

## PAID AT LAST!

At long last BA has settled the cabin crew pay claim, and not before time! The deal covers three years and originally should have run from January 2004 to January 2006. The details are as follows:

- Year 1 (now backdated to October 2003) 2.5% of basic pensionable pay and variables
- Year 2 Basic and variables increased by 3.2% as of October 2004.
- Year 3 Basic and variables increased on October 1st 2005 by Retail Price Index (RPI) using August 2005 RPI published in September.

Back pay to October 2003 will be in March 2005 pay packet. All variables backdated to October 2003 paid in April 2005 pay packet.

Those cabin crew who have retired or 'Crystallised' during this period can apply for the backdated pay.

This whole sorry affair has taken so many twists and turns over the last 18 months that it is difficult to begin to explain why it has taken this long.

Suffice to say prior to August 2004 there were no 'strings' attached for any group of staff in order to pick up the corporate offer. However following the Industrial action in the Terminals that summer, BA reached agreement with all groups of staff, except cabin crew, to pay the above package on the understanding that the new Sickness and Absence Policy EG300 was adopted.

The cabin crew representative at that meeting, and there is only one attending that particular forum, refused to sign on behalf of the cabin crew

NSP. BA then adopted the stance of 'No EG300 No Pay'. This was unacceptable to your representatives and AMICUS/CC89.

Your TU registered a failure to agree at the National Sectional Panel in February. This is the first step in a path that can lead to industrial action following a series of ballots. BA obviously became a little worried by this and hastily called a series of meetings, some at the very highest level within BA, to explain their position and persuade us to



concede on EG300 and accept the pay. We were, as always, willing to meet but kept our position absolutely pure. Pay the cabin crew now without committing us to EG300. Needless to say BA refused and insisted that we concede WE WOULD NOT! *Continued*

Visit our website at: [www.amicustheunion.org/cc89](http://www.amicustheunion.org/cc89)

THE UNION FOR AIRLINE PROFESSIONALS



## FLIGHT TIMES

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Flight Times welcomes unsolicited articles, letters and photographs from its readers. If you feel that you have a contribution that would be of interest to our readers then do not hesitate to send your submissions to the above address.

### Continued

At a CC89 All Reps meeting on February 22nd a decision was taken to start the balloting process unless BA paid the cabin crew immediately without strings attached.

Several more meetings took place with your reps and to cut a long story short BA agreed to the pay deal as described above.

Talks will continue with regard to EG300 or modifications to your current sickness and absence policy. We will only agree when we believe the policy is fair, well managed and workable in our area.

There are payments attached to acceptance of EG300, one of which has already been paid to the other groups of staff. These amount to a minimum of £1,000 or 2.5 weeks basic pay, in three stages over the next two years.

The TUs and BA have been meeting for a number of weeks to review the EG300 policy across the whole company and a number of suggestions have been made for improvements – but it is not looking positive at present.

We will keep you informed of the developments in this sensitive area.

## WE HAVE A NEW FULL TIME OFFICER KEVIN EGAN, GORDON WHITE IS NOW OUR NATIONAL OFFICER FOR CIVIL AVIATION

Kevin recently supported your committee in our failure to agree over linking our RPI pay increase to a sickness policy. He is forward thinking and believes as we do that there are many issues in BA (now supported by legislation) that need to be addressed. This may mean Tribunals and we ask for your support if needed.

# Comment

**As you are all aware the membership of CC89 were asked, in a consultative ballot, if they were in favour of the proposed hourly rate in place of the current allowance system. The answer was a resounding YES.**

Unfortunately our colleagues in the other cabin crew union decided to take a show of hands at a Branch meeting and totally rejected the idea. BA took the view that, as this was not an issue of 'cost savings' that they would not proceed unless all sides were in agreement. BA will, of course, now face a bigger National Insurance bill as a result.

As a result the Inland Revenue have now concluded their audit and have agreed, with a little persuasion from us that the new rates will be set at 38% taxable for WWF and 41% taxable for Eurofleet. This means an increase in your taxation and a decrease in your overall take home pay. Whereas the proposal, with an 18% taxable element, was a definite cut in tax all round.

We would like to re-visit the whole meal allowance debate in the future as BA will commence discussions soon on a Bid System for cabin crew and our current system will only prove a hindrance to this working well. Our colleagues in the other union have already started to talk of using some of our other allowances

to gain the most tax effective system. We do not believe that, having rejected a perfectly sound system that gave maximum benefit with little overall change to the current variables we should now start throwing LRP's etc into the pot.

We need to resolve the DOA and NIA issue to gain maximum tax efficiency and will continue to push for this on your behalf.

Our representatives in other airlines have successfully negotiated with the Inland Revenue on a new level of Personal Tax allowances for essential equipment and services associated with the job. Our allowance, in BA, of £150 has fallen well behind and we have commenced talks to improve this on your behalf. However, unlike others, we do not see this replacing a better rate of taxation on meal allowances but a supplement to it. To be clear it has nothing to do with BA, it is up to us to push the Inland Revenue to make the required changes. One is not a replacement for the other!

As we have done in the past we will continue to keep you informed on this important subject.

**Important – If you have left British Airways and are not on the payroll for the end of March '05 salary payment or the end of April '05 payment you will need to write to pay office asking for your back pay to be paid to you. BA Pensions will also need a letter from you asking for the uplift in your pension to be paid in. If you are around the airport, we have pro-forma letters in the office for this purpose.**

## SUBSCRIPTION

You can pay your subs either by direct debit or directly through your pay, which is called check off. Also that, if you have been newly promoted please let us know, so we can place you in the correct group for specific communications. If you have recently taken up the opportunity for decrease or increase in contract type please also inform us.

CSD/PSR £13.00

Main crew £11.00

Part time £9.00

The Election for the term of office until end of December 2005.

All members who put themselves for Election have been elected unopposed.

Please see list of your current representatives in the left hand page.

## DUTY PERIODS

Just a reminder – you are **paid** on duty one hour before Actual Departure Time (overseas). For example in New York you are getting off the bus at 9pm for a 10pm departure. If this is not happening anywhere in the world then please let us know. As were are in the process of proving, due to bigger airports and tighter security we are coming on duty before we are being paid. This could impact on any possible overtime, especially where a delay occurs! BA has now agreed with us after only a few trials and a review of all the briefing sheets. We are waiting for our next steering meeting to confirm that 20mins needs to be added across the board on our duty day overseas.

## TO CALL FROM THE JETTY

Just to clarify, you need to dial 82 (to connect to the BA exchange) then dial the 5 number BA extension, for example 82 27435 for transport, 82 30621 for current ops etc.

## STAFF TRAVEL AFTER SICKNESS

The system only runs every Tuesday night so Crew should contact their owning Manager if they find themselves unable to purchase staff travel tickets

## ALCOHOL AND DRUGS EG303

The only change is that BA contacts the police. If the police don't turn up BA can still put the individual crewmember into the e.g. 901 process.

## SEP QUESTIONS

As some of you have found out when you have come in to collect printed copies of the SEP questions, we can no longer give them out! British Airways has said that due to BA confidentiality and data protection the only place that you can get the questions is online as part of the

computer practice exam. We have made representations to the company about reinstating this useful facility for those who do not have a PC at home or wish to study downroute. We will let you know if we have any luck with this matter!

## EMAIL

Aviation is fast moving business and we are sure that any of you who have tried to use the First Class post these days realise that the post “just don't work fast enough guv”! Because of this we are trying to collect all our members' email addresses so we can send you out important news bulletins and updates that can be picked up instantly anywhere in the world. There is a list on the desk in the Heathrow office as well as one at Gatwick for you to add your address to. Alternately, please e mail the office (cc89lhr@onetel.com) with “Member's Email” in the subject field, and include your name, rank, fleet and base.

## NEW ENTRANTS – Welcome!

We would like to take this opportunity to welcome all our new members, especially our new entrant members. Cabin Crew 89 (AMICUS) Welcome all our New Entrant cabin crew, to British Airways and CC89. We wish your flying career to be enjoyable.

## A 'NEW CONTRACT' REP?

Yes ... even as union reps, some of us are also on the new pay scale like you. So why should new entrants do as we did and choose Cabin Crew 89? Personally, when deciding which union to join, I looked at a number of issues – and, rather than just go on hearsay, I did some homework on both Unions. After that, Cabin Crew 89 really WAS an easy choice!

### Some of my questions included these:

- When I need help, advice and

somewhere to voice my opinion, am I listened to by approachable, competent reps who will do all they can to help me?

- Value for money (which is so important to us as new entrants and means that Cabin Crew 89 wins this one hands-down!): Cabin Crew 89 costs £9 for part timers of all grades and £11 for full time Main Crew – considerably cheaper than the alternatives.
- The beliefs of the union and what the union stands for: among many vital policies, would they ballot each and every member over issues of major importance and pledges that, first and foremost, they would protect my agreements and lifestyle.
- Does Cabin Crew 89 have the backing of a major union? One of the country's largest here (Amicus) and also the one that represents more Cabin Crew in more airlines than any other – although, granted, not in BA ...Yet!
- Do the reps really represent a good cross section of the community? Are there reps who are New Entrants, Main Crew, Pursers, CSD's – and from different countries and different generations?

The answer to all of the above was, as you can see, YES with Cabin Crew 89. This last point above is really important to me and led to me wanting to become a rep myself. Of course, as reps, we represent everyone but I felt particularly that the 'new entrant' community needed to be represented. If you are experiencing what it is like to be a 'new entrant' yourself then it is something which is close to your heart and which you can understand fully.

My name is Lisa Appleby for those of you who don't know me and I'm on Eurofleet. Adam Marley, who is a rep on World Wide fleet LHR and I have worked for B.A. since 1997.... very badly timed, the start of the new entrant salary and just before the strike, a time of really poor morale and unrest. I became a rep last year and I work on communications and product

(IFC) and cover a week in the office every five weeks. Adam works on Local Panel for Heathrow. It is difficult to survive on our basic salary, so all we can do now is stick together and try to improve our conditions and pay for the future. Cabin Crew 89 has been the only one of the unions that has made the improvement of the new entrants' pay and conditions part of their pay demand each and every year.

So ... please come in and see Adam and I in the office for a chat and we can try and go forward together.

## INFLIGHT RETAIL UPDATE

As many of you know, there have been a lot of problems recently with the crew Commission. Those have been ongoing for a long time and we have asked for them to be resolved. To date, some work has been achieved notably surrounding the deductions that have appeared on some of your statements for cash withdrawals that never happened.

The official reason for this is that someone in the Inflight Retail department dealing with the money paid to crew had problems recognising the plus and minus keys!! According to British Airways, this has now been sorted and amendments should have appeared in your March salary.

On the subject, we have been asking for a more user friendly operation to be run on Commission through the Payroll. The 'ancient' system of pay cut off mid month has now gone. All commission will be paid calendar month in line with crew allowances and other variables (i.e. what you earn this month will be paid at the end of next month). The statements will be easier to read with flights in date order with relevant amounts, amounts paid at Travelex detailed, and grand total paid in salary. Obviously the company is very keen on introducing full commission through the payroll, we have insisted that this will only be signed off when



the current system has demonstrated robustness.

After a very long wait, the new Barplus machines will be introduced on your flights. This will be done gradually by aircraft types:

- LHR WW 767                      2nd May  
for 8 weeks
- LHR/LGW WW 777                27th June  
for 4 weeks
- LHR WW 747                      25th July  
for 4 weeks
- LHR EUROFLEET                22nd  
August for 4 weeks
- LGW EUROFLEET                19th  
September for 4 weeks

The trials have now ended and some problems need urgent attention. Cabin Crew 89 has monitored most of those and we are still not happy with some of the software glitches. They are being looked at.

The company has insisted once again that crew will be expected to do the training in their own time and we have said that they should not. This will be discussed at the next NSP where matters will no doubt heat up!

## LIFELONG LEARNING – FREE COURSES AVAILABLE

Are you interested in taking a course? Amicus have been involved in a project called 'Lifelong Learning' where reps have undergone training to become 'Learning Reps'. This course enables us to help our members to improve their skills for their work or indeed for their pleasure.

If you are interested in taking a course please come and have a chat with me, Lisa Appleby. Currently there are free 2-hour taster courses available in many subjects including Computers from Beginner to Advanced Level at Heathrow. If I am not around, fill in a survey to let me know what you are interested in (there will be further courses than those on the list in future) and if you would like to take one of the courses currently available, put your full name/grade/fleet/course interested in on the list. I will then book you a place, so pop back (or call) a few days later to check that is confirmed.

## SUPERNUMERARY FOR TRANSFERRING CSDS (GOING TO WORLDWIDE)

IFS' position is that currently supernumeraries are a nice to have and not a necessity and that current crew and cost restraints do not allow for them to be mandatory. However, individual cases will be looked at on an ad-hoc basis.

## IVF

British Airways, supported by their legal department and BAHS took a decision not to ground crew who are having IVF. Since being approached by CC89 the company have reconsidered their position and they have decided to offer crew a period of grounding whilst undergoing treatment. Crew who are undergoing their fourth treatment (or any subsequent course) can request a period of grounding lasting 3 months. You will need to supply supporting

evidence in the form of a doctors' certificate or letter stating that you have had 3 unsuccessful attempts in the past.

As another plus, any sickness that results from IVF will not be counted as part of your "normal sickness" within the attendance management process.

## ALCOHOL POLICY

We have asked IFS for guidelines with regards to duty of care under the above-mentioned subject. We have also requested (at Worldwide Steering) a more detailed communication in the Cabin Crew News (possibly a pull out section). This is regarding the random testing for new employees and who can be tested if you have been employed for less than 6 months. The new law says that any crewmember can be stopped on their way to and from work and breathalysed. The difference for crew is the limit is a lot less than normal drink driving laws, as this is specific to your job. We are awaiting the reply. Full details can be found on the Intranet under EG303.

## IFS BUSINESS PLAN

The company have launched the business plan, which will see us into 2006. We are reviewing the implications for cabin crew.

## DINERS PROCEDURES

If you are 30 days late with a payment for your Diners Club bill you will receive a statement from Diners saying your bill is overdue as well as a letter from BA threatening you with all sorts. The question that has been asked is how do you know you are late before you receive the statement! BA agree with us that the process needs reviewing and should you receive one of these letters we have asked for it to be removed from your file if there is a diners error or is no fault of your own. This has been agreed.

## APPOINTMENTS TO SEE SCHEDULING

From the 14th February scheduling are making 4 appointments daily available to sit with a scheduler and discuss any "burning issues" you have regarding how your rosters are produced, trips allocated, UK requests fulfilled (or not!) and trip requests dealt with.

We strongly recommend you take this valuable opportunity to speak to the "faces behind the phones" and get answers first hand to your most burning questions. You can book your appointments through Voice Response by talking to a scheduler.

## EG 901 SUSPENSIONS

We have asked BA at the Worldwide Steering meeting to review the way they not only call every disciplinary in IFS gross misconduct but they tend to suspend at the drop of a hat and they do not need to do so unless:

1. The individual crewmember is a danger to BA
2. The individual crewmember is a danger to themselves
3. The individual crewmember is a danger to their colleagues.

We do not believe that 92% of Cabin Crew being suspended, in comparison to other areas of the airline running at probably 30%, is acceptable.

We have asked for some data and review of how the policy is actually implemented.

## FREE HEALTH CHECKS FOR ALL NIGHT WORKERS

We have asked what BA is doing to implement this piece of legislation in the correct way and not use it as a stick to tell someone they are not fit for night work.

## BUS ROUTE TO AND FROM TERMINAL 4 on weekends and late at night.

British Airways has agreed to put on the Intranet the timetables for all transport around the airport, plus we have asked

for some hard copy to be either published in the Cabin Crew news as a pull out section, or for collection from Answers.

## SUPPORT CREW TRIBUNAL RULING – BY VIV GRUNDY

British Airways terminated the Support Cabin Crew contract in December 2002. They offered ex – support cabin crew part time contracts but would place such crew on the incremental pay scale at a point, which did not reflect their years of service. Being a long serving employee, I recognised the injustice and realised this would be a difficult challenge.

I approached CC89 who were unhappy about the way in which their members were being treated over this matter. CC89 decided to back us in the long fight ahead. They were the only body to do so.

We achieved victory at the tribunal where by it was found that I am entitled to be paid at the top of BA's current pay scale backdated to when my part time contract began in January 2003.

BA are appealing against the decision. As that ruling could have an impact on all crew who are currently employed by BA and who have at some point in their career been on a support contract it is advisable to give CC89 your details. Support cabin crew were in the minority when the contract was terminated yet CC89 represented us. I wish to thank them wholeheartedly for giving my case their consideration and backing when nobody else did and for their continuous support.

## TRAINING CONSULTATIVE

As many of you are aware, Cabin Crew 89 asked for this consultative to recommence at the NSP due to what we viewed as constant disregard for the existing agreement. We commenced talks with the company back in March 2004 and have been making slow progress to a position that is acceptable to both parties.

Once the final document is with us we will give it careful consideration, should it be acceptable then we will pass it to the NSP for ratification.

We are aware that some trainers have viewed a draft copy of this agreement; we are disappointed this has happened as it is currently in a draft form only and by no means the final version.

One of your Cabin Crew 89 representatives discussing this new agreement with the company is a current Customer Service Trainer and has had the experience of training in the SEP department for over 5 years in the past. We know you will agree that no other union representative is better placed to ensure the best agreement is in place for you and the future.

## ROUTE REPS

As most of you are aware this scheme was re launched in June 2004. The feedback that we've had from our Route Reps is positive, although we know that there have been some problems with receiving updates. Our initial plan was to e-mail you updates as and when they came out, so that you were armed with information when needed. Unfortunately we have been the victims of technical limitations, and have been unable to do this. We hope to get this sorted out in the very near future, and will let you know when the scheme is up and running again. Please accept our apologies for this.

For the benefit of all our new members who may not be aware of the above Scheme, Route Reps are members who are given up to date information to pass on to other members whilst down route. Although all of your Cabin Crew 89 Representatives fly as well as being in the office, we obviously do not get the opportunity to fly with all of our members. The Route Rep Pack is A5 size and contains useful information such as agreements, maximum duty times and allowances.

For anyone who is interested in becoming a Route Rep or would like more information, please contact the office at LGW and LHR.

## UNIFORM UPDATE

To date, over 20,000 uniforms have been fitted. These include ground staff, cabin crew and overseas staff. This means that 87% of British Airways staff have been fitted and includes 65% of cabin crew. There has been a lot of concern over the roll out of the uniform and the fact that the fittings have to be done on peoples' own time.

This committee is only a consultative forum and no industrial matters are discussed here.

It has been highlighted that sizes are still a problem even though the supplies are getting better and deliveries dealt with quicker. Alterations are being done as soon as the delivery arrives and a 7 working day maximum delay is being implemented. Individuals are being contacted as soon as their garments are ready however no contacts will be made about gloves or raincoats due to the volume of phone calls that would represent.

Raincoats are now widely available and ready for collection at people's convenience. Gloves are still out of stock for the time being due to the fact that the previous delivery was the wrong colour and the supplier having to redo the stock.

At the moment, 95% of people who turn up for their fitting walk away with their new uniform excluding of course possible alterations.

Appointments are available every day however priority is being given to new entrants for their fittings. When booking on the Intranet, those are not shown so any appointment booked is confirmed. The current roll out for British Airways is due to stop at the end of April 2005 with a deadline of September 2005 for the Paul Costelloe Uniform.

It has been noted that problems with the buttons not being strong enough are being rectified as well as the enamel falling off when worn/washed without protection. The supplier is looking at finding a new way of securing this.

The male tie slide is a problem when wearing a 4 point harness fitted on some aircraft type. The harness gets caught in the slide so if you find yourself with this problem, please let us know. It has been

recommended in the meantime that the tie slide should be removed for take off/landing until a satisfactory solution is found.

## NEW DINERS CREW CARD

We have been presented with the new replacement to the current Diners Corporate Charge Card.

Details are as follows:

- The new card will be issued to all crew to obtain allowances.
- The allowances taken with the new card will be deducted from the payroll the same month the allowances are paid.
- Details of the allowances withdrawn will be available through the Crewlink Portal within 48 hours of the transaction so that crew will be able to keep track of their spending.
- A maximum withdrawal will be set for each day and details will be given at a later date.
- Provisional implementation at the time of writing will be 1st June 2005.

A personal Diners Card will be available for application by individuals who wish to do so and will be subject to individual credit rating. This Diners Card will be totally independent from the British Airways Crew Card. It will give the benefits that the existing Corporate Card provides (i.e. access to lounges, Duty Free discount onboard, balance transfers, etc...).

For CSDs only, a Corporate Card will be issued. This is to access emergency funds on behalf of BA only. Terms and conditions of use of this card will be communicated when the card is issued.

We have asked that a Corporate Card is issued to Pursers in Charge on Eurofleet and the company have replied that it is for CSDs only.

The existing Base card for International Crew Members will continue as current.

## Worldwide Fleet

### CLUB WORLD – a reflection from 2004!

Well it was a year of ‘trials and tribulations’ literally on the Club World front! But, the position we have reached is a long way from where we started!

The original project objectives were:

1. To deliver improved recognition, choice and flexibility
2. To keep it simple to get the basics right
3. To reflect current food trends and healthy eating styles in food and delivery

This became ‘loosely translated’ as a complete ‘by hand’ service, a healthy option Raid the Larder and asking customers what they wished to be called!

#### By hand service

This was trialled a couple of times on the ground with a very willing cabin crew (Who, afterwards, felt like they had worked a long range flight without the box payment!). It was deemed that in practice this style of delivery appeared rushed, unprofessional and stressful with no time at all for the crew to interact with customers.

## CREWING LEVELS – A QUICK RECAP

Just a quick reminder of where the extra crew have been placed for winter.

Destination	Crew	Aircraft	
Delhi	16	747	
Beijing	12	777J	Box 1
Mauritius	16	747	
Cape town (043/042)	16	747	Box 2
Chennai (Madras)	16	747	Box 1
Miami	16	747	
Bombay	16	747	

## ADDITIONAL CREW MEMBER ROUTES

After negotiation with Inflight Services your representatives have secured extra crewmembers for the summer 2005 season.

This agreement will be in place for the duration of the summer 05 season as a trial and will be monitored. Your input as usual is imperative so please come into the office with any feedback you may have regarding these crewing changes.

### Healthy option ‘Raid the Larder’

This was to be known as ‘Club Café’, which would contain more healthy items and less junk food and could possibly be used as another meal option.

Unfortunately, there were problems getting the menus, quantities and loading right. Also how it would be advertised on board was a challenge. To top it all, customers as predicted, were asking ‘where’s the chocolate’ at every given opportunity... Who would have thought?

#### Improved recognition

Asking customers what they wished to be called was always a contentious issue as you can imagine. In their wisdom, BA decided that using customer’s names where appropriate was the preferred option.

Using our expertise as crewmembers, and with your invaluable feedback we have worked alongside service development and have moved on in leaps and bounds!

The changes listed below are what has now happened:

- Wash bags – To be given out after take-off unless flight departs after 20.00hrs
- Hot towel – To be given after take-off

The routes concerned are:

- BOM
- CCU
- DAC
- DEL
- MAA
- MIA
- MRU
- PEK
- MEX

- Second bar round – (By hand after 20.00hrs)
- Meal order – New style pads to take order of starter and entrée
- Tipping dish – Pasta/curry option (30% choice). Usually the messy one will be tipped onto a warmed clean dish.
- Saucers – To be used only for herbal or fruit teas: Ordinary tea and coffee should be placed on a cocktail napkin
- Second tea and coffee – To be offered by hand
- Duty free – Orders taken by hand after 20.00hrs
- Raid the Larder – Enhanced offering including chocolate, crisps, sandwiches, whole fruit, sweet biscuits and dips.
- Increased cheese loading – To be able to offer both cheese and dessert on longer daylight flights
- Second meal service – Option to deliver all or part of the service by hand. This will depend on load factors.
- New soft furnishings and equipment – New blankets, pillows, china, linen and cutlery are some of the improvements you will be seeing on board.
- Improvements to seat – New foam padding for extra comfort
- Champagne – To be offered pre-take off alongside orange juice and water – Full details regarding when you can and can’t offer champagne is included in the new Club World service guidelines.

## NEW DESTINATION

From the 1st June 2005 British Airways will be operating 5 times a week to Shanghai on a 4 class 777 (subject to Chinese government approval). The trip will be at least a 4-day trip depending on the day of departure. We are still waiting for confirmation what box this flight will fall into.

## DISRUPTION AGREEMENT

Negotiations surrounding the Worldwide Disruption Agreement were concluded with British Airways on the 8th October 2004. Its implementation will be subject to a ballot of our members. Pending results

of the Membership ballot, the company have brought the agreement into force. We will of course monitor feedback and welcome your comments.

## STANDBY FREQUENCY

There is an average frequency between standby blocks by grade and fleet/division and will vary from time to time due to operational requirements/fleet/sickness levels etc. These averages will be set prior to each season and recorded at our monthly Worldwide Steering meeting. If you think you are being rostered standby too frequently then please let your reps know. The average tables are available for all members in the offices.

## SLEEPING BAGS FOR CREW REST

The issue of blankets in the crew bunks is an ongoing one, which we are trying to sort out on your behalf. The company has approached us to trial a set of sleeping bags for use in the bunks. One is made of a similar material to the Club World blanket and meets fire regulations. The other is made of a “fleece” material and is not fire proof. We are exploring the issues surrounding the implementation of these sleeping bags including:

- Their design and shape.
- The materials they are made from.
- The warmth of the bags – are they too warm or not warm enough?
- How they will be loaded on the aircraft.
- Costs involved.
- Whether they are to be personal issue or kept on board and laundered.

The bags that we have are more or less the same width and length of the mattress in the bunks on the -400 and have a zip to make it easier to get in and out. On the fire-retardant bag the zip is a full length one, on the fleece one it only extends approximately 30cms down the side.

British Airways are looking (as always) to minimise costs involved in introducing the new bags. A decision has not yet been made as to whether the bags should

be personal issue or loaded by the cleaners as the current blankets in crew rest are. One factor to do with the loading of them, which is a particular problem with the fleece bag is stowage on board. As an example, for a LHR-SIN-SYD-SIN-LHR operation, approximately 60 would have to be loaded. If the bags are to be supplied on board as an “aircraft loaded item” as opposed to personal issue, adequate stowage space would have to be identified across the fleet of bunked aircraft. Another issue concerns the fleece bags which are not fire retardant, hence they would need to be packed into fire proof bags which as you know are not exactly the most compact of items!

We have samples of the bags in the LHR office for you to come in and have a look at. As always we are most interested in your opinions on the prototypes to help us improve the design to work best for you. A number of bags will be out on the line with reps to be assessed in-flight over the next couple of weeks. We will keep you updated as and when we have any news about the final design and/or the rollout date for the bags.

## BA164 TEL AVIV

Due to the large numbers of crew having their roster disrupted following the frequent late arrival of this flight back into base, British Airways (after Amicus influence) have undertaken to roster you a 24hour day to give a “buffer” in the event of a delay. (Please be aware that this agreement has not yet been signed off and therefore is not in force, as soon as it is formally adopted we will let you know. We expect this to happen in early April).

## AIRCRAFT MAINTENANCE

BA said ADDs are reducing slightly and a dedicated team has been set up to look at defects and maintenance! BA said that this is however taking time with the new EWS system. We raised a recent LCA, which went out with no seat power, and flashing call lights and BA said that only if there is a safety issue then the aircraft should not go.



## ASU (ATTENDANCE SUPPORT UNIT)

We raised the problem of trying to get through to someone as the system keeps telling you to retry the same number. The company are monitoring this new call system; they said that the reason behind this system was to help crew if they have last minute problems/emergencies.

## OOF COURSES

You have raised concerns about negative comments, which are raised on this course. We were assured that these are noted for BA’s benefit only and under no circumstances put on your record.

## SPECIAL MEALS

We have been made aware that some crew with special diets cannot order special meals as crew meals when they operate. Service Development is reviewing the matter under the forthcoming general review of the crew meals. We will let you know as and when.

## Worldwide FAQs

### WHEN AM I ENTITLED TO ACCOMMODATION AT BASE?

On back-to-backs at all times and off schedule, if any part of your duty falls between the hours of 2115 & 0500 local inclusive

### HOW MANY BACK-TO-BACKS CAN I DO IN A MONTH?

One in a rolling 28 day period. You can be called for another one in the standby/flexi period, but you have the option of only operating the first half.

### CAN WE OPERATE A MULTI SECTOR BACK TO BACK?

You can complete one in the event of a bad weather diversion or something similar that is unplanned, but you cannot set out from base knowing that you'll operate a double sector.

### CAN WE OPERATE A MULTI-SECTOR LONG RANGE?

As above – although if you divert on a long range sector it can be completed subject to duty hours and/or rest and you will be paid a Box 6 payment.

### WHEN CAN MBTS BE FLEXED?

Only when not on a back-to-back, or Box 1 trip, or you have less than 3 planned MBTs


### IF WE ARRIVE EARLY DOES OUR ETP STAY THE SAME?

No, on WWF you are paid ETP on your actual duty only.

### IF WE ARRIVE EARLY DOES OUR BOX PAYMENT STAY THE SAME?

Yes, unlike ETP your Box Payment is paid on a planned basis, not on an achieved basis. If you arrive late however you can go into a higher box (you will not gain any more MBTs though)

### CAN I BE CALLED TO WORK DOWN A GRADE?

Only from standby ex-Base  at any time downroute?

### I THOUGHT CAPTAIN'S DISCRETION COULD ONLY BE USED AWAY FROM BASE?

The captain can exercise discretion at any time – although it would only be expected ex-Base if there were no other crew.

### WHAT IS THE EARLIEST TIME I CAN REPORT AFTER LEAVE?

1000hrs

### HOW MANY WEST-COAST TRIPS CAN I DO?

Two in any rolling 28-day period

### WHAT IS THE STANDARD CREW COMPLEMENT FOR EACH AIRCRAFT?

747: 15, 777:12, 767:9

These numbers are subject to change (there are also some routes that operate with one more than the above).

### ON QRS CAN I OPERATE AS SOON AS I CHECK-IN IN COMPASS?

NO! Your standby starts only when you have checked in to the hotel and got your room. You then have a minimum of 45 minutes from call to your pick-up

*Flight Times* welcomes unsolicited articles, letters or photographs from its readers. If you feel that you have a contribution that would be of interest to our readers then do not hesitate to send your contributions to us.

# EUROFLEET – PRODUCT UPDATE

## RETURN CATERING BAND 3

Over the last few months, British Airways has been planning to introduce return catering on Band 3 flights. Obviously, this is not a surprise and trials have been taking place recently. Many of you have taken part in these and the feedback has been mixed. It included problems with the turnaround on flights where two hots would be served, concerns over meal breaks and the fact that crew would not achieve any meal break on turnarounds. With a cost saving of about £2M, it is no wonder that the company is very keen on introducing this at the earliest opportunity.

The discussions will be ongoing in the next few weeks. Through your reports, we have noted that there is still an issue with buffers on existing return catering bands. How often has it happened that you found yourself short of meals on a return sector where passengers have decided to turn up on your flight instead of the flight they were originally booked on? This creates problems, embarrassing situations and sometimes conflict. This in our view is totally unacceptable and we have asked the company to look at this issue seriously. It is clear that we will not contemplate giving any sort of agreement until this is sorted and new buffer figures are put in place. We will be waiting for your feedback on the subject and do not hesitate to contact us for any issues you would like us to address. In order to get some more accurate data, more trials are scheduled to start week commencing 9th May on destinations like CPH and LIN/MXP. This will include different catering schedules and hopefully robust loads, especially in Club. British Airways will not introduce the summer catering in Club (choice of 1 salad/1 hot meal) until this matter finds a satisfactory solution.

## BAND 2 BREAKFASTS

BA is introducing a new product on these flights consisting of a box

containing juice and a yoghurt with a hot pastry. We will be monitoring these flights, but your help by way of feedback would be much appreciated.

## RETURN CATERING BAND 4

BEG and TIP are return catered as there are no caterers with high enough hygiene standards. Thessaloniki will also be return catered. Remember that it is carried out by caterers who come onboard and you must always have 2 waste trolleys.

## CREW MEALS

After a request from your CC89 reps, Product Development has agreed to do a review of crew meals. We will be attending meetings to discuss the options and to look at possibilities of changes with the duty day, time of day (e.g. DME 8 am report where a breakfast is loaded for crew, but it is midday by the time we have time to eat. e.g. Trips where crew do not receive any food such as LIS – 7am pick up with a departure after 8am so no crew breakfast. Crew arrive in London at 11.30 am having had nothing to eat! (In the meantime in this instance hotel contracts are asking the hotel in Lisbon to provide croissants/ tea/ coffee). We have asked for information as to what we can have and a list of what the Worldwide crew have as they have just had a review.

## NEW CLUB PRODUCT

For band 3 there will now be a 60% hot meal/50% salad for the Summer, 60/50 (two hots) in the Winter. Band 4 has 60/50 (two hots) with no choice of starter. Menus have been taken off band 4 but the company want to reintroduce them. Tablecloths have been removed from the tray for band 4 and bulk loaded. New chargers are being introduced from 26 August. Band 2 and 3 breakfast should now have a loading of 100% hot/ 20% continental.

## RETURN CATERED BREAD

There is still a problem with the return bread not being labelled properly. The

heat resistant labels are currently out of stock. Update next month.

## WATER UPLIFT DOWN ROUTE

As you know, there has been an ongoing problem with water uplift at Moscow Domodedovo. The matter is now resolved, but other destinations have been highlighted including Riga (apparently now resolved) and Kiev. We have asked that these matters be rectified as soon as possible. In the meantime, the company is looking at having facilities for crew to uplift bar items, as there are still shortages on band 4 flights.

## BAND 4 HEADSETS

There has been an ongoing problem with inbound headsets not being available at different stations including LCA, DME and IST. The headsets used to be shipped out once or twice a week but the system has been changed a few years ago. The company is looking at having someone checking that the return headsets are loaded in the hold.

## HOT MEALS

As advertised in Cabin Crew News, all hot tipping meals should be cooked on dry heat and not steam (Airbus). You should use the T-sticks to make sure that the meal is 71 degrees before serving.

## WATER UPLIFT

BA is working to get extra bottled water put onboard for the London-Tripoli-London. They will be put in the extra juice trolley by the end of this month.

Moscow you can uplift water from suppliers locally.

Kiev you cannot uplift at present let us know if you experience shortages.

## WASTE CARTS

BA will advise us of trials of the waste bag in the meal cart and we will let you know how they go.

## GPMs

The 100% return and reduced amount to 5 per sector is a trial on Eurofleet. Let us know what you think.



## REMINDER TO PURSERS

Remember to put a 10% claim form in if you are in charge and when the flight crew slip in a different hotel or are on a different itinerary.

## TRANSPORT

New Manager Andy Hunter told us of the problems in GTS. He hopes to improve things, starting with recruiting more drivers as 38% of work is overtime. Unions want to agree on overtime % but BA won't agree until changes happen. He is to come back to our Eurofleet Steering meeting soon for a review. We asked the question, of being dropped off at the airport after arriving at T4 late at

night and sending small vehicles for large crews. Let us know any issues you would like us to raise.

## PURSERS LOSING TRIPS TO CSDS

We asked if this rule could be changed as it doesn't make sense, even if the 1st or last 2 sectors of an Airbus trip are subbed to 757 or 767 then a CSD gets the whole trip! Scheduling looked at the ins and outs of this for us to see if it was possible to change. Unfortunately this would involve too much Manpower due to changes in processes so it was not possible. In cases where this happens scheduling will try and give Pursers a similar trip.

## ACARS

Just to clarify, timings are always set by the FICO system, which may record at a minute or 2 different to ACARS.

## ALCOHOL AND DRUGS EG303

Only change in the new process is that BA contact the police. If the police don't turn up BA can still suspend Crew Member.

## CAT LOUNGE TO T4

You now leave 50 mins before departure, you need 30 mins break at the table.

## AIRCRAFT MAINTENANCE

BA said ADDs are reducing slightly and a dedicated team has been set up to look at defects and maintenance! BA said that this is however taking time with the new EWS system. We raised a recent LCA, which went out with no seat power, and flashing call lights and BA said that only if there is a safety issue then the aircraft should not go.

## CREW CONTROL

BA are looking at a new phone system, they will publish the numbers. XTN 30621 is the in charge crew member number for current ops. Crew must go through voice. During disruption phone lines have been blocked with crew asking to change trips. Only 1 person is on duty from 11pm, if Crew can't get through their rest will be calculated from when you get through.

## DISTURBED REST

Management are looking into when a duty will start if crew are disturbed in their room or when they are in the lobby for pick up.

## EXTRA HOURS

We raised crew putting in extra hours for the following and got the following responses:

- Uniform – already been at Steering and they will not roster it until crew aren't booking fittings any more.
- Reading info for new BarPlus – They will look into it.
- 321 CBT course/test – This was left until the last minute so an alleviation was given.
- CSD appraisal – They get a UKM day for this, but we said they should be given preparation time, they said no.

## EUROFLEET MANUAL

Management have had 500 copies printed, as some new entrants/ crew who've transferred haven't received one. We have copies in the office for our members if you need one.

## CARMEN BIDDING

We asked if bidders could receive their days off earlier, but we were told that this would not be possible, as this would mean a major change in the whole scheduling process. Ah well, we do try!!

## BARPLUS

We asked that crew be given training on the new BarPlus machines. We were told that new machines would be in the Compass Centre on display with information on how to use them only. This has now gone to NSP.

## ASU (ATTENDANCE SUPPORT UNIT)

We raised the problem of trying to get through to someone as the system keeps telling you to retry the same number. The company are monitoring this new call system; they said that the reason behind this system was to help crew if they have last minute problems/emergencies.

## OOF COURSES

You have raised concerns about negative comments, which are raised on this course. We were assured that these are

noted for BA's benefit only and under no circumstances put on your record.

## EXTRA CREW REQUESTS

ICCMs are being told that they are not allowed to request more crew from the jetty. This is not true; if you are refused, please let us know.

## PURSER LEAVE

New Purser are having problems booking leave, as the system is showing nil. This should have now corrected itself with the newly promoted CSDs (Congratulations by the way!). In the meantime let us know if you have problems.

## SPECIAL MEALS

We have been made aware that some crew with special diets cannot order special meals as crew meals when they operate. Service Development is reviewing the matter under the forthcoming general review of the crew meals. We will let you know as and when.

## STANDBY

Many of you have complained that Crew Control are using Purser from available and asking them to work up. This is totally against our Agreement and the correct procedure is that you cannot be called from Available to work up. This can only be done from Standby after the grade you are called in is exhausted. A reminder will be sent to Crew Control.

## HIGH-RISK STATIONS

Due to the enhanced security checks in France and Turkey, we have highlighted that no time has been built into report time for these checks. Discussions continue.

## ESSENTIAL TRAINING

Please remember that if you are called during your unavailable period for essential training (SEP mainly), you have a choice of either getting paid or getting extra leave days in lieu.

## RED NOTICES

We raised the issue of the sheer volume, length and actual relevance of red notices. BA will look into this and will let us know.

## IFAS FOR PART TIME PURSERS

We said that they should not necessarily have them done every 90 days. It seems that some crew e.g. 50% part timers permanently have to have an IFA done. This should be days worked.

## SEP FAILURE PROCESS

Crew, are being called in by their manager if they fail their SEP. We said that this is not acceptable as it only allows you to fail two questions per section and seems a tad heavy handed.

## A321

Since 1st January British Airways have gone ahead and "taken off" the CSD from the A321. This is solely for stand-alone trips. Obviously this has been a great disappointment as the company imposed this on us. From the onset we were treating this aircraft in the same way as the 757. For cost reasons BA were very keen to introduce a Purser as ICCM stating that it was part of the Airbus family therefore becoming a Purser aircraft. We look forward to the negotiations with British Airways should they decide to buy A380 aircraft. One of the consequences of this decision was to pull out of the fixed-links. As it was only a trial, BA find themselves now in a situation where the cost is greater to have pulled out than to have kept CSDs on the A321 as ICCM. Discussions will no doubt continue when British Airways approaches us wanting to reintroduce fixed-links. As a reminder, those fixed-links have been budgeted into the over all cost saving on Eurofleet.

# CARMEN INTERBIDS

**As many of you have recently joined us, we thought it would be helpful to put a guide together to help you with using Carmen to enter your monthly bid.**

## HOW TO BID

(1) Bidding for work you enter the CLOCK, click once and a bid line will show in your bids (In the top of the screen), this will be coloured blue. In order to check what details you are entering it's a good idea to click on the info button this will show in plain English what you are telling Carman.

(2) The first box to amend is the points or priority box – 200 being your most important bid and 1 being your least important bid. Here is an example of how to spread out your bid and remember this is for the benefit of Carman to work out percentage wise what's most important.

two x three day trips 200 points

two x two day trips 95 points

one x split duty to ABZ 50 points

one x two day trip to LCA five points

Keep your bids general to achieve more choice of work, if you are too specific then you may be disappointed. I don't want to get too technical at this stage but for example the LCA request would be matched up with your open request for a two day trip. If LCA was a popular choice you have chances of other trips in the system rather than using high points for a single trip request e.g. one x two day LCA 75 points. Carman will just link your two bids together and points used would be 100 points. Why does this matter? Just to keep simple bids with gaps and to prevent overlapping of bids.

Remember when we talked about working out your maxi rosta (perfect rosta) if you have bids that all come out to the same points or some overlap others Carman may be confused when deciding what to give you and you may not get your top bid. If there is a destination you want to visit then why not give it a low point and hope that it gets matched up. Remember that it does not matter that you give a low point to a bid. If Carman can give it to you without another crew member

being disadvantaged then you could be successful.

(3) Once you have changed the points you now come to the Max. (How many times?) Now you can leave this at 99 and this will tell Carman as many times in that month you are bidding for. It does not mean how many times that year or over the next two years.

Carman knows that you can only do so many three day trips in a month. A tip from LGW interbid trainers I have worked with is to put in a MAX. amount of times e.g. three time for three day trips. We are not sure why but crew tended to get slightly better rosta's by putting a cap on the amount of times.

(4) Avoid button – That's up to you but we have been told not to use it. My tip is to turn it into a positive bid, e.g. If you only want to do one day trips LHR-MAN-LHR then just put in a top bid for TRIPS 1 – 1 day.

Remember that the computer will allocate other work to bring your hours up, but this may be a SVO etc. Carman will not allow one crew member to do more hours than are legal. All our agreements are placed in the system. A fair share of the work will be allocated for the 40 per cent of the rest of your rosta.

(5) The bid period needs to be entered. Now it should be preset on the month that you are bidding for. So you don't have to touch this. However if as previously said you want to set up a standing order for say one year then you need to change the finish date. This means that you would not have to touch Carman again for that bid for one year (Nice thought!) If that bid is not working for you then you can simply go back into bidding and amend it. I would come and see an Interbid trainer and show them your receipts if they allow us to to more post bidding days. Otherwise you will be able to question scheduling through a postal system.

(6) Now you do not have to change the clocks or the day's of the week. These are preset and Carman is just interested at this stage at the period you are bidding. If however there is a certain day of the week you want to bid for a trip then you must change the day.

(7) Ground stop – If you are putting in a bid for a three day trip Carmen knows that you have to night stop twice, so you do not have to tick night stop. Only tick night stop if it is a certain destination that you wish to stay in e.g. BCN enter as destination then tick night stop. If you want a split duty then just tick SPLIT.

(8) Trips length – Just change the bottom two boxes 1-1 there backs 2-2 two day trip 3-3 three day trip. If you don't care then use 1-3 and you are asking for a mixture. You only need to change the check in and out times if you are looking for a specific trip.

(9) Misc. – you can specify how many sectors in a day or how many over a trip length. Again you are restricting the work available by using this.

(10) Info button – If you have not already clicked on this then try it now. In plain English you can see what you have asked the computer to do.

(11) If what you see looks strange then go over each box and check what you have done. You can always UNDO to start again or just delete the bid and then click back on you CLOCK icon to start again. TIP – Do not change any of the Sectors or times unless you are bidding for a particular trip. Carman knows how many sectors there are in a split duty. The days and sectors are pre-set for you.

(12) FILTER – If you want to see on a bid if a trip is available to you then click on this button. e.g. you want to know if LCA is available on a 2 day trip on your aircraft type. When finished with that then click on close to go back to your bid.

(13) ROSTA – Will show any pre-assigned leave, SEP or ground duties. If you are happy with your bid click on ENTER then go into your next icon e.g. CLOCK. If you do not go into your next icon then you will write over your last bid. If finished then LOG OUT.

(14) RECEIPT – always print a receipt so you can work out your satisfaction level and also if you are unhappy with your bids you will need this in order to query with scheduling.

## INTERBIDS FREQUENTLY ASKED QUESTIONS

### Why is there no NCE night stops when I use the filter button?

Carmen will only show you trips that are available on your aircraft types. Some crew have been visiting the host's and entering their bids only to realise that they are unable to do a certain destination because they do not hold the aircraft licence. Carmen will let you put any bid in even if you are not on that licence type. Don't waste your bids. Check on the filter button first.

### I am on 6 and 3! I want a 3 day trip on the 2nd a SVO on the 5th and a split on the 6th!

Carmen is not a system to write your own rosta. Although you can ask for certain work on certain days it's important to be realistic. Crew are wanting to write their own rosta's. Only 60 per cent of your rosta will show things that you are interested in doing. The rest will be made up of stand-by's, available's and fair share of work not requested. Being to specific will limit you to the share of work. Give it a try but be prepared that you may not see what you want.

### I'm bidding for days off and trips is it true that these are now worked out separately?

Yes – days off start at 200 points for your most important day and work your way down leaving gaps showing how important each day is. Then go into trips and start again at 200 points and work your way down.

### Can I bid in blocks for days off or should I do it on a single basis for each day.

Either – If you want weekends off you can either bid sat-sun off or do individual sat off then sun off. By bidding in a block you could risk losing both days if one of the day's is not available. We suggest putting a bid in for every sat the another bid for every sun.

### Can I bid for time off?

Yes – you can either do this on the TIME OFF or TRIPS icon.

The trips icon is more user friendly as you can go into the trips/length screen and put in a check-in time. Carmen will try and check you in after that time. Remember to check the period that you are asking this for e.g. do you want to check-in after 10.00 every day for the next month. If not make sure it is just for a limited period only or just one day.

### What is the best way to get a good allocation of bids?

Keep your bids simple and leave large gaps between each one. Being specific you will limit your chance of a bid being achieved. There are so many different questions being asked. Lots of crew have been trying to write their own rosta. If they want to try this then they are entitled to but Carmen is not designed for that. Carmen is a tool to specify the work you would like to do. If going to see a host at Compass then you must write down what you wish to bid and in order of priority with points allocated. The hosts can only support you in inputting your bids. Putting in bids can take up to 10 minutes. Always ask for a receipt after bidding as this is for you to work out your satisfaction rate and also you may wish to ask scheduling if you are not achieving your satisfaction level. Always keep your receipts!

### What points should I allocate and what gaps should I give?

You can award points from 1-200. A tip is to write down on a piece of paper what you would like to do and then allocate your first bid with 200 points. Giving a large gap will allow Carmen to understand which bids are more important to you.

An example:

200 points 1x3 day trip

100 points 3x2 day trips

25 points 2x split

1 point 1 x 1 day trip to SVO

Carmen will know that it is doubly important that you receive the 3 day trip and knows that the other work is important but low in priority.

### I am a SCCM and want to start bidding for days off but how much of a gap in points should I leave?

From speaking to many SCCM who currently bid getting weekends off can be difficult. As part-timers can now bid for their days off that they are entitled (e.g. 14 on 14 off) it is important once again to follow the procedure similar to requesting work. Weekends seem to be popular so it's an idea to give high priority and then quite low for the rest. Carmen may have to compare your point allocation to another crew member so it's quite important that you show Carmen how important that day off is.

### Is it possible to get 100 per cent?

Yes – The satisfaction rate has been set at 60% for days off and Work. If you just request to do a ATH 3 day trip and it is available then it is possible to give you 100 per cent. If you ask for the 18th off and it is available then again there is no reason that you should not get this.

### Should I bother bidding?

Carmen is a system which allows you to specify your preferred work IF AVAILABLE. If you decide not to bid then you will be rostered what ever may be left in the pool. This could be good or bad depending on what you like doing.

### I really do not like using computers, can I just leave a standing bid in the system?

Yes – When bidding you can change the finish date for as long as you want, you can set it to retirement. You would then not have to put in another bid again. If you wanted to change your bid you can delete it or amend it. Think of it like a standing order

# STOP PRESS

## STOP PRESS

As many of you have noticed, the Amicus Cabin Crew CC89 page has been down for a long time. This has been due to various technical difficulties and change of service providers but is being rectified slowly but surely and the end seems to be in sight. The new address is shown in the contacts column and the site will soon be in full working order. All that is left to do is load the information from the old site (all the agreements information etc) onto the new page. As soon as this is all complete we will issue a bulletin and you will see notices on the notice boards around the report centres. Once again, apologies for the long wait and thanks for your continued patience.



# HOTELS

## – PRODUCT UPDATE

Just to remind you that you should not accept a room if you have to share or if it is a single room as we have heard of both cases happening recently. The matter has been addressed and we have been assured that communication will be done and monitored closely with stations where Handling Agents are dealing with British Airways.

### Stockholm

The new hotel which we have moved into is very central (Uppsala), has free pay movies, Internet, indoor pool and gym, early morning coffee and croissants, spacious rooms.



**Geneva** – We visited the Noga Hilton a few weeks ago. It is very central with lots of outlets nearby. It has 30 minutes of free Internet in the room, early morning tea/ coffee and an indoor saltwater swimming pool!!

## – GATWICK HOTELS



### Houston

There will be no alternative arrangement made with the IAH Woodlands Marriott so we will be seeking alternative

accommodation. Currently a hotel in the centre of Houston has been proposed, and we are going to give it our due consideration. As soon as a decision is made, we will let our members know.

### Kingston

BA security has visited the Pegasus and will be submitting their report. Following this and due to other problems, we anticipate a move to the Hilton in KIN in due course.

### Barbados

An alternative to the hotel in BGI has been found, subject to arrangements being satisfactory, we anticipate a move there in the near future.



### Atlanta

Due to the ongoing problems with the hotel, we are requesting a move to an alternative hotel. We will give you more information as soon as we have more concrete information.

### Tampa

The Hotel, we are presently in has been rejected by your hotel reps, and we are seeking an immediate resolution to the problem.

## – HEATHROW HOTELS

### Vancouver

As of the 1st February, we will be staying at the Marriott on Pinnacle Street, situated five blocks from the



Delta Suites (the previous hotel). The hotel is located in a well-known shopping area, just off the waterfront, and is also close to many bars and restaurant. Facilities at this hotel include a gym and indoor swimming pool.

The move was enforced due to the hotel not wishing to renew their contract with us.

### Los Angeles

At the moment we are playing musical hotels at this station! As well as using the Crowne Plaza at Redondo Beach, we are also frequenting the Renaissance and Westin at Long Beach. The Westin is the latest addition with all rooms having their 'Heavenly Bed'! There is also a gym and outdoor pool on site, and the hotel is situated a couple of blocks from the Renaissance.

Long Beach itself has undergone a great deal of modernisation. The Pike area by the marina and conference centre is now awash with bars and restaurants, and there is also a huge shopping complex to the rear of the hotel.

### Johannesburg

Your reps recently paid the Midrand Protea a visit along with BA with a view to advising the hotel on improvements that we would like to see made. We managed to reach agreement with them that they would provide a better bus service to the local malls. Also they undertook to renew the soft furnishings in the bedrooms, Malone's will also see a well-needed makeover. The restaurant and bar menu will be changed periodically to provide more variety.

With the history we have with this hotel we will keep an eye on the changes to make sure everything comes about as planned.

### Shanghai

As you will be aware this route will commence from the 1st June 2005. Your reps will be visiting various hotels in Shanghai in April with a view to securing the best possible accommodation for this new slip station. We will keep you informed as to our progress.

### Capetown

Due to pressure from CC89 refurbishment is due to take place in the hotel later this year.

## GENERAL HEALTH & SAFETY

### GLOBALLIFELINE

At our request, Dr Mark Popplestone made a presentation (from British Airways) regarding the issues we are facing with GlobalLifeline. The presentation was made comparing the previous and present system. We have raised the issues crew face when dealing with GlobalLifeline, ie payment of medical bills, how doctors are engaged to deal with crew etc. We also raised concerns over the way GlobalLifeline deal with London, sometimes leaving the crewmember 'out of the loop'. The outcome of the meeting was very positive, and we have an undertaking from Dr Popplestone that we can liaise directly with him over any issues that arise in the future, thus minimising the time it takes to rectify any problems. If you have experienced problems using this service then please get in contact with us ASAP with the details.

### LGW HEALTH CENTRE

BAHS at LGW is moving from a full service medical centre in Jubilee House to a part time 'on request' service. We have made our serious concerns known, and BA will be considering the points we have raised.

### ENHANCED SECURITY CHECKS

We have asked that these be repeated in Cabin Crew News, as there seems to be some confusion amongst the crew community as to what is required. To reiterate the requirements, you are allocated 12 minutes from the time of boarding the aircraft until the start of passenger boarding to complete these checks ex London. These checks are to include overhead lockers, seat pockets etc. We would like to request that should this time not be sufficient to conduct a comprehensive check of your cabin, that you let us know in writing.

### CRITICAL PATH

We have ascertained that post 9/11; the 'Ready to Board' process was withdrawn at LGW. However, the 10 minutes that 'RTB' saved has not been re-credited to the cabin crew duty day. This has been

raised as an issue, and BA has been reluctant to discuss it. We are pleased to inform you that meetings are underway, and we believe that our strong representations have finally been listened to and we expect that once the LGW Critical Path has been redressed, the 10 minutes will be re-credited to the Cabin Crew duty day.



## TRACEYANN VEAKINS

**I would like to say a big thank you to all the members who voted for me in the last elections.**

I have now been a rep for three months and thought I would give you some information about myself so when you visit the office or talk to me, you will have some idea of whom I am!

I joined BA in 1989 on WW LHR, and in 1997 I moved to LGW WW, where I was promoted to Purser. I have now been back at LHR on A fleet for the past two and a half years. I am fully aware of the concerns and issues facing crew on 'A' division and long haul in general.

I look forward to meeting you all when you come in to the office at LHR (or LGW).

## GAIL HELLICAR

**I have been with BA since 1990 and have flown predominately on WW fleet LGW, with stints at WW LHR.**

I returned to LGW WW as I am a bit of a 'beach bum' and missed the sunny climes of the Caribbean. Having been at LGW for such a long time, I am aware of the concerns over the future of the base and am committed to ensure that all crew, at LHR and LGW are given choices in their future.

I've so far spent a couple of weeks in the office at LGW, and am enjoying getting my teeth into dealing with all your enquiries and problems. Please pop into the office, as I'd love to meet as many of you as possible.

## ADAM MARLEY

**I'd like to take this opportunity to say a big thank you! to everyone who voted for me in the recent elections. Quite a few people have been into the office to offer their congratulations which is a real encouragement.**

I have had previous experience in trade unions in my previous department in British Airways and look forward to broadening my horizons within the Amicus trade union. I'm working my way slowly but surely through the mountains of agreements, regulations, procedures, not to mention the dreaded Scheme book so go easy on me when you come into the office!

I am currently flying as maincrew on A Division having previously flown on Eurofleet and Gatwick Worldwide and am enjoying visiting new places again. As a close relative of mine had to retire recently from flying the over-55 debate is one that I am watching with great interest (and a little frustration at the slow progress). Also, the new starter pay scales which CC89 brings up annually as part of our pay talks affect me directly and I will be pushing for further progress on this point.

If you're passing the CC89 office in Compass then please pop in and say hello, if I'm on duty the chances are that the kettle will be on the go and the tea will be brewed so come in for a chat!



Please fill in and send to W064 Compass Centre, P.O. Box 10, Heathrow Airport, London TW6 2JA:

We are renewing our database. If you have not already done so, could everyone resend all their details, and included e-mail telephone mobile etc. Many thanks

## Database Renewal Form

**ALSO FOR MEMBERS OF CC89 WHO HAVE CHANGED NAME, ADDRESS, RANK, FLEET OR CONTRACT TYPE.**

Title  *Mr/Mrs/Miss/Ms* First Name  Surname

Your Address

Town/City  Postcode

Rank  Staff Number  Membership Number

Fleet  Base  Full Time/Part Time/Job Share

I have changed my name and/or address to

First Name  Surname

Your Address

Tel  Mobile

E-mail

I have changed my contract type to

I am currently not working due to maternity leave.

I do not wish to be contacted via e-mail/SMS etc.  (please tick)