

2014 FOCUS



LIFT AND ESCALATOR
INDUSTRY ASSOCIATION

BUSINESS

TRAINING

LIFTEX

MARKETS

HEALTH & SAFETY

STANDARDS

Rising to the challenge....

The President's view

A year on from our last meeting and LEIA President David Warr still shows the drive of a man committed to making a difference in the industry, balancing the need to manage his own business with the demands of representing the Association. How does he view the past few months?

"Being President of LEIA has opened my eyes. I now fully appreciate what it takes to run an association that represents a wide range of companies, in a challenging economic environment and with demanding legislative and regulatory structures. It has been enlightening."

David Warr's business, Titan Elevators, is a small to medium size company member of LEIA, reflecting the Association's policy of alternating Presidents between the large and smaller operations. As well as bringing the insights of someone who has started and built up a successful business from the beginning, David Warr now appreciates the significant contribution of the large, international companies. *"They have the resources and the capability to do most things on their own, but they contribute significant time and expertise to LEIA activities and committees – which is very much appreciated,"* he says.



David Warr, left, in his office at Titan Elevators, Sidcup, Kent

The highlight of his term as President so far was the great success of Liftex 2013 (see page 9). *"It was tremendous to see how the effort and professionalism of the team paid off, with such significant increases in visitors and exhibitors, high levels of satisfaction and the impact of the new Seminar Hub."*

He was particularly pleased that Robert Cooper, of the Health & Safety Executive, was a speaker for one of the seminar sessions, reflecting the constructive dialogue with the HSE that has developed over recent years. *"Face to face meetings make such a difference, helping both sides to understand objectives and how best to achieve them in a practical and effective way. We in the*

industry are totally committed to operating a safe workplace, and it is essential to identify ways to improve, rather than simply regarding it as compliance."

Effective communication is a topic close to David Warr's heart. *"In my business, we aim to embrace our clients requirements, and believe that we should fully engage with them at all levels to ensure that their requirements are met to ensure a mutual understanding. Professionalism is vital for our industry. We need experienced people who are more professional and responsive. Expanding the requirements for LEIA membership is important, and should be regarded as a valuable way of satisfying client requirements."*

Meanwhile, speaking as a businessman rather than a President, it helps that the green shoots of recovery are growing stronger. *"The market is improving, Clients are releasing finances. Modernisation and Service are core business for us and at Titan we aim to offer a quality service, at an appropriate price. My concern is the length of the supply chain. The best contracts are the ones where we are able to engage with the client directly and are able to discuss and understand their specific needs and requirements, to ensure that any disruptions to their businesses are kept to the absolute minimum"*.

Overall, the President is pleased with progress. A key objective was to continue

modernising and enhancing LEIA, following on from his predecessor Andrew Evans of KONE. Tasks accomplished include the newly configured LEIA office, streamlining of meetings, choosing more venues out of London and finding ways of encouraging more members to participate actively.

David Warr is committed to training and looks forward to seeing how the new University Training Colleges (see page 5) will encourage more young people into engineering and technology.

"We have to keep up with new ways of working," he says, showing how Titan engineers are now equipped with electronic Smart Phone Technology to manage and co-ordinate work out in the field. "There are great opportunities to combine technical abilities with technological advances, so we must find ways to harness these to get more of the right people into the lift and escalator industry, particularly offering properly structured work experience to young people."

My career in this Industry began at the age of 16 and I have not regretted it yet. I have worked with many forward and positive thinking people and believe that the industry will go from strength to strength."

Upward and onward

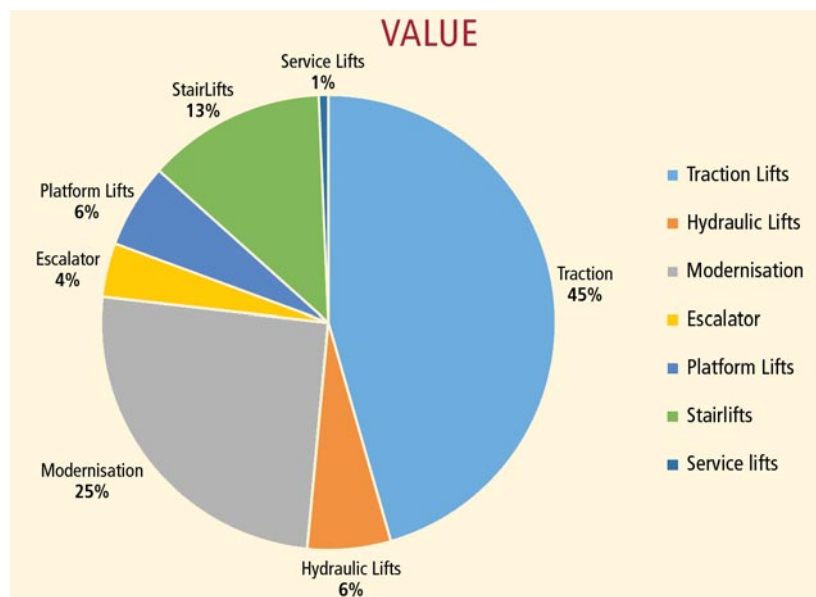
After nearly five challenging years, the growing signs of recovery are a welcome sight. Indeed the industry statistics gathered under the aegis of European Lift Association Industry (ELA) show growth in turnover and in the number of lift and escalators ordered during the year ended 2013. These figures, together with the growing use of Project Bank Accounts and the introduction of a payment charter, make encouraging reading for specialist sectors such as ours that are so dependent on fair and timely cash flow. (See page 4).

By the end of this year, we will see the phased introduction of OHSAS 18001 as a mandatory requirement for LEIA membership. As LEIA President David Warr comments, such a requirement will not only reflect the Association's commitment to high standards, but also hopefully streamline the tendering pre qualification process for LEIA members.

Looking back, the highlight of last year for the lift and escalator sector was undoubtedly the resounding success of Liftex 2013, generally acknowledged to have been the best ever. This was a hugely encouraging outcome for the LEIA team, led by technical director Nick Mellor who had taken on the task of a fresh approach and new management structure very shortly after joining the Association.



Director Terry Potter, right, with Nick Mellor, Technical Director in LEIA's London office



Liftex 2013 gave us the opportunity to address issues of importance to all involved in the lift and escalator sector through the presentations given at the Seminar Hub. Representatives of lift makers, including clients, consultants and regulatory organisations contributed to, and participated in, topics ranging from maintenance standards to fire safety regulations. These topics remain high on the agenda, in particular issues relating to Health and Safety.

We all appreciate the enthusiasm with which LEIA members and the industry in general responded to Liftex and look forward to delivering an even better event in 2016.

Another landmark was the seminar held by LEIA in October 2013 on the launch of the new European Standards EN81-20 and EN81-50 – the first European association to hold such an event. The new standards, with many important changes, will be published in July this year and will coexist with EN 81-1 and EN 81-2 until these are withdrawn in 2017.

LEIA's commitment to education and training continues, under the leadership of Lawrence Dooley. A major change was the decision in 2013 to take the LEIA Distance Learning Course out of the University of Northampton. The Association has been

DIRECTOR'S REPORT

coordinating the course for the last year, and the current challenge is to complete the complex process for getting the programme accredited with BTEC. As economic growth continues, the need to ensure a properly trained workforce – and access to appropriate learning provision – becomes particularly important.

On a more general note, LEIA continued its policy of holding more meetings in the regions, rather than focusing on London and the South East and the June Council meeting will be taking place in Birmingham.

So looking forward, we hope to see growth in the sector continue. As we see in the article 'Rising to the challenge', the growing acceptance of high rise buildings in both the commercial and residential sectors mean greater opportunities for the lift and escalator industry both in the short and long term.

Our commitment to maintaining standards in education and training, health and safety and in technical development means that the industry is well placed not only to respond but to contribute constructively. The new standards, with many important changes, will be published in July this year and will coexist with EN 81-1 and EN 81-2 until these are withdrawn in 2017.

Getting cash flow back into the industry

Alongside the rest of construction, the recession has had a calamitous effect on the lift industry's cashflow. Late and prolonged payment together with severe difficulties in accessing finance put a brake on the investment that is so important in training, technology and research and development.

Now that we are gradually emerging from the recession, growth in the lift sector can best be sustained by improving payment security. In this regard the last year has seen some significant developments.

Progress on project bank accounts (PBAs) has continued apace. PBAs are ring-fenced bank accounts into which clients deposit progress payments as they are certified. Once deposited the monies due to the lead contractor and firms in the supply chain are discharged simultaneously to each firm. The lead contractor notifies the client and the bank of the amount to be paid to each member of the supply chain.

Lord Young, the Prime Minister's adviser on small businesses, has given his full backing to PBAs.

"The introduction of Project Bank Accounts is a welcome development and allows a procurement authority to put in place a mechanism for timely payments

to all contractors in a supply chain, not just the prime contractor."

The good news is that in March 2014 the Government reached its target of £4 billion of central government spend being paid through PBAs. The devolved governments in Northern Ireland, Wales and Scotland have also begun to use PBAs. It is expected that the use of PBAs will extend in the local authority sector over the next year.

In July 2013 the Government published its industrial strategy for construction called **Construction 2025**, a plan for growth for the construction industry to be developed over the next eleven years. Jointly owned by government and industry, the custodian of the strategy is the Construction Leadership Council which is co-chaired by the Business Secretary, Dr Vince Cable and Sir David Higgins, HS2 chairman.

As one of its first actions the Council has published a Payment Charter. The Charter – to be signed by clients and firms in the construction industry – aims to achieve 30 day payments across the board by 2018. Another aim is to phase out retentions by 2025. To be effective, the Charter will require monitoring and failure to comply with it should, at least, be taken in account at pre-qualification.

There is also the prospect of some legislative activity in relation to payment. On 15 January 2014 the EU made amendments to its Procurement Directives, one which gives member states the option to introduce direct payments. This means that in the event that a sub-contractor is not paid, a public sector client will be able to make a direct payment to that sub-contractor. This system of direct payments has existed in French legislation since 1975.

On 7 December 2013 the Business Department announced that it intended to introduce legislation to require 30 day payment terms on all public sector contracts. This requirement would extend to all supply chain contracts. It remains to be seen when (or if) these legislative proposals will be actioned.

Coming out of a recession gives rise to new challenges for the lift and escalator sector. Increases in labour and materials costs will begin to put pressure on firms as they build up their resources to respond to growing order books. Improving payment practices and eliminating abuse are essential if the sector is to overcome these challenges.

Professor Rudi Klein
CEO, Specialist Engineering Contractors' Group

Up to speed with Europe

In October 2013, LEIA held its most successful technical conference for many years, with 100 delegates attending to learn about the important new European lift standards being implemented over three years from 2014. LEIA's Nick Mellor comments, "The popularity of the short seminar session on the standards we ran at Liftex 2013 in May greatly helped with promoting the full technical conference!"

The main focus was on EN 81-20 and EN 81-50 which will take over as the main safety standards for new lifts. There were a number of presentations throughout the day on various aspects of the new standards by

members of LEIA's Quality & Technical Committee, followed by a question and answer forum. Such was the interest that the number of questions overwhelmed the time available so these were taken away and a very comprehensive set of written answers posted on to the member section of the LEIA website.

European standards were not the only item on the agenda, with other topics including:

- Thorough Examination of partly installed lifts
- Code of Practice for Maintenance
- Construction Products Regulations

SAVE THE DATE

This year's Technical Seminar will be on Tuesday 14 October at the usual venue of the Hilton Hotel, Collingtree, Northampton. The programme is likely to include topics such as:

- An open forum for questions and answers on EN 81-20 and EN 81-50 which will have been published (currently publication targeted for late July)
- Lifting platform round-up: BS 9102; Safe working on lifting platforms and a new BS on testing lifting platforms
- Lifts for use in the event of fire – revision of EN 81-72 (firefighters' lifts) and EN 81-73 (behaviour of lifts in the event of fire)
- LEIA round-up of topical issues
- Standards round-up.

Attracting the engineers of tomorrow

Heralded as the radical solution to the UK's pressing need for more engineers and technologists, University Technical Colleges (UTCs) are now springing up around the country, offering students between the ages of 14 and 19 the opportunity to combine technically oriented study, both academic and vocational, with sustained practical experience. As Steve Leahey, Principal of the Leigh UTC under construction near Dartford in Kent, says, *"We are creating an environment that feels more like a workplace than a school or college and is full of people with a passion for computing and engineering."*

The new Leigh UTC building, due to open in September 2014, is a striking three-storey building featuring a glass frontage the full height of the 5,286 square metre structure with open atriums lit by skylights between classrooms. The architects Jesticoe and Whiles worked very closely with the college and their industry sponsors to develop the design. The building is conceived as a simple cost-effective composition of two elements: the 'office' and the 'workshop'. The office is as a business-like environment arranged around a central atrium, containing a mix of orthodox teaching space, laboratories and includes highly serviced IT workshops with integrated server training infrastructure. The workshop is a fully

equipped machine shop, complete with traversing girder crane and specialist equipment such as machine lathes and plasma cutters.

Energetic, creative and committed to changing attitudes and take-up of careers in engineering and technology, Steve Leahey believes that engagement with employers is key to success. *"We aim to help young people to put their learning into context – and to recognize the importance of the skills needed to be work ready."* Adopting an 08:30 to 17:00 timetable that is more in line with the typical working day than a school or college, GCSEs and A-Levels will be offered alongside specialist vocational and professional courses in engineering and computer sciences in an employer led



Architect's impression of the atrium at Leigh UTC



Construction well under way at Leigh UTC

curriculum. *"Some students will go the apprenticeship route, others may choose to progress to University,"* says Leahey, *"but all have the opportunity to create a*

strong foundation for their careers."

Whilst the focus is on Maths and Sciences, the Leigh curriculum also includes English, a modern foreign language, a humanities subject and Art, a welcome change to the traditional narrow system of separating arts and sciences from an early age in UK schools. Leahey hopes that this approach will also help to attract more female students, emphasizing the role of design and how engineering and technology contributes to the common good.

The college has a clear vision to be a distinctive education provider for outstanding STEM (Science, Technology, Engineering and Mathematics) learning. Open days, joint events at the Bluewater Shopping Centre involving Apple and BT and a sustained promotional campaign

are some of the ways that Leahey and his team are setting out to attract students to achieve their vision. Attracting employers is just as important, in order to provide the all important industry support and work experience.

The Leigh UTC already has an impressive collection of partners and sponsors from the area, including employers such as Eurostar, Caterham Cars, Cisco, the Kenard Engineering Group, HVMS Power Engineering and LEIA member company Apex Lifts. A strong advocate of apprenticeship schemes, Apex will welcome a Leigh UTC student as an engineering apprentice in September 2014.

"I think technical colleges are a fantastic idea," says Apex Managing Director, Warren Jenchner. *"I was a student at a local technical college, as were the majority of our office staff and engineers."*

"Training is vitally important in any business, but especially so in the engineering sector. It's essential industry works together with education to make sure young people are getting the qualifications and practical experience they need to succeed in industries like ours, and to ensure we are attracting the fresh new talent that our companies will depend on in the future."

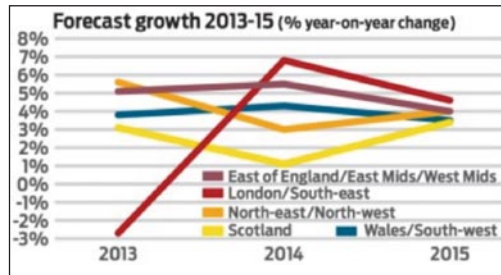


Harnessing technology to train tomorrow's engineers

Rising to the challenge....

As spring finally sprang this year, after the deluges of winter and the gloom of recession, so did the green shoots of recovery in the construction sector. Market specialists Leading Edge predicted in March that construction output would grow across all UK regions over the next two years. The monthly purchasing manager survey published by Markit/CIPS the following month reported confidence levels in construction hitting a seven-year high as activity grew for the eleventh successive month.

It is no surprise that there are significant variations by sector and region, and although the North and the Midlands are expected to post stronger performances than previous years, this is from a very low base after some severe falls during the recession. However, several areas are expected to grow by more than 3 per



Source: Leading Edge

cent both this year and next, including Yorkshire and the Humber, the South-west and the West Midlands. But it is London and the South East that will account for more than 35 per cent of total construction output across the country by 2015, and be the only region to grow its share of UK output since 2005.

It is not just output and the economy that are on the upward trajectory, buildings themselves are on the rise too, particularly in London where land prices and population growth are driving development skywards. The independent think tank New London Architecture (NLA) estimates that there could be as many as 236 buildings more than 20 storeys high planned for the capital, 80% of which are intended to be residential blocks.

This is excellent news for the lift and escalator industry.



London's City skyline at night

After all, it was the invention of the hydraulic lift with safety brakes back in the 1850s that enabled the construction of skyscrapers that turned New York's Manhattan skyline into an iconic symbol of prosperity. The rest is history, as the saying goes.

But the impact on the London skyline of such intensive construction will be significant, causing some concern even to those who recognise the housing challenge for London, expected to be the first city in Europe to reach a population of 10 million by 2030.

The NLA believes that the public is more receptive to high-rise buildings than it once was, and is also influenced by the growing numbers of people coming



Corporate skyscrapers in the City of London



Winning buildings

The Norman Foster-designed 30 St Mary Axe, better known as the Gherkin, was chosen as Londoners' favourite building with 36 per cent from a selection of 13 tall towers. Western Europe's tallest building, The Shard, ranked in second place and newcomer to the London skyline, The Leadenhall Building (nicknamed the Cheesegrater) ranked third. The historic Barbican was chosen as Londoners' least favourite tall building.

to the UK from Asia where tall buildings have long been part of the urban landscape. In conjunction with its exhibition London's Growing Up, the NLA commissioned research to find out how Londoners really feel about the increasing number of tall buildings planned for their capital.

The findings shows that most Londoners didn't aspire to live in tall buildings. Young men are the most likely to want to live in towers but were still heavily outnumbered by those not wanting to move upward. The figures also showed that seven out of ten over 34's were unwilling to live in the high-rise towers. But when it came to work, the story was rather different – 61 per cent of Londoners were happy to work in tall buildings, rising to 72 per cent amongst the younger demographic. A majority of respondents were concerned about the design and quality of tall buildings and the impact on the surroundings.

Ben Marshall, Research Director of Ipsos MORI, who carried out the research, says, *"With London facing a housing crisis and keen to grow economically, the onus tends to be on the quantity of new building. Tall towers offer promise, but our new poll for New London Architecture underlines the importance the London public place on quality and design. Opinion is mixed – Londoners might like looking at tall towers, but they are less sure about living in them."*

The big challenge for the construction industry, long known as the economic regulator, is coping with the boom and bust cycles. Already as the upturn begins, there are concerns about resources. A survey by the



The Shard, London Bridge



Residential towers, London

Royal Institute of Chartered Surveyors (RICS) found that 36% of builders reported work being held up by a shortage in labour and 40% said they were hindered by a lack of supplies, bricks and concrete blocks in particular.

"The one area which is beginning to be a concern is the ongoing pressure on suppliers to meet the rush in demand," said David Noble, chief executive at the Chartered Institute of Purchasing & Supply (CIPS) which compiles the PMI reports alongside Markit.

"As the industry's lifeblood, suppliers are still recovering from the recession, and until they get back to full capacity, the continued lengthening of delivery times may become a restraining force on the sector in the coming months."

Crossing the divide

London's tallest residential building, The Tower at One St George Wharf' in Vauxhall, London was completed on time in January 2014. [The Tower was the focus of attention a year earlier, when in thick fog, a helicopter crashed into a crane attached to the 180m high building, killing the pilot and a commuter and injuring 13 people. Around 600 construction workers were evacuated from the 50-storey building, and 90 firefighters attended the incident, with roads and the tube station closed off.]

One of the most significant additions to London's skyline, the Tower was designed by architects Broadway Malyan, developed and constructed by St George South London and built by contractor Brookfield Multiplex. The 320,000 sq ft building provides 213 luxury apartments over 50 storeys.

Broadway Malyan Director Peter Vaughan says, "It was visually the right place in London's landscape for a tower and it promised to act as a catalyst for the regeneration of the surrounding neighbourhoods.

"The confidence generated by the success of The Tower has encouraged further investment into infrastructure and local transport, as well as the subsequent development of adjacent sites, which will collectively deliver benefits in wider social programmes – affordable housing, education and healthcare provision.'

Certainly the skyline south of the River Thames, from Waterloo going west is now thick with cranes, as the potential of this undervalued but very accessible part of London is realized. Property agents have named the area South Central, differentiating it from the vast



St George Wharf and Tower viewed from Lambeth Bridge

swathe of South East and South West London and emphasizing its proximity to Westminster, the West End and the City of London.

The redevelopment of Elephant and Castle is now under way at last, the high rise developments of the 1950s and 1960s being replaced, the challenging road networks and vast roundabouts being reconfigured. The same is happening at Vauxhall, which will also benefit from additional tube connections. The sweep of Nine Elms Nine Elms on the South Bank is one of Europe's biggest regeneration programmes. More than 16,000 new homes will be built and enough business space to support 25,000 jobs. A further 22,000 construction jobs will be created during the area-wide building programme.

A key element of the Nine Elms development is the construction of the new US Embassy, which will move there from Belgravia in 2017. A huge glass cube designed by US architects KieranTimberlake, the



Battersea Power Station – Public Park

building is situated on a 4.9-acre site and will include a chancery, a consular section, support spaces and a U.S. Marine residence.

The iconic Battersea Power Station, which has stood empty and roofless for so long on a 40 acre site, is being transformed into a new town centre for the area, with a High Street, town square and tube station which will be served by the Northern Line extension of the London Underground. A brand new public fresh produce market and centre for London's foodies will



US Embassy from Nine Elms Lane

be created at New Covent Garden Market.

Tall buildings are the obvious way to maximize the footprint and exploit the views of the Thames and Central London landmarks.

Peter Murray, Chairman of NLA and curator of London's Growing Up! Says, "I am pleased to see that more people these days are in favour of tall buildings than against - well designed towers in the right place can enhance the skyline. Equally bad ones do the opposite. We must be vigilant. The quantity of buildings coming through the system is such that we need to make sure the right controls are in place, that is why we are calling for the Mayor to set up a London Skyline Commission to ensure that only best quality buildings get through the net."

One thing is sure: accessibility will be an essential element of all this major construction development, providing opportunities for the professional and innovative lift and escalator industry players in the UK.

Raising the bar in 2016

Buoyed by the great success of Liftex 2013, with its fresh format, new management team and with valuable oversight by the Liftex Steering Group, LEIA is already planning to make this major industry exhibition an even better event in 2016. Attendance at Liftex 2013

"The Exhibition has been fantastic, amazing enquiries, more than I could of imagined. Made contact with people I haven't seen in years. One day here has replaced three months on the phone!"

MIKE CARP, DESEM LIFTS

was up by 26 per cent, and there were more exhibitors too, from 17 countries, and an increase in new product launches.

LEIA commissioned detailed feedback and analysis from the event, not only to gauge levels of satisfaction but also to inform forward planning. Exhibitor satisfaction

was high, with 89 per cent of those questioned reporting that their objectives in attending had been reached – and what's more, 97 per cent indicating that they would participate in a future Liftex.

The new Seminar Hub, with its wide ranging programme of short sharp talks, proved to be so popular that it was standing room only at every session. Sessions ranged from Rob Cooper of the HSE and Matt Ryan of the London Fire Brigade to Ian Jones, convenor of the working group writing new standards EN 81-20 and EN 81-50. Another programme highlight was the launch of LEIA's new Code of Practice for Maintenance by Nick

"I think the event has been well organised. It has improved in terms of quality and quantity of the visitors."

ANTONIO PEREZ, IMEM LIFTS

Mellor and an overview of the philosophy behind this initiative and the key items in the Code of Practice.

"Good to see the lift industry come together in a unified way. The organisers did a great job in planning and delivering the event. Fabulous work!"

JULIAN BARNETT, EUROPEAN SALES MANAGER, KINETEK EUROPE

Sessions on the second day focused on maintenance. David Cooper, of LECS (UK) gave a consultant's perspective and David Warr, Titan Elevators and LEIA President, provided a contractor's perspective and shared his views on how clients can get better service from their contractors by aligning their interests. The session chairman, Ish Buckingham, Editor of Elevation, added his complimentary remarks about the success of Liftex 2013.

"This is the best ever, the quality of stands

has improved, the organization was excellent and we will be back next time."

A key objective for Liftex 2016 is to widen the base of LEIA members participating, to create as comprehensive an industry event as possible. The success of the Seminar Hub demonstrated the high level of interest in sharing information and good practice, so the LEIA team will expand this activity and also identify more ways of adding value to exhibitors and visitors alike. These range from harnessing the

"LIFTEX 2013 was well organised and successful in all respects. We hope to be a part of the next edition."

RICCARDO COSTA, GIOVENZANA INTERNATIONAL B.V.

latest technologies in communication, helping companies to maximise their participation through open days and marketing campaigns, and developing

long term relationships across a range of organisations and associations. With 97 per cent of exhibitors at Liftex 2013 saying they would be back, the future looks bright.

"LIFTEX 2013 was a great exhibition for Sematic and LM Lift Material. We made a lot of new business contacts. These two days in London were without doubt, the best way to promote our business in the UK."

STEVE BRUNTON, MANAGING DIRECTOR, SEMATIC UK

As LEIA technical director Nick Mellor says, "Taking on the task of show director for Liftex 2013 in its new format, so soon after joining LEIA, was an incredible challenge, but I wouldn't have missed it for the world. Now the team is brimming with ideas to make the next exhibition even bigger and better."

Information about Liftex 2016 can be found at www.liftex2016.com



Are you serious?

Since introducing call out charges and 999 call filtering, the number of non emergency lift releases carried out by the London Fire Brigade since 2009 has reduced by half. This means 7,400 fewer lift releases a year, equivalent to £2 million of the Brigade's time and resources.

The filtering system on 999 calls is designed to establish whether or not there is a real emergency or whether there is anyone else who can release the person from the lift, such as a lift engineer.

The Chairman of London Fire and Emergency Planning Authority, James Cleverly, says, *"It is encouraging to see a reduction in lift call outs, however, firefighters are still attending 17 lift rescues each day. We hope this tough new charging scheme will send a clear message to building owners that this is not acceptable."*

Firefighters will always attend a call out where it is a real emergency but in many of these cases it should be up to the person in charge of the building whose lift has broken down, to fix the problem."

To highlight the problem the Brigade has released the top ten worst offenders for non-emergency calls to people stuck in lifts. The number one building was a block of flats in Walworth in south east London where last year firefighters were called once

a fortnight to deal with somebody trapped inside a lift.

The fire service in Cambridgeshire has followed the example of the London Fire Service, who announced in February that they will now only rescue people if they have been stuck in an elevator for three hours or more.

Councillors were told that the fire service was being called out to release people about 100 times a year, at a cost of several hundred pounds each time, and that firefighters should no longer be regarded as a cheap rescue service for businesses which did not want to spend money on properly maintaining lifts.

Property owners should have their own plans for lift failures, according to the fire service, which will charge callers £362 for attendance in future – with an additional charge of £90 for every 15 minutes after the first hour.

A report which was approved by the fire authority said: *"The potential of a lift stopping between floors is a foreseeable event and will not always result in an emergency situation occurring."*

"Where a lift does stop between floors without the occurrence of an emergency incident, it is reasonable to expect that the lift owner should make provision to deal with it as part of their duty of care to the

users of the lift. The fire and rescue service are not to be considered as a control measure.

"A responsible person at the premises concerned, who is familiar with the equipment and has received the necessary training to operate it, would be better placed to release the persons shut in the lift."

Crews will still attend – using blue lights – if there is an immediate risk to life, where people in the lift car are "seriously ill", or where people are trapped in lift machinery. There would be no charge for this service.

Neil Newberry, the assistant chief fire officer, says, *"The onus is on the business owners to ensure that their lifts are well maintained to limit the potential for faults to occur, as well as making sure that if their lift does break down, they have robust plans in place to rescue anyone trapped. The policy has been changed so we can ensure our operational resources are only committed to emergency situations."*



Release of trapped passengers

Being trapped in a lift is an experience that few, if any, people would welcome. However, in most circumstances the passengers are seldom at risk as the lift car is stationary and the occupants protected by the lift car enclosure. Indeed, although often referred to as 'Emergency Release of Lift Passengers,' the incident is commonly referred to as 'shut in lift' by the emergency services.

In its most recent publication, therefore, LEIA's Safety and Environment Committee points out that the procedure of releasing trapped passengers requires the controlled and speedy intervention of a competent person rather than meriting the term 'emergency'.

On behalf of the Safety and Environment Committee, LEIA's Safety and Training Manager Lawrence Dooley said: *"In preparing this document, we propose that lift companies bring it to the attention of their clients so that the clients/ lift owners can include the information in their own risk assessment of the situation."*

The recent action by fire brigades in London and Cambridge to charge building owners whose lifts trigger frequent callouts to release trapped passengers has also highlighted the need for proper systems to be in place. (See article opposite)

LEIA's Safety and Environment Committee has now prepared two publications on the subject, a detailed Information Sheet and guidance for lift companies (on the members only section of the LEIA website) and a short guidance sheet for building owners and facilities managers (on the public section of the LEIA website.)

A key point made in the publications is that the use of unsafe release procedures will expose trapped passengers in a lift to far greater risk of injury than leaving them in the lift car until competent persons are in attendance.

In summary, safe release of people shut in lift cars should hardly ever be approached as an emergency because in nearly all circumstances it is a controlled situation. However, it can only be controlled when those carrying it out are fully trained and competent. Many LEIA members can offer this training in accordance with the LEIA guidance. Lift owners should contact their lift maintenance contractor for advice, although it must be noted that some LEIA Members may well decline to carry out training for clients where their own risk assessment indicates an unacceptable risk to either trapped passengers or rescuers.

Lift and Escalator Industry Association • Members April 2014

21st Century Lifts Ltd
A & A Electrical Dist's Ltd
 Abbey Liftcare Ltd
 Ability Matters Ltd
 Able Lifts Ltd
 ACE Lifts Ltd
 Acre Lifts Ltd
 ADL Lift Services Ltd
 Airdri Ltd
 Allied Lift Services Division (UK) Ltd
 Alimak Hek Ltd
 Amalgamated Lifts Ltd
 Anglia Stairlifts Ltd
 ANSA Elevators Ltd
 Apex Lift & Escalator Engineers Ltd
 Ascendant Lifts Ltd
 Ascent Lift Services Ltd
 Aspect Lifts Ltd
 Aurora Lifts Ltd
 Avire Ltd
 Axel-Elex Services Ltd
 Axxess 2 Ltd
 Axxess 4 All Ltd
 Axis Elevators Ltd

Belvidere Lifts Ltd
 H Breakell & Co (Blackburn) Ltd
 Britton Price Ltd
 Bucher Hydraulics
 Bullet Lift Services Ltd

Caledonian Lift Services Ltd
 Caltech Ltd
 The Chiltern Lift Co Ltd
 City Lift Services (North West) Ltd
 Classic Lifts Ltd

Classic Lifts (Scotland) Ltd
 Clyde Valley Lifts Ltd
 Comprehensive Elevator Services Ltd
 Concept Elevators (Midlands) Ltd
 Consult Lift Services Ltd
 Cotswold Lifts Ltd
 Crest Lifts Ltd
 Crown Lifts Ltd
 Curti Lifts (UK) Ltd

DAB Lift & Electrical Services Ltd
 Dainton Lift Services Ltd
 Deltron Lifts Ltd
 DeSeM Lifts Ltd
 DLC Ltd
 Dolphin Lifts Midlands Ltd
 Domestic Lift Services Ltd
 Dorset Lifts Ltd
 Drucegrove

Earlswood Industrial Services Ltd
 Eastern Lift Services Ltd
 Elan Lifts Ltd
 Elevation Lift Services Ltd
 The Elevator Company Ltd
 Elevators Ltd
 Elite Elevators Installations Ltd
 Emerald Elevators Ltd
 Essex Lift Services Ltd
 Eurogears Ltd
 Express Elevators Ltd

Focus Lifts Ltd
 E A Foulds Ltd
 Fujitec UK Ltd

Gartec Ltd
 General Lift Company Ltd
 GF Lift Hydraulics Ltd
 Global Lift Equipment Ltd
 Griffin Elevators Ltd
 Guideline Lift Services Ltd

Handicare Accessibility Ltd
 Hart Lifts Ltd
 Hoistway Ltd
 Horizon Lifts Ltd
 L A Husbands Ltd
 Hydratec Lift Services Ltd
 Hydrax Ltd
 Hytrac Lifts Ltd

Ideal Lifts Ltd
 Industrial Lift Services Ltd
 Industrial & Marine Lift Services Ltd
 International Lift Equipment Ltd
 Invalifts Ltd

Jackson Lift Group

Knowsley Lift Services Ltd
 Kollmorgen (UK) Ltd
 Kone Plc
 Kone (NI) Ltd

Landmark Lifts Ltd
 Langham Lifts Ltd
 Leeds Lifts Ltd
 Lester Control Systems Ltd
 Lift & Engineering Services Ltd
 Lift & Escalator Technical Services Ltd
 Lift Maintenance Ltd
 Liftec Lifts Ltd

Lift Services (South Wales) Ltd
 Lift Specialists Ltd
 Lift Technical Services Ltd
 Liftworks Ltd
 Lion Lift Controls Ltd

 Meditek Ltd
 Meridian Lifts Ltd
 Metro Lifts Ltd
 Morris Vermaport Ltd
 Mulhouse Ltd
 Murray Lift Services Ltd

Northern Drives & Controls Ltd
 Northern Elevator Ltd
 NLC Nova Lift Co Ltd

Olympic Lifts Ltd
 Omega Lift Services Ltd
 Orona Ltd
 Orona NI Ltd
 Otis Ltd

Patron Lifts Ltd
 PEW Electrical Distributors Ltd
 Pfeifer Drako Ltd
 P.I.P. Lift Service Ltd
 Pickerings Lifts Ltd
 Pollock Lifts Ltd
 Premier Lifts Ltd
 Precision Lift Services Ltd
 Prism Medical UK Ltd
 Pye London Ltd

 The **R & R Lift Company Ltd**
 Renold Power Transmission Ltd
 Rubax Lifts Ltd

Sassi Lift Systems Ltd
 Scarborough Lifts Ltd
 Schindler Ltd
 Scotec Lifts Ltd
 Sematic UK Ltd
 Sheridan Lifts Ltd
 Shorts Industries Ltd
 Skyline Elevators Ltd
 Southern Counties Lift Services Ltd
 Specialist Lift Services Ltd
 Stairlifts Scotland Ltd
 Stannah Lifts Ltd
 Stentorgate Ltd
 Summit Elevators Ltd
 The Swift Lift Co UK Ltd
 Swansea Lift Repair & Service Ltd
 Swift Lift Services Ltd

Tecno Lift UK Ltd
 Temple Lifts Ltd
 Terry Group Ltd
 Thames Valley Controls Ltd
 ThyssenKrupp Encasa Ltd
 ThyssenKrupp Elevator UK Ltd
 Titan Elevators Ltd
 Titan New Lifts Ltd
 Total Elevator Services Ltd
 Total Lifts Ltd
 Traditional Lift Products Ltd
 Triangle Lift Services Ltd

Universal Elevators Ltd

Welding Engineers (Mersey) Ltd
 Wessex Lift Co Ltd
 Wittur Ltd



LIFT AND ESCALATOR
INDUSTRY ASSOCIATION

33/34 Devonshire Street
London W1G 6PY

Telephone: 020 7935 3013
Fax: 020 7935 3321

Email: [info @ leia.co.uk](mailto:info@leia.co.uk)

www.leia.co.uk

Produced by RhysJones Consultants, London
Design by Graeme Wilson, GWA

