

# Safety Note 41

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## PASSENGER LIFT SAFETY

Summary			
This guidance provides advice on the safe use of passenger lifts in university buildings.			
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## Passenger lift safety

Many University buildings have lifts installed and occasionally these break down. If this happens, it is important that you adhere to the following guidance: -

**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 anyone stuck in the lift.

**NEVER attempt to use a lift being worked on by an engineer.** Wait until the lift engineer has finished and any barriers and/or signage removed.

### If you are stuck in a lift: -

- Press the lift alarm button continuously until the alarm sounds.
- Use the lift emergency phone or intercom system to contact Security Control.
- Remain calm and sit or stand at the back of the lift away from the doors.
- Maintain contact with Security Control by using 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.

### If the lift breaks down in your building with passenger(s) in it: -

- Use the landing indicator panel to identify where the lift has stopped.
- Go the nearest floor and make contact with anyone in the lift by calling adjacent to the lift shaft doors.
- Reassure those stuck in the lift and encourage them to maintain contact with Security Control via the emergency phone/intercom.
- Call Security Control on [Tel:- 0118 378 6300](tel:01183786300) and confirm they are aware the lift has broken down; someone is in it and an engineer has been called. Ask Security to use the lift emergency phone to speak with those in the lift and reassure them help is on its way.

### General guidance

Some lifts are only designed as goods lifts, these must **not** be used to carry passengers.

The response time for the lift engineer is up to 1 hour and it should be remembered that the time taken to release those stuck in the lift is an inconvenience rather than a hazard. There may however be occasions where the passengers are distressed or there is likely to be a very long delay before the lift engineer arrives, in these circumstances Security Control may call the Fire and Rescue Service to release the passengers.