

Procedure

**PR0697 A2      Procedure for local managers and staff on sensible pseudonyms**

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## 1 Purpose

The purpose of this procedure is to instruct local managers and staff on the provision of sensible pseudonyms.

## 2 Scope

This procedure applies to all employees in LU Network Operations who interface with customers on the railway and are required to wear a visible name badge, showing their first and last names, as part of their company uniform. This procedure does not apply to first name only badges for Customer Service Assistants.

## 3 Procedure

Name badges show the first name and last name of the employee concerned, except for Customer Service Assistants, who may choose to have a badge showing only their first name.

It is recognised that in certain cases employees have to work in locations, or undertake duties, of greater risk to their personal safety. It is also noted that for certain personal reasons, members of staff may not wish to wear a name badge displaying their own name. In such cases the employee may make an application to his/her manager for their name to be replaced by an appropriate pseudonym containing a first and last name - the last name being the pseudonym. This will need to be agreed by the manager who will retain a record of those pseudonyms used.

The member of staff must apply in writing to his/her Centurion Manager requesting replacement of their last name by an appropriate pseudonym. The Centurion Manager must interview the member of staff concerned to find out the reasons for the request.

Consideration should be given as to whether or not the member of staff's circumstances will lead to a greater risk to their personal safety than would normally be expected from their particular grade.

### For example:

- A particular location has a record of incidents affecting personal safety
- The member of staff has a particularly unusual name which as a result of wearing the badge could lead to their identification outside of work
- The member of staff has suffered previous incidents affecting their personal safety which it is believed may be repeated as a result of wearing their own name on their name badge

In all cases, the manager must consider the risk of assault occurring as a result of the member of staff's own name appearing on their name badge. It is important that staff understand the requirement to wear name badges and that the use of pseudonyms is for exceptional circumstances only.

If the application is approved, an acceptable pseudonym for the member of staff's last name must be agreed by the manager. Any pseudonym used should replace the last name in a realistic manner with, for example, no obvious connotations with public or fictitious figures or places.

Until the new name badge is obtained, the member of staff should not be required to wear their original badge. A badge stating grade only may be worn until the replacement badge is available.

Pseudonym and the reasons for it are recorded. These details should be placed on the staff record of the individual concerned and notification of the pseudonym should be forwarded to any new location which the member of staff may transfer to.

The member of staff must sign for receipt of the replacement name badge and this should be placed on the staff record.

The Centurion Manager should maintain a list of all staff under their control for whom the use of pseudonyms have been agreed.

## 4 Responsibilities

### 4.1 Managers

Managers must ensure appropriate requests, discussions, decisions are formally recorded and noted on the relevant files.

### 4.2 Employees

Employees must comply with this procedure and other relevant standards and guidance:

- [S5254](#) LU Code of Conduct
- LU Uniform [Wearer Guide](#).

## 5 Person accountable for this document

Name	Job title
Mercillina Adesida	Head of Central, W&C Line Customer Service

## 6 References

Document no.	Title or URL
<a href="#">S5254</a>	LU Code of Conduct
N/A	LU Uniform <a href="#">Wearer Guide</a>

## 7 Document history

Issue no.	Date	Changes	Author
A1	April 2016	New procedure – change no. 04585	Stephen Capewell
A2	May 2019	Scheduled review, new Accountable Person as per CR-11437.	Stephen Capewell