



## STANDARD OPERATING PROCEDURE

### LIFTS & HOISTS

#### *Governing standards and regulations:*

- Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
- Provision and Use of Work Equipment Regulations 1998 (PUWER)
- Electricity at Work Regulations 1989
- BS 7671:2018+A1:2020 Requirements for Electrical Installations. IET Wiring Regulations (BSI)
- L113 Lifting Operations and Lifting Equipment Regulations 1998. Approved Code of Practice and guidance
- Safe use of work equipment. Provision and Use of Work Equipment Regulations 1998. Approved Code of Practice and guidance L22
- Management of Health and Safety at Work Regulations 1992. Approved Code of Practice and guidance L21

**SOP Number 022**

**SOP Title Lifts & Hoists**

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Effective from				01/12/24

**Acronyms:**

BS: British Standard

CPT: Corporate Property Team

FM: Facilities Management

HSE: Health & Safety Executive

LOLER: Lifting Operations and Lifting Equipment Regulations

NCC: Norfolk County Council

PUWER: Provision and Use of Work Equipment Regulations

SOP: Standard Operating Procedure.

UK: United Kingdom

## 1. PURPOSE & SCOPE

Lifts provided for use by workers in workplaces are subject to the Lifting Operations and Lifting Equipment Regulations (LOLER) (External Reference 1). However, in most cases lifting equipment which is not provided for, or used by, people at work (e.g., stair lifts in private dwellings and platform lifts in properties used for customer access) will not be subject to either LOLER or PUWER, (Provision and Use of Work Equipment Regulations 1998 (External Reference 2)). Businesses providing this equipment will have responsibilities for its safety (it will require routine maintenance and inspection).

Regulation 9 of LOLER requires that all lifts provided for use in work activities are thoroughly examined by a competent person at regular intervals. This applies to lifts and hoists used to lift people or loads.

A thorough examination is a systematic and detailed examination of the lift and all its associated equipment by a competent person. Its aim is to detect any defects which are, or might become, dangerous, and for the competent person to report them to the responsible person.

A competent person is someone who has sufficient training, knowledge, and experience of the lift to be able to detect any defects and assess how significant they are. It is also important that the competent person is sufficiently independent and impartial to allow them to make an objective assessment of the lift.

The purpose of this Standard Operating Procedure (SOP) is to establish clear and comprehensive standard procedures to be followed for the Compliance and Maintenance of Lifts & Hoists for goods and equipment in commercial and domestic buildings managed by Norfolk County Council (NCC) Corporate Property team (CPT). It ensures compliance with United Kingdom (UK) and Health and Safety Executive (HSE) regulations, detailing the frequency and procedures for these tasks. By following this SOP, we aim to maintain fully functional and reliable Lifts & Hoists for goods and equipment, thereby ensuring the safety and well-being of building occupants.



## 2. RESPONSIBILITIES

### 2.1 Responsible or Accountable Person

The owner or person in control of the premises is the responsible person. The responsible person is defined as **Norfolk County Council** for the purpose of this SOP. The duties of the responsible person can be delegated, however, ultimately the responsible person, NCC, will remain accountable.

### 2.2 Responsibility by Proxy

The Responsible person, NCC, can appoint one or more competent persons to assist in undertaking the preventative and protective measures. A competent person is defined as someone with sufficient training, knowledge, and experience. This will be determined and recorded by NCC CPT using the NCC training log. NCC CPT FM Operations Managers assigned to a specific portfolio in collaboration with the appointed Premises Manager for the individual properties and or portfolios will undertake duties to assist the responsible person.

## 3. OPERATIONAL PROCEDURE & ACTIVITIES

### 3.1 Contractor Selection

The NCC CPT FM Operations Manager will assign an appropriate supplier as detailed on the Appointed Supplier Database (Internal Reference 1) to complete a thorough examination of all lifts in the properties they manage.

### 3.2 Examination Schedules

Examination Schedules will comply with minimum standards as set out in LOLER guidance of a thorough examination 12 months after installation and every 6 months thereafter for any lift that may at some point carry persons and every 12 months thereafter for any lift or hoist that only carries goods or equipment.

Scheduled Task	Task ID	Frequency
NCC-TASK-04-08	Goods and Equipment Lifts - Annual Insurance Inspections	Annual
NCC-TASK-04-01	Passenger Lift Insurance inspections	6 Monthly

### 3.3 Notification of Defects

Any defects will be notified by the contractor within 28 days by writing. Defects will be categorised into Serious, Significant and Minor. The terms may differ but the actions following the report of defects will suit the severity and risk of the defect. If a defect is found that presents an immediate danger to life, the



inspector is required by law to report this to the HSE. This report should contain all the information of the Asset and defect as set out in Schedule 1 of the Lifting Operations and Lifting Equipment Regulations 1998 (External Reference 1).

### **3.4 Actions Following Notification of Defects**

If notified of any serious or significant defects the lift in question should be taken out of service immediately. The lift cannot be used again until remedial work has been completed, and the examiner is satisfied.

Any defects noted as Minor should be treated as directed by the report from the examiner of the lift. This may include a timescale of repair or simply monitoring.

If any report recommends the lift is not to be used, then it must be taken out of operation until the defect has been satisfactorily remedied.

Once the defect has been raised either by Premises Manager, Inspection engineer or NCC CPT FM Operations manager through the helpdesk or direct on the CAFM System and a work order raised, the NCC CPT FM Operations manager or Admin will instruct a suitable repairer to carry out maintenance. This may be the same as the installer.

The NCC CPT FM Operations Manager will select the supplier from the Appointed Supplier Database (Internal Reference 1) and will update the work ticket on the CAFM System.

### **3.5 Documentation**

The examiner is required to provide a written and signed report of the thorough examination as soon as practicable. We will allow no more than 28 days. If any documentation is later this should be logged as a non-conformity in the Non-Conformity Log (Internal Reference 2) which can be found in the TFM General Teams space. All documents should be stored in the correct work order on the CAFM system.

## **4. FORMS/TEMPLATES TO BE USED**

Asset Naming Convention to be used for all assets and scheduled tasks on the CAFM System.

## **5. INTERNAL AND EXTERNAL REFERENCES**

### **5.1 Internal Resource References**

1. Appointed Supplier Database
2. Non-Conformity Log

### **5.2 External Resource References**

1. Lifting Operations and Lifting Equipment Regulations
2. Provision and Use of Work Equipment Regulations



## 6. CHANGE HISTORY

Should this SOP require alterations of any kind, they must be recorded as follows:

- **SOP Number:** The current SOP and new version number.
- **Effective Date:** The date the updated SOP becomes effective.
- **Changes:** A brief description of the main changes from the previous version.
- **Previous SOP Number:** The previous SOP and version number.

SOP no.	Effective Date	Changes	Previous SOP no.
022	01/12/24	Rebranding to NCC specifications	124