

Work Instruction - Operations	HITACHI
ASSAULT ON PASSENGER OR STAFF WORK INSTRUCTION	

Work description: The purpose of this document is to describe the actions necessary to deal with passenger-initiated Assault which causes a physical injury on other Passengers or staff		
Scope: All employees and contractors who are exposed to passengers and members of the public during their duties on Stations and Trains on H RTP network		
References: HNL-09023 O&M Provider - Accident and Incident Notification, Reporting and Investigation Plan, HNL-09625 Incident Report Form, HNL-09629 Medical and First Aid Procedure, HNL-09332 Medical Intervention in a Station or Train Work Instruction		
PPE and precautions	Competencies or qualifications	Licenses or permits required
As required by incident	Station Operator, Train Operator, Senior Station Operator, OCC Supervisor, Train Controller, Information Controller, Engineering and Fault Controller	
Tools and equipment required		
As required by incident		



Warning: Risks Associated with Assault on Passengers or Staff

- Injuries/fatalities as a result of the assault
- Shock/stress as a result of involvement / exposure to assault on passengers or staff

Assault	<p>In Hawaii, an assault occurs when a person physically injures another person, without legal justification. Assault can occur in H RTP network in response to:</p> <ul style="list-style-type: none"> • Dealing with intoxicated or drug-affected passengers • Dealing with persons suffering mental illness • Working with persons and members of the public • Working alone, in isolated areas, or in areas with high criminal activity • Working at night • Dealing with frustrated and angry passengers • Enforcing legal requirements (ticket validity, ticket purchases, or rail safety regulations) • Dealing with overcrowding and delays • Dealing with social prejudice between groups • Dealing with large crowds and groups of people (during peak hours, after special events) • Dealing with misbehaving passengers or anti-social behavior • Dealing with victims of violence • Emergency evacuation situations
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Use the “SAFER” approach	When dealing with a situation where a passenger is showing signs of aggression towards Staff or other Passengers:
Step Back	Don't rush in. Step back physically so you can see more and maintain a reactionary gap (approx. 2 arm's length) between yourself and the aggressor(s). Step back psychologically – you are more likely to assess the situation correctly if you give yourself some thinking space.
Assess the threat	<p>Maintain your personal safety, for your own wellbeing and to enable you to organize help for others.</p> <p>Identify potential dangers and possible consequences. Consider how many people are involved, layout of the area, proximity of safe places and assistance and other factors that may increase the risk.</p> <p>During a violent situation, assess the situation using the personal THREAT model.</p> <p>T - Do I feel Threatened?</p> <p>Assess the characteristics of the aggressor – is there a group? Is the person affected by drugs/alcohol? How do you feel?</p> <p>H - Am I Hidden?</p> <p>Know where the CCTV is located. Are there any places where mobile phones or radios do not work? Make sure your work team knows where you are.</p> <p>R - Am I at Risk?</p> <p>Assess the situational risk factors – are there system equipment failures or other conditions affecting train running?</p> <p>E - Is there an Escape route?</p> <p>Make sure you have an escape route before you need it. You need adequate safe space to “Step Back” or step aside, and keep moving away if faced with an aggressive situation.</p> <p>A - Can I raise the Alarm?</p> <p>Know how to communicate for support.</p> <p>T - Am I working at a risky Time?</p> <p>This will vary according to work tasks and work location. It may be: during special event with large crowds entering the station and trains. Be aware of the factors that can make a particular time riskier</p>
Find Help	Consider what help is needed and who can be contacted for help. The level of help needed will depend on the situation
Evaluate Options	Consider whether there is a safe way for you to de-escalate or defuse the situation or should you choose a way to take refuge and await help?
Respond	<p>Choose the response that is most likely to:</p> <ul style="list-style-type: none"> • Maintain your personal safety • Maintain the safety of others • Make sure the appropriate level of assistance/ support is obtained • Make sure immediate risks to others are communicated as required • Continually re-assess the threat, your responses, and your strategy <p>See Table 1 for guidance on your responses.</p>

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Exposure to assault on passenger or staff	If you observe an assault on a passenger or staff member and you are not directly involved:
<i>Station Operator / Train Operator</i>	<p>You must:</p> <ul style="list-style-type: none"> • Remain calm • Do not confront the situation yourself • Notify you supervisor as soon as possible
<i>Station Operator / Train Operator</i>	<p>If you are directly involved in a confrontation where a passenger or staff member (including yourself) has been assaulted</p> <p>You must:</p> <ul style="list-style-type: none"> • Remain calm • Attempt to signal someone to assist you • Try to move away from the threatening party • Maintain a safe distance between you and the assailant, and try not to get “blocked in” (have an escape route) • Do not antagonize or otherwise try to escalate the situation • If the threat is not immediate, notify your supervisor as soon as possible • If the threat is immediate, notify the police



Warning

Employees should not attempt to confine or restrain offenders or persons of interest; employees personal safety is a priority.

Responding to an assault on a Passenger or Staff	When responding to an assault on a passenger or staff member:
<i>OCC Supervisor</i>	<p>When informed of an incident, you must:</p> <ul style="list-style-type: none"> • Tell all OCC Controllers, • Coordinate their response to cover: <ul style="list-style-type: none"> ○ Suspending services to the incident site (if applicable) ○ Telling affected stations and staff • Identify the location of the incident and determine the appropriate access point for responders • Implement Incident Command Structure (ICS), adopt the role of Gold Command until relieved (if applicable) • Report the incident following HNL-09023 O&M Provider - Accident and Incident Notification, Reporting and Investigation Plan • Respond to direction from Emergency Services Person in Charge (via Incident Officer) <p>When satisfied that the incident is being managed:</p> <ul style="list-style-type: none"> • Determine and implement alternative services, including: <ul style="list-style-type: none"> ○ Contingency / Alternative Service Plans ○ Bus replacement services
<i>Train Controller</i>	<p>When told of an incident, you must:</p> <ul style="list-style-type: none"> • Make the area safe • Initiate the train service plan communicated by the OCC Supervisor (if applicable) • Tell Train Operators (if applicable) about the nature of the incident and any contingency / alternative service plans
<i>Information Controller</i>	<p>When told of an incident, you must:</p> <ul style="list-style-type: none"> • Tell affected Station Operators including any contingency / alternative service plan • Conduct public announcements detailing contingency / alternative service plan
<i>Engineering & Fault Controller</i>	<p>When told of an incident, you must:</p> <ul style="list-style-type: none"> • Implement traction power isolation/switching plan (if applicable)
<i>Senior Station Operator</i>	<p>When told of an incident, for directly affected stations, you must:</p> <ul style="list-style-type: none"> • Implement directions of the OCC Supervisor / Information Controller including, where appropriate: <ul style="list-style-type: none"> ○ Evacuating the station • Provide information to passenger as appropriate • Meet, brief and direct Emergency Services to the location of the incident by the agreed route • Establish Incident Command Post as required

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	<ul style="list-style-type: none"> Assign bronze resources as required, considering: <ul style="list-style-type: none"> Attending RVP to meet and brief Emergency Services Evacuation of passengers Customer Care Incident site access control Respond to directions of the Emergency Services Coordinate between on-site Emergency Services Person in Charge and OCC Supervisor As soon as possible, provide first aid or arrange medical treatment for victims in accordance with HNL-09332 Medical Intervention in a Station or Train Work Instruction Brief / Update station staff on the incident and coordinate response
<i>Station Operator</i>	You must:
	<ul style="list-style-type: none"> Implement directions of the Senior Station Operator / Information Controller
<i>Train Operator</i>	You must:
	<ul style="list-style-type: none"> Implement directions of the Train Controller / OCC Supervisor

Restoring Normal Operations	When confirmed by the Senior Station Operator / Incident Officer that the incident is declared over, and the incident site is handed back by Emergency Services Person in Charge.
<i>OCC Supervisor</i>	You must: <ul style="list-style-type: none"> Recover stranded trains (as applicable) Tell all OCC Controllers to restore the service Coordinate their response When the train service is recovered, stand down any third-party bus replacement services

Table 1. Personal Safety Measures Staff Can Use When Dealing With A Passenger Showing Signs Of Aggression

Use these responses / actions	Avoid these responses / actions
Use assertive, non-threatening body language for example: open hand gestures, appropriate eye contact. Maintain a reactionary gap (approx. 2 arm's length)	Sudden movements that may seem threatening
Speak clearly and use a confident, even tone of voice	Increased speaking volume and negative tone
Address people in a professional manner, for example: "Sir"; "ma'am or "miss"	Calling people "pal" or "buddy"
Ask open questions and encourage the person to explain their issue and/or needs	Interrupting or arguing with the person
Let the person know you care about their problem	Questioning the person's integrity
Give the person plenty of space	Touching the person or getting too close and invading their personal space
Be aware of your escape route before you get involved. Position yourself to be able to escape if necessary	Getting backed into a corner or dead end
Give the person choices	Repeating rules or making ultimatums
Accept criticism when a complaint is justified	Rejecting all demands or complaints condescending, sarcastic, dismissive remarks
Use delaying tactics to give the person time to calm down.	Trying to get rid of the person too quickly
Acknowledge the person's feelings and indicate you can see they are upset	Making light of the person's problem
Explain to the person how they can assist you to help them. e.g. "In order for me to help you I need you to calm down and allow me to get some information"	Trying to solve the problem with too many distractions
Try to position yourself in view of CCTV cameras.	Backing into a corner, dimly lit or isolated area