

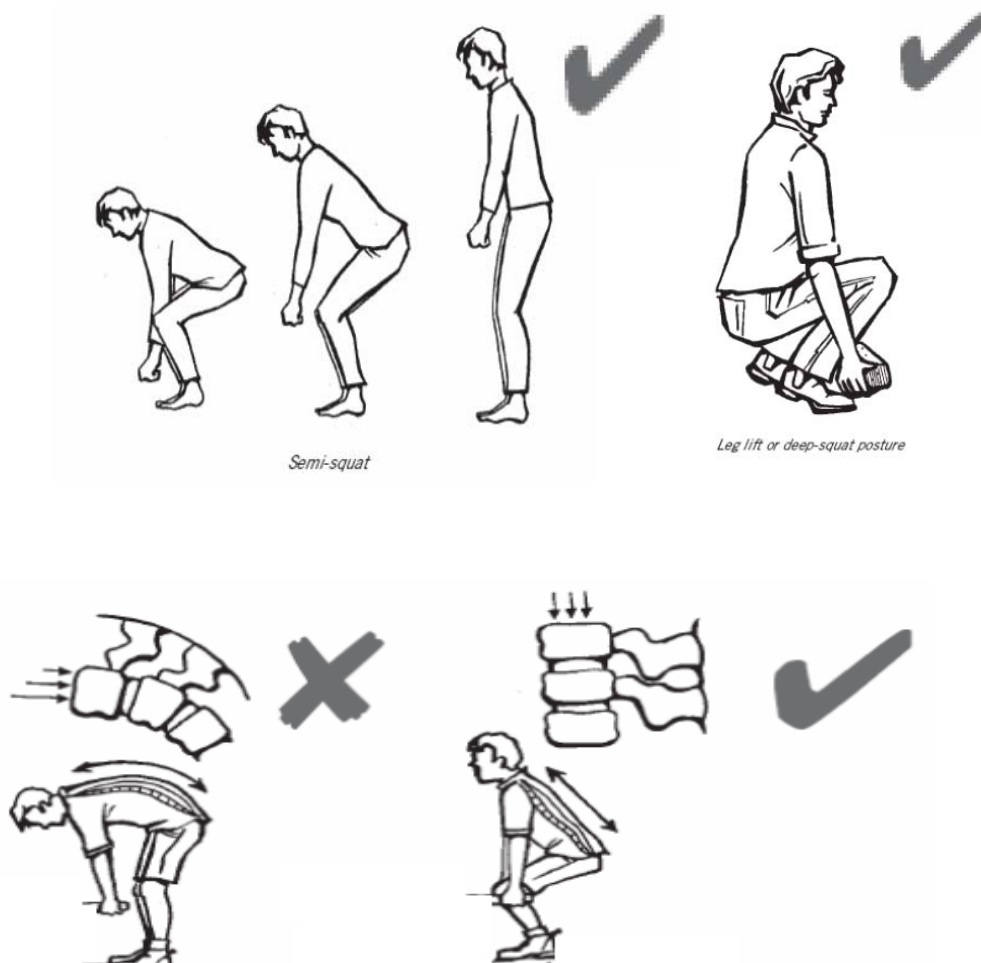
Safe Work Instruction	Issue date: 24/11/10
Use Of Boarding Ramps	Review date: 22/11/13

Document no.	Work description		
SMS-06-SW-1332	Use Of Boarding Ramp		
Risk assessment ref:	Scope Boarding ramps are available on request at all stations for any Customer who needs assistance to alight or board the train		
Review date	References		
22/11/13	<ul style="list-style-type: none"> SMS-06-GD-0001 Guide to Manual Handling Manual handling resource WorkCover NSW 2004 OHS Regulation 2001 clause 9 Employer to identify hazards OHS Regulation 2001 clause 10 Employer to assess risks OHS Regulation 2001 clause 11 Employer to eliminate or control risks OHS Regulation 2001 clause 12 Employer must review a risk assessment, including any measures adopted to control the risk Manual handling risk assessment – Use of boarding ramps 15th January 09 Stepless Lite ramp user manual – Sumitomo Rubber Industries, LTD, Japan Operator Specific procedures 6 (PPE) SMS-06-PR-0173 Plant and equipment lock-out Tag-Out 		
PPE and precautions		Competencies or qualifications	Licences or permits required
Orange high visibility vest		Induction into use of boarding ramp Safe Work Instruction	Not Applicable
Tools and equipment required			
1276mm (7.4 kg) & 1526mm (8.6kg) Boarding Ramp – as per Stepless Lite ramp user manual – Sumitomo Rubber Industries, LTD, Japan			



Note



Correct Lifting Technique.



Use Of Boarding Ramps

Step 1	Customer requiring Boarding Assistance, at a staffed station, are to be escorted to the Boarding Assistance Zone (BAZ) where marked on the station platform. Where a customer is in a wheelchair or motorised scooter they are to be advised to park on the BAZ sideways, facing the direction of the approaching train, and apply brakes (not to face the edge of the platform)
Step 2	<p>Open the cabinet ramp slowly whilst standing to the side in case the ramp is unstable and begins to fall out. Check that the locking bar is in place to prevent the ramp from falling.</p> 
Step 3	<p>Inspect and ensure that the black-type Velcro safety handle is fastened together, lift the locking bar to release the boarding ramp and then begin lifting the boarding ramp out of the cabinet.</p> 
Step 4	<p>Remove the ramp from the boarding ramp cabinet.</p> <p>Note</p> 
<p>Step 5</p> 	<p>Once you have completely removed the ramp from the cabinet, close the cabinet door – make sure that the cabinet is securely shut.</p> <p>Note</p> <p>Always keep the ramp parallel with the platform edge, so not to encroach over the platform yellow line, until the train has come to a stand.</p> <p>The boarding ramp should be carried on its side and by the handles mounted on the side of the ramp.</p> <p>When the ramp is carried DO NOT hit against objects – ensure a safe distance between yourself and any objects or persons in your path.</p> 

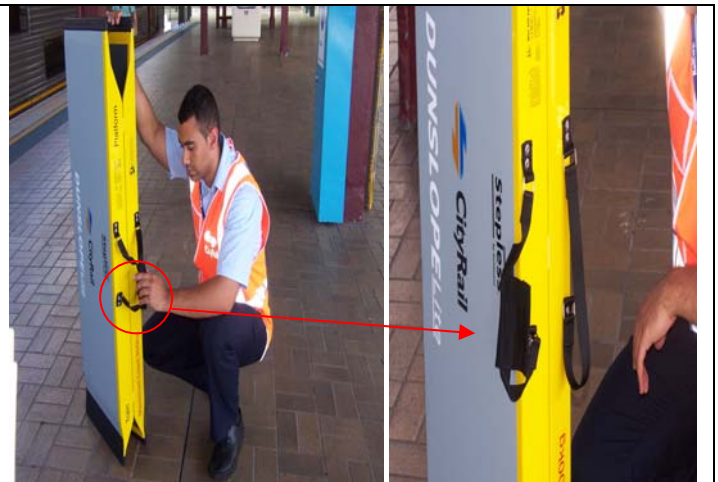
Use Of Boarding Ramps

Step 6

Place the boarding ramp in an upright position onto the platform surface, while stabilising the ramp with your hand. The boarding ramp should be placed with the platform marker / indicator in the down position (as pictured).

**Step 7**

Separate the black coloured Velcro type handle in order to open the boarding ramp. Ensure correct body posture (as pictured).

**Step 8**

Stand back up and place both hands on top of the boarding ramp – to begin separating both sides of the ramp.

**Step 9**

Slowly and steadily begin to separate the ramp - hold ramp away from the body. The red circles above indicate the locations of the Velcro type securing items. The arrow indicates the space between the employee and the ramp.





WARNING:
Slowly begin to separate the ramp – the ramp should be held away from the body whilst opened and closed

Use Of Boarding Ramps

Step 10

Before use – Check that the ramp is not defective or damaged.

Make sure the ramp is:

- Not twisted or cracked
- Surface is not worn or damaged
- Hinge sections not torn or cracked
- Rubber ends are not torn or cracked

If found damaged / defective immediately tell your supervisor / line manager – **the ramp must be tagged with an “out of service” tag in accordance with SMS-06-PR-0173 Plant and equipment lock-out Tag-Out”.**



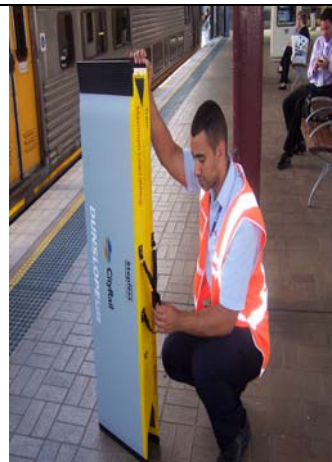
WARNING:

Before use; ensure that you check the ramp is not defective or damaged

Step 11

Once you have checked the ramp, close the ramp until the Velcro type securing items are joined together and then bend down again and secure the black coloured Velcro-type nylon handles together. You are ready to use the ramp.

Walk over to the designated location.



Step 12

When considering carriage locations – For Customer Service Sectors 2, 3 & 4 / CBD the primary boarding location on all suburban trains and the Oscar is car 6 rear doors, if this location is occupied the secondary location is car 7 front doors. For Sector 1 & 5 the boarding location priority would be in the same carriage as the Guard, but in the vestibule area which does not obstruct the Guards internal exit door, e.g. one door away from guard's compartment, front of 4th car or Rear of 5th Car.

Once you have located an area – Make sure the train guard is aware of the intended use of the boarding ramp on their train.



WARNING:

Wait until customers alighting and boarding the train carriage have cleared from the doorway

Use Of Boarding Ramps

Step 13

Conduct a visual risk assessment of the designated area.

Check for any obstructions or hazards on the intended surface and carriage entrance. If the area is unsafe, locate a new carriage entrance free of hazards and / or obstructions.

**WARNING:**

Before use – check that the platform surface and the carriage entrance is free from hazards and obstructions.

**Note**

The doorway of a Waratah, Millennium or Oscar train is higher than other trains.

Take care when setting up and using ramps and seek additional assistance if required.

For Hunter and Endeavour sets boarding ramps are located on board.

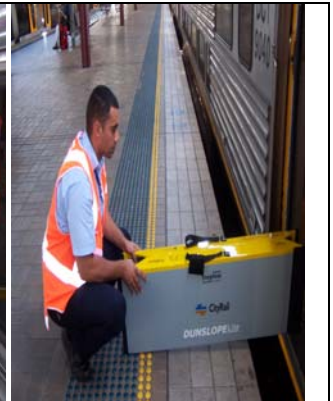
For other sets please utilise the boarding ramps that are located at stations.

Step 14

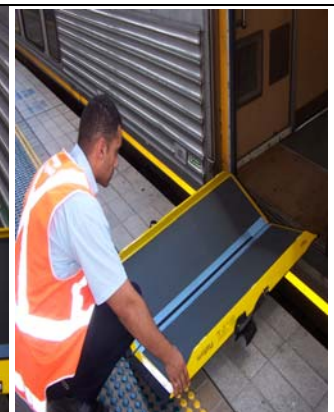
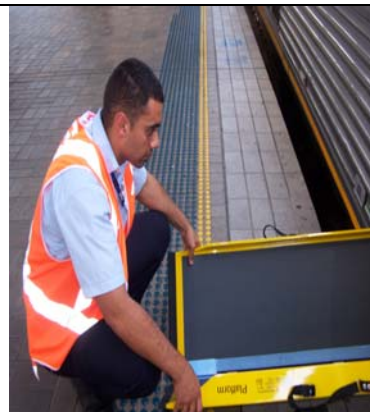
Identify the train and platform ends of the boarding ramp.

Place the boarding ramp on the platform surface and the carriage entrance (*vestibule area*).

The ramp (*as pictured*) must be placed with the train side fixed on the carriage entrance and the platform side fixed on the platform surface.

**Step 15**

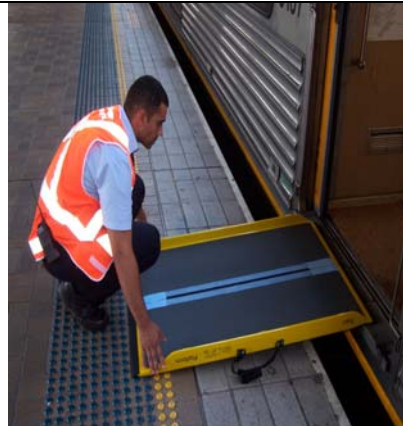
Place your hands near the platform marker / indicator of the ramp and slowly and steadily start to separate the ramp (as pictured).



Use Of Boarding Ramps

Step 16

Continue separating the boarding ramp until both sides of the boarding ramp rest firmly onto each intended surface.



WARNING:
The boarding ramp should be positioned such that the entire contact surface is supported

Step 17

The train indicator should be firmly fixed on the carriage entrance – as pictured. The entire contact surface should be supported.

**Step 18**

The platform indicator on the boarding ramp must be firmly fixed on the carriage platform surface – as pictured. The entire contact surface should be supported.

**Step 19**

The maximum weight limit of the boarding ramp is **300 kg**.
At any time you must determine the total weight of all persons and items intending on using the ramp prior to it being used. If the weight could exceed the weight limit - do not use the boarding ramp, advise the passenger of the weight capacity and then contact your supervisor / line manager for assistance.
Only the passenger, the carer or the luggage carrier is permitted to use the boarding ramp. This procedure should be done prior to the train arriving (*where applicable*) – to minimise train delays.



WARNING:
Maximum
300 kg total
Weight Capacity.

Use Of Boarding Ramps

Step 20

The wheelchair should be driven slowly from the Boarding Assistance Zone (BAZ) and commence a turn to line up the wheels with the boarding ramp - without a run-up.

Advise the carer of the requirement – if not directly assisting.

In the event that a motorised wheelchair is being used – advise the wheelchair user of the requirement.

Move within the yellow lines (of the boarding ramp) and be careful not to drive the wheels off the ramp.



WARNING:
Wheelchairs should be driven up and down at low speeds – without run-up

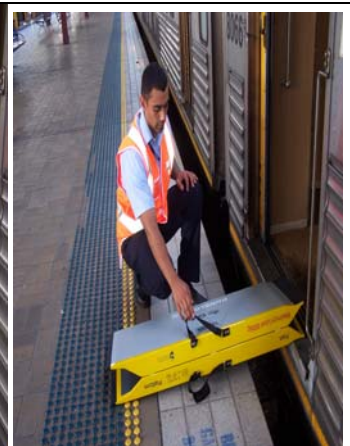
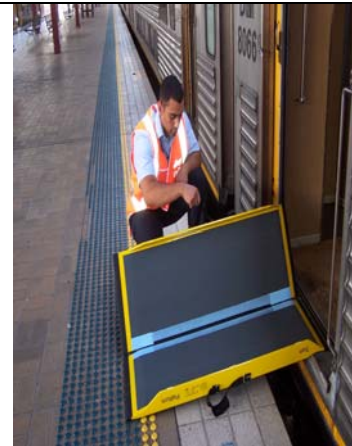
Step 21

Once completed, firmly grab the Velcro-type nylon handle nearest to you and then slowly start to bring both sides of the ramp together until the Velcro securing items have joined together (**as pictured**).



WARNING:

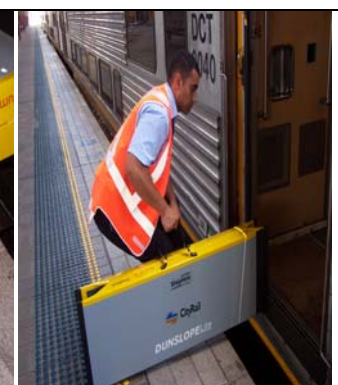
Be aware of surroundings as there may be another customer that needs to use the boarding ramp.



Step 22

Join the Velcro-type nylon handles together and firmly grasp the ramp to begin your lift.

Once the Velcro type handle has been secured, commence lifting the ramp.



Step 23

Start lifting the ramp until you have reached a standing position.

Once in a standing position and control of the boarding ramp's movements has been established you may begin to walk back to the boarding ramp cabinet.

When the ramp is carried **DO NOT** hit against objects – ensure a safe distance between yourself and any objects or persons in your path.



Use Of Boarding Ramps**Step 24**

Open the boarding ramp cabinet and place the boarding ramp into the boarding ramp cabinet. Once the boarding ramp is in position, lower the locking bar. (as pictured).

**Step 25**

Close the cabinet door. Ensure the cabinet door is closed.

**Additional controls****Note**

Staff with specific special needs or restrictions such as manual handling restrictions / weight restrictions should consult with there supervisor / line manager prior to undertaking these tasks.