

#139741

ERL MAINTENANCE SUPPORT SDN BHD

(Company No. 498574-T)



Effective Railway Operations; Reliable System Maintenance

**SAFETY & SECURITY
DEPARTMENT**

**DUTIES OF SECURITY GUARDS
PROCEDURE**




Ref. No. G00.OMZ.M15400.CA.0003.E

ERL Maintenance Support Sdn Bhd

(Company No. 498574-T)

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Release

Released:	Thomas Baake	Chief Executive Officer	24/07/18	Th. Baake
Checked:	David Thiagaraja	Quality, Environment & Documentation	23/07/18	
Checked:	Sukhbir Singh	Safety & Security	23/07/18	
Author:	Noor Faisal / Azrin Lazim	Safety & Security	18/07/18	
	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

E	18-Jul-18	Revision of Clause 3, 4.1.2, 4.2.1, 4.2.2, 4.2.4, 4.2.5, 4.3, 4.3, 4.3.1, 4.7, 5 and additional Appendices.	Noor Faisal / Azrin Lazim
D	12.08.05	Amendment of Sec. 2 & Sec. 3.	Abdul Rahim
C	24.11.03	Amendment of Patrolling & Procedure Title	Noor Faisal
B	13.05.02	Implementation of input by ERLSB	Reinke
A	14.04.02	Administration of Security according to Agreement between ERLSB and Securicor dated 01.04.2002	Reinke
Revision	Date	Modification	Name

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Planning Of Changes Reference For Revision: G00.OMZ.M15400.CA.0003.*					
Issues To Consider	Checked <i>(Please mark X)</i>				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		
4) Allocation or relocation of responsibilities and authorities required?	YES	X	NO		

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1 Purpose

The purpose of this procedure is to describe the duties of the security guards contracted and deployed within the ERLSB premises.

2 Scope

This procedure applies to the third party security personnel engaged in the KRU, at the stations/terminals and along the track perimeters. The third party security personnel's shall include:-

- Security Manager (Third Party Management)
- Security Officers / Supervisors
- Security Guards

This procedure is accessible in EDMS and E-MAS portal¹; a hardcopy will be handed over to the appointed third party security contractors for reference.

3 Definition / Abbreviation

Terms	Description
ERLSB	Express Rail link Sdn Bhd (375839 – H)
E-MAS	ERL Maintenance Support Sdn Bhd (498574 – T)
EDMS	Electronic Documentation Management System
SAS	E-MAS Safety & Security Department
OSS	E-MAS Station Supervisor
CSM	ERLSB Customer Service Managers inclusive Ticketing Officer
Accident	An unplanned or uncontrolled event giving rise to death, ill health, injury or damage to property
Incident	An unplanned, uncontrolled event, which under different circumstances could have resulted in an accident
KRU	Kompleks Rel Udara, Salak Tinggi – depot and management center including buildings and facilities for administration and maintenance, workshops, plants, stabling and open yard.
ERLSB premises	Means all buildings and facilities for the KLIA Ekspres & KLIA Transit services including stations at KL Sentral Terminal, KLIA and KLIA 2, intermediate stations, tracks perimeters and KRU.

¹: E-MAS internal portal (http://express50/e-mas_portal/SAS%20PROCEDURES.html)

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4 Procedure

4.1 Reporting

4.1.1 Security guards at KRU

The security guards at KRU report to the SAS Supervisor.

4.1.2 Security guards at the Stations and Terminals

Generally, all security personnel shall report to the SAS Supervisors on duty.

The security guards deployed at station which manned the Ticket Offices and Automated Collection Gates (ACG) shall adhere the instructions received from the CSM and/or OSS on duty.

The CSM, OSS and the SAS liaise in order to keep each other informed.

4.1.3 Security guards at Lineside Track

The security guards deployed at lineside along the mainline shall report to the SAS Supervisor.

4.2 Security Guard Duties at the Kompleks Rel Udara (KRU)

4.2.1 Control area

Two security guards are permanently deployed at KRU. They are based at the guardhouse and their duty is to control access to and exit from KRU.

During the times specified, one of the security guards has the duty to: -

- i. Patrol the KRU area.
- ii. Clock the punch card located at the designated location.
- iii. Update the logbook.

4.2.2 Entry of ERLSB, E-MAS and other authorized personnel to KRU

- The gate must be kept closed and shall be opened after the security check has been completed. If there is a queue of vehicles, the gate may remain opened, but one of the security personnel's must give the drivers a sign to stop.
- Check that the vehicles have a valid car sticker before allowing the vehicles to access the area.

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4.2.3 Cars without valid car sticker

- The gate must be kept closed and shall be opened after the security check and registration has been completed. If there is a queue of vehicles, the gate may remain opened, but one of the security personnel's must give the drivers a sign to stop.
- Register all cars without a valid car sticker in the guard's logbook register.
- Provide the drivers with the VISITOR FORM and advise them to return it when leaving the premise.
- Advise drivers that they must park their cars at the parking lots provided near the Administration Building.
- Inform drivers that the speed limit within the KRU is 30 km/h.

4.2.4 Access of Visitors, Contractors & Supplier

- Check with the visitor, contractor & supplier who they wish to see.
- Confirm with the person to be visited.
- Fill in the guard's logbook register.
- Provide the Visitor Form.
- Advise Visitors/Contractors to read the Security Instructions on the Visitor Form and to acknowledge by signing.
- Remind the visitor/contractor/supplier to get the acknowledgement the person they meet in the Visitor Form.

4.2.5 Leaving KRU

- Identify staffs, visitors, contractors and suppliers.
- Check the contents of the vehicle including trunk/boot.
- Collect and ensure that the Visitor Form is signed before allowing the vehicle to leave the area.

4.2.6 Patrolling KRU

- One guard shall patrol KRU at the specified times.
- Check that persons met within KRU display a valid identification pass.
- Report any persons unable to identify themselves as staff, visitors, contractors and suppliers to the SAS.

4.2.7 Nighttime and Weekends

- Visitors, contractors and suppliers are not allowed to access KRU except accompanied by staff or special arrangement/approval has been made.
- Contractor personnel must be in possession of a Contractors Identification Pass.

4.2.8 Accidents / Incidents

- All accident/incident must be reported immediately to OCC and subsequently submit the written report to SAS.

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4.3 Security Guards Duties at KLIA & KLIA2

4.3.1 Control area

A control area is defined at KLIA and KLIA2 whereby two guards are assigned at the ERL platform at Automated Collection Gates (ACG) sections.

4.3.2 Automated Collection Gates (ACG)

- Advise passengers on departing or arriving trains.
- Collect found items and hand over to the CSM.
- Advise passengers stand clear of the yellow line.
- Assist CSM personnel in crowd control.
- Assist CSM personnel whenever asked to do so.
- Intervene in cases of vandalism in his control area.
- Look out for suspicious persons loitering at the Ticket Office and TVM.
- Ensure that unauthorized persons do not enter the Baggage Handling Area.
- Ensure that unauthorized persons do not stay in the disserved area at the end of the platforms.

4.4 Security Guards Duties at KLS

4.4.1 Control areas

Control areas at KLS are:

1. Departure & Arrival Forecourt (Drop-off zone)
2. Departure Check-in section
3. Departure ACG
4. Departure Retail Areas
5. Arrival ACG
6. Arrival Retail Areas
7. Transit ACG

4.4.2 Departure & Arrival Forecourt (Drop-off zone)

- Control traffic on the forecourt and keep clear from unauthorized parking.
- Control the traffic movement in/out of the area to ensure smooth traffic flow.
- Control the designated parking space for taxis, hotels shuttle and limousine.
- Direct delivery vehicles to the designated areas.

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4.4.3 Departure & Arrival ACG

- Supervise the Express ticket barriers.
- Supervise the exit ticket barriers.
- Prohibit unauthorized persons from entering through the exit gates.
- Assist CSM personnel in crowd control.
- Advise passengers on departing and arriving trains.
- Ensure staff including contractors' staff display their identity pass.
- Assist CSM personnel whenever asked to do so.
- Intervene in cases of vandalism in the assigned control area.
- Look out for suspicious persons loitering at the Ticket Offices and TVM.

4.4.4 Departure & Arrival Retail Areas

- Look out for suspicious persons loitering at the assigned control area.
- Intervene in cases of vandalism in the control area.
- Strive to ward off theft or robbery.

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4.4.5 Transit Automated Collection Gates (ACG)

- Supervise the Express and Transit ticket barriers respectively.
- Assist CSM personnel in crowd control.
- Advise passengers on departing trains.
- Ensure staff including contractors' staff display their identity pass.
- Assist CSM personnel whenever asked to do so.
- Intervene in cases of vandalism in the assigned control area.
- Look out for suspicious persons loitering at the Ticket Offices and TVMs.

4.5 Security Duties at the Intermediate Stations BTS, PJS and STS

4.5.1 Control areas

Control areas at BTS, PCS and STS are defined at Ticket Office and ACG.

4.5.2 Ticket Office / Ticket Barriers

- Supervise the ticket barriers.
- Advise passengers on departing trains.
- Ensure staff including contractors' staff display their identity pass.
- Assist CSM personnel or OSS on duty in crowd control.
- Assist CSM personnel whenever asked to do so.
- Intervene in cases of vandalism in the assigned control area.
- Look out for suspicious persons loitering at the Ticket Office and TVM.
- Prohibit access to the platforms to trespassers on the railway.

4.6 Security Duties along the Line

4.6.1 Control areas

The control sections for line guards will be identified according to the prevailing risk level.

4.6.2 Line Guard's Duties

- Patrol the assigned control section as specified by the SAS.
- Check for trespassers on or near the line.
- Check the integrity of the fencing including the emergency access gates.
- Intervene in cases of vandalism in the assigned control section.
- Strive to ward off trespassers on the railway and warn trespassers of the risk to their lives.
- Report any observations and occurrences to SAS.

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4.7 Working Guidelines


Guidelines for working at terminal and intermediate stations for security guards are available in appendices. Guidelines requirements will be briefed by SAS to the PIC.

5 Appendices

- Appendix 1 : Guidelines For Working at KL Sentral Terminal (G00.OMZ.M15400.CZ.1012.*)
- Appendix 2 : Guidelines For Working at Intermediate Stations (G00.OMZ.M15400.CZ.1013.*)
- Appendix 3 : Guidelines For Working at KA & KIA2 Terminals (G00.OMZ.M15400.CZ.1014.*)

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Appendix 1: Guidelines For Working at KL Sentral Terminal




East West Security Guards
Guidelines For Working At KL Sentral

Do's	Don't
1. Must be properly attired (uniform, shoe, identity card)	1. Not allowed to sleep while on duty
2. Physical appearances (tardiness, discipline)	2. Not allowed to eat at public area while on duty
3. Follow instruction from immediate Supervisor, ERLSB/E-MAS appointed representatives	3. Not allowed to play with IT gadget or hand phone while on duty
4. Responding to distress call	4. Not allowed to be rude to any passengers, staffs or contractors
5. Report to ticketing counter of any un-authorized entry (jumping gate)	5. Not allowed to smoke inside station.
6. Guard must not work exceeding 12hours (if exceed due to overtime, max 4hours allowed)	6. Off duty guard not allowed to mingle at other designated post
7. Patrol at retails area after passengers have cleared from ACG Arrival (only apply to guard standby at Express Arrival)	7. Not allowed to leave assign post before replacement staff arrives
8. Direct passengers to ticketing counter in case there is a ticketing problem	9. Not allowed to physically handle passenger or any member of the public

Name: _____ Passport/ID: _____
Signature: _____ Date: _____

Prepared by: Noor Hisyam
Reference no.: G00.OMZ.M15400.CZ.1013.A



East West Security Guards
Garis Panduan Berkerja Di KL Sentral

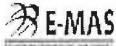
Boleh	Tidak Boleh
1. Mesti berpakaian kemas (uniform, kasut, kad pengenalan).	1. Tidak dibenarkan tidur semasa bertugas.
2. Penampilan fizikal (kekemasan, disiplin).	2. Tidak dibenarkan makan di tempat awam semasa bertugas
3. Mengikut arahan daripada penyelia, wakil yang dilantik oleh ERLSB/E-MAS.	3. Tidak dibenarkan bermain gajet IT atau telefon bimbit semasa bertugas.
4. Menjawab panggilan kecemasan	4. Tidak dibenarkan berkelakuan kasar kepada penumpang, staf atau kontraktor.
5. Melaporkan sebarang kemasukan yang tidak dibenarkan ke kaunter tiket.	5. Tidak dibenarkan untuk merokok di dalam stesen.
6. Pengawal mestilah berkerja tidak lebih dari 12 jam (jika melebihi disebabkan kerja lebih masa, maksimum hanya 4 jam yang dibenarkan).	6. Pengawal yang tidak bertugas tidak dibenarkan untuk berada di pos lain yang telah ditetapkan.
7. Membuat rondaan di kawasan perniagaan setelah penumpang keluar dari 'ACG Arrival' (bagi pengawal bertugas di 'Express Arrival')	7. Tidak dibenarkan untuk meninggalkan pos yang telah ditetapkan sehingga staf gantian tiba.
8. Mengarah penumpang ke kaunter tiket jika penumpang mengalami sebarang masalah berkenaan tiket	9. Tidak dibenarkan untuk mengendali secara fizikal terhadap mana-mana penumpang atau orang awam

Nama: _____ Passport/ID: _____
Tandatangan: _____ Tarikh: _____

Prepared by: Noor Hisyam
Reference no.: G00.OMZ.M15400.CZ.1013.A

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Appendix 2: Guidelines For Working at Intermediate Stations



SEBIRD Security Guards


Guidelines For Working At Intermediate Stations

Do's	Don't
1. Must be properly attired (uniform, shoe, identity card)	1. Not allowed to sleep while on duty
2. Physical appearances (tardiness, discipline)	2. Not allowed to eat at public area while on duty
3. Follow instruction from Immediate Supervisor, ERLSB/E-MAS appointed representatives	3. Not allowed to play with IT gadget or hand phone while on duty
4. Responding to distress call	4. Not allowed to be rude to any passengers, staffs or contractors
5. Report to ticketing counter of any un-authorized entry (jumping gate)	5. Not allowed to smoke inside station.
6. Guard must not work exceeding 12hours [if exceed due to overtime, max 4hours allowed]	6. Off duty guard not allowed to mingle at other designated post
7. Patrol at retail area after passengers have cleared from ACC	7. Not allowed to leave assign post before replacement staff arrives
8. Direct passengers to ticketing counter in case there is a ticketing problem	9. Not allowed to physically handle passenger or any member of the public

Name: _____ Passport/ID: _____

Signature: _____ Date: _____

Prepared by: Noor Hisyam
Reference no.: G00.OMZ.M15400.CZ.1012.A



SEBIRD Security Guards

Garis Panduan Berkerja Di Stesen Pertengahan

Boleh	Tidak Boleh
1. Mesti berpakaian kemas (uniform, kasut, kad pengenalan)	1. Tidak dibenarkan tidur semasa bertugas.
2. Penampilan fizikal (kekemasan, disiplin)	2. Tidak dibenarkan makan di tempat awam semasa bertugas
3. Mengikut arahan daripada penyelia, wakil yang dilantik oleh ERLSB/E-MAS.	3. Tidak dibenarkan bermain gajet IT atau telefon bimbit semasa bertugas.
4. Menjawab panggilan kecemasan	4. Tidak dibenarkan berkelakuan kasar kepada penumpang, staf atau kontraktor.
5. Melaporkan sebarang kemasukan yang tidak dibenarkan kepada kaunter tiket	5. Tidak dibenarkan untuk merokok di dalam stesen.
6. Pengawal mestilah berkerja tidak lebih dari 12 jam (jika melebihi disebabkan kerja lebih masa, maksimum hanya 4 jam yang dibenarkan).	6. Pengawal yang tidak bertugas tidak dibenarkan untuk berada di pos lain yang telah ditetapkan.
7. Mengarah penumpang ke kaunter tiket jika penumpang mengalami sebarang masalah berkenaan tiket	7. Tidak dibenarkan untuk meninggalkan pos yang telah ditetapkan sehingga staf gantian tiba.
8. -	9. Tidak dibenarkan untuk mengendali secara fizikal terhadap mana-mana penumpang atau orang awam


Name: _____ Passport/ID: _____

Tandatangan: _____ Tarikh: _____

Prepared by: Noor Hisyam
Reference no.: G00.OMZ.M15400.CZ.1012.A

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Appendix 3: Guidelines For Working at KLIA & KLIA2 Terminals



SEBIRO Security Guards


Guidelines For Working At KLIA / KLIA2

Do's	Don't
1. Must be properly attired (uniform, shoe, identity card)	1. Not allowed to sleep while on duty
2. Physical appearances (tardiness, discipline)	2. Not allowed to eat at public area while on duty
3. Follow instruction from Immediate Supervisor, ERLSB/E-MAS appointed representatives	3. Not allowed to play with IT gadget or hand phone while on duty
4. Responding to distress call	4. Not allowed to be rude to any passengers, staffs or contractors
5. Report to ticketing counter of any un-authorized entry (jumping gate)	5. Not allowed to smoke inside station.
6. Guard must not work exceeding 12hours (if exceed due to overtime, max 4hours allowed)	6. Off duty guard not allowed to mingle at other designated post.
7. Patrol at retail area after passengers have cleared from ACG	7. Not allowed to leave assign post before replacement staff arrives
8. Direct passengers to ticketing counter in case there is a ticketing problem	9. Not allowed to physically handle passenger or any member of the public

Name: _____ Passport/ID: _____

Signature: _____ Date: _____

Prepared by: Noor Hisyam
Reference no.: G00.OMZ.M15400.CZ.1014.A



SEBIRO Security Guards

Garis Panduan Berkerja Di KLIA / KLIA2

Boleh	Tidak Boleh
1. Mesti berpakaian kemas (uniform, kasut, kad pengenalan)	1. Tidak dibenarkan tidur semasa bertugas.
2. Penampilan fizikal (kekemasan, disiplin)	2. Tidak dibenarkan makan di tempat awam semasa bertugas
3. Mengikut arahan daripada penyelia, wakil yang dilantik oleh ERLSB/E-MAS.	3. Tidak dibenarkan bermain gajet IT atau telefon bimbit semasa bertugas.
4. Menjawab panggilan kecemasan	4. Tidak dibenarkan berkelakuan kasar kepada penumpang, staf atau kontraktor.
5. Melaporkan sebarang kemasukan yang tidak dibenarkan kepada kaunter tiket.	5. Tidak dibenarkan untuk merokok di dalam stesen.
6. Pengawal mestilah berkerja tidak lebih dari 12 jam (jika melebihi disebabkan kerja lebih masa, maksimum hanya 4 jam yang dibenarkan).	6. Pengawal yang tidak bertugas tidak dibenarkan untuk berada di pos lain yang telah ditetapkan.
7. Mengarah penumpang ke kaunter tiket jika penumpang mengalami sebarang masalah berkenaan tiket	7. Tidak dibenarkan untuk meninggalkan pos yang telah ditetapkan sehingga staf gantian tiba.
8. -	9. Tidak dibenarkan untuk mengendali secara fizikal terhadap mana-mana penumpang atau orang awam

Name: _____ Passport/ID: _____

Tandatangan: _____ Tarikh: _____

Prepared by: Noor Hisyam
Reference no.: G00.OMZ.M15400.CZ.1014.A