

# Piccadilly Centre Cover Group Effective from 2 May 2021

# Knightsbridge Area

Cover Week [CW]	Other Cover	Roving Duty R	Hyde Park Corner HPC C
Spare Duty Y		Cross Station Cover X	Knightsbridge KNB D

Grade Customer Service Manager 2

ROSTER No. P1C

Code CSM2

Roster Start Date 02/05/2021

	SUNDAY					MONDAY					TUESDAY					WEDNESDAY					THURSDAY					FRIDAY					SATURDAY					TOTAL	
	BOOK ON	Relief 1	Relief 2	BOOK OFF	PAID HRS	BOOK ON	Relief	BOOK OFF	PAID HRS	BOOK ON	Relief	BOOK OFF	PAID HRS	BOOK ON	Relief	BOOK OFF	PAID HRS	BOOK ON	Relief	PAID HRS	PAID HRS	BOOK ON	Relief	PAID HRS	PAID HRS	BOOK ON	Relief	BOOK OFF	PAID HRS	WEEKLY HOURS							
1	Rest Day					Rest Day					23:00		07:00	07:30	DN03	23:00		07:00	07:30	DN03	23:00		07:00	07:30	DN03	23:00		07:00	07:30	DB03	37:30						
2	23:00			07:00	07:30	DN03	23:00		07:00	07:30	DN03	Rest Day					Rest Day					15:00	17:45	23:00	07:30	DN02	15:00	17:45	23:00	07:30	DH02	15:00	18:30	23:00	07:30	DB02	37:30
3	15:00	18:30		23:00	07:30	DN02	15:00	17:45	23:00	07:30	DN02	15:00	17:45	23:00	07:30	DN02	15:00	17:45	23:00	07:30	DN02	Rest Day					Rest Day					07:00	12:00	15:00	07:30	DB01	37:30
4	07:00	11:00		15:00	07:30	DN01	07:00	10:30	15:00	07:30	DN01	07:00	10:30	15:00	07:30	DN01	07:00	10:30	15:00	07:30	DN01	07:00	10:30	15:00	07:30	DN01	Rest Day					Rest Day					37:30
5	Cover Week																														CW1	37:30					
6	Cover Week																														CW1	37:30					
7	Cover Week																														CW1	37:30					
8	Cover Week																							Rest Day						CW1	37:30						
9	Rest Day					Rest Day					23:00		07:00	07:30	CN03	23:00		07:00	07:30	CN03	23:00		07:00	07:30	CN03	23:00	03:15	07:00	07:30	CH03	23:00	03:15	07:00	07:30	CB03	37:30	
10	23:00			07:00	07:30	CO03	23:00		07:00	07:30	CN03	Rest Day					Rest Day					09:00	13:00	17:00	07:30	CN01	07:00	10:30	15:00	07:30	DH01	11:00	15:00	19:00	07:30	XB06	37:30
11	11:00	15:00		19:00	07:30	XC06	Rest Day					Rest Day					15:00	18:30	23:00	07:30	CN02	15:00	18:30	23:00	07:30	CN02	15:00	18:30	23:00	07:30	CH02	15:00	17:45	23:00	07:30	CB02	37:30
12	15:00	17:45		23:00	07:30	CO02	15:00	18:30	23:00	07:30	CN02	15:00	18:30	23:00	07:30	CN02	Rest Day					Rest Day					07:00	11:15	15:00	07:30	CH01	07:00	11:15	15:00	07:30	CB01	37:30
13	07:00	11:45		15:00	07:30	CO01	07:00	11:15	15:00	07:30	CN01	07:00	11:15	15:00	07:30	CN01	07:00	11:15	15:00	07:30	CN01	07:00	11:15	15:00	07:30	CN01	Rest Day					Rest Day					37:30
Thursday duty CN21 cover HPC CSA1 duty																												Total	487:30								
																												Average	37:30								

Grade Customer Service Supervisor 1

ROSTER No. P2B

Code CSS1

Roster Start Date 02/09/2018

	SUNDAY					MONDAY					TUESDAY					WEDNESDAY					THURSDAY					FRIDAY					SATURDAY					TOTAL WEEKLY HOURS
	BOOK ON	Relief 1	Relief 2	BOOK OFF	PAID HRS	BOOK ON	Relief	BOOK OFF	PAID HRS	BOOK ON	Relief	BOOK OFF	PAID HRS	BOOK ON	Relief	BOOK OFF	PAID HRS	BOOK ON	Relief	PAID HRS	PAID HRS	BOOK ON	Relief	PAID HRS	PAID HRS	BOOK ON	Relief	BOOK OFF	PAID HRS							
1	Rest Day					07:00	09:45	15:00	07:30	XN17	07:00	09:45	15:00	07:30	XN17	07:00	09:45	15:00	07:30	XN17	07:00	09:45	15:00	07:30	XN17	07:00	09:45	15:00	07:30	XH17	Rest Day					37:30
2	Cover Week																														CW1	37:30				
3	Rest Day					11:00	14:15	19:00	07:30	DN11	11:00	14:15	19:00	07:30	DN11	11:00	14:15	19:00	07:30	DN11	11:00	14:15	19:00	07:30	DN11	11:00	14:15	19:00	07:30	DH11	Rest Day					37:30
																															Total	112:30				
																															Average	37:30				

GRADE Customer Service Supervisor (Part Time 5D)

ROSTER No. P3A

CODE CSS1 P/T 5D

Roster Start Date 18/03/2018

		SUNDAY					MONDAY					TUESDAY					WEDNESDAY					THURSDAY					FRIDAY					SATURDAY					TOTAL WEEKLY HOURS																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																			
		BOOK ON	Relief 1	Relief 2	BOOK OFF	PAID HRS	D	U	T	Y	BOOK ON	Relief	BOOK OFF	PAID HRS	D	U	T	Y	BOOK ON	Relief	BOOK OFF	PAID HRS	D	U	T	Y	BOOK ON	Relief	PAID HRS	PAID HRS	D	U	T	Y	BOOK ON	Relief		BOOK OFF	PAID HRS	D	U	T	Y																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																													
1	Rest Day									16:15		20:15	04:00	XN12																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																										

GRADE Customer Service Supervisor (Part Time 2D)

ROSTER No. P4

CODE CSS1 P/T 2D

Roster Start Date 03/04/2016

	SUNDAY					MONDAY					TUESDAY					WEDNESDAY					THURSDAY					FRIDAY					SATURDAY					TOTAL					
	BOOK ON	Relief 1	Relief 2	BOOK OFF	PAID HRS	D U T Y	BOOK ON	Relief	BOOK OFF	PAID HRS	D U T Y	BOOK ON	Relief	BOOK OFF	PAID HRS	D U T Y	BOOK ON	Relief	BOOK OFF	PAID HRS	D U T Y	BOOK ON	Relief	PAID HRS	PAID HRS	D U T Y	BOOK ON	Relief	BOOK OFF	PAID HRS	D U T Y	WEEKLY HOURS									
1	Rest Day						Rest Day						Rest Day						Rest Day						Rest Day						23:00	26:00	07:00	07:30	XH16	23:00	26:00	07:00	07:30	XB16	15:00



# Piccadilly Centre Cover Group Effective from 2 May 2021

# Knightsbridge Area

Cover Week [CW]	Other Cover	Roving Duty R	Hyde Park Corner HPC C
Spare Duty Y	Cross Station Cover X	Knightsbridge KNB D	

GRADE Customer Service Assistant 2 (Part Time 2D)

ROSTER No. P7

CODE CSA2 P/T 2D

Roster Start Date 03/04/2016

	SUNDAY					MONDAY					TUESDAY					WEDNESDAY					THURSDAY					FRIDAY					SATURDAY					TOTAL WEEKLY HOURS
	BOOK ON	Relief 1 Relief 2	BOOK OFF	PAID HRS	D U T Y	BOOK ON	Relief	BOOK OFF	PAID HRS	D U T Y	BOOK ON	Relief	BOOK OFF	PAID HRS	D U T Y	BOOK ON	Relief	BOOK OFF	PAID HRS	D U T Y	BOOK ON	Relief	PAID HRS	PAID HRS	D U T Y	BOOK ON	Relief	BOOK OFF	PAID HRS	D U T Y						
1	11:00	13:30	19:00	07:30	DB71	Rest Day					Rest Day					Rest Day					Rest Day					Rest Day					12:00	14:15	20:00	07:30	DB71	15:00
2	09:45	13:00	17:45	07:30	DB70	Rest Day					Rest Day					Rest Day					Rest Day					Rest Day					10:00	13:30	18:00	07:30	DB70	15:00
																														Total		30:00				
																														Average		15:00				

Grade Customer Service Assistant 2

ROSTER No. P8

Code CSA2

Roster Start Date 18/03/2018

	SUNDAY					MONDAY					TUESDAY					WEDNESDAY					THURSDAY					FRIDAY					SATURDAY					TOTAL WEEKLY HOURS
	BOOK ON	Relief 1 Relief 2	BOOK OFF	PAID HRS	D U T Y	BOOK ON	Relief	BOOK OFF	PAID HRS	D U T Y	BOOK ON	Relief	BOOK OFF	PAID HRS	D U T Y	BOOK ON	Relief	BOOK OFF	PAID HRS	D U T Y	BOOK ON	Relief	PAID HRS	PAID HRS	D U T Y	BOOK ON	Relief	PAID HRS	PAID HRS	D U T Y	BOOK ON	Relief	BOOK OFF	PAID HRS	D U T Y	
1	Rest Day					09:00	13:00	16:30	07:00	DN71	09:00	13:00	16:30	07:00	DN71	09:00	13:00	16:30	07:00	DN71	09:00	13:00	16:30	07:00	DN71	09:00	13:00	16:30	07:00	DN71	Rest Day					35:00

# Knightsbridge Area

## Piccadilly Centre Cover Group

### Monday-Thursday Task Schematic

CSM	CSS	CSA1
Pfm #	Pfm #	Pfm #
Pfm #	Pfm #	Pfm #

Operational Requirements  
Station Supervision  
Dwell Time Management (SATS)  
Other Pfm Duties

CSM	CSS	CSA1	CSA2

Ticket Assist/Customer Service  
Ticketing Assist

CSM	CSS	CSA1	CSA2

Gate Line/Customer Service  
KNB entrance East  
Hyde Park Corner  
KNB entrance WEST  
Welcome

CSM	CSS	CSA1	CSA2

Other Duties  
Other Duties 4  
As Instructed

with effect from Sunday 2 May 2021

Grade Code	Duty No.	Start	Relief	2nd Relief	Finish	Days	03:00	04:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	00:00	01:00	02:00
		Hyde Park Corner																												
	CN01	07:00	11:15		15:00	M-Th																								
	CN02	15:00	18:30		23:00	M-Th																								
	CN03	23:00			07:00	M-Th																								
	CN20	05:35	09:00		13:35	M-Th																								
	CN21	09:00	13:00		17:00	M-Th																								
	CN22	13:00	16:30		21:00	M-Th																								
	CN23	16:45	20:30		00:45	M-Th																								
		Knightsbridge																												
	DN01	07:00	10:30		15:00	M-Th																								
	DN02	15:00	17:45		23:00	M-Th																								
	DN03	23:00			07:00	M-Th																								
	XN17	07:00	09:45		15:00	M-Th																								
	XN12	16:15			20:15	M-Th																								
	DN11	11:00	14:15		19:00	M-Th																								
	DN20	05:30	09:00		13:30	M-Th																								
	DN22	05:30	09:45		13:30	M-Th																								
	DN28	07:00	11:00		15:00	M-Th																								
	DN21	07:30	10:30		15:30	M-Th																								
	DN23	11:00	13:30		19:00	M-Th																								
	DN24	12:00	14:45		20:00	M-Th																								
	DN25	12:30	15:00		20:30	M-Th																								
	DN26	14:30	19:15		22:30	M-Th																								
	DN27	16:45	20:00		00:45	M-Th																								
	DN71	09:00	13:00		16:30	M-Th																								

# Knightsbridge Area

## Piccadilly Centre Cover Group

### Friday Task Schematic

with effect from Sunday 2 May 2021

CSM	CSS	CSA1
Pfm #	Pfm #	Pfm #
Pfm #	Pfm #	Pfm #

Operational Requirements  
Station Supervision  
Dwell Time Management (SATS)  
Other Pfm Duties

CSM	CSS	CSA1	CSA2

Ticket Assist/Customer Service  
Ticketing Assist

CSM	CSS	CSA1	CSA2

Gate Line/Customer Service  
KNB entrance East  
Hyde Park Corner  
KNB entrance WEST  
Welcome

CSM	CSS	CSA1	CSA2

Other Duties  
Other Duties 4  
As Instructed

Grade Code	Duty No.	Start	Relief	2nd Relief	Finish	Days	03:00	04:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	00:00	01:00	02:00
		Hyde Park Corner																												
	CH01	07:00	11:15		15:00	FO										CSS														
	CH02	15:00	18:30		23:00	FO	SATURDAY MORNING																							
	CH03	23:00	03:15		07:00	FO	KNB																							
	CH20	05:35	09:00		13:35	FO																								
	CH21	09:00	13:00		17:00	FO																								
	CH22	13:00	16:30		21:00	FO																								
	CH23	15:00	18:00		23:00	FO	SATURDAY MORNING																							
	CH24	23:00	03:45		07:00	FO		KNB																						
		Knightsbridge																												
	DH01	07:00	10:30		15:00	FO										CSS														
	DH02	15:00	17:45		23:00	FO	SATURDAY MORNING																							
	DH03	23:00	01:30		07:00	FO																								
	XH16	23:00	02:00		07:00	FO		HPC																						
	XH17	07:00	09:45		15:00	FO									KNB	HPC														
	XH12	16:15			20:15	FO																								
	DH11	11:00	14:15		19:00	FO																								
	DH20	05:30	09:00		13:30	FO																								
	DH22	05:30	09:45		13:30	FO																								
	DH28	07:00	11:00		15:00	FO																								
	DH21	07:30	10:30		15:30	FO																								
	DH23	11:00	14:00		19:00	FO																								
	DH25	12:00	15:00		20:00	FO																								
	DH24	13:00	16:15		21:00	FO																								
	DH26	14:00	17:00		22:00	FO																								
	DH27	15:00	20:00		23:00	FO	SATURDAY MORNING																							
	DH29	23:00	02:30		07:00	FO																								
	DH71	09:00	13:00		16:30	FO																								

# Knightsbridge Area

Piccadilly Centre Cover Group

## Saturday Task Schematic

with effect from Sunday 2 May 2021
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[illegible]

# Knightsbridge Area

## Piccadilly Centre Cover Group

### Sunday Task Schematic

CSM	CSS	CSA1
Pfm #	Pfm #	Pfm #
Pfm #	Pfm #	Pfm #

Operational Requirements  
Station Supervision  
Dwell Time Management (SATS)  
Other Pfm Duties

CSM	CSS	CSA1	CSA2

Ticket Assist/Customer Service  
Ticketing Assist

CSM	CSS	CSA1	CSA2

Gate Line/Customer Service  
KNB entrance East  
Hyde Park Corner  
KNB entrance WEST  
Welcome

CSM	CSS	CSA1	CSA2

Other Duties  
Other Duties 4  
As Instructed

Grade Code	Duty No.	Start	Relief	2nd Relief	Finish	Days	03:00	04:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	00:00	01:00	02:00
		Hyde Park Corner																												
	CC01	07:00	11:45		15:00	Sun																								
	CC02	15:00	17:45		23:00	Sun	MONDAY MORNING																							
	CC03	23:00			07:00	Sun																								
	CC20	07:00	12:00		15:00	Sun																								
	CC21	12:00	16:30		20:00	Sun																								
	CC22	16:20	19:30		00:20	Sun																								
		Knightsbridge																												
	DC01	07:00	11:00		15:00	Sun																								
	DC02	15:00	18:30		23:00	Sun	MONDAY MORNING																							
	DC03	23:00			07:00	Sun																								
	XC06	11:00	15:00		19:00	Sun																								
	DC20	07:00	10:00		15:00	Sun																								
	DC21	09:00	13:30		17:00	Sun																								
	DC22	11:00	14:15		19:00	Sun																								
	DC23	11:00	15:45		19:00	Sun																								
	DC24	12:30	16:30		20:30	Sun																								
	DC25	16:20	20:00		00:20	Sun																								
	DC70	09:45	13:00		17:45	Sun																								
	DC71	11:00	13:30		19:00	Sun																								