


# Trapped in an Elevator


## • Remain calm • Report



### What to do if the elevator suddenly stops

- 1 Remain calm. There is plenty of air in the elevator.
- 2 Press and hold the emergency/bell button and wait for help.  
**X** Do not climb out of the elevator carriage.
- 3 If a phone is available in the elevator, follow the instructions to get help.
- 4  If possible, **DIAL UC Security 0800 823 637** and state **“TRAPPED IN ELEVATOR”**.

### What to do if you SEE the elevator is stuck or stopped

- 1 **DIAL UC Security 0800 823 637**  
If you think the elevator might have a fault and/or people may be inside the elevator.
- 2 Remain calm. If people are inside the elevator, they may be anxious. If they can hear you, try to assure them that help is on the way.  
**X** Do not attempt to open lift doors or release occupants yourself.
- 3  **DIAL UC Security 0800 823 637** if a person is suffering from a medical condition while trapped.
- 4 If possible, remain at the site until help arrives.

**TRAPPED IN AN ELEVATOR**