

# Introduction to Quality Lift Service Recognition Scheme

## Objectives of the Scheme

1. To encourage the responsible persons (RPs) for lifts to enhance the safety level, reliability and comfortability of existing lifts through modernisation measures;
2. To strengthen the capabilities of RPs for lifts of private buildings (including owners, owners' corporations and property management companies) in managing lifts of residential buildings, industrial and commercial buildings, shopping malls, hotels, public facilities and buildings to meet users' demands for lift services;
3. To give recognition to RPs for lifts who meet the criteria set by the Scheme as encouragement.

## Introduction to the Scheme and Participants

It is a voluntary scheme targeting at RPs for lifts of buildings<sup>1</sup> (including owners, owners' corporations and property management companies). Qualified RPs for lifts will be presented with gold/silver/bronze awards or certificates of excellence/merit according to their scores and the assessment aspects selected, in recognition of their contribution in modernisation of existing lifts and the continued provision of quality lift management services. Names of the contractors responsible for lift maintenance will be shown on the certificates to recognise their good services. The RPs for lifts may display the original or a copy of the certificates of the Scheme in their buildings and on promotional materials. The certificate is valid for two years.

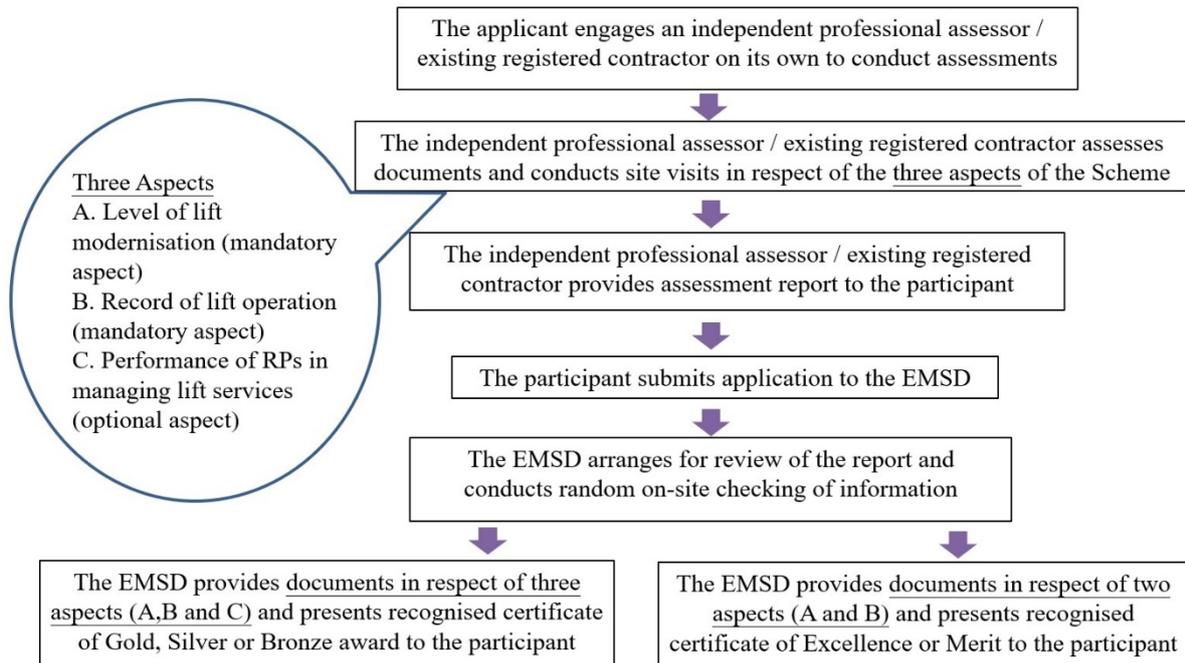
Note 1: Including residential buildings, industrial and commercial buildings, shopping malls, hotels, public facilities and buildings.

## Scope of the Scheme

The Scheme is targeted at RPs for lifts of buildings<sup>1</sup>, and participation is on a housing estate or building basis. The assessment covers all the lifts which are installed in a participating estate or building and regulated by the Lifts and Escalators Ordinance (including passenger lifts, goods lifts, but excluding hydraulic lifts, service lift (dumb waiter), vertical platform lifts, escalators and mechanized vehicle parking systems).

Note 1: Including residential buildings, industrial and commercial buildings, shopping malls, hotels, public facilities and buildings.

## Flow Chart for the Scheme



### Assessment Criteria

- A. Level of lift modernisation
- B. Record of lift operation
- C. Performance of RPs in managing lift services

#### A. Level of lift modernisation (50 points)

Level of lift modernisation	Points scored
(i) Installed double brake system	8 points
(ii) Installed unintended car movement protection device	8 points
(iii) Installed ascending car overspeed protection device	8 points
(iv) Installed car door mechanical lock and safety edge	8 points
(v) Installed intercom and CCTV system	6 points
(vi) Installed obstruction switch to protect suspension ropes	6 points
(vii) Installed automatic rescue device or post-voltage-dip-operation means or backup power supply device with equivalent functions	6 points
(viii) Installed remote monitoring device	Extra 10 points

#### B. Record of lift operation (50 points)

(i) Duration of service suspension<sup>2</sup> due to failure (25 points)

Duration of service suspension due to failure	Points scored
0 ~ 20 hours	25 points
21 ~ 40 hours	18 points
41 ~ 60 hours	13 points
61 ~ 80 hours	8 points
More than 80 hours	0 point

(ii) Average arrival time for failure related to passenger entrapment (15 points)

Average arrival time for failure related to passenger entrapment	Points scored
0 ~ 30 minutes	15 points
31 ~ 40 minutes	10 points
41 ~ 50 minutes	7 points
51 ~ 60 minutes	4 points
More than 60 minutes	0 point

(iii) Average arrival time for failure unrelated to passenger entrapment (10 points)

Average arrival time for failure unrelated to passenger entrapment	Points scored
0 ~ 1 hour	10 points
1 ~ 1.5 hours	7 points
1.5 ~ 2 hours	5 points
2 ~ 3 hours	3 points
More than 3 hours	0 point

Note 2: The duration of lift service suspension due to failure includes any duration of lift service suspension due to equipment failure and emergency maintenance (excluding the duration of service suspension due to routine maintenance, annual examination, scheduled maintenance and major alteration).

C. Performance of RPs in managing lift services (past 24 months) (50 points)

(i) Ensure compliance of lift maintenance and examination with legal requirements (7 marks)

(ii) Frequently conduct inspections to oversee the condition of the lift (7 marks)

(iii) Properly manage the contractors' work (5 marks)

(iv) Verify the records in the log book (5 marks)

(v) Hold regular meetings with contractors (2 marks)

(vi) Appoint a professional lift consultant, a registered lift engineer or an in-house engineer employed by the property management company to examine the work of lift contractors (4 marks)

(vii) Ensure the cleanliness of the lift machine room, shaft and pit (5 marks)

(viii) Immediately assist trapped lift passengers (5 marks)

(ix) Properly handle users' complaints (5 marks)

(x) The comfort of lift passengers and quality of physical environment of the lift car (including ventilation system, cleanliness, lighting, etc.) (5 marks)

Assessment Criteria

Under the Scheme, participants will be assessed according to their performance in managing lift services. Ratings will be made in accordance with the following criteria and Gold, Silver and Bronze awards will be presented, with the gold award as the highest level of performance.

Ratings of Assessment

<b>Quality Lift Service Recognition Scheme – Ratings</b>	
<b>Total points (highest: 150)</b>	<b>Rating</b>
136 – 150 (Attained at least 40 points in each of the three criteria, i.e. level of lift modernisation, record of lift operation, and performance of RPs in managing lift services)	Gold award
121 – 135 (Attained at least 40 points in each of the three criteria, i.e. level of lift modernisation, record of lift operation, and performance of RPs in managing lift services)	Silver award
101 – 120 (Attained at least 35 points in each of the two criteria, i.e. level of lift modernisation and record of lift operation, and at least 30 points in the criterion of performance of RPs in managing lift services)	Bronze award
<b>For those participating in assessment aspects A and B only</b>	
<b>Total points (highest: 100)</b>	<b>Rating</b>
75 – 100 (Attained at least 35 points in each of the two criteria, i.e. level of lift modernisation and record of lift operation)	Excellence
50 – 74 (Attained at least 25 points in each of the two criteria, i.e. level of lift modernisation and record of lift operation)	Merit

## Vetting Arrangements

All applications will be vetted by the consultant and independent professional assessors engaged by the EMSD, in which site visits will be conducted.

## How to Participate

1. Submit the participation form ([Annex AF](#)).
2. Participants should provide the following information for assessment when submitting the participation form:
  - A. Checklist for Lift Modernisation (signed and confirmed by the representative of a registered lift contractor / an independent professional assessor) ([Annex A1](#))
  - B. Lift Operation Record Form (signed and confirmed by the representative of a registered lift contractor / an independent professional assessor) ([Annex B1](#))
  - C. Performance of the RP in managing lift services over the past 24 months (signed and confirmed by an independent professional assessor) ([Annex C1](#))
    - (i) Documents relating to management that prove the responsible person has ensured compliance of lift maintenance and examination with legal requirements (e.g. electronic version of relevant management records, schedules of periodic maintenance, annual examination and examination with load, guidelines or manuals);
    - (ii) Supporting documents in relation to inspection of the condition of the lift (e.g. inspection log book over the past 24 months);
    - (iii) Supporting documents (e.g. electronic version of relevant management records, guidelines or manuals) in relation to proper management of and arrangements for contractors' maintenance and repair work (including: 1. arranging sufficient time for maintenance; 2. early notification to users about duration of lift service suspension; 3. verification of the identity of engineering workers; 4. provision of storage space; 5. making arrangements for emergency repair; 6. handling contractors' comments and quotations; 7. reviewing whether contractors have sufficient spare parts for repair);
    - (iv) Supporting documents (e.g. electronic version of the log book for the past 24 months) in relation to verification of the records in the log book;
    - (v) Supporting documents in relation to regular meetings with contractors (e.g. electronic version of the minutes of meetings with contractors no less than once every six months over the past year);
    - (vi) Supporting documents in relation to the appointment of a professional lift consultant, a registered lift engineer or an in-house engineer employed by the property management company to examine the work of lift contractors (e.g. electronic version of supporting documents on hiring professional lift consultants or registered lift engineers or information on hiring in-house engineers by the property management company in the past);

- (vii) Photos of the lift machine room, shaft and pit taken within the past three months (two photos of the lift machine room, shaft and pit respectively bearing the date of shooting, together with lift number, machine room number and location);
- (viii) Supporting documents in relation to assisting trapped lift passengers (e.g. electronic version of procedures, guidelines or manuals; and related service indicators and performance pledge for assisting trapped lift passengers, and electronic version of related records of staff training and drills);
- (ix) Supporting documents in relation to handling of users' complaints (e.g. electronic version of procedures, guidelines or manuals for handling users' complaints; and electronic version of records of staff training and drills on handling users' complaints); and
- (x) Reports on assessment of comfort of lift passengers and quality of physical environment of lift cars (including ventilation system, cleanliness, lighting, etc.) conducted by independent professional assessors.

#### Terms and Conditions

1. Participants should use the lifts installed in the estate or building under their management for participating in the Scheme and must not give false information. Any participants found violating the terms and conditions will be disqualified.
2. The EMSD reserves the right to make corresponding arrangements and changes in light of the response to the Scheme.
3. The EMSD reserves the right to refuse or terminate participation of those not complying with the eligibility criteria or violating the terms and conditions.
4. The EMSD reserves the right to modify the terms and conditions of the Scheme without giving prior notice.