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ELEVATOR EMERGENCY ENTRAPMENT RESCUE PROCEDURE



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1.0. PURPOSE

To provide guidelines for the safe extraction or rescue of passengers trapped in stalled elevators.

2.0. POLICY

Only properly licensed elevator technicians or the [Your State's Civil Defense/Police] Department Officer or engineer are authorized to call the [Your State's Civil Defense/Police] Department shall perform the safe extraction of passengers from elevators, as their experience and expertise ensure the proper response to hazards that may arise.

3.0. PROCEDURES

During normal working hours, all elevator entrapments shall be referred to the Facilities Management Department elevator section for immediate response. After normal working hours, holidays and weekends, entrapments shall be referred to the Facilities Management Department for immediate response using emergency procedures.

3.1. Day Shift (Monday - Friday from 7:00 AM to 3:30 PM)

- 3.1.1. The Emergency Operator, engineer or others call the BMS Control Room to report passengers trapped in the elevator. If there is no answer call the Facilities Management office at (at YOUR COMPANY'S EMERGENCY CONTROL NUMBER).
- 3.1.2. In case of any serious emergency for lift/elevator entrapment incident, immediately call XXXXXX.
- 3.1.3. The elevator technician immediately goes to the stalled elevator and makes voice contact with the passengers. The technician informs the passengers of the following:
 - They are safe
 - Steps are being taken to remove them.
 - Asks the passengers to move to the rear of the elevator
 - If technicians must leave the elevator inform passengers that someone will be there until they are removed from the elevator.
- 3.1.4. During communication with the passengers, the following information should be obtained to determine the best course of action to be taken in the rescue operation.
 - The number of persons in the elevator car

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- If any occupants are ill or injured
 - Whether lights are on or off inside the elevator car
- 3.1.5. The elevator technician opens the hoistway doors. If the elevator car is at or near the floor, the technician performs the following steps:
- Secures the elevator
 - Opens the elevator doors
 - Assists the passengers from the car
- 3.1.6. If the elevator is more than three feet from the floor, the technician closes the hoistway doors and goes to the elevator control room to move the elevator under power to a position level with the floor. With the car at floor level, the technician follows step # 4 to remove the passengers.

3.2. Off-hours and Weekends

- 3.2.1. The Emergency Operator or others call the engineer to report passengers stuck in an elevator.
- 3.2.2. The engineer immediately goes to the stalled elevator and makes voice contact with the passengers. The engineer informs the passengers of the following:
- They are safe and no one will leave until they are removed.
 - Steps are being taken to remove them
 - Move to the rear of the elevator
- 3.2.3. When communicating with the passengers the following information should be obtained to determine the best course of action to be taken in the rescue operation.
- The number of persons in the elevator car
 - If any occupants are ill or injured
 - Whether lights are on or off inside the elevator car
- 3.2.4. The engineer informs the passengers that it will be necessary to have an elevator technician come in from home to release them. The passengers are given a time frame for the arrival of the technician.
- 3.2.5. The engineer informs the Emergency Operator, [Your State's Civil Defense/Police] that passengers are stuck in an elevator and that he is unable to release them. All parties are given the expected arrival time of the [Your State's Civil Defense/Police].
- 3.2.6. The engineer or [Your State's Civil Defense/Police] department Officer is in constant voice communication with the passengers.

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3.2.7. If unable to contact an elevator technician who can respond within 30 minutes, the engineer will proceed to call the [Your State's Civil Defense/Police] Department for extraction.

3.2.8. The role of the [Your State's Civil Defense/Police] Department is to assist the engineer.

In situations where there is imminent danger to the safety or well-being of the passengers, the [Your State's Civil Defense/Police] Department Officer or engineer is authorized to call the [Your State's Civil Defense/Police] Department.

4.0. RESPONSIBLE

- Main Client's Administration Department
- Facilities Management Contractor