ERL MAINTENANCE SUPPORT SDN BHD

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

E-MAS

Effective Railway Operations; Reliable System Maintenance

OPERATIONS DEPARTMENT

ACTIONS DURING SERVICE DISRUPTION, INCIDENT & ACCIDENT

Ref. No. G00.OMO.M11150.CB.1002.C

ERL Maintenance Support Sdn. Bhd., Kompleks Rel Udara, Bandar Baru Salak Tinggi, 43900 Sepang, Selangor Darul Ehsan

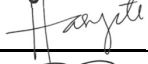# ERL Maintenance Support Sdn Bhd

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

Release

Released:	Thomas Baake	Chief Executive Officer	20/11/2022	
Checked:	Sukhbir Singh	Safety & Security	15 Nov 2022	
Checked:	Muhd Azim Abdullah	CEO Office	11.11.2022	
Checked:	Haryati Khalil	CEO Office	14.11.2022	
Checked:	Omar Zakir Ibrahim	Operations	09.11.2022	
Checked:	James L. Boudville	Operations	9.11.22	
Author:	Norhandee Nordin	Operations	9.11.2022	
	Name	**Department**	**Date**	**Signature**

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

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Change Record and Configuration Control

C	20.09.2022	Revision to reflect Company Registration Number Co. Reg. No. 199901023674 (498574-T). Amendment on Line of Information for OPS during service disruption, incident and accident.	Norhandee
B	25.02.2019	Revised to update changes to reflect ISO9001:2015 and ISO14001:2015 new requirements. Disruption handling Code incorporated into this procedure.	Norhandee Nordin
A	17.05.2012	Revision of entire document. This procedure is treated as a new procedure and supersedes the earlier version ref no.: G00.OMO.M11150.CB.0001.B	Norhandee Nordin
Revision	**Date**	**Modification**	**Name**

Planning Of Changes Reference For Revision: G00.OMO.M11150.CB.1002.C					
Issues To Consider	**Checked (Please mark X)**				**Remarks**
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		Adequate
4) Allocation or relocation of responsibilities and authorities required?	YES		NO	X	

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1   Purpose

To provide guidelines for information and communications during service disruption, incident and accident.

2   Scope, Distribution & Access

This procedure provides a general policy and processes of communications in handling of passengers during the service disruption, incident and accident. This procedure is prepared with the input from ERLSB.

Distribution and access are given to all E-MAS Operations and ERLSB is also given a copy.

3   Abbreviations, Definitions and References

E-MAS	ERL Maintenance Support Sdn. Bhd. Reg. No. 199901023674 (498574-T)
ERLSB	Express Rail Link Sdn. Bhd. No.199601003493 (375839-H)
OPS	Operations Department
CSM	Customer Service Manager
CEO	Chief Executive Officer
OMO	Operations Manager
OCC	Operations Control Centre
PIDS	Passenger Information Display
OTD	Operations Train Driver
OSS	Operations Station Supervisor
OTS	Operation Shift Supervisor
COCC	Chief of Control Centre
TS	Ticketing Supervisor
TO	Ticketing Officer
KLS	Kuala Lumpur Sentral
KLIA	Kuala Lumpur International Airport
KLIA2	Kuala Lumpur International Airport 2

4   Action To Be Taken

- OPS actions during service disruption, incident and accident
- CSM actions during service disruption, incident and accident
- Line of information for OPS during service disruption, incident and accident
- Line of information for CSM during service disruption, incident and accident

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4.1   Disruption Handling Code

A disruption CODE (Refer to table 1) in the event of a service disruption with the following objectives:

- To minimise the communication between operation staff (E-MAS/ERL) and to allow OCC to focus on next action during service disruption

- Operations staff (ERL & E-MAS) will be aware of the situation and act independently without making further calls to OCC

TABLE 1

CODE 1	Stop Command (All trains will stop at the next station or remain if already stop at station)
CODE 2	Combined Service (Ekspres and Transit services are being temporarily combined into a single service)
CODE 3	Total Cancellation of Service (Total line blockage)
CODE 4	Shuttle Service (Sectioning) (Section closure or blockage in any part of the system)
CODE 0	Resume Normal Operation

In the event of incident reported to the OCC, all operations staff (OTD, OSS & CSM) will be notified via hand portable or train borne radio. Operations staff must acknowledge about the situation to OCC.

Activation of CODE 1:

- Any failure that could lead to the line blockage and cannot be determined or rectified within 5 mins
- All sales activity will be suspended
- OCC will have 10 minutes to decide on next course action
- Only 1-way communication
- Train services will be suspended for 15 minutes
- Announcement will be done by OCC, OSS, OTD & CSM to inform passengers that train services will be suspended for 15 minutes
- OCC will advise at the 10th minutes for further update (i.e. CODE 1 will continue or activate CODE 2 or 3)

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NOTE: *If CODE 1 is extended – passengers will be informed to remain or find alternative transport.*

Activation of CODE 2:

- Failure cannot be rectified within 15mins and/or any failure that caused additional journey time of more than 15mins
- OCC to inform time to start with first departure e.g. at 07:20 from both terminals
- Announcement will be done by OCC, OSS, OTD & CSM
- Notices to be displayed accordingly by CSM
- Headway every 20 minutes.

Activation of CODE 3:

- Announcement will be done by OCC, OSS, OTD & CSM
- Notices to be displayed accordingly by CSM.
- Train will be routed to terminal or PCS (whichever is closer) as a point of disembarking of passengers for alternative transport arrangement.
- OCC will update every 30 minutes

Activation of CODE 4:

- Terminal to terminal service is not available
- Train is able to run within certain part of the system e.g. between stations – XKL to PCS or KUL to PCS.
- OCC to inform start time of first departure e.g. at 07:20 from both terminals
- Announcement will be made by OCC, OSS, OTD & CSM
- Notices to be displayed accordingly by CSM
- Headway every 20 minutes.
- Ekspres services will be suspended (no check-in service)

4.2 Service Disruption Announcement

- OTD - Announcement on-board train
- OSS - Announcement at the platform
- CSM - Announcement at the concourse/counter

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4.2.1 Announcement for CODE 1 - Stop Command

"Minta perhatian. Disebabkan masalah teknikal, perkhidmatan tren dijangka akan tertunda selama 15 minit. Sebarang maklumat terkini akan diberitahu dari semasa ke semasa. Kami meminta maaf atas segala kesulitan."

"Your attention please. This train service will be delayed for 15 minutes due to a technical problem. Further update will be announced shortly. We apologise for the inconvenience caused."

4.2.2 Announcement for CODE 1 – Extended

"Kami meminta maaf kerana perkhidmatan tren masih lagi tergendala akibat masalah teknikal. Sila tunggu arahan selanjutnya sekiranya anda ingin menunggu sehingga perkhidmatan tren kembali pulih. Sekiranya anda ingin mendapatkan pengangkutan alternative, sila pergi ke Kaunter Tiket untuk urusan pemulangan semula wang. Kami meminta maaf atas segala kesulitan."

"We are sorry that the train service is still delayed due to technical problem. If you wish to wait for the train service resume, please await further announcements. However, if you wish to find an alternative mode of transport, please proceed to our Ticket Counter for a full refund. We apologize for the inconvenience caused."

4.2.3 Announcement for CODE 2 – Combined Service

"Perkhidmatan KLIA Ekspres dan KLIA Transit akan digabungkan buat sementara waktu. Tren akan membuat tiga (3) hentian singkat di setiap stesen dengan tempoh perjalanan lebih tujuh (7) minit dari biasa. Tren akan berlepas pada jam xx:xx."

The KLIA Ekspres and KLIA Transit services are being temporarily combined into a single service and the train will make three (3) brief stops at intermediate stations. The total journey time is on seven (7) minutes longer. Train will depart at time xx:xx."

Note: OSS & CSM - For KLS KT

"Sila bergerak ke platfom KLIA Ekspres untuk menaiki tren."

"Kindly proceed to KLIA Ekspres platform to board the train."

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4.2.4 Announcement for CODE 3 – Total Cancellation of Service

"Minta perhatian tuan-tuan dan puan-puan, kami tidak dapat meneruskan perkhidmatan tren seperti biasa buat masa ini. Sila pergi ke Kaunter Tiket untuk urusan pemulangan semula wang. Kami meminta maaf atas segala kesulitan."

"Your attention please,ladies and gentleman. We are unable to resume the train service at the moment. Please proceed to our Ticket Counter for full refund. We apologize for the inconvenience caused."

4.2.5 Announcement for CODE 4 – Sectioning Service (Shuttle Service)

"Minta perhatian tuan-tuan dan puan-puan. Destinasi tren ini adalah (….cth. PCS atau KLIA atau KLS…) dan akan membuat hentian singkat di setiap stesen. Sila dapatkan maklumat lanjut di Kaunter Tiket. Kami meminta maaf atas segala kesulitan."

"Your attention please, ladies and gentlemen. This train is bound for (….i.e. PCS or KLIA2 or KLS…) and will make a brief stops at intermediate stations. Please refer to the Ticket Counter for more information. We apologise for the inconvenience caused."

4.2.6 Announcement for CODE 0 – Resume Normal Operation

"Minta perhatian tuan-tuan dan puan-puan. Sukacita dimaklumkan bahawa perkhidmatan tren akan diteruskan semula sebentar lagi. Kami meminta maaf atas segala kesulitan."

"Your attention please, ladies and gentlemen. We are pleased to inform you that the train service will resume shortly. We apologise for the inconvenience caused."

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### 4.3   Line of Information for OPS During Service Disruption, Incident and Accident

This line of information shall be used for communicating with internal and external parties. Any changes to this document ref. no. G00.OMO.M15610.CI.1001.* is based on input from ERLSB.
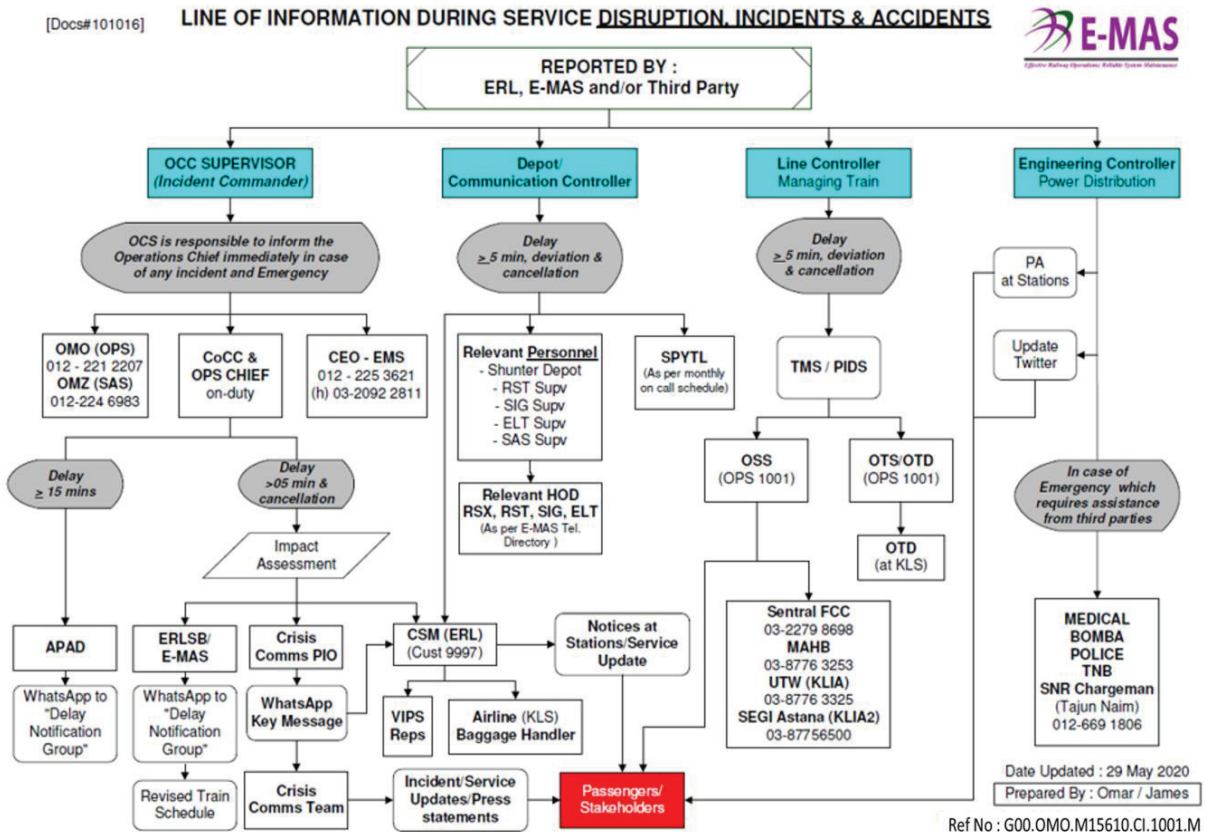
* Refer to the latest version

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4.4   Line of Information for CSM During Service Disruption, Incident and Accident
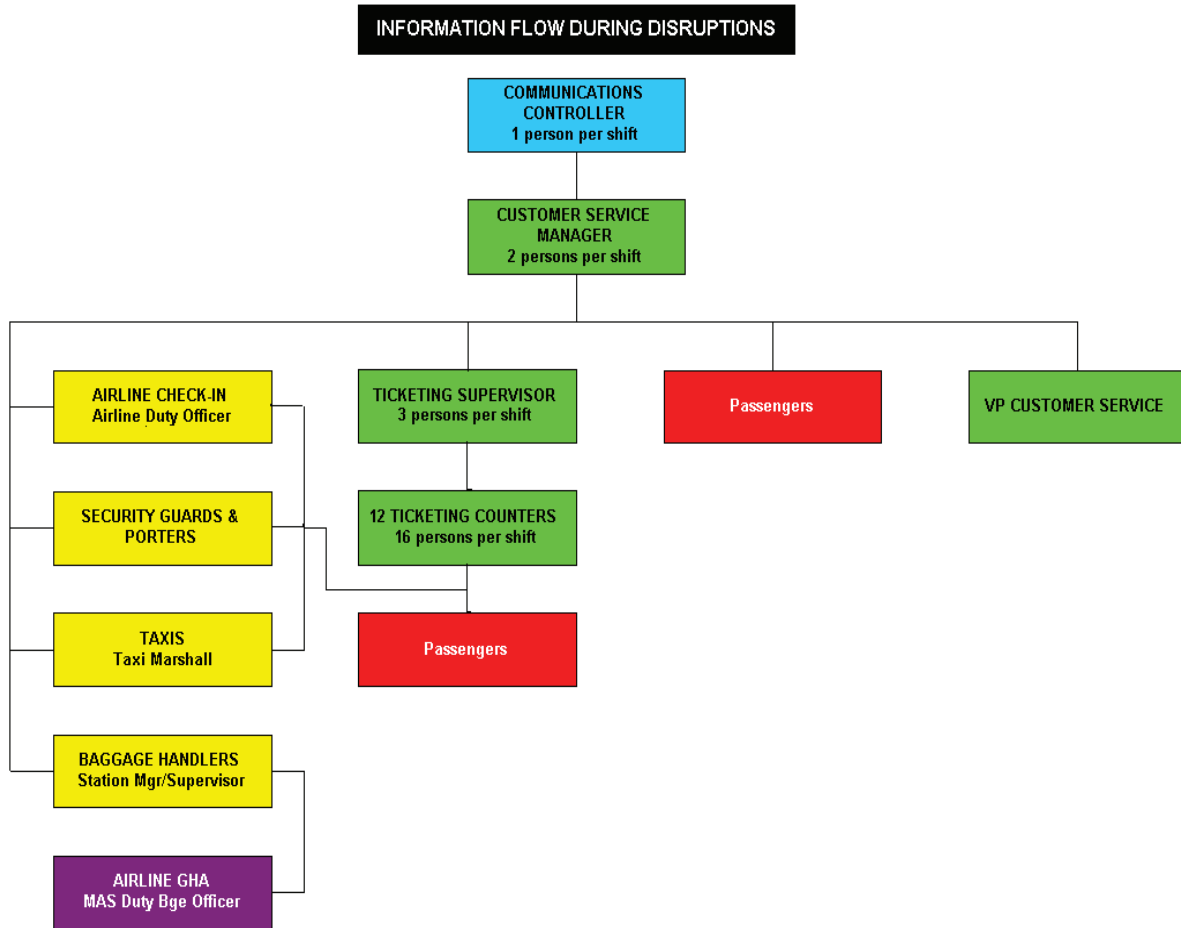
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5   Annexes: Sample of Announcement

All manual announcements shall start with "Minta Perhatian" and end with "Terima Kasih" for the Bahasa Malaysia version & followed by "Your Attention, Please and end with Thank you for the English version.

5.1   Announcement by OTD During Service Disruption, Incident and Accident

5.1.1   Initial Pre-recorded Announcement On-board Train

Pre-recorded announcement to be selected by the OTD. In case of pre-recorded announcement malfunction, OTD to make manual announcement.

Perkhidmatan tren ini mengalami sedikit kelewatan. Sila tunggu di dalam tren untuk pengumuman selanjutnya. Segala kesulitan amatlah dikesali.

This train service will be slightly delayed. Please remain onboard for further update. Any inconvenience is regretted.

Note: Announcement to be made at 5 mins interval.

5.2   Announcement by OTD During Evacuation of Passengers On-board Train

Announcement to be done manual by the OTD on board train after receiving information from OCC to perform train-to-train evacuation.

Perkhidmatan tren ini masih tergendala. Kami sedang berusaha untuk memindahkan semua penumpang ke tren lain untuk membolehkan anda meneruskan perjalanan. Sila tunggu arahan selanjutnya. Kami memohon maaf atas segala kesulitan dan kerjasama anda amatlah dihargai.

This train service is still disrupted. We are making arrangement to transfer you to another train for your onward journey. Please wait for further instructions. We apologize for the inconveniences caused.

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When the train is ready for detraining, the passengers shall receive the following information/ Sewaktu tren bantuan tiba di landasan bersebelahan dan sebelum perpindahan penumpang.

Proses pemindahan penumpang akan dibuat sebentar lagi. Untuk tujuan keselamatan, sila bertenang dan patuhi arahan yang diberikan oleh pegawai bertugas.

We are now ready to transfer you to another train. For safety reasons, please stay calm and follow instructions given by our duty officer.

5.3   Announcement by OTD When Train has to Return Back

Announcement to be done manual by the OTD on board train in case of train has to return back to terminal station or nearest station due to line blockage or journey time is long upon instructed by the OCC.

Tren ini tidak dapat meneruskan perjalanan dan akan kembali ke {stesen….}. Sila rujuk kepada pegawai kami yang bertugas untuk maklumat lanjut.

This train is not able to proceed further and has to return to {station…}. Upon arrival in {station….} kindly refer to our officer on duty for further information.

5.4   Announcement by OTD When Ekspres Service Train Stop at Intermediate Station

Announcement to be done manually by the OTD on board train in case of Ekspres service train accidentally stop at intermediate station and passengers boarded the train.

If train still at platform

Penumpang yang baru sahaja menaiki tren ini, diminta untuk keluar semula kerana tren ini tidak akan berhenti di stesen perantaraan berikutnya.

Passengers who have just boarded this train are required to alight from this train as it will not be stopping at the next intermediate station.

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Train departed after stopping

Bagi penumpang yang baru menaiki tren ini, harap maklum tren ini tidak akan berhenti di stesen pengantara berikutnya. Anda diminta untuk merujuk kepada pegawai kami yang bertugas untuk bantuan setelah tiba di stesen terakhir.

For passengers who have just boarded this train, please be informed that this train will not be stopping at the next intermediate station. Upon arrival at the last station, kindly refer to our officer on duty for assistance.

5.5 Announcement by OTD When Ekspres Service Train Routed to Departure Platform KLS

Announcement to be done manually by the OTD after receive instruction from OCC.

Tren ini tidak akan berhenti di platform ketibaan yang biasa untuk menurunkan penumpang. Sila rujuk kepada pegawai yang bertugas untuk arahan dan bantuan. Segala kesulitan amat dikesali.

This train will not stop at the usual arrival platform for passengers to disembark. Please refer to the staff on duty for direction and assistance. Any inconvenience is regretted.

5.6 Announcement by OSS at Platform

5.6.1 During Detraining of Passengers from Incoming Train

Announcement to be done manually by the OSS before arrival of the rescue train or affected train.

Tren yang akan tiba sebentar lagi tidak akan meneruskan perkhidmatan. Anda diminta agar tidak menaiki tren tersebut. Segala kesulitan amatlah dikesali."

The next arriving train is not in service. Please do not board the train. Any inconvenience is regretted."

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5.6.2 Service Disruption Update

Announcement to be done manually by the OSS after receiving information from the OCC:

Perkhidmatan tren dijangka akan disambung semula dalam masa {….} minit/jam. Sila berhubung dengan pegawai di kaunter tiket untuk sebarang pertanyaan. Segala kesulitan amatlah dikesali.

The train service will resume in {……} minutes/hours. If you have any enquiries, kindly proceed to our Ticket Counter. Any inconvenience is regretted.

5.6.3 Resume of Normal Service

Announcement to be done manually by the OSS at platform upon receiving information from the OCC:

Perkhidmatan tren akan beroperasi semula dalam masa……minit. Anda dinasihatkan agar menaiki tren yang berada di platform sekarang.

Normal train service will resume in ……minutes. All passengers are advised to board the train at the platform immediately.