



Property, Development & Retail Management

Lift Communication

Mandatory - April 2016



Landsec
One Best
Way



One Best Way

Essential information about our
Health & Safety Standards.

Property, Development & Retail Management

Lift Communication - Systems, Testing and Entrapment

BS EN81-28: 2003 (Remote alarm on passenger and goods passenger lifts)

Overview

To give the business clear guidance on how we manage and operate and maintain our lifts. This Standard will replace all previous OBW Standards on lifts.

Communication systems and testing

To comply fully with EN81-28, a passenger carrying lift must;

- Have 4-way communication between the lift car, the maintenance provider, the pit and the motor room plus an audible alarm/buzzer.
- Self-test every 3 days (dial out and back to the providers call-centre)
- Be identifiable to the maintenance provider (e.g. lift 6, RH, at The Galleria, Hatfield)
- Have indication that the car is equipped with an alarm system and linked with a rescue service plus instructions on its use.

This is the code requirement for a fully compliant lift, however, D2E International (Landsec Lift & Escalator Consultants) recommend that as a minimum all lifts that may carry passengers (including lifts for goods/passengers);

- Contain an audible buzzer/alarm.
- Have a 2-way voice communication systems with the Centre or the maintenance provider (who must be available 24/7).
- Be tested every 3 days.
- Have instructions for use and Lift ID within the lift car.

Testing onsite autodiallers

The on-site testing of your Autodiallers on site should be at a minimum of every 3 days, please be aware of the following;

- Alarms should be pressed and held for 5 seconds whilst the unit connects.
- Confirmation of both the audible alarm/buzzer and voice communication should be tested.
- Allow around 1 minute for the unit to reset.
- If the unit dials out to a maintenance provider, testing all alarms at the same time may put considerable strain on their Call Centre and so staggering testing or advising your provider of the tests before hand is advised.

If your Autodiallers do not meet these requirements, contact with D2E should be made immediately.



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Action to be taken:

04 April 2016

Status:

Mandatory

Further help & contacts:

If you need any further information or guidance please contact any member of the Health, Safety & Security Team.



Lift entrapment and release

Please note that after consultation with our Insurers, Lift Companies and the Lift and Escalator Industry Association (LEIA) we will continue with our initial decision that Landsec colleagues or contractors working on our behalf must not perform any kind of Lift Entrapment Release Procedure.

Therefore, the release of trapped passengers by the lowering or raising of the lift car should only be undertaken by a trained Lift Engineer or the Emergency Services.

As all sites are aware, we have a very strict Framework Agreement with our Lift Service Providers and you are aware of the Service Level/Maintenance Agreement we have in place;

- During normal site operating hours a 30-minute Service Level/Maintenance Agreement has been agreed (our operating hours will differ from site to site) please confirm your operating and out of hours times with your Lift Service Provider;
- Outside of normal site operating hours a 60-minute Service Level/Maintenance Agreement has been agreed, please confirm your operating and out of hours with your Lift Service Provider;

Unfortunately, if the 30 minute time frame has been exceeded or if persons entrapped are in distress then the correct procedure is to contact the fire brigade who have been fully trained to deal with these matters.

Contact via the lift intercom should be made to give reassurance to any persons trapped, that help is on its way.

However we now need to confirm that all our lift companies understand their obligations under their Service Level/Maintenance Agreement and that they will follow the statement below. More importantly, if the fire brigade do any damage to the doors / car then who is responsible, especially if this exceeds the quarter's premium.

"In the event of the Lift Service Provider not being able to respond to the entrapment breakdown call within the applicable SLA time and the fire brigade have to be called, any costs levied to Landsec will be offset (rebated) against the following quarter's premium".

All 6 x lift companies have been contacted informing them of the statement above also D2E International Ltd our Lift and Escalator consultants will be writing to them enforcing the issue.

Any entrapment beyond the SLA time must be reported on Landsec Accident and Incident Reporting System (AIR).

Lift communication checks, in addition to the Lift providers 3-day ping test you are required to carry out weekly checks on Autodiallers system and alarms and record your findings.



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Land Securities Group PLC

100 Victoria Street, London SW1E 5JL

+44 (0)20 7413 9000

investor.relations@landsec.com

landsec.com



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