

Royston Station Briefing – Updated 14th August 2025.

Noise Avoidance Briefing

Station Management have been working with Customer Information, Customer Relations, GTR Environmental and Herts Council Environmental Teams to support staff at Royston Station in response to recent complaints regarding noise caused by platform announcements.

This brief replaces all previously issued and is to be used with immediate effect by ALL staff working at Royston. This brief includes use of both handheld and static office microphones.

- PA announcements **must not be used** to announce on time departure trains or their calling patterns. This reinforces the importance of your visibility on platforms, this ensures on time train departure, that train platform interface is clear, and that you are visible to support customers with accessibility or mobility issues, provide customer service, be able to react to an incident, accident or emergency situation and prevent any unsafe behaviour.
- PA announcements **can be used** during CSL2 disruption, major engineering works, to advise of late notice platform alterations or to correct any unsafe platform behaviour, adherence of yellow line/tactile, platform overcrowding etc.
- PA announcements **must not be made** to contact other members of the team.
- Use of PA announcements should be **proportional** to customer numbers and a last resort after approaching customers face to face or by using the loud hailer for slightly larger crowds.
- **Record any PA announcements** made in the PA log sheet, detailing time and reason for use. This information is imperative so we can gather information and mitigate announcements.
- **Record any complaints** from residents and notify Station Manager.
- Should you notice any **change in the volume** of the announcements (both automatic or made by staff) that you report this to the CIS team immediately and notify Station Manager
- Please ensure that when using either microphone that there is a suitable distance between mouth and device, this prevents feedback. Please ensure that speech volume is at a normal level, raising your voice is not necessary.

GTR have informed the residents of this briefing and advised that any questions, queries or complaints are directed to Customer Relations so that these are recorded, escalated where required and managed to set standards.

These arrangements will remain in place until further or otherwise instructed.

Should you have any queries please contact me directly.



Karen Chudovszky

Station Manager



Great Northern

WE'RE WITH YOU





