

HCC : Crew Meal Specification

January 2025

Improvement to crew meals, as part of the HCC Agreement, will be introduced on a phased basis as below

Commitment - Main Meal

On all short-haul and long-haul services a full size club world standard passenger spec tray with starter, salad, desert, condiments, metal cutlery, inserted inside a napkin, tray liner & crockery will be provided worldwide, as the appropriate main crew hot meal option (where specified).

- Dedicated Cabin Crew specific Meals to a Club World standard will be loaded at 100%.
- These will include Meat, Fish (where available) and Vegetarian Option.
- Long-haul changes will be introduced no later than 1st May 2025.
- All short-haul changes no later than 1st May 2025 (except Crew Larder on link services over 6 hours no later than 1st January 2026)

Commitment – Secondary Meal

British Airways commits to work with Unite (BASSA) to utilise current funding to improve a second meal option, by introducing a crew larder box for crew, no later than 1st May 2025

The new crew larder will comprise of healthy snack to-go/fork items and will be developed in conjunction with Unite (BASSA). This will be created by using the funds from the current second meal option and snack trays, sandwiches, fruit, bread rolls etc.

Specific content will be initially jointly reviewed after 6 months to assess the success of the options available and every six months thereafter to ensure choice and that selected options are refreshed as needed.

For example a breakfast crew larder box could contain porridge or cereal. eg Quaker Oats or Moma, All Bran Fruit & Fibre, premium full size yoghurts, premium fresh juice/smoothie or equivalent, fruit pots, muffins, flap jack, pastries etc.

Additionally, all spare passenger meals in all cabins on both short-haul and long-haul services are also available for crew consumption once passengers have had their choice. Flight crew hot meal options not selected by the flight crew may also be utilised.

This must not negatively impact upon our customer Dine Anytime menu option in First class.

Soup—two flasks of hot soup will be loaded on all long-haul flights and instant soup on all short-haul flights.

CMOS – Crew Meal Ordering System (Special Meals)

Crew can order a Special Meal (SPML) 4 days prior to departure and the order window will close 24 hours* day prior to departure. It is proposed that this can eventually be reduced.

Currently crew who are placed onto a duty after the meal ordering window closes will not be able to request a special meal.

CMOS will allow cabin crew to order a special meal hot entrée for ex LHR for both Long-haul and Short-haul departures. Going forward, BA commit to explore expanding this option to include down route departures. Implementation of CMOS is dependent on system implementation. Introduction is planned no later than 1st October 2025.

Meal options available –

LCML, LFML, DBML, KSML*, MOML, GFML, VGML, VLML, AVML

For every CMOS requested entree, a 'normal crew entrée' will be deducted from overall cabin crew hot meal provision.

***KSMLs require 48 hours minimum notice**

Short-haul

Cabin crew inflight catering will be provided to the following schedule.

The new Crew Larder noted below will be implemented no later than 1st May 2025. (For duties with links over 6 hours, implementation will be no later than 1st Jan 2026)

Duty Length (including links)	Catering
All duties with a Pre 0800 departure (local time)	Breakfast including a hot Club World meal tray and soup sachets.
All continuous duties over 6 hrs post 0800 departure (e.g. there and backs)	Appropriate Hot club world meal tray pls soup sachets
Links over 6 hours	Crew larder plus soup sactchet
All Band 4 and 5's regardless of duty length or departure time	Appropriate Hot club world meal tray, plus soup sachets, Crew Larder will also be loaded
All duties that include a fixed link-	Appropriate Hot club world meal tray, plus soup sachets. Crew Larder will also be loaded where departure time for duty is pre 0800 .

Standby

For colleagues who are called from Standby for a Short-haul duty, where the duty day exceeds 6 hours (e.g. a two-sector there and back) Crew member can order a crew meal by contacting the CCOMs.

Long-haul

Cabin Crew inflight catering will be to the following schedule:

Duty length	Catering
0-3 Hours	Crew larder
Over 3 to 12 hours	Hot club world meal option and appropriate crew larder selection
Over 12 Hours	Hot club world meal option and appropriate crew larder selection. When served to passengers appropriate breakfast/ afternoon tea option. (above may be used to fund new 'second meal ' option)

Crew hot meal option will match the offering provided to passengers, appropriate to time of day i.e breakfast, lunch dinner etc.

Additional Crew Meal Requirements

Bottled water – to be provided on all flights regardless of sector length with no change to the current provision levels.

Any crew food item/s or water may be removed from the aircraft subject to local laws, only once crew have had their choice during the flight.

Pay & Claim – in the event meals are not loaded and correct procedure has been followed, i.e Standby, or catering error a £15 pay and claim will be authorised. This can be used to buy on board, or in any food outlet within 90 minutes of clear time.