



Approval

	Name	Position	Signature
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Amendment Record

Approval Date	Version	Description
11/11/2010	1	Initial Issue under MTM. Replaces Connex document cml-8.03-pr-004
13/12/2011	2	Updated to include induction checklists and removal of hot work permit and register

	VISITORS CONTROL- METROPOLITAN SUBURBAN STATIONS	
L2-STO-PRO-001	Version: 2	Effective from: 13 th December 2011

1. Purpose

The purpose of this procedure is to provide a safe environment to any visitors whilst at any Customer Service location and to minimise any potential risks of injury. This procedure will aim to outline the process for visitors when entering a Customer Service location.

This procedure applies to any persons required to undertake work that does not form part of the day-to-day operations of that site.

2. Responsibilities

Customer Service Manager is responsible for ensuring:

- Employees are briefed and understand the requirements within this procedure.

Station Masters are responsible for:

- Ensuring visitors and station staff are briefed and understand the requirements within this procedure.
- Monitoring compliance with the procedural requirements by reviewing the sign-on register daily and initial as correct at least once per shift.

3. Definitions

Customer Service Location: Any station or depot location under the management of the Operations Department.

OIC: Officer in Charge.


Visitor: All MTM employee, contractors or vendors who are not stationed staff at that site.

4. Procedure

4.1 Sign on Process

- All visitors shall report to the Officer-In-Charge (OIC) upon arriving at any Customer Service location.
- All contractors are responsible for adhering to safety and environment requirements for contractors working on MTM premises L0-SQE-PRO-014.
- The OIC shall ensure the Visitor's Sign on Register (refer L4-STO-FOR-001) is completed and the visitor is given a visitors pass, relevant station/depot keys or departmental equipment as required. The visitor must clearly endorse their full name, company name, contact details, reasons for visit and a signature prior to commencing any work/inspection.
- The visitor's pass number, if required, must be shown in the appropriate column of the Visitor's Sign on Book.
- The visitors name is to be placed in the appropriate position on the station Duty Board.
- The OIC shall make appropriate arrangements to escort visitor(s) to the appropriate work location if required.

Approving Manager: Manager Customer Service Station Operations	Approval Date: 13/12/2011	Next Review Date: 13/12/2014
PRINTOUT MAY NOT BE UP-TO-DATE; REFER TO METRO INTRANET FOR THE LATEST VERSION		Page 2 of 3

	VISITORS CONTROL- METROPOLITAN SUBURBAN STATIONS	
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- Where a visitor presses the Red button to advise they are at an un-staffed location, the Control Desk Location shall record the visitors, company name, time commence and ceased work in the Control Room Log Book and the Red button process check.

4.2 Conducting Work

- The OIC shall make arrangements for any new visitor to complete an onsite induction advising the visitor(s) of any potential hazards on the premises and explain the evacuation procedures and assembly points of the location.
- Employee Induction Checklist L4-STO-FOR-026 or Induction Checklist for Visitors L4-STO-FOR-027 is to be completed
- Contractors shall advise if any chemicals will be used on site. Any chemicals used on site should have an associated Material Safety Data Sheet available (MSDS).
- Any unsafe practices identified must be reported via the Safety Information Management System (SIMS).

4.3 Sign off Process

- Upon completion of the site visit or work, all visitor passes, keys, or departmental equipment shall be collected by the OIC.
- The visitor(s) name shall be removed from the Duty Board and the OIC shall initial the Visitor Sign on Book acknowledging that the visitor has left the premises.

5. Induction for New Visitor(s) to your site

- Read through and complete Induction checklist and acknowledge by signing and dating checklist.
- Visitor to sign on in register L4-STO-FOR-001 and place the word "Induction" in reason for the visit.

6. Legislation, Regulations & Standards

Occupational Health & Safety Act 2004

7. Related Documents

- L4-STO-FOR-001 Visitor Sign on Register – Metropolitan Suburban Stations
- L4-STO-FOR-026 Employee Induction Checklist
- L4-STO-FOR-027 Induction Checklist for Visitors at Stations
- L0-SQE-PRO-014 Safety and Environmental Requirements for Contractors Working on MTM Premises
- L0-SQE-PRO-016 Visitors Safety