

Work Instruction - Operations	HITACHI
GRAFFITI AND VANDALISM WORK INSTRUCTION	 Hitachi Rail Honolulu JV

Work description: The actions necessary on discovery graffiti and vandalism in the stations, on the trains and along the line.		
Scope: All Stations, Trains and Infrastructure on the H RTP		
References: Nil		
PPE and precautions	Competencies or qualifications	Licenses or permits required
Nil	Station Operator, Train Operator, Information Controller, Train Controller	Nil
Tools and equipment required		
Demarcation Tape, A Frames Boards.		



Warning

Any vandalism that presents a hazard to the operations or passengers and staff is to be reported immediately and isolated from all parties.

Graffiti and Vandalism	Graffiti and Vandalism must be reported immediately. It may be identified and reported by customers or persons on or around the network. All reports of graffiti and vandalism are to be treated seriously and acted upon immediately.
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Dangerous Vandalism or Offensive Graffiti on a Train	Racist Graffiti must be treated as serious. Any report of Racist Graffiti must be dealt with immediately. A train with racist graffiti must be removed from service immediately, and not used again until the graffiti removed
	The Station/Train Operator, upon identifying vandalism or graffiti, must: <ul style="list-style-type: none"> Immediately report the Vandalism or Graffiti to the Information Controller Describe the whereabouts and the nature of the Graffiti or Vandalism Wait for instructions once the Information controller has the information
	The Information Controller must: <ul style="list-style-type: none"> Assess the information provided from the Station/Train Controller If the Vandalism or Graffiti is dangerous, offensive or racist: <ul style="list-style-type: none"> Advise the Train Controller and immediately request the train be removed from service and be swapped Make PA and PID announcements advising passengers that the train is to be removed from service If the vandalism is hazardous to passengers dispatch a Train Operator to man the train and detrain passengers at earliest opportunity then remove the train from service
	The Train Controller must: <ul style="list-style-type: none"> Hold the train at the station until the Train Operator arrives, particularly in the event of a broken window, to make safe before proceeding at speed along the line Enter the event with the relevant information in the control room log Remove/swap the dangerous/offensive train from service

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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Dangerous Vandalism or Offensive Graffiti on a Station <i>Station / Train Operator</i>	Racist Graffiti must be treated as serious. Any report of Racist Graffiti must be dealt with immediately. Racist Graffiti at a station must be removed from As soon as possible and any hazards caused by vandalism will be isolated so that passengers and staff are not exposed to the danger.
	The Station/Train Operator, upon identifying vandalism or graffiti, must: <ul style="list-style-type: none"> • Immediately report the Vandalism or Graffiti to the Information Controller • Describe the whereabouts and the nature of the Graffiti or Vandalism • If the Graffiti is offensive, try to conceal it from passengers • If the Vandalism presents a risk isolate the area and keep passengers away • Wait for instructions once the Information controller has the information
	<i>Information Controller</i> The Information Controller must: <ul style="list-style-type: none"> • Dispatch a Train & Stations Supervisor to give a full report if notified by a member of the public. • Make interim PA announcements warning the public of the possible hazard. • Monitor the station via the CCTV system. • Ensure that the Video Recording covering the area in question is in operation and arrange for the tape to be retrieved for potential evidence purposes. • Advise maintenance/cleaning departments and request their attendance if appropriate. • Consider closing all or part of the station or platform depending on the level of danger or offence. • Make an all calls radio transmission advising Station/Train Operators of the possible problem • Consider crowd control if peak service may be affected by the problem

Non-Hazardous Vandalism or Non Offensive Graffiti on a Train <i>Station / Train Operator</i>	Non-hazardous Vandalism or non-offensive Graffiti must still be treated with urgency however operational aspects must be considered when making decisions relating to the rectification of the issue.
	The Station/Train Operator, upon identifying vandalism or graffiti, must: <ul style="list-style-type: none"> • Immediately report the Vandalism or Graffiti to the Information Controller • Describe the whereabouts and the nature of the Graffiti or Vandalism • Wait for instructions once the Information controller has the information
	<i>Information Controller</i> The Information Controller must: <ul style="list-style-type: none"> • Dispatch a Train Operator to man the train if appropriate • Ensure that the Video Recording covering the area in question is in operation and arrange for the tape to be retrieved for potential evidence purposes
	<i>Train Controller</i> The Train Controller must <ul style="list-style-type: none"> • Enter the event with the relevant information in the control room log • Enter the event with the relevant information in the duty handover sheet stating when the problem should be rectified • Arrange for the train to be removed from service when convenient but as soon as possible in the event of externally visible graffiti of any kind

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Non-Hazardous Vandalism or Non-Offensive Graffiti on a Station	Non-hazardous Vandalism or non-offensive Graffiti must still be treated with urgency however operational aspects must be considered when making decisions relating to the rectification of the issue.
<i>Station / Train Operator</i>	<p>The Station/Train Operator, upon identifying vandalism or graffiti, must:</p> <ul style="list-style-type: none"> • Immediately report the Vandalism or Graffiti to the Information Controller • Describe the whereabouts and the nature of the Graffiti or Vandalism • Wait for instructions once the Information controller has the information
<i>Information Controller</i>	<p>The Information Controller must:</p> <ul style="list-style-type: none"> • Dispatch a Train & Stations Supervisor to man the Station if appropriate • Ensure that the Video Recording covering the area in question is in operation and arrange for the tape to be retrieved for potential evidence purposes
<i>Train Controller</i>	<p>The Train Controller must:</p> <ul style="list-style-type: none"> • Enter the event with the relevant information in the control room log • Enter the event with the relevant information in the duty handover sheet stating when the problem should be rectified • Advise the Maintenance/Cleaning department



Note

As far as practically possible, graffiti and vandalism must be photographed and reported for any later liability claims and investigation purposes.

Additional controls
<i>Do Not Touch any Etching Agents as they may contain Acid and will burn the skin</i>