

LIFT SAFETY POLICY

Version Number	1
Revision Date	May 2023
Department	Asset Management
Author	Repairs and Customer Safety Manager
Reason for Policy Creation/Revision	Full Review and Update on Job Roles and Responsibilities
Data Protection	As a result of the policy, data on our customers is shared with 3 rd parties out with Hanover. Our Data Sharing Agreement Procedure covers us for this.
Equalities	We have considered any equalities impact and consider there to be none
Sustainability	There are no sustainability issues
Proof Read By	Head of Asset Management
Date Approved	17/05/2023
Approved By	SMT/ELT
Next Review Due	May 2026
Audience – Training and Awareness Approach	Policy will be circulated to all relevant staff to ensure awareness of the content
Effective Date	22/05/2023
Internal References – Policies & Procedures (Located on The Hub)	Lift Safety Procedure
External References	As detailed below in section 3

LIFT SAFETY POLICY

1. POLICY PURPOSE

- 1.1 This policy sets out how Hanover meets all legal and regulatory obligations and to ensure best practice is followed in relation to lift safety.

2. POLICY SCOPE, EXPLANATIONS OR REQUIREMENTS

- 2.1 Hanover is one of Scotland's leading housing associations, providing homes to over 4,600 customers across Scotland. We are also responsible for several properties used to provide a range of support services.
- 2.2 Some of our properties contain passenger lifts, domestic lifts for lifting people and other lifting equipment. This policy applies to all lifts and lifting equipment.
- 2.3 We are responsible for ensuring all lifts and lifting equipment have a thorough examination at least every 6 months for lifts and associated equipment used for lifting people and 12 months for lifts and associated equipment not used for lifting people. We are also responsible for ensuring routine maintenance is in place to maintain all lifts and lifting equipment as specified by the manufacturer instructions, recommended frequency by a competent lift engineer and by the thorough examination report.
- 2.4 This policy does not apply to any lifts or lifting equipment in communal areas of buildings which are not wholly owned by Hanover, unless they are assets within a factored communal area, and these will be defined on a site-by-site basis. However, relating to domestic lifting equipment, please refer to the Lift Safety Procedure as there are examples where we will take responsibility for the maintenance and thorough examination of lifts and lifting equipment not owned by us, for example domestic lifts owned by a customer but maintained by Hanover.
- 2.5 This policy is supported by detailed procedures and processes which should be read in conjunction with this policy.

3. LEGISLATION, REGULATIONS & GUIDANCE

- 3.1 In terms of lift safety responsibilities, this policy and our Lift Safety Procedure comply with the wide range of legal and guidance requirements which are listed as follows:

- The Health and Safety at Work etc. Act 1974 (HASAWA)
- The Management of Health and Safety at Work Regulations 1999
- The Lifting Operations and Lifting Equipment Regulations (LOLER) 1998
- The Lift Regulations 2016
- The Provision and Use of Work Equipment Regulations (PUWER) 1998
- Housing Scotland Act 2006
- Right to Repair Regulations (under the Housing (Scotland) Act 2006)
- Building Standards (Scotland) Regulations 2014
- Corporate Manslaughter Act 2007

LIFT SAFETY POLICY

- Scottish Government - Building Standards. Technical Handbook 2009 Domestic Environment
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR 2013)
- The Workplace (Health, Safety & Welfare) Regulations 1992
- Construction, (Design and Management) Regulations 2015
- The Personal Protective Equipment at Work Regulations 1992
- L113 Safe Use of Lifting Equipment
- L22 A Provision and Use of Work Equipment Regulations 1998
- INDG290 Lifting equipment at work
- INDG422 Thorough Examination of Lifting Equipment
- INDG339 Thorough Examination and Testing of Lifts
- BS EN ISO 10535:2006 Hoists for the transfer of disabled persons
- BS EN 81-40:2008 Stair lifts and inclined lifting platforms
- BS 5900:2012 Powered home lifts
- BS 7255:2012 Code of practice for safe working on lifts
- BS EN 81-80:2003 Improvement of safety of existing passenger and goods lifts
- HSE/SAFed – LG1 Guidelines on the Supplementary Tests of In-service Lifts

4. POLICY OBJECTIVES

- 4.1 The aims of this policy are to keep the general public, customers and employees safe from danger and ensure that we fulfil our legal and regulatory obligations relating to lift safety.
- 4.2 To meet all legal and regulatory obligations and to ensure best practice is followed in relation to lift safety, we will ensure we carry out thorough examinations and effective maintenance and repairs to all relevant lifts and lifting equipment, and to the required frequencies. We will also ensure all work is carried out by suitably qualified and competent contractors.
- 4.3 Full details of how we will meet these obligations are set out in the overarching Lift Safety Procedure.

5. EMPLOYEE RESPONSIBILITY

- 5.1 Day-to-day responsibility for the operation and monitoring of our lift safety procedures and processes lies with the Repairs and Customer Safety Manager (R & CS Manager). The R & CS Manager is the internal 'responsible person,' in liaison with the Head of Asset Management develops and implements policies, procedures and safe working practices when necessary to enable us to meet our obligations under all relevant legislation and regulations. However, all relevant employees have a responsibility to ensure that the procedures are applied as instructed.

5.2 Individual roles and responsibilities

- 5.2.1 **Chief Executive** monitors through the Director of Asset Management the implementation and effectiveness of this Lift Safety Policy and subsequent procedures.
 - 5.2.2 **Director of Asset Management** monitors the implementation and effectiveness of the Lift Safety Policy and Procedures on behalf of the Chief Executive and ensures all risks are advised to the Executive Leadership Team / Board.
 - 5.2.3 **Head of Asset Management** is responsible for the day-to-day performance of the lift function within Hanover.
- 5.3 Full responsibilities are detailed in the overarching Lift Safety Procedure.

6. EDUCATION & TRAINING

- 6.1 We will ensure that customers are provided with relevant information regarding lifts and lifting equipment within their building or home as required.
- 6.2 We will deliver relevant training to employees as defined in our Learning and Development Teams training needs analysis.
- 6.3 Further details for education and training for specific roles, responsible for lift safety is set out in the overarching Lift Safety Procedure.

7. CONTRACTOR PROCUREMENT & MANAGEMENT

- 7.1 Contractors will not be engaged unless they are able to demonstrate the required competence and levels of insurance and provide evidence of experience in this type of work. They will need to provide relevant references and evidence that no enforcement or legal action has been taken against them with regard to non-compliance.
- 7.2 Contractors must demonstrate an understanding of relevant regulations within the Health and Safety section of the Invitation to Tender stage of procurement.
- 7.3 Suitable evidence and assurance will be obtained by the Customer Safety Team to demonstrate work has been completed to the required standard and to confirm compliance with our statutory obligations.

8. DATA PROTECTION

- 8.1 Data gathered, held and used regarding our customers can be shared with 3rd parties working with Hanover, using our Data Sharing Agreement Procedure covers us for this. This conforms to our Data Protection Policy and Procedure and our Customer Privacy Policy.

9. MONITORING, PERFORMANCE MEASUREMENT AND REPORTING

- 9.1 Our performance with regard to passenger lifts, domestic lifts and lifting equipment, will be reported as required through our established Performance Management Framework.

10. REVIEW

- 10.1 This Policy will be reviewed every 3 years or earlier as required.