

**An important message
from RMT to London
Underground passengers**



**RMT members
on the Tube
are taking
action
to protect
YOUR safety**

During the Olympics London Underground has been counting volunteers among the number of safety-trained staff needed legally to keep Tube stations open, putting everyone concerned at risk.

See overleaf to see how YOU can help us to stop this abuse

www.rmt.org.uk

**Help RMT defend safety for all
London Underground users**

During the Olympics, London Underground has been using volunteers to help out with the additional crowds using the Tube.

RMT does not have a problem with the occasional use of 'Incident Customer Service Assistants' (ICSAs), as they are called, but they are not trained in safety-critical work and should only be deployed on the non-operational side of the barrier.

An agreement signed in 2008 states clearly that the minimum staffing level for each station must consist of **Station Supervisor(s) and London Underground station staff fully trained, qualified, licensed and familiarised to a minimum of CSA level.**

Volunteer ICSAs are not trained to this level, but London Underground has tried to count ICSAs among the minimum number of safety-trained staff required legally to keep a station open and to use ICSAs to do safety-critical work, even including train despatch.

RMT believes that this abuse of volunteers puts everyone concerned at risk and is particularly dangerous at times of heavy congestion, and RMT members are therefore taking action short of strike action to prevent Tube safety being undermined in this way

RMT sought to reach agreement on this issue, including with talks at Arbitration service ACAS, but Tube bosses would not budge.

RMT members are therefore trying to ensure that ICSAs are not counted among the number of staff required on duty for a station to be open, and are not deployed on the paid side of the barrier.

You can help us to end this threat to Tube safety by emailing London Underground's director of safety, at mike.strzelecki@tube.tfl.gov.uk, and insist that Tube safety rules are applied properly

Thank you.



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