



## **A GUIDE FOR: ALL CSAs/CSSs: 'What do I do if...'**

I am asked to sign a contract / letter / licence / anything that I am unsure about?

**A: Don't sign it. Speak to your union rep immediately.**

I am not trained in cash handling or ticketing duties.

**A: Don't do these duties.**

I am trained in cash handling duties but I am not confident in dealing LU's cash.

**A: Don't do these duties. Don't be bullied/persuaded/cajoled into doing it if you are not confident.**

**Remind management that under their agreement with your union, no-one will be forced to take responsibility for money until confident to do so, and that they will provide coaching after you have passed the test if you still lack confidence to carry out cash handling.**

I am allocated a duty at a station that I am not licensed to work at eg. a CSS1 station and I'm a CSS2.

**A: Tell management/admin that you can not work there.**

I have been allocated to work at a Section 12 station with escalators. I have not had any escalator or fire panel training. Can I refuse?

**A: Yes.**

I am given a dead early, dead late or night shift on another cover area.

**A: Inform the management and/or admin that you can not do it. If you are covering another area your duties can only be between 06:30 and 23:30.**

My iPad/apps/any other kit is not working.

**A: Report it to the Fault Reporting Centre, every time. Submit an EIRF.**

I can't use the apps.

**A: Use the old paper system instead. EIRF it.**

I and my workmates want to rework the roster to get more Sundays off through having 12-hour Sunday duties.

**A: Duty Schedules is preparing draft rosters, including 12-hour Sundays. There will be consultation on these, and if they get majority support of the staff involved, they will be introduced.**

I am verbally abused at work.

**A: Use the WAASB app to report it.**

I am asked to do overtime but I don't want to do it.

**A: Refuse to do it.**

I have an idea about improving working conditions on the group and/or for action we can take to demand improvement.

**A: Contact your reps. Come to your branch meeting.**

The last train departing from my station coincides with the end of my duty.

**A: Tell service control that this may prevent you from seeing out the last train on time. EIRF it.**

I am worried about being assaulted or otherwise feel in danger.

**A: Retreat to a place of safety.**

Management tell me that my cover week duty has changed with just a few days notice.

**A: Remind them that under their agreement with the union, they have to exhaust all other options before changing your duty. Ask them to confirm (and prove) that they have done this.**

Management tell me that my cover week duty has changed with just a few days notice, and that they have exhausted all other options. But they did this to me just a couple of weeks ago.

**A: Remind them that under their agreement with the union, they can only do this to you once in six months.**

I still have an outstanding appeal/grievance against my Location Matters outcome.

**A: Ensure that you are in contact with your rep, who will pursue your case.**

Management ask me to go and lock up another station and drive there in my own car.

**A: Don't go in your own car. Insist on a special taxi that waits for you as you lock up then takes you back to your own station. EIRF it.**

Management won't release me to do 'live learning' at the station I am supposed to be moving to in April.

**A: Remind management that you will need to do 'live learning' (not just familiarisation) where you are taking up a new role. If you don't do it before you move, then they will have to arrange for you to do it after you move.**

### **USEFUL NUMBERS:**

**Jen Blane, Industrial rep for HAI, LOU and WAN areas:**

**07783145922**

**Dave Pittman, H&S rep for HAI, LOU and WAN areas:**

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**Aban Miah, Industrial rep for MIE and LEY areas:**

**07889562169**

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**Janine Booth, Branch Secretary– Central Line East**

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