



Lift Safety for Lift Managers and Duty Holders – Your Responsibilities webinar in association with SAFed and LEIA

Questions and Answers

Q: Are there guidelines on the frequency of the Supplementary tests, or is it always from when the inspection body calls for them?

A: Supplementary tests are advised by the competent person. There are some recommended periodicities for specific critical tests; however, such timelines primarily relate to installations where there are no traceable records from install and the overall condition would indicate that benefit would be gained from carrying out supplementary tests, in order to verify the functionality of critical safety devices and elements of the installation. Again, direction on the absolute necessity would be via discussion with the competent person.

Q: Can you please confirm the recommended testing regime for lifting beams?

A: Lifting Beams within lift wells or machine rooms require a current thorough examination report where they are to be used for lifting and lowering, during installation, repair and/or refurbishment. Where they are situated within a lift well then the competent person carrying out the thorough examination relies on access via the car top. Where a lift malfunctions then it must be considered by the duty holder that it may be impossible to access the lifting beam for examination, rendering it unusable for a repair scenario.

Q: What is the responsibility if the LOLER inspection company undertakes the inspection very late. To inform they will be late and to take an action. What should the action be if the LOLER is out of date?

A: The duty holder must make every effort to ensure that their inspection service provider attends on the designated inspection date and that the thorough examination is carried out at or before the due date. Thereafter, the duty holder must put in place measures to safeguard users which could include isolating the lift. During the current pandemic situation there may be cases where mitigation can be applied, in order to ensure access/egress for those with impaired mobility. However, in such cases the duty holder must ensure that previous defects have been suitably addressed, satisfactory maintenance and lift reliability issues have been suitably reported to the necessary responsible person and dealt with accordingly.



Q: Does a Fireman's lift need a greater frequency of servicing/ testing than a regular passenger in a residential building. For example, a series of lifts may have a quarterly service contract in place could that be considered regular or are there more regular requirements as often residential buildings are managed remotely and all costs go back to a leaseholder. These buildings have self-reliance on the users to report faults.

A: A "Firemen's lift" as specified by standards in the 1970s is not usually considered to be adequately protected to be used by the Fire and Rescue Services (FRS) in the event of fire. Firemen's lifts were superseded by "fire-fighting lifts" (to BS 5588-5) and then by "firefighters lifts" (to BS EN 81-72) provide increasing level of protection and are used by FRS. The potential non-availability of a lift provided for FRS use is a serious concern and it would make sense to review the maintenance regime with you maintenance provider. BS 8899:2016; *Improvement of fire-fighting and evacuation provisions in existing lifts – Code of practice* gives some useful guidance on these types and for the maintenance and thorough examination of these lifts.

Q: Is there any legislation that refers to emergency release training?

A: LOLER, Regulation 5 requires consideration to be given by the duty holder in relation to the hazard of entrapment of persons that are being raised and lowered. The control measure to deal with this hazard would be to ensure that there is an emergency release procedure which is understood by persons on the site and can be initiated when required. Any such procedures could be reliant on external contract arrangements for response and/or internally trained persons who could initiate release.

There is some useful guidance on LEIA's website, in particular "Guidance on the Release of Trapped Passengers by Non Lift Personnel" at: <https://www.leia.co.uk/safety/information-sheets/>

Q: Why are lift pits not classed as a confined space? We have 3 passenger lifts on site all with pits, with different OE service providers, all say they are not a confined space

A: Lift pits may be restricted spaces but for them to be classed as confined spaces then there must be the probability of oxygen depletion. BS 7255:2012; *Code of practice for safe working on lifts* states the following:

"Lift pits and lift areas, in general, are not confined spaces within the meaning of the Confined Space Regulations 1997, but there are exceptions, e.g. where a lift is located within a facility dealing with hazardous chemical, gases, etc.; and in such cases a suitable and sufficient risk assessment should be carried out to determine if special provisions are required".

Q: What is the recommended time scale or details of when a survey should be done?



A: Thorough examinations for passenger/goods lifts are to be undertaken every 6 months and 12 months for goods only lifts. Thereafter, lift surveys should be undertaken in consultation with your lift maintenance contractor and competent person carrying out the thorough examinations.

Q: As a building owner, is it my responsibility to provide an engineering insurance?

A: Building insurance is a business related decision from a liability perspective. If the question relates to the organising of the thorough examinations and maintenance then that is for the building owner primarily, unless mutually agreed within a leasehold agreement that it is to be organised by another party.

Q: Would the panel expect the lift manufacturer / installer to supply a maintenance schedule and frequency?

A: The installer of a new lift would provide the owner with documentation including maintenance instructions. These details should be provided to an incoming maintenance provider. We recommend that the owner and maintenance provider agree a number of issues including the frequency of maintenance visits. LEIA produced a Maintenance Code of practice which is intended to be mutually adopted by the owner and maintenance provider which provides more guidance and can be found at: <https://www.leia.co.uk/publications/technical-guidance/>

Q: Does a hoist within a domestic dwelling require a LOLER?

A: The LOLER relates to workplace locations. However, it depends on the usage. Where there may be access by others, then the HSWA '74 general requirements apply and the lift should be maintained in good order. This relates to both maintenance and inspection. However, if the domestic relates solely to the inhabitants of the property then it is only advisory.

Q: Did I hear correctly regulations are not retrospective??

A: Regulations pertaining to installation and new build are not retrospective. User regulations, such as the PUWER 98 and the LOLER are indeed retrospective but do not dictate that installations must be brought up to the standard of new build but that they are safe.

Q: In terms of LOLER inspections, which obviously lead on to the requesting of SAFed tests, has any consideration been given to only using lift engineers to conduct them? Thinking in terms of returning lifts back to service following inspections and having a better understanding of lift components to be able to determine the requirement of supplementary tests. The guidance for the competent person to request tests seems to be a bit open ended, and result in comments from



maintenance companies stating ' I don't know why they have asked for that to be tested as there is nothing wrong with it ' as a generalised response if that makes sense?

A: Supplementary tests of in-service lifts, when called for to support the thorough examination, should be carried out by those competent to do so. Invariably such tests are carried out by lift contractors.

Q: What are the differences in the monthly inspections on fire lifts and standard ones?

A: We would expect the regularly inspection of a lift for use by the Fire and Rescue Services (FRS) to be subject to an inspection covering the items as a regular passenger lift but with additional checks as recommended by British Standards such as BS 8899; *Improvement of fire-fighting and evacuation provisions in existing lifts – Code of practice* covering items such as:

- Weekly checks of the operation of the evacuation lift and firefighters lift switches which are to be repaired or replaced if found defective.
- Monthly simulation of a failure of the primary electricity supply and test that the lift(s) run on a generator if providing the standby supply.
- Annual test of evacuation and fire-fighting lifts including all the lift operations related to fire-fighting operation are checked. As many such lifts will be connected to a building management system (BMS) the testing needs to be co-ordinated with those conducting the testing of any BMS.

Please see BS 8899 for more guidance on these.

Q: Have LG1, LG5 & LG10 examination schemes been replaced with the Thorough Examination and when the inspector calls for additional checks or tests?

A: The thorough examination is a legal requirement set by the LOLER in 1998. It has not been superseded by any other form of test. The supplementary tests are compiled in the form of guidance to duty holders and only hold legal importance when called for as part of the thorough examination. An Examination Scheme is a totally separate legal entity relating to the periodicity of thorough examination and should not be confused with the guidance for supplementary tests.

References to LG1, LG5 and LG10 were related to supplementary tests which date back to the first SAFed Guidelines published in 1998 and were removed in the second issue published in 2006.

Q: These slides are helpful - will they be sent out after to session and also I assume that a CPD certificate will be provided to support the demonstration of ongoing learning?

A: Slides and Q&A are being made available. Certificates of attendance will not be available. Please record your attendance and learning outcomes against the UK-SPEC competencies as your record of



CPD. It is reasonable to assume most professional institutions would find this a wholly acceptable means of logging your CPD.

Q: We have goods lifts only on our site and I am not a lift expert...who would be responsible for conducting a PUWER assessment on the lifts?

A: Answered in webinar

Q: What is the resolution where the insurance inspector raises observations and the views are not shared by the maintenance provider as requiring further attention?

A: The best solution would be to have a joint discussion with all parties concerned to come to some form of consensus.

Q: Is there a good qualification for the responsible person in a social housing organisation to achieve? There are many for other compliance areas but for lifts, passenger and through the floor, stairlifts and other specialist equipment I have not found a suitable course.

A: LEIA is working on some training and distance learning materials as we have identified the same need.

Q: Does each property need to nominate a Responsible Person/Duty Holder?

A: There needs to be a responsible person who is a liaison contact for the location and can initiate maintenance repairs requirements and thorough examination defect remedial actions.

Q: On a passenger lift my thorough examination provider highlighted a leaking hydraulic cylinder that should be resealed, but the lift maintenance provider checked the cylinder and said it was ok to use and did not need resealing. Whose advice do I need to follow?

A: The best solution would be to have a joint discussion with all parties concerned to come to some form of consensus.

Q: Should facilities managers/managing agents have awareness/overview training on this discipline?

A: It would be of benefit, in order for them to have a better appreciation of the requirements for maintenance and thorough examination



Q: Is the Thorough Examination the same as the inspection carried out by my Insurance assessor?

A: The thorough examination is often misconstrued as an insurance inspection, due to the historic links between inspectors and insurance industry. The Insurance Assessor and the Engineer Surveyor carrying out the thorough examination are probably one and the same. The top of the report will indicate what the service is that is being performed.

Q: We have a small platform lift - Thyssen Vector installed in 2008 over two floors + ground level. We have been told by our maintenance provider that we do not require a thorough examination. Should all lifts have a thorough examination?

A: The LOLER relates to workplace locations and applies to Platform Lifts and should be thoroughly examined. However, it depends on the usage. Where used in a domestic location which has access by others then the HSWA '74 general requirements apply and the lift should be maintained in good order. This relates to both maintenance and inspection. However, if the domestic relates solely to the inhabitants of the property then it is only advisory.

Q: I manage a number of sites and due to the current Covid situation one of the sites has been mothballed due to the site not being required. This will be the case until the end of the lease. The building is not in use, but the landlord engineers to carry out PPMs on other essential equipment on the roof - which is their equipment. They insist that the lift is left running and maintained. Do we still need to have a regular maintenance schedule for this? Or can this be isolated and no maintenance schedule added. Is it legislation to have the lift in operation as the site does have some staff onsite? Thanks

A: If the lift is to remain in use then it must be maintained and thoroughly examined. Only if the lifts are isolated can there be a relaxation of maintenance and thorough examination requirements but we would still recommend a "caretaker maintenance" as equipment still degrades even when taken out of service. HSE issued guidance earlier in the pandemic and LEIA published some further guidance including guidance for owners on recommissioning equipment after a shutdown which you can find at: <https://www.leia.co.uk/wp-content/uploads/2020/08/Lift-Escalator-Owner-News-COVID-19-guidance-to-users-and-owners.pdf>

Q: What should you do if the maintenance contractor who also is also same company who manufactured the lift does not agree with a defect that the inspection body has raised?

A: The best solution would be to have a joint discussion with all parties concerned to come to some form of consensus.

Q: If you live in a co-owned block of flats, which is 'managed' by a property manager (Factor in Scotland) - who is the duty holder?



A: Ultimately, the property owner; however, the responsibilities may be mutually agreed and passed between parties in any leasehold agreement.

Q: What are the duties and good practices for line connections and procedures for managing lift failures?

A: Lifts installed after 1st July 1999 must have a permanent two way means of communication fitted and operational, as per the Lift Regulations 1997. Prior to this date, any communication means fitted must remain operational and where not fitted and deemed necessary by risk assessment, for the given location, should be fitted. LEIA has some guidance at: https://www.leia.co.uk/wp-content/uploads/upload_image/file/Lift%20owner%20news%20-%20Telephones%20lines%20and%20lifts.pdf

Q: Do lift owners have to provide barriers for use when maintaining a lift, or should the lift maintenance company provide the barriers? Same questions for escalators.

A: BS 7255:2012; *Code of practice for safe working on lifts* and BS 7801:2011; *Code of practice for safe working on escalators and moving walks* include provision of landing entrance barriers and safety barriers for escalators in the owners' responsibilities. There are good reasons for this:

- The type of barriers needed vary from site to site and the maintenance provider cannot realistically carry everything that might be needed;
- it is not only the maintenance provider who might need barriers; people carrying out thorough examinations and inspections, and releasing people shut in the lift car would all need access to barriers. Hence they are best available on the site.

Q: Responsibility is placed on the owner, however the insurance companies are using their own guidance to enter a premises to complete a LOLER and not the government guidelines. No consistency

A: The particular issue needs to be taken up between the inspection service provider and the client. All SAFed members follow strict access protocols for safety, in line with client specific instructions.

Lifts for public use only - I think they do not have to have TE but recommended - why are these lifts not mandated to have a TE?

A: Answered in webinar



Q: I have had an issue in the past where the maintenance contractor does not agree with the repairs highlighted on the thorough examination report. However, the insurance inspector will not remove this from the report as they believe they are right, is there a way to challenge the insurance inspector?

A: The best solution would be to have a joint discussion with all parties concerned to come to some form of consensus.

Q: Can a thorough exam cert be issued even though there are identified supplementary test listed outstanding?

A: Yes, as the tests supplement the thorough examination. However, if the tests are not satisfactorily completed and documented then this may preclude the completion of subsequent thorough examinations.

Q: We have a 20-year-old lift. Very lightly used. Inspected and maintained to requirements mention. The last inspection gave us a list to bring it up to modern standard. Is this a legal requirement?

A: Answered in webinar

Q: Can you give an overview of responsibilities to keep up to date with legislation changes (what is retrospective "must do" and what is recommended) and when upgrades to meet accessibility requirements become obligatory.

A: Answered in webinar

Q: Regular checks are required over and above the maintenance and thorough exam? Is there a standard checklist that can be shared?

A: LEIA published a maintenance code of practice which includes some checks by the owner/responsible person in Annex D. The document can be found at:

<https://www.leia.co.uk/publications/technical-guidance/>

Q: When is the first Thorough Examination due following new lift install / refurbishment?

A: Answered in webinar.

Q: The full examination and the maintenance contractor can they be the same company?



A: Answered in webinar

Q: Should a lift be taken out of service if the intercom system on FIRE evacuation is complicated to work?

A: No, but the situation should be resolved.

Q: Can you please confirm the recommended testing regime for lifting beams?

A: Where goods only being lifted then 12 months. However, where the system is being used to lift and lower persons then 6 months.

Q: How does LOLER apply to stair lifts in persons homes, where the home is managed by a Housing Association?

A: The LOLER relates to workplace locations. However, it depends on the usage. Where used in a domestic location which has access by others then the HSWA '74 general requirements apply and the lift should be maintained in good order. This relates to both maintenance and inspection. However, if the domestic relates solely to the inhabitants of the property then it is only advisory.

The HSE published some guidance which might also be useful at:

<https://www.hse.gov.uk/pubns/hsis4.pdf>

Q: What are the requirements for lift rescue?

A: There are many technical aspects; however, primarily to have arrangements in place to ensure that persons can be readily rescued, either by some form of contractual agreement with an external service provider or suitably trained internal staff who can initiate a rescue.

There is some useful guidance on LEIA's website at: <https://www.leia.co.uk/safety/information-sheets/> In particular, "Guidance on the Release of Trapped Passengers by Non Lift Personnel".

Q: Would a hoist require a LOLER if it receives a maintenance check?

A: Yes, as the thorough examination (LOLER, Regulation 9) is a separate legal issue to maintenance (PUWER 98, regulation 5).

Q: The lift insurance - do Firemen/ fighting lifts insurance differ from standard lifts?



A: There may be some minor policy variations and you would be best placed to discuss those with your insurance provider.

Q: For lifting equipment within homes. Does a TER demonstrate suitable checks of such equipment?

A: The thorough examination would indeed demonstrate suitable checks; however, to ensure reliability of your equipment suitable and sufficient maintenance should also be in place.

Q: How would you recommend that a Maintenance contractors' suitability is assessed? Many lift contractors don't have good reputations and are perceived as expensive.

A: A good place to start is with LEIA members who must all have certification to ISO 9001 for their quality systems and OHSAS 18001/ ISO 45001 for their health and safety systems. LEIA keeps its members informed of changes in the legislation, relevant standards, has a programme of distance learning training, and advises on competence issues. The list of LEIA members can be found at: <https://www.leia.co.uk/memberlist/> and this includes an advanced search feature.

We would expect a competent maintenance provider to be able to assess the requirements for maintenance of your equipment and to be able to discuss these with you. There is more guidance in LEIA's maintenance code of practice which can be found at: <https://www.leia.co.uk/publications/technical-guidance/>

Q: If the LA installs the equipment is there any duty on the HA?

A: We believe this relates a Local Authority (LA) and Housing Association (HA). This depends on the contractual arrangements for the installation and maintenance of equipment within a location. Those terms should be reviewed.

Q: Should lifts in Domestic Premises receive Thorough Examination?

A: The LOLER relates to workplace locations. However, it depends on the usage. Where used in a domestic location which has access by others then the HSWA '74 general requirements apply and the lift should be maintained in good order. This relates to both maintenance and inspection. However, if the domestic relates solely to the inhabitants of the property then it is only advisory.

Q: On a new build, certificates have been provided by installation contractor - is a LOLER inspection required as well, or in 6 months' time?

A: Answered in webinar



Q: Any advice about escalators and BMU's?

A: This will be for a different forum. However, guidance exists on the SAFed website:
www.safed.co.uk

Q: Are personnel lifts allowed to still be used if a building is classed as unoccupied as we worry about staff coming in over the holidays and them being inside a lift if it fails?

A: Where people may still access the location and the lift is to remain in use then it must be maintained and thoroughly examined. Duty holders should put in place measures to ensure that where people do access a location then their presence is known and they can be rescued, in the event of lift malfunction.

Q: Are dock-levellers classed as good lifts and therefore subject to the regulations?

A: Dock levellers are Work Equipment items and are subject to the requirements of the Provision and Use of Work Equipment Regulations 1998 (PUWER 98).

Q: Does LEIA provide a different level of membership for Lift Managers & Duty Holders?

A: LEIA does not currently have a separate type of membership but does publish guidance which can be found at www.leia.co.uk; a number of pieces of guidance have been linked in this Q&A.

Q: Surely if you have to refurbish a lift to a major extent it is then required to bring it to the latest standards as far as reasonably practical?

A: While the law does not explicitly require an installation is brought up to the latest standard, it is clear that the level of safety must not be reduced and the lift is safe. However, there have been successful prosecutions of lift owners where the lift had not had safety improvements made which led to accidents.

When modernising a lift, there are standards such as BS 5655-11 and BS 5655-12 which have useful recommendations and principles. Based on these, we would recommend the opportunity is taken to improve the safety of the lift:

- There are several references which can be used for identifying and prioritising improvements which could be made including BS EN 81-80; *Rules for the improvement of safety of existing passenger and goods passenger lifts* and BS 7255; *Code of practice for safe working on lifts*.



- Where equipment is being renewed, it makes sense for new equipment to follow relevant requirements in the latest standards as far as constraints from the existing building and the retained equipment allow.
- Modernisation should be based on risk assessment and this should also help to make sure that the level of safety is not inadvertently reduced.

Q: What about risk assessment, safe working BS7255 and EN81-80?

A: The Management of Health & Safety at Work Regulations 1999, regulation 3 requires suitable and sufficient risk assessments to be undertaken and can be compiled for lifts with reference to BS 7255.

With regard to the installation condition, BS EN 81-80; *Rules for the improvement of safety of existing passenger and goods passenger lifts* provides the reference document for considering improvement of safety of a given installation (there are other standards in the BS EN 81-80 series which deal with improving the accessibility and vandal resistance). The assessment can be carried out by a number of professional organisations and discussion with your maintenance or inspection service provider or lift consultant would be beneficial.

Q: Is there a mandatory requirement for emergency diallers to be installed in the lift and are they required to be tested?

A: Answered in webinar

Q: LG1, LG5 & LG10's are still referred to by some in the industry. Are these now replaced by the supplementary testing?

A: SAFed – Guidelines on the Supplementary Tests of In-Service Lifts revises the previous LG01 publication, in line with the relevant legislative requirements. References to LG1, LG5 and LG10 were related to supplementary tests described in the first SAFed Guidelines published in 1998 and were removed in the second issue published in 2006.

Q: LG Guidelines have changed in 2020, what do duty holders need to know?

A: SAFed – Guidelines on the Supplementary Tests of In-Service Lifts is the newly revised document and can be found on the SAFed website www.safed.co.uk We hope to have a future webinar focussing on the supplementary tests, as well as other specific topics of thorough examination and maintenance. Attendance at this webinar as a duty holder should have assisted your understanding of supplementary tests, for example, who calls for them, who is responsible for organising them, and who can conduct them.