

Employee bulletin



From: George McNulty

To: All LU staff

Date: 16 January 2012

Olympics and Paralympics: recognising the contribution of staff

Today we met with trades unions to continue discussions about how we would recognise the contribution that staff would make in delivering a successful Olympic and Paralympic Games.

We propose to reward London Underground staff for their contribution during the period of the Games, using two different mechanisms:

- Up to £300: For flexibility and critical attendance – additional payments of £15 per shift worked during the specific Olympic and Paralympic period; on average, this is expected to total around £300 per person (based on an average of 20 shifts worked). This also applies to non-operational LU employees, who volunteer at operational locations during the Games period
- £100: For achieving or exceeding the CSS target, based on a unique set of customer measures, recorded network-wide during the Olympic and Paralympic period

Please also find attached a useful Q&A document, to help explain our proposals.

These special arrangements acknowledge the additional challenges we all face in LU of delivering a world-class service over the Olympic and Paralympic period, and mean that LU staff could achieve a bonus of £400 for quarter two alone. The CSS target and measures for this period will be different than for the rest of the year, and will be based on specific measures that are particularly crucial for achieving customer satisfaction under significant and unique pressure of the Games.

This proposal has been developed based on your feedback and that of your union representatives. CSS is an LU reward scheme and only applies to LU staff.

This year will be one of unprecedented challenges, with the Olympic and Paralympic Games, the Queen's Diamond Jubilee celebrations and all the other demands of 2012 in London.

I am confident that we will continue to deliver a world-class service, throughout a period of exceptional demand, and that we can demonstrate to London that we have done so.

Your flexibility and commitment, shift by shift, in directly supporting our operation will be essential to achieving customer satisfaction over the Games period and our revised CSS will directly recognise each person's efforts over this unique time.

George McNulty
Chair of the Olympic Reward and Recognition Working Group