

# News from your Stations &

# Revenue Functional Council

May 2013



## Ticket Office Surplus & Loss Policy LU Stepping Up Disciplinary Action Defend Yourself from Unfair Action

We are receiving reports that local managers are issuing more notices to attend LDIs in connection with alleged unsatisfactory ESAF items in the ticket office.

It is clear that managers are not giving members enough info to allow them to defend themselves against these allegations, which are often no more than an assertion that your account was up or down.

RMT members can use a pro-forma memo, which can be downloaded from the London Calling Website or obtained from your local rep.

This memo will challenge management to prove that the unsatisfactory items they claim are on your account really occurred and will help you to defend yourself if you end up at LDI.

We are also hearing about groups issuing notice of up to seven unsatisfactory items at a time.

This is unacceptable. It is a requirement of LU's disciplinary policy that a member is given a chance to

improve their performance before disciplinary action is taken. If you are not being told about mistakes when they happen you are not being given a chance to improve.

Remember the following points from the LU policy on unsatisfactory balance items if you are asked to attend an LDI:

You must have ten items of unsatisfactory balance (the wrong money in your uncounted bag) or ten items of unsatisfactory performance (errors using ESAF) within 13 weeks to trigger action. A combination of the two amounting to ten DOES NOT count.

If you were not told, in writing, about an item within 13 weeks of the traffic day in question then the item CANNOT be included.

As well as these points from the policy you should :

Challenge management to prove that the unsatisfactory item really occurred. How much money was in your bag?

Continued over

To: RMT ticket seller  
From: DSM

Eight weeks ago your account had a debit of £800. We are not going to tell you whether we have any evidence to substantiate this claim but we demand that you explain yourself. If we are not happy with your explanation we will haul you in to a disciplinary hearing.

London Underground.  
World Class Justice!

To: DSM

Dear,

I have received your letter dated in which you allege that there is an unsatisfactory balance/performance item on my ticket sellers' daily account for the traffic day

There is no supporting evidence in your letter to substantiate the allegation of an unsatisfactory item on my account and I have no way of knowing whether this item has been correctly identified or how it may or may not have occurred.

Yours,

# RMT Stations & Revenue Functional News

How much should have been? What ESAF error was made. Where are the reports showing your end of day account for each item?

Were you given this info at the time of the mistake? If not then you have not been given the chance to improve and no warning should be issued.

Have you requested additional coaching or training at any time? If so, was it provided? If you have been denied this chance to improve then no disciplinary action should be taken.

Finally, several reps have raised the need to review the £5 limit for an unsatisfactory item in light of the huge increases in fares and therefore the rise in value of most transactions. The SFC reps will raise this with management.

## Other Disciplinary Matters Concerns Mounting

Train Operators on the Jubilee and Piccadilly lines have balloted for industrial action recently over management abuses of attendance and disciplinary processes.

On station side we are encountering an upsurge in what can only be described as aggressive and abusive use of disciplinary processes against members.

Members who would normally be dealt with informally or at LDI are being sent to CDI and entirely spurious "evidence" is being used to try and inflate charges into gross misconduct.

Even when we can expose this at a hearing it leaves the member fearing for their job, often for several months while LU attempts to put together a case that will stand up.

We already have evidence of PMA's pressing CDI panels to increase sanctions against our members. Reps are finding that CDI panels are disregarding evidence presented by members and issuing, in many cases, draconian sanctions including downgrading and dismissal.

SFC reps will continue to assist local reps and members and we are reporting to RMT branches. Each branch needs to discuss how we can best resist LU's unreasonable use of the disciplinary process.

## Your RMT Stations Functional reps



**Mick Crossey**  
**Staff Side Secretary**  
**07931 570521**  
**Auto 41917**



**Mac McKenna**  
**07801 071363**  
**Auto 41952**



**John Reid**  
**07748 760261**  
**Auto 41923**



**Neil Cochrane**  
**07834 117509**  
**Auto 41925**



**Jared Wood**  
**07739 869867**  
**Auto 42157**



**Eamonn Lynch**  
**07748 933241**  
**Auto 41961**