



Safety Note 41

Passenger lift safety

Many University buildings have lifts installed, and occasionally these break down. If this happens, it is important that you follow the guidance below.

NEVER overload the lift, either with passengers or goods. All lifts are clearly marked with the maximum load and passenger numbers. If you think the lift is full, do not enter.

NEVER attempt to force open lift doors or get out of a broken down lift. Wait until the lift engineer arrives to take charge and release any trapped persons.

If you are stuck in a lift

- Press the lift alarm button. You will need to hold this in for at least 3 seconds until the alarm sounds.
- Use the lift emergency phone or intercom system to contact Security Control.
- Remain calm. Sit or stand at the back of the lift away from the doors.
- Maintain contact with Security Control – use the emergency phone/intercom. Security will also come to the building and keep you informed of progress.
- Wait for the lift engineer to release you.

Staff - if the lift breaks down in your building, with passenger(s) in it

- Use the indicator panel to identify where the lift has stopped.
- Go to the nearest floor and check by calling whether or not there is anyone in the lift.
- Reassure the trapped person(s). Encourage them to maintain contact with Security Control via the emergency phone/intercom.
- Call Security Control on Extn 6300 and check that they know that the lift has broken down. Ask Security to dial the lift emergency number and make contact with anyone in the lift. Make sure that Security are arranging for the lift engineer to be called out.

General guidance

Do not use a lift if you are the only person in a building during out-of-hours working.

Some lifts are only designed as goods lifts. These must not be used to carry passengers.

It should be remembered that the time taken to release trapped passengers is an inconvenience rather than a hazard. However, there might be special circumstances, e.g. where passengers who are ill, infirm, or suffering from claustrophobia are involved, which may tempt would-be rescuers into rapid response. Whilst prompt release of trapped passengers is desirable, safety should not be sacrificed for speed. The response time for the lift engineer is up to 1 hour. If there is likely to be a very long delay before the lift engineer arrives, as a last resort Security Control may call the Fire and Rescue Service.