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A Complete Hand Book on

Safety

IN MULTI-STOREY
APARTMENTS

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EDITION



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Responsibly Yours



Responsibly Yours

Living in a multi-storey apartment comes with unique conveniences and responsibilities. Safety is a shared commitment, and this handbook is designed to help residents navigate essential safety measures, from fire prevention and emergency procedures to the responsible use of shared spaces.

By following these simple yet crucial guidelines, we can ensure a secure and comfortable living environment for everyone. Take a moment to familiarize yourself with these practices-because a safer community starts with each of us.

Together, let's make safety a priority.



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Sunil Kumar V

Founder and Managing Director
Asset Homes

Dear Friend,

Kerala's urban landscape has undergone a significant transformation, with high-rise apartment buildings becoming a common sight across cities and towns. As more people embrace apartment living, ensuring safety remains a fundamental responsibility. While apartment complexes offer enhanced security, it is crucial for residents to be aware of potential risks and emergency protocols to create a truly secure living environment.

At Asset Homes, safety is not just a priority but a commitment. High-rise apartments present unique challenges, including fire hazards, structural integrity, electrical risks, centralized LPG systems, and emergency preparedness. While these buildings are constructed with stringent safety standards, a lack of awareness and preparedness can lead to unfortunate incidents. Recognizing

High-rise apartments present unique challenges, including fire hazards, structural integrity, electrical risks, centralized LPG systems, and emergency preparedness.



these risks and adopting preventive measures can significantly enhance the safety of residents.

This safety handbook has been meticulously prepared, drawing from our extensive experience in high-rise residential development. It serves as a valuable resource for residents, building management committees, security personnel, and maintenance teams, providing practical guidelines on risk mitigation and emergency response. By fostering a culture of safety awareness, we can collectively build a more resilient living space for all.

At Asset Homes, we believe that safety is a shared responsibility. I urge every resident to read, preserve, and actively implement the guidelines outlined in this handbook. Together, let us create safer and more secure apartment communities.



Mahesh L
Chief Technical Officer
Asset Homes

Dear Friend,

I have always believed that the foundation of a safe high-rise apartment is not just its structure but also the awareness and preparedness of its residents. Ensuring safety in multi-storey living goes beyond construction standards—it requires a proactive approach to risk identification, mitigation, and emergency response.

With advancements in building technology, we have incorporated the highest safety standards in our projects, but safety is a shared responsibility. Fire hazards, electrical risks, structural resilience, centralized LPG systems, and emergency preparedness are all crucial aspects that demand constant attention. This handbook has been developed as a technical guide to empower residents, building management committees, security personnel, and maintenance teams with actionable insights on best safety practices.

Leveraging years of technical expertise and industry experience, this guide details essential preventive measures and emergency response strategies to create a secure living environment. From regular safety audits to effective evacuation plans, it provides the necessary knowledge to make high-rise living both safe and comfortable.

I strongly encourage every resident to study this guide, implement its recommendations, and actively participate in maintaining a safe and resilient community. Together, we can build not just homes, but safer living spaces.



Glisson George
Chief Engineer, QEST
Asset Homes

Dear Friend,

As the Chief Engineer of Team QEST at Asset Homes, my primary responsibility is ensuring that every building we construct meets the highest safety and engineering standards. However, true safety is not just about strong foundations and well-designed structures it is also about the awareness and preparedness of those who live in them.

High-rise apartments present unique safety challenges, from fire hazards and electrical risks to emergency evacuation and structural integrity. While we incorporate the best engineering solutions to enhance safety, it is crucial that residents understand their role in maintaining a secure living environment. This handbook serves as a technical guide to equip residents, building management committees, security personnel, and maintenance teams with essential safety knowledge and practices.

Drawing from my engineering expertise and real-world experience, this guide provides practical insights on risk mitigation and emergency response. It covers critical areas such as fire safety, centralized LPG systems, electrical precautions, and evacuation procedures ensuring that residents have the necessary information to respond effectively in any situation.

I encourage every resident to read, understand, and apply the safety principles outlined in this guide. By working together, we can ensure that high-rise living is not only comfortable but also secure and resilient.

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1. BACKGROUND

Over the past decade, Kerala has undergone a significant transformation in its urban housing landscape, marked by a sharp increase in high-rise residential developments. Cities and towns in Kerala have seen rapid vertical expansion, driven by factors such as urbanization, land scarcity, and an increasing demand for modern housing solutions. Unlike traditional independent homes with private courtyards and close-knit neighbourhood interactions, apartment living introduces a new lifestyle, along with unique safety and infrastructural challenges. As more residents transition to high-rise living, the need for awareness, preparedness, and strict compliance with safety protocols becomes increasingly important.

High-rise residential buildings present a distinct set of safety challenges that differ significantly from those associated with independent houses. One of the primary concerns is fire hazards, which can arise from electrical faults, improper storage of flammable materials, and difficulties in evacuation during emergencies. The confined nature of apartment complexes can lead to rapid fire spread, making fire prevention and preparedness critical.

Another major concern is structural integrity, particularly in a state like Kerala, which is prone to natural disasters such as floods and landslides. Ensuring the stability and resilience of tall buildings is essential for long-term safety. Additionally, emergency evacuation procedures need to be well-planned and practiced, as the presence of multiple floors, stairwells, and elevators can complicate swift exits in crisis situations.

Beyond these concerns, the maintenance and upkeep of shared utilities and common spaces pose another significant challenge. Facilities such as elevators, water tanks, electrical wiring, and gas supply systems must be regularly inspected and maintained to prevent malfunctions or hazardous incidents.

The safety of all occupants depends on the collective responsibility of residents and building management committees.

To address these safety concerns, Kerala has established a set of regulations aimed at ensuring the safe construction and management of high-rise buildings. The Kerala Municipality Building Rules, define high-rise structures as those exceeding four floors or 15 meters in height and mandate crucial safety provisions. These include the requirement for at least two staircases, guard rails or parapets for balconies, fire escape stairways, and specific structural reinforcements to enhance stability.

Similarly, the Kerala Panchayat Building Rules (KPBR), outline essential safety requirements for high-rise buildings in panchayat areas, ensuring uniform safety measures across both urban and rural settings. In addition, the Kerala Fire and Rescue Services Department has issued Minimum Fire Safety Standards, which prescribe guidelines for fire detection systems, evacuation plans, and the regular maintenance of fire fighting equipment. Adhering to these regulatory frameworks is critical in minimizing safety risks and preventing potential disasters.

Beyond legal violations, Kerala has witnessed several high-rise safety incidents, including electrical fires, gas leaks, lift malfunctions, and balcony falls.

Beyond legal violations, Kerala has witnessed several high-rise safety incidents, including electrical fires, gas leaks, lift malfunctions, and balcony falls. These events serve as stark reminders of the importance of proactive safety measures, proper building inspections, and adherence to prescribed safety norms. The need for a well-informed residential community, capable of identifying risks and responding effectively to emergencies, has never been greater.

To enhance safety in high-rise communities, residents and building management committees must adopt a proactive approach. Regular safety audits should be conducted to ensure compliance with safety regulations and identify potential hazards before they escalate into serious incidents. Resident training programs, including fire drills and workshops on emergency preparedness, can equip occupants with the necessary knowledge and skills

to respond effectively in crisis situations.

The maintenance of safety equipment, such as fire alarms, extinguishers, emergency lighting, and sprinkler systems, should be prioritized to ensure their functionality in case of emergencies. Moreover, fostering community engagement through safety committees and encouraging residents to report safety concerns can significantly improve vigilance and collective responsibility



As Kerala continues to embrace high-rise residential living, the importance of safety awareness, regulatory compliance, and community participation cannot be overstated. This book aims to serve as a comprehensive resource for apartment residents, building management committees, and safety personnel, offering guidelines on best practices, risk mitigation strategies, and regulatory compliance. By fostering a culture of preparedness and collective responsibility, Kerala's high-rise communities can transform into secure, sustainable, and resilient living spaces for the future.

2. TARGET AUDIENCE

This handbook is designed to address the safety concerns of multiple stakeholders involved in the daily functioning and management of multi-storey residential apartment buildings. Effective safety management requires the active participation and cooperation of **all** individuals and groups responsible for maintaining a secure living environment. The key target audiences for this handbook include:

- 1. Residents of the Apartment** – The primary stakeholders in any apartment complex, residents must be aware of basic safety protocols, emergency evacuation procedures, fire safety measures, **electrical** and gas safety precautions, and their responsibilities in ensuring a secure living environment. By following best practices and adhering to building safety guidelines, residents can contribute significantly to minimizing risks and preventing accidents.
- 2. Security Personnel** – Security staff play a crucial role in monitoring entry and exit points, managing visitor access, identifying potential security threats, and assisting during emergencies. Their responsibilities include enforcing safety rules, reporting hazards, coordinating with emergency services, and ensuring that **surveillance** systems and **alarm** mechanisms are in proper working condition.
- 3. Caretakers and Maintenance Staff** – These individuals are responsible for the upkeep of the apartment's infrastructure, including electrical systems, plumbing, fire safety equipment, lifts, and common areas. Proper maintenance and routine inspections help prevent accidents caused by system failures, structural damage, or neglected safety hazards. Caretakers should be trained in handling emergencies and maintaining essential safety equipment such as fire extinguishers, first aid kits, and backup power systems.

4. Residents' Associations – As the governing body of the apartment complex, the residents' association plays a vital role in implementing and enforcing safety policies. They are responsible for organizing safety drills, coordinating with local authorities, ensuring compliance with building codes, and addressing safety concerns raised by residents. A well-informed and proactive residents' association can significantly enhance overall safety standards within the apartment complex.



The collective and collaborative efforts of these four groups are essential to ensuring a safe living environment in multi-storey apartment buildings. By fostering a culture of safety awareness, preparedness, and responsibility, this handbook aims to provide practical guidance to help all stakeholders effectively contribute to risk reduction and emergency preparedness in high-rise residential buildings.

3. SAFETY AND SECURITY

Although the terms safety and security are often used interchangeably, they have distinct meanings, each addressing different types of risks. Interestingly, in Malayalam, both concepts are represented by the single word "Suraksha," which can sometimes lead to confusion. Understanding the difference between safety and security is crucial for effective risk management in a multi-storey apartment complex.

- Safety Hazards refer to situations that can cause harm to apartment residents without any deliberate intent by another person. These hazards typically arise due to accidents, negligence, or system failures. For example, a fire caused by a gas leak from a faulty pipeline, open manhole, wet floor, an electrical short circuit, or a structural defect in the building poses a safety risk. Preventing such incidents requires regular maintenance, compliance with safety regulations, and awareness among residents and building management.
- Security Hazards involve threats where an individual or a group intentionally causes harm or poses a danger to residents. Examples include burglary, vandalism, unauthorized entry, or personal assaults within the apartment premises. Addressing security concerns requires surveillance systems, controlled access points, efficient security personnel, and community vigilance.

Both safety and security are essential to ensuring the well-being and quality of life of apartment dwellers.

Both safety and security are essential to ensuring the well-being and quality of life of apartment dwellers. However, they require different strategies, even though the same system-comprising the residents' association, security personnel, caretakers, and residents-plays a key role in managing both aspects.

This handbook focuses exclusively on safety issues in multi-storey apartment buildings. It provides guidance on preventing accidents, ensuring fire safety, managing structural integrity, and responding to emergencies, with the goal of creating a safer living environment for all residents.



4. SAFETY ISSUES AND MITIGATION IN INDIVIDUAL APARTMENTS

The following are the typical safety hazards and its mitigation in an individual apartment.

4.1 Fire Hazards in an Apartment

Fire hazards pose a significant threat in multi-storey apartments due to the presence of multiple ignition sources, combustible materials, and the potential for rapid fire spread in a shared living environment. For a fire to occur, three essential elements—a source of ignition, combustible materials, and oxygen—must be present. Apartment buildings inherently contain all three, making fire safety a critical concern.

One of the most common sources of fire in apartments is the kitchen, where open flames, gas stoves, and electrical appliances are used daily. Additionally, cultural practices such as lighting prayer lamps (Nilavilakku) and candles introduce additional fire risks, which are often overlooked in apartment design. Other fire hazards include electrical short circuits, power surges, overheating appliances, and unattended open flames.



To prevent fires, no open flames or heating appliances should be left unattended, and families should establish a routine for checking fire hazards before sleeping or leaving the house. Proper electrical maintenance, avoiding overloaded power sockets, and using high-quality wiring can significantly reduce fire risks.

ACTION ON OUTBREAK OF FIRE

- Shout "FIRE, FIRE"
- Inform FIRE STATION. Dial Emergency no. 101/ Local contact no.
- Call nearby occupants
- Ensuring the type of fire, Operate fire extinguisher/primary hose reel which is available in every floor lobby of our apartment.
- Evacuate occupants
- Fire escape stairs only shall be used and escape to Ground Floor.
- Lift shall not be used.
- Help children, aged and disabled to evacuate.
- Switch on the public addressing system on all floors from the panel itself and announce the matter to all occupants.

It is better to have fire extinguisher and fire blanket in every apartment and residents are trained in their use. Investing in a portable fire extinguisher and a fire blanket for each apartment and educating all family members, including children, on fire safety measures is highly recommended. Additionally, setting up temporary guard rails to prevent young children from entering the kitchen unsupervised can further enhance safety.



By implementing fire prevention strategies, increasing awareness, and ensuring access to fire fighting equipment, apartment residents can significantly reduce the risk of fire incidents and protect lives and property.

4.2 Slip, Trip and Falls

Slip, trip, and fall accidents are among the most common causes of injuries in multi-storey apartment buildings, often leading to severe consequences, especially for children and the elderly. The risk is heightened due to the use of marble, tiles, and other slippery flooring materials, which can become particularly hazardous when wet. Residents who are unfamiliar with such surfaces may be more prone to slipping, making it crucial to adopt preventive measures.



To minimize slipping hazards, bathroom floors are provided with anti-slip tiles and that wet floors are clearly marked or dried promptly. Establishing a household rule to warn family members, especially elderly residents and children, about freshly mopped or wet floors can significantly reduce accidents.

To mitigate the risk of falls, apartment residents are advised to install childproof safety locks on windows and ensure that safety window grills are installed. Balconies should have high railings with vertical balustrades and narrow gaps to prevent children from slipping through. Loose wires, carelessly arranged rugs, and open balcony thresholds can create serious tripping dangers. Families should ensure that furniture is arranged to allow clear walking paths and that cables are neatly tucked away to prevent accidental trips. Also care shall be taken while entering in to the balcony's.

In addition to slip and trip hazards, falling objects from unsecured furniture, overhead storage, or unstable shelves can cause serious injuries. Children climbing on furniture or improperly stored items falling from high places pose significant risks. Residents should secure furniture properly, store heavy items on lower shelves, and use a step ladder for accessing overhead storage instead of unstable chairs or stools.

By proactively identifying and eliminating potential slip, trip, and fall hazards, apartment residents can create a safer living environment that minimizes the risk of accidental injuries. Regular safety checks, awareness, and proper household organization are essential in ensuring the well-being of all occupants.

4.3 Falling from Height

Living in a multi-storey apartment brings the inherent risk of falls from elevated surfaces, particularly from balconies, windows, terrace and staircases. Young children are especially vulnerable, as they may accidentally slip through open windows or wide balcony grills, while adults can also experience falls when performing household chores, such as cleaning windows, fixing curtains, accessing storage areas using unstable chairs or ladders, or while working in the balcony using chairs or ladders.

To mitigate the risk of falls, apartment residents should install childproof safety locks on windows and ensure that high balcony railings with vertical

balustrades having narrow gaps to prevent children from slipping through. Additionally, removing chairs or tables from balconies where children might climb and fall over the edge is crucial. When carrying out maintenance or household tasks at heights, residents should use sturdy step ladders instead of makeshift platforms to reduce the risk of falling.

4.4 Toxic Substances

Although apartments are not typically considered hazardous storage spaces, many common household products contain toxic substances that pose serious health risks, particularly to children. Items such as floor cleaners, toilet disinfectants, detergents, pesticides, and medicines can be extremely harmful if ingested or improperly handled.

To ensure safety, all toxic substances should be stored in locked cabinets or placed out of children's reach. Cleaning agents should be clearly labelled, and expired medicines must be disposed of safely. Families should educate all members, especially children, about the dangers of consuming unknown substances and have emergency contact numbers readily available for poison control centres and medical assistance.

4.5 Electrical Hazards

Unlike standalone houses, where homeowners have direct control over electrical installations, apartment residents rely on pre-installed electrical wiring and systems. This can pose safety risks due to poor-quality wiring, overloaded circuits, and a lack of awareness about power ratings and electrical capacity. Overloading electrical sockets, using substandard extension cords, or allowing children to access power outlets are common hazards in apartment living.



To prevent electrical accidents, we are using the high-quality power strips with surge protection, avoid overloading sockets, and keep electrical appliances unplugged when not in use. Power outlets should be fitted with child-proof safety covers, and any electrical repair work must only be performed by trained professionals after switching off the main power supply.

DO'S

- Allow only a qualified person to attend to electrical repairs.
- Use appliances with 3 pin plugs and connect them to 3 pin sockets.
- Service your electrical equipment at frequent intervals through a competent electrician.
- The cable should be reinforced near the plug with stout rubber tubing, or the cable should be firmly held by cable cleats in the plug. There should be no strain on the wires.
- Switch off electrical appliances when not in use.
- In case of short circuit or a fire, switch off the mains instantly.
- Memorize first aid procedures. You never know when you may need them.

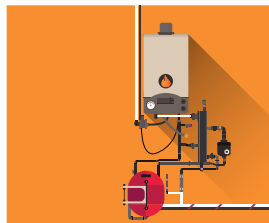
DON'TS

- In case of defective RCCB or MCB, disconnect it from the DB with the help of an electrician and do not try to repair or unscrew any parts on it.
- Do not connect/ disconnect any wires from RCCB. Do not try to remove RCCB.
- Never insert naked wires in to sockets. Avoid making temporary connections.
- Never work on wet electrical equipment.
- Never use trial and error methods with electrical circuits.
- Never encourage children to use electrical equipment.
- Never replace a fuse without checking the circuit.
- Never operate a switch without knowing the consequences.
- Never over load an electrical point. In case of replacing electrical gadgets, replace with the same rating.
- Never attempt to extinguish an electrical fire with water. Use DCP/CO2 extinguishers.
- Never crowd your articles around the mains or switches. Otherwise in case of emergency it may not be easily accessible.
- Never take short cuts. Follow the safety procedures meticulously.
- Never use broken plugs.
- Never operate electrical switches and gadgets with wet hands.
- Never disconnect earthing connections.

- Never attempt to disengage a person in contact with live apparatus/ wire which cannot be switched off immediately. Insulate yourself from earth by standing on rubber mat or dry board before attempting to get him clear. Do not touch his body; push him clear with a piece of dry wood.

4.6 Centralized LPG System

A centralized LPG system is a safe and efficient way to distribute LPG to multiple apartments in a building. However, proper safety measures must be followed to prevent gas leaks, fire hazards, and accidents.



Safety Guidelines

- **Kitchen Safety:** Keep the isolation valve closed when drilling, cutting, or conducting hot works in the kitchen.
- **Leak Detection:** Before using any appliances, check for gas smell. If detected, do not use any electrical switches or open flames. Open windows and doors for ventilation.
- **Flame Control:** Always control the flame using the stove knob, not the main supply valve. Turn all knobs to 'off' when cooking is finished.
- **Authorized Personnel Only:** Only trained and authorized personnel should perform maintenance.
- **Regular Inspections:** Conduct visual inspections periodically. If any irregularity is found, immediately contact the gas maintenance company.
- **Emergency Preparedness:** Maintain awareness of emergency contact numbers and procedures.
- **Isolation Valve:** Always turn off the isolation valve when leaving the kitchen.

4.7 Chocking Hazard

Choking is a universal safety risk but can be particularly dangerous in high-rise apartments, where access to immediate medical help may be delayed. Both children and adults can choke on food, particularly fish or meat bones, while small children may accidentally swallow tiny toy parts, buttons, coins, or other small household items.

To minimize choking risks, parents should ensure that small objects are kept out of children's reach and that food is cut into small, manageable pieces for young children. Family members should also be trained in basic first-aid techniques, such as the Heimlich maneuver, to respond effectively in case of a choking emergency.

4.8 Drowning

Though apartments lack natural water bodies, drowning risks still exist, particularly for young children. Infants and toddlers can drown in as little as two to three inches of water in bathtubs, buckets, or large water containers.

To enhance water safety, residents should never leave children unattended near bathtubs, washing buckets, or water tanks. Bathroom doors should be kept closed, and any standing water in tubs or buckets should be emptied immediately after use. Installing child-proof toilet seat locks and covering open water storage containers can further reduce risks.



4.9 Awareness of Household Safety Systems

Every apartment complex is equipped with built-in safety features designed to protect residents in emergencies. These may include fire alarms, smoke detectors, sprinkler systems, emergency lighting, and automatic power shutdown mechanisms as per statutory requirements. However, many residents fail to familiarize themselves with these systems until an emergency arises.

To ensure preparedness, every resident should learn how to operate fire extinguishers, locate emergency exits, and understand the function of alarm systems. Regular safety drills, conducted in collaboration with the building management, can help residents respond quickly and effectively in case of an emergency.

By maintaining awareness of household safety systems and implementing proper safety practices, apartment dwellers can significantly reduce risks and enhance their overall security in a high-rise living environment.

5. COLLECTIVE SAFETY IN THE APARTMENT COMPLEXES

While ensuring individual safety within each apartment is crucial, collective safety in apartment complexes involves broader risks that affect all residents. These safety concerns must be identified, monitored, and addressed to create a secure living environment. The key issues in collective safety in multi-storey apartment buildings include:

- 5.1 Traffic Safety
- 5.2 Fire Safety
- 5.3 Water Safety
- 5.4 Elevator Safety
- 5.5 Centralized LPG System Safety
- 5.6 Common Amenity Safety
- 5.7 External Natural Hazards

5.1 Traffic Safety

Traffic safety hazards in apartment complexes arise from two main factors:

- 1. Residents and visitors entering and exiting the complex
- 2. Residents and visitors maneuvering vehicles within the apartment premises



Vehicle Entry and Exit Hazards

The location of an apartment complex-whether situated along a busy road or in a quiet residential area-poses unique traffic challenges. In high-traffic areas, vehicles entering or leaving the apartment premises must navigate carefully to avoid collisions or pedestrian accidents. In contrast, in calm residential neighbourhoods, an apartment complex may generate unexpected traffic congestion, creating risks for pedestrians and other road users.



Internal Traffic Hazards

Within the apartment complex, parking areas, driveways, and common spaces pose significant safety concerns. Many complexes have large open spaces that double as pedestrian walkways, increasing the risk of accidents between vehicles and residents, particularly children playing unsupervised. One of the most common and tragic accidents in apartment complexes is young children being hit by reversing vehicles due to limited driver visibility.

To ensure traffic safety:

- Clear visibility must be maintained along driveways and parking areas, with periodic checks every six months to assess any obstructions caused by new constructions or vegetation growth.
- Traffic management systems such as speed breakers, directional signage, speed limit signage, convex mirror and designated pedestrian walkways should be in place.
- On special occasions (such as apartment festivals or large gatherings), temporary traffic control measures should be implemented to manage visitor parking and movement safely.
- Children should never be left unattended in the complex, especially during evenings, rainy weather, or low-visibility conditions.

5.2 Fire Safety

Fire safety is a critical concern in multi-storey apartment buildings, as fires can spread quickly and put numerous lives at risk. While individual apartments may contain fire hazards such as kitchen fires, electrical short circuits, and flammable household items, there are also collective fire hazards that impact the entire apartment complex. These hazards may originate from:

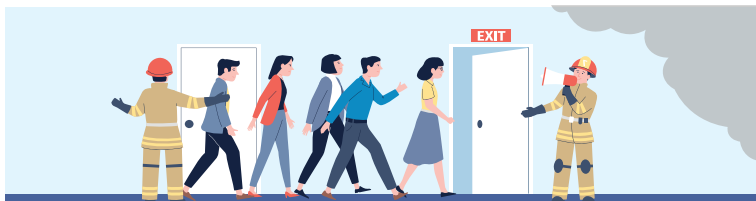
- Electrical malfunctions in the pumping room or main electrical switchboard
- Spontaneous ignition in diesel generator rooms
- Outdoor cooking activities, such as barbecues on balconies or common areas
- Unregulated waste burning near the apartment premises
- Improper storage of flammable materials in shared spaces

Since these hazards are not within the direct control of individual apartment residents, it is essential to have a centralized fire safety system in place to provide early warnings and rapid response mechanisms.

Essential Fire Safety Measures for Apartment Buildings are as follows:

5.2.1 Fire Extinguishers and Fire Suppression Systems

- Fire extinguishers should be installed on every floor, in common areas, and near high-risk zones such as electrical rooms and parking garages.
- Fire hose reel are provided in every floor and fire hydrant points are strategically provided around the building.
- All residents, security staff, and maintenance personnel should be trained on the proper use of fire extinguishers and other fire suppression equipment.
- Where feasible, apartment complexes should install automatic sprinkler systems to help control fires before they spread.



5.2.2 Maintaining Fire Exits and Evacuation Routes

- Fire exits must always remain free of clutter and obstruction. Blocked or locked fire exits can turn a small fire into a catastrophe.
- Emergency lights shall be provided along the evacuation route.
- Exit doors should be clearly marked, well-lit, and easy to open. Residents must be able to evacuate quickly in case of an emergency.
- Regular fire drills should be conducted to familiarize residents with the evacuation procedures.

5.2.3 Fire Detection and Alarm Systems

A functioning fire alarm system should be installed throughout the apartment building as per the statutory requirements. The system should:

- Detect smoke and heat
- Provide early warning to all residents
- Automatically notify emergency response teams.
- Fire alarms and smoke detectors should be tested regularly to ensure they are operational.

5.2.4 Fire Safety Awareness and Emergency Response

All residents should be educated on fire safety procedures, including:

- How to use fire extinguishers
- The importance of not blocking fire exits
- How to react in case of a fire emergency
- Security guards, care taker, maintenance staff, and apartment association members should be trained in basic fire fighting and emergency response techniques.



CRITICAL FIRE SAFETY RULE: NEVER Use Elevators During a Fire

A common and fatal mistake during a fire emergency is using the elevator to escape. This is extremely dangerous because:

- Power failures can cause the elevator to get stuck, trapping occupants inside.
- Elevator shafts can fill with smoke, leading to suffocation.
- Heat can deactivate elevator safety mechanisms, preventing doors from opening.

All residents must be instructed never to use elevators during a fire. This rule also applies to emergency responders and maintenance staff.

Fire safety in apartment complexes requires proactive planning, proper fire prevention measures, and regular safety training. By ensuring that fire extinguishers, fire alarms, and evacuation routes are properly maintained, and that all residents are aware of fire safety protocols, apartment communities can significantly reduce the risk of fire-related disasters and protect lives.

5.3 Water Safety

Water quality shall be tested every three months to ensure compliance with IS 10500:2012 standards. Regular testing helps prevent waterborne diseases and ensures safe consumption for residents.

5.4 Elevator Safety

Elevators are an essential feature of high-rise apartment buildings, providing convenience and accessibility for residents. However, they also present unique safety risks, especially for individuals unfamiliar with proper elevator usage and emergency protocols. Making awareness and education is crucial for preventing accidents and ensuring safety.

Automatic Rescue Device (ARD) System is a safety feature that activates during a power failure, automatically bringing the elevator to the nearest floor and opening the doors to allow safe exit. Elevators should be equipped with a reliable ARD system to prevent passengers from getting trapped in case of power outages. Regular testing of the ARD system is essential to ensure proper functionality.

The following key safety concerns and precautions should be observed when using elevators in an apartment complex.

5.4.1 Being Stuck in the Elevator

Getting trapped in an elevator, even under normal circumstances, can be a distressing experience. However, there is no need to panic. Modern elevators are designed to be well-ventilated, and there is enough oxygen inside for people to breathe comfortably. No one will suffocate due to oxygen depletion.

The biggest danger in such a situation is panic. Fear can cause individuals to faint, hyperventilate, or act irrationally. Instead, follow these calm and logical steps:

- Stay calm and assure yourself that you are safe.
- Press the emergency button inside the elevator to alert building security or maintenance staff.
- Use the intercom facility provided inside the elevator to contact with the caretaker or technician for assistance.
- Use your mobile phone to call for help if you have a signal.
- Avoid excessive movement-this helps conserve energy and prevents overheating.
- If you hear someone trapped inside an elevator, immediately notify the building security or caretaker. Stay near the elevator and provide reassurance until help arrives.

Once assistance is on the way, there is no need for further alarm. Avoid attempting to force open the doors or escape through unsafe means, as this could lead to serious injuries.

5.4.2 Children Stuck in Elevator

Children should never use an elevator unsupervised, especially younger children who may not know how to respond in case of an emergency. A child who gets trapped inside an elevator may become extremely frightened and unable to communicate their location.

Parents should follow these immediate steps if a child is missing in the apartment complex:

1. First, check high-risk areas such as the swimming pool, car parking area, and stairwells.
2. Then, check the elevator—press the call button and listen for sounds of distress inside.
3. If the child is stuck inside, speak to them in a calm and reassuring tone, instructing them to stay still and wait for help.

Although being trapped in an elevator is not life-threatening, it can be a traumatic experience for the child. Teaching children how to use the emergency button and whom to call in case of an elevator emergency can help prevent panic situations.

5.4.3 Elevators under Repair

One of the most dangerous elevator-related hazards occurs when an elevator is under repair. If an elevator is not operational, but its doors open when the button is pressed, people may step into an empty elevator shaft and fall to their deaths.



To prevent such fatal accidents:

- Disable the elevator for public use during repairs
- If an elevator is under maintenance, building management must place visible warning signs and barrier tapes on every floor.
- Residents should never use an elevator that appears to be malfunctioning.
- Parents should educate children never to play around elevator doors or enter an elevator that appears to be faulty.

5.4.4 Use of Elevators during Fire

A common fatal mistake during fire emergencies is attempting to use an elevator for a quick escape. This must be strictly avoided, as elevators pose multiple risks during a fire:

- Power failures can cause the elevator to get stuck, trapping occupants inside.
- Smoke can enter the elevator shaft, leading to suffocation.
- The heat from the fire can activate safety mechanisms, preventing the elevator doors from opening.

Rule: NEVER use an elevator during a fire-always use the stairs.

Even emergency response teams and maintenance personnel should not use elevators during fire incidents. Proper fire drills and evacuation training for residents can reinforce this critical rule and prevent tragic outcomes.

5.5 Centralized LPG System Safety

Centralized LPG system provides a safe and efficient way to supply gas to multiple apartments in a building, but strict safety precautions are essential to prevent leaks, fire risks, and accidents.

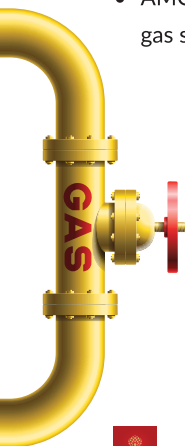
5.5.1 Installation & Maintenance

- All installations should comply with national safety standards.
- Regular inspections and maintenance must be carried out to ensure system integrity.
- Any modifications or repairs must be conducted by licensed technicians
- AMC should be taken for the periodic maintenance and servicing of the gas system.

5.5.2 Emergency Shutdown Procedures

In case of a gas leak:

- Shut off the main LPG supply valve.
- Open windows and doors for ventilation.
- Avoid using electrical switches or open flames.
- Evacuate the premises and inform all residents.
- Call emergency services and the gas supplier.



5.5.3 Fire Safety Measures

- Install fire extinguishers (Dry Chemical Powder and CO₂) near LPG installations.
- Ensure **all** residents are trained in fire safety and evacuation drills.
- Keep gas pipelines away from electrical wiring and potential heat sources.

5.5.4 Resident Responsibilities

- Never tamper with gas lines or equipment.
- Report any unusual gas smell or system malfunction immediately.
- Keep emergency contact numbers readily available.

5.6 Common Amenity Safety

Apartment complexes often include shared amenities such as swimming pools, health clubs, and children's play areas. While these facilities enhance residents' quality of life, they also present potential safety risks. Proper guidelines and precautions can help ensure a safe and enjoyable environment for **all** residents.

5.6.1 Swimming Pool Safety

Swimming pools are one of the most attractive amenities in apartment complexes but can pose serious drowning and injury risks.

Safety Measures:

- **Supervision:** Never **allow** children to swim unsupervised. An adult should always be present.
- **Barriers & Fencing:** Pools should be enclosed with a self-closing, self-latching gate at least 4 feet high.
- **Pool Covers & Alarms:** Use rigid safety covers when the pool is not in use. Pool alarms can provide an added layer of security.
- **No Running Policy:** Pool areas can be slippery. Running should be strictly prohibited.



- **Signage & Depth Markings:** Clearly mark deep and shallow areas and provide safety instructions.
- **First Aid & Rescue Equipment:** Keep life rings, rescue hooks, and first aid kits readily available. CPR training for residents is recommended.
- **Proper Maintenance:** Regularly check and maintain pool water quality, filtration, and safety equipment.

5.6.2 Health Club & Gym Safety

A well-equipped health club or gym promotes fitness, but without proper safety measures, it can lead to injuries.

Safety Measures:

- **Equipment Inspection:** Ensure all machines and weights are in good working condition. Damaged or malfunctioning equipment should be reported and repaired immediately.
- **Proper Use of Equipment:** Residents should be trained or guided on the correct use of gym equipment. Misuse can cause serious injuries.
- **Supervision & Emergency Response:** Having a trained fitness instructor or staff on-site can help prevent accidents. A first aid kit and emergency contact information should be accessible.
- **Hygiene & Cleanliness:** Regular sanitization of gym equipment, locker rooms, and showers is essential to prevent infections and maintain hygiene.
- **Weightlifting Safety:** Residents should use a spotter when lifting heavy weights to prevent injuries.
- **No Children Allowed:** Young children should not be allowed inside gym areas to avoid accidental injuries.



5.6.3 Children's Play Area Safety

Children's play areas are essential for recreation but require safety precautions to prevent falls, injuries, and accidents.



Safety Measures:

- **Age-Appropriate Equipment:** Play structures should be suitable for different age groups to minimize the risk of injuries.
- **Surface Safety:** The ground should be covered with impact-absorbing materials like rubber mats, sand, or grass to reduce the severity of falls.
- **Regular Inspections:** Play equipment should be checked regularly for damages, loose bolts, or broken parts and repaired promptly.
- **Supervision:** Parents or guardians should always supervise young children while they play.
- **Proper Fencing:** Play areas should be enclosed to prevent children from wandering into unsafe zones, such as parking lots or streets.
- **No Sharp Objects:** Ensure there are no exposed sharp edges, rusted metal parts, or broken glass in the area.
- **Weather Considerations:** Outdoor play should be limited during extreme weather conditions like heavy rain, storms, or intense heat.

5.6.4 General Safety Tips for Common Amenities

In addition to specific safety measures for each facility, the following general guidelines should be followed:

- **Emergency Contact Information:** Display emergency numbers and procedures at all common facilities.
- **Regular Maintenance & Inspections:** Management should conduct routine inspections and address hazards immediately.
- **Resident Awareness:** Conduct awareness programs to educate residents on proper use and safety guidelines for amenities.

- **Adequate Lighting:** Ensure all common areas, including pathways to amenities, are well-lit to prevent accidents.
- **Access Control:** Use secure access systems (e.g., key cards or biometric access) to prevent unauthorized entry into restricted areas.

By implementing proper safety protocols, maintaining communal facilities, and raising awareness, apartment communities can create a secure and hazard-free living environment for all.

Collective safety in apartment complexes is a shared responsibility that requires active participation from residents, apartment associations, and management teams. By implementing proper safety protocols, maintaining communal facilities, and raising awareness, apartment communities can create a secure and hazard-free living environment for all.

5.7 External Natural Hazards

Every apartment block sits in a context where it can be affected by external natural hazards like earthquake, floods, heavy wind, lightning, falling trees etc. While apartment planners should take care of these aspects, they often don't and people who are not familiar with the geography of the area often fall prey to nicely built apartment blocks in flood prone areas. Only when floods lock them down in their apartment, flood their garages and cut off electricity, water supply and access to the apartment that people realise these hazards. By then it is too late.

Prior to buying an apartment, owners should make a due diligence to see the apartment block is sitting in areas of potential natural hazards. Water front apartments are particularly vulnerable to floods. Apartments near wooded areas should consider if trees from adjacent compounds could fall over and cause damage. In sea facing apartments, heavy wind can often break large unreinforced glasses. All these need to be considered both by planners and owners while planning and owning apartments.

6. EMERGENCY PREPAREDNESS AND RESPONSE

Every apartment complex must have a well-structured system to manage safety incidents, whether minor or major, in a professional and organized manner. A comprehensive Emergency Preparedness and Response Plan (EPRP) should be documented, ensuring that all adult residents are familiar with its contents. The key elements of such a plan include:

- 6.1 Command and Control
- 6.2 Technical Resources
- 6.3 Training and Responsibilities
- 6.4 Physical Resources
- 6.5 External Support Arrangements
- 6.6 Assembly Area and Evacuation Procedures
- 6.7 Special Challenges in Emergency Situations



6.1 Command and Control

In the event of an emergency, it should be clearly established who is in charge. Often, residents assume that security guards are responsible for emergency response, but they may lack the training, authority, and knowledge to handle critical situations effectively. Similarly, caretakers may have access to safety equipment but are not always available 24/7.

Designated Emergency Leadership:

- The Residents' Association President should assume the role of On-Scene Commander (OSC) during an emergency.
- If the President is unavailable, an appointed committee member should assume command.

- Each floor should have at least two designated Floor Wardens responsible for:
 - Knowing **all** residents on their floor.
 - Keeping track of locked apartments and rental units.
 - Acting as liaisons between affected residents and the OSC.

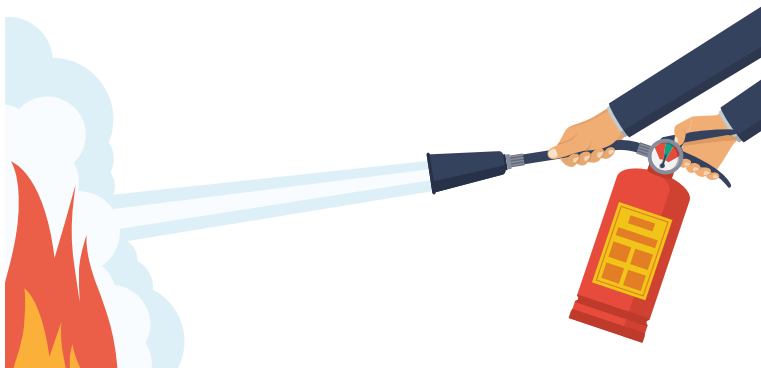
6.2 Technical Resources

The OSC should be supported by a team of trained personnel with technical expertise relevant to different types of emergencies. This team should include:

- Security guards trained in emergency response.
- Electricians for handling electrical faults and fire hazards.
- Swimming pool attendants trained in water safety and rescue.
- Resident medical professionals, such as doctors and paramedics, whose contact details should be readily available at security posts.

6.3 Training and Responsibilities

- All personnel should receive training on fire safety, first aid, evacuation protocols, and emergency response procedures.
- Security guards should be trained in using fire fighting equipment, first aid, and CPR.
- Emergency contacts should be updated regularly and shared with all residents.



6.4 Physical Resources

Every apartment complex should be equipped with a minimum set of physical resources to respond effectively to emergencies. These include:

- Fire extinguishers on every floor, regularly inspected and maintained.
- Fire hydrants and fire buckets, easily accessible and operational.
- First aid kits with essential medical supplies.
- Automated External Defibrillators (AEDs) for cardiac emergencies, with trained personnel available to operate them.
- Building plans, including electrical and plumbing layouts, should be kept at the security cabin for quick access by emergency services.
- Emergency Evacuation Plan displayed at each floor.

6.5 External Support Arrangements

Every apartment block must maintain a comprehensive emergency contact list, including:

- Nearest ambulance service.
- Nearest hospital.
- Nearest fire station.
- Nearest police station.
- Contact details of neighbouring apartment complexes.
- Elevator Maintenance Company for immediate troubleshooting.

These contacts should be printed and displayed at key locations such as:

- The security cabin.
- The caretaker's office.
- Shared with all residents for personal reference.

In case of an incident, the OSC is responsible for determining when external assistance is needed. If the OSC is unavailable, any responsible person should be empowered to make the necessary emergency calls.

6.6 Assembly Area and Evacuation Procedures

- Designate safe assembly areas away from buildings and potential hazards.
- Conduct regular evacuation drills to familiarize residents with escape routes and safety procedures.
- Ensure special arrangements for elderly residents, children, and individuals with disabilities during evacuations.
- Provide clear signage and emergency instructions in common areas.

6.7 Special Challenges in Emergency Situations

Multi-storey apartment buildings present unique challenges in emergency situations. To minimize risks and enhance safety, the following factors must be addressed.

6.7.1 Residents and Visitors

At any given time, apartment complexes accommodate various individuals, including permanent residents, tenants, domestic workers, maintenance staff, delivery personnel, and visitors. Managing the movement of these individuals is crucial, particularly in emergency situations.

While well-managed apartment complexes often implement a visitor registration system, such systems are not always fool proof. In case of an emergency, identifying whether anyone is trapped inside the building can be difficult. This lack of precise information can lead to unnecessary risks for emergency responders, who may attempt to rescue individuals who are not actually inside the building.

To improve safety measures:

- It is recommended that every apartment complex implement a digital visitor management system to log all non-resident entries and exits in real time.
- Security personnel should verify visitor identities and maintain a log of service workers such as electricians, plumbers, and housekeeping staff.

- A resident or family member should always accompany visitors in restricted areas such as rooftops, basements, or technical rooms.
- During an emergency, security personnel and designated safety wardens should check the visitor log to confirm if any guests are inside before initiating rescue operations.

6.7.2 Locked Apartments

In Kerala, a significant number of apartments are owned by absentee landlords who visit only occasionally. Many of these units remain locked for long periods, making emergency response efforts challenging in case of incidents like fire, gas leaks, or electrical faults.

In developed countries, a master key system is used to grant controlled access to all apartments. A similar system should be introduced locally. Until then, apartment management should implement a policy where a spare key for all units is securely stored in the security cabin. This measure can expedite emergency response and prevent small incidents from escalating into major disasters.

6.7.3 Elderly People and People with Special Needs

Multi-story apartment complexes are often home to elderly individuals and people with disabilities, including those with limited mobility, visual or hearing impairments, or chronic medical conditions. During an emergency such as a fire, earthquake, or building evacuation, these residents may require special assistance.

To ensure their safety:

- **Identification and record-keeping:** The apartment management should maintain a confidential database of residents with special needs, including their apartment number and emergency contact details.
- **Dedicated emergency support team:** Volunteers from the resident association should be trained to assist elderly and disabled residents during an evacuation.

- **Evacuation chairs and stairway assistance:** Buildings should be equipped with evacuation chairs for easy transport of individuals who cannot use stairs.
- **Fire alarm and emergency notification systems:** Special vibrating alarm devices or visual flashing alerts should be installed for hearing-impaired residents.
- **Personal emergency response devices:** Elderly residents should be encouraged to use wearable emergency alert devices that can notify security or family members in case of distress.

6.7.4 Head Count and Assembly Area

A well-organized evacuation plan ensures that all residents can be accounted for during an emergency. However, in Kerala, emergency situations often lead to crowding and confusion, making it difficult to differentiate between actual residents, onlookers, and passersby.

To ensure effective headcounts and evacuations:

- **Designated assembly points:** Every apartment complex should have a pre-designated assembly area, free from hazards such as overhead power lines, loose debris, or heavy vehicle movement. This area should be marked with clear signage.
- **Floor wardens for headcounts:** Each floor should have two designated floor wardens who are responsible for ensuring all residents have evacuated and conducting a headcount at the assembly point.
- **Emergency contact cards:** Every resident should have an emergency contact card with their apartment details and primary contact numbers.
- **Crowd control training:** Security personnel should be trained to prevent unauthorized access to the building during emergencies, ensuring emergency responders can work efficiently.

6.7.5 Training and Exercising

An emergency response plan is only effective if residents are aware of procedures and prepared to act when necessary. Regular training and drills help ensure that all individuals, including security staff and maintenance teams, are familiar with emergency protocols.

RECOMMENDED TRAINING AND DRILLS

Fire Drills (Every Six Months)

- Full building evacuation exercise.
- Training on fire extinguisher use.
- Checking fire exits and stairwell accessibility.

Safety Awareness Sessions

- Topics: Electrical safety, earthquake preparedness, gas leak response, first aid basics, and security threats.
- Participation from residents and staff.

Emergency Response Training

- First aid and CPR training for all residents.
- Use of Automated External Defibrillator (AED).
- Evacuation assistance for elderly and disabled residents.

Infrastructure Safety Inspections

- Bi-annual inspection of fire extinguishers, hydrants, and emergency lighting.
- Structural checks for staircases, corridors, and safety barriers.
- Testing and maintenance of fire alarm systems.

Coordination with Emergency Services

- Periodic liaison with local fire stations, hospitals, and police to ensure the building is on their emergency maps.
- Trial response scenarios with fire department personnel to test response time and accessibility.
- Ensuring all emergency contact numbers are updated and easily accessible.

7. HOW TO ESCAPE FROM THE FIRE?

Fire emergencies can escalate quickly, and knowing the correct steps to take can mean the difference between life and death. If a fire breaks out in your apartment building, remain calm and follow these essential fire escape guidelines to maximize your chances of survival.

7.1 Check Doors before Opening Them

Before opening any door during a fire, always test it for heat to determine if fire or smoke is present on the other side.



- How to safely check a door:
 - Stay low by kneeling or crouching behind the door to avoid inhaling smoke.
 - Use the back of your hand to touch the door, the doorknob, and the doorframe.
 - If the door feels cool, open it slowly with caution.
 - If you see flames, heavy smoke, or intense heat, shut the door immediately to prevent the fire from spreading into your space.
 - Find another escape route if possible, such as a secondary exit or fire escape stairs.

7.2 If You Cannot Leave Your Apartment

If you find yourself trapped inside your apartment due to smoke, fire, or an impassable escape route, take immediate action to protect yourself.

- Steps to stay safe inside your apartment:
 - Seal all gaps around doors and vents using wet towels, sheets, or clothing to block smoke from entering.

- Call emergency services (Dial 101 or your local fire department number) and clearly state:
- Your exact location (building name, floor, apartment number).
- The situation (e.g., smoke entering, fire in hallway).
- Any special needs (e.g., elderly, disabled, or children with you).
- Signal for help by opening a window only if there is no smoke outside.
- Wave a bright-colored cloth, sheet, or use a flashlight at night to help rescuers locate you.

7.3 Never Use Elevators During a Fire

Elevators can trap you inside if the power fails or if the fire damages the electrical system.

Instead:

- Always use stairways designated for emergency exits.
- Close all doors behind you as you leave to slow the spread of fire and smoke.

7.4 Listen for Announcements from the Building's Public Address System

Many modern apartment buildings are equipped with a public address (PA) system to provide real-time instructions during an emergency.

When you hear an announcement:

- Listen carefully and follow the given instructions.
- Emergency personnel may provide guidance such as:
- Evacuate immediately using a specific route.
- Stay inside your apartment until firefighters arrive.
- Avoid unnecessary movement if told to shelter in place.

7.5 If Smoke is Present, Stay Low and Crawl

Smoke and toxic gases from a fire rise, making it dangerous to breathe while standing.

Safe escape technique in smoky conditions:

- Stay close to the ground where the air is cleaner.
- Crawl on your hands and knees, keeping your head low.
- If possible, cover your nose and mouth with a damp cloth to filter out smoke.

7.6 Use an Alternate Route if Your Path is Blocked

If your escape route becomes impassable due to fire, smoke, or extreme heat:

What to do:

- Turn back immediately and find an alternate exit.
- If all exits are blocked, return to your apartment and follow the shelter-in-place procedures (see Section 2).
- Do NOT go to the roof unless directed by emergency services-rooftops can become death traps with no safe escape route.

7.7 Evacuate and Stay Out

Once you have successfully evacuated the building:

Follow these final steps:

- Do not re-enter the building for any reason.
- Go directly to your designated assembly point-this should be a safe, open area away from the building.
- Call 101 (or your local emergency number) if you have not already done so.
- Report any missing persons to emergency responders immediately.
- Wait for fire-fighters to declare the building safe before attempting to return.

7.8 Preparing in Advance for a Fire Emergency

Being prepared before a fire occurs is the best way to ensure safety in a high-rise apartment.

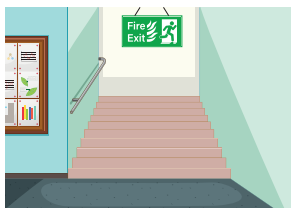
Fire Prevention & Readiness Tips:

• Know Your Escape Routes:

- Familiarize yourself with at least two emergency exit paths in your building.
- Locate fire escape stairways, emergency exits, and fire alarms.

• Practice Fire Drills:

- Participate in bi-annual fire drills organized by the apartment management.
- Teach all family members, including children, how to safely escape in an emergency.



• Keep Escape Routes Clear:

- Do not block hallways, stairwells, or exits with furniture or storage.
- Report any obstructed exits or malfunctioning fire doors to building management.

• Install and Maintain Fire Safety Equipment:

- Ensure smoke detectors are installed and tested monthly.
- Keep a fire extinguisher in your apartment and know how to use it.
- Install carbon monoxide detectors if your apartment has gas appliances.

• Create a Fire Escape Plan:

- Every household should have a family fire escape plan that includes:
 - A designated meeting spot outside the building.
 - Emergency contact numbers stored in every family member's phone.
 - A plan for elderly or disabled family members who may need assistance.

• Be Cautious with Electrical and Cooking Appliances:

- Never leave cooking unattended.
- Avoid overloading electrical outlets.
- Keep flammable items away from heat sources.
- Fire-Resistant Doors & Windows: Ensure apartment doors are fire-rated and kept closed at night to slow fire spread.
- Consider fire escape ladders for apartments below the fifth floor.

7.9 Fire Safety is a Shared Responsibility

Fire safety in a multi-story apartment building depends on every resident following proper precautions and procedures. By knowing your escape routes, preparing for emergencies, and acting quickly in the event of a fire, you can greatly reduce risks and save lives.



REMEMBER:

- Stay calm, think clearly, and act fast.
- Use stairs, never elevators.
- Crawl low under smoke.
- Call 101 or your local fire emergency number immediately.
- Once you escape, NEVER go back inside.

8. HOW TO ESCAPE FROM A STRANDED ELEVATOR

Being trapped in an elevator can be a distressing experience, especially for those with fears of confined spaces or heights. However, unless faced with an immediate life-threatening situation, the safest course of action is to **call** for help and wait for assistance. Attempts to escape without professional help can lead to greater danger. Follow these safety guidelines to ensure a calm and effective response to being stranded in an elevator.

8.1 Stay Calm

Panic can make the situation worse, leading to increased anxiety and impaired decision-making. Stay as calm as possible to think clearly and conserve energy.

- Take deep breaths and focus on relaxing your body.
- Reassure others in the elevator and maintain a composed demeanor.



8.2 Find a Light Source if the Elevator is Dark

If the lights go out, use a keychain flashlight or the flashlight feature on your mobile phone to illuminate the area. However, conserve battery power by using the light only when necessary.

- Quickly assess how many people are in the elevator with you.
- Identify key features such as the control panel and emergency buttons.

8.3 Press the Call Button

Locate and press the call button to alert maintenance personnel. This is the fastest and safest way to get assistance.

- If there is no response, use your mobile phone to call emergency services, provided you have reception.
- If neither option works, press the alarm button multiple times to signal for help.

8.4 Try the Door Open Button

Sometimes, the door open button may be jammed and pressing it again could release the doors.

- Also, try pressing the door close button or selecting a floor button lower than your current position.
- Avoid prying the doors open forcefully, as this can create additional hazards.

8.5 Get the Attention of People Outside

If the call button and phone do not work, try making noise to alert others:

- Tap firmly on the door with a key or another hard object to create a loud sound that might travel through the shaft.
- Call out for help in a calm but firm manner.
- Avoid excessive shouting, which can increase panic and cause fatigue.

8.6 Wait for Assistance

If you are not in immediate danger, waiting is the best course of action. Building personnel or maintenance crews will likely detect the elevator malfunction within minutes.

- If you have contacted emergency services, they will prioritize your rescue and typically arrive within 30 minutes.
- Conserve phone battery by avoiding unnecessary use.
- If alone, keep yourself occupied by thinking about positive things, such as making a mental list of your day's activities or upcoming plans.

8.7 Safety Precautions

- Do not attempt to climb out of the elevator unless explicitly instructed and assisted by trained emergency responders.
- Avoid tampering with the elevator controls or electrical panels unless directed by professionals.
- If the elevator starts moving unexpectedly, stand against a wall and hold onto the handrail if available.

9. EMERGENCY CONTACT NUMBERS

FIRE DEPARTMENT - 101

POLICE - 100

AMBULANCE - 108





**NATIONAL SAFETY COUNCIL -
KERALA CHAPTER 2023
SAFETY AWARD FOR
RESIDENTIAL APPARTMENTS**



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KERALA CHAPTER 2024
SAFETY AWARD FOR
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