

(English version)

**Question for written answer E-002745/24
to the Commission
Kathleen Van Brempt (S&D)
(4 December 2024)**

Subject: Standardisation and interoperability of alarm and communication systems in lifts

Emergency call systems in lifts can differ depending on the lift manufacturer and the installation company. The Lifts Directive and the Machinery Directive set requirements for the operation and safety of lifts in the EU. However, as of yet there is no specific requirement for a standardised, open emergency call system.

1. What is the Commission's view on updating or extending the existing standards for alarm and communication systems in lifts to promote an open emergency call system as a function of the interoperability of lifts and the companies which install them?
2. What is the Commission's view on including additional requirements in the Lifts Directive to make the interoperability of alarm and communication systems mandatory?

Submitted: 4.12.2024

**Answer given by Executive Vice-President Séjourné on behalf of the European Commission
(6 February 2025)**

The Lifts Directive (2014/33/EU) ⁽¹⁾ requires that 'cars must be fitted with two-way means of communication allowing permanent contact with a rescue service'. The two European harmonised standards ⁽²⁾ cited in the Official Journal in support of the Lifts Directive have relevant clauses.

To date, the Commission has no evidence on the existence of safety or interoperability issues related to the emergency call systems. The Commission is currently undertaking an evaluation of the Lifts Directive ⁽³⁾ and would welcome any information in this respect ⁽⁴⁾.

⁽¹⁾ <https://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32014L0033>

⁽²⁾ EN 81-20:2020 Part 20: 'Passenger and goods passenger lifts' and EN 81-28:2003: 'Remote alarm on passenger and goods passenger lifts'.

⁽³⁾ https://single-market-economy.ec.europa.eu/sectors/mechanical-engineering/lifts_en

⁽⁴⁾ GROW-LIFTS@ec.europa.eu.