LIFT ENTRAPMENT RESPONSE PROCESS
DURING NORMAL WORKING HOURS
08:00 – 18:00 hrs Mon - Fri

LIFT ALARM / INTERCOM ACTIVATION
(SECURITY CALLED BY PASSENGER ENTRAPPED IN LIFT)

SECURITY OFFICE
(SECURITY OFFICE TO MAINTAIN CONTACT AND TO REASSURE TRAPPED PASSENGER)

SECURITY CALLS ESTATES HELPDESK
(SECURITY PHONES HELPDESK AND PROVIDES THE REQUISITE INFORMATION ABOUT THE ENTRAPMENT I.E. LIFT NUMBER AND LIFT LOCATION etc)

ESTATES HELPDESK CALLS LIFT COMPANY ON SITE ENGINEERS
(HELPDESK CALLS ON CAMPUS LIFT COMPANY ENGINEER TO ATTEND ENTRAPMENT WITHIN 20 MINS )

LIFT COMPANY ENGINEER
(LIFT COMPANY ENGINEER ATTENDS ENTRAPMENT AND MAKES AN ASSESSMENT WHETHER THE PASSENGER CAN BE RELEASED AND TO ASSESS PASSENGER CONDITION)
If Engineer can not affect a release in 30 mins then Fire Brigade is to be called

SECURITY CALLS FIRE BRIGADE
(LIFT ENGINEER INFORMS SECURITY TO CONTACT FIRE BRIGADE)

END OF PROTOCOL

PASSENGER CONDITION ASSESSMENT
IF PASSENGER CONDITION IS IN EITHER IN A STATE OF PANIC OR SUFFERING A HIGH DEGREE OF STRESS DUE TO THE CIRCUMSTANCE OF ENTRAPMENT THEN EITHER THE TECHNICAL OFFICER/ENGINEER ARE TO CALL THE FIRE Brigade

FOR OFF SITE LOCATIONS
ESTATES HELPDESK CONTACTS SECURITY FOR FIRE BRIGADE ASSISTANCE
(HELPDESK ALSO INFORMS LIFT TECHNICAL OFFICER )

FOR ON SITE LOCATIONS
ESTATES HELPDESK CONTACTS SECURITY FOR FIRE BRIGADE ASSISTANCE
(HELPDESK ALSO INFORMS LIFT TECHNICAL OFFICER )

NO CONTACT MADE WITH LIFT COMPANY

NO RELEASE POSSIBLE

YES RELEASE POSSIBLE

SECURITY CALLS FIRE BRIGADE
LIFT ENTRAPMENT RESPONSE PROCESS

OUT OF WORKING HOURS
18:00 – 08:00 hrs Mon-Fri
and during Weekends (all day)

LIFT ALARM / INTERCOM ACTIVATION
(SEcurity CALLED BY PASsenger ENTRAPPED IN LIFT)

DISPATCH SECURITY OFFICER
(SEcurity DISPATCHES OFFICER TO REASSURE AND ASSESS TRAPPED PASsenger CONDITION)

PASsenger CONDITION ASSESSMENT
IF SECURITY OFFICER ASSESSES PASsenger CONDITION TO BE EITHER IN A STATE OF PANIC OR SUFFERING A HIGH DEGREE OF STRESS DUE TO THE CIRCUMSTANCE OF ENTRAPMENT THEN SECURITY ARE TO CALL THE FIRE BRIGADE

SECURITY CALLS LIFT COMPANY
(SEcurity PHONES LIFT COMPANY 24Hr CALL CENTRE)

LIFT COMPANY ENGINEER
(LIFT COMPANY ENGINEER TO ATTEND WITHIN 2Hrs)

LIFT COMPANY ENGINEER
(LIFT COMPANY ENGINEER ATTENDS ENTRAPMENT AND MAKES AN ASSESSMENT WHETHER THE PASsenger CAN BE RELEASED AND TO ASSESS PASsenger CONDITION)
If Engineer can not affect a release in 30 mins then Fire Brigade is to be called

SECURITY CALLS FIRE BRIGADE
(LIFT ENGINEER INFORMS SECURITY TO CONTACT FIRE BRIGADE)

FOR OFF SITE LOCATIONS
SECURITY CALLS FIRE BRIGADE
Security To Inform Lift Technical Officer Following Day

FOR ON SITE LOCATIONS
SECURITY CALLS FIRE BRIGADE
Security To Inform Lift Technical Officer Following Day

NO CONTACT MADE WITH LIFT COMPANY
NO RELEASE POSSIBLE
YES RELEASE POSSIBLE

END OF PROTOCOL