

Stations & Revenue Functional Council



**Working on Stations
under Fit for the Future**

Know Your Rights

Working on stations under Fit for the Future: Know Your Rights



Contents	page
1. Know the Framework	3
What duties can I be made to work?	3
Higher Grade Working	3
When can my duties be changes?	3
2. The Attendance at Work Policy	5
What triggers the AAW policy?	5
What counts as an item of sickness?	5
What triggers the AAW policy?	6
What do I do if I've triggered the policy?	6
What Sanction will I get for breeching the AAW?	6
Underlying conditions & case conferences	6
3. Discipline at Work	7
Fact Finding	7
LDI and CDI	7
5. Information for Grades	8
CSA 1&2	8
CSS 1&2	10
CSM 1,2&3	12

Know the Framework

What duties can I be made to work?



- You can be required to cover any duty for which you are licensed and hold the relevant permits (Control Room, Staff Supervision etc).
- You cannot cover a CSA1, CSS2 or CSS1 role if you do not hold all relevant licenses and permits.
- CSS grades can cover CSM but will only do those parts of the role for which a CSS is licensed. (see page 11)
- You can be required to work anywhere on area. If you are on a cover week, and only if you on cover, you can be required to work anywhere on your cover group. Occasionally (again, only if you're on a cover week) you can be required to work on an adjacent cover group (on the same line). This should be very rare. You cannot be required to work dead earlies, dead lates or nights on an adjacent cover group.

Higher Grade Working Payments

- **Higher Grade Working where an additional license is not required** (CSS covering a CSM) is paid for a whole shift or more.
- **Higher grade working where an additional license is used** (CSA covering CSS or CSS2 with control room permit with covering CSS1) is paid after 2 hrs or more.

When can my duties be changed?

Non Cover Duties

- You can be required to work at a different station in your area (not another area in your cover group) but the start/finish times must remain the same.
- Non-cover duty times can only be changed for special events and only after consultation with the unions. Seven days notice must also be given.
- **Your rest days cannot be changed. This includes green fixed rest days at the start or end of cover weeks.**

Cover Duties

- You must receive **28 days notice of all cover duties**.
- Your **rest days cannot be changed** without your agreement.
- Start/Finish times can be varied by up to 2hrs each way.
- If management want to change a cover duty time by more than 2hrs they must speak to you first. If you do not agree to the change they must seek to cover the duty in another way. If the change is for a duty to be worked

within 10 days they must put the duty out for Overtime and Higher Grade Working. Only if all these efforts are made and do not resolve the coverage problem can your duty then be changed.



- If a cover duty is changed by more than 2hrs with between 24hrs &48hrs notice then this cannot be done to you again for 6 months.
- No duty changes can be imposed with less than 24hrs notice.

The Attendance at Work Policy

Reporting sickness and maintaining contact



- If you have to take time because you are unwell you are required to report this to management as soon as possible before the start of the first shift you are absent from. If this is impossible you should report your sickness as soon as possible.
- Your manager should AGREE with you when you will next make contact.
- The frequency with which you should make contact should be based on how long you expect to be off. There is no need to ring in every other day if you already know you will be off for a whole week.
- You are not required to attend any meetings with your manager while you are off sick. The only exception to this is if you are long-term (more than 28 days) sick when a case conference can be arranged.
- You have the right to be represented by your RMT rep at any case conference.
- As long as you maintain agreed contact arrangements your manager should not phone you at him.

What items of sickness absence count as an 'item'

If you are sent home sick this day will not amount to an item but any further days will.

- Any single period of sickness whether one day or six months is one item.
- The AAW policy lists types of sickness that are not normally counted as items. They include:
 - Sickness following an accident or trauma at work
 - Where urgent medical treatment was sought (such as emergency dental treatment or a visit to hospital)
 - any infectious disease
 - Sickness relating to an underlying medical condition
 - Sickness related to pregnancy.



What triggers the AAW policy?

- Any two items in any 13 week period or any two items totalling 5 days or more of sickness in 26 weeks results in the AWW policy being triggered.

What do I do if I've triggered the policy?

- If you are told that you have triggered the AAW policy or you are asked to attend a local disciplinary interview (LDI) speak to your RMT rep immediately. Do not attend any meetings until you have done this.
- Your rep will be able to make arguments for you and identify reasons why it is not appropriate to give you a disciplinary warning.

What Sanction will I get for breaching the AAW?

- A first breach can attract a 26 week verbal warning while a further breach during the 26 weeks of the verbal warning can attract a 52 week written warning. These breaches would be dealt with at LDI.
- If a further breach occurs during a live 52 week warning then you can be referred to CDI for a 52wk final written warning.

Underlying conditions & case conferences

- Sickness that is the result of an underlying condition should be dealt with separately.
- While this type of sickness cannot be used for disciplinary purposes there is a risk that LU will seek to medically terminate your employment as a result of non-attendance.
- Underlying conditions are managed through a process of case conferences. Do not attend a case conference without your RMT rep. In most cases case conferences do not lead to dismissal but because this is a possibility you should make sure your union is there to represent you.
- If you have a condition that is covered by the equalities act then LU has a responsibility to make reasonable adjustments so that you can continue to do your job.

Discipline at Work

Fact Finding Meetings



- You should always seek advice from RMT before attending any meeting where any disciplinary matters are to be discussed.
- LU often refuses to allow representation from your union at a fact-finding interview. It is important that you challenge this and ask to be allowed representation from RMT. If LU refuse this you should ask for this decision to be recorded in the minutes of the meeting.
- The ACAS code of practice says that you should be given time to prepare for a fact finding meeting. Do not allow yourself to be rushed into a meeting without warning.
- Remember, you do not have to answer a question just because it's asked. You can decline to comment until you've had the opportunity to seek advice from RMT.

LDI (Local Disciplinary Interview) & CDI (Company Disciplinary Interview)

LDI

- Less serious disciplinary issues are dealt with at LDI. The maximum sanction at LDI is a 52 week written warning.
- You have the right to be represented by your RMT rep at any LDI and you are strongly advised to use this right.
- You must be given 7 days notice of any LDI and sight of any evidence that will be referred to in the hearing.
- You should be offered two different dates for the hearing. You also have the right to propose a reasonable alternative date.
- If you cannot get hold of your local rep you can call another rep in your branch, a stations functional rep or Unity House to get a rep arranged.
- The hearing must be in your working hours.

CDI

- CDIs are for more serious disciplinary issues and where the charge is *gross misconduct* they can result in dismissal. Where the charge is simply *misconduct* a CDI can result in a final written warning or downgrading.
 - You must be given 7 days notice of any CDI and sight of any evidence that will be referred to in the hearing.
 - It is very important that you take an RMT rep with you to any CDI.
- Your RMT rep can help you appeal any decision taken at either LDI or CDI.**

CSA 1/2



Role

- CSAs work on stations under the supervision of a CSS or CSM
- A CSA should only work on a station alone (known as babysitting) on an occasional basis when unplanned events impact on coverage.
- When babysitting you should ONLY carry out the role you are licensed for.

Cash Handling

- You do not have to take responsibility for cash if you feel you need more training on cash handling. LU has committed to give full training until you are confident in this role.
- LU wrote to RMT in Feb 16 and said:

"Every member of our station team who does not already hold a ticket office licence, will be required to take this training to secure a TSID card. This will be required to carry out new station roles in the future. Anyone who does not pass, will be able to re-take the assessment after a period of further study and coaching. Their Area Manager can arrange for them to spend some time with an experienced buddy for extra help. If they are still finding passing the TMS assessment challenging, we will offer them further training. As long as they keep trying to pass the assessment, we will continue to support them.

For a transition period following implementation of the new station operating model, staff carrying out ticket machine servicing activities will be given additional support in the workplace to provide advice and help build confidence where this is required. Performance and training relating to TMS will continue to be reviewed at the Revenue Forum."
- If you experience problems while handling cash always record the cause (e.g. POM failure or discrepancy in POM figure and actual figure removed).
- If you receive a letter telling you about an alleged unsatisfactory surplus or deficit ask your RMT rep for advice. Do not wait until discrepancies have mounted up and you are called to LDI.

CSA1 v CSA2

- LU counts CSA2s towards minimum numbers. However, if you are a CSA2 you should be deployed mainly to the ticket hall area and you



should be rostered for fewer extreme shifts than a CSA1.

- CSA2s work 35hrs a week and do not accumulate banked rest days.

The tasks that a CSA1 can perform but a CSA2 will not perform have been listed

- SATS duties
- Persons ill on a train
- PEA activation
- Act as hand signaller
- Provide assisted dispatch
- Operation of escalators and moving walkways
- Operation of lifts
- Clear snow & apply ice melt
- OPO checks
- Emergency detrainments via track
- Dispatch of last trains
- Respond to door irregularities or wrong side opening
- Deploy mobile ramps
- Isolate PEDS
- Access the track

Unity is Strength

LU is using FftF to try and break the unity of station members that has served us well over past years. LU wants CSAs to see CSMs as managers rather than fellow operational staff. Please remember that most CSMs have been mapped into a role they did not want. It is important for the effectiveness of our union that we seek to maintain unity between all grades.

Covering Down as CSA2

- If you are covering down as a CSA2 LU can require you to carry out CSA1 duties as you will be licensed for them.
- If this happens to you, you should report it to your local rep. RMT will use incidences of cover down CSA2s carrying out CSA1 tasks to argue for CSA2 positions to be upgraded.



CSS1/2

Role

- A CSS carries out a supervisory role which includes deploying staff on their station, carrying out certain operational procedures (such as authorising a train to pass a semi-auto signal at danger or securing points) and maintaining the safety of passengers, staff and contractors. The CSS is not responsible for management functions.
- Management functions that a CSS should not be asked to carry out include:
 - Managing staff coverage
 - Conducting disciplinary investigations or fact-finding interviews
 - Authorising overtime
 - Sickness management other than recording details of sickness when first reported
 - P&D's
 - Return to Work Interview's
 - Lateness Interviews
 - Authorisation of leave

CSS 1

- CSS1s work in metro, destination and gateway stations and play a role that incorporates the former station supervisor and SCRA roles.

CSS1 Training

- All CSSs must have completed supervisor core training, including the live learning element, before working as a CSS.

Unity is Strength

LU is using FftF to try and break the unity of station members that has served us well over past years. The company would love to see CSS grades putting pressure on CSAs to deliver the same service now as we did before with 850 more station staff. It is important for our solidarity as a trade union that all grades support each other and we maintain the unity of one RMT workforce on stations.



- CSS1s must also have completed control room training and staff supervision training.

CSS2

- CSS2s only work on local stations.
- A CSS2 cannot work as a CSS1 unless fully qualified (see above).
- Unless you have a control room permit and a staff supervision permit you cannot cover for a CSS1 at any time.

CSS2 Training

- Most CSS2s will have been working as SAMFs or SCRAs before FftF.
- Any CSS2 who is not confident about carrying out operational procedures should tell their employing manager and ask for further training.
- A CSS can be required to cover a CSM duty on cover or during a meal break. When covering a CSM duty a CSS must only carry out the supervisory role that they are licensed for.
- CSS1 can cover up to CSM1, CSS2s can only cover up to CSM2.
- Even though the CSS covering CSM performs a restricted role, Higher Grade Working (HGW) is paid if a whole shift is covered.
- If a CSS is qualified as a CSM but is still in a CSS substantive position then all the elements of the CSM role can be performed and HGW is paid after two hours.

Control Room and Staff Supervision Training

The framework drafted by LU and to which, they say, they are working is explicit that CSS1s must hold three qualifications: SS Core license plus Control Room permit plus staff supervision permit.

The documents LU sent to the ORR to assure the safety of the new staffing model stated that Control Room training would include a 5 day course that would include scenario based training.

What LU now says is that the course will be half a day and only to familiarise staff in the equipment found in a control room.

The staff supervision training has not even started yet!

If you are a CSS1 and do not feel your training has been adequate you should fill in the pro-forma memo at rmtlondononcalling.org.uk/stations

CSM 1/2/3



Role

- The CSM is a combination of the previous station supervisor and Duty Station Manager grades. For most CSMs the new requirements of the role will include managing performance and discipline.
- CSMs who are asked to manage discipline (this will include attendance LDIs) should take note of the LU disciplinary policy section 1 that states that the disciplinary process should not be used primary in order to issue a sanction or other punitive measure but to help employees improve their performance. As a CSM chairing an LDI, it is your decision to make as to whether a sanction is appropriate and whether a sanction will help an employee to improve their performance.
- RMT has highlighted to LU the failure to

Unity is Strength

LU is using FftF to try and break the unity of station members that has served us well over past years. The company would love to see CSMs split away from other grades and seen as managers, they would like to see CSS grades putting pressure on CSAs to deliver the same service now as we did before with 850 more station staff.

It is important for our solidarity as a trade union that all grades support each other and we maintain a unity of one RMT workforce on stations.

provide enough time in the BNS, especially at many busy stations, for CSMs to combine the operational and management parts of the role. If CSMs are tied down in the old DSMs office all day then other grades will be overstretched. Our unity as a trade union will depend on all grades continuing to work as an operational workforce.

- CSM's do not carry out Case Conference meetings. This is the responsibility of the employing manager (AM)

CSMs covering a higher grade duty

- All CSMs are licensed to the same standard. A CSM2/3 can be required to cover a CSM1 role. Where a full duty is covered higher grade working will be paid.

CSM 3 and Nights

- CSM3 is paid less than CSM2 because there will be fewer nights

worked. It is possible that a CSM3 could pick up occasional night turns on cover but this should not be a regular occurrence.



- CSM's who are Rep's may raise with the AM the potential for a conflict of interests in dealing with disciplinary matters. These Rep's will most likely be representing the member of staff if they are an RMT member. LU have, at Company Council sub group, recognised this obvious conflict of interest. LUL and RMT agreed that CSM Rep's should talk to their AM and it may be appropriate to agree that the disciplinary part of their role can be carried out by others.