

Elevator Entrapment Guidelines

Although uncommon, elevator entrapments occasionally happen. *The important thing is to stay calm and know what to do.* Modern elevators, such as the ones in Trinity buildings, are designed to err on the side of safety. Most often an elevator will stop because of a feature designed to keep it safe.

Please review the following steps, which outline what will happen during an elevator entrapment, and share them with your co-workers:

- **ABOVE ALL, REMAIN CALM.** There is no immediate hazard involved with an elevator entrapment.
- Press the **Emergency Call Button** on the elevator panel.
- The elevator car intercom will then automatically connect you with Security Personnel in the building lobby.
- When speaking with Lobby Security, **SPEAK LOUDLY and CLEARLY** and provide them with the following information:
 1. Your name and company name.
 2. Nature of the problem.
 3. The number of the elevator.
 4. Direction of travel when the elevator came to a stop.
 5. Your intended floor destination.
 6. Floor shown currently on the elevator display.

Security personnel will immediately contact the trained elevator professionals assigned to this building and they will begin to rectify the situation as soon as possible. Security will keep you updated on progress being made.

DO NOT attempt to pry the elevator doors open at any time or try to exit the elevator by any other means.

DO NOT CALL 911 unless there is a medical emergency. Most entrapments are rectified in a short period time. There is no need to take emergency responders away from a true emergency. If there is a medical emergency, notify Security Personnel *immediately*.