

DRAFT FRAMEWORK AGREEMENT

INTRODUCTION

This framework agreement sets out the outline for resolution of the current dispute between Govia Thameslink Railway (GTR) and the National Union of Rail, Maritime & Transport Workers (NURMTW), following joint discussions under the auspices of ACAS on the transition from the current role of Conductor to a new jointly devised role of *Train Services Manager*.

PURPOSE & OBJECTIVE

The document sets out the new role of Train Services Manager (TSM) which has been jointly devised and will deliver the customer services and safety critical competencies required for the role and outlines how the role of TSM will deliver the agreed objectives.

The objective of the agreement is to enable:

- The delivery of the customer service objectives of the company;
- A safe and efficient operating system of operation, without the dilution of safety critical competencies, standards or processes, and to create a framework in which the TSM role will operate trains in conjunction with the Train Driver.
- High levels of accessibility to all train services for all passengers, enabling the disabled, elderly, vulnerable and others to be provided with assistance from on-board staff on all services.

SCOPE

This agreement, the job role set out, and the other arrangements apply, and are limited to, all GTR routes where a Conductor currently operates trains.

TRAIN SERVICES MANAGER ROLE (TSM)

The TSM role is devised in order to provide delivery of customer service requirements along with safe and efficient train operation and high levels of accessibility for all passengers on all services. In doing so it enhances the

existing role of Conductor. The competencies for the role are set out in the table below. A Job Description for the role will be jointly devised.

TSM COMPETENCY & ROLE MATRIX	
CUSTOMER SERVICE	SAFETY CRITICAL
<ul style="list-style-type: none"> • Check, sell, inspect tickets • Provide information to individual passengers (use handbook to proactively assist customers including commercial route knowledge) • Announcements throughout journey • Ensure wellbeing of customers and customer needs (supported by familiarity with traction) • Patrols and high visibility throughout journey • Crime prevention • Producing reports e.g. faults, crowding, delays, criminal activity etc.) • Monitor train presentation and auditing • Looking out for vulnerable people and ill passenger needs • Assist with baggage/children reconciliation • First Aid awareness • Assisted travel practical assistance (further clarification required) • Issue penalty fares (further clarification on framework required) 	<ul style="list-style-type: none"> • <i>Train departure</i> (further clarification on framework required) • Assist Driver • Operational route knowledge • Protection • ECO • Evacuation • Fire • Radio • Passengers' safety • Security • PTS • TRTS • Knowledge of signals • T.I.S. • Faults • Pass Comm • Hot weather contingency

OPERATION OF TRAINS

Trains in service will be crewed and operated by two staff – a Train Driver and a Train Services Manager who will, in conjunction, have a suite of customer service, safety critical and operational competencies to operate trains, deliver the objectives of the business in regard to customer service, and provide a high level of accessibility on all services.

The operating processes, frameworks and work instructions for trains in service will be clarified, set out and agreed by the relevant parties.

CONCLUSION

Both parties consider that this framework agreement can be a basis on which a resolution to resolve the present dispute can be created and agree to consult their own executive authorities on next steps and development.

ACAS – 15th August 2016

National Union of Rail, Maritime & Transport Workers