



# University of Scholars

## Assignment

### Organizational Behaviors

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## **Scenario**

I am the department coordinator of the International University of Scholars. On a quiet, rainy Tuesday, I walk into my office and order tea from ChaTime. As I took my first sip, I got a phone call from my student.

*“Sir, there is no electricity in the entire building, the lift is stuck and there are students trapped inside it. There is no light, fan or a/c. Everything is dark and hard to see. Please help”*

Now, there are several options to dealing with this situation. What I would choose to do will be described below:

## **Plan**

First of all, I will execute a proper plan. Immediately notify Elevator Technician and attempt to correct the situation and restore the cab to normal services if it is determined that such action can be safely taken:

Communicate to electrician to inform them of entrapment/elevator issue.

Determine the estimated time of arrival of the Elevator Technician and communicate this to the University Safety Department.

If the elevator service company is available, and can respond within 30 minutes, the Fire Service will not be called.

If the elevator service company cannot respond within 30 minutes, University Safety Department shall contact the local fire service to assist. Should it be determined the elevator cab will remain inoperable after-hours, University Safety Department will be responsible to place Out of Order signs on each level.

While everything is happening in order, I must look for the floor to make verbal contact with students. As I already know the best way to communicate with the students will be to talk with my face up against the exterior Hostway door. There might be a chance that my students may be a bit distraught and need a bit of calm conversation. I will explain to them that we are going to get them out. And I will ask them to do a few things to help us.

The final plan will be to make sure

- How many students are in the elevator?
- If there is any medical emergency?
- If there are fire or another structural hazard present?
- What is the estimated time of arrival for the technician?
- Do we have personnel trained to perform an elevator rescue?
- Would we need additional staffing and equipment?

## **Organize**

According to the situation, there are some necessary resources I will need. Such as:

- Elevator keys
- 8' pike pole
- Attic ladder
- Two Class II or III harnesses
- Rescue rope and carabiners
- Victim harness
- Lock-out kit
- Hand lanterns
- Door chocks
- Set of irons
- Basic tool kit (screwdriver and wrenches)

## **Lead**

In this situation of entrapment, there must be certain people present as soon as possible. The Electrician would help to get the building power supply running. The elevator technician must stay near the elevator shaft or door. In case the Elevator Service Company hasn't responded within 30 minutes, the university safety department including the fire service must be stand by. And after confronting the students, if there's any medical emergency, we will have the medical support standby.

## **Control**

Awareness-level tactics involve basic trouble shooting techniques:

- Identify location and condition of elevator.
- Determine number of occupants and triage their condition.
- If occupants are ringing bell, instruct them to stop.
- Ask them to push the Door Open button.
- Call the elevator using the elevator call button.
- Use firefighter's service
- Recall from the lobby. Access EMR and elevator control panel.

## **Building Entry & Victim Contact**

Once inside the building, leave a team member with a fireman's service key in the elevator lobby.

When I find the floor, make contact with the students. The best way to communicate with the students will be to talk with your face up against the exterior Hostway door.

## **Elevator Key Use & Forcing the Door**

There are specific elevator keys for specific mechanisms. Often, keys can be found in either the EMR or in an elevator key access box. Newer boxes will be locked and key access gained from a key stored in the building's Knox box. The key hole will resemble the shape of the key. Drop keys will turn side to side while the lunar key will require a lifting motion. Both keys serve the same purpose: to open the Hostway door. I have found the drop key to be the most common type used.

Use of one of these keys releases a locking mechanism on the Hostway door. All modern doors will be a sliding type of door that's held closed by an arm. Once the key is used to unlock the mechanism, I will need to exert sideways force on the door to get it to open.

Hostway doors can also be forced open using a set of irons, but that will cause major damage to the doors and may be dangerous to the rescuers. As such, this is a last-resort option that should be used during an emergency.

Nonetheless, such a situation of entrapment can create tension for both students and stakeholders. Hence, a proper organized plan such as mine is appropriate for reassuring the safety of my students.

*-FIN-*