



# Safety Instructions for Elevators and Escalators

In co-operation with:



Public Safety Section  
Public Health and Safety Department

For more Information Contact:

800 900

[www.dm.gov.ae](http://www.dm.gov.ae)

## Tips for Elevators Users:

- ▶ Do not overload.
- ▶ Do not hold the door open button for a long time.
- ▶ Do not stand in between doors.
- ▶ Do not siam hall / car call buttons.
- ▶ Do not smoke in the elevator.
- ▶ Do not litter the elevator.
- ▶ While entering the elevator, stand aside for alighting passengers.
- ▶ While Entering & Exiting, watch your steps and hold children's hands firmly.

## Tips for Escalators Users:

- ▶ Watch the direction of the moving step.
- ▶ Keep loose clothing away from steps and sides, especially while boarding & alighting.
- ▶ Hold children firmly in one hand. Ensure children stand in the middle of the step.
- ▶ Grasp the handrail promptly as you step onto the escalator.

## Tips for Moving Walks Users:

- ▶ Keep to the right and face forward.
- ▶ Don't lean against the sides.
- ▶ Don't hesitate when exiting.
- ▶ Move clear of the moving walk's exit, as others are behind.
- ▶ Stationary passengers stay to the right and let walking passengers pass on the left.

## Common reasons for passenger entrapment:

- ▶ Power failure
- ▶ Malfunction of control components
- ▶ Activation of safety equipment
- ▶ Overloading
- ▶ Water seepage
- ▶ Natural Disasters
- ▶ Fire Emergencies
- ▶ Vandalism

## Steps to follow in case of Entrapment:

### Entrapped

Remain calm.  
Press Emergency Call Button.  
Use Intercom to inform the Building Security.

Building Security personnel inform  
the Maintenance Company for Rescue Team dispatch.

Rescue Team arrives to Plan & Execute  
Rescue Operation.

Elevator returned to normal operation  
upon completion of Rescue Operation & ensure  
it is working properly

## Fire Emergency:

*Fire emergency operations of an elevator are initiated during one of the following conditions:*

### Building Fire detection:

When fire is detected in any part of the building a signal is sent to the elevator controller which turns the elevator into fire emergency mode. The elevator returns to the designated floor. Passengers will alight.

### Fireman Switch activation (Manual)

When the Glass cover of Fireman Switch is broken and switch is activated, the designated elevator turns in to Fireman Mode and returns to the designated floor. Passengers alight and the elevator is used by the fireman only.

After fireman operation is completed the switch is reset to return the elevator to normal operation. The Glass Cover of Fireman Switch to be replaced at the earliest.