

**Entrapments for the main campus (exc. Library)**

- When Security receives notification that someone is trapped in the lift, the security guard will go and establish communication with the entrapped person and find out as much detail as possible about the exact lift reference and the state of the trapped passengers. They will reassure the passenger that they are safe staying in the lift and that help is on the way. They will also emphasise that a security guard will be outside the lift until help arrives.
- The security guard will stay with the passengers and call for assistance.

**Mon – Fri, 8.00 to 17.00 hrs**

- In the first instance the security will call the Maintenance Help Desk on ext. 2444 to arrange for a supervisor or an in-house trained staff to respond to the trapping. The Help Desk will call the lift company out advising of the trapping. The security must ensure that they speak to a person and do not leave a message on an answer phone. In the rare event when the Security may not be able get hold of Help Desk they should radio the supervisors directly to request help and call the lift company.
- An ETA will be obtained and the trapped passengers will be informed of it by the Maintenance technician or Security. In all circumstances a member of security staff must remain by the lift and closely monitor the situation continually re-assuring the trapped person until such time as the engineer arrives and person/s are freed.
- The in-house technician will attempt a passenger release if safe and will keep security updated.
- The lift company will be kept informed, notifying them if the person has been released and to requesting a repair and or service visit.
- If the passengers could not be released and the lift company is being delayed then a call out will be placed to the second lift company to attend by Help Desk.
- In the event where neither the 1<sup>st</sup> nor the 2<sup>nd</sup> company can come within a reasonable time, the Fire Brigade is to be called out. LFB will charge on the third lift release at the same building within a year and for all subsequent non-emergency lift releases. The current charge is £260 + VAT. The LFB is not required to attend to non-emergency lift release calls and wishes to reduce the number of call outs that take up the time of the fire fighting crew.
- Should a release take place the relevant companies will be informed to cancel the call outs and to advise that their services are no longer required or change the status of the call out from 'trapped passenger release' to 'service to lift following a passenger release'.
- The person/s trapped inside the lift car will need to be reassured that they are safe and that the lift company has been called - Liftec & Precision & KONE normally respond within (1 hour -Normal) and (2 hours out of hours.). Where Liftec is 1<sup>st</sup> choice of lift company the 2<sup>nd</sup> choice will be Precision and visa versa. KONE will only be considered as 1<sup>st</sup> company for the NAB (2<sup>nd</sup> choice is Liftec), they do not do



## **Lift Call Out Procedure**

---

other lifts and the lift auto dial is connected directly to the KONE customer services department who will inform the security of the NAB that there is a trapping and arrange for an engineer to be in attendance.

- If the second lift company is called out they will only released the passengers and will not repair the lift. Therefore the main lift company will attend to the repair.
- Fire Brigade should only be called in extenuating circumstances such as if there is a child or pregnant woman inside, or where someone is actually unwell/ill inside the lift car or if there is an emergency such as fire etc. or where the ETA of lift companies 1 and 2 is unacceptably long.

**Mon – Fri, 17.00 to 23.00 hrs**

- The security will radio the Maintenance Duty Shift Technician who will respond to the trapping.
- The Security will call the lift company out advising of the trapping. They will ensure that they identify the lift number from the Lift Register Sheet and identify the correct lift company to be called out.
- An ETA will be obtained and the trapped passengers will be informed of it by the Maintenance technician or Security. In all circumstances a member of security staff must remain by the lift and closely monitor the situation continually re-assuring the trapped person until such time as the engineer arrives and person/s are freed.
- The duty shift technician will attempt a passenger release and will keep security updated.
- The lift company will be kept informed, notifying them if the person has been released and to requesting a repair and or service visit.
- If the passengers could not be released and the lift company is being delayed then a call out will be placed to the second lift company to attend. The security must identify correctly the second company to be called out.
- In the event where neither the 1<sup>st</sup> nor the 2<sup>nd</sup> company can come within a reasonable time, the Fire Brigade is to be called out. LFB will charge on the third lift release at the same building within a year and for all subsequent non-emergency lift releases. The current charge is £260 + VAT. The LFB is not required to attend to non-emergency lift release calls and wishes to reduce the number of call outs that take up the time of the fire fighting crew.
- Should a release take place the relevant companies will be informed to cancel the call outs and to advise that their services are no longer required or change the status of the call out from 'trapped passenger release' to 'service to lift following a passenger release'.
- The person/s trapped inside the lift car will need to be reassured that they are safe and that the lift company has been called - Liftec & Precision & KONE normally respond within (1 hour -Normal) and (2 hours out of hours.). Where Liftec is 1<sup>st</sup> choice of lift company the 2<sup>nd</sup> choice will be Precision and visa versa. KONE will only be considered as 1<sup>st</sup> company for the NAB (2<sup>nd</sup> choice is Liftec), they do not do other lifts and the lift auto dial is connected directly to the KONE customer services department who will inform the security of the NAB that there is a trapping and arrange for an engineer to be in attendance.
- If the second lift company is called out they will only released the passengers and will not repair the lift. Therefore the main lift company will attend to the repair.
- Fire Brigade should only be called in extenuating circumstances such as if there is a child or pregnant woman inside, or where someone is actually unwell/ill inside the lift car or if there is an emergency such as fire etc. or where the ETA of lift companies 1 and 2 is unacceptably long.
- The security will email Estates-Help-Desk@LSE.AC.UK to inform of the incident and Help Desk will ensure that they follow up if required. The information in the

**email will cover: Time and location of trapping, nature of fault, who released the passengers, was the lift company called and by whom, are notices in place to advise of lift out of service.**

**Mon – Fri, 23.00 to 8.00 hrs + 24 hrs on Saturday and Sunday**

- The security will call the lift company out advising of the trapping. They will ensure that they identify the lift number from the Lift Register Sheet and identify the correct lift company to be called out.
- An ETA will be obtained and the trapped passengers will be informed of it by the Maintenance technician or Security. In all circumstances a member of security staff must remain by the lift and closely monitor the situation continually re-assuring the trapped person until such time as the engineer arrives and person/s are freed.
- The lift company will be kept informed, notifying them if the person has been released and to requesting a repair and or service visit.
- If the passengers have not be released and the lift company is being delayed then a call out will be placed to the second lift company to attend. The security must identify correctly the second company to be called out.
- In the event where neither the 1<sup>st</sup> nor the 2<sup>nd</sup> company can come within a reasonable time, the Fire Brigade is to be called out. LFB will charge on the third lift release at the same building within a year and for all subsequent non-emergency lift releases. The current charge is £260 + VAT. The LFB is not required to attend to non-emergency lift release calls and wishes to reduce the number of call outs that take up the time of the fire fighting crew.
- Should a release take place the relevant companies will be informed to cancel the call outs and to advise that their services are no longer required or change the status of the call out from 'trapped passenger release' to 'service to lift following a passenger release'.
- The person/s trapped inside the lift car will need to be reassured that they are safe and that the lift company has been called - Liftec & Precision & KONE normally respond within (1 hour -Normal) and (2 hours out of hours.). Where Liftec is 1<sup>st</sup> choice of lift company the 2<sup>nd</sup> choice will be Precision and visa versa. KONE will only be considered as 1<sup>st</sup> company for the NAB (2<sup>nd</sup> choice is Liftec), they do not do other lifts and the lift auto dial is connected directly to the KONE customer services department who will inform the security of the NAB that there is a trapping and arrange for an engineer to be in attendance.
- If the second lift company is called out they will only released the passengers and will not repair the lift. Therefore the main lift company will attend to the repair.
- Fire Brigade should only be called in extenuating circumstances such as if there is a child or pregnant woman inside, or where someone is actually unwell/ill inside the lift car or if there is an emergency such as fire etc. or where the ETA of lift companies 1 and 2 is unacceptably long.
- The security will email Estates-Help-Desk@LSE.AC.UK to inform of the incident and Help Desk will ensure that they follow up if required. The information in the email will cover: Time and location of trapping, nature of fault, who released the passengers, was the lift company called and by whom, are notices in place to advise of lift out of service.

**Lift Entrapments in the Library (April 2011)**

**Mon – Fri, 8.00 to 23.00 hrs**

- **Library security inform LSE Security there is a lift entrapment.** LSE Security immediately contact Precision/Liftec as appropriate and state clearly that this is an entrapment and therefore an emergency. The LSE Security will then follow the standard procedure for the campus as specified above choosing the right section depending on the timing.
- **An ETA will be obtained and the trapped passengers will be informed of it by the Maintenance technician or Security. In all circumstances a member of security staff must remain by the lift and closely monitor the situation continually re-assuring the trapped person until such time as the engineer arrives and person/s are freed.**
- If the trapping takes place between Mon – Fri, 08.00 -23.00 hrs, the in-house maintenance technician will be invited to attempt a passenger release as long as the lift is at floor level and will keep the Library Security updated. In any other circumstances the Maintenance will not be able to assist with the release.
- The lift company will be kept informed by the LSE Security if the passengers have been released to request repair and service. If the passengers could not be released and the lift company is being delayed then a call out will be placed to the second lift company to attend.
- In the event where neither the 1<sup>st</sup> nor the 2<sup>nd</sup> company can come within a reasonable time, the Fire Brigade is to be called out. LFB will charge on the third lift release at the same building within a year and for all subsequent non-emergency lift releases. The current charge is £260 + VAT. The LFB is not required to attend to non-emergency lift release calls and wishes to reduce the number of call outs that take up the time of the fire fighting crew.
- Should a release take place the relevant companies will be informed to cancel the call outs and to advise that their services are no longer required or change the status of the call out from 'trapped passenger release' to 'service to lift following a passenger release'.
- The person/s trapped inside the lift car will need to be reassured that they are safe and that the lift company has been called - Liftec & Precision & KONE normally respond within (1 hour -Normal) and (2 hours out of hours.). Where Liftec is 1<sup>st</sup> choice of lift company the 2<sup>nd</sup> choice will be Precision and visa versa. KONE will only be considered as 1<sup>st</sup> company for the NAB (2<sup>nd</sup> choice is Liftec), they do not do other lifts and the lift auto dial is connected directly to the KONE customer services department who will inform the security of the NAB that there is a trapping and arrange for an engineer to be in attendance.
- If the second lift company is called out they will only released the passengers and will not repair the lift. Therefore the main lift company will attend to the repair.
- Fire Brigade should only be called in extenuating circumstances such as if there is a child or pregnant woman inside, or where someone is actually unwell/ill inside

the lift car or if there is an emergency such as fire etc. or where the ETA of lift companies 1 and 2 is unacceptably long.

- The security will email [Estates-Help-Desk@LSE.AC.UK](mailto:Estates-Help-Desk@LSE.AC.UK) to inform of the incident and Help Desk will ensure that they follow up if required. The information in the email will cover: Time and location of trapping, nature of fault, who released the passengers, was the lift company called and by whom, are notices in place to advise of lift out of service.
- In the event that the LSE Security are attending to an emergency and cannot perform any of the above tasks the Library Security will carry out this task on their behalf but with their knowledge and agreement. In the unlikely event where the LSE Security cannot be contacted, the LRB security will carry on the procedure and copy the LSE security on the Help Desk email to inform of the incident.

**Mon – Fri, 23.00 to 8.00 hrs + 24 hrs on Saturday and Sunday**

- **Library security inform LSE Security there is a lift entrapment**
- LSE security will call the lift company out advising of the trapping. They will ensure that they identify the lift number from the Lift Register Sheet and identify the correct lift company to be called out.
- An ETA will be obtained and the trapped passengers will be informed of it by the Maintenance technician or Security. **In all circumstances a member of security staff must remain by the lift and closely monitor the situation continually re-assuring the trapped person until such time as the engineer arrives and person/s are freed.**
- The lift company will be kept informed if the passengers have been released to request repair and service by LSE Security.
- If the passengers have not been released and the lift company is being delayed then a call out will be placed to the second lift company to attend. The security must identify correctly the second company to be called out.
- In the event where neither the 1<sup>st</sup> nor the 2<sup>nd</sup> company can come within a reasonable time, the Fire Brigade is to be called out. LFB will charge on the third lift release at the same building within a year and for all subsequent non-emergency lift releases. The current charge is £260 + VAT. The LFB is not required to attend to non-emergency lift release calls and wishes to reduce the number of call outs that take up the time of the fire fighting crew.
- Should a release take place the relevant companies will be informed to cancel the call outs and to advise that their services are no longer required or change the status of the call out from 'trapped passenger release' to 'service to lift following a passenger release'.
- The person/s trapped inside the lift car will need to be reassured that they are safe and that the lift company has been called - Liftec & Precision & KONE normally respond within (1 hour -Normal) and (2 hours out of hours.). Where Liftec is 1<sup>st</sup> choice of lift company the 2<sup>nd</sup> choice will be Precision and visa versa. KONE will only be considered as 1<sup>st</sup> company for the NAB (2<sup>nd</sup> choice is Liftec), they do not do other lifts and the lift auto dial is connected directly to the KONE customer services department who will inform the security of the NAB that there is a trapping and arrange for an engineer to be in attendance.
- If the second lift company is called out they will only release the passengers and will not repair the lift. Therefore the main lift company will attend to the repair.
- Fire Brigade should only be called in extenuating circumstances such as if there is a child or pregnant woman inside, or where someone is actually unwell/ill inside the lift car or if there is an emergency such as fire etc. or where the ETA of lift companies 1 and 2 is unacceptably long.



- **The security will email Estates-Help-Desk@LSE.AC.UK to inform of the incident and Help Desk will ensure that they follow up if required. The information in the email will cover: Time and location of trapping, nature of fault, who released the passengers, was the lift company called and by whom, are notices in place to advise of lift out of service.**
- **In the event that the LSE Security is attending to an emergency and cannot perform any of the above tasks the Library Security will carry out this task on their behalf but with their knowledge and agreement.**

Note: when calling out the lift company the caller must ensure that the correct Lift ID number is selected and the correct Lift Company is called. This information can be found in the Lift Sheet which is updated regularly by Estates Help Desk.

**Entrapments for the main campus (exc. Library)**

