

**KCTMO**  
**LIFT SAFETY POLICY & PROCEDURE**  
**Latest Working Document Dated February 2014 Version Twelve**

Version	Date	Reason for Change	Authorised By	Review Date
One & Two	1/09	Initiation/Update		
Three	14/4/10	Update lift numbers		
Four	18/07/11	Amalgamation with Lift Safety Policy, Procedure Statement Staff, change in LFB role/responsibilities		
Five & Six	8/8/11	Following meetings held 8/11		
Seven	1/9/11	Electrical appliance testing/ KPI & Keystone reference		
Eight	27/9/11	Reference to statute added (asbestos)		
Nine	13/12/11	To account for trap-in attendance by Contractor delayed		
Ten & Eleven	20/6/12	Feedback from Lift Engineer		
	June 2012	Signed Off by H&S Committee		June 2013
Twelve	Feb 2014	Deletion of emergency release by Estate Services Assistant Revision to provide more detail re legislative requirements		

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## 1.0 INTRODUCTION

**1.1** The purpose of this Policy / Procedure is to confirm KCTMO's commitment to and arrangements for ensuring lift safety. It recognises the statutory requirements which must be met and outlines how the Company will comply with these. (The relevant Regulations, Approved Codes of Practice, British Standards and other specialist guidance documents from the Health & Safety Executive and the lift industry are listed at Appendix A.)

**1.2** KCTMO are responsible for ensuring that all lifts are –

- Properly designed, installed and that all dangerous parts are securely guarded
- Regularly maintained and inspected and appropriate records kept
- Provided with emergency alarms for use in the event of any person becoming shut in
- Provided with suitable arrangements for rescuing any persons who become trapped

**1.3** KCTMO manages 139 passenger lifts - most of which are electrically-operated. KCTMO lifts are maintained by competent lift contractors under contract providing an inspection, maintenance, breakdown / malfunction service 24 hours per day, 7 days per week.

**1.4** The health & safety of the residents, visitors, KCTMO staff and contractors is paramount and as such every reasonably practicable precaution should be taken to protect such persons both collectively and individually. To supplement the monthly inspection & maintenance carried out by specialist lift contractors and ensure ongoing lift safety KCTMO Estate Staff and health & safety staff also carry out regular inspections of lifts (a list of the inspection checks undertaken is at Appendix B)

**1.5** 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.

## 2. INSTALLATION OF LIFTS

All Lifts are to be installed by competent persons and are to be thoroughly examined and tested before being put into service. A copy of the test certificate is to be held on file.

### 3. MAIN REQUIREMENTS OF LIFTING EQUIPMENT

All passenger-carrying lifting equipment must –

- be carefully selected and designed to ensure that it is suitable for the task for which it is intended i.e. for carrying people.
- be fitted with appropriate devices to prevent harm to the passengers
- be designed, manufactured and constructed to ensure that all components are of a suitable material, which are able to withstand the conditions in which they are to be used, including extremes of temperature and the presence of corrosive substances
- have “Safe Working Load” (or the number of persons can safely carry) and any other relevant information marked in the lift car
- be designed with careful consideration of ergonomic issues for users – ensuring they can reach controls etc.



- be provided with adequate protection to ensure that where persons are required to work on any part of the lifting equipment, including the top of lift cars, they are prevented from falling, tripping or slipping and tools and materials are prevented from dropping to the floor below. (This may include the provision of suitable edge protection, including toe boards, anchorage points and the protection of floor openings.)
- Have appropriate means of communication available to passengers so they can summon assistance if the lift breaks down or becomes stranded
- be fully enclosed, when in use
- have lift car which is fitted with full length doors fitted with devices to prevent persons being crushed by the doors on entering / exiting
- not be able to be moved until the doors have been properly closed and the doors should be interlocked to prevent them being opened between floors
- have Lift shaft doors, on each floor, which are solid and interlocked to prevent them opening when the lift car is not at the same floor.

#### 4. STATUTORY INSPECTIONS AND MAINTENANCE

#### 4.1 Planned Preventative Maintenance

KCTMO appoints a competent lift contractor to carry out the necessary inspection, testing, maintenance and attend lift shut-ins, breakdowns etc. Inline with the statutory requirements this contractor will be responsible for the following –

- carry out monthly maintenance checks on all lifts to ensure they are operating correctly
- ensure that all maintenance carried out is recorded on the lift log card located in the Lift Motor Room
- carry out any maintenance highlighted by the inspection as soon as practical

(This is supplemented by the regular inspections of the lift cars by the estate staff and health & safety staff.)

Lift Inspection & Maintenance - H&S Rules are set at Appendix C.

## 4.2 Statutory Inspections

- All lifts must be thoroughly examined and inspected by a competent person at least every 6 months. Care must be taken as to the suitability of the competent person and the thoroughness of the examination. Currently this is carried out by Bureau Veritas who have been engaged by the RBKC Risk Management & Insurance Team. (It is possible that more frequent inspections will be recommended by these engineers and these should be undertaken if required.)
- Reports / Certificates are issued on completion of each inspection / examination and these are held on the Keystone Asset Management Database and must be kept for a period of at least two years.
- If any defects are identified by these inspections these should be rectified accordingly. If serious defects are noted the lift should be taken out of service until the fault has been remedied.





**Electric Shock Protection**  
Rubber matting to be provided underneath all electrical intakes and switching equipment.  
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Lift motor rooms are require to be adequately ventilated and heated and to be kept clean and free from dirt, grease or oil or redundant equipment.

Suitable storage areas must be located away from the “live” switchgear and moving machinery and must be approved by the Contract Manager. Storage must be kept to a minimum and any lubricants, rags etc. must be kept in a locked (metal) flameproof cabinet.

## Emergency Lighting

All passenger lift cars and hoists must have Emergency Lighting units installed. 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. The TMO Contract Manager must be informed in writing of any defects.

Lift cars must be provided with a means of raising an alarm should they break down whilst people are using them. As lifts are refurbished or replaced lift cars is fitted with a two-way communication system which enables the person in the lift to communicate with the CSC / out of hours call handlers. In older lift cars, however, persons are reliant on an alarm bell which generally rings locally to raise any concerns. Instruction on the action to be taken is to be posted in the lift car and in areas where the alarm can be heard.

There must be signage in the ground floor lift lobby to clarify what to do in the event of an emergency and also to advise that the lift must not be used in the event of an emergency. Additionally, signage inside the lift car must clarify how persons can raise the alarm in the event of a lift breakdown / shut-in.

## 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 a competent person and results recorded.

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. This is part of lift contract annual LG (Lifting Gear) tests.

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 and the Contractor

must consider and take all necessary precautionary measures to prevent switches being activated accidentally. In situations where it is assessed that there is a potential risk, the use of a Permit to Work system is to be considered.

## **9. LIFT BREAKDOWNS & MALFUNCTIONS**

- 9.1** Planned Maintenance Contractors will respond to lift breakdown, malfunction or persons shut in lifts 24 hours a day 7 days a week. During working hours ( 0900 -1700 hours Monday to Friday) the KCTMO Customer Services Centre (CSC) will instruct the contractor and at all other times the out of hours call handlers (Pinnacle) will receive reports of lift breakdowns and malfunctions and will advise the contractor.
- 9.2** If contractor attends a breakdown and cannot repair then the lift will be shut down. Contractor will leave a notice at ground floor entrance apologising for lift shut down together with estimated date for completion of works and reinstatement of service.
- 9.3** The Contractor will also contact the TMO Contract Manager by telephone together with an e-mail at close of business each working day identifying current status of lift shut downs.
- 9.4** The TMO Contract Manager will keep the CSC, Neighbourhood Management and Home Ownership apprised of progress and estimated time for completion of repair and lift service reinstatement.
- 9.5** Lift Shut-ins: CSC / Pinnacle will contact the lift Contractor by telephone, who will immediately send an engineer. In the unlikely event that the Lift Contractor cannot attend within a reasonable time (and in cases of medical emergency) the CSC / Pinnacle will contact the LFB requesting their attendance.
- 9.6** Pinnacle advise CSC of all lift breakdown on the following working day.

## **10. RESPONSIBILITIES**

TMO Contract Manager is responsible for supervising / monitoring lift contractors' performance.

TMO Customer Service Centre (CSC) will receive notification of lift breakdowns, malfunctions and lift shut-in reports and immediately advise the lift maintenance contractors during normal working hours.

Pinnacle: Receive notification of lift breakdowns, malfunction and lift shut-in reports and immediately advise the lift maintenance contractors outside of normal working hours.

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.

## **11. MISCELLANEOUS**

### **11.1 Fire Procedure in residential blocks**

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.)



## **11.2 Procedure for dealing with Lift Shut-ins**

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.

KCTMO Health & Safety staff meet with the LFB on a regular basis and information on LFB attendance at Lift Shut-ins is brought to that meeting. This information is passed to the Contract Manager who will investigate with the contractor.

## **11.3 Keystone Asset Management Database**

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

For a statement on the TMO's broad Client requirements please refer to the document "Tender Briefing on Client Requirements (version C) dated November 2013 and in terms of the specific, technical requirements, these are detailed in the document entitled "KSI Generic Interfaces - Configuring and Monitoring Keystone Servicing and Inspection Interfaces" see Appendix.

## **11.4 KEY Performance Indicators**

Number of reportable incidents (RIDDOR), reported monthly.

- Percentage of calls completed within agreed response time, reported monthly.
- Percentage of lifts in service all month, reported monthly.
- Number of Blocks (with Lift Service) without service for more than 48 hours, reported monthly

## **11.5 Compliance**

## **11.6 Support Role Undertaken by the Technical Administration Team**

## **12. REVIEW DATE**

Review Date: February 2015

Janice Wray  
KCTMO Health, Safety & Facilities Manager  
February 2014





### Checks by Estate Staff

The following visual checks are to be made by estate staff as part of their regular inspection regime. Reports of damage, etc., are to be reported immediately to the CSC.

Specifically, checks are to include:

1. Damage to and security of landing and car doors.
2. Breakage to vision panels, where fitted.
3. 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
4. Damage to buttons and indicators.
5. Correct functioning of the alarm and door control panel buttons.
6. Car or landing safety edges are in good condition and working order.
7. That the lift levels at landing places within the tolerances allowed for each type of lift (normally +/- 20 mm).
8. That lift car lights are in working order.
9. That lift lobby lights are in working order.
10. That all lift machine room and other lift plant doors are secure.
11. That tracks are clean and clear of obstructions.
12. Signage in car to outline procedure in event of lift breakdown



## 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.