**SOP 24**

LIFT ENTRAPMENT – COMMUNICATION/LIAISION GUIDELINES

Medirest colleagues must not attempt to release lift entrapped occupant/s at any time and should only be involved in the following liaison process and interim responsibility flow chart:

* Ensure communication is maintained with lift occupant/s throughout the duration of entrapment keeping a calm reassuring approach.
* Advise lift occupant/s of the pending lift engineer attendance; however avoid giving ETA as this may cause further distress.
* Identify entrapped persons (names, contact numbers etc.) asking if they want anyone contacting on their behalf.
* Identify any medical conditions of lift occupants and possible requirement for medication/treatment. If there is any major concern at this point immediately arrange for Fire Service attendance.
* Initiate notification of incident to Site Security Manager/Contract Director

**Call out Process**: - Enter Lift company \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

National contractual response time to release a trapped passenger is 60 minutes (national average is 28 minutes; less in the bigger towns and cities because a higher density of engineers available in these areas).

If for any reason, the engineer is more than an hour away from site.The on-site personnel have the option to contact the fire brigade if they feel the response time is not adequate for any particular scenario.

Example Flow Chart

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| **SPECIFIC INSTRUCTIONS RELATING SOP24** |
| On the dates below I certify that I have received and fully understand the training in the correct use of the instructions specific to contract as specified by this procedure. |

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| --- | --- | --- | --- | --- | --- |
| **OFFICERS NAME** | **PIN NUMBER** | **DATE TRAINING COMPLETE** | **OFFICER SIGNATURE** | **MANAGER SUPERVISOR NAME** | **MANAGER SUPERVISOR SIGNATURE** |
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