

Passenger and Goods Lift Management Policy

V3.0

October 2025

Summary

This policy provides a statement of how RCHT intends its managers and staff to manage the safe operation and maintenance of Passenger and Goods lifts within the Trust's properties and consequently, discharge its duty in law as far as is reasonably practicable.

This Policy sets out the detailed requirements for the maintenance, management and safe operation of all passenger and goods lifts serviced by the Trust's Estates services or other estates departments managed under service level agreements. The lifts shall be maintained so that they do not present either a physical risk to persons using the Lifts or a statutory compliance risk to the Trust.

All staff using passenger and goods lifts shall observe the following:

- Only use the lift for its intended purpose.
- Do not exceed the stated maximum number of passengers in any lift.
- Do not exceed the stated maximum load for any lift.
- Lifts must not be used in the event of fire alarm activation unless it is a lift specifying that it can be used for evacuation purposes.
- Report any defects to the Estates Department Helpdesk.

This policy excludes equipment used for moving and handling or other lifting equipment such as:

- Mobile Elevated Working Platforms.
- Patient Hoists.
- Pallet and Forklift Trucks.
- Vehicle Tail lifts.

For information, please refer to the Health and Safety LOLER Policy.

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Data Protection Act 2018 (UK General Data Protection Regulation – GDPR) Legislation.

The Trust has a duty under the Data Protection Act 2018 and UK General Data Protection Regulations 2016/679 to ensure that there is a valid legal basis to process personal and sensitive data. The legal basis for processing must be identified and documented before the processing begins. In many cases we may need consent; this must be explicit, informed, and documented. We cannot rely on opt out, it must be opt in.

Data Protection Act 2018 and UK General Data Protection Regulations 2016/679 is applicable to all staff; this includes those working as contractors and providers of services.

For more information about your obligations under the Data Protection Act 2018 and UK General Data Protection Regulations 2016/679 please see the Information Use Framework Policy or contact the Information Governance Team.

Royal Cornwall Hospital Trust rch-tr.infogov@nhs.net

1. Introduction

- 1.1. This document covers the Passenger and Goods Lift management Policy for the Royal Cornwall Hospital NHS Trust.
- 1.2. This version supersedes any previous versions of this document.

2. Purpose of this Policy/Procedure

- 2.1. The aim of this procedure is to ensure that lifts belonging to or maintained by the Trust are constructed, operated and maintained to the highest standards.
- 2.2. This procedure applies to all lifts within the Trust and is aimed to ensure compliance with the statutory regulations which apply to ensure the safe operation of lifts.
- 2.3. The Trust accepts that the safe management and use of lifting equipment requires a high level of management commitment, professional competence and adequate resources. The Trust will therefore introduce a management system which will:
 - Appoint an authorised person in writing who will have overall authority and responsibility for lifts within their premises.
 - Appoint a competent person suitably trained and qualified by knowledge and practical experience.
 - Appoint an authorised engineer who is suitably experienced, possess a degree of independence from local management to act within the guidance, including implementation, administration and monitoring arrangements as per BS7255 Safe Working on Lifts. Also, monitoring the performance safety arrangements defined in BS7255.
 - Ensure that all personnel connected with lifts, whether NHS employees or contracted personnel, are suitably qualified and trained for their responsibilities.
 - Ensure that new lifts conform to British Standards and any additional requirements of the UK Health Department as advised within HTM08-02 (Lifts).
 - Ensure that all lifts are installed correctly and safely with regard to proper functioning and safety of personnel.
 - Ensure that newly installed or modernised lifts are suitably tested before being put into service.
 - Ensure each lift is subjected to a statutory regime of thorough examination and testing (LOLER).
 - Ensure that each lift is subjected to a documented scheme of planned preventative maintenance.

- Ensure that procedures are in place for dealing with malfunctions, accidents and dangerous occurrences which are suitably documented and adhered to.

3. Scope

The basis for compliance with this policy is that all installation, operation and maintenance of the Lift installations shall be undertaken in accordance with principal legislation and guidance:

- The Health and Safety at Work etc Act 1974 (HASAWA).
- Management of Health and Safety at Work Regulations 1999 (MHSWR).
- BS7255 Code of practice for safe working on Lifts.
- EN13015 Maintenance of Lifts and Escalators – Rules for Maintenance Instructions.
- The Lift Regulations 2016.
- The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER).
- SAFed Guidelines on the supplementary tests of in-service lifts (SAFed).
- Provision and Use of Work Equipment Regulations 1998 (PUWER).
- Health Technical Memorandum 08-02: Lifts (HTM08-02: Lifts).
- EN81-80 Rules for the improvement of safety of existing passengers and goods passenger lifts.
- Workplace (Health, Safety and Welfare) Regulations 1992.
- Control of substances Hazardous to Health (COSHH) Regulations 2002.
- Reporting of injuries, Disease and Dangerous Occurrence Regulations, 1995.
- Confined spaces Regulations 1997.
- Control of Asbestos Regulations 1997.
- Construction (Design and Management) Regulations (CDM).
- Disability and Equality Act 2010 Factories Act 1961 and repeals and Modifications 2009.
- Lifts Directive 2014/EU/33.

Other applicable guidance:

- Health Technical Memorandums.
- Health Building Notes.

4. Definitions/Glossary

For the purpose of this document, unless otherwise stated specifically the following definitions will apply throughout:

- **HSE** Health and Safety Executive.
- **LOLER** Lifting Operations and Lifting Equipment Regulations 1998.
- **HTM** Health Technical Memorandum.
- **SWL** Safe Working Load as defined by the manufacturer and marked on the equipment.
- **RCHT** Royal Cornwall Hospitals NHS Trust.
- **SAFed** The Safety Assessment Federation.
- **SOP** Safety Operating Procedure.

5. Ownership and Responsibilities

Vertical transportation is a complex service with potentially significant areas of risk. Effective management of this service requires good site knowledge of equipment and key internal /operational vertical traffic requirements, together with good industry knowledge and high-quality servicing and statutory compliance arrangements. To achieve this, the following responsibilities have been allocated.

5.1. The Chief Executive

- In accordance with the requirements of the Health and Safety General Policy (HSP01) the Chief Executive has overall accountability for the management of all aspects of health and safety including the management of work equipment.
- Responsibility for the day-to-day implementation of this policy is delegated throughout the organisational management structure.

5.2. The Chief Operating Officer (COO)

- The Chief Operating Officer is the nominated Executive Director with responsibility for health and safety across the organisation.

5.3. Role of the Director of Estates and Facilities, the Designated Person (DP)

- 5.3.1. The Director of Estates and Facilities is the appointed Designate Person (DP). The DP has overall authority and responsibility for lifts and their safe operation. They have a duty ensure that the appropriate persons prepare and issue a general statement in relation to lifts and their safe operation (this policy), including the organisation and arrangements for carrying out that safe operation. The policy should include reference to mandatory examinations, record-keeping, emergency procedures and training of personnel.

- 5.3.2. The DP is responsible for ensuring that an Authorising Engineer and Duty Holder are appointed.

5.4. Role of the Duty Holder

The Trust is nominated as the Duty Holder as defined in HSE's INDG339 - Thorough examination and testing of lifts (referenced also with HTM 08-02). The role of the Duty Holder will be undertaken by the Authorised Person acting on behalf of the Trust. The responsibilities of this role are detailed further below:

- Maintaining the lift so that it is safe to use.
- Selecting and appointing the Competent Person/s (Lifts).
- Ensuring that the lift is examined at statutory intervals.
- Keeping the Competent Person/s informed of any changes in the lift operating conditions which may affect the risk assessment.
- Making relevant documentation available to the Competent Person (lifts).
- Acting promptly to remedy any defects.
- Ensuring that all documentation complies with the Regulations.
- Record keeping.

5.5. Authorising Engineer (AE) (Lifts)

- 5.5.1. The AE is an appropriately qualified engineer, with appropriate experience, whose appointment is the responsibility of the DP. The person appointed should possess the necessary degree of independence from local management to take action within this guidance including the implementation, administration and monitoring of the safety arrangements defined in British Standard (BS) 7255.
- 5.5.2. The AE will act as assessor and make recommendations for the appointment of Authorised Persons, monitor the performance of the service, and provide an annual audit to the DP. To effectively carry out this role, particularly with regard to audit, the AE should be independent of the operational structure of the Trust.

5.6. Authorised Person (Lifts)

- 5.6.1. The Authorised Person (AP) is recommended for appointment by the AE, following assessment and training. The AP has the key operational responsibility for the specialist service. The person will be qualified, sufficiently experienced and skilled to fully operate the specialist service. The person nominated should be able to demonstrate a thorough familiarisation with the system by having attended appropriate professional courses. The AP will be formally appointed by the Designated Person.

5.6.2. Acting on behalf of the Trust, the AP will take all responsibilities of the Duty Holder (as defined in HSE Publication INDG339) to ensure that lifts are safe to use and are thoroughly examined.

5.7. Competent Person (Lifts)

A Competent Person is a person, suitably trained and qualified by knowledge and practical experience, and provided with the necessary instructions to enable the required work to be carried out safely (from BS 7255). The Competent Person may be appointed by the AP either directly (internal staff) or through a tendered and managed contracted service.

5.8. Vertical Transportation Specialist Consultancy

An organisation with sufficient knowledge of and standing within the Vertical Transportation industry to be able to assist and advise the Trust in all aspects of construction, modernisation, maintenance management, traffic analysis, equipment condition, suitable risk assessment and compliance with current and also relevant legislation and industry standards.

5.9. Specialist Maintenance Contractor

A contractor who is a member of the Lift and Escalator Industry Association (LEIA) and has been approved by the Authorised Person (AP) with guidance provided by the Authorising Engineer (AE) or the Vertical Transportation Specialist Consultancy and supported by the Designated Person (DP).

5.10. Role of the Finance Department

5.10.1. The Finance Department will be responsible for appointing a suitable insurance inspection company with asset information provided by the AP(Lifts) and the Duty Holder.

5.10.2. The Finance Department will be responsible for the management of the contract with support, where needed, from the Duty Holder and AP(Lifts).

5.11. Insurance (LOLER) Inspector

The LOLER Inspector will be employed by the Trust. The LOLER Inspector will have sufficient technical and practical knowledge of the lifts. They will also be sufficiently independent and impartial to allow them to make an objective assessment of the lifts. For this reason, the LOLER Inspector will not be the Specialist Maintenance Contractor to ensure that they are not responsible for assessing their own work. The Trust's Insurance Company may take the responsibility of being the LOLER Inspector or provide a partner to be the LOLER Inspector.

5.12. Lift Release Wardens

5.12.1. The Lift Release Warden is responsible for releasing, where possible, any person or equipment trapped in a Lift.

- 5.12.2. They will be suitably and sufficiently trained in release from all types of lifts installed in the Trust.

5.13. Cornwall Fire and Rescue Service (CFRS)

CFRS will co-ordinate and effect lift release where there are not suitably trained Lift Release Warden available or when they are unable to effect a release. CFRS will be contacted through 999 by switchboard where an entrapment has occurred in line with the procedures set out in this policy.

5.14. Role of all staff

- 5.14.1. All staff are responsible for using lifts safely and to ensure that any equipment does not exceed the working load or capacity of the lift.
- 5.14.2. Staff must immediately report any concerns about the safe operation of a lift by contacting the Estates Helpdesk or On-Call Engineer.
- 5.14.3. Staff must also support members of the public when they need help in the safe operation of lifts.
- 5.14.4. Where staff can override a lift in special circumstances, such as a priority patient move then they must ensure the lift is not used by members of the public. They must return the lift to normal operation as soon as the task is complete. Staff must not override lifts for their own convenience.

6. Standards and Practice

- 6.1. The Trust, with the assistance of other relevant organisations, will carry out maintenance, examination and audits of all its lift installations taking into consideration factors such as general compliance with the LOLER Regulations, recognised and applicable standards, general condition of lift cars and lift machinery, servicing arrangements, percentage of available usage time, number of unplanned interventions, control systems, disability discrimination issues and risks to vulnerable passengers.

6.2. Inspection of Lifts and lifting equipment

- 6.2.1. Lifts and lifting equipment shall be inspected in accordance with the LOLER Regulations and/or the advice and guidance of the Authorising Engineer (AE) or the Vertical Transportation Specialist Consultancy.
- 6.2.2. The LOLER Inspector issues the Trust copies of all LOLER Thorough Examination reports, which are then logged on the Estates' electronic compliance monitoring system. Copies of all LOLER Thorough Examination reports will be issued by the Authorised Person (AP) to the Competent Person/Specialist Maintenance Contractor.

6.3. Maintenance of lifts

- 6.3.1. The Trust will ensure that all lifts are included in a suitable programme of planned inspections and maintenance. The specification level of this service will cover the requirements detailed within the Health Technical Memorandum for Lifts (HTM08-02) whilst also being agreed between the DP and AP with guidance provided by the AE/Vertical Transportation Specialist Consultancy.
- 6.3.2. Additional regular and routine checks in relation to any lifts used to aid with firefighting or evacuation shall be incorporated into the planned inspection and maintenance regime as applicable.
- 6.3.3. The inspections and maintenance will be carried out under a contract by the Specialist Maintenance Contractor.
- 6.3.4. The maintenance of lifts shall be continually monitored throughout each contract term awarded to the Specialist Maintenance Contractor by the AP. Regular contract management meetings shall be undertaken between the AP and Specialist Maintenance Contractor with the support of the AE/ Vertical Transportation Specialist Consultancy as deemed necessary.
- 6.3.5. A periodic review of the Trust's maintenance contract specification shall be requested by the DP which may include support and guidance being provided by the AE/Vertical Transportation Specialist Consultancy.
- 6.3.6. In addition, the AP will instruct the AE to undertake equipment audits as per the requirements of HTM08-02 (Lifts). These audits will include a review of the maintenance standards being delivered by the Specialist Maintenance Contractor.

6.4. Release of Trapped Passengers

The procedure for the release of trapped passengers is in Appendix 3.

6.5. Authorising Engineer Audits

- 6.5.1. An annual audit will be undertaken by the AE following the requirements of the Health Technical Memorandum, associated legislation and best practice.
- 6.5.2. To demonstrate compliance the following documentation shall be made available to the AE for carrying out an annual audit:
 - Lifts management procedure (this document).
 - Related policy statements and procedures.
 - Details of Maintenance Contracts with Competent Persons (Lifts).
 - Details of the statutory regime of examination to ensure they are carried out at the prescribed intervals.

- An up-to-date register detailing where Lifts are installed, type of systems and maintenance regime required for each plant.
- Internal audit reports.
- Evidence of regular maintenance and servicing.

7. Dissemination and Implementation

7.1. This document will be disseminated through the Documents Library.

7.2. Those with responsibilities in the Lift Release Procedures and action cards will be fully informed through relevant, suitable and sufficient training.

8. Monitoring compliance and effectiveness

Information Category	Detail of process and methodology for monitoring compliance
Element to be monitored	Confirmation of Appointments (AE, AP, CP). AE audit report review, and action plan. Confirmation of LOLER compliance. Confirmation of Lift Escape Warden Training. Review of safety incidents. Review of Datix reports.
Lead	Senior Estates Manager (Electrical).
Tool	Reporting to Group using audit and review Tool.
Frequency	Quarterly.
Reporting arrangements	Reports received by the Group as detailed above and reported in accordance with the Group Terms of Reference.
Acting on recommendations and Lead(s)	The Group shall make recommendations as appropriate
Change in practice and lessons to be shared	Where issues are identified within the report; all such comments will be fed back to the relevant department/area by the appropriate representative on the committee within a timeframe identified by the committee to undertake improvement or remedial action..

9. Updating and Review

9.1. This policy will need to be reviewed not more than every 3 years, or subject to any industry and Government guidance and best practice updates.

9.2. Reviews may be undertaken sooner where an incident has occurred.

10. Equality and Diversity

10.1. This document complies with the Royal Cornwall Hospitals NHS Trust service Equality and Diversity statement which can be found in the [Equality Diversity And Inclusion Policy](#) or the [Equality and Diversity website](#).

10.2. Equality Impact Assessment

The Initial Equality Impact Assessment Screening Form is at Appendix 2.

Appendix 1. Governance Information

Information Category	Detailed Information
Document Title:	Passenger and Goods Lift Management Policy V3.0
This document replaces (exact title of previous version):	Passenger and Goods Lift Management Policy V2.0
Date Issued/Approved:	October 2025
Date Valid From:	October 2025
Date Valid To:	October 2028
Author/Owner:	Bob Davies, Senior Estates Manager (Electrical)
Contact details:	01872 253400
Brief summary of contents:	Policy procedures and guidance for the management of lifts.
Suggested Keywords:	Lifts, LOLER.
Target Audience:	RCHT: Yes CFT: No CIOB ICB: No
Executive Director responsible for Policy:	Director of Estates and Facilities
Approval route for consultation and ratification:	Electrical Safety Group
Manager confirming approval processes:	Head of Estates
Name of Governance Lead confirming consultation and ratification:	Head of Performance Improvement, Governance and Compliance, Estates and Facilities
Links to key external standards:	Health and Safety at Work etc. Act 1974. The Management of Health and Safety at Work Regulations 1999. Lifting Operations and Lifting Equipment Regulations 1998. Provision and Use of Work Equipment Regulations 1999.

Information Category	Detailed Information
	CQC 15, Health and Safety Executive guidance.
Related Documents:	Health and Safety General Policy. Risk Assessment Policy. Personal Protective Equipment Policy. Incident Reporting Policy.
Training Need Identified:	Yes
Publication Location (refer to Policy on Policies – Approvals and Ratification):	Internet and Intranet
Document Library Folder/Sub Folder:	Estates and Facilities/Estates

Version Control Table

Date	Version Number	Summary of Changes	Changes Made by
March 2017	V1.0	New Document.	Phil Bond, Governance Lead
August 2017	V1.1	Added Lift Entrapment SOP.	Phil Bond, Governance Lead
September 2019	V2.0	Complete rewrite to meet the objective of the Policy and to provide distinction from the LOLER policy.	Head of Estate Operations
October 2025	V3.0	Full Review and reformatting.	Darrin Roberts, AP(Lifts)

All or part of this document can be released under the Freedom of Information Act 2000.

All Policies, Strategies and Operating Procedures, including Business Plans, are to be kept for the lifetime of the organisation plus 6 years.

This document is only valid on the day of printing.

Controlled Document.

This document has been created following the Royal Cornwall Hospitals NHS Trust [The Policy on Policies \(Development and Management of Knowledge Procedural and Web Documents Policy\)](#). It should not be altered in any way without the express permission of the author or their Line Manager.

Appendix 2. Equality Impact Assessment

Section 1: Equality Impact Assessment (EIA) Form

The EIA process allows the Trust to identify where a policy or service may have a negative impact on an individual or particular group of people.

For guidance please refer to the Equality Impact Assessment Policy (available from the document library) or contact the Equality, Diversity, and Inclusion Team
rcht.inclusion@nhs.net

Information Category	Detailed Information
Name of the strategy/policy/proposal/service function to be assessed:	Passenger and Goods Lift Management Policy V3.0
Department and Service Area:	Estates and Facilities
Is this a new or existing document?	Existing
Name of individual completing EIA (Should be completed by an individual with a good understanding of the Service/Policy):	Phil Bond, Head of Performance Improvement, Governance and Compliance, Estates and Facilities
Contact details:	01872 253400

Information Category	Detailed Information
1. Policy Aim - Who is the Policy aimed at? (The Policy is the Strategy, Policy, Proposal or Service Change to be assessed)	To establish a safe and robust systems and processes for the management of the use of Lifts.
2. Policy Objectives	Ensure compliance with Statutory instruments, industry best practice guidance.
3. Policy Intended Outcomes	Establish a robust process for the management of lifts.
4. How will you measure each outcome?	Regular reports to Estate Operations Governance and Compliance Group.
5. Who is intended to benefit from the policy?	All staff and stakeholders.

Information Category	Detailed Information
6a. Who did you consult with? (Please select Yes or No for each category)	- Workforce: Yes - Patients/visitors: No - Local groups/system partners: No - External organisations: Yes - Other: No
6b. Please list the individuals/groups who have been consulted about this policy.	Please record specific names of individuals/ groups: Authorising Engineer (Lifts), Electrical Safety Group.
6c. What was the outcome of the consultation?	Approved.
6d. Have you used any of the following to assist your assessment?	National or local statistics, audits, activity reports, process maps, complaints, staff, or patient surveys: No

7. The Impact

Following consultation with key groups, has a negative impact been identified for any protected characteristic? Please note that a rationale is required for each one.

Where a negative impact is identified without rationale, the key groups will need to be consulted again.

Protected Characteristic	(Yes or No)	Rationale
Age	No	
Sex (male or female)	No	
Gender reassignment (Transgender, non-binary, gender fluid etc.)	No	
Race	No	
Disability (e.g. physical or cognitive impairment, mental health, long term conditions etc.)	No	
Religion or belief	No	
Marriage and civil partnership	No	

Protected Characteristic	(Yes or No)	Rationale
Pregnancy and maternity	No	
Sexual orientation (e.g. gay, straight, bisexual, lesbian etc.)	No	

A robust rationale must be in place for all protected characteristics. If a negative impact has been identified, please complete section 2. If no negative impact has been identified and if this is not a major service change, you can end the assessment here.

I am confident that section 2 of this EIA does not need completing as there are no highlighted risks of negative impact occurring because of this policy.

Name of person confirming result of initial impact assessment: Phil Bond, Head of Performance Improvement, Governance and Compliance, Estates and Facilities.

If a negative impact has been identified above OR this is a major service change, you will need to complete section 2 of the EIA form available here:
[Section 2. Full Equality Analysis](#)

Appendix 3. Lift Entrapment Standard Operating Procedure

Lift Entrapment Procedures Standard Operating Procedure (Sop)

1. Introduction

- 1.1. This standard operating procedure (SOP) describes the procedure for the safe rescue of persons trapped in RCHT lifts.
- 1.2. This version supersedes any previous versions of this document.

2. Purpose of this SOP

- 2.1. Under the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) there is a duty on owners/operators of lifts to ensure that provision is made for the safe release of trapped passengers in lifts.
- 2.2. This SOP has been designed to assist switchboard and the Lift Response Team (LRT) within RCHT with lifts, to develop local procedures for the management of entrapped passengers in lifts.

3. Ownership and Responsibilities

3.1. Role of the Fire Advisors/Site Co-ordinator (Site Co)/Senior Nursing Officer (SNO).

The Fire Advisors/Site Co-ordinator/SNO are responsible for:

- 3.1.1. Confirm with Switchboard the location of the incident via 4444 and that you are attending the incident.
- 3.1.2. Proceed to the Switchboard to pick up a copy of the 'Checklist for Switchboard' with the details of the PIL's, which will include the numbers trapped, mobile telephone number of person/s trapped, and any medical condition which may have an effect on the decision-making process.
- 3.1.3. Proceed to the lift that has been reported to have trapped person/s.
- 3.1.4. Establish communications with the On Call Estates Operative
- 3.1.5. If the level is not known, the LRT will start at the lowest floor level and work their way up the levels attempting to communicate with the person/s trapped in the lift.
- 3.1.6. Establish contact with the trapped person/s, they are to confirm if there are any medical conditions that may require further assistance, the numbers of persons trapped, and to try and calm any persons distressed.
- 3.1.7. On weekends, Bank Holidays and between the hours of 16:00 hours and 08:00 hours on Monday to Friday, Switchboard is to call the Fire Brigade to attend, and release trapped passengers.

- 3.1.8. During normal working hours (0800-1600 Mon-Fri) Estates are to be contacted and requested to attend lift entrapments. Site Co, SNO are to establish if there are any concerning medical conditions that may require the release to be expedited.
- 3.1.9. Stay with the trapped persons and communicate with them where possible with the mobile telephone number supplied by Switchboard, and to try and calm any persons in distress.
- 3.1.10. On the arrival of the Fire and Rescue Service, liaise with them and brief them on the numbers of persons trapped, and where necessary inform them of any medical conditions which may require immediate action to release the passenger/s.
- 3.1.11. When the trapped person/s has been released, inform Switchboard that the lifts are "All Clear", and complete a DATIX report.
- 3.1.12. Estates operatives are to render the lift 'Out of Service' and the Specialist Lift Maintenance Contractor called to attend and investigate the cause of the trapping, repair any damage and test the lift before returning it to full service.

3.2. Role of the Fire Safety Team (not applicable to WCH and SMH)

The Fire Safety Team are responsible for:

- Managing the lift entrapment during Monday to Friday (except Bank Holidays), between the hours of 08:00 hours and 17:00 hours, when the Fire Advisor/s are not available to undertake this duty, as detailed in 3.1

3.3. Role of the Estates Electrician/s

The Estates Electrician/s is responsible for:

- 3.3.1. Confirm with Switchboard the location of the incident via 4444 and that you are attending the incident. Out of hours, this will be received from the On Call Estates Manager, or between the hours of 16:00 and 22:00 hours directly from Switchboard.
- 3.3.2. The Estates Electricians will communicate with each other via their radios when there are two on duty, to ensure that one of them has collected the landing door release keys, before proceeding to the incident.
- 3.3.3. Establish radio communications with the Fire Advisor/Site Co (Treliske only) using the radio. When notified 'out of hours' the Estates Electrician will need to pick up a radio from the Estates Department, unless they already have a radio with them.
- 3.3.4. If the level is not known, start at the lowest floor level and work their way up the levels attempting to communicate with the person/s trapped in the lift.
- 3.3.5. One of the Estates Electricians is to proceed to the lift motor room (when there are two available).

- 3.3.6. The Estates Electrician/s will follow the instructions that pertain to that lift, to try and release the persons trapped. If they are unable to achieve a lift rescue, then they are to inform the person managing the incident.
- 3.3.7. Where the Fire and Rescue Service attend an incident, liaise with their Incident Commander and assist the fire-fighters, if necessary, with the lift release.
- 3.3.8. When the trapped person/s has been released, the Estates Electrician will isolate the power to the lift involved in the incident, if they are of the opinion that the lift is not fully functioning.
- 3.3.9. The Estates Electrician will contact the Estates on Call Manager and update. The lift must not be returned to service without first being examined by a suitably qualified Specialist Maintenance Contractor.

3.4. Role of the Switchboard

Switchboard is responsible for:

- 3.4.1. On receiving a call from person/s trapped within a lift, refer to 'Checklist for Switchboard' and gather information.
- 3.4.2. Check lifts extension number on the Telephone Directory which is located within the Switchboard Office to confirm location.
- 3.4.3. During Monday to Friday between the hours of 08:00 hours and 16:00 hours, the switchboard operator will conduct a group call on the pagers to the LRT, to inform them of the lift entrapment and location of the incident. At Treliske a Fire Advisor or member of the Safety, Fire and Security Management Team will remain on site available until 17:00 hours.
- 3.4.4. On weekends, Bank Holidays and between the hours of 16:00 hours and 08:00 hours Monday to Friday, the switchboard operator will bleep the Site Co at Treliske. At both WCH and SMH the SNO will be notified at all times.
- 3.4.5. Between the hours of 16:00 and 08:00 hours Switchboard will contact the On Call Estates Manager.
- 3.4.6. Confirm location with each member of the LRT when they contact Switchboard on 4444, or from an external telephone number to acknowledge attendance to the incident.
- 3.4.7. Initially maintain contact where possible with persons trapped; refer to 'Script for handling Passengers in Lifts (PILs)'. Each lift has its own extension number and can be called directly from the Switchboard. This role will pass to the person managing the lift entrapment as soon as reasonably practicable.
- 3.4.8. Pass a copy of the 'Checklist for Switchboard' to the Fire Advisor/Site Co /SNO of any relevant information, e.g. numbers trapped, mobile telephone number of person/s trapped, and any medical condition which may have an effect on the decision-making process.

- 3.4.9. Update the person managing the incident with any relevant information received and receive updates from the person managing the incident.
- 3.4.10. Request the attendance of the Fire and Rescue Service, if instructed to do so by the person managing the incident.

Members of the LRT will consist of the Fire Advisors/Site Co /SNO (WCH and SMH), or in the case of Treliske a member of the Safety, Fire and Security Management Team when the Fire Advisors are not available, and the On Call Electrician/s.

3.5. Role of the On Call Estates Manager

The On Call Estates Manager is responsible for:

- 3.5.1. On receiving notification from Switchboard that person/s are trapped in a lift, they are to contact the On Call Electrician for them to attend the hospital.
- 3.5.2. The On Call Estates Manager will contact the lift maintenance company (24/7) and request them to attend the hospital to investigate the cause of the trapping. The lift specialist contractor is not to be relied upon to affect a release of trapped passengers.

3.6. Role of the Estates Manager

The Estates Manager is responsible for:

- 3.6.1. Ensuring that there are a minimum of two members of staff on duty during Monday to Friday (except Bank Holidays) between 0800 hours and 1600 hours, of which at least one will have had adequate training by a qualified body, so that they are proficient in carrying out a lift release, and/or being able to advise those managing the incident of alternative solutions where the rescue is beyond their capabilities.
- 3.6.2. Ensuring that there are a minimum of one member of staff on duty during Monday to Friday between 1600 hours and 0800 hours, and at all times during weekends and Bank Holidays, who should be adequately trained by a qualified body, so that they are proficient in carrying out a lift rescue, and/or being able to advise those managing the incident of alternative solutions where the rescue is beyond their capabilities.
- 3.6.3. Ensuring that staffs who attend lift entrapments receive adequate training from a qualified body, so that they can safely assist in a lift entrapment, and to ensure that this training remains valid at all times.

3.7. Switchboard – Action Plan

- 3.7.1. Complete the 'Checklist for Switchboard' and gather information.
- 3.7.2. Check lift extension number and identify exact location of the entrapment.
- 3.7.3. Monday to Friday between 08:00 - 16:00 hrs conduct a group call to the LRT, to inform them of the lift entrapment and location of the incident. At Treliske a Fire Advisor will remain on site until 17:00 hrs.

- 3.7.4. Weekends, B/H's and between the hours of 17:00 hrs - 08:00 hrs Monday to Friday, the switchboard operator will bleep the Site Co at Treliske. At both WCH and SMH the SNO will be notified at all times of day and night.
- 3.7.5. Between the hours of 16:00 - 22:00 hrs Switchboard will contact the On Call Estates Manager
- 3.7.6. Confirm location of the entrapment with each member of the LRT when contacted on 4444, or external phone.
- 3.7.7. Initially maintain contact with Passengers in Lifts (PILs); refer to 'Script for handling PILs. This role will pass to the person managing the lift entrapment as soon as reasonably practicable.
- 3.7.8. Pass a copy of the 'Checklist for Switchboard' to the person managing the lift entrapment when they come to Switchboard.
- 3.7.9. Update the person managing the incident with any relevant information received and receive updates from the person managing the incident.
- 3.7.10. Request the attendance of the Fire and Rescue Service, if instructed to do so by the person managing the incident.

3.8. Fire Advisor/Site Co/SNO – Action Plan

- 3.8.1. Confirm attending incident on 4444.
- 3.8.2. Proceed to the Switchboard, pick up a copy of the 'Checklist for Switchboard'
- 3.8.3. Proceed to the lift involved
- 3.8.4. Establish radio communications channel 3 (Treliske only) with the Estates Electrician (if on site).
- 3.8.5. If the level is not known, start at the lowest floor level and work up the levels attempting to communicate with the person/s trapped in the lift.
- 3.8.6. Establish contact with the trapped person/s, confirm details from the 'Checklist for Switchboard', and to try and calm any persons distressed.
- 3.8.7. Site Co and SNO at all times will need to determine the ETA of the On Call Electrician. Determine if any medical conditions of a PIL will require an urgent response. In such circumstances, request Switchboard to call for the Fire and Rescue Service.
- 3.8.8. Liaise with the Estates Electrician/s and determine if a lift rescue can be accomplished without further assistance.
- 3.8.9. If a lift rescue is not achievable by the Estates Electrician/s, then Switchboard must be requested to call for the attendance of the Fire and Rescue Service.
- 3.8.10. Stay with trapped persons and communicate with them, use the mobile number supplied by Switchboard, and to try and calm any persons in distress.

- 3.8.11. Liaise with Fire and Rescue Service, brief them on details obtained, and inform them of any medical conditions which require immediate action to release the passenger/s.
- 3.8.12. When the trapped person/s has been released, inform Switchboard that the lifts are "All Clear", and complete a DATIX report.

3.9. Estates Electrician/s – Action Plan

- 3.9.1. Confirm attending incident on 4444, or external phone line when 'out of hours'.
- 3.9.2. Use radios when two on site, to ensure that one is collecting the landing door release keys, before proceeding to the incident.
- 3.9.3. Contact the Fire Advisor/Site Co (Treliske only) using the radio. When 'out of hours' pick up a radio from the Estates Department, unless already in possession of radio.
- 3.9.4. If the level unknown start at the lowest level and work way up attempting to communicate with the PIL's trapped in the lift.
- 3.9.5. One On Call Electricians is to proceed to the lift motor room (when there are two available).
- 3.9.6. The On Call Electrician/s are to follow the lift rescue instructions for that lift, where possible. If unable to achieve a lift rescue, they are to inform the person managing the incident.
- 3.9.7. Where the Fire and Rescue Service attend an incident, liaise and assist the fire-fighters, if necessary, with the lift release.
- 3.9.8. When PIL's released, isolate the power to the lift involved in the incident, if they are of the opinion that the lift is not fully functioning.
- 3.9.9. The Estates Electrician will contact the Estates on Call Manager and update. the lift must not be returned to service without first being examined by a suitably qualified Lift Specialist Contractor.

3.10. On Call Estates Manager – Action Plan

- 3.10.1. On receiving notification from Switchboard that person/s are trapped in a lift, they are to contact the Estates Electrician for them to attend the hospital.
- 3.10.2. If notified by the Estates Electrician that the lift cannot be fully restored to normal working order, the On Call Estates Manager will contact the lift maintenance company (24/7) and request them to attend the hospital.

3.11. Estates Manager – Action Plan

- 3.11.1. Ensuring that there are a minimum of two members of staff on duty during Monday to Friday (except Bank Holidays) between 0800 hours and 1600 hours, of which at least one will have had adequate training by a qualified body, so that they are proficient in carrying out a lift rescue, and/or being able

to advise those managing the incident of alternative solutions where the rescue is beyond their capabilities.

- 3.11.2. Ensuring that there are a minimum of one member of staff on duty during Monday to Friday between 1600 hours and 0800 hours, and at all times during weekends and Bank Holidays, who should be adequately trained by a qualified body, so that they are proficient in carrying out a lift rescue, and/or being able to advise those managing the incident of alternative solutions where the rescue is beyond their capabilities.
- 3.11.3. Ensuring that staffs who attend lift entrapments receive adequate training from a qualified body, so that they can safely assist in a lift entrapment, and to ensure that this training remains valid at all times.

3.12. Script for handling Passengers in Lifts (PILs)

For most people, being trapped in a lift is a traumatic experience. At all times Switchboard operators, the LRT and any other staff that have contact with the trapped persons are to remain calm, courteous and professional when talking with trapped passengers.

Typical Comments from Trapped Passengers

Please remember for most people, being trapped in a lift is a traumatic experience. In this regards some of the typical comments from trapped passengers are shown below. Also shown below are the responses that should be used to answer the comments from passengers.

Typical Comment	Response
"The lift is going to fall!"	"I understand your fears, but the lift has many safety devices to help stop the lift from falling. Please try and make yourself comfortable, we have called the maintenance team, and they will be here as soon as possible. "
"There is no air!" "Is there any air in the lift when I am trapped?"	"I can reassure you - the elevator has plenty of ventilation. There is more air closer to the floor; you may wish to sit on the floor to make yourself more comfortable."
"I am going to be sick!"	"Please make yourself as comfortable as possible. I can reassure you; we are working to get you out as soon as we can."
"I am claustrophobic!"	"I understand your fears, I can reassure you, we are working to get you out – it would help you if you sat on the floor as there is more air closer to the ground."
"Can I make a phone call from here?"	"From the lift phone, you can only call us. If you have a mobile phone and coverage, you can call someone OR I would be more than happy to call on your behalf. Would you like me to call someone on your behalf?"

Typical Comment	Response
"Can I just force the doors open?"	"Please do not force the doors open. The lift might restart, and you will risk injuring yourself. Please wait for the maintenance team to arrive."
"I am in a hurry for an important meeting!"	"I can call someone on your behalf. Is there any one we can call for you, to let them know where you are?"
"Can you make the lift go to my floor?"	"If the lift has stopped, unfortunately no, as I cannot operate the lift, but have you tried pressing the ground floor button; this may get the lift working again?"

Handling PIL Calls

Upon receipt or notification of a call from a trapped passenger, it is beneficial to obtain certain information, which should be provided to the Switchboard operator.

At all times, assure the passenger/s of their safety and that there is no need to panic and that the maintenance team has been informed and that an engineer will be with them as soon as possible. Also inquire about the welfare of all the PILs.

It should also be explained to the passenger/s that if the phone line drops out that they may need to re-initiate contact with you in the same manner as they did previously.

If the PIL has a mobile number, ask for the number, in order to call them back if needed.

If none of the PILs have a mobile number, ask them to call back via the lift phone if they need to.

Possible release methods

When dealing with the passengers, the only release methods that can be tried are:

- Ask the passenger to press the ground floor button and wait to see if the lift responds.
- Ask the passenger to press the door open button and see if the doors will open.

NOTE: If the lift is not at floor level, NEVER suggest that the passenger gets out of the lift.

NOTE: Under NO circumstances should Switchboard operators advise passengers to manually attempt to open the door or take any other course of action.

Recording details

Once the PIL(s) is calm, the Switchboard operator must ask the following questions and ensure the details are recorded:

- What is your name?
- How many people are with you?
- Are any persons in need of medical assistance, or distressed?

- If the PIL has a mobile number, ask for the number in order for the LRT to be able make contact with them.

Offering Assistance

Once all the necessary details for the call have been recorded, ensure that this information is provided to the Fire Advisor/Site Co-ordinator/SNO.

Offer any possible assistance, within reason; this may include making telephone calls on the PILs behalf.

If possible, comply with their requests and provide reassurance on any subsequent contact.

If the PIL has a mobile number, ask for the number, in order to call them back if needed.

If the PIL does not have a mobile number, ask them to call back via the lift phone if they need to.

3.13. Checklist for Switchboard

Recording details

Date: _____

Time – Start: _____ / Finish _____

Once the PIL(s) is calm, the Switchboard operator must ask the following questions and record all responses:

Question	Notes
What is your name?	
How many people are with you?	
Are any persons in need of medical assistance?	
Do you or another person in the lift have a mobile phone number, if so, could I have it?	

Appendix 4. Key Appointments

