**SOP 24**

LIFT ENTRAPMENT – COMMUNICATION/LIAISION GUIDELINES

14forty 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 Facility Manager/National Operations Manager.

**Otis Call out Process**: - Enter Lift company this is an example

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).

Otis has national coverage of engineers 24 Hours, 7 days a week including Bank Holidays. If for any reason, the engineer is more than an hour away from site, OTISLINE will communicate to 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. The Otis engineer will still attend as soon as is possible.

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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