

Legislative Council Panel on Development

**The Administration's Responses to
the Motion passed under agenda item VII
"Regulatory control over lift safety"
at the meeting on 29 May 2018**

Regarding the motion moved by Hon Gary FAN Kwok-wai on regulatory control over lift safety and passed by the Legislative Council Panel on Development at its meeting on 29 May 2018, the Administration's responses are as follows:

"To increase its manpower resources to step up efforts to inspect the maintenance and repair work carried out by lift contractors and check the spare part replacement and maintenance records of lifts."

1. The Electrical and Mechanical Services Department (EMSD) adopts a risk-based approach to strengthen the surveillance checks of those lifts with higher risk, such as those with longer in-service years and frequent complaints/breakdowns, so as to monitor relevant maintenance works, inspect logbook records of maintenance works including the critical components of the lift that have been replaced and check if there are contraventions of the Lifts and Escalators Ordinance (Cap. 618) (the Ordinance). The EMSD conducted about 11 200 inspections of lifts and escalators in 2017. In 2018/19, the EMSD has increased the manpower of a dedicated team in order to strengthen the inspections of aged lifts. The EMSD will make greater efforts to inspect the maintenance and examination of lifts, in particular those components which may affect the safe operation of lifts. It is expected that the number of inspections this year will increase to about 14 000, i.e. an increase of 25%. In addition, regarding the new series of measures which are to be implemented in the future, the EMSD will further examine the manpower requirements to cope with the additional workload.

"To review the "Registered Lift and Escalator Contractors' Performance Rating Scheme" and increase the penalties concerned."

2. The "Registered Contractors Performance Rating System" is an administrative measure to assist in enforcing the Ordinance. It is one of the reference indicators which aims to assist lift/escalator owners or their property

management companies in selecting suitable contractors to carry out maintenance and repair for their lifts/escalators. During the daily surveillance checks and incident investigations, if the EMSD discovers that a contractor has performed unsatisfactorily, the contractor's performance score will be deducted and the results will be uploaded to the EMSD's website on a quarterly basis so that the public can know the performance of each contractor in a timely manner, thus enabling them to choose a suitable contractor to provide maintenance services for their lifts. The EMSD will also make remarks in the said website promptly when a contractor is involved in a serious incident under investigation, so that the public can make a holistic assessment when choosing their lift contractors. After deducting the performance score, if there is contravention to the Ordinance, the EMSD will take appropriate action according to the seriousness of the case, for example taking prosecution action and/or referring the case to the Disciplinary Board Panel for hearing. The concerned contractor may eventually be subject to suspension or cancellation of registration.

3. The EMSD will review and revise the "Registered Lift and Escalator Contractors' Performance Rating System" from time to time. The last review on the system was completed in January 2018, and relevant amendments came into effect in February 2018. The EMSD has been receiving suggestions from various stakeholders from time to time and a new round of review will be initiated with a view to further improving the system.

"To provide subsidies to owners with financial difficulties to install additional safety devices for aged lifts, so as to meet the latest safety standards in this respect."

4. As we briefed Members at the meeting of Legislative Council Panel on Development on 29 May 2018, the Development Bureau and the EMSD are actively formulating short-term, medium-term and medium to long-term measures to enhance the safety of aged lifts, thereby further protecting public safety. Among these measures, the medium-term measure is to consider the feasibility of allocating funding to subsidise those owners in need by making reference to the on-going "Operation Building Bright 2.0" and "Fire Safety Improvement Works Subsidy Scheme", and providing them with appropriate professional support, so as to encourage them to speed up the lift modernisation works.

5. We will brief Members on the details of the new measures as soon as possible, in particular the subsidy scheme related to the medium-term measures.

“To formulate guidelines and provide more information to assist owners and resident organizations to select lift contractors with good track records.”

6. In selecting suitable Registered Contractor, in addition to the price factor, the EMSD recommends that Responsible Persons for the lifts should pay attention to: (1) the background of Registered Contractors; (2) whether there is sufficient human resources, relevant technical knowledge and experience; (3) whether sufficient spare parts are kept; (4) time required for maintenance works; (5) capability of dealing with emergency; and (6) past performance rating, etc. The EMSD has prepared pamphlets giving relevant guidelines for promotion to Responsible Persons.

7. In order to assist Responsible Persons for lifts in selecting a suitable registered lift contractor, the EMSD provides the following information for their reference:

- The maintenance price figures for lifts at private residential and commercial premises are released on a half-yearly basis to enhance transparency of the market prices;
- The “Registered Contractors’ Performance Rating” is announced on a quarterly basis to indicate the performance of each contractor in terms of safety and services quality. When the contractor is involved in a serious incident under investigation, the EMSD will add remarks to the contractor concerned in the webpage announcing the performance rating; and
- In order to facilitate Responsible Persons to invite tenders for the maintenance or modernisation works for their lifts, the EMSD has prepared the “Sample Contract for Procurement of Comprehensive Lift/Escalator Maintenance Service” and “Sample Specifications for Engagement of Registered Lift Contractor for Carrying out Lift Modernisation Works” for reference by Responsible Persons during tendering.

8. The EMSD will continue to listen to the views of various stakeholders and provide appropriate technical support for Responsible Persons. As mentioned in paragraph 3 above, the EMSD will initiate a new round of review for the “Registered Lift and Escalator Contractors’ Performance Rating System” with a view to further improving the system.

Development Bureau
Electrical and Mechanical Services Department
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