

TRAIN ATTENDANT TRAIN HANDOVER

Work description: Taking and handing over a train in service

Scope: This Work Instruction is about the handover of an in-service train at the beginning of shifts and after breaks.

References: HNL-XXXXX Train Attendant Duty Event Form, Duty Card

PPE and precautions	Competencies or qualifications	Licenses or permits required
Nil	Train Attendant, Customer Service Supervisor	Train Driver

Tools and equipment required

Nil



Warning

If you think the next person (whom you are handing over your train to) might not be fit for duty (e.g. looking sick), stop the handover and tell the Customer Service Supervisor immediately.

Handing the Train over - outgoing

Train Attendant – going off duty

You are the Train Attendant who is 'exiting the train' and going off duty. Then you must give a verbal handover of the train to the incoming Train Attendant who is coming on duty.

The verbal handover is based on the records on your Duty Event Form, and must include:

- operational restrictions
- service problems or information
- any issues or problems with the train
- any issue or problems with the ticket checking device (if applicable) or other equipment
- any other relevant information

If there is no incoming Train Attendant for you to hand over the train to, then you must tell the Train Controller.

You must:

- make sure that the incoming Train Attendant has understood what you have told him/her, as per your Duty Event Form
- then, complete and sign the Duty Event Form

Handing the Train over - incoming

Train Attendant – coming on duty

You are the incoming Train Attendant who is coming on duty. The Train Attendant who is 'exiting the train' and going off duty must give a verbal handover of the train to you.

You must:

- report to the Customer Service Supervisor at the handover platform as per your Duty Card, and be briefed on any issues regarding the operational status
- note any additional operational issues and any onboard train equipment issues that are relevant to your duty from the outgoing Train Attendant

If there is no outgoing Train Attendant for a handover, then you must tell the Train Controller.

Approved By:	<input type="checkbox"/> Director, Operations and Maintenance	<input type="checkbox"/> Department Manager	<input type="checkbox"/> Manager, HSE (Operations and Maintenance)
Signature:			
Date:			

TRAIN ATTENDANT TRAIN HANDOVER**Note**

This section also applies to the hand-over after a meal break or a personal-needs relief.

You must:

- receive a full verbal handover from the outgoing Train Attendant
- read the information recorded in the Duty Event Form of the outgoing Train Attendant
- sign the Duty Event Form
- check the handed over train equipment, radio, etc. to make sure it is complete (if not, contact the Customer Service Supervisor to arrange for a replacement)

If you need to clarify any items raised on the Duty Event Form of the outgoing Train Attendant, you may talk to the Train Controller for clarification.