

Lifting Equipment Policy

1.	INTRODUCTION
	Purpose
1.1	This document sets out whg's approach to ensuring that lifts and lifting equipment are appropriately installed and maintained and remain safe for continued use, and the actions that whg will take to reduce the risk of injury to persons and damage to property.
1.2	The policy aims to ensure whg complies equipment is appropriately maintained in line with the requirements set out in the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER). and other applicable law that applies to the use of lifting equipment in the workplaces, buildings and the homes for which whg is responsible. .
	Scope
1.3	This policy applies to all whg colleagues, Board members, contractors, consultants and other third parties engaged by whg to deliver, manage, inspect, maintain, repair or provide assurance in relation to lifting equipment. Where lifting equipment services are delivered through contractors, compliance with relevant requirements will be managed through contractual arrangements, contractor management and assurance processes.
1.4	This policy applies to lifting equipment installed in whg owned, occupied or managed buildings where whg has a legal responsibility to inspect and maintain the equipment. This includes passenger lifts, platform lifts, through-floor lifts, evacuation lifts, firefighter lifts and any other equipment that falls within the definition of lifting equipment used at work.
1.5	The policy does not apply to lifting equipment installed by another person on request from a customer including equipment provided in accordance with whg's Aids and Adaptations Policy unless whg has an ongoing maintenance obligation for the equipment.
1.6	This policy does not replace operational procedures, contractor instructions or equipment-specific maintenance requirements. These documents support the delivery of the commitments set out within this policy.
	Legal and regulatory framework
1.7	The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) is the key law governing the use of lifting equipment. LOLER requires lifting equipment to be suitable, properly position, installed and maintained, safely used and subject to thorough examination by a competent person. The Health and Safety Executive (HSE) has published an approved code of practice that sets out how to comply with the LOLER. The following laws are also relevant to this policy: • Health and Safety at Work etc. Act 1974 • Management of Health and Safety at Work Regulations 1999 • Provision and Use of Work Equipment Regulations 1998 (PUWER) • Workplace (Health, Safety and Welfare) Regulations 1992. • Supply of Machinery (Safety) Regulations 2008 (as amended)

	• Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) • Lift Regulations 2016 • Housing Act 2004 • Landlord and Tenant Act 1985 • Equality Act 2010 prohibits discrimination and requires employers and service providers to make reasonable adjustments for disabled people likely to be disproportionately disadvantaged, for example if lifts were unavailable. In addition, the Public Sector Equality Duty applies to Registered Providers of social housing (RPs) and requires due regard to be given to the need to eliminate discrimination and advance equality of opportunity. Building Safety Act 2022 and associated secondary legislation, statutory guidance and Building Safety Regulator requirements apply to high-risk buildings and require those responsible to maintain a 'golden thread' of safety information including relating to equipment specifications, repairs and maintenance, thorough examinations, and compliance tests.
1.8	RPs must also meet the Regulator of Social Housing's Consumer Standards. Under the Safety and Quality Standard RPs must manage building safety risks and keep homes and communal areas safe and in good repair. RPs need to provide customers with clear information about safety issues, repairs, disruption and how concerns are managed in accordance with the Transparency, Influence and Accountability Standard.
	Definitions
1.9	In this policy, these words and phrases have the following meanings: • Lifting equipment - Equipment used for lifting or lowering persons or loads, including any attachments, accessories or devices used for supporting, fixing or anchoring the equipment • Passenger lift - A permanently installed lift designed to transport people between floors of a building • Platform lift - A powered lifting platform intended to transport people, including wheelchair users, between levels • Lifting operation - An operation concerned with the lifting or lowering of a load or person • Competent person - A person or organisation with the necessary knowledge, training, qualifications and experience and is sufficiently independent and impartial to make objective decisions to carry out a specified activity relating to lifting equipment safely and in accordance with applicable legislation and industry standards • Thorough examination - Detailed examination of lifting equipment and associated safety-critical components undertaken by a competent person to identify defects which are, or may become, dangerous • Planned preventative maintenance (PPM) - A programme of scheduled maintenance activities designed to maintain equipment in a safe and operational condition and reduce the likelihood of failure • Immediate defect - A defect identified through inspection or examination that presents an immediate risk to persons or property and requires the lifting equipment to be removed from service until rectified • Timed defect - A defect identified through inspection or examination that does not require immediate withdrawal from service but must be rectified within a specified timescale determined by the competent person.

	• Supplementary test - Additional testing or examination recommended by a competent person where further investigation is required to verify the continued safety and integrity of lifting equipment. • Duty holder - The person or organisation with legal responsibility for ensuring lifting equipment is managed, maintained and inspected in accordance with applicable statutory requirements. • High-rise building (HRB) - A building that meets the definition of a higher-risk building under the Building Safety Act 2022 and associated regulations. • Golden thread - The information required to be created, maintained and kept up to date throughout the lifecycle of a higher-risk building to support the safe management of the building in accordance with the Building Safety Act 2022. • Building Safety Regulator (BSR) - The regulator established under the Building Safety Act 2022 responsible for overseeing the safety and performance of higher-risk buildings and enforcing relevant building safety requirements. • Lift management consultant - An independent specialist organisation appointed by whg to provide technical advice, quality assurance, auditing, condition surveys, performance monitoring and other specialist support relating to lifting equipment • Lift motor room / lift room - The room, space or enclosure containing machinery, control equipment or other components required for the operation of a lift. • Intelligent monitoring system (IMS) - A remote monitoring system installed within lifting equipment that collects operational data and alerts whg or its contractors to faults, abnormal operating conditions or performance issues to support proactive maintenance and minimise service disruption. • Entrapment - An event where a person becomes trapped within lifting equipment and requires assistance to be released. • Asset register - The record maintained by whg containing details of lifting equipment for which whg has ownership, management or maintenance responsibility. • Maintenance contractor - A competent organisation appointed by whg to undertake planned maintenance, servicing, repairs and emergency response activities relating to lifting equipment. • Independent competent person A competent person or organisation appointed to carry out thorough examinations who is independent of the organisation responsible for maintaining the lifting equipment.
2.	POLICY STATEMENT
2.1	whg recognises that lifting equipment plays a critical role in enabling customers, colleagues, contractors and visitors to safely access and use its buildings and properties. Failure of lifting equipment may result in injury, reduced accessibility and disruption to customers' daily lives.
2.2	whg is committed to ensuring that lifting equipment for which it has responsibility is maintained, inspected and managed so far as is reasonably practicable to ensure its continued safe operation and compliance with applicable legal and regulatory requirements.
2.3	whg will maintain an accurate record of lifting equipment for which it has ownership, management or maintenance responsibility and will implement appropriate systems and controls to ensure statutory inspections, maintenance activities, repairs and remedial actions are completed.

2.4	whg will appoint competent contractors and specialist advisors to support the inspection, maintenance, repair, quality assurance and technical management of lifting equipment in accordance with its Procurement Policy.
2.5	whg will ensure lifting equipment is subject to planned maintenance, statutory thorough examination and appropriate defect management arrangements to support its continued safe operation.
2.6	whg will ensure that defects, recommendations and safety concerns identified through inspections, maintenance activities, monitoring systems, audits or customer reports are appropriately assessed and addressed according to the level of risk presented.
2.7	whg will maintain appropriate records relating to lifting equipment and, where applicable, will retain information as part of the building safety and golden thread arrangements for higher-risk buildings.
2.8	whg will maintain governance, performance monitoring and assurance arrangements to provide oversight of lifting equipment compliance and support continual improvement in service delivery.
2.9	whg will communicate with customers regarding lifting equipment safety, planned maintenance activities, service interruptions and emergency arrangements, recognising the important role lifting equipment plays in supporting accessibility and independent living. Any complaints or expressions of dissatisfaction relating to the lifting equipment service will be managed in accordance with whg's Customer Complaints Policy.
	Maintenance
2.10	New lifting equipment and major modernisation works will be designed, installed, commissioned and recorded in accordance with applicable statutory requirements and industry standards.
2.11	whg will ensure that all lifting equipment for which it has maintenance responsibility is maintained in a safe condition and remains fit for its intended purpose throughout its operational life.
2.12	whg will appoint competent contractors to undertake servicing, maintenance and repair activities. Contractors shall be appropriately qualified, experienced and capable of demonstrating continued competence in accordance with applicable legislation, industry standards and contractual requirements.
2.13	As a minimum, planned preventative maintenance shall be undertaken at the following frequencies: • Passenger lifts – Monthly • Through-floor lifts – Six-monthly Maintenance frequencies for other lifting equipment shall be determined by manufacturer recommendations, risk assessment and contractual requirements.
2.14	whg will utilise Intelligent Monitoring Systems, where installed, to support the proactive management of lifting equipment by identifying faults, performance deterioration and abnormal operating conditions at the earliest opportunity.

2.15	All servicing, maintenance activity, defects, recommendations and completed remedial works will be recorded and retained in whg's asset management and compliance systems.
2.16	whg will maintain arrangements to monitor contractor performance and the quality of maintenance activities through contract management, performance monitoring, technical assurance and independent audit processes.
	Repairs
2.17	whg's general approach to repairs is set out within the Repairs Policy. Lifting equipment repairs will therefore be managed in accordance with the priorities, response categories and service standards contained within that policy, unless otherwise stated within this policy.
2.18	whg recognises that failures of lifting equipment can present heightened health, safety and accessibility risks. Where a lift breakdown results in the entrapment of an individual, whg will maintain arrangements for a competent contractor to attend within one hour of the report being received.
2.19	whg will ensure that defects, breakdowns and safety concerns relating to lifting equipment are assessed and managed according to the level of risk presented and the impact on customers, colleagues, contractors and visitors.
2.20	The maintenance and repair of lifting equipment may require specialist components, manufacturer support or proprietary systems that are only available from approved suppliers. Whilst whg will take all reasonable steps to minimise disruption and complete repairs as quickly as possible, delays associated with the availability of specialist parts or manufacturer support may be outside of whg's reasonable control.
2.21	To support the proactive management of passenger lifts, whg utilises Intelligent Monitoring Systems across its passenger lift portfolio. These systems are intended to identify irregular operation, emerging faults and other performance issues at the earliest opportunity to help reduce breakdowns and improve reliability. However, the presence of such systems does not remove the possibility of equipment failure occurring.
	Thorough examination
2.22	whg will ensure that lifting equipment for which it has responsibility is subject to thorough examination by an independent competent person.
2.23	Thorough examinations are independent inspections and are separate from routine maintenance, servicing and repair activities. The purpose of a thorough examination is to provide assurance that lifting equipment remains safe for continued use and does not present a risk to persons or property.
2.24	To maintain independence, thorough examinations will be undertaken by a competent person or organisation that is independent of the contractor responsible for maintaining the lifting equipment.
2.25	Thorough examinations will be completed at intervals determined by applicable legislation, risk assessment and competent person recommendations. As a minimum, lifting equipment used for transporting persons will be subject to thorough examination at

	intervals not exceeding six months unless an alternative examination scheme has been provided by a competent person in accordance with LOLER requirements.
2.26	Where supplementary testing is recommended by a competent person, whg will ensure appropriate testing is completed and any recommendations arising are reviewed and acted upon.
2.27	whg will maintain arrangements to ensure recommendations, observations and defects arising from thorough examinations are reviewed, assessed and appropriately managed according to the level of risk identified.
	Defect management
2.28	Defects identified through thorough examinations will normally be categorised by the competent person according to the level of risk they present. These may include immediate defects and timed defects.
2.29	Where an immediate defect is identified, the lifting equipment may be removed from service by the competent person and will remain out of operation until appropriate remedial action has been completed and the equipment is deemed safe for continued use.
2.30	Where a timed defect is identified, whg will seek to complete the necessary remedial works within the period specified by the competent person. Where a defect remains outstanding at the end of the permitted period, the equipment may be withdrawn from service until the matter is resolved.
2.31	In exceptional circumstances, and only when supported by the competent person, a defect timescale may be reviewed or extended where this does not compromise the safe operation of the equipment.
	Records and certification
2.32	whg will maintain an accurate asset register of lifting equipment for which it has ownership, management or maintenance responsibility.
2.33	whg will maintain accurate and up-to-date records relating to all lifting equipment for which it has ownership, management or maintenance responsibility.
2.34	Records will be maintained to evidence compliance with statutory, regulatory and operational requirements and will include, where applicable, asset information, maintenance records, repair records, thorough examination reports, supplementary testing, defect records, remedial works, audit findings and other relevant compliance documentation.
2.35	whg will ensure that certification and reports produced as part of maintenance, repair, inspection, testing and assurance activities are retained within its approved compliance management systems and are readily available for review, audit and regulatory purposes.
2.36	Where lifting equipment is located within a higher-risk building, relevant records and certification will be maintained in accordance with whg's building safety arrangements and form part of the building's golden thread of information where required.

2.37	Certification and associated records will be retained in accordance with applicable legislative requirements, regulatory expectations and whg's records management arrangements.
	Auditing and assurance
2.38	whg will maintain an assurance framework to provide oversight of lifting equipment compliance, contractor performance and the effectiveness of maintenance and inspection activities.
2.39	Assurance activities may include compliance monitoring, contractor performance reviews, management inspections, independent technical audits and internal or external assurance reviews.
2.40	whg will appoint a suitably qualified and independent Lift Management Consultant to provide technical advice, quality assurance and independent oversight of lifting equipment maintenance and compliance activities.
2.41	The Lift Management Consultant will undertake periodic audits of maintenance activities, review the quality of completed works and provide assurance that lifting equipment is being maintained in accordance with applicable legislation, industry standards and contractual requirements.
2.42	Findings arising from audits, inspections and assurance activities will be reviewed by whg and, where necessary, corrective actions will be implemented within appropriate timescales.
2.43	whg will monitor compliance performance through defined performance measures and governance arrangements, providing assurance to the Executive Team, Committees and Board as appropriate.
2.44	Where assurance activities identify actual or potential non-compliance, whg will ensure the matter is investigated, risk assessed and managed in accordance with its compliance and risk management arrangements.
	Roles and responsibilities
2.45	Overall responsibility for lifting equipment compliance rests with the whg Board, Group Chief Executive and Executive team. The Group Chief Executive has overall responsibility for ensuring appropriate arrangements, resources and governance are in place to enable whg to comply with its legal and regulatory obligations relating to lifting equipment.
2.46	Day-to-day responsibility for the management of lifting equipment sits within the Building Safety team. Operational responsibility includes: • Maintenance of accurate lifting equipment records and compliance data • Commissioning and management of maintenance, inspection and repair contracts • Ensuring planned maintenance and thorough examinations are completed within required timescales • Monitoring contractor performance and obtaining assurance that contractors remain competent and capable of delivering lifting equipment services in accordance with contractual, legal and policy requirements.

	- Managing defects and remedial actions - Performance reporting, assurance activities and compliance monitoring - Maintaining associated procedures, standards and guidance
	Colleagues and contractors
2.47	All colleagues and contractors involved in the management, maintenance, inspection, repair and assurance of lifting equipment are responsible for carrying out their duties in accordance with this policy, associated procedures and applicable legal requirements.
2.48	Contractors must ensure their employees and any subcontractors have the appropriate training, qualifications, competence, supervision and authorisations required to safely undertake lifting equipment activities.
3.	PERFORMANCE MEASURES
3.1	whg will monitor the effectiveness of this policy through a suite of compliance, operational and assurance measures relating to lifting equipment safety.
3.2	Performance measures may include: - Percentage of lifting equipment with a current valid thorough examination. - Percentage of planned maintenance visits completed within the required timescales. - Percentage of defects arising from thorough examinations completed within the timescales specified by the competent person. - Number of overdue immediate defects. - Number of overdue timed defects. - Number and duration of lift breakdowns. - Entrapment response performance. - Completion of independent lift quality assurance audits. - Contractor performance against agreed service standards. - Customer satisfaction relating to lift reliability, repairs and communication. - Compliance with record keeping and certification requirements.
4.	DIVERSITY AND INCLUSION
4.1	The availability and reliability of lifting equipment can have a significant impact on accessibility, independence and quality of life, particularly for disabled people, older people and others who may be disproportionately affected by lift outages. whg will have regard to its responsibilities under the Equality Act 2010 and will consider equality, diversity and accessibility impacts when managing lifting equipment services. Detailed operational arrangements are set out within associated documents, policies and procedures.
5.	TRAINING AND DISSEMINATION
5.1	The policy will be presented to the Building Safety Entity Group for oversight and familiarisation. Colleagues with responsibilities relating to the management, maintenance, inspection and assurance of lifting equipment will be provided with a summary update of the policy to support their work.
5.2	The detailed training, competence and accreditation requirements associated with the delivery of lift maintenance, inspections, repairs, quality assurance and contract

	management activities will be managed through associated procedures, role profiles, contractor requirements and organisational learning and development arrangements.
6.	MONITORING AND REVIEW
6.1	This policy will be monitored by the Director of Building Safety and reviewed for approval by the Asset Investment Panel every three years or sooner where there is a significant change in legislation, regulatory requirements, industry guidance or following a significant incident.
7.	ASSOCIATED DOCUMENTS, POLICIES AND PROCEDURES
7.1	Documents, policies and procedures associated with this policy are: • Health and Safety Policy • Building Safety Act Policy • Aids and Adaptations Policy • Evacuation Policy • Asbestos Policy • Access to Homes Policy • Fire Risk Assessment Policy • Asset Management Strategy • Customer Complaints Policy • Procurement and Contract Management Policy • Data Protection Policy • Diversity and Inclusion Policy • Repairs Policy

DOCUMENT CONTROL

Document author	Head of Compliance
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