

SA/06 – Compliance

Lifts and Lifting Equipment Safety Policy

Our policies embed our culture, establish boundaries and outline our expectations. They have been agreed by our Board(s) as best practice documents for the Group’s decision making.”

1. Policy Statement

ateb Group Limited is committed to maintaining the Health and Safety of employees, customers and members of the public. In meeting its health and safety duties ateb will ensure the safe use of all lifting equipment within properties or workplaces it owns and controls.

This policy sets out ateb responsibilities to comply with the relevant legislation and associated regulatory guidance on the use and maintenance of lifting equipment.

Approval Date	Lead Contact	Review Date
28/05/2020	Facilities Coordinator	May 2023

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2. Principles

The purpose of this document is to demonstrate ateb Group Limited's commitment to ensuring its customers and the general public are not knowingly exposed to any risks that would affect their safety. The documents covered by this Group Policy will provide guidance and specific instructions for all Group employees and external contractors, whilst undertaking maintenance and inspection works. This is with the aim of satisfying the legal duties under the following legislation, regulations and guidance:

- The Lifting Operation and Lifting Equipment Regulations 1998 (LOLER)
- All relevant British and European standards including BS EN 81-1:1998 (Electric Lifts), BSN EN 81-2:1998 (Hydraulic Lifts)
- Provision and use of Work Equipment Regulations (PUWER)
- Management of Health and Safety at Work Regulations 1999
- RIDDOR 2013
- Construction Design and Management Regulations 2015
- Health and Safety at Work Act 1974
- ACoP L113 Safe Use of Lifting Equipment: Lifting Operations
- INDG422 Thorough Examination of Lifting Equipment: A Simple Guide for Employers
- INDG339 Thorough Examination and Testing of Lifts: Simple Guidance for Lift Owners

This policy applies to all ateb Group properties and will apply to all Group employees and contractors undertaking maintenance and inspection works.

Policy Application

ateb is committed, so far as is reasonably practicable, to ensure that all lifts and lifting equipment in properties or workplaces it owns and controls will be serviced, always maintained and repaired in line with manufacturers' recommendations and legally compliant .

Where ateb becomes aware that lifts or lifting equipment are not operating as they should, emergency repairs will be issued, and every effort made to remedy faults as quickly as possible.

In domestic properties where lift faults are likely to take more than 7 days to remedy and there are vulnerable customers residing in the building, ateb will carry out a risk assessment to determine the most appropriate course of action. This could include provision of advice to customers, sign posting to appropriate care and advocacy agencies and may include temporary arrangements to allow continued access e.g. stair lifts.

In all cases of lift faults, ateb will keep customers informed of the nature of the problem and the likely timescales to return services to normal, by a combination of personal contact, written notification and signage on and around the lifts affected.

ateb will meet all its legal requirements regarding lift safety operations via a combination of regular inspections, thorough examinations and periodic routine maintenance of all lifting equipment in properties it owns and controls.

ateb will maintain appropriate records of any inspections or remedial works undertaken.

ateb will ensure there are clear procedures in place that are communicated to and understood by relevant staff, for appropriate action in the event of any person(s) that become trapped in lifts within buildings it owns and controls. For health and safety / insurance reasons, ateb staff will not release any persons trapped in lifts but will provide reassurance until such time as the relevant lift maintenance operators or emergency services arrive. ateb has a contract with lift maintenance operators which ensures they will respond to any cases of entrapment.

ateb call handlers, and the contracted out of hours provider, that are contacted in cases of entrapment will follow a scripted risk assessment to determine the medical condition of any persons that are trapped. If there is an urgent concern for the person(s) welfare emergency services must be called immediately.

Inspection Frequency:

Manufacturers may recommend the inspection frequency of inspections required although high-vandalism or high-use sites may need a more frequent check than that which is specified – a risk assessment should be undertaken to establish the necessary frequency of inspection for individual sites.

- **Monthly visual inspections:** identification of obvious hazards and functional checks e.g. alarm equipment, carried out by qualified contractors appointed direct by ateb (i.e. member of Lift and Escalator Industry Association)
- **Six Monthly Examination:** a detailed and systematic examination of the lifting equipment to detect any defects that might become dangerous, carried

out by qualified contractors appointed direct by ateb (i.e. member of Lift and Escalator Industry Association)

- **Monthly Routine Maintenance:** checking and replacing worn or damaged parts, lubrication, replacing time expired components, topping up fluid levels and making routine adjustments, carried out by qualified contractors appointed direct by ateb (i.e. member of Lift and Escalator Industry Association)
- **Post-installation inspections:** these should be carried out immediately after installation on new or refurbished lifting equipment and should be carried out by an independent organisation with appropriately trained inspectors

ateb will act on any recommendations for remedial action that result from inspections and/or examinations and will take immediate action for any significant defect that causes a risk to users of lifting equipment and will take lifts out of service until such time as the fault can be completely and safely remedied.

All near misses, accidents and incidents involving Lifting Equipment will be reported internally. The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (**RIDDOR**) make the reporting of certain **accidents** a legal requirement. **RIDDOR reportable** injuries, deaths, diseases and certain other events must be reported (usually online) within specific timeframes.

Record Keeping:

ateb will.

- Establish and maintain a core asset register of all buildings that require a lift safety servicing inspection. This register should identify all lifting equipment currently installed within the respective buildings.
- The register will include any passenger lifts, stairlifts, ceiling hoists and through floor lifts installed in its assets.
- establish and maintain accurate records of all completed lift safety servicing inspections and associated completed remedial works from these reports and keep these for a period of not less than 10 years. All lift safety servicing inspection details will be stored on the organisation' system and document management system as appropriate.
- Where applicable, ensure robust processes and controls are in place to provide and maintain appropriate levels of security for all lift safety related data that would require access and review by the Fire Service.

Aids and Adaptations:

In addition to the requirements to ensure passenger lifts are operational and safely maintained, ateb is required to ensure the safe use of lifting equipment installed in properties it owns and controls as part of its aids and adaptations installations to assist older and disabled customers. Examples include stair lifts, bath hoisting equipment.

ateb will ensure that a thorough examination is carried out of all known aids and adaptations designed for lifting operations, in properties it owns and controls, every twelve months or more frequently if in line with manufacturer's recommendations. ateb will ensure that an electronic record is kept in Propeller of all inspections and examinations that takes place on lifting equipment and remedial work undertaken.

ateb will respond and take remedial action for any defects identified during regular use in line with the normal procedures of its repairs and maintenance service. ateb will treat all repair requests as an emergency.

3. Responsibilities

Group

This is a Group Policy which applies to all companies within ateb's Group structure.

All Companies within the Group are responsible for ensuring the policy is available to their customers, stakeholders and employees and for ensuring appropriate training, support and guidance is given on its application and use.

Board of Management

Responsibility for lifting equipment lies ultimately with the Group's Board of Management. They are ultimately responsible for ensuring our customers and staff are safe using our lifting equipment. The Board satisfies this responsibility by delegating duties to the Chief Executive who is responsible for ensuring that adequate resources are made available to enable the objectives of this policy to be met.

Key persons

Group Chief Executive

Key responsibilities:

- Effective operation of the lifting equipment Policy across the Group as a whole.
- Adequate resources are made available to both develop and implement appropriate procedures.
- Responsible for the implementation of the policy and to ensure sufficient and qualified resources are available
- Enable responsibilities to be effectively delegated

3.4 Executive Director (Customer) and Executive Director (Property)

Key responsibilities:

- Interface with Corporate Delivery Group.

- Reporting to Chief Executive
- Ensure the Lifting equipment Policy for the Group is in place, maintained, monitored and reviewed.
- Enable responsibilities to be effectively delegated

Facilities Coordinator

Key responsibilities:

- Creating and management of an annual plan of maintenance
- Creating a Process map
- Management of all remedial works from the inspections
- Management of performance of contractors associated with inspections and remedial works
- Monitor and report on inspections and compliancy
- Financial provision and budget responsibility for inspections and repairs
- To monitor the quality of services provided by contractors and operatives ensuring compliance with contract conditions.
- Provide technical support and advice across the Group as required.

Property Services Manager

Key responsibilities:

- Responsible for the implementation of all relevant British and European standards including BS EN 81-1:1998 (Electric Lifts), BSN EN 81-2:1998 (Hydraulic Lifts) when new lifting equipment is being planned
- Dissemination of information and certification from new development
- Financial provision and budget responsibility for development
- To monitor the quality of services provided by developers ensuring compliance with standards.

Health & Safety Co-ordinator

Key responsibilities:

- Carry out Health and Safety audit inspections.
- Report any related accident/incident or failures to comply with the health and safety policy by either employer or employee.
- Submit recommendations in relation to lifting equipment policy to the Executive Management Team and Board of Management if necessary.

Compliance Coordinator and Compliance Team

Key responsibilities:

- Provision of related performance and monitoring data.
- Issuing due dates to the Facilities Coordinator prior to certificates expiring.
- Ensuring the integrity of certification, reviewing and updating records on the Propeller software

Training

Training will include team briefings for those employees who need to have a basic understanding and awareness of lift safety but who may not be actively involved in the delivery of the lifts and lifting equipment safety policy. This will be basic lift safety awareness training

Any relevant on-the-job training will be provided to those employees who will be responsible for managing the programme of lift safety servicing inspections and remedial works as part of their daily job

ateb will ensure that the manager with lead responsibility for operational delivery has appropriate awareness of lift safety management

4. Control

- The Facilities Coordinator is the lead contact for this policy and for ensuring it remains operationally effective.
- The Facilities Coordinator will review this policy every 3 years and submit to the Executive Director - Customer. Changes to legislation or regulatory requirements will mean a review may need to take place sooner.
- Board approval will be obtained before any amendments are published and employees will receive refresher training as applicable.
- This policy is a dynamic document and will be amended as required following service reviews or changes to the operating environment.

Quality Control Process

The Group will ensure it has Quality Control procedures that monitor and record the quality of inspections that is carried out by the approved contractor. These procedures will be documented in the Group Assure Framework.

5. Links to other documents

- Process Map – Lifting Equipment

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SA/06-Compliance Lifts & Lifting Equipment Safety Policy

Additional help

Contact our customer team
quoting the policy reference:

Tel: **01437 763688**

Email: **hello@atebgroup.com**

Facebook **@atebgroup**

Face to Face: **Meyler House, Haverfordwest, SA61 1QP**

Version History

Ver.	Date	Changes
1	15/04/20	All comments from H&S Consultant amended
2	28/05/20	Approved by Board
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