




# COVID-19 Elevator Safety for Building Managers

A Practical Guide



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# What This Guide is About

At the moment, we're all dealing with exceptional circumstances that require exceptional measures. While building owners and managers hold a great responsibility to their tenants and visitors, it is important to remember that everyone plays a key part in keeping us all safe from COVID-19.

**So what do we actually need to do, and what can we be reasonably expected to do, to reduce and manage risk of infection spread in buildings and elevators?**

In this guide we'll take a look at some of the practical steps that you can take as a building manager, to create the safest possible environment for all people moving around your facilities.

Meanwhile, we will also be looking at what you should expect from building tenants and visitors – as well as from your elevator service provider.



# The COVID-19 Risks

Elevators are not a hot spot for transmission. Time is our biggest risk reducer. The short time people spend on elevators together will mitigate against large amounts of transmission.

Dr Todd Ellerin, Director of Infectious Diseases  
at South Shore Health, Weymouth, MA



# What Are the Real Risks?

There are **two ways** COVID-19 could spread in an elevator.

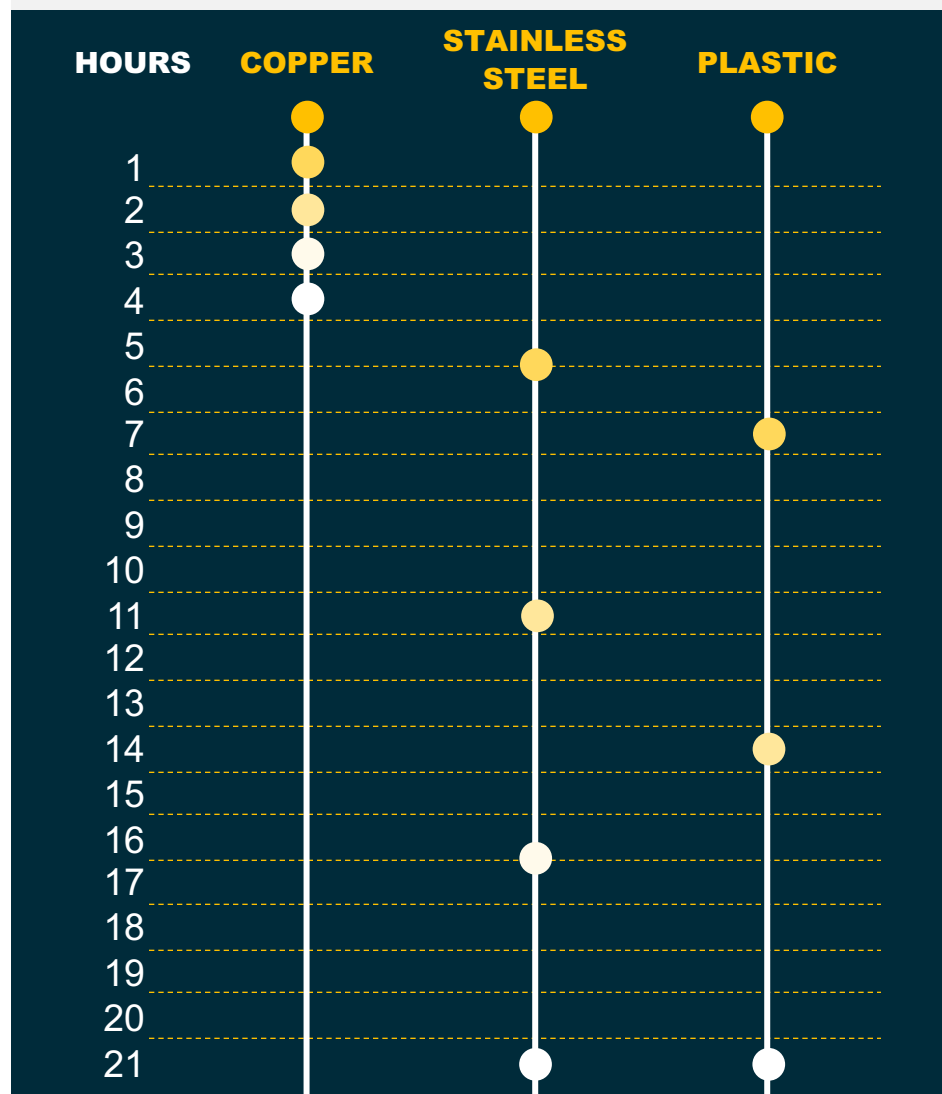


Experts agree that airborne viruses are more contagious over long periods on human contact. As elevator rides are relatively short, the risk of transmission directly from other people is smaller than for example working together with someone in the same office for several hours.

It's also clear that while the virus does remain on surfaces for a certain time, most coronavirus infections are not caused by touching walls, handles, or elevator buttons, but most likely by in-person interaction. To stay protected, it's important to practice good hand hygiene, observe social distancing, and wear a mask.

"Risks for coronavirus from riding on the elevator are low. However, continue to take precautions. Always wear a mask or other facial covering," says Dr. Simone Wildes, Infectious Disease Specialist at South Shore Health.

## THE HALF-LIFE OF CORONAVIRUS ON DIFFERENT SURFACES



Source: New England Journal of Medicine



# Building Managers' Responsibilities

We all share a responsibility to maintain safety in every aspect of using and managing our public spaces, including elevators and lobbies.

## ELEVATOR SAFETY

# Protect Tenants and Visitors



The potential health risk of using elevators is something many people are concerned about at the moment. As an owner or manager of a residential or commercial building, you will be expected to help promote safety for your tenants and visitors when using and moving through your spaces.



## Lobby and Traffic Management

Stagger arrivals, departures and break times for workers or tenants to manage the number of people needing the elevators and/or escalators at the same time.

Use stanchions, queuing decals, etc. to control traffic and reinforce physical distancing intervals of six feet.

Encourage use of stairs to help manage any overcrowding in elevators and elevator lobbies.

Consider implementing traffic management solutions like Destination Dispatch or Lobby Boost to make passengers' journeys more efficient and waiting times shorter.



## Cleaning and Sanitizing

Clean and disinfect all elevator buttons and other frequently touched surfaces periodically through-out the day.

Provide sanitizing wipes or hand sanitizer near elevators and escalators.

Clean and disinfect stairwells and handrails in response to increased stair traffic.



## Signage

Post signage letting riders know that all high-touch surfaces are being cleaned on a regular basis to help keep them safe.

Post signage asking riders to avoid overcrowded elevators and to practice physical distancing.

Place decals on the elevator floor to identify where passengers should stand.

## ELEVATOR SAFETY

# Protect Service Technicians



When it comes to protecting people, don't forget the technicians and maintenance teams who service your elevators and other technical equipment in your building. Make sure you have good procedures in place for protecting the people who protect you and your staff.



### Prioritize Safety

Bear in mind that technicians will be paying extra attention to safety and hygiene regulations. Don't ask technicians to bypass any of these important procedures.



### Keep Installation Clean

Pay particular attention to cleanliness both before and after any elevator installation or repair work. Clean the inside of the elevator cabin carefully as well as landing controls, handrails, and doors.



### Communicate Risk

If there are any areas of heightened risk that the technicians need access to, make sure to explain your safety procedures and provide any necessary protective equipment.



### Respect the Distance

When confirming any work reports, make sure you follow COVID safety guidelines. Have clean hands, keep your distance, and avoid contact with the technician when completing the process.

Technicians will have been instructed to avoid any human-to-human contact. Please respect their workspace by allowing a distance of six feet or more, avoiding handshakes, and keeping any small talk to a minimum.





# Passengers' Responsibilities

The way we live, work, and travel is changing. We all need to adapt the way we use elevators and other technology to stay safe.

## ELEVATOR SAFETY

# What to Expect From Passengers

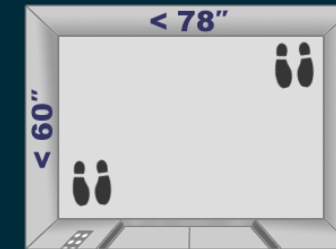
## COVID-19 Elevator Etiquette

The average person has become used to the expectation to behave responsibly when traveling on elevators, and will be comfortable with following health and safety rules.

Elevator passengers should be prepared to...

- Wear a mask.
- Limit the number of passengers in the cabin.
- Ask other passengers if they prefer traveling alone.
- Load the elevator in a checkerboard pattern, facing forward.
- Allow the person nearest the button panel to select everyone's destination floors, using a tissue, a keyring or similar.
- Avoid conversations inside the elevator during travel.

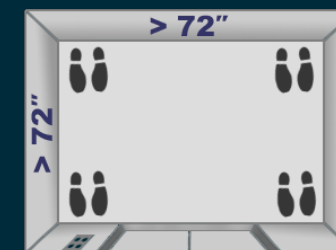
## THE ELEVATOR PASSENGER'S DISTANCE GUIDE



In an elevator with minimum dimensions of **less than 60 x 78 inches**, two people can stand in opposing corners.



In an elevator with dimensions **greater than 60 x 78 inches**, three people can practice social distancing.



In an elevator with dimensions **greater than 72 x 72 inches**, up to four people should stand in corners.



# Elevator Safety Products

In difficult times, innovation drives new development. We're already seeing creative solutions to ease the minds of elevator passengers and building operators.



ELEVATOR TECHNOLOGY

# Solutions for Health and Safety

## Voice-activated Elevator Controls

While button controls may not be completely eliminated, voice-activated controls in elevators can help to drastically reduce physical touchpoints.

## Touchless Buttons

There are several solutions available to allow passengers to avoid touching elevator buttons. These include mobile app connectivity, automated floor access using 'destination dispatch', and touch-free sensor panels.

## Cab Air Purifiers

Air purification inside the elevator cabin can be done using solutions with UV-C light or ozone. Some of these devices can eliminate more than 99% of germs and viruses, and can be programmed to run automatically, triggered by people entering the cab, or set at specific time intervals.

## Air Filtration Units

A simpler approach to improving the air quality in elevator cabs can be done by installing a HEPA grade filter unit to replace the current exhaust fan, helping to circulate filtered air into the cab and exhausting contaminated air – using existing power systems and without requiring any major modifications.

## Hygiene Stations

In lobbies and other high-traffic areas, consider installing hygiene stations that dispense things like sanitizer, gloves, or face masks. Also make sure there are plenty of trash receptacles for disposable items throughout the building.

## Digital Signage

As a complement to floor and wall signage, you may want to use electronic lobby signs to advise visitors of any up-to-date safety information, areas to avoid, capacity reached on certain floors, etc.



A man and a woman in business attire are standing on a city street, looking at a clipboard held by the man. They are both smiling. In the background, a crowd of people is walking away from them. The image has a blue tint and a white diagonal shape in the top right corner.

# How We Support Your Business

We believe in understanding, supporting, and communicating with our customers to provide a genuinely enjoyable and safe service experience.

YOUR ELEVATOR PARTNER

## How We Support You

### Business As Usual

Our service teams are standing by for all maintenance activities and call-backs as normal, to ensure the availability of your systems. All our emergency call services are fully operational.

### Spare Parts in Stock

We keep common spare parts in stock for all contract customers, to make sure we can carry out all necessary repairs. We also keep all customers aware of any current delays or logistical challenges.

### Available In More Ways

While we can't currently accept any unannounced visits to our offices, all customer-facing support is available to you as usual – with the added ability to connect with us via video calls and virtual group meetings.

**What are your elevator safety concerns?**  
We're here to help.





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