

TRAIN ATTENDANT BOOK IN AND OUT AND BRIEFING

Work description: Book in/out and Pre-Work Briefing of Train Attendants

Scope: Booking in/out of Train Attendants when they are starting and finishing their shifts, and the Pre-Work Briefing required to make sure they are aware of operational requirements of the duty shift.

References: Applicable laws in the US and international standards as stated in HNL-06011 System Safety Program Plan (O&M Provider Safety Plan), HNL-XXXXX Train Staff Book In & Briefing Form, Equipment Issue Log

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

Tools and equipment required

Train Key, Train Staff Bag, Duty Event Form, Equipment Issue Log



Warning

If you think the next person (who is booking in) might not be fit for duty (e.g. looking sick), do not book him/her in and tell the Customer Service Supervisor immediately.

Booking In - Staff	<p>All staff must read the current and new communication notices at the Book In location at the start of their shift.</p> <p>For Train Attendants, the Book In locations could be the yard's stabling area or stations which will be detailed in the Duty Card.</p> <p>By signing the Book In & Briefing Form, the staff member confirms that he/she has read and understood all the notices and briefs.</p> <p>The Customer Service Supervisor (or delegate) must be present there when making the Booking In process.</p>
<i>Customer Service Supervisor</i>	<p>The Customer Service Supervisor must brief all staff appropriately and make sure they are equipped with all the required equipment to carry out their tasks before the start of the shift:</p> <ul style="list-style-type: none"> • making sure the train staff bags are in good working conditions • making sure the hand portable EDACS radios are 100% charged at the correct channel • making sure each Train Attendant has a set of necessary keys, such as the Train Key • issuing all equipment that is necessary for the train staff to perform their duties • making sure the staff are fit for work and not under the influence of drugs or alcohol • replacing any staff who is not fit for work immediately • making sure the train staff has signed the equipment issue log when receiving the equipment
<i>Train Attendant</i>	<p>The Train Attendant should:</p> <ul style="list-style-type: none"> • collect all equipment required to perform the duty and sign the Equipment Issue Log • make sure that the hand portable EDACS radios collected are fully charged and set to the correct channel <ul style="list-style-type: none"> ○ test the radios before the start of the shift • check all the required keys are issued and in good conditions • ask for clarification if anything is not clear during the briefing

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

Document Code	YYY.YYY. Train Attendant Book In and Out and Briefing.00	Effective Date:	
File Name	HNL-XXXXX.00.00-1-Train Attendant Book In and Out and Briefing	Rev No. 00	Page 1 of 2

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Briefing - Staff	The Customer Service Supervisor must brief the Train Attendants at the start of their shift on matters which imply train operation and performance of duties.
<i>Customer Service Supervisor</i>	<p>The following items must be covered during the briefing:</p> <ul style="list-style-type: none"> • safety issues • special events • engineering/maintenance work activities (if any) • changes to integrated transport services (e.g. bus feeder services) • special marketing promotions, travel, and ticketing arrangements • new instructions or any changes in work procedures • security arrangements and threat levels • issues and matters associated with contractors and concessionaires • special revenue operations or partnership working exercises • other items of interest
	<p>The Book In & Briefing Form must be completed for each briefing. It should state:</p> <ul style="list-style-type: none"> • the person who conducts the briefing • persons in attendance • items discussed • comments or issues raised
	Customer Service Supervisor must follow up on issues raised in the briefing and write down actions taken on the Book In & Briefing Form as appropriate.

**Note**

All train staff must sign off on the Book In & Briefing Form at the end of their shift.

Additional controls

Staff must wear proper uniform and must have valid staff IDs.