

Operational Resilience and Disruption Agreement

It is important that British Airways delivers a safe, punctual and reliable service for our customers and reduces the negative impact upon roster stability and earnings for our crew, when flights are disrupted or cancelled.

The following measures are agreed temporary alleviations to the HCC Agreement, that may be implemented during the period specified. For the avoidance of doubt, unless specifically varied on a temporary basis by this section, all other elements of the HCC agreement remain in place.

When this agreement is used, a review of the implementation and outcomes of the disruption, will be conducted at the next Fleet Review Group meeting.

Tier 1- Operational Resilience

Definition

This tier of the agreement will only be used to prevent cancellations on the day leaving base and in some specific scenarios to reduce LH disruption down route.

Activation

When the need to activate this agreement has been identified, the SCCOM (Senior Cabin Crew Operations Manager) will advise the BASSA duty representative of the nature and duration of the situation.

Alleviations

WORKING OUT OF RANK

To avoid a flight cancellation, you may be rostered to work up or down by one rank. This does not impact upon the requirements to have an SCCM qualified crew member operate outbound.

If a crew member is planned to work up or down a maximum of one rank and outside of standby, or AV days, a payment of £175 will be paid per each long-haul sector operated out of rank. A payment of £115 will be paid per each short-haul sector operated out of rank.

WORKING ONE DOWN

As a last resort, to avoid a flight cancellation when there is a shortage of crew, a flight may be operated a maximum of minus one to the levels specified within the HCC agreement. This may be rostered or from standby and available duties.

If the full crew complement cannot be maintained, the SCCM may adapt the service to ensure rest is achieved, as per the relevant flight category rest table, whilst trying to minimise the impact on customer service.

- A payment of £200 will be paid per each long-haul sector operated minus one.
- A payment of £115 will be paid per each short-haul sector operated minus one on the Club Europe top up matrix.

Alternatively, you may request

- One DOIL (Day off in lieu) per FDP to be discharged in line with normal scheduling arrangements.

The default is assumed to be payment as above, but should you opt to take DOIL (Day off in lieu), you can contact the CCOMs within 48 hours of return to base.

LONG-HAUL

CAT 6 MINIMUM REST FOLLOWING A DOWNROUTE CANCELLATION

If crew are on a duty up to a maximum of 5 hrs, including debrief whilst down route and a flight is subsequently cancelled, you will return to the hotel.

To recover the operation, BA may opt to reduce rest down to a minimum of 12 hrs at hotel (key to key) which does not include a local night, under the following parameters:

- You will receive a payment of £250 plus a DOIL (day off in lieu). This can be taken immediately, if notified within 24hrs of return to base. This OFF day is in addition to any off days generated by the delayed return to base.

INBOUND DIVERSION

The unplanned 18 hours key to key including a local night may be removed for Category 6 inbound services diverted to anywhere in the UK and Europe, and a minimum of 12 hours key to key will be achieved if the aircraft is unable to continue to its original destination. Crew will receive a payment of £250 plus a DOIL (day off in lieu).

The number of days off associated with the disrupted trip will be discharged in one block immediately on return to base, e.g. a planned 6 day trip which is extended to a 7 day trip attracts 4 days off.

OUTBOUND DIVERSION

Where an outbound service has been unable to land at its original destination and subsequently diverts, BA may reduce rest down to a minimum of 12 hours key to key, to enable crew to remain with the aircraft and subsequently operate to the original destination. Crew will receive a payment of £250 plus a DOIL (day off in lieu).

After taking minimum rest, crew will continue to their original destination, the original planned rest will then be taken for that destination. For the avoidance of doubt this cannot be reduced

For example, a CAT 6 requires a minimum of 2 local nights, a CAT 4 and 5 require a minimum of 18 hour including a local night.

MINIMUM REST AFTER POSITIONING SECTOR WITH A PLANNED FDP OF OVER 14 HOURS (CAT 6)

Where unplanned and unforeseen circumstances occur down route and it is necessary to position crew member(s) to operate the return inbound sector, rest can be reduced to a minimum of 18 hours key to key (and must include a local night).

Rest can only be reduced when a minimum cabin of J is provided for the positioning sector.

The positioning crew will receive a payment of £250 plus a DOIL (day off in lieu).

Tier 2- Significant Events That Cause Severe Operational Disruption

Definition

When significant events cause severe disruption to the operation, Tier 2 may be enacted for a defined period of time, to maintain the integrity of the operation and facilitate the return of the customer flying programme to normal as soon as possible.

This tier of the agreement will only be used to resolve multiple flight delays / cancellations during a period of major disruption e.g. severe weather, airfield restrictions, acts of terrorism, Air Traffic Control failure, or the collapse of power/communications supply etc. It is not intended for ad hoc use due to normal operational issues and/or constraints.

Activation

When severe disruption occurs and a need to activate this agreement has been identified, the SCCOM will immediately contact the BASSA Agreement Secretary (or nominated deputies) and will discuss the nature and initial duration of the disruption.

If contact with the BASSA Agreement Secretary or nominated deputies cannot be established the duty rep will be contacted. Communication will be issued by both BA and BASSA to the crew community to advise them of the activation and duration.

Alleviations

SHORT-HAUL – TRIP LINKING

If your planned Short-haul link is broken and your original night-stop or round trips are re-linked to other destinations under the Fixed Link Sections, there is no requirement to clear within an hour of your original trip.

AIRSIDE TURNAROUND

If your Airside planned turnaround is reduced to below 1hr15/1hr30 (see table below) you will remain on your link and receive a relink payment of £135.59 (If the Airside turnaround goes below 50 minutes you will be removed from the link.

Min Turnaround 1hr 15	Min Turnaround 1hr 30
T5A to T5A	T5A to T5B/C/T3/Off Pier
T3 to T3	T5B to T5A/C/T3/Off Pier
	T5C to T5A/B/T3/Off Pier
	T3 to T5A/B/C/Off Pier
	All Off Pier

If a delay, results in an actual airside turn over 1hr15/1hr30, as shown on your roster, you will remain with the original outbound sector. No re-link payment is applicable.

WORKING OUT OF RANK

To avoid a flight cancellation, you may be rostered to work up or down by one rank. This does not impact upon the requirements to have an SCCM qualified crew member operate outbound.

If a crew member is planned to work up or down a maximum of one rank and outside of standby, or AV days, a payment of £150 will be paid per each long-haul sector operated out of rank. A payment of £100 will be paid per each short-haul sector operated out of rank.

WORKING ONE DOWN

As a last resort, to avoid a flight cancellation when there is a shortage of crew, a flight may be operated a maximum of minus one to the levels specified within the HCC agreement. This may be rostered or from standby and available duties.

If the full crew complement cannot be maintained, the SCCM may adapt the service to ensure rest is achieved, as per the relevant flight category rest table, whilst trying to minimise the impact on customer service.

- A payment of £175 will be paid per each long-haul sector operated minus one.
- A payment of £100 will be paid per each short-haul sector operated minus one on the Club Europe top up matrix.

Alternatively, you may request

- One DOIL (Day off in lieu) per FDP to be discharged in line with normal scheduling arrangements.

The default is assumed to be payment as above, but should you opt to take DOIL (Day off in lieu), you can contact the CCOMs within 48 hours of return to base.

INBOUND DIVERSION

The unplanned 18 hours key to key including a local night may be removed for CAT 6 inbound services diverted to anywhere in the UK and Europe, and a minimum of 12 hours key to key will be achieved if the aircraft is unable to continue to its original destination. Crew will receive a payment of £250 plus a DOIL (day off in lieu).

The number of days off associated with the disrupted trip will be discharged in one block immediately on return to base, e.g. a planned 6 day trip which is extended to a 7 day trip attracts 4 days off.

OUTBOUND DIVERSION

Where an outbound service has been unable to land at its original destination and subsequently diverts, BA may reduce rest down to a minimum of 12 hours key to key, to enable crew to remain with the aircraft and subsequently operate to the original destination. Crew will receive a payment of £250 plus a DOIL (day off in lieu).

After taking minimum rest, crew will continue to their original destination, the original planned rest will then be taken for that destination. For the avoidance of doubt this cannot be reduced

For example, a CAT 6 requires a minimum of 2 local nights, a CAT 4 and 5 require a minimum of 18 hour including a local night.

LONG-HAUL

CAT 6 MINIMUM REST FOLLOWING A DOWNROUTE CANCELLATION

If crew are on a duty up to a maximum of 5 hrs, including debrief whilst down route and a flight is subsequently cancelled, you may return to the hotel, the rest periods below will apply:

To recover the operation, BA may opt to reduce rest down to a minimum of 12 hrs at hotel (key to key) which does not include a local night, under the following parameters:

- You will receive a payment of £250 plus a DOIL (Day Off In Lieu). (This can be taken immediately, if notified within 24hrs of return to base. This OFF day is in addition to any off days generated by the delayed return to base)

TAKE TO THE SKIES

Use of TTTS and Cabin Crew Manager – Flying

Crew from the Take to the Skies (TTTS) / Cabin Crew Manager – Flying may be deployed as part of the main crew complement.

AV NOTIFICATION DURING DISRUPTION

For the first day of the disruption only, for AV (available) days, notification can be extended up to 22:00. Normal minimum rest notification (a minimum of 12 hours 30 minutes for SH and 14 hours for LH) will apply. Hotac can be requested where rest falls below 19hrs prior to any Long-haul, or potential Long-haul duty.

AV (AVAILABLE) DAYS

AV days outside of the Flexi block can only be converted to ASBY if Tier 2 of the Disruption Agreement and Resilience Agreement is in place. If you are allocated an ASBY in this way then you will be paid an Airport Standby Payment (SBC) at £181.93.