



MEMBERS' BULLETIN

RAIL TRAM AND BUS UNION

Bulletin No: 59/2009

11th August 2009

TO ALL RTBU MEMBERS, STATIONS:

NAME BADGES

JUSTIFYING CUSTOMER SERVICE MANAGERS EXISTENCE!!!

The Rail Tram and Bus Union have been forced to place Name Badges in dispute due to RailCorp using underhanded tactics to stand over their own employees at a time of unprecedented uncertainty for Station Staff with massive staff cuts.

Members have advised that Customer Service Managers are running around like John Howard still runs the country by justifying these tactics with a document which your union has never seen!!!!

The Document which purports to represent Customer Service Standards and is dated May 2009 is illegal under the terms of the Union Collective Agreement and we have advised RailCorp to immediately withdraw it.

This exercise is just another example of how Customer Service Managers are falling over each other to justify their existence.

As this matter is in Dispute Members are advised that they should not allow Managers to stand over them and make you wear name badges and we will be advising RailCorp to pulp their Customer Service Standard booklet because it has failed to meet the requirements of the Union Collective Agreement.

Members will be advised further of RailCorp's response.

Members are reminded **Save our Stations Badges** are available at the RTBU's Head Office from Luke Hayden (9264 2511). All members are encouraged to wear their **Save our Stations Badges** right up until 2011 as if it were part of your uniform.

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