

If you are riding in an elevator that becomes stalled:

1. Press the call/intercom button.
2. Provide as much information as possible concerning the stalled elevator, such as:
 - a. Elevator number.
 - b. Nearest floor level if it can be determined.
 - c. Number of people and names of individuals on the elevator.
3. Please remain calm. If necessary, sit down inside the car.
4. **DO NOT** attempt or allow anyone to help you crawl out of a stalled elevator that is between floors (i.e., when the floor of the elevator and the floor of the building are not level with one another). The elevator could start up at any time.
5. All efforts will be made to release individuals as quick as possible. Recognize that it may take some time for technicians to assess the situation and devise a plan to correct the problem and/or free the persons on the elevator. Elevator technicians may have to enter the elevator shafts to assess the problem.

NOTE: If you are on an elevator that stalls during a mass evacuation, emergency personnel will likely focus their efforts on evacuating the greatest number of people from the building before rescuing individual employees.