

## DEALING WITH UNATTENDED AND LOST ITEMS

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

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

**References:** H.O.T Assessment Checklist, Lost Property Record Form

### PPE and precautions

Nil

### Competencies or qualifications

H.O.T Assessment  
Station Attendant, Train Attendant

### Licenses or permits required

Nil

### Tools and equipment required

Nil



### Warning

*Do not approach any unattended items 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 Attendant,  
Train Attendant

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

When items such as these are identified Station Attendant, Train Attendant 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

Approved By:

☐ Director, Operations and Maintenance

☐ Department Manager

☐ Manager, HSE (Operations and Maintenance)

Signature:

Date:

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## DEALING WITH UNATTENDED AND LOST ITEMS

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

- Do not touch it
- Remove people for 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 Station Controller

### Additional controls

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

### Dealing with Lost Property

Unattended belongings may take the form of bags, suitcases, boxes etc. Items 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

*Station Attendant,  
Train Attendant*

When items such as these are identified Station Attendant, Train Attendant will:

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



### Warning

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