

# STOCK EXCHANGE TOWER EMERGENCY



## ELEVATOR MALFUNCTION OR ENTRAPMENT

Elevators are one of the safest modes of transportation. However, on rare occasions, elevators may malfunction. If such a malfunction should occur and you are trapped in an elevator, remain calm, you are not in danger. Proceed as follows:

- Remain calm.
- Do not try to force open the elevator doors.
- Do not try to exit the elevator if it is not level with the floor, regardless of whether the doors are open or not..
- Push the alarm button on the elevator call button panel. This will alert the Security Desk.
- All elevators are equipped with a two way communication system located in the control panel of the cab and the Security Desk will answer your call.
  - In the low rise, there is an emergency phone that will have no tone when you pick it up, but it will automatically call the Security Desk.
  - In the high rise, there is a button with a telephone on it, press and release once, as with any other elevator button. It will automatically call the Security Desk and works like an intercom.
- Identify yourself.
- Give floor level if possible.
- Give elevator number you are in.
- Follow the instructions of the Security Officer. Security will keep in constant contact with you and keep you informed of what is happening.

The Security Desk will immediately call our elevator maintenance company who will respond within half an hour and will proceed with the repair and assisting any passengers.

When you are released, please report to the Security Desk so that the officer ensures you are okay and to obtain more details for a report.