



## UNITE THE UNION : THE NEW UNION IS LAUNCHED

Welcome to this first edition of your union's newsletter. In this edition we cover a range of issues including: Unite the union – the new name replacing CC89 and Amicus; the new crew logging procedure; commission; short notice for days off; long duty days; the integration of Bmed; and contact arrangements for reps. We hope you find the introduction of these newsletters useful and that you will contribute to future editions.

Amicus and T&G have joined forces to form the largest Trade Union in the UK with more than 2.4 million members. This means that the Civil Aviation Sector of the new union will be the largest representative group for civil aviation workers in the UK. The new union will carry out the same work for and on behalf of its members as ever, but now with increased resources and influence.

*"Already the benefits of having the two unions working together are showing with Thomas Cook agreeing to a joint recognition agreement for cabin crew members. The size, scope and combined power of the new Union can only bring benefits to our members in bmi and elsewhere"* stated Brian Boyd (Unite (Amicus Section) Civil Aviation National Officer).

CC89 / Amicus publications will now carry the 'Unite' logo. The integration process for both sets of members is now underway. Let's make sure everyone in Civil Aviation hears our name 'UNITE the Union'.

### CHANGE IN LEAD OFFICER

Dave Kelly, Unite Regional Officer led for many years on bmi. Dave has a wealth of knowledge on the industry and worked tirelessly for many years in bettering pay and terms & conditions for many members throughout civil air transport and those in bmi particularly. As a result of a change of regional base within the union, Dave will no-longer take Officer responsibility for our bmi membership nationally. The new Unite Officer for bmi is Joe McGowan. Joe is based

at our Moreland St office in central London and his contact details are given at the end of this newsletter. Joe says: *"The sterling work carried out by Dave over the years in bmi has helped build the firm foundation we now have for our members here. I look forward to working closely with, and supporting the reps and members at bmi to maintain this and continue to build for the future."*

### BMED MERGER

The process of integration is fast moving and so it could be that by the time this newsletter hits the press this article is already out of date. A new revised and temporary version of the Scheduling and tracking agreement has been negotiated. (Some of you may know this as our AFS). We have also set up a series of meetings with management to cover any problems that will arise from the integrated operation, so it is absolutely vital that you tell us when you experience times that the STA does not work or is not adhered to. If you don't tell us, it won't change. We can't stress to you enough the importance of your feedback over the coming months.

A separate communication will be issued covering the points in the new STA that affect us most. You must also read the new STA which will be given to all of us shortly, you need to know it well to make sure that you know when you have choice to accept or decline a duty and when you have an obligation to accept the duty.

Over several months now we have been in contact with the Unite reps at Bmed and have had several meetings with bmi over the proposed integration of the Bmed operation and the bmi operation. The very different style of operations that the two companies operate is proving a mammoth task to slot together. It is very clear that the two operations vastly differ for the lifestyle of crew both at work and at home. Combining them will take a lot of getting used to for both sets of crew and bmi are aware of this. We need to be realistic and fair to bmi, there is undoubtedly the need for some major changes to how bmi currently operates if the new combined operation is to be a success. This success can only be judged in terms of it being profitable.

Our main concern is that we don't get overlooked and that our working lives as crew does not suffer and adversely affect our personal lives. The last minute changes that the current bmi operation so often seems to require though cannot continue with such a diverse combined operation. Traditionally, airlines that operate short haul fleets throughout Europe have been able to have a very flexible crewing operation as most have similar flight times and therefore the duty periods are relatively similar.

By introducing a number of regular flights that are much longer and duties that last several days means we need an approach similar to other large carriers with a varied operation and we are committed to making sure this happens. Some serious investment of time must be given to keeping disruption to a minimum if we are to have an expectation of a life outside of bmi.

We cannot accept that we could be regularly changed from a week of flying with a nightstop to picking up a change the day before and being sent away for the entire week or vice versa. For those of you who have children and other caring responsibilities, trying to find care at the drop of the hat would be a huge problem for you. Flexibility is a quality that all of us need in abundance. That said, you deserve to be able to make arrangements for your private life with sound knowledge that you can keep them. Rumours are rife and as usual a lot of it tends to be negative so lets treat the speculation for what it is and hope that the results of integration are beneficial for us too.

Your reps are putting in an enormous amount of their own time for us all on this vital issue.

Regarding the differences to the on board service that we offer, we're sure that many of us will enjoy the opportunity of taking our proud and past experience operating the best business class service on Domestic and European routes as voted by every organisation over the past decade, and doing it again.

### CREW COMMISSION

Some crew have shown concern when reading their commission slips. We investigated the matter and contacted AIRFAYRE, IFRS (UK) Ltd to get some clarification. As a result some unpaid commission has now been paid. Before you can go back and check your own commission payments it is important that you understand how this element is calculated. We advise that at the end of every shift you:

- keep a note of the takings
- calculate your predicted commission
- take a note of the cash bag number

If you notice a pattern of discrepancies between your predicted commission and what you receive contact us immediately providing us with all the information above. We will only have enough evidence to ask the Company to launch an investigation if you have recorded all this information.

Only if you have kept these records will we have enough evidence to ask the Company to investigate the matter. If we do not have the evidence to progress the matter on your behalf then it will remain an individual issue between you, the Company and AIRFAYRE, IFRS (UK) Ltd. We recognise that this requires Cabin Crew to take out extra time at the end of the shift when you may least want to, but it is in every members' interest to do so.

### THE COMMISSION STATEMENT PROCESS

Usually the contents of a cash bag contain more than one sector's takings. The money in each cash bag is logged against the last sector's flight number. The exception to this is if you take payment via credit card, which notes the particular flight number and is logged against the flight number that the sale was made. If you need more clarification on this issue please contact us or speak to a manager.

*Article by Patrice Due & Bonny Westgate.*

### CREW LOGS

**For several months your Union has been working hard to produce a new crew log that is efficient and simple. We are pleased to announce that cabin services have agreed to the new logging procedure. This procedure includes keeping a record of each log submitted and a trend monitor that will show up regular breaches of our Schedule tracking agreement (formerly the AFS), unreasonable requests, extension to a duty day or even CAP 371.**

You will find the new logging forms in all of our crew rooms. They are printed on both sides, one side is for you to fill in and the other side contains some information for you to read and note. This will only work if you fill one in when you have been asked to; completed a duty that is outside of our schedule tracking agreement; or if crewing call you outside the window of contactability. Bmi need to know when the system fails so that they can take corrective action where necessary. A few months ago there was a feature on the new crew log in insight and how to use it, so this is just a reminder. If you are unaware of how to fill one out and what to do with it ask a union rep or a CSOM.

*Article by Anne Cunningham.*

### SHORT NOTICE DAY OFF REQUEST

The procedure for crew booking a day off at short notice (whatever the reason) at ALL bases is: the crew member needs to speak to a CSOM (ext 5307) and make the request giving any day off owing details, or details of any XDL's. You need to make the request at least 72 hours before you would like the day off. Then crewing will be notified and they will see if they can accommodate the request.

At this point it is the responsibility of the individual crew member concerned to follow up with crewing. You need to note that the XDL that you want to use cannot already be on a printed roster. If the request is granted a note is sent to Admin so that they can amend your leave entitlement.

*Article by Paul Taggart.*

### BE PART OF THE DEBATE

The most important factor that will make the newsletter a regular and useful feature is YOU! We need to know what you think; and what you would like to see in future editions. Similarly, Unite is your Union – you are the union. We need to know what issues you would like us to raise at Bmi forum meetings and at local base meetings with Bmi management. We are a workforce that is spread across many different regions throughout England, Scotland, Northern Ireland, The Republic of Ireland and The Netherlands. There will be local issues that affect us all differently, and it would be a shame if all of you are not getting your voices heard. So this is your chance to make a difference.

The union is you, if your reps don't know what issues that you as individuals have, we can't monitor trends and see when we need to raise something with our managers on your behalf. Please register an email with us as we want to be able to get information out to you as soon as possible and eventually future newsletters will also be issued via email. Hopefully this will be a tool that gives you more information and more often.

We have set up an email address for you to contact us, it will only take 5 minutes to drop us an email to register yourself with us, send us your name, staff number and if you can remember it your UNITE membership number. **EVERYTHING YOU SEND WILL BE KEPT STRICTLY CONFIDENTIAL.** We will send you an email back to confirm you're registered and that your details have been deleted.

Whenever you need help from UNITE; have an article that you would like to submit for the newsletter; or an issue you would like raised with bmi, email us and we will get back to you as soon as we can. If it is urgent include the word 'URGENT' in the subject window to make sure it gets read quickly.

Our email address is mybmi@hotmail.co.uk please include the word 'register' in the subject window and not your airport/base code.

*Article by Kris Major.*

### HOTEL KEY CARDS: A TIP FROM KENT CONSTABULARY

Did you know that the little swipe card that hotels give you to get into your room contain some very personal information? The card has on it your name, address and CREDIT CARD details. Anyone with a simple scanning device could get your details from the swipe card and go on a shopping spree at your expense.

The card is not overwritten until the card is reissued to another guest. Our advice is not to hand the card back when you check out. Currently it is not legal to charge you for the card in the UK.

### LOCAL BASE ISSUES

**With LHR being the largest base on the network some may be worried that your local issues get consumed by LHR's. This is not the case as you have a local base Union Rep who has regular meetings with managers at base. Please contact them to bring up your local issues.**

E-mail us at mybmi@hotmail.co.uk where we can deal with your base issues at source. Please include the airport code in the subject window to make sure that it's seen by the right rep. For example, 'DUB' if it is an issue at Dublin base.

We are trying to get the LHR newsletter back up and running and Kris Major will meet regularly with Angie Spruin-Freeborn. Details of any issues you want raised should be emailed to Kris at mybmi@hotmail.co.uk and include 'LHR' in the subject window. We need to know what your issues are in order to be able to deal with them.

**Important:** To direct your comments / questions / points to the right source make sure you include the airport code in the subject window as that will forward your email to the rep/s for that base. Otherwise it may delay any reply.

### BUDDING REPS WANTED.....

**One of the reasons that we find it hard to communicate with you is because there are just not enough of us to get everything done. If any of you think that you would like to join us and become a rep have a look at the role**

requirements and see if you would like to have a go at it. All Unite reps are provided with training to allow them to undertake their rep duties and you will be supported both by the established reps committee and the full time Unite Officials. The reps role can include:

- Regular meetings with other reps to discuss current issues.
- Attending disciplinary meetings to support and help crew who are in trouble.
- Taking on specific roles i.e. base meetings with managers, editing newsletters, recruitment, ho-tac, STA committee and so on and so on.

You need to be prepared to give a little of your spare time up, however how much you volunteer for is up to you. Possibly the most demanding and rewarding of what we do is supporting those who find themselves in disciplinary meetings. Often you really can help to resolve a situation for someone.

It can be a frustrating role at times so it helps if you can remain calm. You can be sure that your fellow reps will help and support you whenever you need it. We have quite a network of communication between each other so you are never without advice/help if you need it.

### UNITE THE UNION : CONTACT DETAILS

In order to allow your union reps to efficiently deal with enquiries in the most time and cost effective way possible a new contact procedure has been put into place. This new procedure will also ensure that when a rep is unavailable your enquiry will be passed to another rep to deal with as quickly as possible.

**The primary point of contact for general enquiries is via email to mybmi@hotmail.co.uk**

If your enquiry / issue is urgent please use text to contact us. This will help when we are out of the country. If this is the case we can then forward your text to another appropriate rep at a cheaper cost than receiving and making calls whilst abroad.

The exception to this is for contacting Anne Cunningham (GLA) who asks that you contact her by smart mail where ever possible.



**Below is a list of all the Unite the Union bmi reps and their contact details, which you should keep in case you need to get in touch for whatever reason.**

**PRIMARY CONTACT:** [mybmi@hotmail.co.uk](mailto:mybmi@hotmail.co.uk)

**LHR:**

Anil Gill	0044 7956252156
Bonny Westgate	01344 775926
Kris Major	0044 7870554547 10.00-21.00hrs
Patrice Due	0044 7904258964 up to 22.00hrs
Shiona Harris	0044 7957200138 up to 00.00hrs
Marcus Letton	0044 7957315313
Nikki Waugh	0044 7910390086
Trevor Spence-Joost	0031 252675490 up to 22.00hrs
Shaun Hodge	0044 7711388865

**BHD:**

Paul Taggart	0044 7968291555
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**GLA:**

Anne Cunningham	0044 7718921419 09.00-18.00hrs
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**MAN:**

Kathryn McNally	0044 7773881583 (absolutely text only)
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**LBA:**

Laurence Carolan	0044 7985526626
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**DUB:**

Breda Ellis	00353 863744650
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**Full time Officer:**  
 Joe McGowan, Unite the Union, 33 – 37 Moreland St, London EC1V 8HA  
 Tel: 020 7505 3000  
**Email:** [joe.mcgowan@unitetheunion.com](mailto:joe.mcgowan@unitetheunion.com)

**Civil Air Transport Organiser**  
 Janet Henney  
 Tel: 07717 227816  
**Email:** [janet.henney@unitetheunion.com](mailto:janet.henney@unitetheunion.com)

**Newsletter;** [mybmi@hotmail.co.uk](mailto:mybmi@hotmail.co.uk) include 'Newsletter' in the subject window.

For more information on Unite in the Civil Air Transport Sector please visit the website at:  
[www.unitetheunion.com](http://www.unitetheunion.com)

**Unite the UNION : JOIN TODAY**

