

your responsibilities in the provision  
and use of lifting equipment at work

## **Goods lifts: your questions answered.**

**A guide to help you  
provide safe handling  
of goods.**

**Stannah**

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## Dear Customer

As a national lift provider we are constantly asked for our advice.

This booklet aims to provide answers to the most frequently asked questions about installing, using and maintaining all types of goods lifts – from dumbwaiters or service lifts, goods platform lifts through to larger goods lifts, some with attendant control too.

There is a useful reference section explaining the Manual Handling Regulations that are key to assessing your need for goods lifts. You may be surprised at the statistics of work days lost due to injury caused by poor manual handling practice.

We look at regulations and standards relating to lifting equipment: both your responsibility as a lift owner/operator and ours as a supplier, installer and service provider.

We hope you will find this booklet useful. If you have further questions please do not hesitate to contact us.

Yours sincerely

Alastair Stannah

Alastair Stannah



# Introduction

**Every hour of every day, in thousands of premises across the UK, a goods lift is hard at work, taking on the role of an extra pair of hands (or two). We pass them every day: at the station, in the coffee shop, at the supermarket, in our favourite restaurant. They are an invisible workforce, simply keeping things moving.**

Running a business is hard enough, without the pressure of continually moving stock by hand. By installing a lift you are enhancing your business, protecting your staff and improving performance. It makes economic sense.

Service lifts/dumbwaiters provide essential customer service in pubs, restaurants and clubs and make light work of operating in premises over several floors. Step changes between storage areas are easily overcome with the low-rise platform goods lifts and larger goods lifts move retail stock, provide easy access to elevated and basement storage areas and ensure the efficient and safe movement of large and/or awkward loads.

Many goods lifts are installed within their own structure, so there is no need for the construction of special lift shafts. This makes installation possible within a few days. Dumbwaiters/service lifts are often available ex-stock and can be delivered and installed extremely quickly.

Installing, owning and operating a goods lift can make a huge difference to the logistics within your building. They simply make life a little easier for a lot of people.

To date Stannah Microlifts Ltd has installed over 25,000 goods lifts in the UK.

# Manual Handling - what every business should know

## Manual handling injuries – the massive cost

**Every year almost a third of all over-three-day injuries reported to the HSE or local authorities are due to manual handling – the transporting or supporting of loads by hand or bodily force.**

The majority of such accidents cause back injury and lead to, on average, 17 days off work. In some cases the victim never recovers.

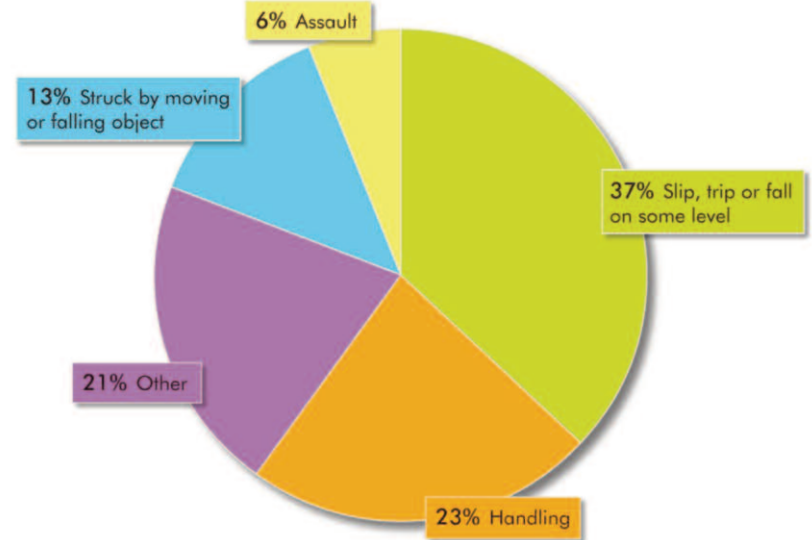
This massive human and economic cost is not just caused by the handling of heavy loads. Many injuries arise through the repetitive movement of light or difficult to handle loads.

Loads themselves can be as diverse as a box of goods, an animal or a patient and the environments in which injuries occur include everything from a factory to an office, a hospital to a bank, a building site or while making deliveries.

The Manual Handling Operations Regulations 1992, as amended in 2002 ('the Regulations') exist to help prevent many of these injuries.

In the following pages we take a closer look at the Regulations and how employers can meet with the necessary requirements.

## Kinds of specified injury to employees 2014/2015



### The HSE Health and Safety statistics for 2014/15 reported:

- 17,500 instances of limb pain reported to GPs where more than seven days of work was lost, directly relates to lifting/carrying or materials manipulation in the workplace (2012-2014)
- In 2014/15 there were just under 17,300 reported handling injuries
- Handling is the most frequent cause of over-seven-day injuries (RIDDOR), accounting for 28% overall
- An estimated 2.1 million working days lost due to handling injuries and slips and trips
- A further 9.5 million working days due to work-related, musculoskeletal disorder statistics (WRMSDs) in Great Britain
- The estimated economic cost to Britain of illness from injury is £4.9 billion

Source: [www.hse.gov.uk/statistics](http://www.hse.gov.uk/statistics)

## Good handling

**Technique is everything when it comes to avoiding injury during the handling of goods. Here's how to get the technique just right – but bear in mind individual capability.**

The guidelines below will give reasonable protection to nearly all men and around half to two-thirds of all women. To provide similar protection to all women, weight guidelines must be reduced by around one third.

These guidelines are also for infrequent operations – about 30 per hour – and where employees can work to their own pace with adequate pauses. As a rough guide, weights must be reduced by 30% if the operation is repeated once or twice per minute; by 50% if the operation is repeated 5-8 times a minute and by 80% when the operation is repeated more than 12 times per minute.

Factors that will also need to be taken into consideration include whether:

- The load is easily grasped with both hands;
- The lifter needs to twist during the operation;
- The operation takes place in reasonable working conditions with the lifter in a stable position.

## What do the Regulations say?

The Manual Handling Operations Regulations 1992 (as amended in 2002) require an employer to:-

- Avoid the need for manual handling as far as reasonably practicable;
- Assess the risk of injury from any manual handling that cannot be avoided;
- Reduce the risk of injury from manual handling as far as reasonably practicable.

Employees have their own responsibilities. They must follow established Safe Systems of Work to avoid potential injury. They must also make proper use of equipment provided for their safety, and co-operate with their employer on health and safety matters.

## Good handling – a visual guide

To promote best practice, follow these simple steps when training people in safe manual handling.

It will protect you and your workforce, encouraging good health and productivity.



Stop and think



Position the feet



Adopt a good posture



Get a firm grip and keep the load close



Move the feet and don't jerk the load



Put down, then adjust

# Questions to consider

## Ways of reducing the risk of injury:

### Can you –

- Improve workplace layout to improve efficiency?
- Reduce the amount of twisting and stooping?
- Avoid lifting from floor level or above shoulder height?
- Reduce carrying distances?
- Avoid repetitive handling?
- Vary the work, allowing one set of muscles to rest while another is used?

### Can you make the load –

- Lighter or less bulky?
- Easier to grasp?
- More stable?
- Easier to hold? (Your suppliers may be able to help you with this.)

### Can you –

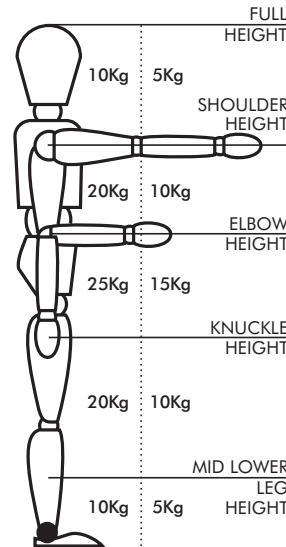
- Remove obstructions to free movement?
- Provide better flooring?
- Avoid steps and steep ramps?
- Prevent extremes of hot and cold?
- Improve lighting?
- Consider less restrictive clothing or personal protective equipment?

### Can you –

- Take better care of those who have a physical weakness or are pregnant?
- Give your employees more information – e.g. about the range of tasks they are likely to face?
- Provide training?

## Problems to look for when making an assessment:

*If the lifter's hands enter more than one box during the operation, use the smallest weight*



### The tasks: do they involve –

- Holding loads away from the body?
- Twisting, stooping or reaching upwards?
- Large vertical movement?
- Long carrying distances?
- Strenuous pushing or pulling?
- Unpredictable movement of loads?
- Repetitive handling?
- Insufficient rest or recovery time?
- A work rate imposed by a process?

### The loads: are they –

- Heavy, bulky or unwieldy?
- Difficult to grasp?
- Unstable or unpredictable?
- Intrinsically harmful e.g. sharp or hot?

### The working environment: are there –

- Constraints on posture?
- Poor floors?
- Variations in levels?
- Hot/cold/humid conditions?
- Strong air movements?
- Poor lighting conditions?
- Restrictions on movements or posture from clothes or personal protective equipment?

### Individual capacity: does the job –

- Require unusual capability?
- Endanger those with a health problem?
- Endanger pregnant women?
- Call for special information or training?

# Service lifts: frequently asked questions

**How can I assess whether I need a lift in my premises – is it a legal requirement?** If you are repeatedly moving goods over two or more floors by hand then a lift will improve efficiency and safety, helping you to meet the Manual Handling Regulations (see pages 6-11). You are legally responsible for the welfare of your staff during their working hours and also for the health and safety of everyone on your site. Installing a lift will ensure their safety and improve the efficiency of your business – it is an essential investment.

**Who can tell me if I have room for a goods lift?** A goods lift provider, such as Stannah, can visit your premises and carry out a survey to advise you of the best position and product for your needs.

**Do I need to then build a shaft for the lift?** Yes, although many goods lifts (like Stannah models) will be supplied with their own structure-supported framework you will need to provide an enclosure to meet health and safety requirements. This may not need to be loadbearing if your lift has its own structure.

**What sort of business disruption can I expect?** We supply most of our Stannah service lifts from stock and install them in just a few days, subject to builder's work. We always do our best to minimise interruption time to your business.

**Will I need to manually lift goods in and out of the lift?** If the lift has a floor-level access then your goods would travel on a trolley or a pallet. If your need is for a dumbwaiter service lift then the access is at waist height. This would then fit with the work service levels in a kitchen or serving height in a food/drink outlet. Please refer to our Manual Handling information on how to lift correctly on page 8/9.

**How far can a service lift travel?** Our dumbwaiter lifts can travel up to 30 metres or 12 stops.

**Is the position of the landing doors on each floor variable?**

It certainly is. Most configurations are possible – please consult your lift supplier.

**Can I install a dumbwaiter in a private dwelling?**

You certainly can. We have installed many in town houses where carrying goods over several stairways is challenging. Historically most grand houses had a dumbwaiter from kitchen to dining room.

**Can I run the lift from a domestic 240 volt power supply?**

Yes, you should not have any problems with small service lifts from our range.

**If I install a lift how much maintenance does it need at what cost?**

Maintenance is an essential part of owning a lift. A new lift is guaranteed for 12 months and this includes servicing. After the guarantee period it is your responsibility to ensure your lift is maintained to ensure continued safe operation. This will be your lift service provider's function. They will advise you about frequency and cost, depending on the usage of your lift. Our network of lift services engineers deliver local response, nationwide. With thousands of customers relying on our lifts right across the UK we know how important it is to keep goods moving.

**Is there such a thing as a heated service lift as my business depends on the service of fresh hot food?**

Yes, at Stannah we offer a heater in our service lifts. Customers typically have two lifts, one for service and one for clearing, either side by side or stacked (double decker arrangement of two lift cars using one shaft). One lift is heated to ensure great service that enhances reputation. We offer two ways of heating your lift. The first is to go for an infrared heated lift car, the second an option to have some or all of the shelves heated.

**My premises has low headroom. Is this a problem?**

No. There are products designed to overcome low headroom on the upper floor and also models that address premises with an inability to have a standard pit.

**Will I need to meet European Standards and Regulations?**

Yes. There are standards that determine the manufacture and operation of goods lifts. These are explained in more detail on Page 22/23.

# Choosing the right service lift for you

## **Which tasks do you want your lift to perform?**

This may seem a strange starting point but the whole idea is to make life easier, staff safer and customers happy with your standard of service. So if you need to serve hot food quickly, your needs will be different to someone who regularly moves goods from delivery to storage areas.

## **How much do you need to move in one journey?**

This identifies the weight and volume of each load and determines the capacity of the lift required. It is essential to get this right as an overloaded lift will not function efficiently.

## **Will you be loading at floor or waist level?**

If you intend to move heavy or awkward goods by means of a trolley you will require a floor level loading and dispensing lift. An example is a lift used for laundry movement in a hospital or hotel where minimal manual handling is required. If your lift is to improve service in a café or restaurant then waist-height serving is a must.

## **How many lifts will you ideally need?**

This depends on the size of your operation, the speed at which you need to move goods and the number of staff using the lift/s. It is also determined by the size and arrangement of your premises. Dumbwaiters used for food and drink service are often installed in pairs, typically one for service, one for clearing. Alternatively a double decker, two lifts in one shaft is an option. It is worth noting that catering lifts should be finished in stainless steel for ease of cleaning and hygiene purposes.

## **Can your premises meet your requirement?**

Your chosen lift company will conduct a survey of your premises and help you determine how your premises can accommodate your ideal requirement.







## How can Stannah help me with service lifts?

As you will see from the weight guidelines inside this leaflet, manual handling is not just about moving heavy goods. The weights involved can be as little as 5kg where other factors such as frequency of handling and type of load come into play. Any manual handling operation must be assessed with one of the key elements being how often a load is moved and whether it has to be moved a long distance or up and down stairs.

**This is where Stannah can help.**

The Stannah range of service lifts offers models from 50-300kg capacity; a choice of lift which can eliminate the need to carry any goods from one floor level to another. Both products are available with waist or floor level entrances.

Our **Microlift** dumbwaiter – for loads from 50-100kg and travel of up to 30 metres – is Europe's most popular service lift making life a little smoother in thousands of business premises. With low headroom and double decker models we are confident we can help everyone enjoy the benefits of a helping-hand lift.

Our **Trolleylift** range – for loads from 250-300kg and travel up to 18 metres – is a larger volume, more robust lift designed for carrying trolleys of goods in a roll-in, roll-out fashion.

Stannah ensures that the installation of every lift is a positive decision that does not cause major upheaval in the workplace.

All Stannah goods lifts come with their own structure-supported frame, making installation simple. Builders work requirements are minimal and once complete, installation takes as little as 1-2 days for a two-floor model. After the test and commission visit, the lift is ready for action.

**For a free, no-obligation survey, call us on 01264 351922.**

# Microlift

Our Microlift service lifts are installed in thousands of UK premises performing a variety of tasks that include food service in catering, stock transfer in retail, helping hand in a library, parts transfer in an engineering workshop and even money transfer in a casino.





## Trolleylift

Floor-level loading makes this lift ideal for the easy repeated movement of goods in loads of up to 300kg.



# Statutes and Guidelines

**The legal requirements surrounding the provision and use of goods lifts provide a guidance framework to ensure best practice. In the event of an accident a lift owner would be required to demonstrate they had followed the guidance and therefore supplied and operated machinery responsibly.**

## Manual Handling Regulations

We have covered these regulations comprehensively from pages 6 -11 as they are the core guidance for businesses who need to move goods frequently and regularly.

You have a duty to protect your staff from potential injury caused by inappropriate manual handling and would be held responsible in the event of an accident or injury by The Health and Safety Executive if you have placed unfair or dangerous demands on your staff by not supplying an efficient way of moving goods.

Two regulations (hand in hand) govern the use of lifting equipment. These are PUWER and LOLER explained below:

## PUWER

The Provision and Use of Work Equipment Regulations 1998 (PUWER) came into force on 5 December 1998.

These regulations require any risks to people's health and safety, from equipment that they use at work, to be prevented or controlled.

### What does PUWER do?

The Regulations require that equipment provided for use at work is:

- Suitable for the intended use
- Safe for use (as per LOLER requirements)
- Used only by trained people, familiar with the equipment

- Accompanied by suitable safety measures such as signage, protective devices/clothing, markings and warnings

### What equipment is covered by the Regulations?

Any equipment used at work from knives and hammers to lifts and motor vehicles. All equipment will be covered by PUWER

### Do the regulations apply to me?

Yes – just as LOLER (below)

## LOLER

Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) place duties on people and companies who own, operate or have control over lifting equipment. This includes all businesses and organisations whose employees use lifting equipment, whether owned by them or not.

The Regulations require that lifting equipment provided for use at work is:

- Strong and stable enough for the particular use and marked clearly to indicate safe working loads
- Positioned and installed to minimise any risks
- Used safely ie. The work is planned, organised and performed by competent people
- And, subject to ongoing thorough examination and, where appropriate, inspection by competent people

### What equipment is covered by the Regulations?

The whole spectrum of lifting operations, including all goods lifts and hoists.

### Do the regulations apply to you?

If you are an employer or self-employed person providing lifting equipment for use at work, or you have control of the use of lifting equipment, then the Regulations apply to you.

**Do my employees using the equipment have any duties under LOLER?**

No, but they do have general duties under the HSW Act and the Management of Health and Safety at Work Regulations 1999, i.e. to take reasonable care of themselves and other workers through co-operation in the workplace.

**What do the Regulations require me to do?**

You have a duty to meet all the requirements of PUWER and LOLER by taking every precaution to ensure safety in using equipment in your workplace. In addition you must ensure the equipment is clearly marked and regularly inspected and maintained in safe working order. You should have evidence to demonstrate you have looked after the equipment according to the requirements of PUWER and LOLER.

**How are PUWER and LOLER Regulations enforced?**

Health and safety inspectors enforce the Regulations and take firm enforcement action if they are not being met.



# Larger goods lifts: frequently asked questions

**Have I got room for a large goods lift?** Your lift provider will survey your premises to advise about how your premises will accommodate a goods lift and how you can position it to help you the most.

**If I decide I need a goods lift how long will I have to wait to install it?** Your new goods lift will have a lead time for the manufacture of your bespoke requirements. Once delivered, our work in installing the lift can be done in just a few days. You may need builders work before installation depending on where your lift is positioned.

**What level of disruption to my business can I expect when the lift is installed?** Just a few days is usual. We do our very best to minimise any interruption to business as much as possible and do bear in mind that the lift will benefit your business in the long term.

**Do I need to build a lift shaft?** It depends on the product you choose. Our larger goods lifts can be supplied structure-supported so there would only be a need to build an enclosure that is not load bearing. The enclosure guards the machinery – the working parts of the lift.

**Can I travel in the lift?** If you need to travel with your goods you will require an attendant controlled lift with controls inside the lift.

**I'm concerned I have limited space. How do the doors open on a larger goods lift?** Goods lifts come with a choice of door configurations. At Stannah we offer hinged doors to give the largest opening, or concertina doors that fold back either outside or within the lift aperture to save space in front of the lift.

**I have reduced space at the upper floor of my building. Is this a problem?** There are reduced headroom goods lifts for most situations and reduced pit models too.

**How do you recommend I load the lift?** Ideally spread your load evenly from the centre of the lift car outwards and then upwards. An even load means the lift will operate more efficiently and your goods are secure. A pump-truck or sack-truck may assist the loading.

**What happens if my lift breaks down?** You are required by law to have a maintenance contract for your lift and your lift service provider will attend your site as soon as possible. Stannah have a national network of service branches who deliver local service – so a Stannah engineer is never far away. New lift equipment will be covered by a 12-month guarantee.

**I need access to a mezzanine level. Can this be provided via a lift?** You can certainly use a lift to access a mezzanine. You can install a goods-only or attendant-controlled lift depending on the nature of your goods and the function of the mezzanine level. Our structure-supported goods lift are ideal.

**Do goods lifts have similar operating controls to like passenger lifts?** The operating switches for goods-only lifts are on the landing entrances of the lift. You can send or call the lift from each landing. If you need to travel with goods then there will be additional constant-pressure operating buttons inside the lift too.

**I have low flight of stairs in my premises that can be avoided via a ramp but still makes moving pallets of goods so physically demanding. Is there a product that can provide a solution?** Platform goods lifts can be installed to overcome a change in levels of up to 1.5 metres. This is an investment that saves time, money and potential injury to staff as well as improving customer service.



# Choosing the right goods lift for you

5 questions that will inform your choice of lift...

## Which tasks do you want your lift to perform?

This may seem a strange starting point but the whole idea is to make life easier, staff safer and customers happy with your standard of service. So we need to know what function you need the lift to perform and how many journeys it will make.

## How much do you need to move in one journey?

This identifies the weight and volume of each load and determines the capacity of the lift required. You may need to move large boxes of light objects or small boxes of very heavy items. These two examples may not obviously require the same lift car size but may well need the same weight capability. It is essential to get this right as an overloaded lift will not function efficiently.

## What distance do you need to move your goods over and is there more than two stops?

This will determine the structure, size and position of your lift within your building.

## Do you need to provide travel in the lift for an attendant?

This will determine the model of lift and the arrangement of lift controls. You will need controls within the lift car if an attendant is travelling. You may also need a larger lift as your loading space within the lift car will be reduced.

## Can your premises meet your requirement?

Your chosen lift company should conduct a survey of your premises and help you determine how your premises can accommodate your ideal requirement.



## How can Stannah help me with goods lifts?

Manual handling is not just about moving heavy goods. It's about moving awkward goods, repeatedly. The weights involved can be small but the volume may be large or vice versa. The type of load may determine your choice of equipment. Any manual handling operation must be assessed with one of the key elements being how often a load is moved and whether it has to be moved a long distance or up and down stairs.

**This is where Stannah can help.**

The Stannah range of larger goods lifts offers models up to 3000kg capacity; a choice of lifts that can eliminate the need to carry any goods from one floor level to another.

Our **Levelmaster** platform goods lift – for loads up to 2000kg is designed to offer robust transport over step changes in floor levels up to 1.5 metres. The lift is operated with a scissor action and can repeatedly move stock or goods on trolleys, all day, every day. It is enclosed on all sides for complete safety.

Our **Goodsmaster** range of lifts – for bulky loads up to 3000kg and travel up to 15 metres – offers a range of models, door configurations and an attendant-control option too.

All Stannah goods lifts come with their own structure-supported frame, making installation easier. Our installers will need to be on site for a few days and you will need some builder's work to complete your site. We will test and commission the lift only once we have trained your operator/s to safely use the lift.

**For a free, no-obligation survey, call us on 01264 351922.**





## Levelmaster

Our low-rise robust goods platform lift, with a scissor-action, is closed on all sides for the safe movement of stock over awkward floor level changes.



# Goodsmaster

This goods-only vertical lift will make light work of loads up to 3000kg. Supplied in its own structure it can be installed in just a few days.



# Goodsmaster Plus

Just add an attendant and this lift will let you travel with your precious loads.





The Stannah Promise

**Always true  
to our word**

## How can Stannah help me?

If you'd like to reduce manual handling and increase efficiency, then a service or goods lift could be the perfect solution for you. Here at Stannah we will walk you through every step and take you beyond.

## Stannah Microlifts

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GLYGA/09/16

### Meet the family



Stairlifts



Homelifts



Platform  
lifts



Passenger  
lifts



Service and  
good lifts



Bespoke  
lifts



Escalators and  
moving walkways



Loading systems



Lift refurbishments,  
service and repair

[www.stannahlifts.co.uk](http://www.stannahlifts.co.uk)

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