

cruise

cruise



Global Security Operations

Elevator Entrapment

Version Number - 1.0

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Quick Response Checklists (QRC)

GSOC	GSS
Elevator Entrapment Steps:	Elevator Entrapment Steps:

<ul style="list-style-type: none">Elevator Entrapment QRC	<ul style="list-style-type: none">Elevator Entrapment QRC
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Purpose

This document details the steps to take during elevator entrapment and other elevator issues.

Responsibilities

Security Operations	<ul style="list-style-type: none">Locate and contact the trapped individual(s), and collect details for the GSOC.Maintain contact with the trapped person(s) throughout the incident and monitor their condition.Lead the elevator technician to the elevator upon arrival.
GSOC	<ul style="list-style-type: none">Collect details about the elevator entrapment (when, where, who, and condition of the trapped person(s)).Alert the Facilities team to send a technician.Notify the Global Security Operations leaders and get approval for the technician’s access.Escalate incidents of concern for the well-being of the trapped person to emergency services.
Facilities	<ul style="list-style-type: none">Primary responsibility for resolving the incident.Dispatch a technician and submit access requests.If needed, quickly rescue the trapped individual(s), find the cause of entrapment, and fix it.Use the Facilities Incident Escalation Tree to contact the Facilities team.

QRC - Elevator Entrapment

GSOC - Elevator Entrapment

When an Elevator Entrapment is reported to the GSOC:

Step	Action
1.	Send a patrol to locate the stuck elevator and make contact with the person(s) inside.
2.	If the reporting party is the trapped person, maintain contact with them to keep them informed and calm.
3.	Gather all incident details from the Security Professional: <ul style="list-style-type: none"> • Exact location • Address • Elevator number • The floor where the elevator is stuck • Time of the entrapment • Count of trapped people • Names, roles, and employer of trapped people • Status (Relaxed? Panicked? Any urgent medical needs?) • If there is a risk to people's health, consider other protocols, and call EMS/SFFD if medical attention is warranted
4.	Start recording vital information in an Incident Report (IR) .
5.	Notify the Facilities team .
6.	Send an initial Incident Alert using PagerDuty and send updates as needed. <ul style="list-style-type: none"> • If PagerDuty is not working, create a post in the #gsoc-alerts channel's Workflow with critical details about the incident, and tag @channel.
7.	If applicable, pull up cameras for the location of the entrapment.
8.	Provide useful updates to the advisory throughout the incident.

9.	Request an ETA for the technician's arrival from Facilities and update the local security team and the trapped individuals.
10.	Confirm that the local security team is ready to lead the technician to the elevator.
11.	Request details regarding the cause of the entrapment.
12.	Send alerts as needed and, after the incident, send a final Incident Alert using PagerDuty .
13.	Finalize the IR , attach relevant videos or pictures, distribute, and save in the appropriate folder on the Google Drive.

GSS - Elevator Entrapment

Step	Action
1.	<p>If an elevator entrapment is observed or reported, tell the GSOC then tell your GSS leaders while reporting to the scene of the entrapment.</p> <p><i>Do Not attempt to rescue.</i></p>
2.	<p>If the GSOC cannot contact the entrapped person(s), make contact with the trapped person(s).</p> <p>Relay the following details to the GSOC:</p> <ul style="list-style-type: none"> • Exact location • Address • Elevator number <ul style="list-style-type: none"> ◦ Found inside the elevator above the button panel or 1st-floor exterior inner door frame. • The floor where the elevator is stuck (note if between floors) • Time of the entrapment <ul style="list-style-type: none"> ◦ If unknown then report the time of report and arrival to the scene • Count of trapped people • Names, roles, and employer of trapped people • Status (Relaxed? Panicked? Any urgent medical needs?)

	<i>If there is a risk to people's health, consider triggering other protocols.</i>
3.	Maintain contact with the entrapped person(s) so they know we are getting them out as soon as possible.
4.	Check with the trapped person(s) at least once every 2 minutes.
5.	Report any changes in status to GSOC.
6.	GSOC notifies the Facilities team. <ul style="list-style-type: none"> • A Second Security Professional on-site will greet and lead the technician to the trapped elevator. • If urgent access is requested for exterior contractors to resolve the entrapment, once clearance is approved, the second Security Professional escorts the contractor and remains with them.
7.	Once the trapped person(s) are freed, security will conduct a welfare check and then notify GSOC.
8.	Once the "all clear" is given, check with GSS leaders, provide the final details to GSOC, and return to normal operations.

References

- [Cruise - GSOC Contact Sheet](#)
- [Incident Report Form](#)
- [Slack Advisory Workflow](#)
- [Facilities Incident Escalation Tree](#)

Revisions

Version	Date Revised	Updated by	Change Detail
1.0	Mar 19, 2024	Jeremy Pugh [...]	Merge GSOC and GSS SOPs

