SHADOW SHIFT CHECKLIST

Use this checklist to cover all the relevant points listed below during the shadow shift.

This ensures consistency of information imparted to new members.

Pre-shift	Meet new member at the selected base around 30 mins prior to shift start	
1	Ensure member has arrived with appropriate equipment i.e. uniform, ID & NEAS key	
2	Cover vehicle location procedure inc. keyboxes, spare batteries, vehicle washing & toilets etc	
3	Cover vehicle checks, Sat Nav operations, Box straps on bikes, site exit process & site security	
4	Cover 'Fault Reporting System' on website and the need to immediately report faults to Fleet team	
5	Carry out BMW RT familiarisation (where vehicle is available)	
6	Demonstrate the radio 'Click Fast' attachment and check the radio is attached correctly	
7	Cover earpiece connection & carry out radio check procedure with Shift Controller.	
8	Check member has a mobile phone assigned to OLRS. If not, inform Controller of new number	
During Shift	**Shadower is to follow new member and only assist as required**	
9	Ensure member informs Shift Controller of all vehicle movements	
10	Ensure member is carrying out correct radio protocols	
11	Explain the RVI routine including Spare Job Book procedure, staff canteen pass & toilets	
12	Ensure key sites are covered e.g. RVI labs, NVW, FRE, NHSBT plus other sites as tasked by SC	
13	Explain no access onto wards and no packages left on bikes or on direct display (where possible)	
14	Reinforce the call categories, emphasising 'Urgent' & 'Relay' jobs. Also cover 'Emergency' jobs	
15	Ensure new member completes job receipts correctly, including 'Time of Dispatch'	
16	Explain the new job book process of location of books and texting Richard Schofield	
17	Cover the OARS process ensuring member has a clear understanding of how to complete various jo	
18	Emphasise the need to enter jobs onto OARS within maximum time of 48hrs	
Shift Handover	**Only when the new member shows confidence to undertake 'solo' operation**	
19	Issue new member with OLRS password and cover shift booking process	
20	Emphasise the 12 week pre-booking and the issues around late shift cancellations	
21	Re-inforce the shift system and which shifts they can book. Highlight '2nd small bike' shift to riders	
22	Ensure Shift Controller is aware when new member is running 'solo'	
23	Cover end of shift & 'return to base' process including refuelling (emphasise BP cards)	
24	Highlight the need to return bikes in NEUTRAL gear & steering locks OFF	
25	Inform Training Officer when satisfactory shadow shift is completed	