

Appendix 3 to Schedule 1

In-Transit Service Routine – East Coast

On board service Staff must report to the Train Guard when joining and leaving the service.

Activities should be undertaken in the following sequence.

Sequence	Procedure	Best Practise	Things to Avoid
A	Report to the guard (TG) or CTL when joining the train. Ask if anything needs your immediate attention. If no then start your routine as follows.	Give friendly greeting to TG / CTL.	Ignoring boarding customers
B	Proceed to south end of the train (coach m in first class) and commence a full toilet clean throughout the train.	Following the routine will make the tasks easier to remember	Starting routine at wrong end of the train
C	In each toilet carry out the following tasks. Remove litter from floor and empty bins. Replace bin liners if necessary. All waste should be place in yellow tiger stripe bag.	Always be aware of possible discarded syringes.	Putting hands into the bins.
D	Wipe flush button, handrails, ledges, shelves, baby tables, vanity top, other fittings. Disinfect, clean doors and handles and all glass. Clean toilet seat, lid and bowl. Spray inside of bowl with quartz toilet cleanser. Both gloves must be worn.	Ensure that toilets are clean and working, litter-free and surfaces are dry and smear-free. Report all defects to TG.	Toilets which look unclean have unpleasant odours or have defective equipment.
E	A yellow tiger stripe bags used should then be securely tied to ensure the contents are not visible to members of the public and then left at the far north end of coach B in Standard class.	Keep the bags as unobtrusive as possible.	Leaving bags in such a way that may cause a trip hazard or take up luggage space needed by fare paying passengers.
F	ONLY once the toilet cleaning sweep has been completely finished should the litter picking commence	Only doing one type of task at a time i.e. toilet cleaning or litter picking, reduces the risk of cross contamination.	Not regularly changing gloves.

G	Now commencing from Standard class walk through train collecting litter and wiping tables with your disposable wipes, seat tops, arms, & backs. Return drop down tables to flat position.	Clear tables and accessible floors of unwanted items. Ask customers politely if they require any litter removing. Wipe up any table spillages.	Taking items from tables without asking customers. Leaning over tables without acknowledging customers. Handling crockery in First Class.
H	Store collected bags in correct areas which are; vestibule in the catering car or at the south end of first class coach M. Ensure that the bags are securely tied and stacked so they won't fall over with the movement of the train.	Where possible try to off load some of your collected bags at the appropriate stations on route. Ring your relevant supervisor to arrange for your train to be met.	Never just leave filled bags on platforms as this would cause a security risk.
I	Collect bagged litter from all bins and re-line where necessary. Gloves MUST be worn at all times on both hands.	Remove bin liners as required and replenish. When collection bag is full remove to litter storage area.	Overfilling collection bags. Putting hands into bins to pick out litter.
J	While carrying out your litter pick sweep if you notice an area that needs attention such as a window or glass partition, hand rail, luggage rack or table tidies please rectify if you can gain access without disturbing any of the passengers.	Remembering the "We are never finished" briefing.	Trying to carry out your duties when it is quite obviously disturbing or causing an annoyance to passengers.
k	Once litter pick sweep is completed then repeat toilet cleaning duties.		
L	Once destination is reach remove as much of the collected and bagged rubbish as possible and place in platform bins.		

Repeat the above sequence throughout the journey. Before getting off the train ensure your Report Sheet is signed by Guard or CTL.

TRAIN DIAGRAM FOR MARK IV SET

FIRST CLASS CARRIAGES

COACH M

COACH L

COACH K

COACH H

D	T	D	D	T	D	D	T	D	D	BUFFET	RB
D	RB	D	D		D	D		D	D		

STANDARD CLASS CARRIAGES

COACH F

COACH E

COACH D

COACH C

COACH B

D	T	D	D	T	D	D	T	D	D	T	D	D	T	D
D		D	D		D	D		D	D		D	D		YB
D		D	D		D	D		D	D		D	D		D

KEY – D = DOOR

T = TOILET

YB = YELLOW TIGER STRIPE BAGS (TOILET WASTE)

RB = COLLECTED CLEAR REFUSE SACKS