Regulations 1999
- Regulatory Reform (Fire Safety) Order 2005
- 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.(RIDDOR)
- British Standards Applicable to Lifts BS 5655 Parts 11,12
- Safety Working on Lifts BS 7255 (1989).
- EN81-70 Accessibility to Lifts for persons including persons with disabilities 2003
- EN81-80 Safety norm for existing lifts
- EN81-28 Remote Alarm on Passenger and Goods Passenger Lifts 2003
- The Lifting Operations and Lifting Equipment Regulations 1998 (**LOLER**)
- The Provision and Use of Work Equipment Regulations 1998 (**PUWER**)
- The Health and Safety (Safety Signs and Signals) Regulations 1996
- The Construction (Design and Management) Regulations 2007
- 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
- BS7671 Wiring regulations -2008 17th Edition
- Control of Asbestos Regulations 2006

2.4.1 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.

2.5 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 ACCESS AND EGRESS AT PLACE OF WORK

3.1 Access and Egress

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

3.2 Restricted Access

Lift Motor Room access is restricted to only authorised individuals and as such all access doors and hatches have been fitted with a high security lock (Gerda H12). Keys to these locks are restricted and are only made available from the TMO Health & Safety Team with the approval of the TMO Senior Lift Engineer and on receipt of a refundable deposit.

Restricted access areas between machinery or between machinery and walls must be clearly sign posted.

3.3 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.

3.4 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.

4.0 STORAGE

4.1 Storage Areas: Suitable storage areas approved or authorised by the TMO Senior Lift Engineer should be established away from the 'live' switchgear and moving machinery and should be used for storage of all materials, tools and equipment when these are not in use. (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.

5.0 MANUAL HANDLING

- 5.1** All manual lifting, movement and individual carrying is to be done in accordance with the Manual Handling Operations Regulations. In particular, the task should always be assessed before any manual handling is carried out.

6.0 ENVIRONMENTAL CONDITIONS

- 6.1** 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.
- 6.2** 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 check this on a monthly basis and will record their test on the monthly report log.
- 6.3** Cleanliness: All lift machine rooms are to be kept clean and free from dirt, grease or oil or redundant equipment.
- 6.4** 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, by lift service engineers as required by the contract. TMO lift engineers will be informed in writing of any defects.

7.0 ASBESTOS

- 7.1** Because of the age of RBKC blocks many were constructed using asbestos containing materials. If any suspect material is encountered it should not be disturbed and the TMO Senior Lift Engineer should be informed immediately. The TMO will arrange for suspect material to be sampled and analysed and where necessary removed under controlled conditions by licensed contractors.

8.0 GUARDS & 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

- 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). Emergency release procedure is displayed in lift machine room adjacent to lift.
- 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 Sign - 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 and within lift cars.

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, be responsible for 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 regularly by the TMO Senior 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.
- 14.5** 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 Senior Lift Engineer. 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 & 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 TMO Senior Lift Engineer.

16.0 ACCIDENTS, DANGEROUS OCCURRENCES & VIOLENT INCIDENTS

- 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 TMO Senior Lift Engineer immediately.
- 16.2** Abuse or threatening behaviour experienced in the course of work must be reported to the TMO Senior Lift Engineer as soon as possible and the TMO Violent Incident Report Form completed and returned. Any incidents of physical assault should also be reported to the Police.
- 16.3** Occasionally pirate radio operatives have gained access to the roof of a tower block to install and operate transmission equipment. Any evidence of pirate radio activity should be reported to the TMO Senior Lift Engineer.

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 having responsibility for the areas served by a lift are to know the local fire procedure.
- 17.4** Fire Alarm Action: The lifts should not be used in the event of a fire. All passengers are to vacate the lifts, and the lifts should remain empty until the London Fire Brigade takes over.
(The TMO blocks have a "defend in place / stay put" evacuation strategy and as such only the residents in the flat where the fire emanates are required to evacuate initially.)

18.0 PROTECTIVE CLOTHING & EQUIPMENT

- 18.1** Protective clothing and equipment issued by the TMO to enable work to be carried out safely must be worn/used.
- 18.2** 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.

- 18.3** 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.

19.0 PROCEDURE

19.1 Definitions

- 19.1.1 Lift: Any lift carrying passengers or goods.
- 19.1.2 Breakdown: Lift has stopped working.
- 19.1.3 Lift Shut-In: Person(s) stuck inside lift car and unable to get out.
- 19.1.4 Malfunction: The lift is working and transporting passengers or goods but a specific function is not working correctly. For example, car lights or safety edge not working or lift not stopping level at lift entrance.
- 19.1.5 Lift Maintenance Contractor: The contractor responsible under contract for inspection, servicing, repair and responding to lift shut-ins.
- 19.1.6 TMO Senior Lift Engineer: The TMO's lift contract administrator who is responsible for the overall management of the lift maintenance contract including the monitoring of the contractors performance.
- 19.1.7 Normal working hours: 0900 -1700 hours Monday to Friday excluding Bank Holidays.
- 19.1.8 Out of normal hours: All other times not covered by 19.1.7 above.
- 19.1.9 TMO Customer Service Centre (CSC): The TMO's centre for reporting lift breakdowns.
- 19.1.10 Pinnacle: The TMO's out of hours call handlers.
- 19.1.11 London Fire Brigade (LFB): Can be called upon to assist with lift shut-ins but only in cases of medical emergency, where a trapped person is in great distress **or where the Lift Maintenance Contractor is not able to attend within a reasonable time.**

19.2 Responsibilities

- 19.2.1 TMO Senior Lift Engineer: The TMO's lift contract administrator who is responsible for supervising / monitoring contractors' performance and liaising with all client departments.

- 19.2.2 TMO Customer Service Centre (CSC): Receive notification of lift breakdowns, malfunctions and lift shut-in reports and immediately advise the lift maintenance contractors. Operate during normal working hours.
- 19.2.3 Pinnacle: Receive notification of lift breakdowns, malfunction and lift shut-in reports and immediately advise the lift maintenance contractors. Operate outside of normal working hours.
- 19.2.4 Lift Maintenance Contractor: The Contractor contractually responsible for maintaining the lifts in a safe and serviceable condition and attending to lift breakdowns, malfunction and reports of lift shut-ins.

20.0 Lift Breakdowns and Malfunctions during Normal Working Hours

- 20.1 The response time 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. The CSC/Pinnacle telephone numbers for reporting lift breakdowns and malfunctions is [REDACTED] line open 24hours, 7 days a week.
- 20.2 On receipt of a report from a resident / caretaker / other persons, TMO CSC raise an Emergency order on Academy which is electronically faxed to the contractor. The report is also telephoned to the contractor directly.
- 20.3 On receipt of the telephone call from TMO CSC, the lift maintenance Contractor attends site, undertakes repair and returns lift to service.
- 20.4 If contractor cannot repair lift and lift is shut down, Contractor leaves a notice at ground floor entrance apologising for lift shut down together with estimated date for completion of works and reinstatement of service.
- 20.5 The Contractor also contacts the TMO Senior Lift Engineer by telephone together with an e-mail at close of business each working day identifying current status of lift shut downs.
- 20.6 The TMO Senior Lift Engineer shall e-mail the TMO CSC, Neighbourhood Management or appropriate non-TMO clients identifying fault and estimated time for completion of repair and lift service reinstatement.
- 20.7 Lift Shut-ins: Upon receipt of a report of a lift trap-in from a resident, caretaker or other persons, TMO 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 to attend within a reasonable time, the CSC will contact the LFB, requesting their attendance.

21.0 Lift Breakdowns and Malfunctions Outside of Normal Working Hours

- 21.1** On receipt of a report from resident or caretaker or other persons, Pinnacle log the report and telephone the Contractor. They do not log the fault on Academy.
- 21.2** On receipt of a telephone call from Pinnacle, the lift maintenance Contractor attends site, undertakes repair and returns lift to service.
- 21.3** If the Contractor cannot repair the lift and is shut down, the Contractor leaves a notice at ground floor entrance to apologising for lift shut down together with estimated date for completion of works and lift service reinstatement.
- 21.4** The Contractor then contacts Pinnacle by telephone to make them aware of the situation.
- 21.5** Pinnacle advise TMO CSC of the lift breakdown the following working day whereupon the order is raised by TMO CSC on Academy. The order is automatically faxed to the Contractor to complete the audit trail.
- 21.6** Lift Shut-ins: Upon receipt of a report of a lift shut-in from a resident, caretaker or other persons, Pinnacle will contact the lift Contractor to attend and release trapped persons, they will then log the report.
If for any reason the Lift Contractor does not have an engineer available to attend within a reasonable time, Pinnacle will contact the LFB, requesting their attendance.

22.0 General

- 22.1** If the lift breaks down during the same day, TMO CSC shall recall the Contractor on the same order number and make a note in the "notes field" of the recall.
- 22.2** If the lift breaks down the next day a new order shall be raised by TMO CSC.
- 22.3** The TMO 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.

23.0 Records

- 23.1** 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.
- 23.2** The Contractor shall provide a full report on the cause of the lift breakdown or malfunction at the monthly contract meetings. The TMO Senior Lift Engineer shall update the order on the Academy repairs system accordingly.

- 23.3** The TMO Senior Lift Engineer in conjunction with lift contractor will monitor repair trends in shut-ins, breakdowns etc. and instigate measures to address these.

24.0 Keystone Asset Management Database

- 24.1 Keystone is the TMO's Asset Management System, all information and processes relating to the investment and repair of assets managed by the TMO will therefore be held and managed within Keystone.

25.0 Key Performance Indicators

- 25.1 KPI 23 – Percentage of calls completed within agreed response time, reported monthly.
- 25.2 KPI 24 – Percentage of lifts in service all month, reported monthly.

26.0 APPENDICES

Appendix A – Schedule of Lift Equipment and Responsible Contractor

Appendix B : Release Procedure

Appendix C: Lift Shut In Report

Appendix D - Inspection and Maintenance Procedure

Appendix E - Checks

27.0 REVIEW DATE / AUTHOR

Review Date September 2012.

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Appendices

Appendix A – Schedule of Lifts and Responsible Contractor

Appendix B : Release Procedure

Appendix C: Lift Shut In Report

Appendix D - Inspection and Maintenance Procedure

Appendix E - Checks

Appendix A – Schedule of Lifts and Responsible Contractor

Equipment	lift no.	Serial Number	Location	Contractor
Passenger Lift	E001		Passenger lift	ILS
Kitchen Lift	E002		Kitchen	ILS
Kitchen Lift	E003		Kitchen lift	ILS
lift	E004		Passenger lift	ILS
Kitchen Lift	E005		Kitchen lift	ILS
Passenger Lift	E006		Passenger lift	ILS
Passenger Lift	E007	82949	artico A1 Gartec in classroom of the future	ILS
Passenger Lift	H001		R/H Even	ILS
Passenger Lift	H002		L/H Odd	ILS
Passenger Lift	H003		R/H Even	ILS
Passenger Lift	H004		L/H Odd	ILS
Passenger Lift	H005		R/H Even	ILS
Passenger Lift	H006		L/H Odd	ILS
Passenger Lift	H007		R/H Even	ILS
Passenger Lift	H008		L/H Odd	ILS
Passenger Lift	H009		R/H Even	ILS
Passenger Lift	H010		L/H Odd	ILS
Passenger Lift	H011		R/H Even	ILS
Passenger Lift	H012		L/H Odd	ILS
Passenger Lift	H013		R/H Even	ILS
Passenger Lift	H014		L/H Odd	ILS
Goods Lift/Service Lift	H015		Goods lift	ILS
Passenger Lift	H016		Passenger lift	ILS
Passenger Lift	H018		L/H	ILS

Passenger Lift	H019		R/H	ILS
Passenger Lift	H020		Flats 1-16	ILS
Passenger Lift	H021		Flats 17-32	ILS
Passenger Lift	H022		Flats 1-16	ILS
Passenger Lift	H023		Flats 17-32	ILS
Passenger Lift	H024		Flats 1-16	ILS
Passenger Lift	H025		Flats 17-32	ILS
Passenger Lift	H026		Flats 1-16	ILS
Passenger Lift	H027		Flats 17-32	ILS
Passenger Lift	H028		Passenger lift	ILS
Stair lift	H029	300118001	Stair lift	Stannah 1
Passenger Lift	H030		Passenger Lift	ILS
Passenger Lift	H031		Passenger Lift	Liftec
Passenger Lift	H032		Flats 1-26	AXIS
Passenger Lift	H033		Flats 35-60	AXIS
Passenger Lift	H034		Flats 155-180	AXIS
Passenger Lift	H035		Flats 189-214	AXIS
Passenger Lift	H036		Flats 69-146 6 Floors R/H	AXIS
Passenger Lift	H037		Flats 69-146 6 Floors R/H	ILS
Passenger Lift	H038		Passenger lift	Liftec
Passenger Lift	H039		Passenger lift	Liftec
Passenger Lift	H040		L/H Lift	ILS
Passenger Lift	H041		R/H Lift	ILS
Passenger Lift	H042		Passenger lift	ILS
Passenger Lift	H043		Passenger lift	ILS
Passenger Lift	H044		Passenger lift	ILS
Passenger Lift	H045		Flats 21-40	ILS
Passenger Lift	H046		Flats 1-20	ILS

Passenger Lift	H047	Passenger lift	ILS
Passenger Lift	H048	Passenger lift	ILS
Passenger Lift	H050	Passenger lift	ILS
Passenger Lift	H051	Passenger lift	ILS
Passenger Lift	H052	Passenger lift	ILS
dustbin hoist	H053	Goods Lift	ILS
Passenger Lift	H054	Flats 21-40	ILS
Passenger Lift	H055	Flats 1-20	ILS
Passenger Lift	H056	Passenger lift	ILS
Passenger Lift	H057	Passenger lift	ILS
Passenger Lift	H058	Passenger lift	ILS
Passenger Lift	H059	Passenger lift	ILS
Passenger Lift	H060	Passenger lift	ILS
Passenger Lift	H061	Passenger lift	ILS
Passenger Lift	H062	Passenger lift	ILS
Passenger Lift	H063	Passenger lift	ILS
Passenger Lift	H064	Flats 21-40	ILS
Passenger Lift	H065	Flats 1-20	ILS
Passenger Lift	H066	Flats 21-40	ILS
Passenger Lift	H067	Flats 1-20	ILS
Passenger Lift	H068	Passenger lift	ILS
Passenger Lift	H069	Passenger lift	ILS
Passenger Lift	H070	Passenger lift	ILS
Passenger Lift	H071	Passenger lift	ILS
Passenger Lift	H072	"A" L/H lift	ILS
Passenger Lift	H073	"B" R/H lift	ILS
Passenger Lift	H074	Flats 1-16	ILS
Passenger Lift	H075	Flats 17-32	ILS

Passenger Lift	H076	Flats 1-17	ILS
Passenger Lift	H077	Flats 18-34	ILS
Passenger Lift	H078	Flats 35-53	ILS
Passenger Lift	H079	Flats 54-72	ILS
Passenger Lift	H080	Flats 73-91	ILS
Passenger Lift	H081	Flats 92-108	ILS
Passenger Lift	H082	Flats 109-125	ILS
passenger Lift	H083	Passenger lift	ILS
Passenger Lift	H084	Passenger Lift	ILS
Passenger Lift	H085	Big lift	ILS
Passenger Lift	H086	Small lift	ILS
Passenger Lift	H087	Big lift	ILS
Passenger Lift	H088	Small lift	ILS
Passenger Lift	H089	Passenger lift	ILS
Passenger Lift	H090	"A" L/H lift	ILS
Passenger Lift	H091	"B" R/H lift	ILS
Passenger Lift	H092	S.S. Office	ILS
Passenger Lift	H093	Even floors	ILS
Passenger Lift	H094	Odd floors	ILS
Passenger Lift	H095	Even floors	ILS
Passenger Lift	H096	Odd floors	ILS
Passenger Lift	H097	Even floors	ILS
Passenger Lift	H098	Odd floors	ILS
Passenger Lift	H099	Even floors	ILS
Passenger Lift	H100	Odd floors	ILS
Passenger Lift	H101	Passenger lift	ILS
Passenger Lift	H102	Passenger Lift	ILS
Passenger Lift	H103	L/H Odd floors	ILS

Passenger Lift	H104	R/H Even floors	ILS
Passenger Lift	H105	Passenger Lift	ILS
Passenger Lift	H106	Passenger lift	ILS
Passenger Lift	H107	Passenger lift	ILS
passenger Lift	H108	Flats 1-16	ILS
passenger Lift	H109	Flats 17-32	ILS
passenger Lift	H110	Flats 33-48	ILS
passenger Lift	H111	Flats 49-64	ILS
passenger Lift	H112	Flats 65-80	ILS
passenger Lift	H113	Flats 1-12	ILS
passenger Lift	H114	Flats 13-24	ILS
passenger Lift	H115	Flats 25-36	ILS
passenger Lift	H116	Flats 37-48	ILS
passenger Lift	H117	Flats 49-81	ILS
Passenger Lift	H118	3 Floors	ILS
Passenger Lift	H119	2 Floors	ILS
Passenger Lift	H120	Flats 15-50 L/H	ILS
Passenger Lift	H121	Flats 15-50 R/H	ILS
Passenger Lift	H122	Flats 51-80 L/H	ILS
Passenger Lift	H123	Flats 51-80 R/H	ILS
Passenger Lift	H124	L/H lift	Porn ERS
Passenger Lift	H125	Middle lift	Porn ERS
Passenger Lift	H126	R/H lift	Porn ERS
Passenger Lift	H127	L/H lift	ILS
Passenger Lift	H128	R/H lift	ILS
Passenger Lift	H129	L/H lift	ILS
Passenger Lift	H130	R/H lift	ILS
Passenger Lift	H131	Block 1/2	ILS

Passenger Lift	H132		Block 3/4	ILS
Passenger Lift	H133		L/H lift	ILS
Passenger Lift	H134		R/H lift	ILS
Passenger Lift	H135		L/H lift	ILS
Passenger Lift	H136		R/H lift	ILS
Passenger Lift	H137		Passenger lift	ILS
Passenger Lift	H138		Passenger Lift	ILS
Passenger Lift	H139		Passenger Lift	ILS
Stair lift	H140	935234	Stair lift	Stannah 1
Hoist	H141	050504	Patient hoist	Test Valley
Passenger Lift	H147		Passenger lift	liftec
Passenger Lift	H149		Passenger lift	ILS
Passenger Lift	H150		Passenger Lift	ILS
Hoist	H151	426	Hoist	Victor Hoist
Stair lift	H152	215/1/82/C/2A	Stair lift	Stannah 1
Hoist	H153	6120	Patient hoist	Test Valley
Hoist	H155	00775	2nd floor bathroom	Victor Hoist
Hoist	H156	907020	bedroom hoist	Test Valley
Hoist	H157	907022	Bathroom Hoist	Test Valley
Hoist	H158	5805	bedroom hoist	Test Valley
Stair lift	H159	ZA061405	Step lift	Stannah 1
Stair lift	H164	658704MP	Stair lift	Stannah 1
Hoist	H166	6152	europa hoist ground floor	Britton Price
Hoist	H167	1510E	Nesbit Evans hoist	Britton Price
Hoist	H168	5804	2nd floor toilet hoist	Test Valley
Hoist	H169	5806	lounge hoist	Test Valley
Stair lift	H178	G0661436	Stair lift	Stannah 1
Stair lift	H179	670385	Stair lift ground- 1st	Stannah 1

Stair lift	H180	670172	Stair lift 1st - 2nd	Stannah 1
Stair lift	H181	670386	Stair lift 2nd - 3rd	Stannah 1
stair lift	H182	85/830	stair lift	Stannah 1
Stair lift	H184	G0675429	Stair lift	Stannah 1
Stair lift	H188	TSAW668855	Stair lift SSD21626	Stannah 1
stair lift	H190	2807-28-03	Platform lift	Stannah 1
Stair lift	H193	G0896003	Stair lift	Stannah 1
Stair lift	H194	902541	Platform lift	Stannah 1
stair lift	H195	H05418	Platform lift	Stannah 1
Stair lift	H196	220135	Stair lift	Stannah 1
Stair lift	H199	933288	Stair lift	stannah 1
Stair lift	H200	932736	Stair lift	Stannah 1
Stair lift	H201	933310	bottom floor stair lift	Stannah 1
Stair lift	H202	933307	top floor stair lift	Stannah 1
Hoist	H203	2061	Ceiling hoist	Test Valiey
hoist	H204	1809	ceiling track hoist	Test Valiey
Stair lift	H205	937849	Stair lift	Stannah 1
Hoist	H206	1810	living rm hoist	Test Valiey
Hoist	H207	1811	Bathroom Hoist	Test Valiey
Hoist	H208	1812	bedroom hoist	Test Valiey
Stair lift	H209	925335	Stair lift	Stannah 1
Stair lift	H210		Terry Step lift	Stannah 1
Stair lift	H212	947615	stair lift	Stannah 1
Stair lift	H213	950194	stair lift	Stannah 1
hoist	H214	11027	bedroom hoist	Westholme
Hoist	H215	TXM 11080	ceiling track hoist	Westholme
stair lift	H216	107070	stair lift	Stannah 1
stair lift	H218	28101905	freeway hydraulic step lift	Stannah 1

hoist	H219	TXM 14452	bedroom hoist	Westholme
hoist	H220	TXM 14455	living rm hoist	Westholme
Passenger Lift	L501		West lift reception	ILS
Passenger Lift	L502		East lift library	ILS
Passenger Lift	L503		Passenger Lift	ILS
Passenger Lift	P201		Main entrance	ILS
Passenger Lift	P202		Main entrance	ILS
Passenger Lift	P203		Main entrance	ILS
Passenger Lift	P204		Main entrance	ILS
Passenger Lift	P205		Car park lift	ILS
Passenger Lift	P206		Civic entrance	ILS
Passenger Lift	P207		Halls	ILS
Kitchen Lift/Goods	P208		Kitchen	ILS
Passenger Lift	P209		Car park lift	ILS
Passenger Lift	P210		Nidray House	ILS
Passenger Lift	P211		Main entrance Fireman's control lift	ILS
Passenger Lift	P212		Cashiers hoist	ILS
Passenger Lift	P213	U4207	phoenix eco Registrars office	Stannah 2
Passenger Lift	P214		Passenger lift	ILS
Passenger Lift	P216		Library	ILS
Passenger Lift	P217		Access Platform	Stannah 2
Stair lift	P218	OPC450246	Thyssen spiralift	Stannah 1
Passenger Lift	P221		Stores lift	ILS
Passenger Lift	P222		Kitchen lift	ILS
Passenger Lift	S301	4920	Front	Porn ERS
Passenger Lift	S302	4921	Rear	Porn ERS
Vertical Platform Lift	S303	AV232288	vertical platform lift	Stannah 2

hoist	S305	7723519	Physio room Hoist	Britton Price
Goods	S306		Golvo 770700ES	
Lift/Service Lift			Service lift	ILS
Passenger Lift	S307		Passenger Lift	ILS
hoist	S308	12001-0763- 2004/1885-2004	Guilman LG hoist	Britton Price
hoist	S310	41899	Ladies toilet	
			Liko Uno 102	Britton Price
hoist	S311	TSE 63390	bathroom Hoist	
			oxford midi 125	Britton Price
Platform Lift	S312	890705	hoist	
			Scissor platform	Stannah 1
hoist	S313	9511	lift	
			Basement men	Test Valley
			toilet nova LG	
Passenger Lift	S314	AV6136	hoist	
			Disabled Lift	Stannah 2
Passenger Lift	S315		Passenger lift	ILS
hoist	S317	32917	Handi Hoist	Britton Price
Hoist	S318	12001-0818- 2004	L/Sensor room	Britton Price
hoist	S319	12001-073	Bathroom guilman	Test Valley
			Hoist	
hoist	S320	GB4700	Arjo maxi-move:	Britton Price
			basement	
hoist	S322		training porta	Britton Price
			hoist 127 grd flr	
			toilets	
hoist	S323	MJEL 02020958	oxford midi 125	Britton Price
			hoist	
hoist	S324	223617	Porta Hoist 155	Britton Price
hoist	S325	776011	Porta Hoist :	Britton Price
			HNE200E	
hoist	S326	510042	Hoist Huntleigh	Britton Price
			TX150	
hoist	S327	510047	Hoist Huntleigh	Britton Price
			TX150	
hoist	S328	590864	Hoist Huntleigh	Britton Price
			TX150	
hoist	S329	510769	Brompton Porta	Britton Price
			Hoist 155	
hoist	S330	510761	Hoist Huntleigh	Britton Price
			TX150	
hoist	S331	410312	Hoist Huntleigh	Britton Price
			TX150	
hoist	S332	409989	Hoist Huntleigh	Britton Price
			155	
Midi lift	S336	AV262249	Stannah midlift	Stannah 2

stair lift	S337	1236939 D74764	stair lift Bison Bede 80 (curved)	Stannah 1
stair lift	S338	12226008 D74642	Stair lift Bison 45DLX (straight)	Stannah 1
hoist	S339	99577	oxford Midi 150 hoist	Britton Price
hoist	S340	1178	Hoist Freeway SA160	Britton Price
hoist	S341	1176	Hoist Freeway SA160	Britton Price
hoist	S342	929394	Hoist Huntleigh TX150	Britton Price
hoist	S343	1175	Hoist Freeway SA160	Britton Price
hoist	S344	1174	Hoist Sloane Freeway SA160	Britton Price
hoist	S345	1171	Hoist Onslow Freeway SA160	Britton Price
hoist	S347	4070967	Hoist Oxford Standard	Britton Price
hoist	S350	1185	Hoist Freeway SA160	Britton Price
hoist	S351	178	Hoist Huntleigh Stand Aid HS150	Britton Price

Appendix B : Release Procedure

1.0 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 shut-in is in a hydraulic lift, under no circumstances should Caretakers attempt a release procedure, but should immediately contact the TMO's Senior Lift Engineer or the TMO approved lift contractor via the TMO Customer Service Centre.

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

3.0 *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 Senior Lift Engineer or the TMO approved lift Contractor is to be made as identified in Section 6 below.

Exception: for lift already at floor level.

If only one trained and authorised person is in attendance, **and** after carrying out instructions in Section 7.0 to 7.6 below, 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.

4.0 *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 Senior Lift Engineer or the TMO approved lift contractor is to be made as identified in Section 6 below.

5.0 *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 TMO's Senior Lift Engineer or the TMO approved lift contractor as identified in Section 6 below.

6.0 How to Contact the TMO Senior Lift Engineer

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

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

7.0 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).
- 7.3 Inform the passengers that you are about to move the lift and tell them to remain in the lift car until instructed to leave.
- 7.4 Proceed to lift machine room.
- 7.5 Switch off lift supply at the main switch in machine room. **THIS IS IMPERATIVE.**
- 7.6 Switch on hand winding 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 hand winding wheel and brake release lever.
- 7.8 The first person should hold the hand winding 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 hand winding wheel should then rotate the hand winding wheel to move the lift car down as indicated by the arrow on the lift machine. If the 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 hand winding 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 hand winding wheel at all times and do not attempt to spin the hand winding 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 hand winding wheel.

NOTE: If not already permanently fixed, **REMOVE** hand winding 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 shut-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 TMO Customer Service Centre.

8.0 Details of Trapped Passengers

Take names and addresses of trapped passengers and forward report to TMO's Senior Lift Engineer. Copy of proforma for recording this information attached at Appendix C

9.0 Restrictions on Entry to Lift Well

Do not enter lift well, pit or attempt to gain entry to top of lift car. Access to these areas is restricted to lift engineers only.

10.0 Prohibition on Moving Lift Electrically

Do not attempt to move lift electrically.

Appendix C: Lift Shut In Report

Following shut in release, please complete report and forward to TMO Lift Engineers Section at Assets Investment and Engineering Division 292a Kensal Road (in accordance with Appendix B Release Procedure Section 8).

Date & time of incident	Name & address of trapped persons	Position of lift	Any information re cause of shut in	Breakdown reported who to & time

Ensure lift is switched off at main isolator following completion of release procedure.

Appendix D - 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 or hoist

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 an Engineer and 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 ensure that they are locked before leaving them unattended.

Appendix E - Checks

1. Checks by Staff - Caretakers

The following visual checks are to be made by caretakers on a regular, periodic basis according to site. Reports of damage, etc., are to be reported immediately to the TMO's Senior Lift Engineer. Estate staff are to check for:

- i) Damage to and security of landing and car doors.
- ii) Breakage to vision panels, where fitted.
- iii) Damage or missing escutcheon plates at apertures in the landing doors. Missing or damaged plates which allow the doors to be opened by any instrument. Doors should only be opened by approved release keys.
- iv) Damage to buttons and indicators.
- v) Correct functioning of the alarm and door control panel buttons.
- vi) Car or landing safety edges are in good condition and working order.
- vii) That the lift levels at landing places within the tolerances allowed for each type of lift (normally +/- 20 mm).
- viii) That lift car lights are in working order.
- ix) That lift lobby lights are in working order.
- x) That all lift machine room and other lift plant doors are secure.
- xi) That tracks are clean and clear of obstructions.

2. Checks by Staff – TMO Senior Lift Engineer

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

The above to include:

- i) That all Fireman's switches, where fitted, operate correctly (monthly)
- ii) Ensure that hand winding wheel and brake release are in correct place (monthly)