

## Passenger Lift Entrapment Guidelines

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If someone is stuck in a lift, they need to stay calm and not panic. They should remember that Elevators are the safest form of transport in the world and they are designed with multiple mechanical fail-safes to prevent falling. The lift will have stopped to ensure the safety of those in the elevator.

If a person finds themselves trapped in a lift, the emergency button is generally red or yellow in colour and is located on or below the operating panel.

The alarm button will connect the passenger to a lift contractor operator. The caller can confirm the lift location and describe the incident, including how many passengers are inside the lift and if any passengers are in medical stress or extreme panic.

If the trapped person is too distressed to speak calmly with the call operator, or if their condition worsens while waiting (up to 60 minutes) for the lift engineer, the fire brigade should be called immediately by anyone inside or outside the lift. It can be difficult to remain calm composed in this situation. These are only guidelines and ultimately, the person trapped in the lift is the best judge.

### What you must or must not do

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- **You must never attempt to "self-rescue":** Trying to pry the doors open or climb out between floors is the most dangerous action to take in this situation.
- **Stay at the back:** Responders recommend standing or sitting at the back of the car, so you are clear if the doors are forced open from the outside.
- **Airflow is safe:** It is helpful to know that lift cars are not airtight, there is always plenty of oxygen.

### Background to the Fire Service Charges

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#### Emergency Services Threshold

The Fire Brigade should only be called for "emergencies" (medical distress or extreme panic). The fire service charge for non-emergency callouts where no one is in immediate danger. They are not required to attend incidents where a person is shut in a lift without immediate physical or medical danger, they should only be called in an emergency.

## **Why the fire service charge?**

The scheme introduced in 2009 by London Fire Brigade, is aimed at reducing the growing number of unnecessary incidents attended.

A charge will apply when the fire service attends three or more non-emergency calls in lift incidents at the same building within 12 months.

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