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ELA

NEWS

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The lift brings us together

by Philippe Lamalle, President of ELA

EDITORIAL

New lifts have become so reliable, levelling accuracy is so perfect on average, travel is so smooth that the 1 billion users who take our lifts every day in Europe, don't even realize how good lifts are and take their vertical access for granted, whether in public, professional or residential buildings. We can be proud of it, but not everything is perfect.

First, the existing stock is still in a relatively bad shape in many European countries, with increased and still increasing risks of having severe accidents where nothing has been done to upgrade the safety of lifts and bring them to the state-of-the-art of today. Where legislation has been put in place, some owners have resented the obligation to upgrade the safety of their lift and loudly complained about costs without seeing the positive impact on safety and on their own liability.

Therefore, we need to reflect upon the best way forward. Some countries have chosen to legislate and establish strict periods for dealing with the 74 risks defined in SNEL (EN81-80), starting with the most dangerous situations. Other countries have chosen a softer approach, involving for example the Notified Bodies' regular inspections to impose the necessary upgrading over time. It is the case in Germany. All methods are of course welcome, provided the safety goal is reached. The French legislation has considerably increased the safety of existing lifts. Fatal and serious accidents have been divided by more than 3 and the safety record is improving every year. In spite of this very positive results the reputation and image of the lift industry has suffered.

We need therefore to restore our attractiveness, to insist on the quality of the services we provide. We bring people together and are often at the centre of neighbours' relation in residential complexes. We need to reflect upon the best way to progress on SNEL (for lifts) or SNEE (for escalators) and find original and efficient solutions to be persuasive.

It is not an easy task to restore or enhance our image and increase the perception of the quality of our service, but we need to do it. The world is changing rapidly: the workforce is getting choosier and wants to



Philippe Lamalle
President of ELA





be seduced into the careers we have to offer to them. The associations have to work on it, to improve our recruitment. With the greying of the European population, the issue of accessibility of people with disabilities and senior citizens is getting increased attention. It is the perfect opportunity for the lift industry to promote itself through it. Energy efficiency is demanded from every building service, lifts included. We must provide architects, builders and building engineers with the method to integrate lifts & escalators in the energy balance of new or renovated buildings.

Energy performance of buildings is an angle through which we can make the lift industry more visible. We know that we can drastically improve the energy efficiency of existing installations, especially for the downtime, where the elevator stands idle and should not consume any power. We can participate to the creation of energy-

neutral or even positive buildings, in the decades to come. Lifts but also components manufacturers are aware of the challenge.

There is a lot to do and the European level is obviously the right level to progress.

As the new President of ELA for the next three years, I commit myself and the association to dedicate all our efforts to promote the actions selected by the Board. I know that I can count on the Board, on our experts in the different Committees and Work Groups, and on the ELA staff to progress as fast as possible.

New faces on the ELA Board



Marek-Oppln Bronikowski



Angelo Bosoni



Jürgen Wartinger



Javier del Pozo



Ercüment Hizal



Juha Mennander

A main change has taken place at the management level of your European association. In order to better represent the participating associations from all over Europe and accession countries, the ELA Board has been enlarged from 12 to 15 members.

The new faces on the Board are:

Marek-Oppln Bronikowski
PALM Poland

Jürgen Wartinger
FMMI Austria

Ercüment Hizal
AYSAD Turkey

Juha Mennander
representing the European association EEA

Javier del Pozo
representing the European association EEA
(since September 2011)

Angelo Bosoni
AssoAscensori, Italy;
replacing Vincenzo di Martino

General Assembly 2012: a good vintage



The General Assembly 2012 was held at the Marriott hotel, one of the earliest tall buildings in Warsaw, on 29 March and was followed on the next day by a conference organized by our Polish colleagues of PALM on the main themes of Training & Education and the application of the safety norm for existing lifts in Poland.

The President, Michel Chartron, retiring, gave a broad presentation of the economic situation in Europe and the world and the perspectives for the construction and more specifically the lift & escalator industry. The centre of gravity of world activity is shifting

to Asia, he said, and European growth can unfortunately be expected to lag for at least another year before finally picking up after a double dip recession, caused by the EURO crisis. Growth will probably not reach 1% in the 27 member states in 2012.

In 2011, China will have installed more than 400,000 lifts while Europe will only have installed some 110,000 units. We should not regret it; it is of course an opportunity for European companies, particularly components manufacturers. Europe must concentrate on its existing stock of 5 million lifts, of which many badly need safety

upgrading. It must also improve the safety of its oldest escalators and participate to the overall improvement of accessibility for all in the built environment.

The technical and financial aspects of the General Assembly were rounded up quickly, without any difficulty, discharge being given to the Board of Directors. The Board of ELA is now composed of 15 members (in place of 12) to better represent the lift sector in Europe and in the accession countries. The Chairpersons of the ELA Committees reported on their work during the year 2011 and presented their programme of activity for 2012.

At the Board meeting that followed the General Assembly, Philippe Lamalle, well-known to all since he is active in the European associations since the very beginning, has been unanimously designated as the new President of ELA, in replacement of Michel Chartron, retiring.



HOW ATTRACTIVE I



Miguel Angel Oleaga Zufiria



Terry Potter



Mieczysława Nowotniak

The conference held at the Warsaw Marriott hotel, on the occasion of the General Assemblies of EEA and ELA, was dedicated this year to the key issue of attractiveness. How attractive is our industry? The question has many facets: it is a matter of recruiting the best technicians, mechanics and employees in a world where trained human resources are harder to find. It is also a question of exciting the customers: architects, builders, services engineers and owners, with high quality products, which are innovative, energy efficient, reliable and well-priced. It is also a matter of making the hundreds of millions of users every day in Europe, aware of the optimum service, or rather services, since the lift & escalator industry should find new ways of making the travel experience agreeable to all.

Our French colleagues have organized their latest annual meeting on the theme: "l'ascenseur nous rapproche", the lift brings us together. And indeed it does, but the average quality of the service, the levelling accuracy have become so good, that users tend to forget about it. Actually our products are simply taken for granted nowadays! As the former President, Michel Chartron said in his introductory speech, at the Warsaw conference: "Lifts & escalators function so well, they transport such high numbers of passengers every day that nobody sees them anymore. So many people go in and out, up and down in large traffic flows that they really forget about the lift. They continue their conversations,

without even noticing that they go up or down.

It is usually considered that the waiting "patience" indicator, for lift passengers waiting at a landing is 5 seconds! They press on the button to call the lift, and 5 seconds later, they already depress the button again...

Actually our experts tell us that an average waiting time below 20 seconds is excellent. With modern control systems a well-planned elevator group averages a waiting time around 10-15 sec! For escalators, it can't actually be better. It is immediate, once you put the foot on the first step or the moving walk. Still, people want immediate service, and they get it from us... The lift is part of everyday life and it has blended into our environment so well that nobody realizes anymore how vital it is for life in the city. The lift brings us together. "

The conference organized by ELA in Warsaw on the theme: "Attractiveness of our industry" gave the word successively to the person in charge of traffic within the Madrid-Barajas airport in Spain, the 4th largest in Europe, with some 50 million passengers. Mr. Miguel Angel Oleaga Zufiria brought his experience. He talked about the expectations of the public at large and the best way to make the passage through an international airport an "attractive experience" for the travellers.



IS OUR INDUSTRY?



Julie Rieg



An attentive audience

What concerns training and recruiting, the first speaker was Terry Potter, Director General of the British association LEIA, who presented the original system of "on-the-job" training, adopted by the British lift industry and run by LEIA. The system enables the lift industry to recruit and train people of all ages; not only school leavers but also candidates who have started careers in other sectors and want to refocus to a job of mechanic in the lift & escalator industry. The system involves coaches, marks and the possibility to progress. Another training organisation was also briefly presented: the German Education system of VFA, based on VDI Guideline 2168. The other Training & Education speaker, was Mrs. Mieczysława Nowotniak, from the Education ministry of Warsaw – capital city. She described the technical schooling system of Warsaw and the cooperation agreement signed between the city and the Polish lift industry association PALM. The idea was to create a specific training programme and course for "lift maintenance specialization", stressing the training and increased qualification in mechatronics, electricity and electronics, both for electrical and hydraulic lifts. The course jointly prepared by the teaching staff and industry contains 10 modules. It increases the professional qualifications of these youths and practically gives them a job as soon as they have finished.

The first group of young graduates actually just finished their training and

received their diploma on the day of the Conference, from the hands of the President of ELA, then Michel Chartron, next to the academic authorities and representative of the city of Warsaw.

The last speaker was more unexpected for the lift industrialists present in the room. We are not used to a sociological approach. French expert Julie Rieg, consultant, presented "lifts as sociological objects"; a very interesting "lateral thinking" exercise, based on the clear evolution of our societies: urbanisation (60% of the world population will live in cities in 2030), verticalization, increased connectivity of the whole population, including the seniors.

Mrs Rieg identified 8 scenarios worth the interest. For her, the lift plays a social role (dialogue, even barter), has

a media angle not yet fully developed (information, exchanges, advertising, wifi), must of course be ecological (energy efficiency) and intermodular (accessibility of buildings). One of the interesting points she developed, was the fact that collecting data on use and timing of lift use in a city, shows the "pulse of the city" and could be used for urban planning or office hours adaptation for example.

The presentations were followed by a debate with the public, which enabled all to obtain answers to their questions.

Michel Chartron and School management giving out the diploma's of the first group of students getting their lift maintenance degree



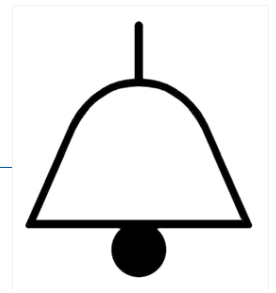
Tele-alarms: will they still function tomorrow?



The lift emergency telephone is one of the most important safety devices in a lift. Every year within Europe, there are more than 5 million cases of persons trapped in lifts (acc. to TUV Germany). Most countries require that lifts must be equipped with a bi-directional voice system, which also enables the call centre to identify the lift without the help of the entrapped person. Another very important feature, which is included in the EN81-28 norm, is that a test alarm every 3 days, to verify the function of the entire system and communication channel. This is the maximum time for a human being to survive without water.

Finally let us mention the fact that the battery must be supervised to guarantee minimum of one-hour capacity in case of power failure.

Tele-alarms communicate with the call centre computer with specific protocols, of which there are many different types. They must be able to work with the various technologies used, such as PSTN, GSM or VoIP. Most of these protocols are proprietary, but the experts in the Tele-alarm WG have identified one free and openly available protocol that has proven to work with different technologies. Following the example of France, many



countries see their lift operators exchange the necessary data to allow change of maintenance companies, without having to replace the lift emergency telephone.

But a problem is looming on the horizon; the European telecom companies are changing their networks from analogue to digital. The lift industry might not yet have fully realized the consequences. The technology change is relatively neutral to voice communication but can profoundly affect data transmitted over the voice channel. For instance, round trip time, latency, frequency skew and echo cancellation are side effects that can render futile the use of DTMF. Lift emergency telephones might not be able anymore to perform the automatic test alarm, verifying the function of the system. The experts of the profession; electronic components manufacturers and call centres are participating in the ELA Tele-alarm Work Group. The group is preparing recommendations on how to manage this new era of digitalized communication, assessing the situation by country and network technology. A very necessary task.



Russian association becomes observer



From left to right, MM. Max Waxmann, Vice-President and Viktor Tishin, President of NSL SRO at a meeting in Moscow with ELA General Secretary, L. Rivet

Russia has an original way of organizing itself. There is a manufacturers' association, an installers' association, and an association of Notified Bodies.

All have regrouped in an umbrella organisation, called the "National Union of Self-Regulatory Lift Organizations", whose President, Mr Tishin has decided to open relations with Europe.

The Russian association has become an Observer at ELA, and the President of the Russian association, Viktor Tishin was present in Warsaw, with Mr. Lev Volf-

Tropp, Chairman of the Russian Technical Committee to attend the ELA Conference and General Assembly. Projects of collaboration in technical fields are on the agenda.



• National Union of Self-Regulatory Lift Organizations (NSL SRO)

• More than 700 organizations

• From 55 regions of the Russian Federation



ACCESSIBILITY: The challenge of the years to come



In our democracies, the political world has unfortunately a very narrow perspective. It is true of all parties across the political spectrum.

Rare are the deciders who look further out than 4 to 5 years, the average "life" of a legislature. Until now the impact of the baby boomers retirement did not bother many people and the Cassandra's in our societies, predicting a huge increase in social security costs and the need to adapt our built environment on a large scale, were not really listened to. As for the numerous people with disabilities in our society, too often unfortunately, the "full accessibility for all" policy has been limited to nice words at the end of a speech.



Now comes the time when the baby boomers are retiring "en masse" and the announced social costs are beginning to climb. We can expect them to soar before the end of the decade, when the first baby boomers reach their golden eighties...

At the same time unfortunately, European member states realize that markets are not ready to continue tolerating huge

national debts and yearly budget deficits. A "golden rule" has even been adopted by the European heads of state: no deficit in the future! We can't spend more than we earn. How nice of them to realize it...

It means everything comes at the same time: a super-effort to save the European member states from bankruptcy, and the necessity to see to the changing needs of an ageing population.

That is a real challenge!

When you think of it in an economic perspective, two elements are cause for optimism, despite the present dark mood:

- Growth is a key word for our governments. If you add the "buy European" general motto used on the right as well as the left



of the political spectrum, the fact that the building stock needs to be thoroughly adapted and the fact that senior citizens are voters and will demand a better and more accessible life environment are reasons to hope that safety upgrading, modernization of the built environment will finally become priorities.

- Social costs are expected to soar, when the ageing population will hit the 75-85 mark. Disability will be everywhere, and the very high cost of putting senior citizens in institutions will have to be drastically limited. The best way is to keep senior citizens at home, in their apartment as long as possible. The cost balance needs to be done at European and national levels. It will be in favour of the adaptation of the built environment. No doubt about it.

There are some hopeful signs of progress. DG Justice of the European Commission is preparing an "Accessibility Act", on the model of the American one, but with a different content. ELA has signalled that it wants to be involved in the preparatory discussions, with the consumers (ANEC), the European Disability Forum (EDF) and AGE, the association of senior citizens. ELA has written to the Commission and hopefully things are starting to move forward.

ELA has for long now an "Accessibility Manifesto" declaring that all buildings of more than 1 level should have a lift or at least the space for installing a lifting equipment later on. ELA is also preparing an "Accessibility Survey" of all European member states. It is still in a draft form, since the different committees and work groups following it have asked to divide the table into the situation for existing buildings versus the situation for the new built. The draft is being corrected and improved but will soon be available.

This table and maps of Europe are being finalized with ANEC and EDF; the idea being to deliver it to the European Commission and upgrade it as time goes by.

Accessibility is clearly one of our key areas of work for the coming decade.



IN BRIEF

Frequency of maintenance – Survey



Maintenance is the “other half” of the lift industry, next to new lift installation, modernization and repair. All European countries have legislated over time, to make sure that lifts are safe for users and mechanics alike. Some countries go as far as imposing timing or number of visits per year,

depending of the type and usage of building.

Discrepancies are very high and the Codes & Standards Committee thought it would be of interest to collect all national legislations and regulations, to have a global picture of the situation in Europe. Most countries have already answered or reviewed their data. We ask the last associations which have not answered yet to fill in the questionnaire and send it back to the ELA staff, per head of inhabitants.

Survey EPBD transposition

The Energy Performance of Buildings Directive (EPBD - Directive 2010/31/EU of the European Parliament and of the Council of 19 May 2010) has been reviewed. Unfortunately, amendments were not accepted in Parliament during the recast of the directive. Lifts & escalators are not mentioned in the revised text of the directive, though these equipments are clearly covered as well as all the other building services, that builders, architects and building services engineers need to take into consideration when they calculate the energy efficiency of the whole building. The recast of the EPBD is being transposed into the national legislation of the 27 member states. The process is now nearly completed (it must be finalized by the end of June 2012), but ELA suggested to its member associations, to take advantage of this national transposition, to ask their national government to list and integrate lifts & escalators in the

building services to be covered. Several national associations took advantage of it to have conversations with the civil servants in charge of the transposition, with or without success.

To know the results of their efforts and identify the countries where something has been done (several countries chose not to act on it), ELA has launched a short survey among its members. The result will be made available on the “members only” section of the ELA website.



All information about the EPBD can be found on the European Commission website: http://ec.europa.eu/energy/efficiency/buildings/buildings_en.htm

ELA AWARD goes to Great-Britain



G. Jackson and T. Potter, from LEIA, receiving their ELA Award from M. Chartron at the Warsaw General Assembly

The British association LEIA has been designated by the ELA Board as the association of the year, and the 2012 award was given to LEIA representatives George Jackson (LEIA Board) and Terry Potter (Director general LEIA) at the General Assembly, in Warsaw.

The main reason for selecting the British association is their work on Safety of the industry workers, based on a thorough analysis of accidents, and their classification following the safety risks identified in SNEL.

A Safety Charter was created, based on the identification of the 3 highest hazards and all LEIA members have signed up, meaning an increased commitment to health & safety in all aspects of work and the application of a safe working Code of Practice. A survey of its members has also been conducted, with a high level of response, on which the objectives for 2012 have been set. Congratulations to our British colleagues

Questionnaire for Slow speed lifts and action by CEN TC10

Due to the revision of EN 81-1:1998, the scope of the latest edition of that standard, EN 81-1:1998+A3:2009, precludes lifts operating at slow speeds. As a result, safety requirements for slow speed lifts are not addressed by any EN standard at this time anymore. The need for developing such a standard has been discussed at ELA, in the Codes & Standards and the Components Committees and contact was taken with CEN. The issue was also discussed at the last CEN/TC 10 plenary meeting in November 2011.

The basic specification for slow speed lifts includes enclosed carrier, automatic push button control in the car and accessibility to all users.

As a result of these discussions and contacts, CEN/TC 10 decided to launch an enquiry to investigate the market relevance of such a standard to its members (until 16-06.2012). Based on the result of this investigation, further actions will be initiated.



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