



Raising standards for consumers

POSITION PAPER

**ANEC POSITION PAPER ON EVALUATION OF THE LIFTS
DIRECTIVE**



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ANEC Position Paper on Evaluation of the Lifts Directive

As consumers live more and more in cities and urban areas, multi-storey buildings are becoming increasingly common. Safe vertical transport is essential for accessibility, particularly for persons with disabilities and older persons. Lifts are a key component of inclusive urban infrastructure, yet issues such as poor maintenance, high upgrade costs, and inadequate accessibility persist for consumers. The evaluation of the Lifts Directive should ensure that lifts serve their purpose as an inclusive and safe means of vertical transport for all consumers.

Increased accessibility

ANEC thinks that installing non-accessible lifts should no longer be acceptable practice in any country, after the adoption of the United Nations Convention on the Rights of Persons with Disabilities (CRPD) in 2006. The aim of the Lifts Directive must be to provide mandatory basic accessibility requirements for all lifts. The European Union acknowledges the role of standardisation in achieving greater accessibility. ANEC recommends incorporating lift accessibility requirements from EN 81-70 into the lift safety standard EN 81-20 in its next version. Some accessibility provisions have already transitioned to EN 81-20, such as lighting, levelling, and light curtains. A more comprehensive integration of accessibility into safety standards will ensure that lifts are universally inclusive. The Lifts Directive shall include a provision to initiate the revision accordingly. The harmonised standards on lifts shall respect the United Nations Convention on the Rights of Persons with Disabilities.

Better maintenance

Despite the Lifts Directive does not cover the maintenance and modernisation of lifts, we think that the EU Member States national authorities responsible for maintenance should respect common benchmarks to ensure the safety and accessibility of lifts during their lifespan across the EU. Lack of proper maintenance can lead to safety hazards, inconvenience, and exclusion, particularly in social housing where elevators are frequently out of service. In some cases, such as in Valencia after the recent floods, broken lifts have left elderly residents trapped in their apartments, highlighting the need for preventive measures to mitigate the impact of now not so rare extreme weather conditions. In the cases when consumers are trapped in a lift, cars shall be fitted with two-way means of communication designed according to the principle of multiple senses, considering also the needs of persons with visual, hearing, cognitive and speech impairments, allowing permanent contact with a rescue service.

Links with the built environment

A key issue remains the distinction between the Lifts Directive dealing with the design, manufacture and installation of lifts and the national building regulations, which define the rules on the areas where the lift is installed. From a consumer point of view, the building layout near the lift is as important as the lifts itself to prevent regulatory gaps that hinder accessibility improvements. In buildings open to the public, the controls of lifts intended for the transport of

persons shall be located and designed to be accessed and used by persons with disabilities. The function of the controls shall be clearly indicated according to the principle of multiple senses.

Security as safety

With the increasing use of Wi-Fi connection and digital technologies (eg: AI) to enable predictive maintenance and permanent monitoring to be carried out (eg: improving availability for consumers), lifts can be exposed to cybersecurity risks. An effective and robust interplay between the Lifts Directive and the AI Act and Cyber Resilience Act is essential. This will also support the drafting of standards offering a high level of security protection, in addition to safety, along the lines of ISO 8102-20 and EN IEC 62443.

Ends.



ANEC is the European consumer voice in standardisation, defending consumer interests in the processes of technical standardisation and the use of standards, as well as related legislation and public policies.

ANEC was established in 1995 as an international non-profit association under Belgian law and is open to the representation of national consumer organisations in 34 countries.

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