

SESLHD PROCEDURE COVER SHEET



Health
South Eastern Sydney
Local Health District

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KEY TERMS	Lift, elevator, emergency planning, entrapment.
SUMMARY	This guideline is designed to assist facilities with lifts (elevators) in developing local procedures for managing trapped passengers.

COMPLIANCE WITH THIS DOCUMENT IS MANDATORY

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SESLHD PROCEDURE

Work Health and Safety – Lift Entrapment Procedures Development Guidelines

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1. POLICY STATEMENT

This guideline has been designed to assist SESLHD facilities with lifts, to develop local procedures for the management of entrapped passengers in lifts (elevators).

2. BACKGROUND

Some technical and general emergency management information has been provided by OTIS (lift maintenance contractor).

Where sections of the guideline are not relevant or do not reflect the actual local arrangements for the specific site, they will need to be modified accordingly. These are a number of notations (indicated by GREY text box) within the guideline which should be removed from the sites final document.

The appendixes are resources that may help with the planning and incident management;

- [Appendix 1 - Example script for handling Entrapped Passengers](#)
- [Appendix 2 - Checklist for Switchboard/ Response Person](#)
- [Appendix 3 - Template Lift Entrapment Action Card/Flipchart](#)

The site will ultimately need to decide on the most appropriate place for this procedure to sit where workers involved in the procedure will have quick access.

A suggested place may be the Site Emergency Procedures Manual (either general information or as a code yellow/internal emergency).

3. PRINCIPLES

Facilities are to use this guideline to adapt and formalise their local arrangements. Where sections of this guideline are not relevant to the facility, they will not need to be implemented.

3.1. GENERAL INFORMATION

Local procedures should to be based on this Generic Lift Entrapment Procedure and be modified to reflect specific arrangements at the site for the management of entrapped passengers in lifts (elevators).

3.2. TESTING OF EMERGENCY EQUIPMENT

The facility is to develop a local schedule for testing of lift emergency telephones, to ensure they are working and verify the location that is being called i.e. security, switchboard, service company call centre.

3.3. SIGNAGE

The facility is to ensure that all lifts have instructions on how to use the emergency phone fitted within the lift, these instructions will be need to be specific to the lift phone i.e. – hold in button for 5 seconds.

General information which may be required by the emergency telephone operator is to be in clear sight of a person using the emergency telephone. This information will include:

- Location of lift (site)
- Lift number
- Alternate emergency number should the emergency phone not work
- Any other important information.
-

4. DEFINITIONS

Lift or Elevator

Lifting device consisting of a platform or cage that is raised and lowered mechanically in a vertical shaft in order to move people from one floor to another in a building.

Emergency Co-ordinator

The person who is in charge of emergency management, planning and operations. This may or may not be the person in charge of the health care facility, depending upon local circumstances and timing.

Note: Site may also use terms such as emergency controller.

Emergency Officer

A person available on-site, with clearly defined responsibilities in relation to the health care facility's emergency plans.

Note: Site may also use terms such as emergency warden.

Incident Management Team

Pre-determined group of persons that will be involved in the response to trapped passenger incidents. The group may include but not limited to Officer, Co-ordinator, Site Executive, Engineering and Security Services.

Note: Site may also use terms such as Emergency Response Group.

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5. ROLES AND RESPONSIBILITIES:

Outlined in this section are some of the specific roles within the Lift Entrapment Procedure.

5.1. All Workers Action Plan - General Procedure

1. Upon receipt of a call from a trapped passenger or advice of a trapped passenger the person being notified will attempt to identify from passengers (see [Section 6](#) - Script for handling Persons in Lifts)
 - Number of persons
 - Names
 - Current medical conditions
 - The location and level of the lift (if known)
 - If any person is currently distressed by the situation (i.e. claustrophobic)
2. Person receiving advice of trapped passenger will notify the switchboard operator.
3. Switchboard operator will advise the incident co-ordinator and emergency officer of the internal incident/emergency.
4. The Emergency Officer will proceed to the lift that has been reported to have trapped person/s.
5. If level is not known, the Emergency Officer will start at the ground floor and work their way up the levels attempting to communicate with the person/s trapped in the lift.
6. Once the Emergency Officer has made contact with the person/s trapped they are to verify and relay the following information to the emergency co-ordinator:
 - Number of persons
 - Names
 - Current medical conditions
 - If any person is currently distressed by the situation (i.e. claustrophobic).
7. The Emergency Officer will attempt to calm the trapped persons (see scripted for handling Persons in Lifts).
8. The Emergency Officer will stay with the trapped persons and communicate with them until otherwise advised by the incident co-ordinator.
9. The Emergency Co-ordinator will:
 - Co-ordinate the notification of the lift service company along with current medical condition of the trapped persons and arrange for a technician to be dispatched
 - Co-ordinate local engineering services to assist (if available)
 - Based on the service companies Estimated Time of Arrival (ETA) and the medical condition of the trapped person, decide on alternate emergency arrangements to remove passengers.
10. Once passengers have been removed from the lift, they are to receive any required medical assistance and a de-brief is to be conducted.
11. Each person involved should record their own notes on the incident as this may be required as part of the de-brief or incident report.

Note – Workers who may be involved with communicating directly with the trapped persons should make themselves familiar with the Script for handling Persons in Lifts - see [Section 6](#).

“ALL CLEAR” ANNOUNCEMENT

‘ALL CLEAR’ MAY ONLY BE AUTHORISED BY THE EMERGENCY CO-ORDINATOR
Resume normal duties unless involved in mopping up.

INTERNAL EMERGENCY PROCESS REVIEW

The Emergency Co-ordinator and site executive will determine the level of review required, based on the type and severity of the incident. Persons involved in the emergency should record their own notes as this information may be required as part of the incident review process, i.e.– entrapped passenger for less than 5 minutes versus extended period of entrapment which has lead to a serious medical outcome.

5.2. Emergency Officer – Action Plan

Note – The site will need to specify who the response person/s will be for lift entrapments and replace the title Emergency Officer with this position title. Where sites nominate security officers as the response person, the security officer’s role will need to be updated to reflect this and sections removed if not relevant).

1. Collect communication equipment i.e. mobile phone, two way radio.
2. Proceed to the lift that has been reported to have trapped person/s.
3. Start at the ground floor and work their way up the levels attempting to communicate with the person/s trapped in the lift. When contact is made with the person/s trapped, verify and relay the following information to the incident co-ordinator:
 - Number of persons
 - Names
 - Current medical conditions
 - If any person is currently distressed by the situation (i.e. claustrophobic).
4. Communicate with the trapped persons refer to [Section 6](#) - Script for handling Persons in Lifts.
5. Relay any issues with the trapped person’s medical conditions to the emergency co-ordinator.
6. Stay with the trapped persons and communicate with them until otherwise advised by the emergency co-ordinator.
7. May be required to meet with lift service technician and provide information about passengers’ current medical conditions.
8. Record notes on incident for de-brief or incident report.

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Note – Workers who may be involved with communicating directly with the trapped persons should make themselves familiar with the Script for handling Persons in Lifts - see [Section 6](#).

ALL CLEAR

Return to normal duties and prepare to take part in a short debriefing.

5.3. Emergency Co-ordinator – Action Plan

ANNOUNCEMENT OF “Lift Entrapment CONFIRMED”

1. Confirm the emergency situation.
2. Confirm the impact on internal services.
3. Communicate with nominated response person/s
4. Co-ordinate the notification of the lift service company along with current medical condition of the trapped persons and arrange for a technician to be dispatched.
5. Co-ordinate local engineering services to assist (if available).
6. Based on the service companies Estimated Time of Arrival (ETA) and the medical condition of the trapped person/s, decide if alternate emergency arrangements to remove passengers is required (i.e. Emergency call to NSW Fire Brigade)
7. Make decisions in conjunction/consultation with appropriate Department Manager/s, Incident Management Team and Executive Management.
8. When area/s are deemed safe after consultation with the Incident Management Team, initiate an “All Clear” announcement.
9. Record notes on incident for de-brief or incident report.

Note – Workers who may be involved with communicating directly with the trapped persons should make themselves familiar with the Script for handling Persons in Lifts - see [Section 6](#).

EMERGENCY PLAN

When area/s is deemed safe, initiate an “All Clear” (area/s) announcement.

ALL CLEAR

Announce “All Clear”

Organise Debriefing of the affected areas in consultation with the Site Executive and Peer Support Coordinator.

5.4. Executive Support – Action Plan

“Lift Entrapment CONFIRMED” ANNOUNCED

Immediately contact Emergency Co-ordinator to check on the level of assistance required.

BUSINESS HOURS: Director of Nursing
Members of the Executive

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AFTER HOURS: On Call Executive Member

5.5. Engineer – Action Plan

“Lift Entrapment CONFIRMED” ANNOUNCEMENT

1. Proceed immediately to the affected area.
2. Communicate with the Emergency Officer and establish communication with the Emergency Co-ordinator.
3. Communicate preferably via WIP phone, two-way radio or, alternatively, telephone the Emergency Control Room (Ext. XXXX).
4. Assess the situation and confirm the impact on internal services and/or systems.
5. Inform the Emergency Co-ordinator of:
 - Status of the situation
 - Any alternative measures that will reduce or minimise the impact on internal services
 - Any extra equipment or assistance required
 - When the area is deemed safe so that an “All Clear “ announcement can be authorised
6. Record notes on incident for de-brief or incident report.

Note – Workers who may be involved with communicating directly with the trapped persons should make themselves familiar with the Script for handling Persons in Lifts - see [Section 6](#).

ISOLATION OF SERVICES

The Incident Management Team will make any decision to isolate any services that will minimise the impact of the emergency.

ESCALATION OF THE INTERNAL EMERGENCY

Be prepared to cordon off any areas that may be dangerous.

Be prepared to assist where necessary or as directed.

Wait for the “All Clear” announcement.

ALL CLEAR

Return to normal duties and prepare to take part in a short debriefing.

5.6. Security – Action Plan

Lift Entrapment ANNOUNCEMENT

1. In the absence of a nominated Emergency Officer or Emergency Co-ordinator, Security Officers will act in these roles until the Officer and or Co-ordinator become available.

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2. Be prepared to assist where necessary and maintain contact with the Emergency Control Room and give a situation updates.
3. Follow the directions of the Emergency Co-ordinator, Emergency Officer and/or the Engineers.
4. This may include providing assistance to:
 - Secure the area
 - Maintain crowd control
5. Record notes on incident for de-brief or incident report.

Note – Workers who may be involved with communicating directly with the trapped persons should make themselves familiar with the Script for handling Persons in Lifts - see [Section 6](#).

5.7. Control Room Operator

1. Secure the control room if required.
2. Cease all non-essential duties (continue monitoring emergency systems).
3. Monitor the situation by use of CCTV.
4. Maintain clear lines of communication with Emergency Officer and incident location.
5. Record notes on incident for de-brief or incident report.

Note – Workers who may be involved with communicating directly with the trapped persons should make themselves familiar with the Script for handling Persons in Lifts - see [Section 6](#).

ALL CLEAR

Be prepared to assist with returning any equipment and/or patients etc. after the “All Clear” announcement.

5.8. Switchboard – Action Plan

IF ADVISED OF AN INTERNAL EMERGENCY

1. Notify Emergency Officer and Emergency Co-ordinator of initial report.
2. Conduct a group call to the Incident Management Team on pagers “Lift Entrapment Confirmed”, the “Location” and the type of situation eg passenger entrapment, service failure.
3. Record incident information provided and relay this to the incident co-ordinator (example recording tool see appendix 2 – checklist).
4. Wait for further details and/or instructions from the Emergency Co-ordinator.
5. Send “All Clear” when advised by Emergency Co-ordinator.

Note – Workers who may be involved with communicating directly with the trapped persons should make themselves familiar with the Script for handling Persons in Lifts - see [Section 6](#).

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ALL CLEAR

The Emergency Co-ordinator, after consultation with the Emergency Services, will authorise an “All Clear” when applicable

6. SCRIPT FOR HANDLING PASSENGERS IN LIFTS (PILs)

For most people, being trapped in a lift is a terrifying experience. At all times phone operators, nominated persons and any other worker that have contact with the trapped persons are to remain calm, courteous and professional when talking with trapped passengers.

6.1. Typical Comments from Trapped Passengers

Please remember for some people, being trapped in a lift can be a distressing experience. In this regard some of the typical comments from trapped passengers are shown below.

Shown below are the responses that should use to answer the comments from passengers.

Typical Comment	Response
"The lift is going to fall!"	"I understand your fears, but the lift/elevator has many safety devices to help stop the lift from falling. Please try and make yourself comfortable, we have called the lift company and they will be here as soon as possible. "
"There is no air!" "Is there any air in the lift when I am trapped?"	"I can reassure you - the elevator has plenty of ventilation. There is more air closer to the floor; you may wish to sit on the floor to make yourself more comfortable."
"I am going to be sick!"	"Please make yourself as comfortable as possible. I can reassure you, we are working to get you out as soon as we can.
"I am claustrophobic!"	"I understand your fears, I can reassure you, we are working to get you out – it would help you if you sat on the floor as there is more air closer to the ground.
"Can I make a phone call from here?"	"From the lift phone, you can only call us. If you have a mobile phone and coverage, you can call someone or I would be more than happy to call on your behalf. Would you like me to call someone on your behalf?"
"Can I just force the doors open?"	"Please do not force the doors open. The lift might restart and you will risk injuring yourself. Please wait for the mechanic to arrive. I will call you back very shortly to advise you how far away the mechanic is"

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"I am in a hurry for an important meeting!"	"I can call someone on your behalf. Is there any one we can call for you, to let them know where you are?"
"Can you make the lift go to my floor?"	"If the lift has stopped, unfortunately no, I cannot operate the lift, but have you tried pressing the ground floor button? If the lift is not taking you to your floor, you will need to speak to either onsite security or other hospital worker."

6.2. Handling PIL Calls

- Upon receipt or notification of a call from a trapped passenger, it is beneficial to obtain certain information, which should be provided to lift service provider.
- At all times, assure the passenger(s) of their safety, that there is no need to panic and that the lift company has been informed and a mechanic will be dispatched as soon as possible. Also inquire about the welfare of all the PILs.
- It should also be explained to the passenger(s) that if the phone line drops out that they may need to re-initiate contact with you in the same manner as they did previously.
- If the PIL has a mobile number, ask for the number, in order to call them back if needed.
- If the PIL does not have a mobile number, ask them to call back via the lift phone if they need to.

6.3. Possible release methods

When dealing with the occupants, the only release methods that can be tried are:

- Ask the passenger to press the ground floor button and wait to see if the lift responds.
- Ask the passenger to press the door open button and see if the doors will open.

NOTE: *If the lift is not at floor level, **NEVER** suggest that the passenger gets out of the lift.*

NOTE: *Under **NO** circumstances should operators advise passengers to manually attempt to open the door or take any other course of action.*

6.4. Recording details ([Appendix 2 - Checklist for Switchboard/ Response Person](#))

Once the PIL(s) is calm, the operator and Emergency Officer must ask the following questions and ensure the details are recorded:

- Do you know which building and lift you are in?
- Ask what the unit number is (or it may be called the contract number) of the lift? This is usually on the load plaque (The unit number may commence with 31E, 31F, 31J, F etc).
- Do you know what floor you are closest to?
- How many people are with you?
- What are the current medical conditions?

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- If the PIL has a mobile number, ask for the number, in order to call them back if needed.

6.5. Offering Assistance

- Once all the necessary details for the call have been recorded, ensure that this information is provided to the lift service company and the site emergency co-ordinator.
- Offer any possible assistance within reason, this may include making telephone calls on the PIL(s) behalf.
- If possible comply with their requests and provide reassurance on any subsequent contact.
- If the PIL has a mobile number, ask for the number, in order to call them back if needed.
- If the PIL does not have a mobile number, ask them to call back via the lift phone if they need to.

6.6. Estimated Times of Arrival (ETA)

The lift company will generally be able to give you an estimated time of arrival, but this can change depending on the time of day, the whereabouts of the technician and traffic conditions, so be very general in discussing any time with passengers.

7. DOCUMENTATION

- [SESLHD Emergency Procedures](#)

8. AUDIT

N/A

7. REFERENCES

External

- [NSW Work Health Safety Act 2011](#)
- Australian Standard AS4083 Planning for Emergencies - Health Care Facilities
- Australian Standard AS3745 Emergency control organisation and procedures for buildings, structures and workplaces.

Ministry of Health

- [PD2013_050 Work Health and Safety: Better Practice Procedures](#)

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- [PD2014_004 Incident Management Policy](#)

8. REVISION AND APPROVAL HISTORY

Date	Revision No.	Author and Approval
Oct 2010	0	Director Workforce Development – Gerard Rooney
Jan –Feb 2014	1	Revised by Peter Kuszelyk, WHS Consultant
Mar 2014	1	Revision approved by Executive Sponsor, Sharon Litchfield, Director of Workforce Services Re-formatted by Scarlett Acevedo, District Policy Officer.
September 2017	2	Desktop Revision and Links Update - John Parkinson, WHS Consultant
October 2017	2	Updates endorsed by Executive Sponsor
April 2018	3	Document title updated – Catherine Johnson, WHS Consultant
January 2019	4	Document title updated – Catherine Johnson, WHS Consultant

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Appendix 1 - Example script for handling Entrapped Passengers

Script for handling Passengers in Lifts (PILs)

This may be useful to have handy for switchboard operators or response persons

Are you stuck in the lift?

PIL “Yes, I’m stuck/caught in the lift”

Can I start with your name?

Are you in the lift on your own – How many people are in the lift?

Is everyone ok in the lift?

Do you know which level you may be on?

PIL “Ground floor”

Press the door open button, is the lift responding?

OR

PIL “Other floor or I don’t know”

Press the Ground floor button, is the lift responding?

Press the door open button, is the lift responding?

If the lift responds and the passenger is able to safely get out of the lift, ask one of the engineers to check the lift, if the lift isn’t operating correctly, call the lift company and ask them to log a call to have the lift checked.

If the passenger can’t get out:

I will call the lift company now for them to send someone.

Is there anyone you’d like me to contact for you? Have you got a mobile I can contact you on if needed?

If you have any concerns please press the Alarm Button again to talk to us

NEVER suggest to the passenger/s to force the doors open, or exit the lift if it is not level with the floor.

- Advise the passenger, the lift company will be called and a mechanic will be dispatched, and they will be advised of an ETA if it can be established
- Assist the passenger wherever possible. (E.g. calling someone on their behalf, etc...)
- Before hang up the phone, confirm the PIL know how to get assistance by using the lifts emergency telephone.

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Appendix 2 – Checklist for Switchboard/ Response Person

Recording details (Modify as required)

Date : _____

Time – Start : _____ / Finish _____

Once the PIL(s) is calm, the operator and Emergency Officer must ask the following questions and record all responses:

Question	Notes
What is your name	
Do you know the site and building lift you are in?	
What lift number are you in? <ul style="list-style-type: none"> • This might be on the load plaque • This might start with a 31E, 31F etc 	
Do you know what floor you are closest to?	
How many people are with you? <ul style="list-style-type: none"> • What are their names 	
What are the current medical conditions?	
Do you or another person in the lift have a mobile phone number? <ul style="list-style-type: none"> • If so can I get the number 	

Contact List

Response Person	Number	Contacted	Notes
Security		Y <input type="checkbox"/> N <input type="checkbox"/> N/A <input type="checkbox"/>	
Senior Manager		Y <input type="checkbox"/> N <input type="checkbox"/> N/A <input type="checkbox"/>	
Service Technician		Y <input type="checkbox"/> N <input type="checkbox"/> N/A <input type="checkbox"/>	

Notes

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Appendix 3 – Template Lift Entrapment Action Card/Flipchart

Lift Entrapment Action Card/Flipchart**Site –**

Contact Emergency numbers

All Worker's – Action Plan

Outlined in this section are some of the specific roles within the Lift Entrapment Procedure.

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“Lift Entrapment CONFIRMED” ANNOUNCED

Immediately contact Emergency Co-ordinator to check on the level of assistance required.

BUSINESS HOURS: Director of Nursing
Members of the Executive**AFTER HOURS:** On Call Executive Member**Executive Support – Action Plan**

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Switchboard

IF ADVISED OF AN INTERNAL EMERGENCY

1. Notify Emergency Officer and Emergency Co-ordinator of initial report.
2. Conduct a group call to the Incident Management Team on pagers “Lift Entrapment Confirmed”, the “Location” and the type of situation eg passenger entrapment, service failure.
3. Record incident information provided and relay this to the incident co-ordinator (**example recording tool**)
4. Wait for further details and/or instructions from the Emergency Co-ordinator
5. Send “All Clear” when advised by Emergency Co-ordinator

Note – Workers who may be involved with communicating directly with the trapped persons should make themselves familiar with the Script for handling Persons in Lifts - see [Section 6](#).

ALL CLEAR

The Emergency Co-ordinator, after consultation with the Emergency Services, will authorise an “All Clear” when applicable

Switchboard – Action Plan

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Emergency Officer

1. Collect communication equipment i.e. mobile phone, two way radio.
2. Proceed to the lift that has been reported to have trapped person/s.
3. Start at the ground floor and work their way up the levels attempting to communicate with the person/s trapped in the lift.
4. Make contact with the person/s trapped they are to verify and relay the following information to the incident co-ordinator:
 - Number of persons
 - Names
 - Current medical conditions
 - If any person is currently distressed by the situation (i.e. claustrophobic).
5. Communicate with the trapped persons, refer to Section 6 - Script for handling Persons in Lifts.
6. Relay any issues with the trapped persons medical conditions to the emergency co-ordinator.
7. Stay with the trapped persons and communicate with them until otherwise advised by the Emergency Co-ordinator.
8. May be required to meet with lift service technician and provide information about passengers current medical conditions.
9. Record notes on incident for de-brief or incident report.

Note – Workers who may be involved with communicating directly with the trapped persons should make themselves familiar with the Script for handling Persons in Lifts - see [Section 6](#).

ALL CLEAR

Return to normal duties and prepare to take part in a short debriefing.

Emergency Officer – Action Plan

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Emergency Co-ordinator

ANNOUNCEMENT OF “Lift Entrapment CONFIRMED”

1. Confirm the emergency situation.
2. Confirm the impact on internal services.
3. Communicate with nominated response person/s.
4. Co-ordinate the notification of the lift service company along with current medical condition of the trapped persons and arrange for a technician to be dispatched.
5. Co-ordinate local engineering services to assist (if available).
6. Based on the service companies Estimated Time of Arrival (ETA) and the medical condition of the trapped person/s, decide if alternate emergency arrangements to remove passengers is required (i.e. Emergency call to NSW Fire Brigade)
7. Make decisions in conjunction/consultation with appropriate Department Manager/s, Incident Management Team and Executive Management.
8. When area/s are deemed safe after consultation with the Incident Management Team initiate an “All Clear” announcement.
9. Record notes on incident for de-brief or incident report.

EMERGENCY PLAN

When area/s is deemed safe, initiate an “All Clear” (area/s) announcement.

ALL CLEAR

Announce “All Clear”

Organise Debriefing of the affected areas in consultation with the Site Executive and Peer Support Coordinator.

Emergency Co-ordinator – Action Plan

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Security

Lift Entrapment ANNOUNCEMENT

1. In the absence of a nominated Emergency Officer or Emergency Co-ordinator, Security Officers will act in these roles until the Officer and or Co-ordinator become available.
2. Be prepared to assist where necessary and maintain contact with the Emergency Control Room and give a situation updates.
3. Follow the directions of the Emergency Co-ordinator, Emergency Officer and/or the Engineers.
4. This may include providing assistance to:
 - Secure the area
 - Maintain crowd control
 - Record notes on incident for de-brief or incident report.

Note – Workers who may be involved with communicating directly with the trapped persons should make themselves familiar with the Script for handling Persons in Lifts - see [Section 6](#).

CONTROL ROOM OPERATOR

1. Secure the control room if required.
2. Cease all non essential duties (continue monitoring emergency systems).
3. Monitor the situation by use of CCTV.
4. Maintain clear lines of communication with Emergency Officer and incident location.
5. Record notes on incident for de-brief or incident report.

Note – Workers who may be involved with communicating directly with the trapped persons should make themselves familiar with the Script for handling Persons in Lifts - see [Section 6](#).

ALL CLEAR

Be prepared to assist with returning any equipment and/or patients etc. after the “All Clear” announcement.

Security – Action Plan

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Engineer

“Lift Entrapment CONFIRMED” ANNOUNCEMENT

1. Proceed immediately to the affected area.
2. Communicate with the Emergency Officer and establish communication with the Emergency Co-ordinator.
3. Communicate preferably via WIP phone, two-way radio or, alternatively, telephone the Emergency Control Room (Ext. XXXX).
4. Assess the situation and confirm the impact on internal services and/or systems.
5. Inform the Emergency Co-ordinator of:
 - Status of the situation
 - Any alternative measures that will reduce or minimise the impact on internal services
 - Any extra equipment or assistance required
 - When the area is deemed safe so that an “All Clear “ announcement can be authorised
6. Record notes on incident for de-brief or incident report.

Note – Workers who may be involved with communicating directly with the trapped persons should make themselves familiar with the Script for handling Persons in Lifts - see [Section 6](#).

ISOLATION OF SERVICES

The Incident Management Team will make any decision to isolate any services that will minimise the impact of the emergency.

ESCALATION OF THE INTERNAL EMERGENCY

Be prepared to cordon off any areas that may be dangerous.
Be prepared to assist where necessary or as directed.
Wait for the “All Clear” announcement.

ALL CLEAR

Return to normal duties and prepare to take part in a short debriefing.