



Facility Management Victoria Pty Ltd Persons Trapped in Lift Procedures Policy

Immediately (if you are in the lift) use installed emergency telephone to report lift failure to the maintenance company and state the following:

- Name of building, lift code or number
- Address of building
- Location of lift i.e. between what floors?
- Number of people in lift
- Any abnormal circumstances i.e. distressed occupants, aged occupants, pregnant occupant, smell of smoke, etc. (refer to the Standard Fire Orders).
- Notify Facility Manager/Concierge/Facility Attendant.

Building Staff will provide assistance to persons in lift:

- Reassure the persons trapped in the lift that the lift maintenance company has been notified.
- Maintain regular communication with them to provide re-assurance.
- Contact the lift maintenance company to determine the time of arrival.
- Keep the Facility Manager informed of the situation.

DO NOT ATTEMPT TO FORCE OPEN LIFT DOORS