

ERL MAINTENANCE SUPPORT SDN BHD

Co. Reg. No. 199901023674 (498574-T)



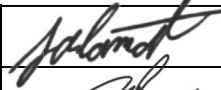
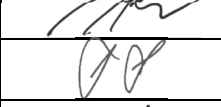

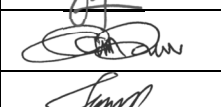
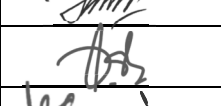

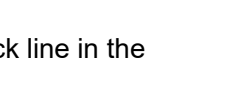


OPERATIONS DEPARTMENT

PROCEDURE FOR STATION SUPERVISORS

Ref. No. G00.OMO.M15112.NA.1001.F

Location	Reference	Rev.	Date	Page No.	Document Title
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 2 of 60	Procedure for Station Supervisors

Release

Released:	Dr. Hassan Alsalamat	Chief Executive Officer	21.01.25	
Checked:	Jayarajah	Maintenance	15.01.25	
Checked:	Sukhbir Singh	Safety & Security	07.01.25	
Checked:	Haryati Khalil	CEO Office	07.01.25	
Checked:	Muhammad Azim	CEO Office	07.01.25	
Checked:	Omar Zakir	Operations	02.01.25	
Checked:	James Boudville	Operations	31.12.24	
Checked:	Norhandee	Operations	26.12.2024	
Author:	Melaty/Mazlan	Operations	26.12.2024	
	Name	Department	Date	Signature

Amendments or additions to this procedure must be indicated with a vertical black line in the adjacent left margin.

Change Record and Configuration Control

F	13.11.2024	Change of name for KLIA Terminals to KLIA T1 & KLIA T2. This version (G00.OMO.M15112.NA.1001.F) supersedes previous Procedure for Station Supervisors with ref. no. G00.OMO.M15112.NA.1001.E	Melaty/Mazlan
E	15.04.2021	All Operations Instruction from Jan 2017 up to Aug 2021 has been incorporated into this document. This version E supersedes previous Procedure for Station Supervisors with ref. no. G00.OMO.M15112.NA.1001.D	Norhandee/ Melaty/Mazlan
D	01.03.2017	All Operations Instruction from Jan 2014 up to Jan 2017 and new trains information have been incorporated into this document. This version (G00.OMO.M15112.NA.1001.D) supersedes previous Procedure for Station Supervisors with ref. no. G00.OMO.M15112.NA.1001.C	Norhandee
C	08.01.2014	All Operations Instruction from Aug 2012 up to Jan 2014 has been incorporated into this document. This version (G00.OMO.M15112.NA.1001.C) supersedes previous Procedure Manual for Stations with ref. no. G00.OMO.M15112.NA.1001.B	Norhandee
B	14.09.2012	All Operations Instruction from Feb 2009 up to Aug 2012 has been incorporated into this document. The above version (G00.OMO.M15112.NA.1001.B) supersedes	Norhandee

Location	Reference	Rev.	Date	Page No.	Document Title
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 3 of 60	Procedure for Station Supervisors

Revision	Date	Modification	Name
		previous Procedure Manual for Stations with ref. no. G00.OMO.M15112.NA.1001.A	
A	03.11.2008	Revision of entire document. All Operations Instruction up to Oct 2008 have been incorporated into this document. The above version (G00.OMO.M15112.NA.1001.A) supersedes all previous versions of this document with reference number G00.OMO.M15112.NA.0001*.	Norhandee/Wan Mahadir
B	15.12.2003	Review of entire document and additional information	Wan Mahadir
A	20.12.2002	Revision of the entire document. All Operations Instruction No. 01 – 06 is incorporated in this document.	Wan Mahadir
	01.12.2002	The above version(s) supersede all previous versions of this document with ref. no.: G00.OMO.M15110.NA.0001.A	
B	09.05.2002	Review of entire document and additional information	Schwake
A	21.10.2001	Draft	Schwake

Planning Of Changes Reference For Revision: G00.OMO.M15112.NA.1001.F					
Issues To Consider	Checked (Please mark X)				Remarks
	YES		NO	X	
1) Are there any negative impact?	YES		NO	X	
2) Will the integrity of QEMS be affected?	YES		NO	X	
3) Resources available?	YES	X	NO		
4) Allocation or relocation of responsibilities and authorities required?	YES		NO	X	

Location	Reference	Rev.	Date	Page No.	Document Title
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 4 of 60	Procedure for Station Supervisors

TABLE OF CONTENTS

Page

1	Purpose	7
2	Scope, Distribution & Access	7
3	General	7
3.1	Abbreviations and Definitions	7
3.2	Glossary and Definitions	8
3.3	Operations Instruction	9
3.4	Safety on the Line	9
3.5	Reporting of Incidents and Defects	9
3.5.1	Reporting of Incidents	9
3.5.2	Reporting of Defects	9
3.6	Line of Information during Service Disruption, Incidents and Accidents.....	10
3.6.1	Information during Service Disruption for Delay and Cancellation	10
3.7	Public Statements on Incidents.....	10
3.8	Customer Complaint	10
4	Positions and Responsibilities within Operations	11
4.1	HOD Drivers & Stations	11
4.2	Stations Executive	11
4.3	Station Supervisor (OSS).....	11
5	Normal Duties of OSS	11
5.1	Reporting for Duty	11
5.2	Handing Over/Taking Over of Duty	12
5.3	Station Operations Office (SOO)	12
5.4	Station Journal	12
5.4.1	Station Defect Journal.....	13
5.5	Station Equipments	13
5.6	First Aid Equipments.....	13
5.7	Opening and Closing of Stations	13
5.7.1	Opening Automatic Sliding Door (ASD) at Departure KLS.....	14
5.7.2	Closing Automatic Sliding Door (ASD) at Departure KLS	14
5.8	Leaving the Station	14
5.9	Station Inspection	14
5.10	Station and Train Cleanliness	15
5.11	Security of Rooms and Offices	15
5.12	Station Access Pass	15
5.12.1	Issuance of Station Access Passes	15
5.12.2	Returning of Station Access Passes	15
5.12.3	Loss of Station Access Passes	15
5.13	Providing Assistance to Passengers.....	16
5.14	Lost and Found Items	16
5.15	Works within Station Area	16
6	Normal Operation	17
6.1	Stabling of Train or Track Vehicle at Stations/ Reversing Track	17
6.2	Installation of Brake Shoes	18
6.2.1	Removal of Brake Shoes	18

Location	Reference	Rev.	Date	Page No.	Document Title
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 5 of 60	Procedure for Station Supervisors

6.3	Coupling of Maintenance Vehicles at Station.....	18
6.4	Installation of OKU Portable Ramp	19
7	Degraded Operation	19
7.1	Vandalism and Obstruction at Station.....	19
7.2	Unauthorized Person in Station Premises	19
7.3	Passengers not Following the Rules.....	20
7.4	Communication Equipment Failures	20
7.4.1	Public Address System	20
7.4.2	Hand Portable radio.....	21
7.4.3	CCTV (Closed Circuit Television)	21
7.4.4	Passenger Information Display System (PIDS).....	21
7.4.5	Train Direction Display (TDD)	21
7.5	Operating of Automatic Through Routing (ATR) GO Switch	22
7.6	Power Loss	22
7.7	Automatic Fare Collection (AFC) Failures.....	23
7.8	Lighting Failures	23
7.9	Turnout Failures.....	23
7.9.1	Turnout Inspection	23
7.9.2	Remove Obstacles from the Turnout	23
7.9.3	Installation of Manual Point Lock (Scotching)	24
7.9.4	Point Trailed (the final locking position is not as per system required).....	24
7.9.5	Operating Turnout (1 motor)	25
7.9.6	Operating Turnout (2 motors)	25
7.10	Platform Screen Door (PSD) Failures	25
7.10.1	Obstacle Trapped in between PSD and Train Door	26
7.11	Action during Combine Service.....	26
7.12	Bi-directional Operations.....	28
7.12.1	Ekspres Train Route Back to Depot at Departure Platform KLS	28
7.13	Shuttle Service.....	28
7.14	Passengers Trapped inside an Elevator	28
7.15	Unauthorized Person Crossing Track	29
7.16	Items Dropped onto Track at Stations.....	29
7.17	Failure of Train Dead-Man Device	30
7.18	Passengers Train Doors Failure	30
7.19	Coupling of Train at Confined Space	31
7.20	Train Overshooting Platform and Stopping Point.....	31
7.20.1	Train Overshoot Platform.....	31
7.20.2	Train Overshoot Stopping Point.....	32
7.21	Baggage Clearance Signal not Illuminated	32
7.22	Controlled Evacuation of Passengers	32
7.22.1	Evacuation at Station	32
7.22.2	Evacuation of Passengers from Train at the Platform	32
7.22.3	Evacuation from Train to Train.....	33
7.22.4	Evacuation from Train to the Ground	33
7.23	Accompanying OTD onboard Train.....	34
7.24	Train Redundancy Mode.....	34
7.25	Failure of Train Bogie Set	35

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Title</i>
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 6 of 60	Procedure for Station Supervisors

7.26	Overloading of Train ET-02 Transit Service	35
8	Emergency Operation.....	35
8.1	Incident Management	35
8.2	Appointment of Acting Operation Chief	36
8.3	Handing over to Operation Chief	36
8.4	Accident Involving Fatal or Serious Injuries	36
8.4.1	Injured Person on the Track.....	36
8.4.2	Dead Body on the Track (At Platform)	36
8.5	Fire.....	37
8.5.1	Fire at Station	37
8.5.2	Fire onboard a Train at the Station	38
8.6	Procedure during Emergency at KL Sentral (Unpaid Area)	38
8.7	Roller Shutter at KLIA T2	38
8.8	Uncontrolled Evacuation of Passengers	39
8.9	Accidents to Passengers and Staff	39
9	Annexes.....	40
9.1	Installation of Stop Signal Board	40
9.2	Installation of Brake Shoe	42
9.3	Announcements	44
9.3.1	Degraded Operation	44
9.3.2	Emergency Operation	45
9.4	Turnout Position.....	46
9.5	Fire Exit Routes	48
9.6	Emergency Evacuation Plan at KLIA T2	59

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Title</i>
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 7 of 60	Procedure for Station Supervisors

1 Purpose

This Operations Procedure details the manner in which the Station Supervisors will carry out their duties under Normal, Degraded and Emergency Operation. Drawings and layouts are provided to give a clear understanding of the system operations.

All Station Supervisors must read, understand and be familiar with all instructions and procedures in all types of operations. Provisions are made to deal with situation in Degraded and Emergency Operation to restore back to Normal Operation in the most effective and safe manner. Therefore, it is absolutely necessary to adhere to all instructions and procedures strictly. Additionally, they have to be familiar with other regulations, which are important for their work.

2 Scope, Distribution & Access

This procedure shall be read together with the Operations Procedure for Communications & Signal Book [G00.OMO.M15114.NA.1002.*], any other related procedures stated in Company Procedure and shall apply to all Operations Station Supervisors (OSS).

It will be distributed to all OSS. Access to this procedure shall be given to all Head of Department [HoD] of Operations, Maintenance and Safety & Security via EDMS. Employee without EDMS user access can retrieve this procedure via E-MAS Operations Departmental portal.

3 General

3.1 Abbreviations and Definitions ¹

Abbreviation	Description
AFC	Automatic Fare Collection
ACG	Automatic Control Gate
ASD	Automatic Sliding Door
BTS	Bandar Tasik Selatan Station
CCTV	Closed Circuit Television
CSM	Customer Service Manager
DC	Depot Controller
EC	Engineering Controller
KLIA T1	Kuala Lumpur International Airport Terminal 1
KLIA T2	Kuala Lumpur International Airport Terminal 2
KLS	Kuala Lumpur Sentral Station
LC	Line Controller
OCL	Overhead Catenary Line
OCS	Operations Control Centre Supervisor
OSS	Operations Station Supervisor
OTD	Operations Train Driver
PA	Public Address
PCS	Putrajaya Cyberjaya Station
PIDS	Passenger Information Display System

An asterisk (*) used to refer to the latest version, applicable for all pages in this procedure

Location	Reference	Rev.	Date	Page No.	Document Title
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 8 of 60	Procedure for Station Supervisors

PSD	Platform Screen Doors
STS	Salak Tinggi Station
UPS	Uninterrupted Power Supply
TVM	Ticket Vending Machine
TLE	Telecommunication
TDD	Train Direction Display
SOO	Station Operations Office
ET-01	SIEMENS Desiro ET425M
ET-02	CRRC ET Series 2 (China)

3.2 Glossary and Definitions

Term	Description
Bi-directional Movement	Train or vehicle operated in the reverse direction between station with a reduced frequency.
Concourse Level	The level of a station that provided access and egress to the System via the unpaid and paid areas by barrier lines and accommodates various facilities including Ticket Offices and Ticket Vending Machines.
Crank Handles (SIG)	A device used to operate/move the blades on asset of turnout from one position to another position manually. Used when turnouts are not moveable electrically.
Detraining	The controlled transfer of passengers from train at a station platform on instruction by OCC.
Double Ending Relief	A situation whereby a standby Operations staff activates the occupied cab of a terminating train while the occupied cab driver switches off to enable the turnaround time to be kept to a minimum.
Escape Route	An exit route provided at stations and buildings to a place of safety.
Evacuation Ramp	A device used to transport passengers from a stranded train to a rescue train.
Manual Point Lock	A manual clamping/scotching mechanism applied to a set of points to retain the point blades in a fixed position.
Person In Charge Of Possession (PICOP)	Authorised person on site to liaise with the Line or Depot Controller. Responsible for the safety of work at site and all arrangement within the track possession area.
Shuttle Service	A Degraded Operation. Trains operate over a line section between a defined section.
Structural Gauge	The perimeter line, 2.5 meters from the center of the track outward or approximately up to the ballast toe, which comprises the static car gauge, the dynamic deflection (or the kinematic envelope), the Construction and Maintenance tolerances and additional safety margins, which must be kept clear of personnel, tools and obstructions.
Third Parties	Contractors and other organizations that provide services to E-MAS and ERLSB.

For details refer to Abbreviation and Glossary (Operations) - **G00.OMO.M15110.NA.1003.***

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Title</i>
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 9 of 60	Procedure for Station Supervisors

3.3 Operations Instruction

Operations Instruction (OI) are special instructions, which are released whenever there is an amendment or addition to support verbal instruction not covered in this procedure. This Operations Instruction can act as permanent or temporary basis.

Operations Instruction:

- Are issued and signed by the Operations Manager and Safety & Security Manager or their delegates
- Addressee must read and understand before signing
- It must be kept in the folder at designated location

All OSS have to update themselves with all valid Operations Instruction from time to time.

3.4 Safety on the Line

OSS has to request for the adjacent track to be blocked before entering Structural Gauge, if the situation requires.

The Overhead Catenary Line (OCL) has to be considered as always live until it is ensured that the overhead line is discharged and earthed.

If an OSS is in doubt or unclear with the instruction from the OCC, they should reconfirm the instructions.

3.5 Reporting of Incidents and Defects

3.5.1 Reporting of Incidents

In the event that any incident or irregularity at the station and its' surrounding, involving passengers, train service, etc.

OSS has to:

- 1 Report to OCC immediately
- 2 Notify CSM
- 3 Prepare an incident report
- 4 Forward the report to Stations Executive for follow up with the relevant department

3.5.2 Reporting of Defects

In the event that OSS receive any report or defect from CSM, staff or 3rd parties on the station structures, fitting and equipment's at the station or its surrounding.

OSS must:

- 1 Inspect the defect
- 2 Report to OCC immediately and record the details in the station journal
- 3 Liaise with relevant department
- 4 Update status in the Station Defect Journal
- 5 Follow up with the relevant department until the matter is closed and update status in the Station Journal and Station Defect Journal

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Title</i>
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 10 of 60	Procedure for Station Supervisors

3.6 Line of Information during Service Disruption, Incidents and Accidents

During service disruption, incident and/or accident the OSS has to receive or request from LC/DC the following information:

- Estimated duration of the incident or major failure
- Arrival/departure time of next train at terminal stations
- Estimated train schedule
- Inform and advise passengers about the next possible train services

3.6.1 Information during Service Disruption for Delay and Cancellation

In the event of a delay or cancellation of the train service, OSS has to;

1. Receive information from LC/DC
2. Make an announcement to the passengers
3. Announcement to be made at 5 minutes interval
4. Announce to the passengers according to Procedure for Station Supervisors (G00.OMO.M15112.NA.1001.*) clause 9.3.1 Degraded Operation until the schedule departure lapse

In the event of the OSS observed that no schedule train is at the platform, OSS has to:

1. Confirmed with LC/DC there is no schedule train arrival
2. Make an announcement to the passengers
3. Announcement to be made at 5 minutes interval
4. Announce to the passengers according to Procedure for Station Supervisors (G00.OMO.M15112.NA.1001.*) clause 9.3.1 Degraded Operation until the schedule departure lapse

NOTE:

OSS KLIA T1 and KLIA T2 to temporary shutdown the PIDS engine and advise the LC/DC

3.7 Public Statements on Incidents

Staffs are not allowed to make any statements on incidents to media or general public. All such enquiries shall be referred to the CSM or the Corporate Communications Manager of ERLSB.

Claims for personal injury or damage to property that have occurred shall be directed to ERLSB Management.

3.8 Customer Complaint

Any complaints related to customer service issues (e.g. ticketing, baggage handling, etc) shall be referred directly to CSM. If OSS is unable to resolve the complaints, the customer should be requested to fill in the Complaint Form provided at ERLSB Ticketing Office.

NOTE

Customer shall be treated in a friendly, courteous manner and re-assuring way, irrespective whether the customer is right or wrong.

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Title</i>
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 11 of 60	Procedure for Station Supervisors

4 Positions and Responsibilities within Operations

The main duties and responsibilities for various positions of the Operations Transportation Department are described and listed below.

4.1 HOD Drivers & Stations

HOD Drivers & Stations reports to the Operations Manager and is responsible for:

- Managing train and station crew and overall train and station operations
- Establish, implement and control operational policies, standards and trainings

4.2 Stations Executive

Stations Executive reports to the HOD Drivers & Stations and is responsible for:

- Monitor the execution of duties by OSS
- Provide training and new input for the OSS
- Evaluate OSS performances
- Support and upgrading OSS professionalism by creating good working environment, uphold moral values, ethics and culture

4.3 Station Supervisor (OSS)

OSS reports to the Stations Executive and is responsible for ensuring station operations run smoothly. Duties can be described as follows:

- Ensure safety and security at the concourse and platform areas, including staircases, escalators and ticket barriers (paid & unpaid area)
- Manage passenger flow
- Inspection of train cleanliness (interior and exterior)
- Opening and closing of station as per given schedule
- Preventing unauthorized persons from staying at station premises after revenue service
- Supervision of contract staff e.g. cleaners, security guards
- Monitor 3rd party contractors e.g. DOVER, Schindler, Hitachi (elevator and escalator contractors)
- Inspection at station concourse, platforms, passageway and staircases, to ensure they are not obstructed
- Observing CCTV monitors, fire alarms panel and other control panel in the Station Operations Office (SOO)
- Maintaining and ensuring all station equipment's are in good working condition
- Report to LC/DC of any malfunctioning equipment's at station
- Report to LC/DC of any occurrences that may affect the Normal Operation
- Maintain a high standard of customer care & service

5 Normal Duties of OSS

5.1 Reporting for Duty

All OSS are required to sign on / off at the designated work place. Any unplanned leave (i.e. medical leave, emergency leave, special leave, etc) must be reported to Stations Executive with a minimum of 4 hours before starting their duties.

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Title</i>
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 12 of 60	Procedure for Station Supervisors

A monthly roster issued to all stations detailing the duties, including sign on / off times. In case relief does not report for duty on time, OSS concerned must remain on duty. The Stations Executive must be informed so that other arrangements can be made.

5.2 Handing Over/Taking Over of Duty

Handing over and taking over of duty is a process of relaying and receiving of information about the present operational situation, e.g. additional written or verbal instructions, or operational instructions taking effect on that particular day.

5.3 Station Operations Office (SOO)

SOO is equipped with the following control panels and indications:

- Air conditioning (Except KLS and KLIA T1)
- Elevator / Escalator Supervisory Panel (KLS only)
- Fire Alarm Panel (KLS and KLIA T2 only)
- Close Circuit Television (CCTV)
- Public Address Console
- PIDS System Controller (KLIA T1 and KLIA T2 only)

SOO door shall be kept closed at all times. Unauthorized persons are not permitted to enter SOO. OSS shall accompany E-MAS personnel or staff of other departments who are required to work in the SOO.

If it is necessary for such persons to remain in a SOO unaccompanied, they shall be instructed not to operate any equipment therein.

Only authorized personnel are permitted to operate the following equipment's in the SOO.

- Air Conditioning and Ventilation System
- Fire Alarm and Control Panel
- Circuit Breaker for Lighting equipment

WARNING!

KLS escalator cannot be operated from the Local Supervisory Panel except during an emergency situation.

NOTE

In KLIA T1, Malaysia Airport Berhad (MAB) with direct responsibility to FC (Fire Control) is responsible for the fire alarm and sprinkler system.

In KLIA T2, Segi Astana with direct responsibility to GATEWAY Fire Control Room (FCR) is responsible for the fire alarm and sprinkler system.

5.4 Station Journal

Station Journal [G00.OMO.M15112.ND.1009.*] can be reviewed in the Operations Shared Folder under OSS Journal Subfolder. OSS has to record all events, such as:

- Incidents

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Title</i>
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 13 of 60	Procedure for Station Supervisors

- Accidents
- Defect items
- Outstanding items
- Visitor / Contractor pass issuance
- Lost and found item
- Contractors movement
- Handover / taking over duty
- Vehicle stable at station
- Any other irregularities / events that may or may not affect the operations

The station journal is only kept in softcopy and printing out is only as and when required. The Stations Executive shall archive all journals after the 31st December of each year for record purposes.

5.4.1 Station Defect Journal

Station Defect Journal (G00.OMO.M15112.ND.1030.*) can be reviewed in the Operations Shared Folder under OSS Journal Subfolder. OSS has to:

- Record all pending rectification work by related department
- To follow up the progress within 7 (seven) days

5.5 Station Equipments

OSS shall ensure that equipment's and supplies issued to them are stored in accordance with the manufacturer's instructions or operational requirement at the designated location. OSS shall ensure that the equipment's as per Station Equipment's List [G00.OMO.M15112.ND.1012.*] are in good working condition.

Unauthorized persons should not be allowed to operate any equipment at the station. OSS is responsible to ensure that all non-fixed equipment's are in place.

Any defect on equipment's found has to report in accordance to the Line of Reporting Equipment/Facility Failure [G00.OMO.M15112.ND.1014.*].

NOTE

OSS to ensure station equipment checklists is updated every two weeks (before changing group). Both handing and taking over OSS must confirm and sign the availability and functionality of equipment.

5.6 First Aid Equipments

OSS shall ensure the first aid box located in SOO is sealed and any items taken or consumed must be recorded. Safety & Security Department to be informed accordingly.

5.7 Opening and Closing of Stations

Station entrance shall be opened to public 20 minutes before the first revenue train. All station entrances shall remain open throughout revenue service.

Station entrance shall be closed 10 minutes after the last train has departed. OSS has to:

- Visual check that all passengers have left the platform areas

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Title</i>
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 14 of 60	Procedure for Station Supervisors

- Ensure that station area is clear from unauthorized persons

5.7.1 Opening Automatic Sliding Door (ASD) at Departure KLS

OSS has to:

- Unlock all access doors and remove the foldable gates or collapsible barriers
- Ensure all notice of closure is removed
- Keep the foldable gates or collapsible barriers in a proper place

5.7.2 Closing Automatic Sliding Door (ASD) at Departure KLS

OSS has to:

- Before closing, check the area to ensure no person are left
- Close and lock all access doors with assistance of the security guard
- Block passageways with foldable gates or collapsible barriers and ensure one guard at the barrier area
- Place proper notice of closure to inform the public

NOTE

All ASD keys are kept in the SOO and any requirement to use the keys, OSS on duty has to be notified.

In the event of security guard is not available at the passageways, OSS on duty to notify Safety & Security Supervisor on duty.

NOTE

All Stations and ASD at KLS shall remain open and closed in accordance to Opening and Closing Timetable [G00.OMO.M15112.ND.1013.*], unless advised otherwise by OCC or in the event of emergency.

5.8 Leaving the Station

In case of OSS is required to leave the station, OSS has to:

- Inform LC/DC and station staffs i.e. ticketing officer and security guard before leaving the station
- Bring along company hand phone and hand portable radio
- Do a radio check with LC/DC upon arriving at the location
- Report to LC/DC upon reaching back to the station

5.9 Station Inspection

OSS should carry out their inspections based on Station Inspection Guideline [G00.OMO.M15112.ND.1010.*]. Visual inspections have to be carried out at regular intervals. The content of these visual inspections differs during Revenue Hours and after Revenue Hours.

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Title</i>
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 15 of 60	Procedure for Station Supervisors

Timetable for Station Inspection [G00.OMO.M15112.ND.1011.*] is used as a guideline when OSS carry out inspection during revenue hours and the emphasis shall lie on passengers movement at the station compound and platforms.

Checking of lighting and inspection of construction or maintenance work shall normally be performed after revenue hour or prior to station opening.

5.10 Station and Train Cleanliness

OSS will monitor the overall performance of the station cleanliness and shall advise Stations Executive if the contractor work is below the standard requirement.

OSS to perform periodic checks on station and train cleanliness as stated in the Procedure for Administration of Cleaning Services – Stations [G00.OMO.M82100.CD.1001*].

5.11 Security of Rooms and Offices

All doors leading into non-public or restricted areas at station shall be kept locked at all times. Special care shall be taken to ensure that all doors are closed after entry to prevent unauthorized access. When maintenance or cleaning work need to be done in any of the rooms and offices mentioned above, OSS shall make arrangement to ensure that the security is maintained.

5.12 Station Access Pass

5.12.1 Issuance of Station Access Passes

Should 3rd party/s (e.g. contractors, visitors and etc) require access into the station, OSS has to:

- Verify validity of the Work Permit or Approval Letter from ERLSB / E-MAS Management
- Exchange the contractor / visitor passes with any identification card e.g. driving license etc
- Inform LC/DC if the work has any impact to the train services
- Record in the Passes Log Book and Station Journal

5.12.2 Returning of Station Access Passes

- Check and do assessment at the work site, that all personnel and equipment have cleared from the working area by filling the Safety and Environment Inspection Checklist (G00.OMO.M11426.AH.1013.*)
- Confirm quantity of the passes returned before returning their identification cards
- Record in the Passes Log Book and Station Journal

5.12.3 Loss of Station Access Passes

- Fill in Operation Reporting Form [G00.OMO.M15113.DQ.0021.*] and provide details of the persons who lost the passes such as IC number, passport, contact, name card, etc
- Submit to the Stations Executive and Security & Safety Department
- Record in the Passes Log Book and Station Journal

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Title</i>
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 16 of 60	Procedure for Station Supervisors

5.13 Providing Assistance to Passengers

OSS shall provide a necessary assistance to a person in need such as disable passengers, passengers on wheelchair etc.

In the event of there is a person injured, unattended passengers, passengers not following rules, etc. arrangement has to be made as detailed below:

Person Injured

If a person injured while at station or on-board train, OSS has to:

1. Report to LC/DC if the injured passengers is at station or receive information from LC/DC there is an injured passenger on-board train
2. If the injured passenger is at station, OSS shall render first aid
3. If the injured passenger is on-board train, receive instruction from LC/DC to assist OTD
4. Notify LC/DC if the passenger requires further medical attention
5. Liaise with CSM on handling the passenger

Unattended Passengers

If a passenger was over-carried to the reversing track, disembark at the wrong station, missing child, etc. OSS has to:

1. Receive instruction from LC/DC to standby at platform to assist the passenger
2. OSS to notify LC/DC should he/she unable to present before the next schedule train departure
3. Inform to LC/DC after taking over the passenger from the OTD
4. Liaise with CSM on handling the passenger
5. Report to LC/DC if the passengers refuse to disembark from the train and request / received instruction to depart as schedule
6. Notify the CSM on the incident

5.14 Lost and Found Items

In case OSS discovers or received an item, OSS has to:

- Hand over to CSM / TO on duty
- Inform LC/DC the Lost and Found Form no. provided by ERLSB
- LC/DC shall create notification into SAP

NOTE

Any items found by cleaners at platform or onboard trains will be directly handed over to the CSM / TO on duty by themselves.

5.15 Works within Station Area

Any E-MAS personnel / 3rd party contractors must report to OSS before they execute any work within the station area.

OSS has the right to stop any work performed that involves:

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Title</i>
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 17 of 60	Procedure for Station Supervisors

- Non valid work permit (Valid work permit defined as authorized work order by ERLSB and /or EMAS presented/submitted/informed to OSS in ways of hard copy proof (letters/forms) or soft copy proof (official email with completed sender identification). Verbal work order considered as a non-valid work order unless work request granted/approved by the management of ERLSB and /or EMAS)
- Danger to passengers/public/staff/equipment
- Work done without proper Personal Protective Equipment's (PPE)

If they need to carry out work in the room or office, they must be accompanied by an authorized technician / personnel.

6 Normal Operation

Normal Operation is when the scheduled ERL-CRS System (the "Service") is possible with no risk to passengers or staff.

6.1 Stabling of Train or Track Vehicle at Stations/ Reversing Track

Trains or Track Vehicles are required to be stabled at stations or reversing track KLS based on following reasons:

1. Track vehicle: Track maintenance works
2. Stalled train: Unable to move under its own power which require to be coupled back to depot
3. End of revenue service train: Trains overnight (stable) and total shutdown at platform KLS

The OSS has to:

At Reversing Track, KLS

1. Ensure stalled train or track vehicle are stabled at the designated stopping point or as close as possible to the buffer stop
2. Ensure stalled train or track vehicle are totally shutdown and secured before applying brake shoes
3. Install Stop Signal Board approximately two meters in front of the stalled train or track vehicle (refer to Annexes 9.1 Installation of STOP signal board)
4. Report to LC/DC that brake shoes have been applied and locked, and Stop marker has already been installed

At Intermediate Stations:

1. Ensure trains or track vehicles stop at the designated stopping point
2. Ensure trains or track vehicles are totally shut down and secured before applying brake shoes
3. Report to LC/DC that brake shoes already applied and locked
4. Removal of brake shoes must be approved by LC/DC

NOTE

Due to TPR works at KLS, all end of revenue service trains will be stable at intermediate station. (Observe trains taillight not illuminated)

Location	Reference	Rev.	Date	Page No.	Document Title
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 18 of 60	Procedure for Station Supervisors

At Platform KLS after Revenue Service

Whenever a train is schedule to be stabled and will be total shutdown, the OSS has to:

1. Receive instruction from LC/DC
2. Proceed to the train/s and ensure that the taillight is not illuminated after the total shutdown
3. Report to LC/DC the status

WARNING!

The train in **TOTAL SHUTDOWN** mode, when the taillight (Red Light) is not illuminated

6.2 Installation of Brake Shoes

For the installation of brake shoes, following procedures have to be followed:

1. Receive instruction and other relevant details from LC/DC on exact location and type of vehicle
2. Wear PPE and take along communications equipment's
3. Report to LC/DC before entering structural gauge
4. Communicate with driver of vehicle/ train to confirm that it has been stabled at the intended position and secured
5. Place brake shoe on opposite ends of vehicle, one on each of the stock rail and secured. (*refer to Annexes 9.2 Installation of brake shoes*)
6. Inform vehicle/ train driver and LC/DC that brake shoes have been installed
7. Exit structural gauge

6.2.1 Removal of Brake Shoes

For the removal of brake shoe, following procedures have to be followed:

1. Receive instruction and details on removal of brake shoes from LC/DC
2. Wear PPE and take along communications equipment's
3. Report to LC/DC before entering structural gauge
4. Upon reaching vehicle/ train, inform LC/DC and driver before removing brake shoes
5. Remove brake shoes and place them in a position, which is safe and does not obstruct movements
6. Inform vehicle/train driver and LC/DC that brake shoes have been removed
7. Check condition of the brake shoes and bring back to the storage place if the train/vehicle is no longer required to stable at that location anymore

WARNING!

OSS must confirm with the driver or track vehicle driver that train or track vehicle is totally shutdown and secured before installing the brake shoes.

6.3 Coupling of Maintenance Vehicles at Station

In case of Shunting Loco is required to couple with Maintenance Vehicles, OSS has to:

1. Ensure Shunting Loco stop in front of Stop Signal Board

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Title</i>
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 19 of 60	Procedure for Station Supervisors

2. Remove Stop Signal Board
3. Wait for Shunting Loco to proceed and stop approximately 1 meter in front of the Maintenance Vehicle
4. Remove brake shoe in between Shunting Loco and Maintenance Vehicle
5. Maintenance Vehicle is moved manually by Maintenance Crew to couple with Shunting Loco
6. Remove rear brake shoe after receive confirmation by Shunting Loco driver that both vehicles have coupled successfully

6.4 Installation of OKU Portable Ramp

In the event of OKU Portable Ramp needs to be installed for wheelchair passenger embark and disembark from the train, OSS has to monitor and supervise the Security Guard during the process of OKU movement.

Departing Station

1. OKU approaches counter for assistance
2. TO informs Security Guard to provide assistance and prepare ramp
3. TO informs DCSM and OSS of the OKU movement
4. OSS to supervise the process of the OKU movement

Arriving Station

1. TO receives information of arriving OKU passenger
2. TO informs Security Guard to provide assistance and prepare ramp
3. TO informs DCSM and OSS of the OKU movement
4. OSS to supervise the process of the OKU movement

NOTE

If OSS is not available, DCSM/TO will take over the role of OSS.

7 Degraded Operation

Degraded Operation considers all circumstances which affect the ERL-CRS System (the "Service") or require immediate unscheduled maintenance action but which are not considered life threatening to passengers or staff.

7.1 Vandalism and Obstruction at Station

If OSS receives a report or finds someone damaging property or placing any obstruction at the station premises, OSS shall immediately:

- Visually check the damage or obstruction and take necessary action to make sure that it will not proposing hazard and affect safety of Operations in any ways
- Take any action to prevent the possibility of accident or injury to other persons, where practicable
- Report to LC/DC so that remedial work can be done, if necessary
- Seek an assistance from Security staffs or Safety & Security Supervisor and Police (Emergency Response Agencies) in endeavor to detain the offender

7.2 Unauthorized Person in Station Premises

OSS shall ensure that any unauthorized persons do not loiter or enter the railway premises, annoy passengers or cause obstruction or generally create a public nuisance.

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Title</i>
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 20 of 60	Procedure for Station Supervisors

OSS shall alert LC/DC and Safety & Security Supervisor if he noticed any unauthorized persons removing property from the railway and/or suspected of having committed such an offence.

7.3 Passengers not Following the Rules

Any such person shall be informed that he/she committing an offence while at station or on-board train e.g. rampage, intoxicate, under influence of drug. This situation could create panic and endanger the safety to other passengers, OSS has to:

1. Report to LC/DC, Safety & Security Supervisor and CSM, if there is a passenger not following rules while at station
2. Receive instruction from LC/DC to assist OTD, if there is a passenger not following rules on-board train

WARNING!

OSS is not allowed to act alone as to avoid any physical provocation or harm and to avoid any legal dispute.

7.4 Communication Equipment Failures

Any failures of communication equipment's have to be reported to LC/DC immediately. Once the failure has been rectified, OSS has to:

1. Check to ensure that the facility has been restored
2. Report to LC/DC accordingly
3. Log in to Station Journal and Station Defect Journal

7.4.1 Public Address System

Full or partial failure of PA System at any stations will be indicated on the PA Console in the Control Centre. LC/DC will inform the failure to OSS. Depending on nature of the failure, following actions are to be taken:

Failure	Action
PA System cannot be operated from station console	OSS shall: <ul style="list-style-type: none"> • Report to EC (EC will make announcement) • Advise TLE Personnel
PA System cannot be operated from LC/DC	LC/DC shall: <ul style="list-style-type: none"> • Advise OSS to make necessary announcements • OSS shall make additional announcements as required
PA System cannot be operated from Station Console and LC/DC	OSS shall: <ul style="list-style-type: none"> • Arrange for the megaphone to be used if required • Arrange for megaphone to be obtained from adjacent stations if required
Platform PA are not operative	OSS shall: <ul style="list-style-type: none"> • Report to EC • Proceed to the platform with megaphone if announcements are required to be made

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Title</i>
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 21 of 60	Procedure for Station Supervisors

In all cases, LC/DC and OSS are to be advised by TLE department when the facilities are restored.

Refer to Annexes 9.3 Announcement.

7.4.2 Hand Portable radio

In order to ensure OSS are contactable with OCC and CSM, OSS has to

1. Confirm their hand portable radio channel is set to OPS 1001 while on duty
2. Set radio channel to CSM 9997 to communicate with CSM, if required

NOTE:

CSM will set the radio channel to OPS 1001 should they need to communicate with OSS.

In case of hand portable radio failure, OSS has to:

1. Report to LC/DC immediately
2. Notify other OSS on duty and CSM
3. Keep in contact by using other telecommunication equipment's available at the station premises
4. Log in to Station Journal and Station Defect Journal

7.4.3 CCTV (Closed Circuit Television)

Failure of the CCTV shall not affect train Operations directly but the supervision of passenger flow is not guaranteed and an overcrowding of the station may not be recognized in time.

In case of CCTV failure, OSS has to:

1. Report to LC/EC
2. Exercise extra vigilance at the affected area
3. Log in to Station Journal and Station Defect Journal

The TLE personnel will advise OSS when the defective CCTV will be restored.

7.4.4 Passenger Information Display System (PIDS)

In case of PIDS Failure, OSS has to:

1. Report to LC/EC
2. Inform CSM/Ticketing Officer to advise passengers upon purchasing of tickets
3. Log in to Station Journal and Station Defect Journal

7.4.5 Train Direction Display (TDD)

In case of TDD Failure, OSS has to:

1. Report to LC/EC
2. Inform CSM/Ticketing Officer to advise passengers upon purchasing of tickets
3. Log in to Station Journal and Station Defect Journal

Location	Reference	Rev.	Date	Page No.	Document Title
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 22 of 60	Procedure for Station Supervisors

7.5 Operating of Automatic Through Routing (ATR) GO Switch

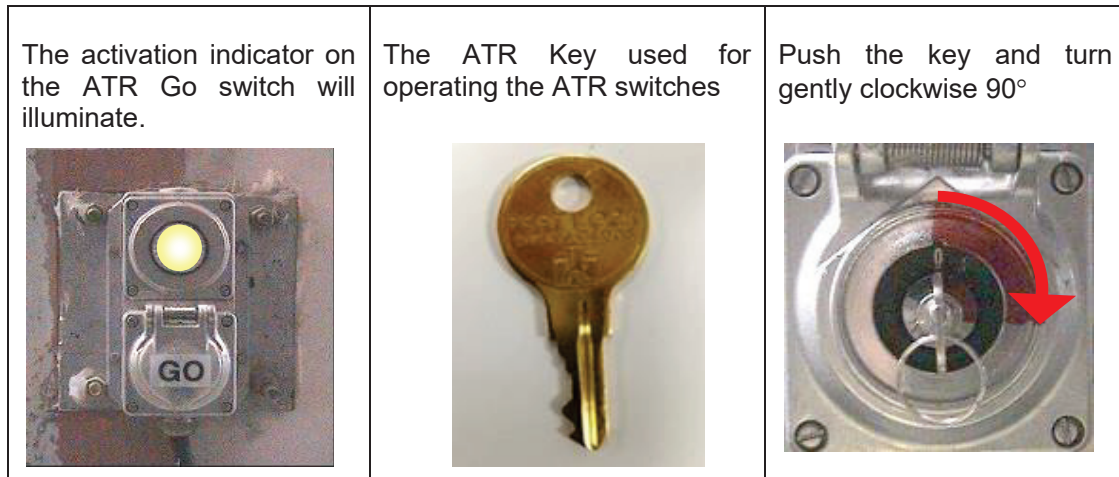
ATR is a predefined route setting that is activated automatically in the event of Open Transportation Network (OTN) failure [no communication between the Interlocking and Traffic Management System (TMS) in the OCC].

The ATR GO Switch is located at KLS and KLIA T1 exit signals: KLS at KS T31, KS T32, KS T33, KS T34 and KLIA T1 at KA N31, KA N32, KA N33, KA N34.

To operate the ATR GO Switch, OSS has to:

1. Receive information from LC/DC
2. Ensure that the ATR switch is illuminated
3. Open ATR switch cover mark GO, located at main exit signal of departing platform
4. Use ATR key to operate the GO switch and turn gently to clockwise 90° (refer to PIC. 1)
5. The Proceed Aspect will illuminate when route ahead is set
6. Report to LC/DC when a train has passed the signal

PIC. 1



NOTE
Observe the signal aspect given after operating the ATR switch.

NOTE
Flashing ATR light indicate that the system accepts the request but has not yet execute for the moment.

7.6 Power Loss

In case of a power loss the diesel generator starts automatically. If power is not restored and the generator is not started within 30 minutes, the station must be closed before the UPS will be exhausted.

OSS to inform LC/DC the expected duration time of power loss after seeking advises from SIG-Infra. OSS must be present at appropriate area where safety can be maximized if power loss happened at night. When station must be closed and evacuated, OSS shall follow the relevant procedures under Emergency Operation.

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Title</i>
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 23 of 60	Procedure for Station Supervisors

7.7 Automatic Fare Collection (AFC) Failures

An approval from ERLSB must be granted before the OSS can allow any passengers to pass through the ACG. In case of failure to AFC equipment's or after closure of ticket counter, OSS has to:

1. Allow passengers to proceed with the journey
2. Advise passenger to meet the CSM/TO at destination/exit station for further action

Any rectification or modification of the AFC equipment's is not allowed.

7.8 Lighting Failures

In case there is a major failure for lighting at the concourse or platforms (e.g. half or more section lighting failure), OSS has to:

1. Inform EC immediately
2. Report to SIG-Infra / UTW (KLIA T1)
3. Log in to Station Journal and Station Defect Journal

In a minor situation (bulb fused), OSS has to report immediately to SIG-Infra.

7.9 Turnout Failures

In case LC/DC detects a turnout failure in the Traffic Management System (TMS), LC/DC shall instruct OSS to visually inspect the failure turnout.

WARNING

For safety reason, OSS is not allowed to go alone on the track. Get assistance from other available parties i.e. the security guard. Brief them on track safety measures accordingly.

Reading of turnout position can be referred from Annexes 9.4

7.9.1 Turnout Inspection

When OSS received an instruction from LC/DC to inspect the faulty turnout, OSS has to:

1. Repeat instruction given by LC/DC
2. Check all equipment's (manual point lock, torch light, spanner, hand crank and glove) in good working condition
3. Wear PPE
4. Carry the following items before proceed to the turnout:
 - Crank handle
 - Point locks (HV73)
 - Hand portable radio and other means of communication in case of radio failure
 - Spanner 38"
 - Glove
5. Confirm location of failure turnout by referring to station track layout [G00.OMO.M15110.NA.0001.*]
6. Request permission from LC/DC before entering the structural gauge
7. Carry out inspection on turnout and report finding to LC/DC

7.9.2 Remove Obstacles from the Turnout

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Title</i>
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 24 of 60	Procedure for Station Supervisors

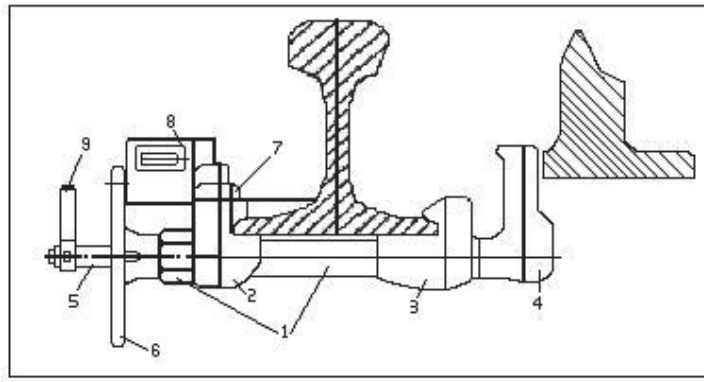
1. Proceed to the failed turnout
2. Do visual inspection
3. Request LC/DC to operate the turnout to opposite position
4. Request permission to switch to Local Control (Manual). If there are 2 (two) point machines, switch both to Local Control
5. Inform LC/DC prior removing the obstacles
6. Remove obstacles by using Spanner 38"
7. Switch back to Remote Control and request LC/DC to operate the turnout few times
8. Ensure all tools are collected before leaving the turnout

7.9.3 Installation of Manual Point Lock (Scotching)

Upon receiving instruction from LC/DC to secure the turnout via the Manual Point Lock:

1. Principle of turnout movement – gap tongue will move first followed by the closed tongue
2. Switch to local control. If there are 2 (two) point machines, switch both to Local Control.
3. Secure the turnout – scotching (refer Figure 1)
4. Inform LC/DC that the turnout is completely secured
5. Leave it in Local Control
6. Leave the area and inform LC/DC once left the Structural Gauge
7. Keep key for the point lock in the key box inside SOO

Figure. 1



1 = threaded tube, 2 = external rail foot clamp, 3 = internal rail foot clamp, 4 = locking latch, 5 = threaded locking bolt, 6 = hand wheel, 7 = safety pin/catch, 8 = lock, 9 = handle.

7.9.4 Point Trailed (the final locking position is not as per system required)

If no obstacle found, inform LC/DC current position of turnout (Left/Right). Request from LC/DC the desired turnout position. If LC/DC request at different turnout position from the current reading, OSS has to:

1. Crank the point manually before securing the turnout (scotching):
 - a. Take crank handle and manual point lock
 - b. Use crank handle to switch to Local Control. If there are 2 (two) point machines, switch both to Local Control.
 - c. Uncover the rubber cap and insert crank handle

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Title</i>
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 25 of 60	Procedure for Station Supervisors

- d. Rotate crank handle to move the blade into the desired position until reaches the final position. If there are two point machines, both have to be cranked in parallel
 - e. Take crank handle out and close the rubber cap
2. Secure the turnout (scotching) and leave in Local Control
 3. Inform LC/DC the turnout has been secured

7.9.5 Operating Turnout (1 motor)

In case of turnout (1 motor) failure, OSS needs to operate the turnout independently after receiving instruction from LC/DC. Before OSS operates the turnout, OSS has to:

1. Physically inspect the condition of turnout and report status to LC/DC
2. Receive instruction from LC/DC to secure turnout
3. Switch to Local Control and crank turnout motor until the blade reaches the final lock position
4. Secure turnout with manual point lock (scotching)
5. Inform LC/DC that the turnout is already secured to the position as requested by LC/DC

7.9.6 Operating Turnout (2 motors)

In case of turnout (2 motors) failure, it's recommended to be operated by 2 personnel's. However, in critical situation OSS need to operate the turnout independently. OSS has to:

1. Physically inspect the condition of turnout and report status to LC/DC
2. Request turnout status from LC/DC (trailed or lost detection)
3. Inform LC/DC position of the turnout and request further advise
4. Receive instruction from LC/DC to secure turnout
5. Cranking motor # 1 nearest to end of the blade in 30 rotations
6. Proceed to motor # 2 and cranking in 30 rotations
7. Repeat step 5 & 6 another 3 times until to the final point (clicking sound), followed by motor # 2 reaching to the final point (clicking sound)
8. Secure turnout with manual point lock (scotching)
9. Inform LC/DC that the turnout is already secured to the position as requested

WARNING!

OSS are not allowed to operate the turnout equipped with 3 motors unless with assistance of signaling personnel.

7.10 Platform Screen Door (PSD) Failures

In case of PSD failure, OSS has to:

Arriving

1. Receive information from LC/DC
2. Proceed to the platform with PSD Local Control Panel Keys
3. Request permission from LC/DC to communicate with OTD via hand portable radio
4. Receive information from OTD that train has already stopped at designated stopping point
5. Operate/open PSD manually via PSD Local Control Panel
6. Inform OTD that all PSD are opened

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Title</i>
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 26 of 60	Procedure for Station Supervisors

Departing

1. Receive information from OTD that signal is given and ready to depart
2. Ensure that no passengers at the PSD
3. Operate/ close PSD manually via PSD Local Control Panel
4. Inform OTD that all PSD are completely closed

NOTE

Trains are not allowed to depart until all PSD are completely closed and locked.

NOTE

In case the failure cannot be rectified, informed SIG-Infra personnel immediately.

7.10.1 Obstacle Trapped in between PSD and Train Door

When LC/DC or station staff informed to OSS that there is an obstacle trapped in between the PSD and train door, OSS has to:

1. Bring along the PSD Cross keys
2. Proceed to the PSD as reported
3. Isolate the particular PSD
4. Open the PSD manually
5. Rescue the passengers or remove the obstacle
6. Report to LC/DC
7. Close and reset back the PSD

7.11 Action during Combine Service

Combined service is a revenue service when both transit and express service is merge together to facilitate track work maintenance or during degraded operation.

1. In the event of a **planned combine service** is initiated due to track work maintenance, OSS has to:

a) KLS Station

1. Receive information from LC/DC about the combine service
2. Transit concourse roller shutter to remain closed
3. Ensure correct information displayed at PIDS and proper signage is in placed
4. Inform LC/DC when all signage is in placed

b) KLIA T1 Station

1. Receive information from LC/DC about the combine service
2. Ensure correct information displayed at PIDS , TDD and proper signage is in placed
3. Inform LC/DC when all signage is in placed

c) KLIA T2 Station

1. Receive information from LC/DC about the combine service
2. Ensure correct information displayed at PIDS and proper signage is in placed
3. Inform LC/DC when all signage is in placed

d) Intermediate Stations

1. Receive information from LC/DC about the combine service

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Title</i>
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 27 of 60	Procedure for Station Supervisors

2. Check and confirm the train schedule and platform to be used
3. Inform TO and security guard on duty to relay the information to passengers
4. Cordon the non-operational platform, lift and escalator with barrier tape
5. Ensure correct information displayed at PIDS and proper signage is in placed
6. Inform LC/DC when all signage is in placed

2. In the event of a **degraded operation**, OSS has to:

a) KLS Station

1. Receive information from LC/DC that combine service is implemented due to service disruption
2. Evacuate all passengers from the transit platform and concourse area
3. Advise LC/DC to make announcement to passengers at Ekspres platform about the delay
4. Check with LC/DC if there is any other train arriving to the transit platform
5. Proceed to the Ekspres platform to assist passengers and to make the necessary announcement
6. Inform LC/DC accordingly

b) KLIA T1 Station

1. Receive information from LC/DC that combine service is implemented due to service disruption
2. Check and confirm the train schedule and platform to be used
3. Make announcement to passengers about the delay and platform to be used
4. Ensure proper signage displayed accordingly
5. Inform LC/DC accordingly

c) KLIA T2 Station

1. Receive information from LC/DC that combine service is implemented due to service disruption
2. Check and confirm the train schedule and platform to be used
3. Make announcement to passengers about the delay and platform to be used
4. Ensure proper signage displayed accordingly
5. Inform LC/DC accordingly

d) Intermediate Stations

1. Receive information from LC/DC that combine service is implemented due to service disruption
2. Check and confirm the train schedule and platform to be used
3. Inform TO and security guard on duty to relay the information to passengers
4. Make announcement to passengers about the delay and platform to be used
5. Check with the LC/DC if there is any train movement into the non-operational platform
6. Cordon the non-operational platform, lift and escalator with barrier tape
7. Ensure proper signage displayed accordingly
8. Inform LC/DC when all the above arrangement in placed

NOTE

In the event of roller shutter at **KLS Transit** is required to be closed, OSS has to:

- a) Deactivate the escalator by pressing the STOP button
- b) Confirm the deactivation by passing the escalator sensor

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Title</i>
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 28 of 60	Procedure for Station Supervisors

7.12 Bi-directional Operations

Bi-directional operations are train movements in the reverse direction. OSS receives information from LC/DC has to:

- Relay information to the station staff
- Make an appropriate announcement at station such as changes/closure of platform, train delays, etc
- Block access to the affected platforms, if necessary
- Put appropriate signage
- Observe platform and give assistance to passengers

7.12.1 Ekspres Train Route Back to Depot at Departure Platform KLS

In the event of an Ekspres Train schedule back to depot during double ending at KLS, OSS has to establish a standard communication with Baggage Handler Supervisor to ensure no ULD onboard the train. The OSS has to:

1. Receive information from LC/DC
2. Communicate with Baggage Handler Supervisor and instruct them not to load any ULD on the said train
3. Stand by at the respective platform and advise passengers not to board the train
4. Record in the Station Journal

7.13 Shuttle Service

Whenever LC/DC gives instruction when and between which stations Shuttle Service will be provided, OSS has to:

- Inform CSM about the situation
- Make an appropriate announcement such as train final destination, train delays, etc
- Observe movement on platform and give assistance to passengers

7.14 Passengers Trapped inside an Elevator

If a person is trapped in an elevator, he or she has to be attended in the shortest time possible and in most effective manner.

Rescuing a trapped passenger at BTS and STS:

Upon confirming that there is person trapped in the elevator, OSS has to:

1. Notify SIG-Infra personnel and report to LC/DC simultaneously
 - a. SIG-Infra has to notify service provider
 - b. LC/DC to notify Safety & Security Supervisor
 - c. LC/DC to notify Bomba when needed
2. Maintain contact with the trapped person and try to keep them calm and not to panic
3. Should not make any attempts to rescue the trapped person without any assistance
4. Standby with the elevator key and immediately handover to the Bomba when needed
5. Only Bomba personnel is authorized to utilize the elevator keys
6. Render assistance to the person after they have been rescued, e.g. arrange medical attention, etc

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Title</i>
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 29 of 60	Procedure for Station Supervisors

Rescuing a trapped passenger at KLS, PCS, KLIA T1 and KLIA T2 stations:

Upon confirming that there is person trapped in the elevator, OSS has to:

1. Notify SIG-Infra personnel and report to LC/DC simultaneously
 - a. SIG-Infra has to notify service provider
 - b. LC/DC to notify Safety & Security Supervisor
2. Remain to the closest position with the trapped person and try to keep them calm and not to panic
3. Render assistance to the passengers after they have been rescued

List of service provider – elevator (lift) and escalator [G00.OMO.M15112.ND.1015.*]

NOTE

- LC/DC has to notify Safety & Security supervisor for immediate action-
- In case the service provider does not arrive within 30 minutes, OSS to notify LC/DC to call Bomba immediately
- At KLIA T2, OSS has to notify Segi Astana/Gateway to call Bomba-

7.15 Unauthorized Person Crossing Track

If OSS caught unauthorized person crossing track within station area, OSS has to:

1. Report to LC/DC immediately
2. Obtain details of the person
3. Inform Safety & Security Supervisor on duty

7.16 Items Dropped onto Track at Stations

When OSS receives a report from passenger or station staff for the above, OSS has to:

At Open Platform:

1. Report to LC/DC and confirm location of the item dropped. If the passenger is present, advice him/her to stay on the platform
2. Request permission from LC/DC to enter track to collect the item
3. Wear PPE – safety vests, safety shoes
4. After received approval from LC/DC, enter the required track and collect the dropped item
5. After collecting the item, informed LC/DC that items have been retrieved and OSS have left the structural gauge
6. Handover the item to the passenger or to CSM if the passenger is not present

At Platforms with PSD:

1. Report to LC/DC and confirm location of the item dropped and open only the intended PSD manually to enter the track
2. Request permission from LC/DC to enter track to collect the item
3. Wear PPE – safety vests, safety shoes
4. After collecting the item, informed LC/DC item have been retrieved
5. The opened PSD must be closed manually. Check operation of the PSD; the PSD must be able to run in auto mode
6. Handover the item to the passenger or to CSM if the passenger is not present

Location	Reference	Rev.	Date	Page No.	Document Title
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 30 of 60	Procedure for Station Supervisors

7.17 Failure of Train Dead-Man Device

In case a train is having a failure on dead-man device, OSS has to:

1. Receive information from LC/DC
2. Inform station staff and security guard before leaving the station
3. Prepare train keys and standby at the platform (at rear end of the approaching train)
4. Enter rear cab to break the toggle switch seal and bypass 'Dead-man Control" (*refer to Diagram 1 & 2*)
 - a. **For train ET-02**, no requirement for OSS to bypass "Dead-man Control" switch in the inactive cab
5. Join OTD in the active cab
6. Receive necessary briefing from OTD on the method to stop the train in case of emergency (i.e. Emergency Stop button)
7. Accompany OTD to the terminal station
8. Then, proceed back to the designated station



Diagram 1: Driver's cab - interior



Diagram 2: Toggle switch Dead-man Control

NOTE

Train is able to move by train system with maximum permissible line speed after "Dead-man bypassed in both cabs and "EB Loop" is switch back to active position.

REMINDER

- OSS is not allowed to drive the train if OTD become unconscious while driving.
- OSS to stop the train and report to the LC/DC
- Make announcement and assist the passengers until rescue arrive

7.18 Passengers Train Doors Failure

In case of a passenger train doors failure at platform, OSS may require to assist OTD during the rectification process as follows:

1. Received information from LC/DC
2. Take cross key and "Out of order" sticker, proceed to the affected train door
3. Open door overhead panel

For ET-01

Location	Reference	Rev.	Date	Page No.	Document Title
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 31 of 60	Procedure for Station Supervisors

- a. Toggle Switch S6 located at all doors
- b. Select the toggle switch S6 to “OFF” position

For ET-02

- c. DCU located at all doors
 - d. Select the DCU (S7) toggle switch to “OFF” position, then wait until DCU LED indicator is off (not illuminated)
 - i. Normal position for DCU (S7) toggle switch position is “I” and ramp (S6) is “O”
 - ii. OFF position for DCU (S7) toggle switch is “O”
4. Open door panel at the right side (inside view) and manually retract the ramp via ramp motor crank handle (clockwise) back to close position (if ramp is in open position)
 5. Closed the door manually (if the door is opened)
 - a. **Push the door using your palm** at the middle of both door leaf to ensure the door is properly closed
 - b. Inspect condition of the door to ensure it is properly locked and safe for operation (Check and ensure no gap at center of door leaf or between door side panel to door leaf)
 6. Isolate the door by turning isolating locking mechanism 90° to the right (clockwise)

For ET-01

- a. Normalize toggle switch S6 to “ON” position

For ET-02

- a. Normalize DCU (S7) toggle switch to “ON” position
 - b. Wait for 8-10 second and the isolation lamp will illuminate (Red – static) at the overhead door panel
7. Close side door panel and overhead panel
 8. Paste the “Out of Order” sticker on the isolated door
 9. Notify OTD and/or LC/DC

NOTE

The “Out of Order” sticker has to be pasted exactly on the “door open” push button for Transit train and above “mind the gap” sticker for the Ekspres train.

WARNING!

DO NOT PULL THE PER DOOR LATCH ON ET-01 & ET-02 AFTER ISOLATING THE FAILED DOOR

Refer to OTD Fault, Immediate Action and Guidelines in Procedure for Train Driver [G00.OMO.M15113.NA.1004.].*

7.19 Coupling of Train at Confined Space

In case of train is required to couple at a confined space, OSS needs to assist during the pulling of train away from station platform to confirm/ensure that the inaccessible panel can be accessed.

7.20 Train Overshooting Platform and Stopping Point

7.20.1 Train Overshoot Platform

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Title</i>
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 32 of 60	Procedure for Station Supervisors

In case a train overshoots platform more than one door, OSS has to:

1. Receive instruction from LC/DC to proceed to the platform
2. Monitor and inform the passengers that the train will be moved to the designated stopping point
3. Observe safety of the passengers at platforms

7.20.2 Train Overshoot Stopping Point

In case a train overshoots stopping point more than one door at stations design with PSD, OSS has to:

1. Receive instruction from LC/DC to proceed to the platform
2. Monitor and inform the passengers that the train will be moved to the designated stopping point
3. Assist the OTD when to stop the train at the designated stopping point

NOTE

In case train overshoots a stopping point less than one door, LC/DC will instruct OSS to proceed to baggage area and observe that the train is safe to reverse.

7.21 Baggage Clearance Signal not Illuminated

In case of baggage clearance signal is not illuminated when train is ready to depart, OSS has to:

1. Receive instruction from LC/DC
2. Proceed to the baggage area
3. Inform LC/DC when loading/unloading process is complete
4. Investigate the reason and inform LC/DC

7.22 Controlled Evacuation of Passengers

Control evacuation refers to situations where the safety of passengers is not at immediate risk and the following evacuation scenarios are possible:

- Evacuation at station
- Evacuation of passengers from train at the platform
- Evacuation from train to train
- Evacuation from train to the ground

7.22.1 Evacuation at Station

OSS is responsible for controlled evacuation in case the station has to be closed as a result of an incident. OSS must get approval from LC/DC for the evacuation process. OSS then shall make announcements to the passengers by PA or megaphone.

OSS to guide passengers to the exits and prevent them from re-entering the station. The OSS shall report to the LC/DC when the evacuation is complete and the station is closed.

7.22.2 Evacuation of Passengers from Train at the Platform

In case of passengers are required to be evacuated from a failed train at platform, OSS has to:

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Title</i>
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 33 of 60	Procedure for Station Supervisors

1. Receive instruction from LC/DC and relay the information to station personnel i.e. Ticketing Officer, Security Guard
2. Proceed to platform:
 - a. Announce to passengers at platform not to board the failed train
 - b. Assist the affected passengers onboard failed train to disembark
3. Receive or request from LC/DC on the next available train

7.22.3 Evacuation from Train to Train

Evacuation ramps at KLS, KLIA T1 and KLIA T2 stations are located and secured in the Station Operations Office. For the Intermediate stations, evacuation ramps are kept in the riser rooms at platform 2 and 3.

When LC/DC decided that passengers should be evacuated from a stalled train at main line to a rescue train, OSS has to:

1. Received information from LC/DC
2. With assistant of Security personnel prepare the evacuation ramp
3. Standby at position of train door no. 23/1 or 23/2 at the platform
4. After rescue train arrived load the evacuation ramp and board the train
5. After both trains are aligned, wait for the rescue train driver to arrive at door 23/1 or 23/2 before opening the door manually
6. Co-operate with both train drivers to install the evacuation ramp
7. Assist all passengers to ensure their safety into the rescue train
8. Inform rescue train driver after confirm all passengers have been evacuated
9. Remove evacuation ramp into the rescue train
10. Inform rescue train driver that evacuation is completed and ready to depart

NOTE

OSS onboard the rescue train to bring back the evacuation ramp to the designated station via transit trains.

7.22.4 Evacuation from Train to the Ground

In the event of a train failed between stations and LC/DC make arrangement for evacuate passengers to the track, OSS has to:

1. Receive instruction from LC/DC to proceed to the stalled train accompanied by security personnel:
 - a. Inform station staff i.e. ticketing officer, prior leaving the station
2. Ensure the track are clear from any possible danger, e.g. OCL cable on track or any other obstruction on the way to train
3. Upon arrival at the train, assist passengers evacuation from the door dedicated by the OTD:
 - a. Initiate a head count of the evacuated passengers and advise the LC/DC
 - b. Security personnel will lead the group back to the station
 - c. Confirm with OTD that all passengers had left the train and to follow the last passenger back to the station
4. Upon arrival at station, advise LC/DC that all passengers have left the structural gauge to the place of safety i.e. station, access gate.

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Title</i>
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 34 of 60	Procedure for Station Supervisors

NOTE

LC/DC shall advise the OSS if required to install the earthing device before the evacuation exercise.

7.23 Accompanying OTD onboard Train

In case of OTD reporting having health problem while driving, OSS has to:

1. Receive information from LC/DC
2. Inform station staff and security personnel that he/she is to leave the station
3. Receive instruction from LC/DC to join OTD in the active cab
4. Receive necessary briefing from OTD on the method to stop the train in case of emergency i.e. Emergency Stop Button and usage of PA System
5. Accompanying OTD to the terminal station
6. Then, proceed back to the designated station

REMINDER

- OSS is not allowed to drive the train if OTD become unconscious while driving.
- OSS to stop the train and report to the LC/DC
- Make announcement and assist the passengers until rescue arrive

7.24 Train Redundancy Mode

In the event of train having 400vAC redundancy mode, train's speed will be restricted to a maximum of 110km/h only and the air condition system for the whole train will be not available. Only ventilation and blower is in operational (no cooling). OTS/OSS will be instructed to on-board the affected train for opening/closing the flap window.

If the failures occurs before train depart from terminal KLS, KLIA T1 or KLIA T2, LC/DC will instruct as follows:

- OTS to be on-board train leaving KLS
- OSS to be on-board train leaving KLIA T1 or KLIA T2

Before an Ekspres or Transit train depart from terminal stations, OSS has to:

1. Receive information from LC/DC
2. Make an announcement at Platform continuously 05 minutes before train depart

Train departure from KLIA T1 or KLIA T2, OSS has to:

1. Advise CSM via radio that OSS will be not available at station
2. Notify LC/DC that OSS is on-board the train to unlock and open all flap windows by using cross key
3. Ensure OTD makes an announcement in passenger's saloon about the air conditioner status

NOTE

OSS on duty at KLIA T1 shall cover KLIA T2 or vice versa, if required

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Title</i>
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 35 of 60	Procedure for Station Supervisors

7.25 Failure of Train Bogie Set

In case train having failure of bogie set and LC/DC instruct OTD to stop the train at station, OSS has to:

- 1 Receive instruction from LC/DC that train will be stopped at the station
- 2 Confirm with LC/DC on which platform train will arrive (train with bogie failure will not be routed through the diverging track)
 - a. If Ekspres train approaching KLIA T1, the train shall be routed to platform B instead of normal Platform A
 - b. If Ekspres train approaching KLS, the train shall be routed to Platform 2 instead of normal arrival platform
- 3 OSS to make appropriate announcement to the passengers at platform
- 4 Received instruction from LC/DC to check the train bogie for any sign of the followings:
 - Smoke or fire
 - Burning smell
 - Glowing parts
 - Strange noise
 - Flat wheels

7.26 Overloading of Train ET-02 Transit Service

When ET-02 as Transit Service having “bogie overload message” appears on the DDU after departing from Salak Tinggi Station, the OSS has to:

1. Received information from LC/DC that the arriving Transit Service train will be diverted to the Platform 1 at PCS
2. Make a proper announcement to inform passengers about the platform change
3. Proceed to the platform to monitor and assist the passengers

8 Emergency Operation

Emergency Operation considers potentially life-threatening situations in which passengers or staff has to be evacuated.

8.1 Incident Management

According to the Incident Command System (ICS) - there are three (3) tiers of incidents, classified by their gravity and effects.

Tier 1 (level 1) incidents that can be dealt with internal emergency response teams.

Tier 2 (level 2) incidents that require assistance by external emergency response teams such as Bomba, Police and Medical Services.

Tier 3 (level 3) incidents are catastrophes beyond the capacity of internal and external response teams. In such cases the National Security Council would call up the SMART. The ICS provides for a unified command structure. Incident Commander heads the unified command at the Incident Command Post. At ERL the Operations Controller Supervisor

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Title</i>
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 36 of 60	Procedure for Station Supervisors

(OCS) assumes role of the Incident Commander in an emergency. The highest-ranking Bomba Officer, Police Officer and Medical Officer join him in the command.

At the incident site, Operation Chief is in charge of rescue operations. In ERL / CRS System, Operation Chief consists of the Operations Management personnel who is on call duty. Operation Chief is also responsible for the safety of rescue operations. Operation Chief co-operates with Bomba Officer, Police Officer and Medical Officer. Operation Chief sets up Incident Base, which serves as his command post.

8.2 Appointment of Acting Operation Chief

Prior to the Operation Chief on call duty arrives at incident site, OCS can nominate OSS on site as the Acting Operation Chief until Operation Chief arrives to the incident site. Refer to Incident Management Procedure (G00.OMO.M15880.NG.0001. *) for details.

As an Acting Operation Chief, OSS has to:

1. Supervise the incident area and keep LC/DC updated of the situation
2. Responsible for the safety of passengers and equipment's
3. Rendering assistance and first aid to the injured
4. Takes measures to prevent further danger on site, such as:
 - a. Request LC/DC to stop trains movement on the adjacent track
 - b. Take care of evidence to ensure it is not modified or taken away

In the event where emergency response teams are required to access to the track, Acting Operation Chief must ensure access to track is safe. OSS has to:

1. Request LC/DC to block both tracks in between stations or necessary tracks at stations
2. Supervise incident area and keep LC/DC updated of the situation

8.3 Handing over to Operation Chief

When the Operation Chief on duty arrives at incident site, Acting Operation Chief briefs the Operation Chief e.g. safety precautions taken and evidence collected as well as hand over responsibility to the Operation Chief.

8.4 Accident Involving Fatal or Serious Injuries

If OSS witness or involve an accident where a fatality or serious injuries occurs, he has to:

8.4.1 Injured Person on the Track

1. Report to the LC/DC
2. Initiate medical assistance to the injured person and request for assistance immediately through LC/DC
3. Standby for further instructions from LC/DC about all relevant information prior to arrival of assistances
4. Secure incident place from further danger

8.4.2 Dead Body on the Track (At Platform)

1. Report to LC/DC
2. Provide necessary assistance to the passengers at platform
3. Secure incident place from further danger

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Title</i>
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 37 of 60	Procedure for Station Supervisors

4. Wait for further instruction from LC/DC

8.5 Fire

Fire causes a hazardous situation, which may lead to an emergency. However, not all fire has to be seen as an emergency especially if OSS is able to extinguish the fire. OSS shall visually check that all doors and windows are closed in order to prevent fire from spreading.

Refer annex 9.5 Fire exit routes.

Fire Alarm Panel (FAP)

In case of FAP triggered OSS has to;

1. Check the affected area at the FAP by pressing the “acknowledge” button.
2. Report to the LC/DC, CSM, SIG Infra and the respective Fire Control Room.
3. Proceed to the location

False Alarm

In case of false alarm triggered in **KLS**, **BTS** & **STS**, OSS has to reset the FAP as per below steps:

1. Press “acknowledge” button – the blinking light will turn off and the “reset” light will turn on
2. Press “reset” button
3. Enter password ‘0000’ (for KLS) and ‘222’ (for BTS & STS) and press the ‘OK’ button
4. If the alarm is still triggered repeat the steps until the alarm goes off

In case of false alarm triggered in **PCS**, **KLIA T1** & **KLIA T2**, OSS has to report to the Fire Control Room and request the location.

8.5.1 Fire at Station

Upon confirming that there is a fire at station, OSS has to:

1. Liaise with CSM to perform evacuation of passengers
 - a. At KLS, BTS and STS station all ACG will open automatically when the fire alarm is triggered
 - b. At PCS, KLIA T1 and KLIA T2 Station, liaise with TO/CSM to ensure all ACG are opened
2. Make an announcement to passengers (from the nearest call point) to leave the station area via emergency exit route
3. Ensure escalator is switch off
4. Guide passengers to the assembly point
5. Instruct the Security Guard to prevent passengers from entering the station
6. Extinguish the fire if possible and secure the affected area
7. Inform LC/DC in case train is not safe to enter or stop at the station

NOTE:

In case the evacuation to the concourse is not possible, guide the passengers to the emergency exit (track side)

In case of an alarm is triggered or an actual fire at station which is not under ERL control, the respective Fire Control Centre has to be contacted.

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Title</i>
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 38 of 60	Procedure for Station Supervisors

1. KL Sentral – SEMASA Sentral Kuala Lumpur (SSKL)
2. PCS – Perbadanan Putrajaya
3. KLIA T1– Airport Operation Centre (AOC)
4. KLIA T2– Segi Astana/Gateway

8.5.2 Fire onboard a Train at the Station

When a train is on fire at the platform, OSS has to:

1. Received information from LC/DC
2. Make an announcement to the passengers to leave platform
3. Proceed to the designated platform
4. Evacuate the passengers
5. Up-date the LC/DC about the situation

8.6 Procedure during Emergency at KL Sentral (Unpaid Area)

In case of any incident or accident occurred at the unpaid area KL Sentral, OSS has to:

- OSS has to ensure they are contactable at all time
- OSS must familiarize with the station layout covered between SEMASA and ERLSB boundaries
- Upon receive any information or notification (FAP) OSS must immediately proceed to the incident site for confirmation
- After confirmation the incident occurred, OSS need to contact SEMASA Fire Control Center (FCC), LC/DC, CSM, SEMASA Duty Manager and Fire Wardens
- OSS must cordon the area of incident / accident with barrier tape
- OSS need to render assistance and first aid wherever necessary
- OSS must always maintain contact with LC/DC, CSM, SEMASA Duty Manager and other relevant department by giving update report
- OSS has to position himself / herself at the incident area until it is clear and safe
- Once the incident area is clear and safe, the CSM, LC/DC, SEMASA has to be informed and updated

Before reporting off, OSS on duty has to ensure the next OSS is clearly briefed on the incident.

8.7 Roller Shutter at KLIA T2

The roller shutter was installed as part of the fire protection system. These roller shutters are installed in 2 locations, both at the escalator areas. The roller shutter will activate (roll down) when the fire alarm is activated. Only the alarms activated in ERLSB public area, will activate the roller shutters to roll down. (Refer annexes 9.6: “Emergency Evacuation Plan” on ERLSB public areas in KLIA T2).

Upon fire alarms activation, the roller shutters will roll down, OSS has to:

1. Immediately announce on the roller shutter activation via local public announcement from the OSS room or via the local announcement located in platform
2. The announcement message shall be “There is a fire alarm activation, the roller shutter will be coming down, keep clear from the roller shutter”

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Title</i>
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 39 of 60	Procedure for Station Supervisors

3. Proceed to check on the roller shutters closure and ensure no passenger/public is trapped in between the roller shutters
4. Inform Gateway Fire Control Room (FCR) and OCC on the alarm activation

Gateway FCR is responsible to investigate the cause of the alarm: if it is a

False Alarm

1. Gateway personnel to reset the alarm, OSS to assist
2. Gateway personnel to roll-up the roller shutters

Fire

1. Make the announcement to the passenger to leave the station and guide them to the emergency exit (end of platform)
2. Inform station staff e.g Customer Service Manager, Ticketing Officer, Security Guard, Cleaner to guide the passenger at concourse area to leave the station
3. Fire evacuation of public at concourse level will guided by Gateway personnel.

NOTE:

During the above incidents, any staff trained for basic firefighting to assist OSS to carry out the task.

8.8 Uncontrolled Evacuation of Passengers

Uncontrolled Evacuation applies where the safety of passengers is at immediate risk and an immediate evacuation is necessary.

In case of an emergency evacuation, the OSS shall:

1. Inform LC/DC
2. Inform the CSM/Ticketing Officer/third parties staff
3. Open all AFC gates
4. Inform passengers by PA system or megaphone to leave the station
5. Stops escalators and if possible reverses them in the escape direction

Inform LC/DC and indicates whether train services could be interrupted, whether trains shall run through the station without stopping and whether external emergency response team is required.

8.9 Accidents to Passengers and Staff

When OSS noticed or informed of an accident at station, OSS has to:

1. Report to LC/DC
2. Provides First Aid, if necessary
3. Indicates whether external emergency response is required
4. Ensure accident site is sufficiently protected (barricade the accident site)
5. Investigates circumstances of the accident
6. Wait for the assistance if needed


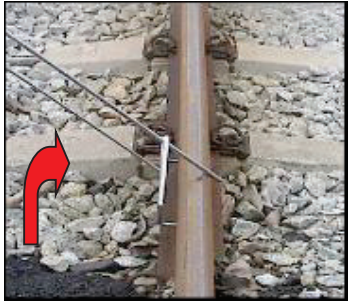
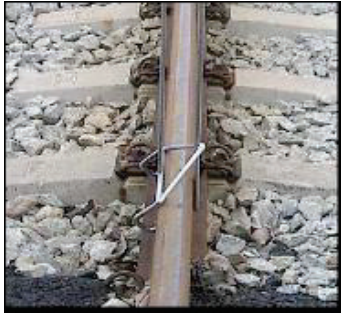
<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Title</i>
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 40 of 60	Procedure for Station Supervisors

9 Annexes




9.1 Installation of Stop Signal Board

Note:

- 2 sets of Stop Sign Board are allocated at each station
- OSS to ensure that all track vehicles and trains stop at the designated buffer stops or stopping points
- To be installed approximately 2 meters in front of the track vehicles, trains etc



1.		<ul style="list-style-type: none"> • Place the Stop Sign Board holder onto the stock rail from the outside • Ensure that the hook is place beneath
2.		<ul style="list-style-type: none"> • Push the marker up toward the middle of the track
3.		<ul style="list-style-type: none"> • Make sure the hook and holder is properly aligned with the stock rail

Location	Reference	Rev.	Date	Page No.	Document Title
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 41 of 60	Procedure for Station Supervisors




4.		<ul style="list-style-type: none"> Rest the Stop Sign Board on the middle of the track
5.		<ul style="list-style-type: none"> Ensure that the holder is properly fixed
6.		<ul style="list-style-type: none"> Place the hazard lamp on top of the Stop Board and switch 'ON'.

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Title</i>
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 42 of 60	Procedure for Station Supervisors

9.2 Installation of Brake Shoe

1		<ul style="list-style-type: none"> • Brake shoe complete with padlock and chain
2		<ul style="list-style-type: none"> • To ensure the track vehicle or train are totally shut down and parked at the exact location before installing the brake shoe
3		<ul style="list-style-type: none"> • Position of brake shoe should be as near as possible to the vehicle wheel. The locking device should be tightened properly so as to avoid unintended movements

Location	Reference	Rev.	Date	Page No.	Document Title
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 43 of 60	Procedure for Station Supervisors

4		<ul style="list-style-type: none"> • Brake shoe should be placed one on each stock rail. Position of locking device should be as shown in picture
5	 	<ul style="list-style-type: none"> • After it is tightened, it should be chained and padlocked to rail clip or track fastener

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Title</i>
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 44 of 60	Procedure for Station Supervisors

9.3 Announcements

9.3.1 Degraded Operation

1. Train Service Disruption

In English:

Your attention please. Due to technical issues, the train service to _____ will be slightly delayed. Please refer to the display board for the revised schedule. Any inconvenience is regretted

In Bahasa:

Minta perhatian. Disebabkan masalah teknikal, perkhidmatan tren ke _____ dijangka mengalami sedikit kelewatan. Sila rujuk papan kenyataan untuk maklumat lanjut. Segala kesulitan amat dikesali.

2. Train Service Suspended

In English:

Your attention please. Due to technical difficulties, the train services are suspended. If you wish to wait for the train services to resume, please wait for further announcements. However, if you wish to find an alternative transport, please proceed to the ticket counter for refund. We're sorry for the inconvenience caused.

In Bahasa:

Minta perhatian. Perkhidmatan tren telah tergendala. Jika anda masih ingin menunggu perkhidmatan tren, sila tunggu makluman selanjutnya. Jika anda ingin mendapatkan perkhidmatan alternative, sila ke Kaunter Tiket untuk pemulangan tiket. Kami memohon maaf atas sebarang kesulitan

3. Shuttle Service

In English:

Your attention please. We are running a shuttle service between _____ and _____ only. We're sorry for the inconvenience caused.

In Bahasa:

Minta perhatian. Buat masa ini perkhidmatan ulang-alik beroperasi di antara _____ dan _____ sahaja. Kami memohon maaf atas segala kesulitan.

4. Changes of Departure Platform

In English:

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Title</i>
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 45 of 60	Procedure for Station Supervisors

Attention all passengers. Due to Technical failure/Maintenance work, KLIA Ekspres/Transit will depart from [Departure/Arrival/Platform 2/3 (KLS), Platform 1/2/3/4 (Intermediate), Platform A/B (KLIA T1/T2)]. Please refer to the Ticket Counter or Notice Board for further information. We apologies for the inconvenience caused.

In Bahasa:

Minta perhatian. Disebabkan Masalah Teknikal/Kerja Penyelenggaraan, KLIA Ekspres/Transit akan berlepas dari [Departure/Arrival/Platform 2/3 (KLS), Platform 1/2/3/4 (Intermediate), Platform A/B (KLIA T1/T2)]. Sila rujuk papan kenyataan atau Kaunter Tiket untuk maklumat lanjut. Kami memohon maaf atas segala kesulitan

5. Combine Service

In English:

Your attention please. The KLIA Ekspres and KLIA Transit services are being temporarily combined into a single service and the train will make 3 brief stops at intermediate stations. Please refer to the display board or Ticket Counter for the revised departure time. Any inconvenience is regretted.

In Bahasa:

Minta Perhatian . Perkhidmatan KLIA Ekspres dan KLIA Transit telah digabungkan dan akan berhenti di setiap stesen. Sila rujuk papan kenyataan atau kaunter tiket untuk maklumat lanjut. Kami memohon maaf atas segala kesulitan

9.3.2 Emergency Operation

1. Station Closed

In English:

Ladies and gentlemen, your attention please. Due to some unforeseen circumstances, this Station will be closed. Please leave this station via the nearest Emergency Exit. Kindly follow all instruction and guidance from our staff. Your co-operation is very much appreciated. We apologize for any inconvenience caused. Thank You.

In Bahasa:

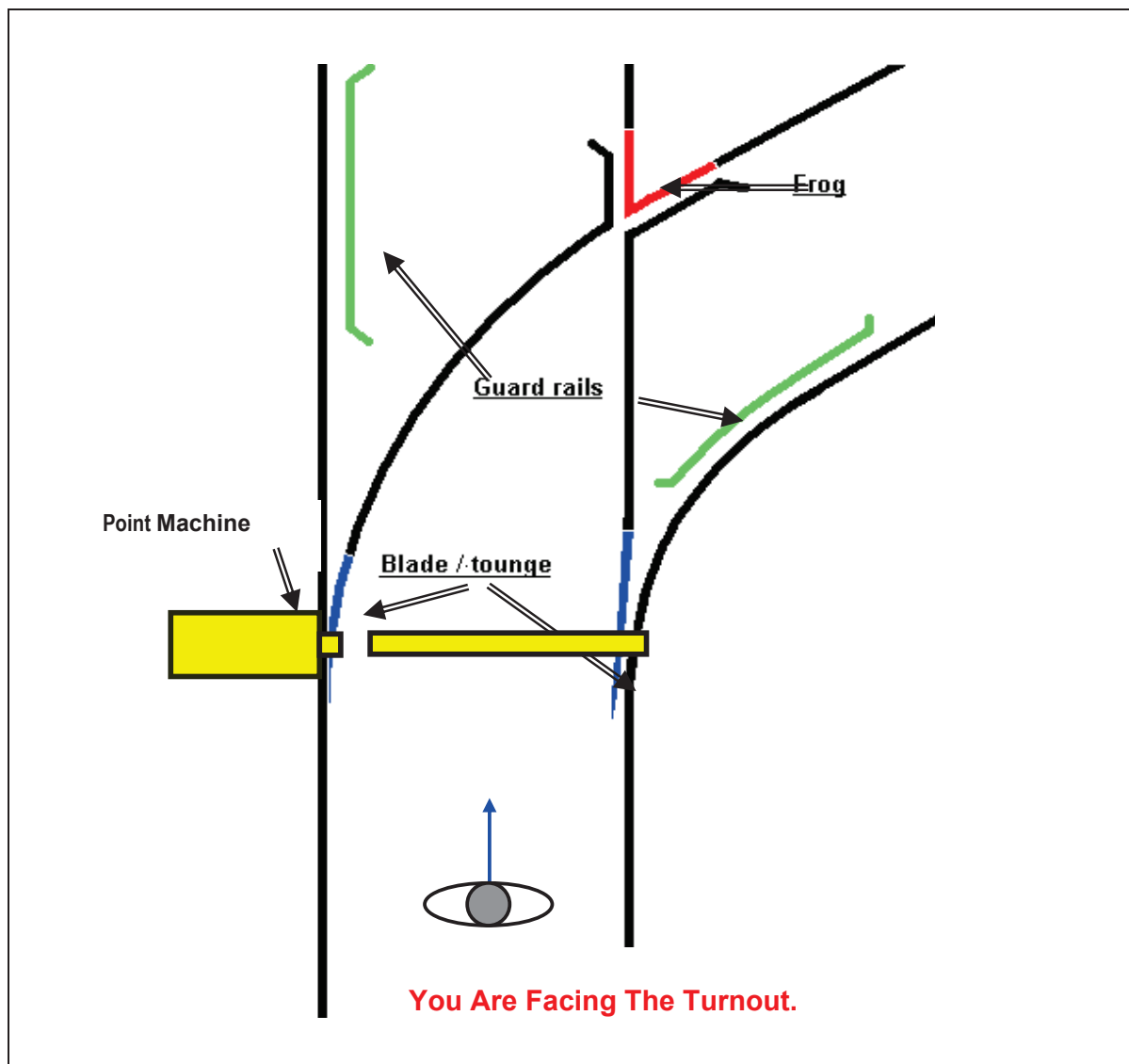
Perhatian tuan-tuan dan puan-puan. atas sebab-sebab yang tidak dapat dielakkan, Stesen ini akan ditutup. Sila tinggalkan stesen ini dengan menggunakan Pintu Kecemasan yang terdekat di dalam keadaan tenang. Sila patuhi semua arahan dari kakitangan kami ketika keluar. Kerjasama anda amat dihargai. Kami memohon maaf di atas sebarang kesulitan. Terima Kasih.

Location	Reference	Rev.	Date	Page No.	Document Title
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 46 of 60	Procedure for Station Supervisors

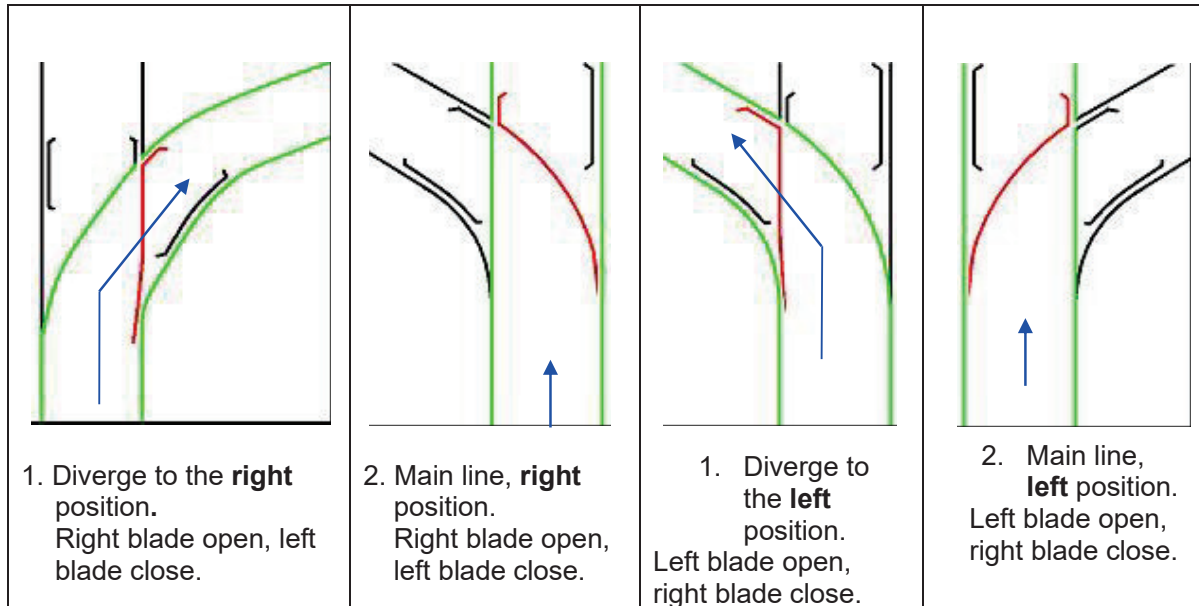
9.4 Turnout Position

- Turnout Directions Must Be Read From Facing Position ONLY
- Reading Of Turnout Directions From Trailing Position Is NOT Allowed
- Do Not Stand On The Moveable Parts Of The Turnouts
- The Turnouts Must Be Cleared Of Any Obstacle. Do Not Use Hands
- To Ensure That The Point Machine Switch Is Set To Unlock Position Before Cranking
- To Ensure The Point Machine Is Fully LOCKED Before Any Movement Is Allowed
- To Ensure That The Point Machine Switch Is Set To Lock Position After Cranking
- Once The Turnout Is Secured, Confirm The Position Of The Turnout With LC/DC

Turnout Positions : Facing

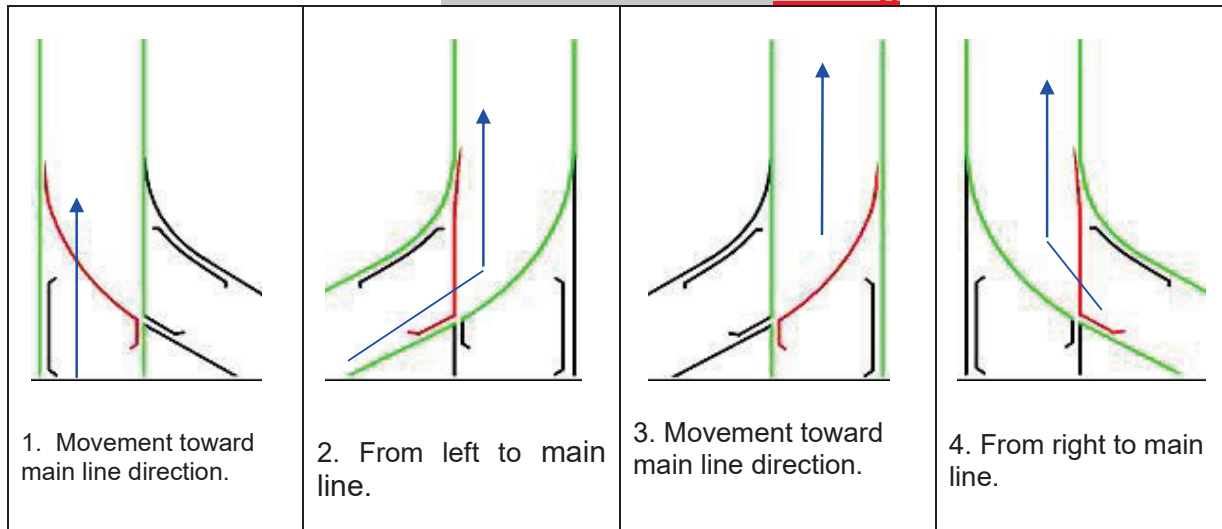


Location	Reference	Rev.	Date	Page No.	Document Title
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 47 of 60	Procedure for Station Supervisors



Note:
= Direction Of Travel ↑

Turnout Positions : **Trailing**



Note:
= Direction Of Travel ↑

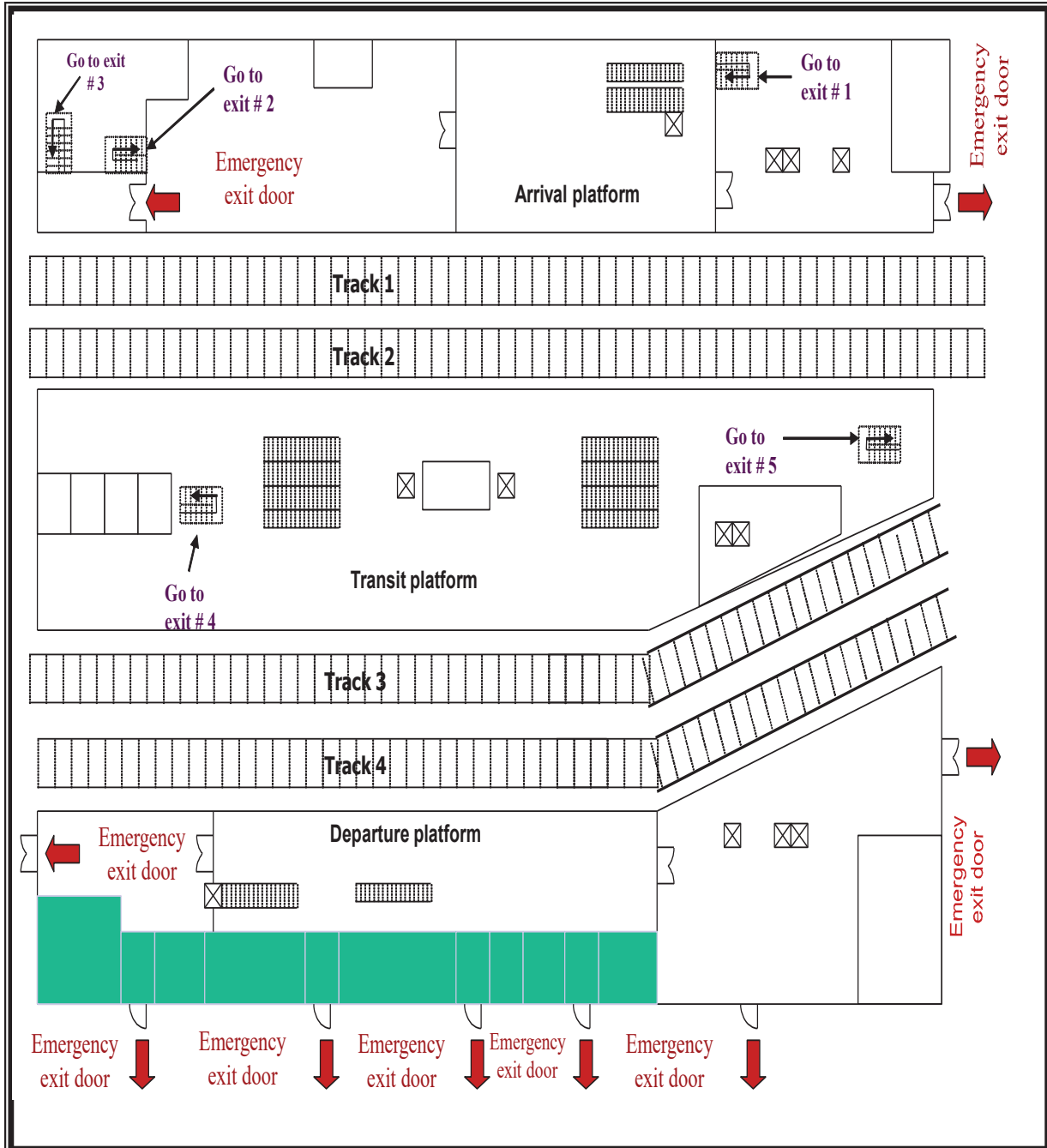
Location	Reference	Rev.	Date	Page No.	Document Title
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 48 of 60	Procedure for Station Supervisors

9.5 Fire Exit Routes

Fire Exit Routes for Stations

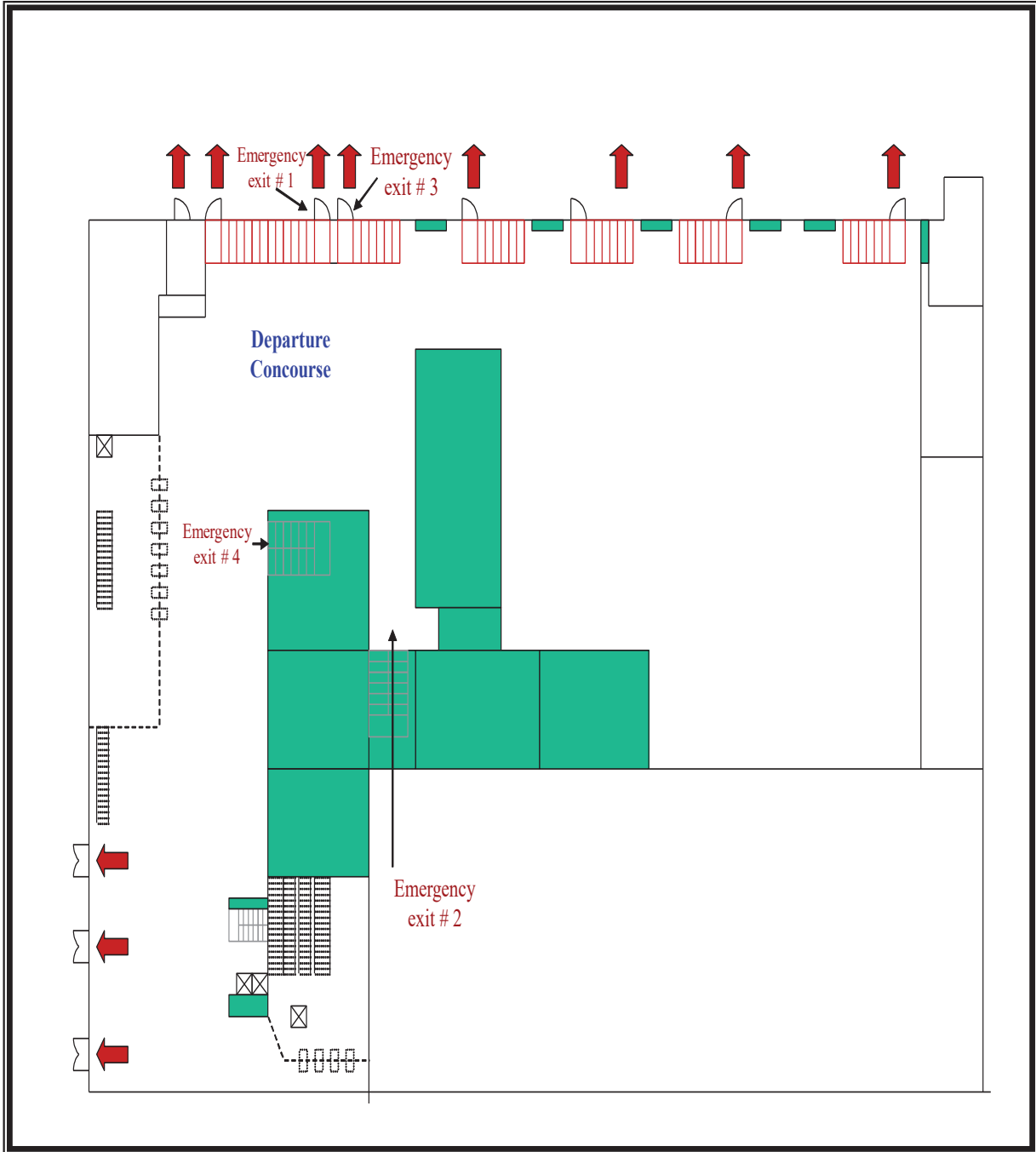
This is an annex to Operations Procedure for Station Supervisors [Ref. No: G00.OMO.M15112.NA.1001.*].

KL SENTRAL PLATFORM



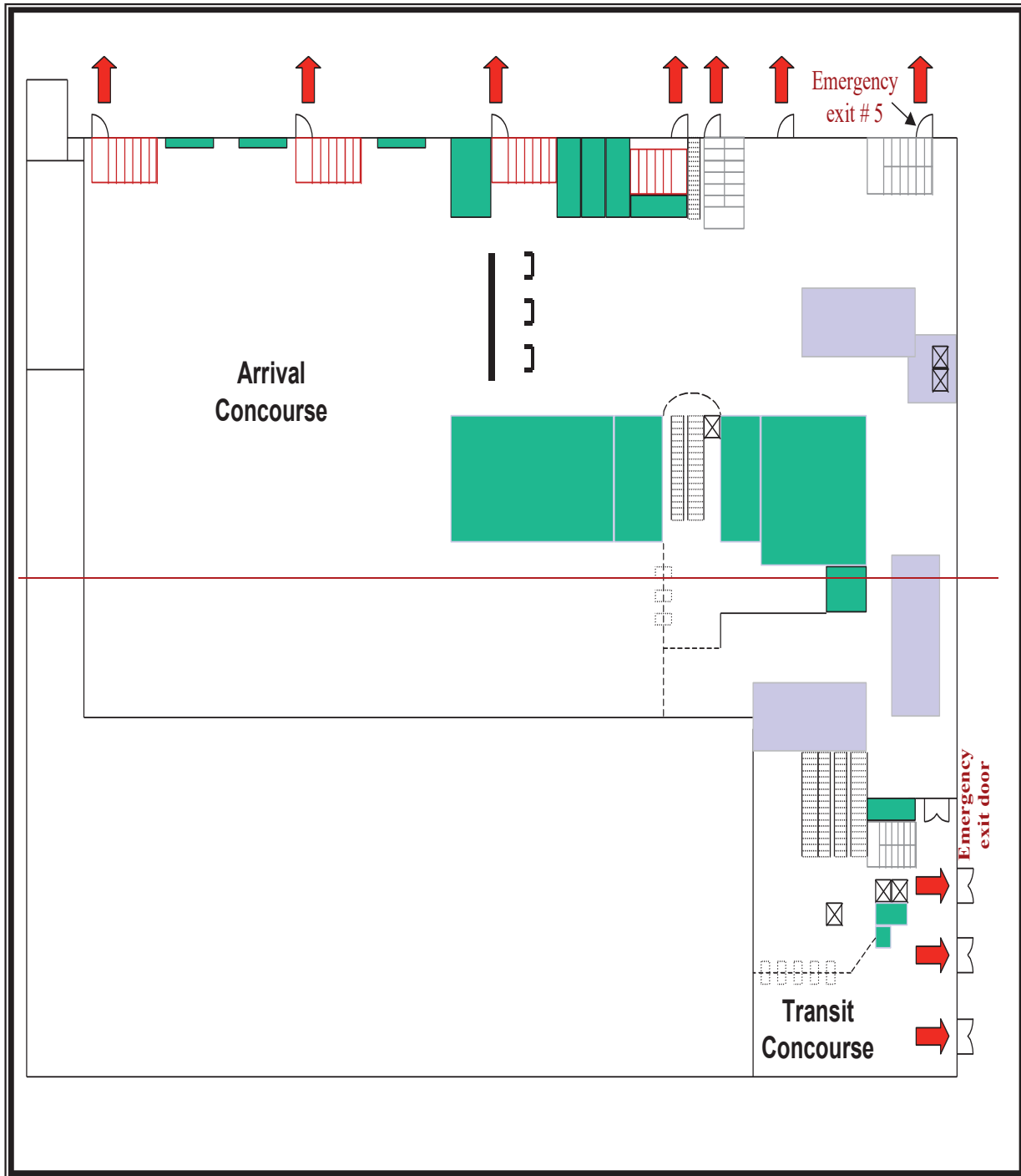
Location	Reference	Rev.	Date	Page No.	Document Title
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 49 of 60	Procedure for Station Supervisors

**KL SENTRAL
DEPARTURE CONCOURSE**



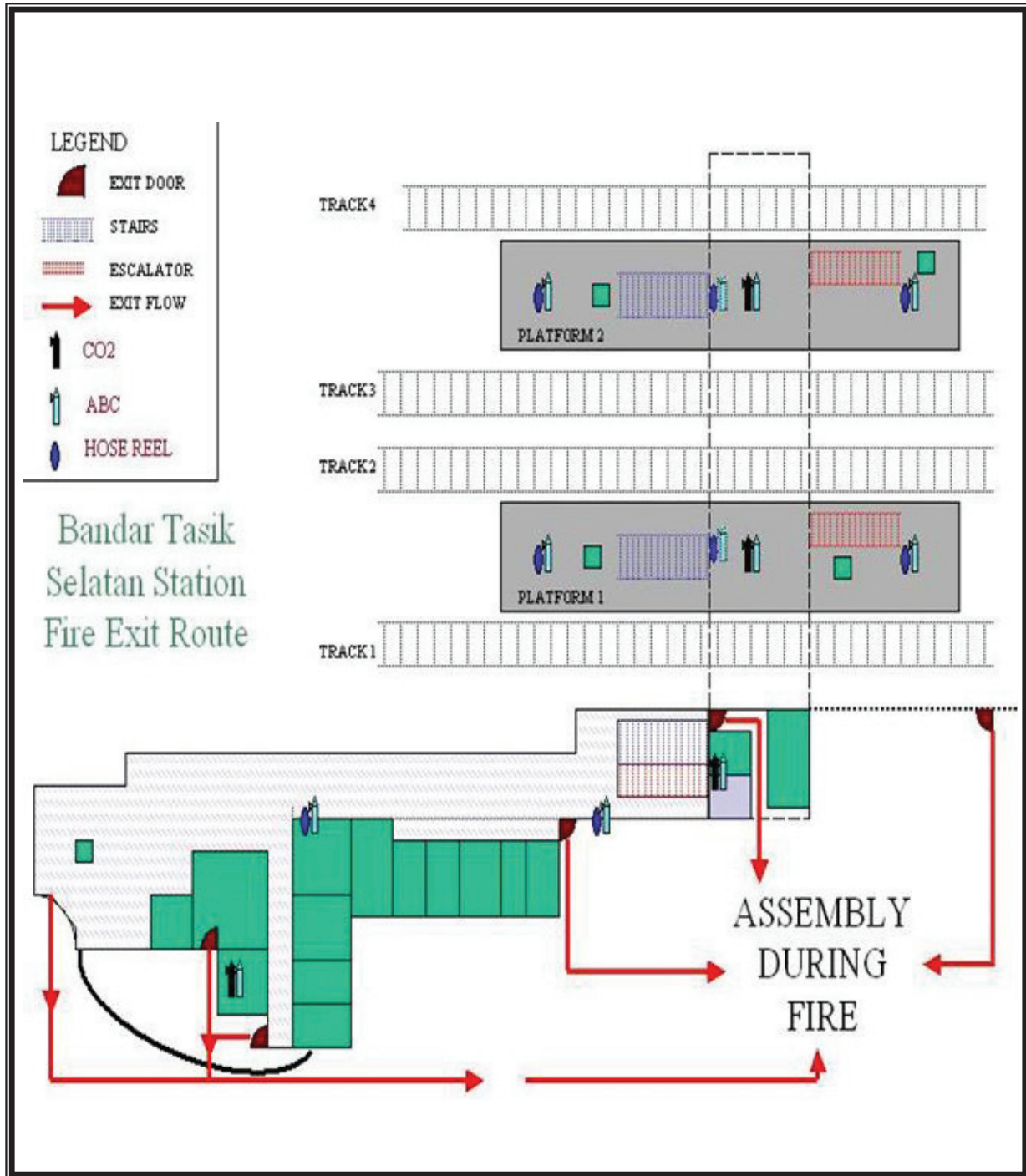
Location	Reference	Rev.	Date	Page No.	Document Title
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 50 of 60	Procedure for Station Supervisors

**KL SENTRAL
ARRIVAL AND TRANSIT CONCOURSE**



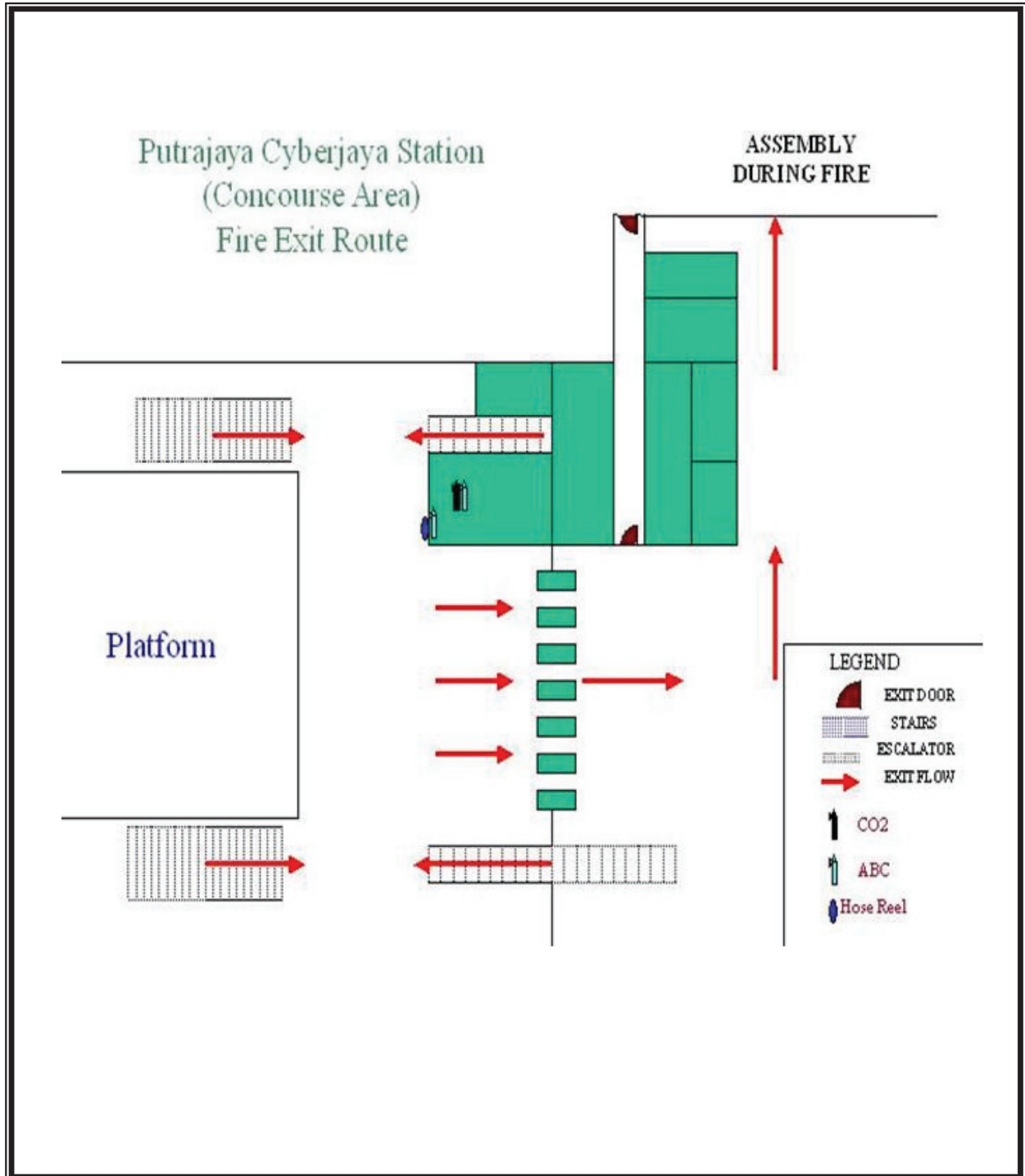
Location	Reference	Rev.	Date	Page No.	Document Title
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 51 of 60	Procedure for Station Supervisors

BANDAR TASIK SELATAN



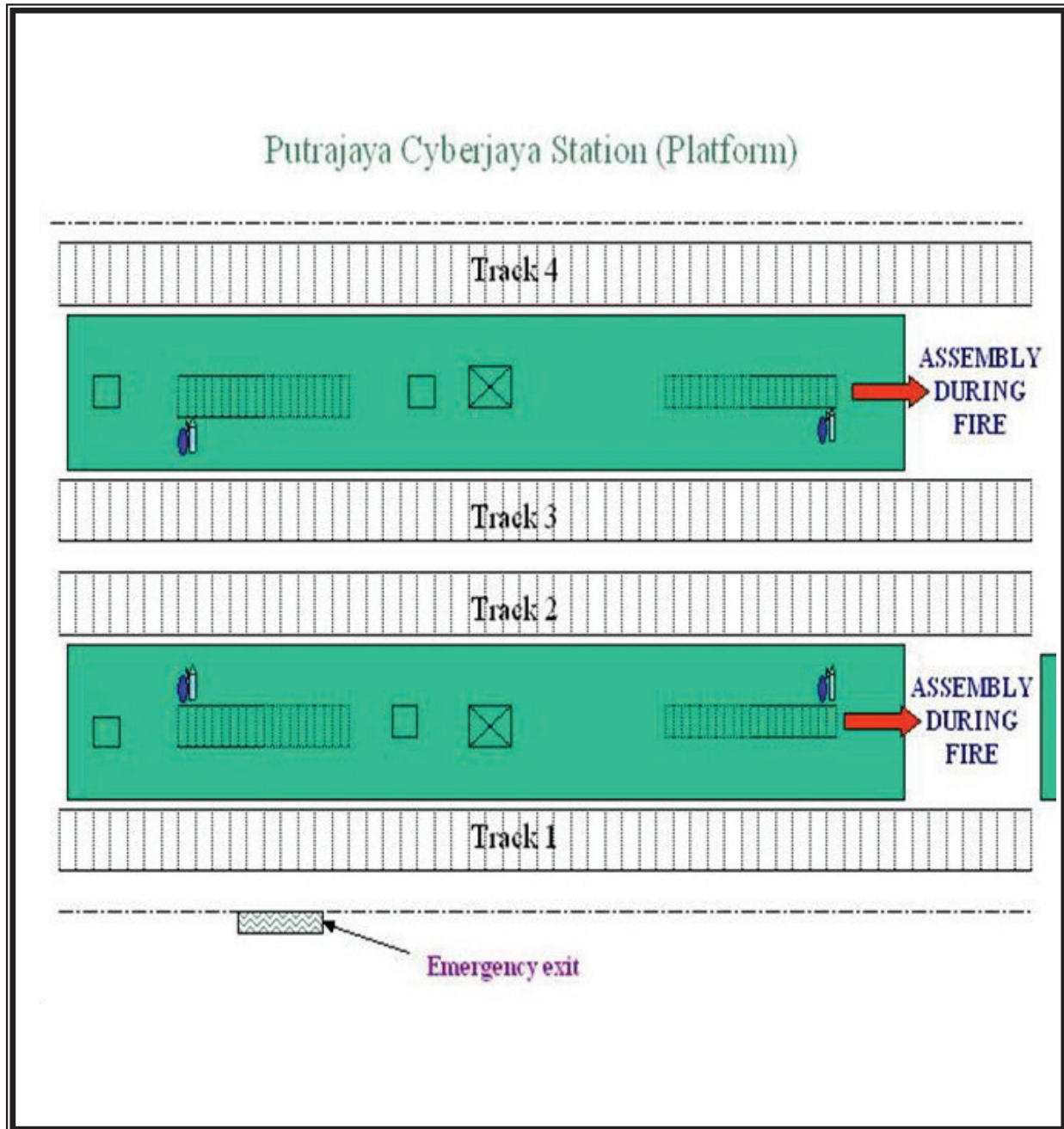
Location	Reference	Rev.	Date	Page No.	Document Title
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 52 of 60	Procedure for Station Supervisors

PUTRAJAYA / CYBERJAYA



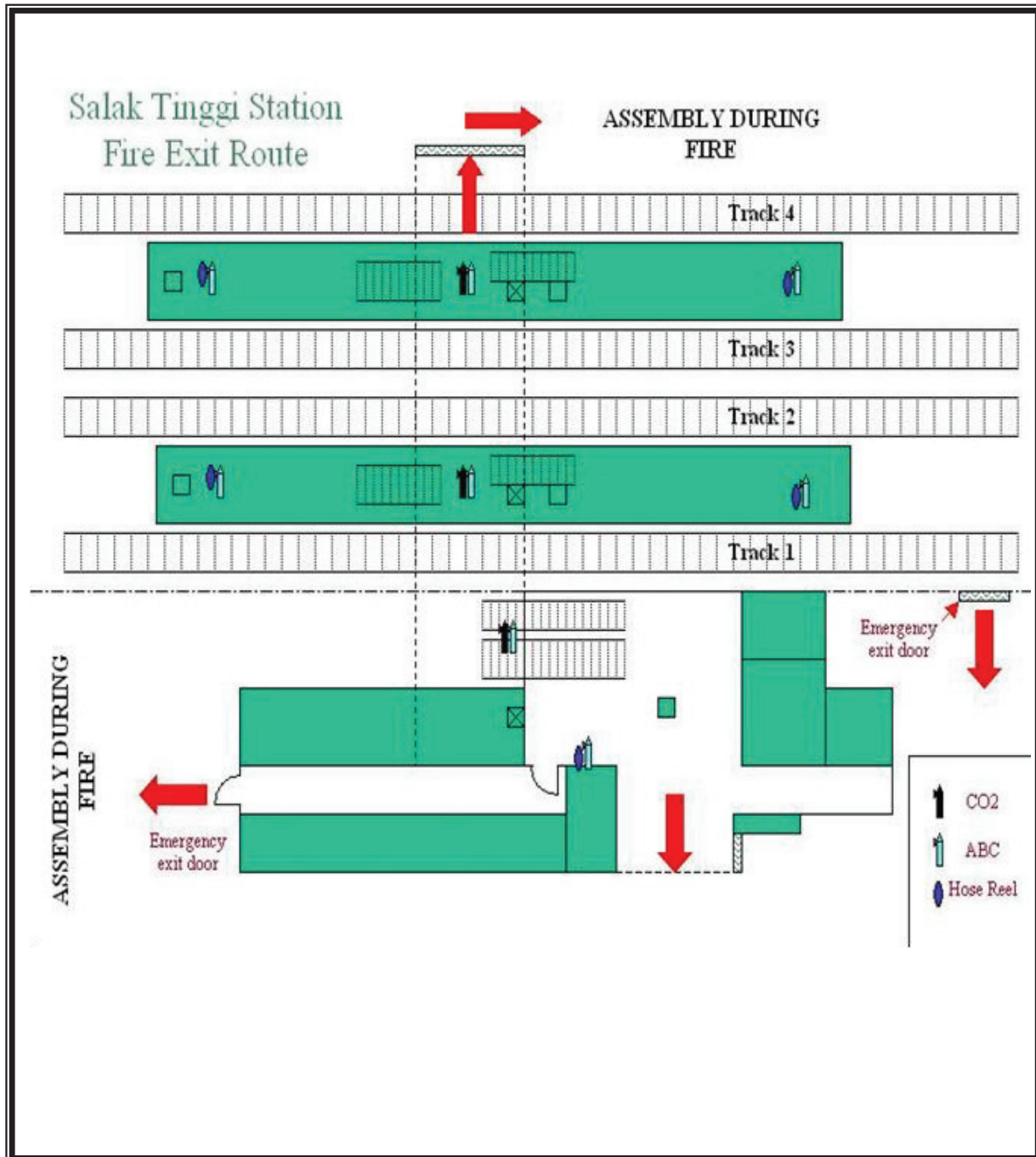
Location	Reference	Rev.	Date	Page No.	Document Title
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 53 of 60	Procedure for Station Supervisors

PUTRAJAYA / CYBERJAYA
(Platform)



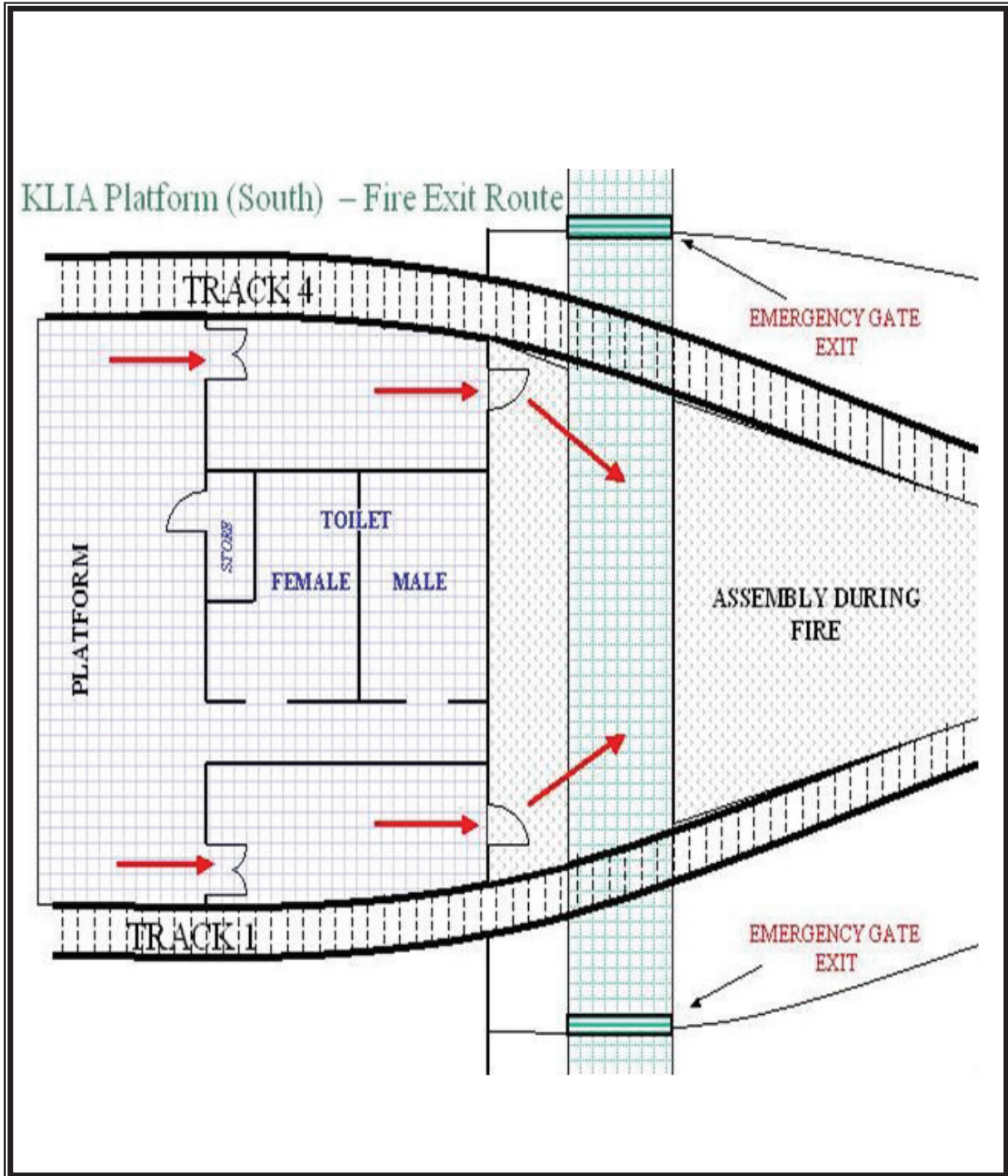
Location	Reference	Rev.	Date	Page No.	Document Title
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 54 of 60	Procedure for Station Supervisors

SALAK TINGGI



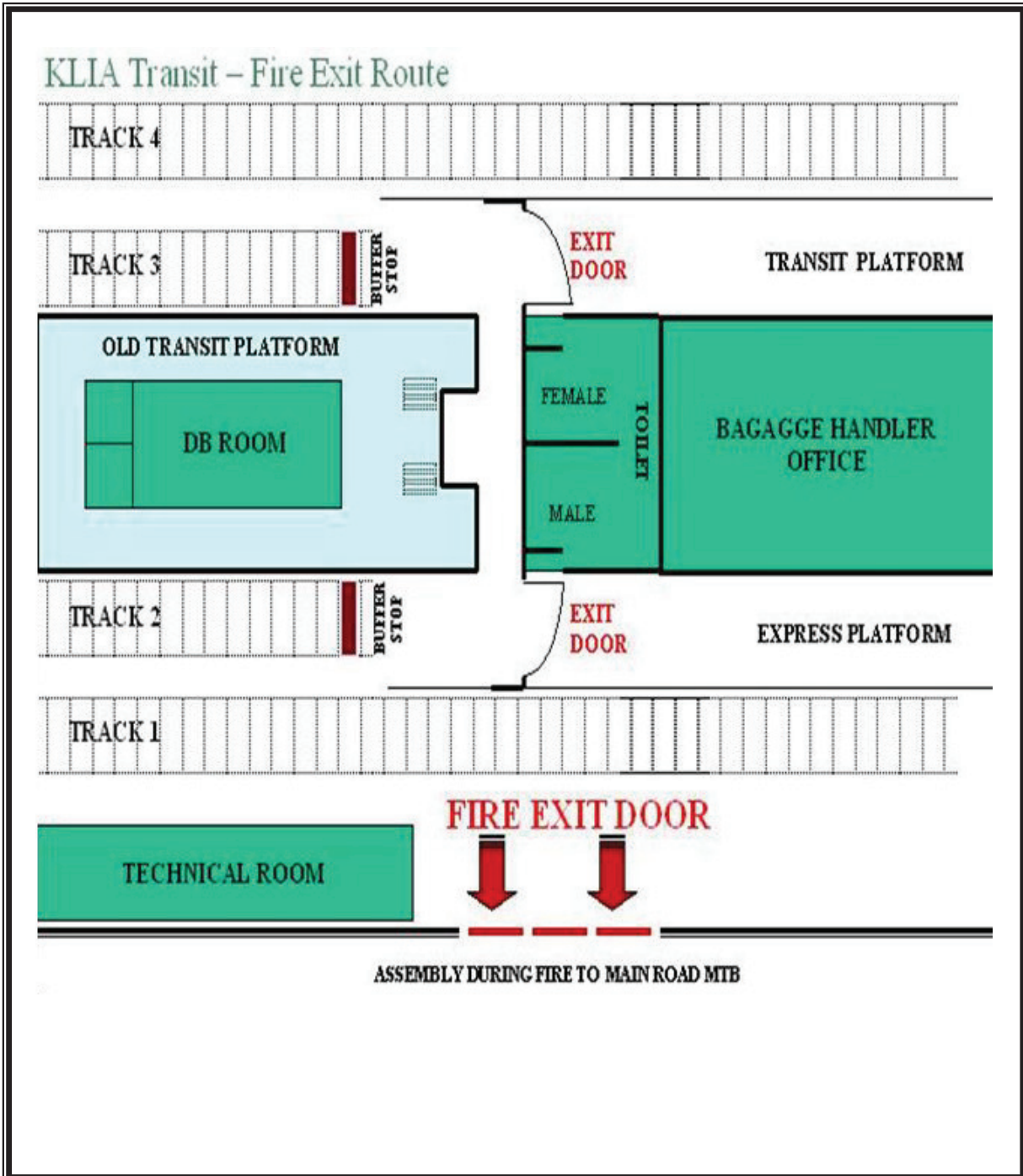
Location	Reference	Rev.	Date	Page No.	Document Title
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 55 of 60	Procedure for Station Supervisors

KLIA T1



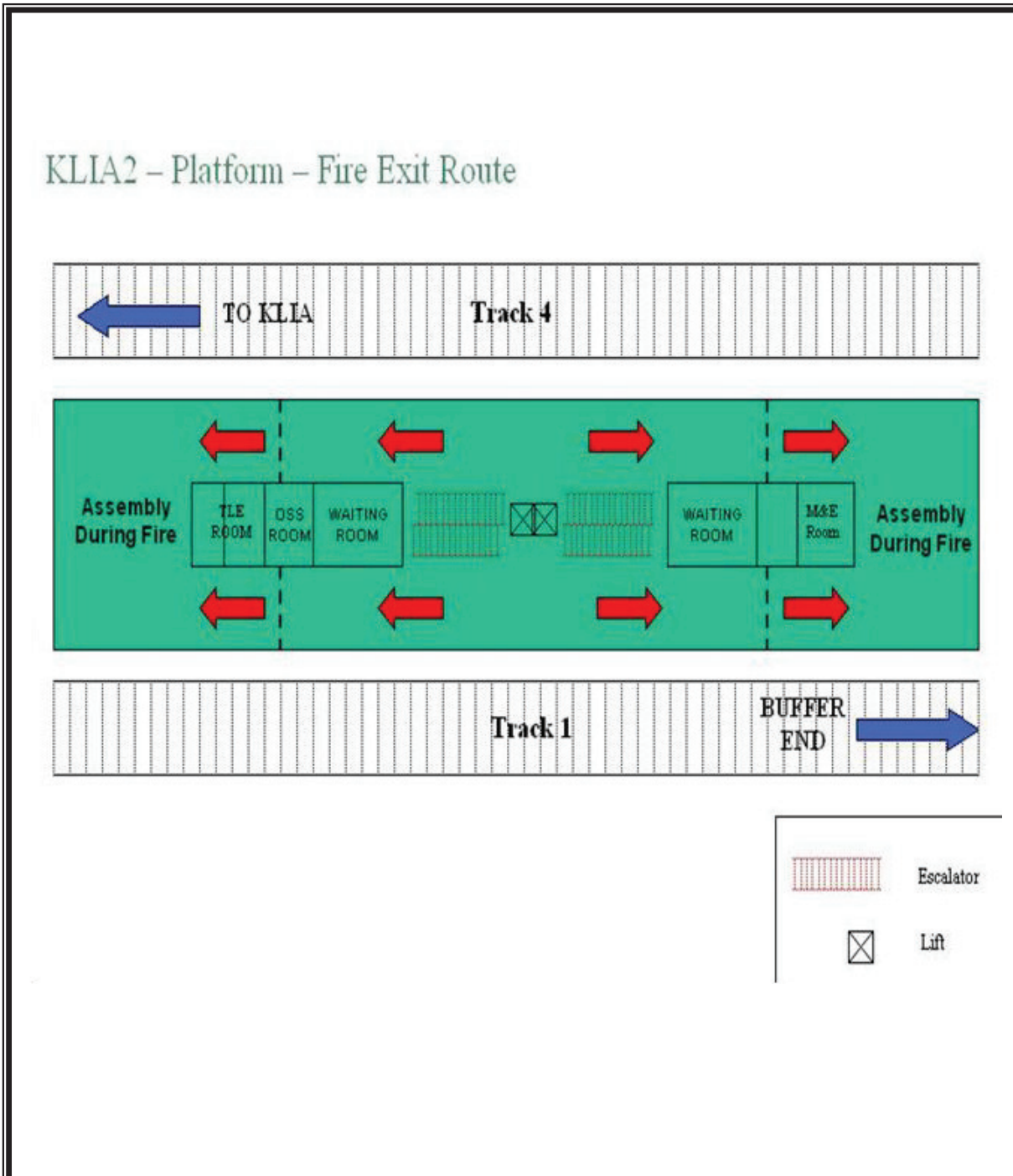
Location	Reference	Rev.	Date	Page No.	Document Title
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 56 of 60	Procedure for Station Supervisors

KLIA T1



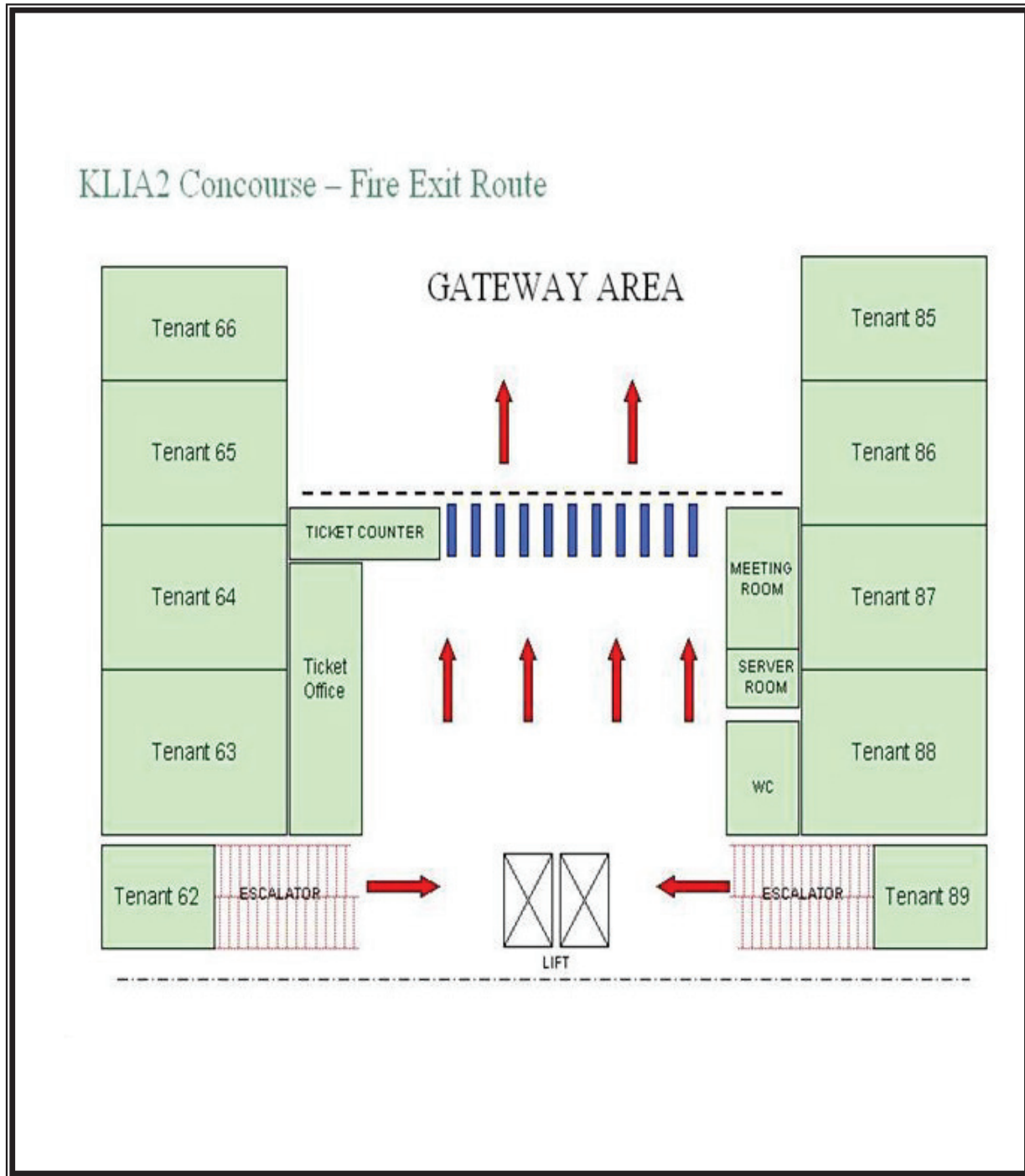
Location	Reference	Rev.	Date	Page No.	Document Title
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 57 of 60	Procedure for Station Supervisors

**KLIA T2
PLATFORM**



Location	Reference	Rev.	Date	Page No.	Document Title
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 58 of 60	Procedure for Station Supervisors

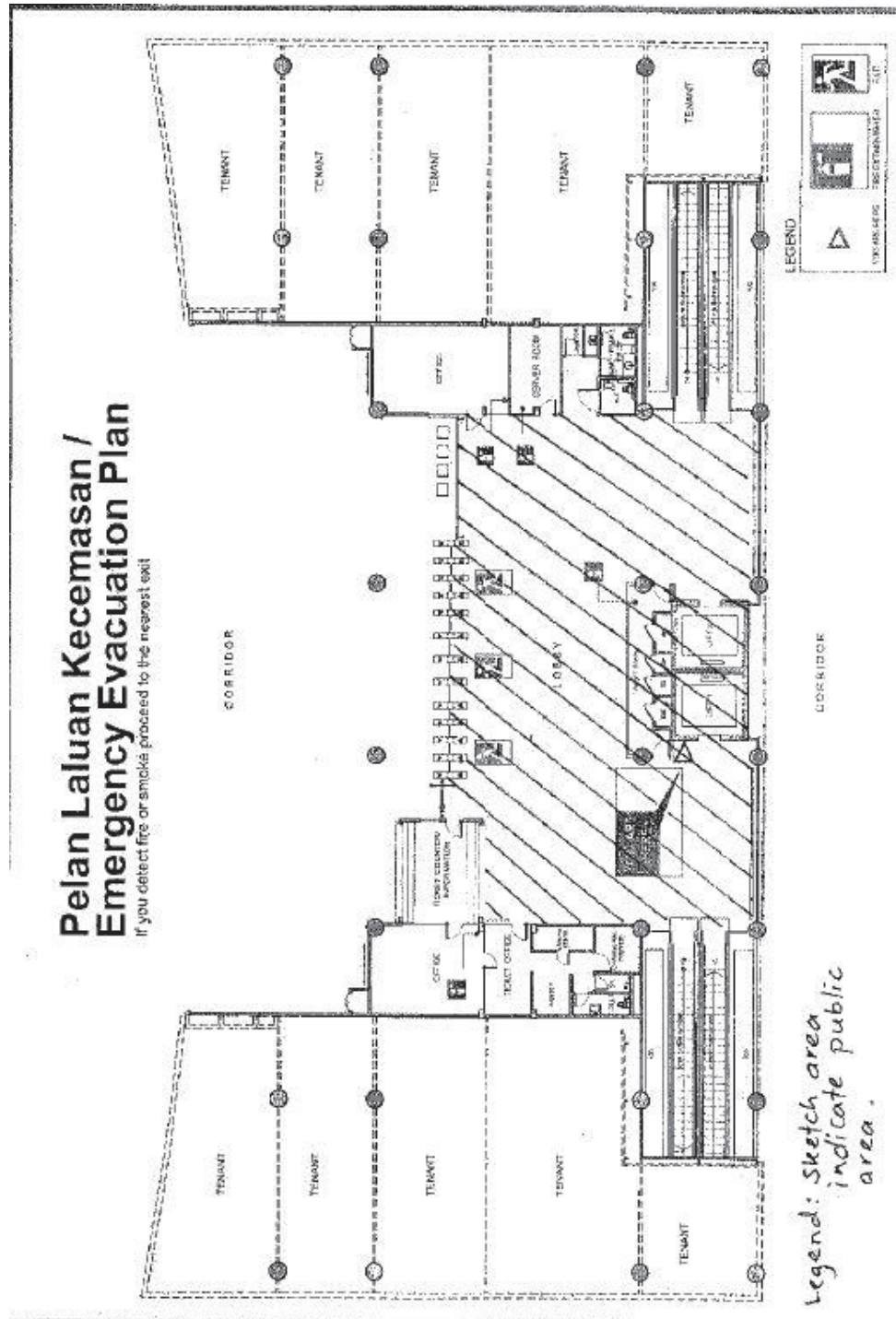
**KLIA T2
CONCOURSE**



Location	Reference	Rev.	Date	Page No.	Document Title
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 59 of 60	Procedure for Station Supervisors

9.6 Emergency Evacuation Plan at KLIA T2

ERLSB public areas in KLIA T2 - Concourse



Location	Reference	Rev.	Date	Page No.	Document Title
E-MAS Offices	G00.OMO.M15112.NA.1001	F	13.11.2024	Page 60 of 60	Procedure for Station Supervisors

ERLSB public areas in KLIA T2 – Platform

