

MINUTES OF QUARTERLY MEMBERS BRANCH MEETING
MONDAY 3RD APRIL 2023

AGENDA

1. Welcome And Introductions
2. Apologies For Absence
3. Accuracy and Matters Arising from BASSA Quarterly Members Branch Meeting on Monday 7th January 2023
4. Branch Secretary's Report
5. Treasurer's Report
6. Workplace Reports
 - Equalities
 - Industrial
 - Health And Safety
7. Other Reports
8. Correspondence
9. AOB (notified)
10. Date Of Next Meeting

1. Welcome and Introductions

Welcome to all members for attending.

2. Apologies for Absence

Christine Edwards, Zimeon Jones, Chris Harrison, Nigel Stott, Marcel Devereux, Patricia Tarran. 2 Rep resignations - Francesco Testa and Jack Brown have tendered their resignations due to personal reasons. Chair thanked Francesco and Jack Brown for their hard work.

3. Accuracy/Matters Arising

No matters arising. Minutes attested as a true and accurate record of all those present.

4. Branch Secretary's Report

10577 members - still a few more courses pending. Launching BASSA App shortly. Thank you to Rep Peter Longden for his work on this.

5. Treasurer's Report - Agreements Secretary

With increased membership, finances are doing well. Accounts for Q4:-

General Account	£101,016.34
Dispute Fund	£457,756.31

6. Workplace Reports

Equalities - Report will be in the next Newsletter

Health and Safety - Crew car park upper level - issue with flooding - with Matt Whipp to review. We have asked for annexe to be available for use again. Member said recently couldn't get parking. DCCM says there should not be so many cars in the car park. We will receive a letter and lose our pass but flight crew just get a note. Agreements Secretary - We don't either, its just a warning. H&S Rep - You will be written to asking you not to park there. Issue has been crew bringing staff travel companions/taking relatives into car park. Secure area and needs ID for access. Non-ID members not permitted on the bus. Rep asked should BA communicate this? It should be made clear to anyone using the crew car park bus. Health and Safety Rep - Yes, they should. Member asked does this apply to Westbase also? Rep - no but you need your ID. Chair - lots of ground staff using our car park wearing black bomber jackets with BA on them - don't know which department they are. Rep - they are new entrants working on the

ground. Rep - If you see any H&S issues in the car park, please report it to us and H&S team. Rep - There was a notice 5th April 2018 regarding families allowed to travel on car park bus with staff member - H&S Rep to look into this. **Zika virus/ pregnancy** - asks for specific/formal procedure to be put in place. BA only working to WHO remit which only covers precautions. With BAHS awaiting response - ongoing. Malaria also quite prevalent so crew to pick up spray. **Reporting** - please ensure you report any issues otherwise we have no voice. **Fume events** - several over the last few weeks. Procedure works well - on website and card in the T5 office covering procedures.

Industrial - Agreements Secretary - Quite a lot of changes in Scheduling - no longer under IFCE, now Global Operations. Previous lead Ian Brunton has left BA so we are slightly behind with some aspects. Hoping to get someone else in place. Extra 5 minutes onto shorthaul report from May - minimises which flights you can do within that duty. My advice, make it work. Same as 10 minutes on longhaul. Collecting menus again to be looked at in May. Need your help please - remember no room service need breakfast, lunch and dinner. Also add price for coffee. Shanghai trip menus needed as not all restaurants open as yet. Problem with contactability - agreement is clear you should be contacted by Global Ops. Trying to come up with workable solution. Ops staff multi-tasking but didn't work so going back to specific areas of responsibility. Looking at text message system. Shorthaul turnarounds - difficult one.

Regarding pay, looked at collectively by Unite. No further information but will update when we have more news. Rep said is this slowed down due to departmental changes? Agreements Secretary - From May agreement can be put in place. Member said in terms of preference, when are BASSA looking to introduce preference bidding? Agreements Secretary - We keep asking Amy James to get it out there so that we can work on it. At present we don't know what the numbers are. Manpower now starting to reach IFL's/IFM's. Hope to have some news in the next couple of weeks. Member said training new entrants and there is a rush for those who haven't been on WW for some time. Want to put me on A380 - is there any restriction on how many aircraft you can pick up? Chair - No. Agreements Secretary - I agree with you, big difference with A319/320. When you return to work you have to do a full month's flying before going onto 777. Should be another full month of flying before going on A380. Leave this with me. Agreements Secretary - Its about getting the right balance. Member asked with customer scores coming back, are we going to be managed on those whether at the top/bottom quartile? On MF we were told it was nothing to do with aircraft quality but about us. Tim Monk says our targets/goals are now moving. Agreements Secretary - Not ideal. Depending on routes, outcomes vary. Not performance managed but conversation instead. They will struggle to manage when we're still coming out of a pandemic. Agreements Secretary - Tim Monk attended FRG (Fleet Review Group) and told us what they were intending to do. Clearly we challenged it coming in so early. A year ago operation was in chaos,

not great now. No top/bottom quartile but going forward performance management hasn't gone away for good. BA have right to do it but it won't be happening this year. No formal process around performance management. Rep - BA presented to us but way too early. 2022 figures soft launch to gauge how things were. Subsequently discovered IFM's being written to if they are top performers to go to JFK for brunch! Agreements Secretary and myself meeting with BA Wednesday. Chair - just to be clear BASSA's view is that we strongly object to this. A few of the Reps have had conversations with some managers - too soon, BA have lost touch with their SCCM's. Member said BA not finished tweaking so scores are in WT/WT+ cabins so being measured unfairly.

Member said Team Demoted still have WhatsApp group - imagine how they feel about this given what happened to them. Totally disengaged with their leaders. Chair - Just to add a little more to that, a lot of Team Demoted were brought back to rank from 1st January 2022 but most of them didn't do their build a bear day until 3/4 months later so they haven't had a full year. Many demoted WW PSRS/CSD's then had to learn shorthaul. Completely misjudged mood of SCCM's.

Member said another group is PSRS from shorthaul which is exactly the same. We've been missed out on so many things. Being told they can't choose shorthaul option. Understand BASSA is on to this. Never had a course to go onto longhaul. Agreements Secretary - Totally understand. Our aspiration is you get the choice. Branch Secretary - Need to recognise this is BA at their best. They want you looking over your shoulder so that you perform 110%, working to the maximum every day. Agreements Secretary - With Dashboard, they will start at a certain level to get everyone to comply and increase it gradually as time goes by. Over the years, management view is those at the bottom will be picked off. This is potentially the beginning of Dashboard all over again. Also First Specialists discussed - at last FRG this was an FTA on the basis that it goes against HCC bidding for working positions. Meeting with BA on Wednesday. We feel everyone should be FC trained. If not resolved will escalate to BRG (Business Review Group) and then NSP (National Sectional Panel).

Member asked not sure if BA are not communicating this correctly but they seem to think crew who have applied will be supervisors in that cabin. That is the impression we're getting. Agreements Secretary - We told BA specialists were called PSRS and if you want that, bring them back. Member asked with extra crew member on these specific routes, BA's comm said it wasn't permanent just to see customer scores. If they're not going to commit to it what is the point? Will just inflate customer scores. Agreements Secretary - Only problem is we can't have this on A350. The reason they've done it is because there is a glut of cabin crew. If we had correct crewing levels they wouldn't be doing this trial.

Chief Of Staff - Couldn't agree with member more that this is affecting everyone. Regardless of rank you're all as important. Workload on aircraft and what resources

you have is disgraceful. Always left to crew to sort the problems out, recover, ensure customer returns. We will continue to fight to get that crew member back on the aircraft. Feel very strongly that IFCE have returned and want to justify their jobs. Crew are who they will use to do that. Trust us, continue doing reports so that we have a voice. Leadership Team broken. We are a huge part of the returning customer. We have a right to be respected. Thank you to all members who have attended today. Please relay these words to your colleagues.

Member asked every second counts, is this just a push to improve things? Asking us to concentrate on on-time performance. Chair - Not your problem, don't buy into it. Agreements Secretary - Every second counts is someone justifying their job. Member said I'm scared flying on A380. Many tech delays recently. Chair - Its their issue, up to Captain. Member said it is our problem because we have to work in the environment, slipping/health and safety, curtains missing. Every colleague I've spoken to has delay/tech issue. Chair - But they're trying to measure us on those problems. Member said we need to have some back up as we don't feel safe working in those surroundings. Makes our job so much harder, adds to stress onboard. We need support. Chair - We don't have the answers for that. Member said we need support, especially A380. They could change system - flight crew do walk around before customers board, then once cleared we board. Chair - Only thing we can suggest is we need these incidents to be reported to BASSA. Need written evidence from all of the crew not just IFL/IFM. Member asked has anyone experienced regarding bunk rest about suspending second service? Captain saying no and wanting service done? Chair - Not up to the Captain. Agreements Secretary - We don't interfere with their flying, they shouldn't interfere with ours. Agreements Secretary - Also trying to get HCC agreement on Docunet as pilots don't know what our agreements are.

Member asked what is Line Trainer Agreement? Agreements Secretary - We are still working on this. Almost completed - pending. Member said if there isn't an agreement you will see huge amounts of trainers leaving. If BA are not prepared to move on this we will have to go back to the 2011 Agreement.

7. Other Reports

Chair - As I reported at last Branch FTA's with sickness policy/hotels. Advised we would be looking towards issuing some sort of ballot/industrial action short of strike. Branch Committee and Reps have discussed and seek endorsement of Branch Members to go ahead with IA ballot short of strike around victimisation of those crew who have the misfortune to fall sick. Might affect every one of us in the room and all crew. Will communicate information in due course but need mandate today.

Show of hands - All In favour
Against - None
Abstentions - None
Carried unanimously in favour by all members present

8. Correspondence

Chair - One email from a member regarding ULEZ - Equalities Rep was going to report back but he is absent today. Meetings with Unite but still ongoing. Will communicate update asap.

9. AOB (Notified)

Update on Carol Ng - Dolores Lee

The 1st March 2023 saw the 2 year anniversary of the incarceration of our friend ex-British Airways Cabin Crew colleague Carol Ng, along with 46 other Activists.

The trial commenced on the 6th February 2023 - without a jury - and is expected to last around 90 days. Carol is one of 31 Activists who have decided to plead guilty and they are all facing potentially lengthy jail terms. Carol was charged with conspiracy to commit subversion following the 2020 primary elections in Hong Kong and has been consistently denied bail.

We're almost at 10k signatures on the petition and I would ask you to continue to sign and share to help Carol's release. As always, thank you for your continued support.

Member asked can we do anything about training outsourced staff on process for onloading staff travel? Rep - Two issues - did you report this? Member said IFL did report on duty travel. Rep - Like everything, if you're not getting what you should please challenge and report it. If you're not sure who to contact let us know. Most outstations in Europe are outsourced and focused on getting aircraft away on time. Member said had exactly this problem. Customer plan doesn't rank everything in the right order. Rep - Issue with FLY. Member asked about getting DOJ's on ABS - is that coming back? Agreements Secretary - Yes, we are looking into this. Still 3 months but ideally should be 6 months. Agreements Secretary - on MF it used to be on the ABS. Member asked about HOST? Rep - All part of FTA from November last year. Written new hotel agreement and submitted to BA. HOST is a massive part of that. HOST being replaced, new project up and running. Talking with BA during next meeting. Don't think its fair crew have to use a Revolut card - not acceptable. Charged fees if using debit card. Applying pressure. US Visa

renewal, it states "BA guarantees you will have access to funds while you are down route". Not immediate fix but need an interim solution. We can prefund at LHR.

Niamh O'Brady from O H Parsons available if members need to speak with her.

10. Date of Next Meeting

Monday 3rd July 2023

Chair thanked all members for attending.

Meeting closed at 1410