Australian Elevator Association

IPP 20	Emergency Response Plans (ERP)	Mar 2025
AEA	Installation / Major Modernisation	V1.0

Subject - This position paper focuses on Emergency Rescue Plan (ERP's) from lift-wells and/or pits on new installation (construction) and major modernisation projects only.

It is not intended to provide any guidance in relation to emergency rescue for maintenance / repair sites.

Note[1] – Major Modernisation is deemed to be where the modernisation of the lift occurs and where a builder and Principal Contractor have been appointed for the site.

Purpose – Define and clarify what ERP's are, who should prepare and implement them and the associated actions.

AS 4431:2019 Safe working on new lift installations, clause 3.1 Site Establishment Safety, there is a requirement prior to undertaking any lift installation work that an emergency response plan (ERP) applicable to the work shall be developed and implemented.

In line with that standard, the Lift Industry's position is that Emergency Rescue Plans (ERP's) should outline the responsibilities of all parties including, the Lift Technician/Installer, the Builder / Principal Contractor and Emergency Services, and that the actions and involvement of each can occur and be implemented simultaneously or in combination with each other.

The ERP should contain information (from AS 4431:2019), based on risk assessment, how foreseeable emergencies in the lift-well, lift pit or other machinery spaces will be addressed, including,

- Rescue of trapped or suspended workers (include injured or ill workers)
- Loss of electric power or hoist failures
- Fires, smoke, or flooding
- Treatment of injuries and illness
- Evacuation of injured or ill workers

Our involvement in most cases will be co-ordinated and agreed with the Builder / Principal contractor and Emergency Services, i.e. in the case of New Installation/Construction and Major Modernisation projects, the Builder / Principal contractor is responsible for the sites overall ERP.

Note[2] – Refer to relevant state/territory WHS regulations regarding emergency response plans as these may differ.

How – The Lift Industry acknowledges that lift technicians/installers cannot rely solely

on emergency services in relation to the rescue of a person from a fall from height or from lift-wells and lift pits.

Further, the Lift Industry acknowledges that lift companies have an obligation to ensure that processes, procedures and facilities are in place to affect rescue in the event of an incident when personnel are accessing lift-well and lift pit.
Whilst the Lift Industry acknowledges this responsibility, no matter how prepared installers are with basic first aid or the understanding of an ERP, they are not qualified emergency services personnel, especially when there are critically injured, or fatalities involved.

The Lift Industry's view is that in some rescue situations, the involvement and actions of the lift technician/installer may simply extend to providing immediate first aid (after contacting emergency services and other relevant parties) and treatment until emergency services can attend, or simply providing and assisting with access to the lift-well, lift pit or machinery space (and to make it as safe as possible) for rescuers provided by the Builder / Principal Contractor or Emergency Services to access, treat and retrieve the person(s) involved.

- Assess the situation – ensure it is safe for access / self-rescue / emergency services
- Call for assistance / Contact emergency services
- Render immediate first aid (lift installers in the majority of cases are all trained in first aid)
- Communicate with relevant parties e.g. Builder / Principal contractor / Direct supervisor
- If applicable prepare to assist emergency services / first responders

In all situations it will need to be determined whether to:

- To proceed with a self-rescue (a rescue enacted and implemented by the lift Installer/s and/or the injured person/s) or,
- Rely on the rescue by others including the Emergency Services or other rescuers provided by the Builder / Principal Contractor.
- This decision should be based on the following considerations including:
    - The location of the incident and where is rescue required from. Is it from somewhere in the lift-well or from the lift pit. How is entry gained to the lift-well or lift pit. What is the depth of the lift pit or is it a "blind" shaft with excessive distances between landings or floor access.
    - The situation and type of injuries have been sustained by the person(s) involved. What is the body location and type of injury. Are they conscious. Have they sustained head, spinal or fracture type of injuries. Is there a risk that attempting rescue may aggravate or exacerbate their injuries.
    - Whether the injured person involved can assist with their own rescue. Can they stand up, walk or climb a ladder.
    - Any potential risks to the injured person involved or the rescuers if going ahead with the rescue.

- What is the availability of rescue personnel.
- What stage of installation is the project at.

  This is a consideration that some installations may be at the nearing the end i.e. commissioning/testing stage, and these could be single person installations. Consider that there may be a lone worker or remote worker procedures or systems available, and in place that enables for support or assistance to be called for if required.

Who – Depends upon the considerations above. First Aiders through to Emergency Services.

Tooling / Specific Equipment – Having the required equipment and what equipment will depend on the work tasks and the ERP.

Summary – The Lift Industry acknowledges the obligations that Lift Installers have in developing Emergency Rescue Plans covering lift-wells, lift pits and machinery spaces on installation and major modernisation projects, but that these plans must be developed in conjunction, co-ordination and in alignment with the Emergency Rescue Plans of Builders / Principal Contractors and that depending on the specific emergency situation, Emergency Services may be best placed to affect and attempt the rescue.

Rather than simply or solely relying on Emergency Services, these plans should detail the considerations outlined above, or in other words, the situations, scenarios or escalation points when self-rescue should not be attempted and when this should be affected by the Emergency Services.

The Lift Industry proposes that the responsibilities for emergency rescue must therefore sit across all relevant parties and not just with the lift installer and that this also aligns with AS 4431:2019 which states that the rescue plan shall include “the ability to call for help” in addition to the ability to “self-rescue” and that the rescue plan shall not include “practices that endanger rescuers, casualties or others”.

For further information contact the Original Equipment Manufacturer (OEM), lift company engaged or the AEA.

Version Control

Version	Description	Author	Date
V1.0	Final	AEA OH&S S/C	31/03/2025