

TRAIN ATTENDANT RELIEF AND REPLACEMENT

Work description: Process for relieving or replacing Train Attendants

Scope: Replacing Train Attendants when they are absent, or require relief because of personal needs or feeling unwell

References: U.S. Code § 21103. Limitations on duty hours of train employees, and other applicable laws in the US and international standards are stated in HNL-06011 System Safety Program Plan (O&M Provider Safety Plan) and HNL-09102 Fitness for Duty

PPE and precautions	Competencies or qualifications	Licenses or permits required
Nil	Service Manager, Customer Service Supervisor, OCC Supervisor	Nil

Tools and equipment required

Nil



Warning

Staff must be rostered to have enough rest to avoid fatigue.

Generally, an employee may not work more than twelve (12) hours a day or forty-eight (48) hours a week, while the rest interval between shifts must be at least 12 hours. These limits can only be exceeded on a strictly short-term basis in exceptional and emergency circumstances. Please refer to HNL-09102 Fitness for Duty.

Replacement of Train Attendants <i>Customer Service Supervisor</i>	When a Customer Service Supervisor does not have enough number of Train Attendants (due to a sudden or short notice of staffing problems such as sickness and absence), the Customer Service Supervisor will: <ul style="list-style-type: none"> • use any spare or standby Train Attendants
	If no spare or standby Train Attendants are available: <ul style="list-style-type: none"> • find out where the shortage is in the network • contact the Service Manager (or designate) and request for resources (what and when?) • wait for further instructions (following the standards and limits) to fill the shortage <ul style="list-style-type: none"> ○ get additional workforce; or ○ extend existing staff; or ○ vary the current duties of staff. • make sure staff members have enough breaks



Note

The Service Manager can delegate an authorization regarding staff vacancies to the OCC Supervisor to make sure that quick and efficient decisions can be made during 'non-office hours'.

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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**Replacement of
Train
Attendants**

*Customer
Service
Supervisor / OCC
Supervisor*

When a Customer Service Supervisor reports to the Service Manager (or designate) that they do not have enough numbers of staff to fill the roster, the Service Manager will:

- fill the shortage by:
 - arrange additional workforce; or
 - extend the hours of existing staff; or
 - vary the duties of staff to cover the shortage.
- tell the Customer Service Supervisor about the arrangement
- follow up with the Customer Service Supervisor to make sure the arrangement works
- make sure staff members have enough breaks

Make sure the changes are in line with the Occupational Health and Safety Plan HSE-PL-001-01, and HNL-09102 Fitness for Duty and the applicable laws referred.

Additional controls

Check with the staff members to make sure that they are suitable to continue work and are not suffering from any forms of fatigue.