

LONDON UNDERGROUND LIMITED

Framework Agreement for Revenue Control Staffing

This agreement specifies the arrangements for the staffing of Revenue Control services operated by London Underground Limited and is supplementary to the Company's agreed principles of employment.

1 Schedules To This Agreement

The schedules numbered one to eight to this agreement specify the arrangements which apply to staff employed by London Underground Limited in full time and part time posts to carry out Revenue Control activities.

Schedule No	Title
1	Job Role and Job Licences <i>and Medical Standards</i>
2	Staff Deployment
3	Rostering, Leave Arrangements and Overtime Working
4	Licence Training Arrangements
5	Job Transfer Arrangements
6	Displacement Arrangements
7	Employment of staff on Part-Time Contracts
8	Rostering Parameters

2 Definitions

In the schedules numbered one to eight to this agreement, the following definitions apply:

Term	Meaning
Company	London Underground Limited
<i>Centurion</i> Manager [or alternative title as decided from time to time by the Company)	<i>The person authorised by the Company to manage the revenue control staff for a line.</i>
Duty Manager (or alternative title as decided from time to time by the Company)	<i>The person normally delegated to act on the Centurion Managers behalf. The person will be titled Revenue Control Manager or Group Station Manager dependant upon the organisational arrangements</i>

Full time staff

Staff employed on contracts covering the full contractual hours for Revenue Control positions.

Part Time staff

Staff employed on contracts covering less than the full contractual hours for Revenue Control positions.

3. SPECIAL NOTE.

Managers and Staff Representatives concerned with the operation of this agreement must relate the provisions to the Functional Committee Meeting minutes 27th January 1995, 14 February 1995, 29/30th November 1995, 1st December 1995 and 12th December 1995.

LONDON UNDERGROUND LIMITED

Framework Agreement for Revenue Control Staffing

Schedule No 1 - Job Role, Job Licences and Medical Standards

This schedule specifies one type of job required for the operation of the Company's Revenue Control function.

1 Centurion Manager

1.1 The Manager responsible for Revenue Control Staff on each line is the *Centurion* Manager or *their* delegated revenue control representative, normally the Duty Manager, when the *Centurion* Manager is not available. The *Centurion* Manager will decide on all matters concerning each employee's deployment and performance in accordance with the Company's policies, rules and procedures and the other schedules of this agreement.

2 Duty Manager

2.1 The Duty Manager will organise and control on shift the performance of the Revenue Control Unit reporting to and taking instructions from the *Centurion* Manager.

2.2 The Duty Manager will supervise the daily activities of the Revenue Control Inspectors deploying them as required by the *Centurion* Manager and in accordance with company rules and procedures.

2.3 On shift, the Duty Manager will be expected to lead, motivate and build the Line Revenue Control team to maximise performance.

2.4 The Duty Manager will be expected to assist station supervisors and staff during incidents and to ensure control of stations.

3 Revenue Control Inspector

3.1 Revenue Control Inspectors will perform ticket checking duties in uniform or plain clothes at barriers, gate lines, on trains, station platforms, subways or any other location as directed by the Duty Manager.

3.2 Revenue Control Inspectors will be required to provide assistance to Station Supervisors in the event of emergencies and incidents and to provide on the job advice and guidance on revenue control matters at stations.

3.3 Revenue Control Inspectors will be required to undertake all tasks covered by the job licences they hold, as appropriate to the duties for which they are rostered or assigned.

4 Job Licences

- 4.1 In accordance with the Principles for Job Licensing, Revenue Control Inspectors will be required to hold a job licence covering the core competencies needed for the job *and must hold a licence in ticket office operation to enable them to be deployed to ticket office duties in an emergency. Revenue Control Inspectors will be required to exercise discretion as to whether they operate ticket offices or discharge other duties but may be expected to justify their decision. They must hold licences to cover the core competencies of Station Supervisor to enable them to provide cover as necessary for Station Supervisors and pre-planned coverage of Station Supervisor meal reliefs.*
- 4.2 The performance of Revenue Control staff will be assessed on a regular basis by the *Centurion* Manager and the Duty Managers. Where an employee's performance falls short of the Company Standards, the appropriate licence or additional skill licence endorsement(s) may be temporarily or permanently withdrawn. This will be done where a serious shortcoming is identified, after appropriate counselling, extra coaching or training to *meet their training need* has failed to achieve necessary improvement.
- 4.3 The core job licences and any additional skill endorsements of staff will be re-assessed every three years at dates specified for each Line Business Unit. Staff failing to meet the competency standards will be dealt with as in 4.2 above. *Special training and assistance will be given to staff to enable them to successfully revalidate their licences.*

5 Medical Standards

- 5.1 All Revenue Control staff will be required to comply with the Principles for Medical Standards.

LONDON UNDERGROUND LIMITED

Framework Agreement for Revenue Control Staffing

Schedule No 2 – Staff Deployment

This schedule specifies how Revenue Control Staff are deployed to detect and prevent fraud within a revenue control unit managed by a *Centurion* Manager

1 Deployment

- 1.1* Revenue Control Inspectors will normally work in a specific Service Delivery Unit at any location, including trains, within their Service Delivery Unit in accordance with the rosters and duty schedules decided by the *Centurion* Manager in consultation with the staff and staff representative(s) concerned. They will work in pairs on trains.
- 1.2 Revenue Control Inspectors will sometimes be expected to work on other lines as required by their *Centurion* Manager and in accordance with the provision of Schedule No. 3. This provision will be used *only* to ensure staffing levels are available to provide assistance with special exercises or special events.
- 1.3 Revenue Control Inspectors may be required to provide cover for Station Supervisors, whilst the latter are on meal relief or for longer periods to meet business needs. *The specific duties which a Revenue Control Inspector will undertake under these circumstances will be determined by the Centurion Manager. Revenue Control Inspectors will be associated with one group of stations only for these purposes.*

2 Booking On And Off Duty

- 2.1* Staff may be required to book on and off duty under the following circumstances as determined by the Revenue Control Manager and work at any location, including trains, within their SDU as at 11th December 2001:
- (a) At any station location on the line to which they are deployed. Exceptions to this may be agreed, and minuted, at Level 1 for stations which are not operated by LUL where arrangements for booking on/off are deemed to be inadequate.
 - (b) In determining the booking on/off points, subject to business needs, the RCMs must take into account the residential location of the RCIs. Failure to do so will be dealt with via the established grievance procedure.
 - (c) Staff taking a meal break off line due to cross line working will be granted a meal allowance (currently £3 per day) to compensate for the inconvenience caused.

This agreement is invalid should there be a change to any of the SDU structure or line based RCI units and will revert to the previous agreement.

- 2.2 Where the provisions of paragraphs 1.2 or 2.1 mean that the employee will have to travel to or from work at times when public transport is not available, then the employee concerned will be allowed short notice booking of existing staff travel facilities or other travel facilities agreed by the relevant parties.
- 2.3 Staff may be required to book on and off duty under the following circumstances as determined by the Revenue Control Manager and work at any location, including trains, within their SDU as at 11th December 2001:
- (a) At any station location on the line to which they are deployed. Exceptions to this may be agreed, and minuted, at Level 1 for stations which are not operated by LUL where arrangements for booking on/off are deemed to be inadequate.
 - (b) In determining the booking on/off points, subject to business needs, the RCMs must take into account the residential location of the RCIs. Failure to do so will be dealt with via the established grievance procedure.
 - (c) Staff taking a meal break off line due to cross line working will be granted a meal allowance (currently £3 per day) to compensate for the inconvenience caused.

This agreement is invalid should there be a change to any of the SDU structure or line based RCI units and will revert to the previous agreement.

3 Selection of Staff for Work in a Higher Paid Job

Where two or more suitably qualified staff are available for work in a higher paid job, total length of Company service will be used as a tie break.

LONDON UNDERGROUND LIMITED

Framework Agreement for Revenue Control Staffing

Schedule No 3 – Rostering, Leave Arrangements and Overtime Working

This schedule specifies the arrangements which apply to duty rosters, overtime working and leave rostering.

- 1 Rosters and any changes to them will be decided by the *Centurion* Manager in consultation with the staff and staff representatives concerned in accordance with Schedule No. 8 and published at least 2 weeks in advance of the effective date of introduction. Rosters will be determined within the maximum and minimum parameters specified below.

Parameter	Value	Notes
Minimum shift length:	5 hours	(1)
Maximum shift length:	10 hours Mon – Sat 12 hours Sunday	(2)
Rostered Meal Break duration:	30 mins	(3)
Maximum spell of duty without a meal break:	5 hours	(4)
Minimum period between duties:	12 hours	(5)
Maximum number of consecutive working days:	7 days	(6)
Average contractual hours worked per week:	35 hours (37.5 worked and 2.5 banked)	(7)
<i>Average fostered working days per week</i>	<i>5 days</i>	

Notes

- 1) **May be exceptionally be reduced to 4 hours when requested by staff to aid roster balance.**
- 2) *In unusual or emergency situations staff may work no more than two consecutive shifts to a maximum of 18 hours only and this must be followed by a 12 hour break, but this must not occur more than once in any 28 day period.*
- 3) *Staff will be provided with an uninterrupted meal break, which may be taken off the company's premises. /f as a result of an unforeseen situation the meal break is interrupted the meal break may be taken later in the shift or staff will be paid overtime.*
- 4) Staff working shifts in excess of 10 hours 30 minutes will have two 30 minute meal break periods included in the shift.
- 5) The minimum period between duties may, exceptionally, be reduced to 10- hours, and 8 hours in an emergency situation.
- 6) Staff will occasionally work 8 consecutive shifts to facilitate the provision of long weekend rest periods and to minimise split rest periods during the week.
- 7) */n all cases rosters will not be for less than 30 hours or for more than 45 hours in any week.*
- 2* Variations to duties to take account of special events and exercises, etc., will be decided by the *Centurion* Manager in consultation with the staff and staff representatives concerned. Changes to duties will be as shown below:
 - (i) Duty start times may be varied by up to 2 hours earlier or later than in, rostered start times normally with one week's notice of the change. Where unpredictable special events require, less notice may be given. Shifts may be changed with a minimum of one week's notice, where necessary for special exercises.
 - (ii) Mutual changeovers of duties must normally be advised in writing to the Revenue Control Manager one week in advance. In exceptional circumstances, one shifts notice will suffice. *Changeovers must comply with the rostering parameters in Paragraph I.*

3 Annual leave will be rostered as follows:-

Annual leave is calculated by multiplying the average number of days/shifts per week by 7.4 rounded to the nearest whole number.

3.1 Annual Leave - Full Time Staff

Early Winter	Commencing the last Sunday in February 5 X 1 week blocks	(AL)
Spring	Commencing 5 weeks later 5 X 2 week blocks	(AL)
Summer	Commencing 10 weeks later 5 X 3 week blocks	(AL)
Autumn	Commencing 15 weeks later 5 X 2 week blocks	(1 week AL & 1 week BRD's)
Late Winter One	Commencing 10 weeks later 5 X 1 week blocks	(BRD's)
Late Winter Two	Commencing 5 weeks later 5 X 1 week blocks	(BRD's)

3.2 Annual Leave - Part Time Staff

Spring	Commencing last Sunday in February 7 X 2 week blocks	(AL)
Summer	Commencing 14 weeks later 7 X 3 week blocks	(AL)
Autumn	Commencing 21 weeks later 7 X 1 week blocks	(AL)
Winter	Commencing 7 weeks later 7 X 1 week blocks	(AL)

Staff are reminded that these allocated blocks do not preclude staff from applying for odd days which will be granted subject to local cover being available. Any shortfall in entitlement will be deducted from the final allocated block/s

Leave allocation for the following year will be published by November 30th and leave must be cleared by the last Sunday in February following the leave year

Staff transferred or promoted into a different Line Revenue Control Unit will be allocated to a vacant position within the Annual Leave roster for the following year for the Unit. Existing Annual Leave arrangements will be honoured.

Staff requiring continuous leave over one week in duration not in accordance with the arrangements above; may apply in writing to their *Centurion* Manager. Applications must be received by 30th June for such leave in January - June of the following year and by 30th November for such leave in July-December of the following year. Preference will be given to those applicants who have not made use of this facility in previous years. Those who have made use of it most recently will be given the lowest priority.

Mutual change-overs of rostered leave periods must be notified at least 6 weeks in advance and approved by the *Centurion* Manager or delegated representative. Staff may apply for vacant leave periods.

4 Overtime

Overtime will from time to time be required to meet the exigencies of the service, but will normally be worked by mutual agreement between the member of staff and the *Centurion* Manager or his/her delegated representative. *Should overtime be necessary it will be rotated amongst the staff concerned. As a guideline full time staff will not be expected to work more than 30% in excess of their contractual hours in any four week period.*

LONDON UNDERGROUND LIMITED

Framework Agreement for Revenue Control Staffing

Schedule No 4 – Licence Training Arrangements

This schedule specifies the arrangements by which staff may gain the job licence various-additional skill endorsements to the licence required to *gain promotion to Revenue Control Inspector or develop their flexibility.*

- 1 *Licence training places will be advertised from time to time to meet the Company's resourcing requirements.*
- 2 Any Company employee may apply to receive training for either a basic job licence or an additional skills licence endorsement if that employee:
 - (i) *does not have any current formal warnings for sustained unsatisfactory attendance or sustained unsatisfactory performance*
 - (ii) *does not currently have their rights to receive licence training restricted as a result of a disciplinary penalty.*
- 3 *Selection for licence training will be on the basis of competency based assessment in accordance with Principles of Promotion and Recruitment. This will comprise the assessment of written application and subsequently by assessment at interview and performance on relevant tests and exercises. Successful applications will be identified and booked for training.*
- 4 Staff normally will be given a minimum of 4 weeks notice to attend licence training provided that since the date of their application none of the provisions of 2 (i) -2 (ii) apply or the individual is on sick leave and is not expected to be available to take up their training position. If the latter is the case, the next suitable person from the list of successful applicants will be booked for training. If the "restricted" employee misses licence training due to sick leave, they will be booked for training at the earliest opportunity. Staff may be given the opportunity to take a training place at short notice should it become available.
- 5 Staff who either cannot take up their training place or have to withdraw from training for valid reasons agreed with their Centurion Manager, will take up the next available training place. Where the employee cannot take up the training place, the next suitable applicant will take the training place.
- 6 Staff who either decline to take up their training place or who withdraw from training without valid reasons agreed with their Centurion Manager, may reapply for training, for subsequent licence training places.
- 7 *Licence training places for additional skills endorsements above the core licences for the job will be advertised to Revenue Control Inspectors in Line Business Units.*
- 8 *Selection and training arrangements will be in accordance with the provisions of paragraphs 2 to 6 above.*

Framework Agreement for Revenue Control Staffing

Schedule No 5 – Job Transfer Arrangements.

This schedule specifies the arrangements that apply to staff wishing to transfer to a job at the same grade at a different location. *In all cases the employee must hold the licence and additional skill licence endorsements necessary for the post for which he/she is applying:*

- 1 Staff may submit a new or revised transfer application for a move at the same grade for up to five posts at the time they take up their current post. They may subsequently revise their transfer application every *twelve* months. Staff may withdraw their transfer application at any time. Staff may not transfer more frequently than once every *twelve* months.
- 2 Names of applicants for transfer will be placed on a transfer waiting list for the job concerned in the date order of receipt of application. Vacancies will be filled in date of application order (earliest first) except as otherwise specified in the Principles for Transfer and Promotion.
- 3 When an applicants name reaches the top of the waiting list for a transfer and a vacancy occurs, the applicant has the choice as to whether or not to accept the post. If accepted, the applicant will move to the post. Transferees may then change their transfer applications as provided for in paragraph 1.
- 4 *Staff who decline a move, having reached the top of a Transfer waiting list will be removed from the waiting list for that location. In the event of extenuating domestic circumstances, Revenue Control Managers will have the discretion to retain a member of staff at the top of the Transfer waiting list. Staff who decline to take up the vacancy, or are not permitted to take up the vacancy for reasons set out in the Principles for Transfer and Promotion, will retain their place on the waiting list and the next applicant on the waiting list will be offered the vacancy. Should all the eligible applicants decline the vacancy, then the provisions of paragraph 7 will apply.*
- 5 *Staff may not move on transfer if they have any current warnings for sustained unsatisfactory attendance or sustained unsatisfactory performance but they will remain on the transfer list and may move when attendance or performance has improved.*
- 6 Staff transferred or demoted as a result of a formal disciplinary decision will be deployed only to vacant posts for which there are no applicants on the waiting list, except in exceptional circumstances, when consultation will occur with the employee(s) and staff representative(s) concerned.
- 7 Vacant posts for which there are no candidates on the transfer waiting list will be advertised and filled in accordance with the Principles for Promotion or Recruitment as appropriate.

LONDON UNDERGROUND LIMITED

Framework Agreement for Revenue Control Staffing

Schedule No 6 – Displacement Arrangements.

This schedule specifies the arrangements for staff who are displaced from their positions.

1 *Staff may be displaced, to a job in another structure whenever.*

1.1 The number of full time or part time posts at a specific location are reduced. In such cases staff will be displaced on the basis of last in first out at the location concerned and retain a priority move back to the grade and or location from which they have been displaced.

1.2 Staff fail to reach the required standard on licence revalidation.

1.3 Staff no longer meet the medical standards for the job.

2 *In all cases staff will be counselled by the Centurion Manager and treated in accordance with the Principles of Employment. Contractual protection of earnings will apply in circumstances covered by 1.1 and 1.3above.*

LONDON UNDERGROUND LIMITED

Framework Agreement for Revenue Control Staffing

Schedule No 7 – Employment of *Part-Time* Staff

This schedule specifies the arrangements for the employment of staff on contracts.

- 1 *Part-time* posts will be at the same grade and pro-rata rate of pay as full-time staff.
- 2 No employee will be allowed to hold simultaneously a full-time and a *part-time* contract of employment with the Company.
- 3 Where employees change from *part-time* employment to full-time employment without a break the employment will be considered as continuous with accumulated service entitlement calculated on a pro-rata basis.
- 4 Full-time staff who have chosen to become *part-time* employees will be able to return to full-time employment in accordance with the provisions of Schedule 5. Where the change takes place without a break the employment will be considered as continuous and accumulated.
- 5 *Part-time* employees will be treated equitably with full-time staff in respect of terms and conditions of employment and will have the same rights in relation to local and Trade Union representation, discipline and individual grievances.

LONDON UNDERGROUND LIMITED

Framework Agreement for Revenue Control Staffing

Schedule No 8 – Rostering Parameters

This schedule specifies the principle to be used when *Centurion* Managers, staff and staff representatives consider new or changed rosters. This schedule should be used in conjunction with Schedule No.3, which specifies the detailed duty roster parameters.

- 1 Rosters and any changes to them must comply with the following parameters.
 - 1.1 *Minimises the unsocial aspects of shift working whilst incurring no extra cost to the Company.*
 - 1.2 They must discharge the contractual hours.
 - 1.3 No deterioration in safety for customers or staff recognising the Safety Critical work hours requirement specified in Note 2 of Schedule No. 3 Paragraph 1.
 - 1.4 Agreed by appropriate proportion of staff participating in the roster.
 - 1.5 No deterioration in customer service.
 - 1.6 Adequate provision for training and development activity.
2. Rosters must be consistent with the provisions of all schedules to this Framework Agreement.