

# DEALING WITH UNATTENDED AND LOST PROPERTY WORK INSTRUCTION

**Work description:** Actions required when dealing with unattended and lost property

**Scope:** Dealing with unattended and lost property on the station or the station precinct and on trains

**References:** HNL-09676 **H.O.T Assessment Checklist Form**, HNL-xxxx **Lost Property Record Form**

PPE and precautions	Competencies or qualifications	Licenses or permits required
Nil	H.O.T Assessment Station Operator, Train Operator	Nil

## Tools and equipment required

Nil



### Warning

*Do not approach any unattended properties while using your Mobile Phone or Hand Portable Radio*

## H.O.T Protocol

When dealing with unattended belongings on station and Trains, Staff must always conduct a H.O.T Assessment to ascertain the nature of the item and the course of action to be taken when dealing with it.

**H-** Is the item Hidden from view in an obscure place where passengers don't generally go?

**O-** Is the item Obviously suspicious, does it have wires and tape on or about the item

**T-** Is the item typical of the kinds of things you see on the station



## Identifying unattended belongings on Stations

*Station Operator,  
Train Operator*

Unattended belongings may take the form of bags, suitcases, boxes etc. Properties would be deemed unattended if there is no obvious owner of the properties in the vicinity or the item has been left in an unusual position on the Station.

When properties such as these are identified Station Operator, Train Operator will:

- Immediately report the item to the Information Controller
- Conduct a H.O.T Assessment of the identified item

If the item is Typical (H.O.T Assessment)

- Deal with item in line with Dealing with Lost Property

If the item is Hidden or Obviously Suspicious Station Operator, Train Operator will:

- Do not touch it
- Remove people from the immediate area
- Alert Security and the OCC
- Alert other employees of the immediate threat or hazard
- Implement evacuation procedure if instructed by authorities



### Warning

*Staff must switch off radio devices and/or mobile phones within 50 meters of the suspicious item. Communication should be conducted via landline-based communications equipment or face to face.*

Follow the instruction of the of the police and only re-enter the station if advised by the police and the Information Controller

**Approved By:** ☐ Director, Operations and Maintenance ☐ Department Manager ☐ Manager, HSE (Operations and Maintenance)

**Signature:**

**Date:**

## DEALING WITH UNATTENDED AND LOST PROPERTY WORK INSTRUCTION

### Dealing with Lost Property

Station Operator,  
Train Operator

Unattended belongings may take the form of bags, suitcases, boxes etc. Properties would be deemed lost after a H.O.T assessment has been carried out and they are found not to present a risk to the station or train

When properties such as these are identified Station Operator, Train Operator will:

- Take the item to secure location and record the item on the Lost Property Record Form
- Record a description of the item, Time, Date and location the item was found
- If the person who owns the lost properties returns, ensure they can describe the property before returning it to them
- Record the Name, Date and Time the person collected the item in the Lost Property Record Form
- If no one returns to collect the property within 48 hours send the property to the Train & Stations Supervisor for storage.



#### **Warning**

*Only after a H.O.T Assessment has been carried out can an property be deemed lost*

### Additional controls

*Advise all persons in the vicinity to switch off their mobile phones and move away from the area*