

# **STANDARD OPERATING PROCEDURE**

# **SOP 20.1. – Lift operations**

**Date:** 14.07.2020

# PURPOSE

This is a guide in terms of the business on the **operation of** a **lift** at a branch, the rules to follow when using a lift & the **importance of following the rules.**

# SCOPE

This guide covers the daily operations of the lift for the movement of goods; the staff allowed to operate the lift, the weight allowed in the lift & the communication between levels when running the lift.

# RESPONSIBILITY

1. The Branch Manager is accountable & responsible for the daily operations of the lift including the safety, servicing & maintenance of it.
2. The Assistant Manager & 2 other Staff members that have been trained on the operation of the lift.
3. **Only trained & appointed staff members may operate the lift!**

# DEFINITION

1. **Lift,** is a transport vehicle that efficiently moves goods between the floors of a building.
2. **Lift Cabin (outer) door,** is the door which opens up manually & leads to the lift car gate door. It is made up of solid panels which slide closed onto each other or slide open away from each other.
3. **Lift Car gate (inner) door,** is the door of the lift itself which is used to secure the goods in the lift. It opens up in a concertina method or similar to a trelli door.
4. **Call buttons,** these are marked buttons which show the different floors. When pressed, the lift will go to the floor of the button pressed.
5. **Lift Operator,** this will be a Staff member whom is trained in the operation of the lift & has signed the training register attached.

# RULES

1. This is a goods lift only. ( **No people** are allowed to **ride the lift** )
2. The lift must **not be moved** between floors with one or two items & **if not full** either by volume or weight.
3. **Single** beds or appliances must be moved between floors using the **stairs.**
4. The operator is to make sure that **both doors are closed properly** or the lift will not work.
5. At each floor, the Lift Operator will open & close the two doors, intercom the other floors & operate the call buttons.
6. **Only trained staff** are permitted to operate the lift.
7. The **maximum weight** the lift can carry is **three tons.**
8. When the lift is not in use the car gate (inner) door must be closed & the Cabin (outer) door must be open.
9. The lift must be left at the floor it was last at, at the end of every day.
10. **The use of the lift must be as little as possible!**

# PROCEDURE

**Receiving of stock from the distribution center**

1. The stock is offloaded from the truck & checked. The stock is then arranged into different types or sizes. (All beds together, all cupboards together etc.)
2. The **Lift Operator** must then be called & be waiting **at the lift**.
3. The Lift Operator must **open** the Cabin (**outer**) door fully **& then** the car gate (**Inner**) **door fully** while making sure that there is nothing in the path of the stock going into the lift.
4. The Lift Operator must then check the **items** going **into** the lift & ensure that it is as **full as possible**, yet **not over** the three ton **limit**.
5. The Lift Operator must then manually **close** the car gate (**inner**) **door** & make sure it is **locked** into place, then manually **close** the cabin (**outer**) **door** & make sure it is **locked** into place.
6. The Lift Operator must The Lift Operator must then go onto the **intercom** system to let the people at the **other floors** know that the lift is on the way.
7. If the lift has stock for each floor, the Lift Operator must inform each floor with the intercom that they have stock coming to them. The Lift Operator must then press the **call button** for the floor the lift is going to.
8. When the lift gets to **its floor** the **Lift Operator** must **open** the Cabin (**Outer**) **door** fully, then **open** the car gate (**inner**) **door** fully.
9. The stock can then be off loaded.
10. If there is stock for the **next floor**, then the **Lift Operator** must **close the doors**, ensure they are closed **properly**, intercom the next floor & press the call button for the next floor.
11. If **all** the **stock** is **offloaded** at the floor, then the Lift Operator must **close** the car gate (**inner**) door & leave the cabin (**outer**) door **open.**

**Items to be collected, items for assembly and items for other floors-:**

1. In the morning, the Branch Manager is to write up a **list** of the **stock to** **be collected, for assembly & filling up other floors.**
2. The Branch Manager must then **hand** the **list** **to** the **Lift Operator.**
3. The Lift Operator will then start by checking which level the lift is at, what stock can be loaded & off loaded at each level.
4. The cabin (outer) door was left open overnight, so the Lift Operator will open the car gate (inner) door fully & **load the lift.**
5. The Lift Operator will then **close** the car gate (**inner**) **door** fully & then **close** the cabin (**outer**) **door** fully.
6. The Lift Operator will then **intercom** the different **floors** to let them know that the lift is on its way.
7. At **each floor**, the **Lift Operator** will **open & close** the two doors, **intercom** the other floors & operate the **call buttons.**

# TRAINING REGISTER

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| --- | --- | --- | --- | --- |
| **DATE** | **OPERATOR NAME** | **OPERATOR SIGN** | **TRAINER NAME** | **TRAINER SIGN** |
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