

LONDON UNDERGROUND

Framework Agreement for Deployment of Station Staff

v1.6

This document sets out the arrangements for staffing stations operated by London Underground and is supplementary to the Company's agreed principles of employment.

Schedule 1 **Station Staff**

- 1.1. Manager Accountable for Station Staff
- 1.2. Station Staff
- 1.3. Job Licences and Permits
- 1.4. Arrangements for Station Staffing – Banked Rest Days
- 1.5. Medical Standards

Schedule 2 **Deployment of Station Staff**

- 2.1. Deployment
- 2.2. Variations to Duties – Location
- 2.3. Variations to Duties – Timings
- 2.4. Overtime
- 2.5. Higher Grade Working

Schedule 3 **Part Time Staff**

- 3.1. Part Time Staff
- 3.2. Deployment of Part Time Staff

Schedule 4 **Rostering**

- 4.1. Rostering Arrangements
- 4.2. Rostering Parameters
 - Additional Information
- 4.3. Variations to Rosters

Schedule 5 **Annual Leave**

- 5.1. Annual Leave Allocation
- 5.2. Full Time Staff
- 5.3. Part Time Staff
- 5.4. Application for Odd Days
- 5.5. Mutual Change Overs
- 5.6. Staff Transfers
- 5.7. Continuous Leave

Schedule 6 **Special Requirements Team**

- 6.1. SRT Arrangements
- 6.2. Rostering Parameters

Schedule No. 1 – Station Staff

1.1. Manager Accountable for Station Staff

- 1.1.1. The Area Manager (AM) is accountable for all matters concerning each employee's deployment and performance.
- 1.1.2. Area Managers are supported by Customer Service Managers (CSMs) who are responsible for the day to day management of station staff within an Area.

1.2. Station Staffing

- 1.2.1. All stations will normally be staffed by either Customer Service Managers (CSMs) or Customer Service Supervisors (CSSs). CSMs will be in charge of the provision of customer service, manage the staff who provide it and the safe operation of the stations to which they are deployed at any time. CSSs will supervise the safe operation of a station and the staff who are on duty there. Both CSMs and CSSs will deploy Customer Service Assistants (CSAs) who will provide customer service and assist in the safe operation of each station.
- 1.2.2. The responsibilities of these roles are described in the relevant job descriptions.
- 1.2.3. The services to be provided by each station are set out in the relevant Business Needs Schematic.
- 1.2.4. Rosters are developed to enable stations to provide the level of service required which will determine the number of staff required on each Area.
- 1.2.5. Start and finish times for individual duties are shown in each Area roster.

1.3. Job Licences and Permits

- 1.3.1. The competence requirements of staff are set out in the company's competence management system (CMS).
- 1.3.2. All station staff will be required to hold an operational licence and core permits covering the core operational competencies needed to do their job:
 - 1.3.2.1. CSA2s will be required to hold the 'Station Operations (Limited)' licence
 - 1.3.2.2. CSA1s will be required to hold the 'Station Operations' licence
 - 1.3.2.3. CSSs and CSMs will be required to hold the 'Station Supervision' licence
 - 1.3.2.4. CSS1s will be required to hold the 'People Supervision' permit
 - 1.3.2.5. CSMs will be required to hold the 'People Management' permit
 - 1.3.2.6. CSS1s and CSM1s will be required to hold a control room permit as relevant to their Cover Group.
- 1.3.3. Staff will be required to hold supplementary permits including Lifts, PEDs etc as relevant to their Cover Group.
- 1.3.4. The performance of station staff will be assessed on a regular basis by staff holding the People Supervision or People Management permit and will be recorded

in CMS. If an employee's performance falls short of the requirement for the post, the responsible Manager will arrange appropriate training, coaching or assistance. If after all reasonable interventions an individual's performance fails to improve the Manager may take further performance management interventions. Where an employee's performance falls short of Company Standards, the appropriate job licence or permit(s) may be temporarily or permanently withdrawn

- 1.3.5. The core job licences and any additional skill endorsements of staff will be re-assessed over a two year period at dates specified by London Underground's CMS. Staff failing will be dealt with as in 1.3.4 above. Reasonable support will be given to help staff to successfully revalidate licences and permits.

1.4. Arrangements for Station Staffing - Banked Rest Days

- 1.4.1. Full time staff are contracted to work 35 hours a week over an average of five days in line with the parameters. Actual hours worked per week is 37.5 for all grades except CSA2. Banked Rest Days will be allocated to balance actual hours worked over the roster cycle to 35.
- 1.4.2. CSA2 rosters will average contractual hours and will not accrue Banked Rest Days.

1.5. Medical Standards

- 1.5.1. All station staff will be required to meet the relevant medical standards for the role they are undertaking. If an individual cannot meet the medical standards, reasonable adjustments will be explored within their Area and, if necessary, other locations.

Schedule No. 2 – Deployment of Station Staff

2.1. Deployment Principles

- 2.1.1. An Area is made up of one or more stations. Areas will be combined to form Cover Groups. Staff will work as part of an Area roster and this will include a proportion of cover duties.
- 2.1.2. Staff will book on and off at the station(s) where they are allocated to work.
- 2.1.3. Staff will have at least 28 days' notice of rest days and duties. Once allocated, rest days are guaranteed unless altered by mutual agreement.
- 2.1.4. Staff will cover lower graded positions as required subject to holding the necessary licences.
- 2.1.5. Staff will cover higher graded positions on their Area as required subject to holding the necessary licence. Staff may cover higher graded positions off their Area by mutual agreement subject to holding the necessary licence. Variations to duties would be in line with the rest of schedule two.
- 2.1.6. The hours worked on cover duties will be accumulated over a 26 week period. Hours worked in excess of 37.5 will be paid at the appropriate overtime rate. When hours worked in a 26 week period are less than 37.5, the deficit (of up to eight hours) will be carried forward to be worked in the following 26 week period. Duties on training will be recorded as 7.5 hours.

2.2. Variations to Duties – Location

- 2.2.1. Staff on a non-cover duty will be required to work that duty at any station on the Area.
 - 2.2.1.1. Spare staff during non-cover weeks may work at any Area on their Cover Group. In all other respects they are treated as non-cover duties.
- 2.2.2. Staff on a cover duty may be required to work on any Area in the Cover Group and at adjacent Cover Groups on their line.
- 2.2.3. Where staff are required to work outside their Cover Group, for staff who are not dedicated to Night Tube, this will only be between the hours of 06.30 and 23.30.

2.3. Variations to Duties - Timings

- 2.3.1. The principle underpinning changes to duties is flexibility achieved through mutual agreement wherever possible and in the first instance staff will be asked to change their duties.
- 2.3.2. Mutual changeovers of duties and rest days must be advised to the AM or CSM. Changes must comply with rostering parameters and must be approved by the AM or CSM. Once approved, these will be honoured.
- 2.3.3. For non-cover duties, start and finish times can be varied by up to two hours either way with at least seven days notice. Any other changes are by mutual agreement

only.

2.3.4. For cover and SRT duties, start and finish times can be varied by up to two hours either way with at least 24 hours' notice.

2.3.5. Cover and SRT duty shift changes in excess of two hours may be made with at least 48 hours' notice, by mutual agreement wherever possible.

2.3.5.1. If, within ten days, cover could not be found by:

- Utilising spare staff or,
- Mutual agreement changes

Then staff would be utilised as follows:

- Spares (adjacent Cover Group)
- Lower Graded Working (as per the rest of schedule 2)
- Higher Graded Working (as per the rest of schedule 2)
- Overtime (as per paragraph 2.4)

In each case these options would be looked at in the following order (except for SRT), in line with paragraph 2.2:

1. On the same Area
2. On the same Cover Group
3. On the adjacent Cover Group

If all of these options have been exhausted then a cover duty shift change in excess of two hours may be instructed (as per the rest of schedule 2).

2.3.6. In addition, where all of these other options have been exhausted and in response to urgent operational needs, there may be a need to change a cover or SRT duty shift in excess of two hours with between 48 and 24 hours' notice without mutual agreement. If this occurs, the individual affected will not be required to move duties without mutual agreement with less than 48 hours notice again in the subsequent six month rolling period.

2.4. Overtime

2.4.1. Overtime will, from time to time, be offered to meet the requirements of the service, and will be allocated fairly amongst the staff concerned. Hours worked in excess of contractual hours will be paid at the appropriate overtime rate.

2.4.2. Staff must not work more than two consecutive shifts totalling up to 18 hours. This must be followed by a 12 hour rest period and must not occur more than once in any 28 day rolling period.

2.4.3. Overtime should not be cancelled with less than 24 hours' notice. If during this period the overtime is no longer required the employee will be found appropriate duties within their Cover Group.

2.4.4. If a member of staff cancels their overtime with less than 24 hours' notice they may be precluded from being offered overtime for the next 28 days.

2.5. Higher Grade Working

2.5.1. Higher Duty Pay will be payable if:

A member of staff takes on the duties of a grade higher than their substantive grade for an entire shift, where no additional licences are required.

Or

Covers a role of a grade higher than their substantive grade for a minimum of two hours, where an additional licence is required.

- 2.5.2. All roles up to and including CSS1 will only be covered by appropriately qualified staff with the relevant supplementary permits.
- 2.5.3. In order to cover a CSA1 role the staff member must hold the 'Station Operations' licence.
- 2.5.4. In order to cover a CSS2 role the staff member must hold the 'Station Supervision' licence.
- 2.5.5. In order to cover a CSS1 role the staff member must hold the 'Station Supervision' licence and the 'People Supervision' permit, and a control room permit as required.
- 2.5.6. CSS2s can cover CSM2 or CSM3 roles, but will not be required to carry out any of the people management aspects of the role unless they hold the relevant 'People Management' permit or 'People Supervision' permit.
- 2.5.7. CSS1s can cover any CSM role but will not be required to carry out all of the people management aspects of the role unless they hold the 'People Management' permit. They may also need a control room permit to cover a CSM1 role if the Cover Group requires.
- 2.5.8. CSMs can cover any other CSM grade.
- 2.5.9. Uncovered CSM duties on an Area will normally be covered by stepping up a CSS.

Schedule No. 3 – Part Time Staff

3.1. Part Time Staff

- 3.1.1. Part time posts will be at the same grades and pro-rata rates of pay as full time staff.
- 3.1.2. Where employees change from part time employment to full time employment or vice versa, without a break, the employment will be considered as continuous with accumulated service entitlement calculated on a pro-rata basis.
- 3.1.3. Part time staff will be treated equitably with full time staff in respect of terms and conditions of employment.

3.2. Deployment of Part Time Staff

- 3.2.1. Part time staff typically work between 14 and 30 hours either as shorter shifts or a reduced number of days per week.
- 3.2.2. Part time staff will be rostered on an Area basis and may include integrated cover.
- 3.2.3. Short shift part time window start times are as follows:
 - Early: 06.00 – 10.00
 - Mid: 08.15 – 15.00
 - Late: 15.00 – 18.00Duty start times on an individual Area will span a maximum period of two hours.
- 3.2.4. Part time staff working cover weeks will have a duty start time window that reflects the duty start time window on their home Area unless varied by mutual agreement.

Schedule No. 4 – Rostering Parameters

4.1. Rostering Arrangements

- 4.1.1. Rosters and any changes to them will be decided upon by the relevant AM following consultation with staff and their representatives.
- 4.1.2. Rosters will be published at least 28 days prior to implementation.
- 4.1.3. Rosters will be structured on an Area basis and must comply with the maximum and minimum shift criteria outlined in these Rostering Parameters.
- 4.1.3.1. Non-cover duties may also include some duties in other Areas within the Cover Group.
- 4.1.4. Duty rosters aim to minimise the unsocial aspects of shift working whilst covering the business requirements and incurring no extra cost to the Company.
- 4.1.5. Any changes requested by staff must be agreed by the majority of staff on the roster at the relevant Area.

Parameter	Full Time Staff	Notes
Minimum shift lengths	5 hours	1
Maximum shift lengths	10 hours on Monday to Saturday 12 hours on Sunday	
Rostered meal break duration	30 mins	2
Maximum spell of duty without a break:	5 hours	3
Minimum period between duties:	12	4
Maximum number of consecutive working days:	8	5
Average working days per week:	5	

- 4.1.6. For all grades full time staff rosters may vary by up to 20% more or less than their average rostered hours.
- 4.1.7. Three week cover blocks will have a weekend entry or exit rest day and four week cover blocks will have both entry and exit weekend rest days.

4.2. Notes – Additional Information

- 1) May be reduced to four hours where requested by staff or required to aid roster balance.
- 2) During traffic hours staff working shifts in excess of five hours will be provided with a 30 minutes unpaid meal break which may be taken off station premises. To meet the

contingencies of the service, staff may be required to take their unpaid meal break earlier or later in their shift, but within the parameters set out in this framework. Staff may also be requested to take their meal break but remain on station premises and available to deal with issues arising on the station. Under these circumstances the 30 minute meal break will be paid as overtime. When work is undertaken during Engineering Hours staff will be provided with an uninterrupted meal break to be taken on site provided meal break times are properly published. When no work is being carried out during Engineering Hours staff may take an off site meal break provided the Service Controller and staff on adjacent stations are informed.

- 3) Staff working shift lengths in excess of ten hours 30 minutes will have two 30 minute meal break periods.
- 4) The minimum period between duties may, exceptionally, be reduced to ten hours, and eight hours in an emergency situation
- 5) Staff may work eight consecutive days to facilitate the provision of long weekend rest periods and to minimise split rest periods during the week.

4.3. Variations to Rosters

4.3.1. Variations to rosters to take account of special events and possessions will be determined by the relevant AM in consultation with staff and their representatives.

4.3.2. In the event of urgent alterations, three days' notice may be given.

Schedule No. 5 – Annual Leave

5.1. Annual Leave

- 5.1.1. Leave allocation will be published by November 30th for the following year. The annual leave year starts on the last Sunday in February and leave must be taken by the last Saturday in the following February.
- 5.1.2. Annual leave is calculated by multiplying the average number of working days or shifts per week by 7.4 rounded to the nearest whole number.

5.2. Staff receiving Banked Rest Days (a form of time off in lieu) - Annual Leave and Banked Rest Days will be rostered as follows:

Annual Leave Period		
Early Winter	Commencing the last Sunday in February 5 X 1 week blocks	Annual Leave
Spring	Commencing 5 weeks later 5 X 2 week blocks	Annual Leave
Summer	Commencing 10 weeks later 5 X 3 week blocks	Annual Leave
Autumn	Commencing 15 weeks later 5 X 2 week blocks	1 week Annual Leave & 1 week Banked Rest Days
Late Winter One	Commencing 10 weeks later 5 X 1 week blocks	Banked Rest Days
Late Winter Two	Commencing 5 weeks later 5 X 1 week blocks	Banked Rest Days

5.3. Staff not receiving Banked Rest Days – Annual Leave will be rostered appropriate to their employment hours in the following blocks:

Spring	Commencing the last Sunday in February 7 x 2 week blocks	Annual Leave
Summer	Commencing 14 weeks later 7 x 3 weeks blocks	Annual Leave
Autumn	Commencing 21 weeks later 7 x 1 week blocks	Annual Leave
Winter	Commencing 7 weeks later 7 x 1 week blocks	Annual Leave

- 5.3.1. **Part time staff who work at weekends** may start their one week annual leave on a Saturday in order to have a complete weekend's leave. Staff should give the

AM six weeks' notice if they require their one week autumn or winter leave to commence on a Saturday.

- 5.4. Staff may apply for odd days leave** which will be granted subject to cover being available. Any shortfall in entitlement will be deducted from the final allocated block/s.
- 5.5. Mutual change-overs of rostered leave periods** must be notified at least six weeks in advance and approved by the relevant AM. Staff may apply for vacant leave periods.
- 5.6. Staff transferred or promoted into an Area** will be allocated to a vacant position within the Annual Leave roster for the following year and their existing Annual Leave arrangements will be honoured. Once a transfer or promotion has been notified variations to Annual Leave arrangements cannot be agreed by the current AM.
- 5.7. Continuous Leave**
- 5.7.1. Staff requiring continuous leave not in accordance with the arrangements above, may apply in writing to their AM. 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.
- 5.7.2. Annual leave weeks are rostered from Sunday to Saturday, including rest days (seven days). Staff is not allowed to work additional shifts or overtime at any point whilst on annual leave.

Schedule No. 6 – Special Requirements Team

6.1. SRT arrangements

- 6.1.1. SRT staff will be deployed anywhere within a nominated 'SRT zone' (residential and central) to cover events, engineering works, project requirements or other unplanned operational requirements. As part of this they would not be used to cover rostered duties.
- 6.1.2. The SRT Manager may also at his/her discretion provide resource to cover long term absences or reduced availability arising from statutory obligations, secondments, promotional training and long term sickness cover and facilitation of staff returning to the workplace who require a period of temporary reasonable adjustments.
- 6.1.3. SRT staff, holding the appropriate licence, can fulfil roles within a Congestion Control and Emergency Plan and can be counted towards the "minimum numbers" set in the plan. This would only happen if a station within their 'SRT zone' would imminently fall below minimum numbers as a result of unforeseeable circumstances.
- 6.1.4. SRT staff may work outside of their 'SRT zone' by mutual agreement. Staff travelling to a location outside their zone will either do so within the duty times or will be paid as overtime. Consideration will be given to the individuals' residential location.
- 6.1.5. The hours worked will be accumulated over a 12 week period. Hours worked in excess of 37.5 will be paid at the appropriate overtime rate. When hours worked in a 12 week period are less than 37.5, the deficit will be carried forward to be worked in the following 12 week period. Duties on training will be recorded as 7.5 hours.
- 6.1.6. Any proposals to significantly alter the number or composition of staff based in the SRT would be subject to consultation with appropriate Trade Unions.

6.2. Rostering Parameters

- 6.2.1. There will be three roster links: Early, Late and Mixed. A minimum of 28 days' notice of duties and rest days will be given. Rest days are guaranteed unless altered by mutual agreement.
- 6.2.2. **Early fixed link** duties commence between Start of traffic and 08.00 (10.00 on Sundays).
- 6.2.3. **Late fixed link** duties commence between 14.00 and 17.00.
- 6.2.4. **Mixed link** duties will operate within the traffic day.
- 6.2.5. Mixed link and late fixed link duties will include occasional night duties as required. Night duties will be allocated fairly amongst the staff concerned. For CSAs night duties would only be for items covered in 6.1.1.
- 6.2.6. All other roosting parameters will be in accordance with the remainder of this Framework Agreement.

Schedule No. 7 – Transfer and Promotion Arrangements

7.1. Definitions

- 7.1.1. A TRANSFER is a move to an equivalent or lower graded post including part time to full time or full time to part time
- 7.1.2. A PROMOTION is a move to a post of a higher substantive grade.
- 7.1.3. TRAINING WAITING LIST (TWL) is a list of people who have successfully completed recruitment and are awaiting training
- 7.1.4. SHIFT PATTERN refers to full time, part time AM, part time PM, part time middle, part time WE and part time Night Tube.
- 7.1.5. MiApps – The word 'Preference' will be displayed when submitting transfers and/or promotional nominations via MiApps. For the purpose of this schedule Preference and Nomination have the same meaning.

7.2. General Principles

- 7.2.1. Waiting lists are created for all posts to indicate to Establishment Planning Stations Resourcing (SR) whom they can place into positions.
- 7.2.2. Staff are placed in position in date of Nomination order from a waiting list comprising the names of those eligible staff who wish to transfer or gain promotion to that particular job and Area.
- 7.2.3. Staff can transfer only once every 12 months but can be promoted at any time.

7.3. Stations Promotion Path

- 7.3.1. Staff who apply for a campaign which is internal only must have passed probation.
- 7.3.2. All promotion will be achieved by application to the relevant campaign, with the following exceptions.
 - 7.3.2.1. CSA2 to CSA1 - by Nomination on completion of probation and training
- Staff will be called for training by SR by Date Entered Grade.
 - 7.3.2.2. CSS2 to CSS1 – by Nomination and on completion of training to gain the 'People Supervision' Permit and Control Room Permit, as necessary.
- 7.3.3. Staff who successfully pass a promotional campaign will then be placed onto a Training Waiting list for that grade.

7.4. Nomination Rules

- 7.4.1. Staff may submit as many transfers and/or promotional Nominations as they wish. Staff may also submit revised Nomination forms as frequently as they wish.
- 7.4.2. All Nominations submitted will overwrite any previous Nominations held for that grade and shift. Nomination forms must include existing Nominations that a member of staff wishes to keep, which will retain their existing Nomination date.
- 7.4.3. Staff may only submit promotional Nominations for grades and shift patterns which they are eligible to Nominate. Staff's eligibility will be determined by successfully passing the relevant promotional campaign, having their name added to the Training Waiting List (TWL) and being given an initial Nomination date.
- 7.4.4. Staff will be trained in order of the TWL or when they are identified for a job based on

their Nominations.

- 7.4.5. The Initial Nomination date is the earliest date a member of staff may submit Nominations for a particular grade or position.
- 7.4.6. All forms to be submitted through Mi-Apps.
- 7.4.7. SR will ensure that Staff can Nominate grades that they are eligible for by keeping the Preferencing database up to date.
- 7.4.8. After a move notification is issued, all transfer and promotion Nominations will remain in the system except for the one position that the member of staff will move to. Staff must immediately remove Nominations that they no longer want.
- 7.4.9. It is the responsibility of the member of staff to ensure that their Nominations are up to date and accurate.
- 7.4.10. Where a new position is introduced, a common date will be used to assign all new Nominations.

7.5. Cancellation of Nomination

- 7.5.1. Nominations may be cancelled at any time through Mi-Apps. Receipt of cancellation must be held by the member of staff.
- 7.5.2. The cancellation of Nominations will not be accepted once a move has been identified by SR. Once identified SR will issue a Notification of Movement within 24 hours.

7.6. Filling Positions

- 7.6.1. When filling a position SR will refer to the Nomination waiting list for to see who is top and eligible to move and then generate a Notification of Movement email which will be sent to the individual, indicating they will move to the position after 28 days.
 - 7.6.1.1. In the event that there is a need to decide between two members of staff then the following tie-break criteria will be used
 - 7.6.1.1.1. Date and time of Nomination (earliest)
 - 7.6.1.1.2. Date Entered Service (earliest)
 - 7.6.1.1.3. Employee Number (lowest)
- 7.6.2. Once notified, a valid move cannot be refused.
- 7.6.3. Once issued, a valid move cannot be retracted.
- 7.6.4. In the event of the member of staff being on Annual Leave or not having up to date licences then an extended movement date may be required.
- 7.6.5. When an employee is unable to take up a position immediately because of long term sickness (28 days or more) or absence then taking into account factors such as availability and capability to carry out the role, SR will decide whether the move will take place. If the move does not take place then:
 - 7.6.5.1. the member of staff concerned will retain their position on the Nomination waiting list
 - 7.6.5.2. the post will then be filled by the next available person on the Nomination waiting list
 - 7.6.5.3. In cases where there is a dispute, these will be brought to the Hardship Committee for discussion.

- 7.6.6. The sending AM is accountable for ensuring that the personnel records of the staff member arrive safely with the receiving AM without a breach of confidentiality and within seven days of the move taking place.
- 7.6.7. The receiving AM is accountable for ensuring that the additional location based permits and practical knowledge needed are up to the required standard for the new location, and arrange any training necessary.

7.7. Difficult to fill locations

- 7.7.1. If everybody on a Nomination waiting list is unavailable to move due to the 12 month block on movement, the position may be given to the person at the top of the waiting list. Their 12 month block is then reset. People considered on this basis may only make such a move once in a 12 month period.
- 7.7.2. If there is no Nomination waiting list for a position, a general advert can be circulated within the company.
- 7.7.3. In exceptional circumstances, in which a number of positions on an Area are proving difficult to fill, staff may be offered the position by SR who will work in turn down the promotional TWL and will train staff out of turn.
- 7.7.4. If they accept, staff will not be able to move by transfer or promotion for 12 months.

7.8. Exceptions

- 7.8.1. Where a move is requested outside the normal transfer and promotion arrangements, it will be discussed by the Hardship Committee, a subgroup of Stations and Revenue Control Functional Council comprising management and staff side representatives.
- 7.8.2. OR reserve the right to place individuals into positions ahead of the waiting list where required for medical or other HR reasons.

7.9. Changes to Licence and Core Permit Requirements

- 7.9.1. Where there is a change to the licence or core permit(s) for a particular post the Nomination waiting list will be revised. Only staff on the waiting list that already hold the necessary licence or core permit(s) will remain on that list unless they withdraw their Nomination. Other staff with the licence or core permit(s) will be invited to Nominate via advertisement.
- 7.9.2. Where licence and core permit requirements of a job change, staff in post will be given the opportunity to train and remain in post. Where a new licence or core permit(s) would be required, those who have not achieved the required standard for selection and/or training, after having received support/training, would be displaced after three attempts at the process.

7.10. Claims Procedure

- 7.10.1. Should a member of staff believe that someone else has been appointed to a post that they should have obtained then a claim should be made to their current AM in writing who will investigate accordingly in conjunction with SR.
- 7.10.2. Any ongoing disagreements over the application of the transfer and promotion arrangements will be raised at Hardship Committee.

7.11. Displaced staff

- 7.11.1. Where displacement affects more than one cover group then terms of displacement will be consulted on at Stations and Revenue Control Functional Council.
- 7.11.2. Displaced staff can claim priority and go to the top of a waiting list, within 28 days of displacement, irrespective of the date of Nomination. They must possess the appropriate core competencies, as explained below;
- 7.11.2.1. (i) Displaced staff seeking to return to a grade or post from where they were displaced have one priority Nomination back to the location they were displaced from, unless that post no longer exists, in which case they may choose one other location of the same grade and shift pattern on that cover group to be prioritised for.
- 7.11.2.2. (ii) Displaced staff who have not achieved the standard to gain new core permits on transfer or at their current location where additional permits are required, and their previous post no longer exists, have five Priority Nominations at the same grade and shift pattern they were at immediately prior to the need to gain the extra competencies.
- 7.11.2.3. In all cases of displacement SR will write to the member of staff and allocate a location until such time as their priority move or a Nominated position becomes available. Appeals for alternative locations can be raised at Hardship Committee.
- 7.11.3. Where there is more than one priority applicant, priority will be assigned in the same order as points (i) (ii) above.
- 7.11.4. On securing a priority Nomination, all remaining priority Nominations held by the member of staff will be withdrawn.
- 7.11.5. Displacement of staff from an area will be on the basis of Last in First Out within grade (time at location).

7.12. Return from Medical Redeployment

- 7.12.1. Where an employee becomes fit for their previous grade following a permanent medical redeployment away from their grade, every effort will be made to return them to their previous location. Where this is not possible they will be placed at the top of the waiting list for their previous location and will be placed in a suitable position elsewhere by SR until a position arises at their home location. They will also be able to Nominate.

7.13. Disciplinary

- 7.13.1. Staff transferred or demoted as a result of a formal disciplinary decision will be deployed only to position for which there are no available applicants on the waiting list. In cases where no position exists or in exceptional circumstances SR will advise the CDI panel of the location that the member of staff is deployed to. Appeals for alternative locations can be raised at Hardship Committee.