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# Lifts – Passenger and Goods

# Guidance for Premise/Facilities Managers

The guidance is to inform Premises/Facilities Managers of their responsibilities with regard to the operation of lifts within buildings under their management. The numbers indicate 9 action points that Premise/Facilities Managers should carry out. These should be written in to Premise risk assessments and procedures.

**Maintenance and thorough examination arrangements.**

1. Understand what maintenance and thorough examination arrangements are in place for the lifts and who to contact in the event of a breakdown.
2. Make sure you can access records of servicing, repairs and thorough examinations completed. These can be found on the TF Cloud (also known as Tech Forge) database, which all Premise/Facilities Managers should have access to.

Generally, passenger lifts are serviced at least every 2 months (every month for more frequently used lifts) and platform lifts every 3 months. This is carried out by the Council’s lift maintenance contractor.

A thorough examination, also known as a statutory inspection, is a systematic and detailed examination of the lifting equipment by a competent person to detect any defects that are, or might become, dangerous. This is carried out by an insurance company lift inspector and **must**, by law (LOLER\*), be carried out every 6 months for lifts that carry passengers and every 12 months for lifts that don’t carry passengers.

1. The servicing and thorough examinations should happen automatically as per the schedules set up by PSG. However, it is important that PSG are informed if the servicing and thorough examinations are not being completed according to the schedules. In particular, a lift that has not received its 6 or 12 monthly thorough examination on time **must be taken out of service** until this can be completed.

**Audible alarm and auto-dialler checks.**

1. For passenger lifts, the operation of the audible alarm and auto-dialler (the telephone/call button within the lift call that a trapped passenger would use to raise the alarm) should be checked once a week.

To carry out this check:

* activate the auto-dialler from inside the lift car;
* ensure the audible alarm can be heard outside the lift;
* ensure the Rescue Service call centre answers the call;
* inform the call centre it is just a test;
* if the auto-dialler does not connect to the call centre or the audible alarm cannot be heard outside the lift, take the lift out of service and contact PSG immediately.
* record the outcome (working correctly or not, and any action taken) and the date of the check.

**Fire action signage.**

1. Unless the lift is specifically designated for use in the event of a fire, signs to prohibit its use in a fire **must** be displayed on each landing, adjacent to the lift controls and doors.

**Machine Rooms (Motor Rooms).**

1. Machine rooms must be secure; the door(s) to them kept locked. Access to them must be restricted to authorised persons only. A notice must be displayed on the door which says “Danger Lift Machine Access” or similar wording. See link for an appropriate sign - [Danger Lift Machine Access - 10840 (healthandsafetysigns.co.uk)](https://healthandsafetysigns.co.uk/danger-lift-machine-access-10840)
2. The light within the machine room should be sufficient for safe access and the light switch readily accessible, i.e. by the door, but not on the outside of the room as other persons could switch off the light when someone is inside.
3. The room must be kept tidy so that a person(s) can walk about freely and safely. It should be used solely for lift machinery and not as a general storage area.

**Safe release of trapped passengers.**

A passenger trapped in a lift is most often **not** an emergency. However, there might be special circumstances, e.g. passengers who are ill, infirm, mentally impaired or suffering from claustrophobia, where this is or develops into an emergency.

It is preferable to leave release operations to personnel with specialist knowledge and frequent experience of lift releases, i.e. lift contractor or emergency services personnel.

The Council holds a contract with a lift company (currently Concept) who act as a Rescue Service, i.e. they receive alarm information and rescue trapped passengers. The contract requires this Rescue Service to attend to a trapped passenger within 1 hour. When an entrapment call is received by them they will:

* take the call and reassure the entrapped passenger;
* confirm the location;
* dispatch the closest engineer and confirm estimated time of arrival with the entrapped persons;
* call the premises using the data base of contacts held on their system;
* carry out several call backs to the entrapped passengers and if they become distressed will remain on the phone.

1. Each premises with a passenger lift should have a written procedure, that all staff are made aware of, for what to do upon hearing the audible lift alarm or receiving notification from the Rescue Service call centre of a trapped in situation. For most premises this will be something like:

* Duty staff investigate immediately, and if possible, make contact with the trapped passenger; via the intercom in the machine room (if the lift has one) or by other means;
* Put up signs to say the lift is out of order;
* Keep in touch with the Rescue Service as they monitor the passenger’s welfare.
* If passenger welfare is acceptable wait for the Rescue Service to arrive.
* If passenger health/welfare is/has developed into an emergency, liaise first with the Rescue Service to get an estimated time of arrival and, if unacceptable, call 999 for the Fire and Service to attend.
* Soon after the release, the incident should be reported on ERP and the Release of passenger from lift procedure should be reviewed.

If Premise/Facilities Managers feel strongly that the approach recommended above is not appropriate for their premises, they have the option of paying for some staff to be formally trained in passenger release and authorised to carry them out. In this situation, a specific risk assessment and procedure must be written in consultation with the Occupational Health and Safety Team to cover the release of entrapped passengers. Authorised staff would be expected to undergo formal refresher training annually to maintain their competence in passenger release.

**Review**

Completed by: Occ. H&S Team and Team Leader M&E, PSG.

Consultation and Approval: Health, Safety and Welfare Group

Next review: November 2026 at the latest

\* Lifting Operations and Lifting Equipment Regulations 1998