

SIRV

Thank you for downloading our

LIFT ENTRAPMENT SOP

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INTRODUCTION

Working with our community we've put together some SOPs for you to use, free of charge.

The SOPs are designed to be read by the individual on the ground and follow the format used by our decision support system, a decision tree that asks one question and provides one or more answers and instructions.

LIFT ENTRAPMENT SOP

Page 1

QUESTION: Is a person currently trapped in the lift?

ANSWER: Yes.

INSTRUCTION: go to page 2

Page 2

INSTRUCTION: When dealing with the occupants, the only release methods that can be tried are:

- Ask the passenger to press the ground floor button and wait to see if the lift responds.
- Ask the passenger to press the door open button and see if the doors will open.

NOTE: If the lift is not at floor level, **NEVER** suggest that the passenger gets out of the lift.

NOTE: Under **NO** circumstances should operators advise passengers to manually attempt to open the door or take any other course of action.

CONT.....

Page 3

QUESTION: Please confirm the above instructions have been followed

ANSWER: Yes.

INSTRUCTION: go to page 4

Page 4

INSTRUCTION: Ask the passengers the following questions:

- Location of lift and what floors they are between?
- Number of people in the lift?
- Do any of the passengers have a medical condition?
- Are any of the passengers distressed?

CONT....

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QUESTION: How are the passenger(s)?

ANSWER 1) Distressed and/or with a medical condition (go to page 6a)

ANSWER 2) Not distressed and/or without a medical condition (go to page 6b)

Page 6a

INSTRUCTION: Follow next four steps in sequence

1) Contact Fire Brigade

Telephone emergency services on 999 and instruct them to attend owing to a person trapped in a lift with a medical condition or in a distressed state.

2) Contact Lift Company

Telephone lift company and instruct them to attend owing to a person trapped in a lift with a medical condition or in a distressed state. Confirm an estimated time of arrival on site.

3) Use the following as advice for any questions asked (go to page 7)

CONT.....

Page 6b

INSTRUCTION: Follow next three steps in sequence

1) Contact Lift Company

Telephone lift company and instruct them to attend owing to a person trapped in a lift with a medical condition or in a distressed state. Confirm an estimated time of arrival on site.

2) Use the following as advice for any questions asked (go to page 7)

CONT....

QUESTION	SUGGESTED ANSWER
"The lift is going to fall!"	"I understand your fears, but the lift/elevator has many safety devices to help stop the lift from falling. Please try and make yourself comfortable, we have called the lift company and they will be here as soon as possible. "
"There is no air!" "Is there any air in the lift when I am trapped"	"I can reassure you - the elevator has plenty of ventilation. There is more air closer to the floor; you may wish to sit on the floor to make yourself more comfortable."

CONT.....

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QUESTION	SUGGESTED ANSWER
"I am going to be sick!"	"Please make yourself as comfortable as possible. I can reassure you, we are working to get you out as soon as we can."
"I am claustrophobic!"	"I understand your fears, I can reassure you, we are working to get you out: it would help you if you sat on the floor as there is more air closer to the ground."

CONT.....

QUESTION	SUGGESTED ANSWER
"Can I make a phone call from here?"	"From the lift phone, you can only call us. If you have a mobile phone and coverage, you can call someone or I would be more than happy to call on your behalf. Would you like me to call someone on your behalf?"
"Can I just force the doors open?"	"Please do not force the doors open. The lift might restart and you will risk injuring yourself. Please wait for the mechanic to arrive."

CONT.....

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QUESTION	SUGGESTED ANSWER
"I am in a hurry for an important meeting!"	"I can call someone on your behalf. Is there any one we can call for you, to let them know where you are?"
"Can you make the lift go to my floor?"	"If the lift has stopped, unfortunately no, as I cannot operate the lift, but have you tried pressing the ground floor button? If the lift is not taking you to your floor, you will need to speak to either onsite security or other staff"

CONT.....

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INSTRUCTION: 3) & 4) Complete the following incident form to record the lift entrapment (suggested form fields shown below)

Date & Time	Any medical conditions
Site & Location	Any passengers distressed
Floor (or between floors)	Passenger tel. no's
Reason for entrapment	Comments
Names of people trapped	Images

CONT....

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No. of people trapped	Lift number
Contractor contacted	Fire Brigade contacted
Time contractor contacted	Fire Brigade contacted at what time
Time contractor expected	Sketch (if applicable)

ABOUT SIRV

Systematic Intelligent Risk Valuation (SIRV), is a software platform used by some of the biggest brands in the world to improve the quality of reporting and decision making.

Find out more at getsirv.com

Got any feedback? We'd love to hear your thoughts, please email info@sirv.co.uk

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