

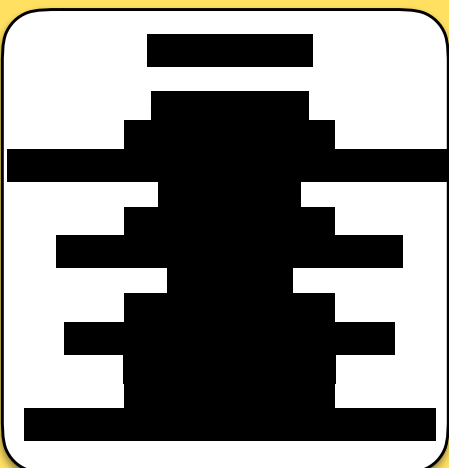
Stations Tier 2

Health & Safety

March 2020



Log and EIRF all incidents of workplace violence and aggression and let us know if it is related to the removal of the £5 oyster card deposit



Oyster Card Deposit Change

In a recent incident at Dagenham Heathway, a customer smashed the SCP window with a bike lock. This is one of many reports we have received of physical and verbal assaults on staff directly relating to the oyster card deposit being withdrawn.

There are some caveats to this, but none of them are immediately useful when dealing with a frustrated customer and all the company has done is issue a poster! Please let us know of any incidents relating to this and encourage staff in your area to report it.

What this means in simple terms is, people who have purchased an oyster card on or after the 23rd February can no longer get their fiver back as it is now a non-refundable charge.

