

<p style="text-align: center;">KCTMO</p> <p style="text-align: center;">LIFT SAFETY POLICY & PROCEDURE</p> <p style="text-align: center;">Latest Working Document Dated June 2017 Version Fourteen</p>

Version	Date	Reason for Change	Authorised By	Review Date
Three	14/4/10	Update lift numbers		
Four	18/07/11	Amalgamation with Lift Safety P&P , change in LFB role/responsibilities		
Five & Six	8/8/11	Meetings held 8/11		
Seven	1/9/11	Electrical appliance testing/ KPI & Keystone reference		
Eight	27/9/11	Reference to statute (asbestos)		
Nine	13/12/11	To account for trap-in attendance by Contractor		
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 ESA's. More detail re legislative requirements		
Thirteen	March 2014	Refresh, minor points		
Fourteen	June 2017	General refresh		

CONTENTS

1. Introduction

Contractors and Sub-Contractors
Protection of the Public
Restrictions

2. Installation of Lifts

3. Main Requirements of Lifting Equipment

4. Statutory Inspections & Maintenance

Planned Preventative Maintenance
Statutory Inspections

5. Lift Motor Rooms – general requirements

Restricted Access
Signage
Lighting & Emergency Lighting
Guards & Emergency Devices
Fire Precautions
Electric Shock Protection
Cleanliness, Ventilation & Heating
Storage

6. Lift Car

Emergency Lighting
Alarm bell / 2-way communication
Signage

7. Electrical Installation & Equipment

Electrical Regulations
Earthing

8. Isolation of lift during maintenance

9. Lift Breakdown & malfunction

10. Responsibilities

11. Miscellaneous

Fire Procedure in residential blocks
Procedure for dealing with lift shut-ins
Keystone Asset Management Database
Key Performance Indicators
Compliance
Support role undertaken by Technical Administration Team

12. Review Date/Authors

Appendices

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 TMO 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 **137** 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.

1.6 No lift operative will use any machinery, tool or equipment unless they are have received **full and appropriate** training on it.

2. INSTALLATION OF LIFTS

2.1 All Lifts are to be installed by competent persons and are to be thoroughly examined, tested and **commissioned** before being put into service. A copy of the test certificate is to be held on **Keystone Asset Management Database, as part of compliancy record suite for the installation.**

3. MAIN REQUIREMENTS OF LIFTING EQUIPMENT

3.1 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 a “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(s) which are 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 **with suitably qualified, capable and experienced operatives** to carry out the necessary inspection, testing, maintenance and attend lift shut-ins, breakdowns etc.

In accordance with the statutory requirements, **the Lift 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 **TMO** Estate staff and TMO Health & Safety staff.)

Lift Inspection & Maintenance - H&S Rules are set in **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 **Bi-Borough** 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.
- It should be noted that the competent person responsible for carrying out such checks can demand that more frequent examinations are undertaken in cases where serious deterioration may occur if the equipment is left for the usual period.
Where any lift has been subject to damage, or an event which has the capacity to cause damage, then a further examination will be required before it can be brought back into use.
- Any relevant documentation relating to the equipment, such as EC Certificate of Conformities or Examination Reports, must be kept available for inspection by inspectors from the relevant enforcing authority. The information must be kept at the site where the equipment is used.

5. LIFT MOTOR ROOMS - general requirements

All Lift Motor Rooms are to be kept locked at all times and access restricted to authorised individuals. Access doors and hatches have been fitted with high security locks (Gerda H12). These locks are borough-specific and this lock has been used exclusively at these locations. (Keys to these locks are restricted and are only available from the TMO Health & Safety Team with the approval of the TMO Contract Manager on receipt of a refundable deposit.)

5.2 Signage

In addition, the following signage must be in place in these areas -

- ### 5.3 Lighting & Emergency Lighting

5.4 Guards & Emergency Devices

5.5 Fire Precautions

If there is a fire alarm in the building it must be audible in the lift motor room.

Contractors should familiarise themselves with the local fire procedure.

5.6 Electric Shock Protection

Rubber matting to be provided underneath all electrical intakes and switching equipment. (Should comply with BS:921 1976)

5.7 Cleanliness, Ventilation & Heating

Lift motor rooms are required to be adequately ventilated and heated and to be kept clean and free from dirt, grease or oil or redundant equipment.

5.8 Storage

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.

6. LIFT CAR

6.1 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.

6.2 Alarm Bell / 2-Way Communication

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 to be 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.

6.3 Signage

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 confirm how persons can raise the alarm in the event of a lift breakdown / shut-in.

7. ELECTRICAL INSTALLATION & EQUIPMENT

7.1 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 a competent person and results recorded.

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

8. ISOLATION OF LIFT DURING MAINTENANCE

- 8.1** 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 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** Response Times:
Breakdown time frame within 2 hours,
Trap-In time frame within 45 minutes.
- 9.3** If contractor attends a breakdown and cannot repair then the lift will be shut down. The 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 **ensuring that any changes/updates/latest updates are reflected on the notice.**
- 9.4** 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.

- 9.5** The TMO Contract Manager will keep the A&R Department, CSC, Neighbourhood Management and Home Ownership apprised of progress and estimated time for completion of repair and lift service reinstatement.
- 9.6** 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.
- 9.7** Pinnacle to 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 Technical Administration Team: for responsibilities see Section 11.6

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 PDERS: 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 will LFB be asked to attend.

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 "**Client Requirements; Data and Document Management**" which forms part of the Contract Managers Information Pack"

11.4 Key Performance Indicators (reported monthly)

- % of calls completed within agreed response time, (2hr and 4 hr response times),
- % of lifts in service all month,
- Number of Blocks (with Lift Service) without service for more than 48 hours, reported monthly

11.5 Compliancey

Monthly compliancy returns are to be reported covering:

- Statutory Insurance Inspections Compliancy % figure passenger lifts
- Compliancy % of monthly Lift Installation Servicing – Passenger Lifts

See compliancy items with regard to Insurance inspections and servicing by TMO Contractor under Section 4.

11.6 Support Role Undertaken by the Technical Administration Team

Responsibilities include the monitoring and administration of Compliancy items in Section 4, logging insurance reports, servicing details and the administration of the day to day running of the contract.

12. REVIEW DATE / AUTHORS

Review Date: **June 2018**

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LEGISLATION & STANDARDS GOVERNING LIFT SAFETY

APPENDIX A

- 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 & Dangerous Occurrences Regulations. 2013 (**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 Work at Height Regulations 2005
- 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 2012
- Lift guidelines, LG – SAFed

Checks by TMO Estate Staff

The following visual checks are to be made by **Estate Services Assistants** 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 suitably qualified, capable and experienced** 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 bypass 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.