### GUIDELINE

#### 3.17 Alarms – Lifts Failures & Service Callouts

<table>
<thead>
<tr>
<th>Purpose</th>
<th>The Control Centre Operator is to initiate immediate responses to lift faults including repair callouts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Guideline</td>
<td>All lifts at Macquarie University are fitted with either an internal telephone or an alarm button. The phone will ring in the Control Centre on extension 7164.</td>
</tr>
</tbody>
</table>

**Report of Lift inoperable:**

1. Whenever a lift is reported malfunctioning the following is to be recorded in the desk log
   - The person who reported the malfunction, Ext number and details of the fault.
   - Building and Lift number.

2. Ascertain if,
   - Anyone is caught in the lift,
   - Their name and if possible, a mobile phone number.

3. Request a SSO check the lift to ensure that it is inoperable and confirm the location of the lift.

**Lift Call to Control Centre Operator:**

The CRO will answer the call and reassure the trapped person(s).

- Confirm the building location and lift number and what floor they believe they’re on or near.
- Ask how many people are in the lift.
- Advise the caller that assistance is on the way and everyone should remain calm.

**Response Procedures:**

- Deploy a SSO immediately to confirm the location. The SSO is to stay with and reassure the occupant(s) while waiting for the lift mechanic.
- Do **not** attempt to force open lift doors.
- Call the contracted lift service provider and advise them that an Emergency Breakdown Service is required and you have a trapped person(s) in the lift.
- Record the incident in **The Daily Log**.
- An “Out of Service” notice should be placed on the foyer lift entry until the lift mechanic arrives.
Fill out the lift callout book with the following details

- Building and lift number
- Details of fault
- Time of first call
- Time on site
- Time keys handed back (job finished)

The lift callout book must be completed for all reports of lift problems so that a history of reported problems is maintained.

Person/s caught in lift

1. Calm the person down, detail someone (preferably a security officer) to stay with the person and supply support.
2. Keep them updated as to the ETA of the repair technician.
3. Ask the person if they would like anybody contacted to reschedule meetings etc and arrange for the people to be contacted and inform the person caught that they have been contacted.
4. Once the person has been released obtain full details as to their
   - Name
   - Address
   - Contact details (phone number)
5. Fill out an Incident Report on IRIS

Items lost in lift well

1. For a lift technician to be called out a callout fee of $210.00 + GST (during business hours) payable by the person who has lost the item is applicable and is to be paid before calling. This price is current as of 2011.

NB: At all times when you call out a lift technician enter the incident in the Desk Log. Enter in detail the entire process in the desk log including response times and actions taken.
<table>
<thead>
<tr>
<th>Related Policies, Procedures, Guidelines, Forms or Templates</th>
<th>Security Services Section – Standard Operating Procedures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Next Date of Review</td>
<td>1 July 2013</td>
</tr>
</tbody>
</table>