

## MONITORING STATIONS WORK INSTRUCTION

**Work description:** Monitoring the station environment**Scope:** Entrances/Exits, Pedestrian Bridges, Interchange Pedestrian Bridges, Concourses, Platform, BOH, Connections to P&R, P&R monitoring duties – systems & equipment related monitoring**References:** Cleaning Manual, HNL-09677 Station Checklist & Record Form, HNL-09527 Fault Reporting Process Work Instruction**PPE and precautions**

As required

**Competencies or qualifications**Station Operator  
Hazard Identification and Control**Licenses or permits required**

Nil

**Tools and equipment required**

Barricades, station signage

**Warning***Hazards identified need to be either rectified immediately or isolated until rectification can take place to avoid causing harm***Monitoring the Station***Station Operator*

The Engineering &amp; Fault Controller will ensure that the station is continually monitored via the SCADA, the relevant equipment control/indication/alarm panels and the CCTV system.

The Station Operator will conduct visual inspections of all areas of the station premises hourly to ensure:

- Security of rooms
- Equipment and assets are in place, not damaged, operating correctly
- General cleanliness of the station, and
- Any hazards are eliminated or dealt with promptly
- Access Control for any breaches of Security
- Monitor the information shown on the PID panels to ensure that they are correct, readable, and properly displayed

- Report on incidents which may impact the safety and security of passengers
- Observe and report to the Train Controller any significant build-up of passengers or overcrowding incident

Results of the inspection will be recorded on the HNL-09677 Station Checklist &amp; Record Form

**Monitoring People in the Station***Station Operator*

The Information Controller must be notified when people are found in unauthorized areas or found damaging/removing property from the station.

Station Operators will:

- Check that all staff and contractors wear a pass or an approved form of identity when working in station premises
- Challenge the presence of any persons in the non-public areas without a pass or an approved form of identity
- Ask persons to leave where necessary
- Identify Hazards and report directly to the Customer Service Manager
- Investigate and record any incidents in the Station Logbook
- Report all defects to the Engineering and Fault Controller for further action
- Report all hazards not rectified to the Engineering and Fault Controller for further action
- Take all necessary corrective actions as a result of the findings of the inspection

**Note***Assistance of City Security Personnel or the Police shall be summoned at any time if required***Additional controls***Barricades may be used to direct passengers away from any defects or hazards identified***Approved By:**☐ Director, Operations and Maintenance☐ Department Manager☐ Manager, HSE (Operations and Maintenance)**Signature:****Date:**

Document Code HNL-09559 Monitoring Stations Work Instruction.01

File Name HNL-09559.01.00-0-Monitoring Stations Work Instruction

Effective Date:

Rev No. 01

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