

MODEL MEMO

Inform Staff of Elevator Breakdown Procedures

Here's a Model Memo spelling out elevator breakdown procedures that you can adapt and give your staff members. Address this memo to the staff members whom you've designated to be contact people, but distribute copies of the memo to your entire staff. That way, if a contact person isn't available when an elevator breaks down, another staff member can help.

PROCEDURES FOR ELEVATOR BREAKDOWNS

TO: [insert contact persons' names]
CC: STAFF
FROM: MANAGEMENT, ABC SITE
DATE: [insert date]

Here are procedures for handling an elevator breakdown at our site. Please read this memo carefully and keep it handy for future use. If you have any questions, contact [insert name] in the management office at [insert tel. #].

- 1. Call elevator service company.** Immediately notify the elevator service company of the breakdown at the following number: [insert tel. #]. Make sure you tell the service company the site's address, the location of the broken-down elevator, the apparent nature of the problem, and, if applicable, that there are passengers stuck inside the elevator. Also, ask how long it will take a technician from the service company to arrive. Don't try to fix a broken-down elevator yourself, and don't let other staff members on the scene try to fix the elevator.
- 2. Reassure passengers.** Promptly communicate with passengers, using the elevator's [telephone/intercom system]. If this doesn't work, go to the floor nearest to where the elevator is stuck and speak loudly. Tell passengers you know they're stuck, that you've called the service company, when a technician is expected to arrive, and that they're safe.
- 3. Warn passengers not to fix, exit elevator.** Warn passengers not to try to fix a broken-down elevator or try to force open the doors to get out of it. Remind them that they can get injured if the elevator suddenly starts moving while they're trying to exit.
- 4. Give passengers frequent updates.** Give passengers frequent reports on the progress of the elevator repair. For example, tell the passengers when the service company technician arrives and how long the technician expects the repair to take.