



Schindler Lifts Australia

Covid-19 Guidelines

We Elevate



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1. Introduction

As the COVID-19 restrictions begin to ease and businesses start to bring employees back to the workplace, you will likely have questions in relation to physical distancing and the use lifts and escalators.

Schindler provides the following guidelines that may be useful when developing a return to work plan. It is important to note that these guidelines are general and may not reflect individual customer needs or variables within buildings.

It is important you keep up to date with the recommendations from Safe Work Australia as their advice should always take precedence over Schindler's guidelines. To access the most recent version of this document, please click [here](#).



2. General Guidelines

These general guidelines apply to all types of lift systems. Moreover, Schindler have provided a more detailed guide for the PORT destination control system and is available in the subsequent section.

Cleaning & Sanitisation

- Sanitisation stations placed in the lift lobby and on each floor near the lifts
- Implement regular cleaning of high touch areas such as buttons and lift interior handrails
- Installation of approved air purifiers within the lift. More information is available from your local Schindler representative

Lift Lobby & Waiting Areas

- Install markings on the floor to show 1.5m distances
- Initiate a queuing system within the lobby with designated in and out lanes
- Display passenger limits for each lift within the lobby
- Provide marshals in the lobby at peak times to provide updates and reminders
- Display signage reminding passengers to practice physical distancing and appropriate hygiene measures. Safe Work Australia has resources available [here](#)

Traffic Management

- Liaise with tenants to establish staggered start, finish and lunch times
- Limit inter-floor traffic where possible, where staff do not travel between floors during the day
- Suggest passengers purchase coffee/breakfast before entering the building, instead of arriving at their desk and returning to the lobby to purchase items
- Where possible and safe to do so, minimise travel at lunch times by using in-office facilities
- Liaise with cafes/restaurants to schedule combined deliveries instead of multiple trips by tenants
- Where possible and safe to do so, stairs may be an option to reduce lift traffic. Other risks should be considered and Safe Work Australia have relevant stair safety information available [here](#)

Travelling in Lift

The current guidelines from Safe Work Australia state that there is no need “to provide 4 square meters of space per person in lifts, however you must still ensure, as far as you reasonably can, that people maintain physical distancing in lifts and lift waiting areas.” The following items will assist.

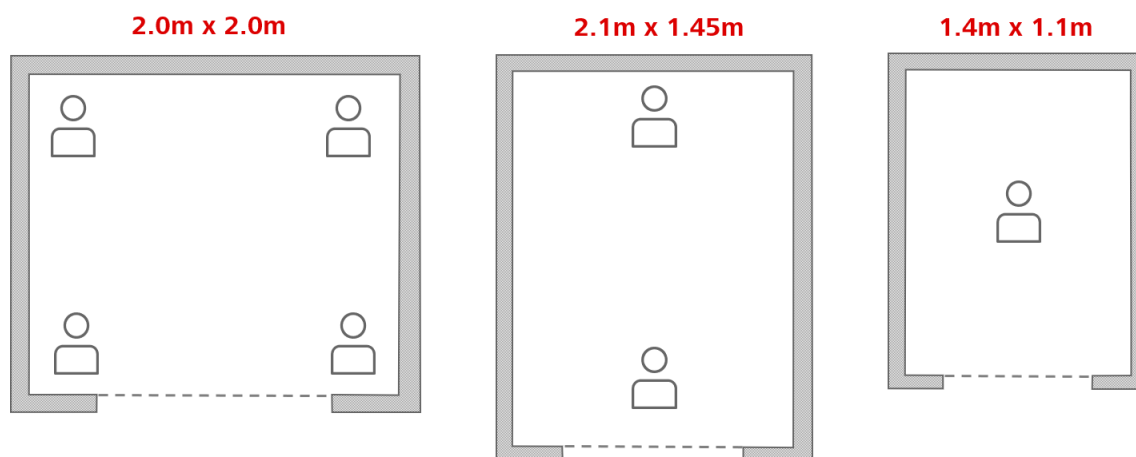
- Recommend passengers wear face masks while travelling in the lift
- Display signage reminding passengers to practice appropriate hygiene measures
- Allow passengers to activate buttons with a soft tipped device such as a soft stylus
- Display signage in the lift showing the appropriate number of passengers
- Install markings on the floor to show standing spaces based on revised lift capacity



For traditional lift systems, managing the appropriate number of passengers per lift needs to be done manually. Destination control systems can be programmed to allocate a maximum number of passengers and further information is available in the next section. If you are considering upgrading to a destination control system, please contact your local Schindler representative.

The number of passengers per car will need to be managed in line with Safe Work Australia’s guidelines. Measurements for each lift, including considerations for interior handrails, should be taken to determine the appropriate number of passengers and standing positions.

The diagrams below depict a variety of lift sizes with general guidelines on passenger standing positions in off peak times. As per Safe Work Australia’s guidelines, the “limits could be temporarily adjusted up by one or two during peak periods where additional demand is unavoidable (subject to it not leading to overcrowding in lifts) to facilitate extra movement of workers and to prevent overcrowding in waiting areas.” When the number of passengers is increased, it is recommended that all passengers wear face masks.



Estimating Waiting Times

Waiting times are a factor of many variables and building specific simulations require detailed information such as accurate populations per floor. Given these parameters are likely to change regularly with the evolving situation, the following basic guidelines will be sufficient for preparing a return to work plan.

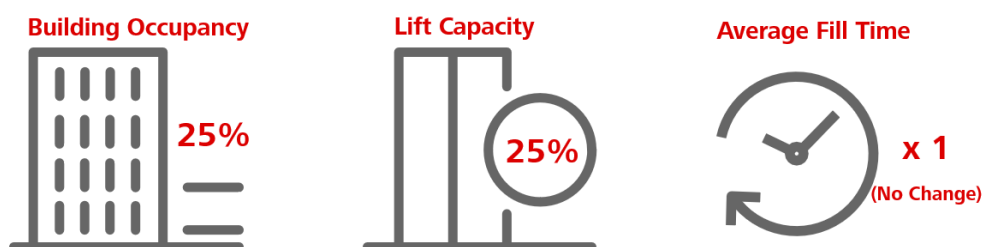
The following scenarios are based on situations where the lift capacity has been reduced to carry 25% of the passengers it would carry in normal circumstances. For example, a lift that normally carries 16 passengers has been reduced to carrying 4 passengers. Note that this does not relate to the passenger capacity displayed in the lift, which will be greater than the average number of passengers normally travelling.

Average waiting times can vary significantly based on arrival rates and human behaviour. Therefore, in planning staggered starts it is more realistic to consider the average fill time, being the average time it takes to transport all passengers in a peak period such as the morning ‘Up Peak’. For A Grade buildings, this is approximately 40 minutes.



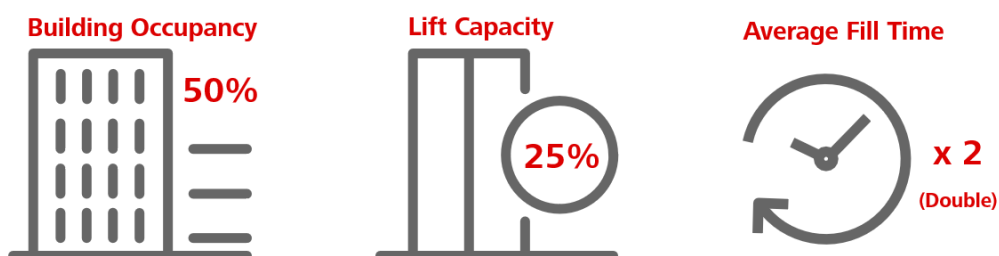
Scenario 1: Building Occupancy at 25%

In this scenario, during the morning Up Peak, with the lift capacity at 25%, in general the average time to transport all passengers would not change.



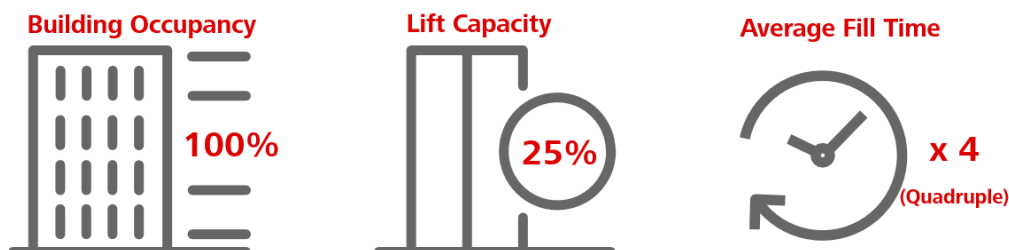
Scenario 2: Building Occupancy at 50%

In this scenario during the morning Up Peak, with the lift capacity at 25%, in general the average time to transport all passengers would double. For example, with passengers arriving at peak times, if the average time to transport all passengers under normal circumstances (building at normal occupancy) is 40 minutes, it will now take approximately 80 minutes to transport 50% of the building population.



Scenario 3: Building Occupancy 100%

In this scenario, during the morning Up Peak, with the lift capacity at 25%, in general the average time to transport all passengers would quadruple. For example, if the average time to transport all passengers under normal circumstances (building at normal occupancy) is 40 minutes, it will now take approximately 160 minutes to transport 100% of the building population.



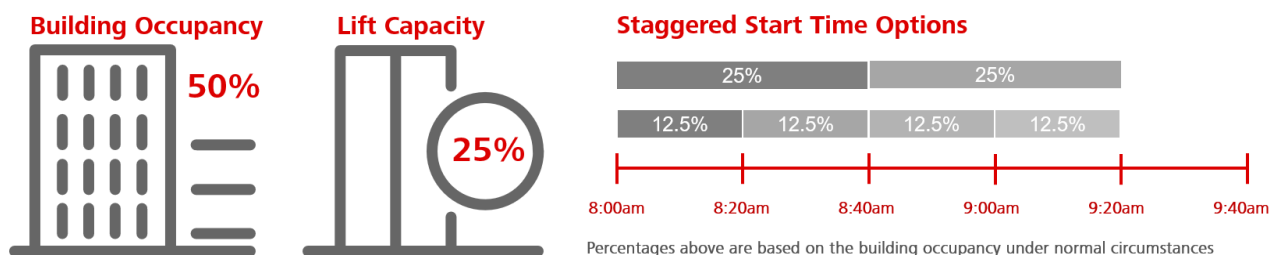


From this, it can be assumed that Average Fill Time (AFT) is a factor of building occupancy and lift capacity. Where;

$$AFT_{Revised} = \left(\frac{Building\ Occupancy\ \%}{Lift\ Capacity\ \%} \right) \times AFT_{Full\ Lift\ Capacity}$$

Based on Scenario 2 where the building occupancy is 50% and the lift capacity is 25%, the average fill time increases from 40 minutes to 80 minutes. From this, staggering start times where 25% of the total normal population arrive in the first 40-minute block and the remaining 25% arrive in the second 40-minute block, the average waiting time should be similar to the average waiting time in normal circumstances.

Alternatively, if 50% of the total normal population are split into 4 groups (12.5% of total normal population), with each group arriving in 20-minute blocks, the average waiting time over that 80-minute period should be similar to the average waiting time in normal circumstances. The diagram below depicts these two options.





3. PORT Destination Control System Guidelines

Lifts with PORT destination control systems have greater flexibility and the system can be set to allocate a maximum number of passengers to each car. As a general guide in commercial applications, the PORT system is set to allocate a maximum of approximately 16 passengers per lift.

In addition to the general guidelines above, the following recommendations will assist in return to work planning for destination control systems.

- Seek assistance from Schindler to program the lifts to allocate the required number of passengers per lift
- Remind passengers to always register their destination as an individual and not in pairs or groups. This is extremely important as it ensures the system understands how many people have been allocated to each lift
- Secure all floors (except visitor & reception floors) within the building. Even if a tenant can normally travel between floors without their access card, as this will encourage passengers to register their destination individually and avoid tailgating
- Encourage passengers to use the touchless function on the PORT. This is done by holding their access card to the panel and waiting for the PORT to scroll through their available floors. Once their desired floor is shown, the card should be removed to confirm that floor. The touchless function is available on most PORT systems
- Instructions on how to clean PORT and prevent any damage of the terminal, click [here](#)

Conducting traffic simulations is a detailed process that will take a number of days to return and requires individual floor to floor heights and population data. As the population data is likely to vary as return to work plans change, Schindler recommend following these guidelines in the first instance. In addition, the recommended actions based on the simulations are unlikely to vary significantly from the recommendations provided within this document.

If a traffic simulation is required, please contact your local Schindler representative to discuss the options.

4. Maintenance Planning

Limiting the capacity of lifts, even slightly, will increase the workload on the lift including the number of trips and door operations. Therefore, it is important to continue with, at minimum, the normal maintenance schedule. In some cases, additional maintenance may be required.

It may also be necessary to conduct major maintenance visits outside of business hours to allow the maximum capacity during the day.

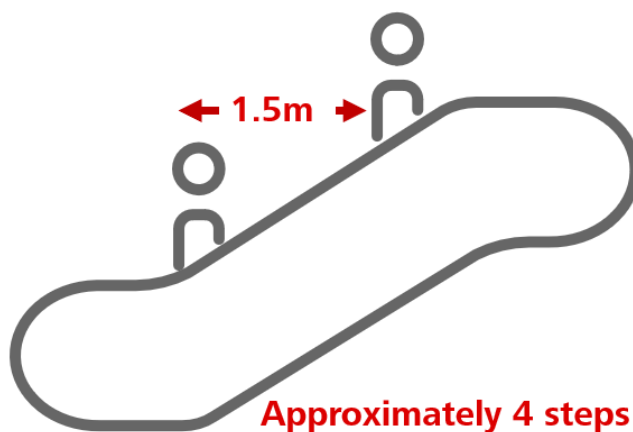
Your local Schindler representative is available to help provide options and coordinate any additional maintenance that may be required.



5. Escalators and Moving Walks

The following items will help passengers maintain a safe distance and improved hygiene while travelling on escalators and moving walks.

- Provide sanitisation stations near escalator and moving walk exits
- Install signage near escalators and moving walks advising passengers;
 - To travel in single file and not in pairs
 - Not to overtake other passengers on the escalator or moving walk
 - Maintain at least 1.5m apart which is approximately 4 steps
- Install a code compliant Ultraviolet handrail cleaning device. More information is available [here](#)



Please be reminded that it is important to keep up to date with the recommendations from Safe Work Australia as their recommendations should always override Schindler's guidelines.

Should you require any further information, please do not hesitate to contact your local Schindler Representative.