

Work Instruction - Operations	HITACHI 
TRAIN & STATIONS SUPERVISOR HANDOVER WORK INSTRUCTION	

Work description: Train & Stations Supervisor Handover		
Scope: This Work Instruction is about the changeover of shifts for Train & Stations Supervisor.		
References: Train & Stations Supervisor Log, HNL-09505 Customer Service Duties Work Instruction		
PPE and precautions	Competencies or qualifications	Licenses or permits required
Nil	Train & Stations Supervisor	Nil
Tools and equipment required		
Nil		


Warning

If you think the next person (whom you are handing over to) might not be fit for duty (e.g. looking sick), stop the handover and tell the Train & Stations Manager immediately.

Train & Stations Supervisor Handover <i>Train & Stations Supervisor - outgoing</i>	You are the outgoing Train & Stations Supervisor. You must brief the incoming Train & Stations Supervisor about all important items recorded in your Train & Stations Supervisor Log during the shift handover.
	The handover briefing must cover the following: <ul style="list-style-type: none"> • Train & Stations Supervisor Log entries • Portable handheld EDACS radio • End of shift reports completed by Train/Station Operators • Staffing issues, appraisals and staff interviews, Monitoring, audits, and ride checks that are due that day • Operational notices • Issues and matters associated with contractors and concessionaires • Equipment out of commission/damaged/missing • Engineering/maintenance work activities • Changes to integrated transport services (e.g. bus feeder services) • Special marketing promotions, travel, and ticketing arrangements • New Procedures and Instructions or any changes in the Procedures and Instructions • Safety issues, Security arrangements and threat levels • Special marking promotions, revenue operations or partnership working exercises • Other items of interest
	Once the handover is completed, the incoming Train & Stations Supervisor must sign on the Train & Stations Supervisor Log next to your signature. This indicates the starting time of his/her shift and that he/she has understood the present operational status.

Approved By:	<input type="checkbox"/> Director, Operations and Maintenance	<input type="checkbox"/> Department Manager	<input type="checkbox"/> Manager, HSE (Operations and Maintenance)
Signature:			
Date:			

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Train & Stations Supervisor Log	When any of the following events are reported to the Train & Stations Supervisor, they should be recorded in the Train & Stations Supervisor Log. At the start of every shift, the outgoing Train & Stations Supervisor will carry out a handover for the incoming Train & Stations Supervisor.
<i>Train & Stations Supervisor - outgoing</i>	<p>During handover the outgoing Train & Stations Supervisor will use the Train & Stations Supervisor Log to inform the incoming Train & Stations Supervisor of the following:</p> <ul style="list-style-type: none"> • Booking in and book out of Train & Stations Supervisor and Train/Station Operators • Absence/lateness of Train/Station Operators • Infractions of safety requirements/breaches of by-laws • Failures and defects • Incidents, accidents, emergencies, irregularities, or any untoward occurrences • Passenger complaints • Non-compliance with procedures or instructions • Misconduct of staff, contractors, and members of the public • Closure of stations during revenue service hours • Special events (e.g. police actions, visits by government officials/inspectors) • Receipt of publications, documents, temporary notices, and instructions (including verbal instructions from senior officials) • Disposal of obsolete publications, documents, or records • Any other abnormalities/irregularities <p>Once the handover is completed, both the outbound and inbound Train & Stations Supervisor will sign the outbound Train & Stations Supervisor Log to indicate that they have understood the present operating status of the network.</p>

Additional controls

If there is any confusion regarding the information provided, you should seek clarification immediately.