

**Local Operating Agreement**

**Between the Parties Listed below**

**London Underground Limited  
MTR - Elizabeth Line**

**At the following Elizabeth line served LU Stations:**

**Whitechapel  
Farringdon  
Liverpool Street (Moorgate LU)  
Tottenham Court Road  
Bond Street**

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## 1 General Section

### 1.1 Introduction and Purpose

The 5 LU stations within the Central Operating Section of the Elizabeth line represent a major interchange for Railway customers. Offering commuter links to and from Reading & Heathrow in the West and Shenfield & Abbey Wood in the East.

The combination of Operators requires this document to outline effective safe working practices for day to day operation of the stations. The purpose of these arrangements is to provide MTR-EL & LU with a framework within which to operate the Stations.

This document is not intended to be a contractual document, nor is it legally binding. It provides guidance to MTR-EL & LU and outlines day to day working practices.

It is the responsibility of the staff of both companies, who are signatories of these arrangements, to uphold them and to commit staff resources to it as necessary as per section 13 of the LU Safety Certificate: **co-ordinated working**.

The custodians of this document are the appropriate Area Managers. MTR-EL will be consulted on any proposed changes

The LU Area Managers, will determine whether the document needs to be updated, in consultation with their MTR-EL counterpart. The document will be reviewed at least annually or:

- After an event, major accident or major incident
- Prior to a significant organisational change
- Prior to a significant change in train or station service
- In preparation for a planned event

### 1.2 General Principles

- The primary aim of all parties operating a service from these stations is to encourage a close working relationship providing the best possible customer experience seamless in its execution.
- Each Company will provide suitably trained, familiarised and competent staff, sufficient in number, to deal with day to day operations and meet their own organisational arrangements.
- Each Company will determine their appropriate staffing level to provide best customer service.
- In the event of an incident, LU shall safely control the station and ensure customer safety under normal, degraded and emergency conditions. Both LU and MTR-EL shall provide a first line response to their railway or asset-based incidents that relate to the running of the railway.
- Both MTR-EL and LU Station Managers shall ensure effective staff and customer communication. LU shall ensure safe operation of the station.
- LU shall provide joint facilities which shall be shared by both parties.
- Where an incident occurs; sharing of reports shall occur at the regular meetings or post incident is necessary.

- Any incident on or about the station shall be reported immediately to the LU CSS / CSM
- **MTR – EL Operational Arrangements** MTR-EL hold responsibility for Customer service, information provision and are the first responder to any incidents at Elizabeth Line platform level and shall advise the Station Operations Room (SOR) of any incidents. MTR-EL shall provide sufficient real time information on service levels or issues between Control Rooms for dissemination as appropriate.
- In the event of an evacuation, MTR-EL staff shall, once they have left their area of work (encouraging customers to exit the station with them) attend the SAP for the roll call and then assist at a station entrance
- As part of their familiarisation, MTR-EL staff shall be advised (scenario dependent) which direction to evacuate the platforms in order to support the LU evacuation strategy in the CCEP.
- **LU Operational Arrangements** LU are responsible for the day to day management of stations as per the LU Rule Book and station evacuations as outlined in the CCEP. MTR-EL staff working on the station shall not form part of LU minimum numbers, but can assist in non-safety critical elements of an evacuation. LU are also responsible for incident management on and about the station this includes MTR-EL customers evacuated from the track to platform.
- Elizabeth Line train service and trackside incidents will be managed by MTR-EL and RfLI.
- All Access arrangements via the LU Station will be managed by LU.

### 1.3 Control & Circulation of this Document

This is a controlled document. Issue and control is managed by the LU Area Managers.

A copy of this document shall be kept in the LU SOR, MTR-EL SOR at Paddington, with the MTR-EL Duty Head of Control and the RfLI Service & Infrastructure Manager at the RCC.

Each company should undertake to brief all relevant employees and contractors working at Stations on the document contents and undertake refresher briefings if required.

This document should be referenced at staff familiarisations.

In the event that a new concessionaire is appointed, if for any reason the new concessionaire wishes to revise this document, it must be done in consultation with and with the agreement of all other Operators.

Review of this document shall be held on a yearly basis as a minimum requirement. This review shall be undertaken by the appropriate Area Managers from both Operators.

### 1.4 Areas of Responsibility/Landlordship

LU maintains responsibility for the entire station complex as the Safety Certificate holder and Infrastructure Manager

The Elizabeth Line Platform Screen Doors and beyond, remain the responsibility of MTR-EL / RfLI.

Responsibility for customers on and about the station falls to the Station Landlord (the LU Area Manager).

### **1.5 Timetable**

TfL S&ND share timetable changes between Train Operating Companies.

At a local level: an agenda item will also feature on the regular meetings to ensure effective staff and customer communication and safe operation of the station when timetable changes are planned (During both seasonal working and planned engineering work).

### **1.6 Contractors & Visitors**

Each Operator shall ensure that their contractors are aware of the other operator's infrastructure processes as detailed in the LU access procedures. All contractors shall sign in and out with the LU CSS/CSM.

### **1.7 Contractors working within London Underground Areas**

All contractors working or accessing infrastructure (including track) within the London Underground areas of operation are required to comply with LU access arrangements. All contractors shall be in possession of a Sentinel card.

Movement of plant and material by any Operator or contractor through London Underground areas are required to submit an appropriate method statement outlining scope of works and protection of London Underground assets and an approved movements licence in the event that lifts / or escalators will be utilised. This includes contractors accessing RfLI infrastructure via an LU station.

### **1.8 Contractors working within RfLI Areas of Operation**

All contractors working or accessing infrastructure (including track) within the RfLI areas of operation are required to have valid access permit from RfLI. They will be required to sign in and out with the LU SOR and receive a site-specific safety briefing. RfLI methods, regulations, documentation requirements and control of works shall apply within these areas.

## **2 Customer Service Role**

### **2.1 Customers Requiring Assistance**

All Operators share responsibility for those customers that require assistance.

The LU 'Turn Up & Go' process shall be adopted, and the sending station shall call the receiving station to inform them a customer is on route.

Handover from one operator to another shall be communicated in good time so as not to delay any customer or remove staff from their areas of or work for extended periods. Wherever practicable, MTR-EL shall assist alighting customers, who will be collected by LU staff at a mutually agreed location for onward travel. The aim being to provide the customer with a seamless experience. Customers transferring from LU services shall be assisted by LU staff to the Elizabeth Line platform (and train if necessary).

### **2.2 Passenger Ill on Train**

LU & MTR-EL staff will receive PIOT coaching based on TfL principles. All staff should consider the appropriate response to managing a PIOT that reduces the risk to all customers including those held in tunnels behind an incident train. MTR-EL staff are considered the first responder to on train incidents involving a PIOT on Elizabeth Line services. The driver is also available to assist if necessary. However, the aim is for all parties to work collaboratively to remove casualties from the train in an expedient manner and to allow trains to depart without delay.

### **2.3 Security Checks**

LU, as the safety certificate holder, shall undertake security checks for the entire complex. MTR-EL staff shall always be vigilant, observing WHAT and HOT procedures and reporting any concerns to the SOR.

### **2.4 First Aid**

MTR-EL station staff will have first aid knowledge sufficient to ensure that an appropriate response is made. These staff shall be conversant with the need to provide expedient assistance and shall apply the PIOT process where appropriate

LU shall always have on duty, someone appointed to take charge of first aid requirements and shall assist with casualty management as appropriate. Management of casualties on the station is the responsibility of LU.

### **2.5 Customer info: handheld devices/apps**

Each operating company shall provide its staff with handheld devices or similar.

MTR-EL Apps can only be downloaded onto an MTR-EL device, however the LU Control Room will have access to the appropriate train information and train service tracker

### **2.6 Service Perturbation**

If either Train Operating Company providing a service at the Stations is unable to provide said services due to exceptional situations – industrial action etc; the LU Area Managers, MTR-EL, RFLI and any other impacted Operators must be advised as early as practicable and representatives from all parties will meet and arrange temporary customer service provisions throughout the affected stations.

In order for the stations to continue to run effectively: effective communication

between all parties at the Stations will occur to ensure effective provision of customer information. LU & MTR-EL staff shall share third party information as required.

It is the responsibility of all Operators to provide any relevant Customer Information to the LU SOR for dissemination.

Each organisation will communicate with all Operators throughout the station ensuring accurate Real Time Information regarding services, is available throughout the location.

## **2.7 Lost Property**

Any items of lost property found on the stations shall be dealt with via the normal TfL process (except where specified in a station specific Appendix to this agreement). A log shall be kept within the LU SOR recording all items. This shall be made available to other Operators in order to facilitate customer enquiries.

As it is a TfL railway - any items of lost property found on MTR-EL trains and handed to LU staff shall be dealt with in the same way as those found on LU trains or the station.

Items dropped on the RfLI track shall be reported to the RCC by the LU SOR and the customer given the TfL Customer Services telephone number.



### 3 Staff Management

#### 3.1 Managing breaks/Rosters

MTR-EL final rosters will be issued in advance and shared locally for dissemination. This will include meal break coverage. Platform allocation will be managed by MTR-EL.

#### 3.2 Non reporting for duty

Any issues regarding non reporting for duty by MTR-EL staff shall be communicated by the LU CSM to the MTR-EL Station Control Room Operator at Paddington. As the Elizabeth Line is Driver Only Operated – no platform closures shall be required. If MTR-EL staff are to leave the platform unstaffed they shall inform the SOR on departure and return.

Elizabeth line platforms may, on occasion, be unstaffed if there is no MTR-EL employee present at the station.

#### 3.3 Equipment issuing/signing in

As part of the station evacuation procedure and in the event of emergencies, station visitor and evacuation registers play an integral part in the accountability and safety of staff members and visitors. All parties agree to sign in with the CSM/CSS to ensure an accurate record of all employees working at the stations at any one time.

When staff book on (LU or MTR-EL) they shall be advised by the LU CSS/CSM of any operational or Health & Safety issues they need to be aware of. The LU CSM shall advise the Paddington Duty Customer Experience Manager (DCEM) of any noteworthy operational or Health & Safety issues that will impact MTR-EL staff.

The LU CSM/CSS shall provide MTR-EL staff with an LU Connect radio, appropriate station key bunch and a RPA, in order for them to undertake their duties effectively.

LU & MTR-EL staff shall be able to communicate via the Connect Radio system

#### 3.4 Drugs & Alcohol

*Post incident testing:* The LU CSM/CSS would notify Paddington Duty Customer Experience Manager who will contact the on-call manager who will meet the MTR-EL member of staff and escort them to an appropriate location for testing to take place.

*For cause testing:* The LU CSM/CSS would notify Paddington Duty Customer Experience Manager who will contact the on-call manager who will meet the MTR-EL member of staff and escort them to an appropriate location for testing to take place.

*Random testing:* If a member of MTR-EL staff is required for a random Drugs & Alcohol test then a spare member of MTR-EL staff should be sent to release the member of staff required so they can travel to Paddington Elizabeth line station for testing.

*LU testing:* For testing of LU staff, LU Drugs & Alcohol Policy applies

MTR staff are not be subject to LU random testing.

### **3.5 Returning to duty**

MTR-EL return to work interviews will be undertaken by an MTR-EL manager as soon as practicable.

The first part of a returning MTR-EL staffs shift will be covered by a spare MTR-EL member of staff so that the returning member of staff can have a return to work interview carried out at Paddington by a Duty Customer Experience Manager (DCEM).

### **3.6 Complaints**

Local issues concerning day-to-day operations shall be resolved directly with the appropriate representative of the Train Operating Company concerned. If this cannot be done satisfactorily, the National Rail Agreements Team will assist on request

Larger issues concerning the interface with National Rail shall be referred directly to the National Rail Agreements Team.

Each Operator shall be responsible for the performance of its own employees / contractors. In the event that an Operator has a safety issue with another Operators employee / contractors on the grounds of their conduct, this should be raised through the appropriate line managers.

Should any Operator's employee / contractor wish to make a complaint concerning another Operator's employee / contractor, then this should be brought to the attention of the relevant employing manager of the staff member with the complaint. The employing manager will then liaise with their counterpart in order to resolve the situation. If necessary, any mediation should be sought via the interface meetings.

## **4 Asset checks/failures**

### **4.1 Platform Screen Door Check**

LU will make a visual check of the Platform Screen Doors as part of the station opening checks (e.g.: open doors, broken glass).

MTR-EL staff shall monitor the PSD and status throughout the traffic day.

Faults shall be reported via the MTR-EL Customer Experience Controller.

### **4.2 Platform Screen Door failure**

LU staff will not manage Platform Screen Doors failures. This shall be undertaken by MTR-EL / RfLI staff

If Platform Screen Door faults are noted by MTR-EL that affect the train service a fault shall be raised - and the LU SOR shall be notified at the earliest opportunity for onward communication to other staff and customers.

If the fault is noted by LU this shall be communicated to MTR-EL staff, the RCC and staff / customers.

MTR-EL staff shall use their handheld devices to report faults.

### **4.3 Platform Screen Door operation**

The operation of Platform Screen Doors is fully automated. Any intervention shall be undertaken by the driver or suitably qualified MTR-EL / RfLI employees. LU Staff will not undertake any intervention.

### **4.4 Fault reporting**

Cleaning shall be managed under LU contract up to (and including) the Platform Screen Doors.

Superficial damage to the Platform Screen Doors can be reported by MTR-EL staff on their handheld devices. Any other faults should be reported to the LU CSS/CSM for onward communication to the LU FRC of the RCC/DCEM

All LU faults shall be reported directly to the appropriate Fault Report Centre and staff advised accordingly.

### **4.5 CCTV**

The LU Station Operations Room has views of all areas of the station inclusive of the Elizabeth Line platforms.

London Underground shall manage and monitor all CCTV within LU areas of operation (this includes the Elizabeth Line Platforms).

Romford Control Centre also has views of the Elizabeth Line Platforms

LU CCTV faults shall be reported via the APCC.

Operational requests to view LU digital images must be made via the appropriate LU Area Manager. In the event that copies of digital images are required – requests should be made via the LU Area Manager, specifying the date, time, location (station and where exactly in the station) and any other related information that will assist the

data export engineer in locating what is required within the system's hard drive. The purpose of the request for CCTV download must also be specified.

In the event that a member of the public requests a copy of their CCTV data – they should be advised to complete a Subject Access Request either via the TfL website at: <https://tfl.gov.uk/corporate/privacy-and-cookies/access-your-data>

Or by emailing [DPO@tfl.gov.uk](mailto:DPO@tfl.gov.uk)

#### **4.6 Emergency access for maintenance of signals**

Outside of station opening hours, access to the LU stations can only be obtained by complying with LU access arrangements. Access to RfLI infrastructure can only be obtained by application.

RFLI signal technicians do not need to sign in with the CSS/CSM when responding to emergency failures.

During engineering hours, access to the station shall normally be via the ticket hall closest to the CSM's office / SOR. Access via alternative ticket halls will only be via prior arrangement with the LU Area Manager and with the provision of pre agreed security restrictions in place.

#### **4.7 Lifts, Escalators & Gatelines**

LU maintain a responsibility for managing lifts, escalators & gate lines to manage congestion into and out of all areas of the station.

MTR-EL staff shall not operate lifts or escalators at these locations.

## 5 Incident Management

All incidents should initially be reported to the LU SOR. Details will then be disseminated as appropriate to the SCC, LUCC, RCC

### 5.1 PTI

On Elizabeth Line platforms; MTR-EL shall manage PTI incidents with assistance from LU staff if necessary. This could be either the MTR-EL platform staff or train driver. Where formal incident management has been instituted the incident may be managed by RfLI IRM.

On platforms with LU services; LU shall remain wholly responsible for the response.

### 5.2 Incident Management

In times of a major incident or evacuation or heightened security, it has been agreed that staff from **ALL** operating companies working at the Stations shall wear Hi-visibility vests/tabards.

A copy of the Station Fire Plan shall be retained in the London Fire Brigade (LFB) boxes located at the Rendezvous point (RVP) at station entrances. LU SORs and the RCC shall also retain a copy.

The LU SOR Public Address System can override ALL other systems on the station. This facility is provided for Emergency situations **ONLY** and must only ever be used in this instance.

In the event of an Elizabeth Line detrainment; responsibility for detrainment from the train rests with RfLI and MTR-EL and responsibility for onward travel / evacuation falls to LU once customers have reached the platform.

### 5.3 Congestion Control/ Evacuation

It should be noted that emergency communication channels are clearly outlined within the Congestion Control Emergency Plan for each station. LU undertakes to brief all employees at the station on the content of this document and ensure that each employee has a clear understanding of all procedures. It is agreed that this document should be de-briefed where applicable and the use of briefings and questioning from time to time is recommended.

The Station Congestion Control Emergency Plans (CCEP) are required by law, LU shall lead the development and associated reviews with other rail operators as appropriate.

They are controlled documents and any amendments shall be the responsibility of the appropriate LU Area Manager or his/her appointed representative and the Emergency Planning Manager (EPM). Any revised CCEP shall be issued at least 14 days prior to implementation, except in extreme circumstances where immediate action is required. Where an amendment to the CCEP occurs, this will be notified to the MTR-EL Area Manager and all familiarised staff.

The Congestion Control Emergency Plan will be reviewed where:

- a) Any part of the station becomes unavailable for whatever reason and this unavailability impacts on the response to an incident or the Congestion & Control arrangements

- b) An incident occurs which may result in changes to the way that incidents are handled at that location or information relating to the local plan is changed (such as a phone number etc.);
- c) There is annual revalidation led by Emergency Planning department or Network wide change.

If either Train Operating Company feels a review may be necessary, then application may be made to the LU Area Managers or their appointed representative

Prior to an evacuation being instigated the LU CSS / CSM will communicate with all on site staff to reach a complete understanding of the required actions to be taken

LU will ALWAYS instruct the implementation of the evacuation.

In times of evacuation or large-scale emergency LU staff shall co-ordinate the operation of the complex and shall liaise with MTR-EL and all other parties to accomplish this.

Incidents involving MTR-EL services shall be communicated to the LU SOR immediately so that the necessary co-ordination of emergency services, RfLI & MTR-EL Personnel and Crowd Control can be arranged and implemented.

Evacuations and Emergency situations shall be managed from the LU SOR.

It should be noted that responsibilities for communications during an emergency are clearly outlined within the Congestion Control Emergency Plan for each station. All Operators must undertake to brief employees on the content of this document and ensure that each employee has a clear understanding of all procedures. It is agreed that this document should be de-briefed where applicable and the use of briefings and questioning from time to time is recommended.

#### **5.4 Customer Emergency Response**

As the IM boundary is at the Platform Screen Doors, MTR-EL or RfLI staff will respond to and reset any Passenger Emergency Alarms and assist customers requiring medical attention from the train.

LU will assist with any customers that require it as a result of a Passenger Emergency Alarm activation, once the customer is on station platform.

## **6 Command, Control & Communication**

Information sharing between the LUCC and RCC will take place as per an agreed protocol. LUCC will disseminate information to LU SCC's.

### **6.1 Command & Control**

A Command and Control structure will be provided for railway incidents and station incidents. For Elizabeth line railway incidents RfLI will institute formal incident management, where required, communicating with LUCC and LU Station Operations Rooms from RCC. Where there is a station incident at an LU station within the COS, which does not result in service perturbation to the Elizabeth line, LU will institute formal incident management where required and LUCC will advise RCC. The SOR will make all staff on the station aware.

### **6.2 Contact Channels/Numbers**

Detailed in [Table 1](#).

### **6.3 HOT / WHAT**

LU & MTR-EL staff will be briefed / coached on the same training package for HOT / WHAT and will have the same level of awareness. This will ensure that the response is uniform regardless of the first responder to any problem. All issues shall be reported to the LU SOR.

### **6.4 Response to other Security Events**

Arrangements for response to other Security Events (Bladed Weapon attacks, Active Shooter events or CBR attacks) are detailed within each station CCEP. These will be briefed to staff as part of the Familiarisation process, and rebriefed either as required as staff refresh their familiarisation, or in the event of a change to the processes or Security Status on that station.

### **6.5 H&S reporting channels**

All accidents and incidents at the Station shall be reported to and recorded by the LU CSM. If an ambulance is requested via LUCC the LU CSS will collate the details of the incident and complete an EIRF.

### **6.6 MTR-EL & RfLI Employees**

Any accident involving MTR-EL or RfLI employees or contractors, while working at the Stations; staff shall fill in the relevant accident documentation including an LU EIRF with the LU CSS.

For accidents involving a MTR-EL member of staff the LU CSS shall notify the MTR-EL Station Control Room Operator at Paddington, who will report this via the iSafety App and follow the duty of care procedure.

For accidents involving a RfLI member of staff the LU CSS shall notify the RCC SIM, who will report this via RfLI's process and follow the duty of care procedure.

Should MTR-EL or RfLI wish to inspect the areas concerned, this will be facilitated by the LU Area Manager.

### **6.7 Customer Incidents / Accidents**

Any customer incident or accident shall be recorded as per LU guidelines. **If LU is requested by any MTR-EL staff to call an ambulance or emergency services on their behalf the LU CSS/CSM MUST complete an EIRF which will be made**

**available to the MTR-EL DCEM.**

### **6.8 Safety Surveys and Inspections**

The appropriate LU Area Manager (or their representative) will undertake to conduct Planned General Inspections on a monthly basis. The LU Area Manager will share the findings of this inspection with MTR-EL (or RfLI, where applicable) for shared areas and areas that MTR-EL staff will be working in.

The LU CSS/CSM shall inspect all LU areas at least once per shift and record and advise the relevant parties of any items which may affect the safe operation of the station.

The LU CSS/CSM shall undertake a daily fire alarm test which will test both the station public address system and associated fire alarm.

Following an accident or incident involving MTR-EL (or RfLI) staff an inspection of the relevant area may be requested by the MTR-EL station manager (or their representative), or responsible RfLI manager, and the LU CSM / AM. Where there is a safety related issue impacting a common area, all parties operating services from each Station complex should send the appropriate competent representative. Any actions / issues raised should be addressed at the appropriate local interface meeting.

RfLI inspections shall be arranged via the usual access channels and items of concern to the LU Area Manager should be reported accordingly.

Inspections by Health & Safety representatives of other operators, of areas their staff work within, will be facilitated by the LU Area Manager. The employing managers of those staff should communicate to the LU Area Manager the inspections schedule for the year, when agreed with the respective H&S representatives.