

The Liaison Council Report

Autumn 2016 Newsletter

By Chris Walker

Vacancies on the BA Former Staff Liaison Council

Should you wish to serve as a member of the FSLC, which meets quarterly to discuss any matters affecting Former Staff, the next selection process will commence in April 2017. Please apply to ***liaison.1.council@ba.com***.

Use the same address at any time of the year for information, with a query, to add your e-name to our distribution list for the newsletter in addition to declaring an interest in joining the Liaison Council either now or in the near future. Candidates should have a strong desire to help BA retirees and pensioners.

Current Staff who are under 'notice of leaving' may apply as well.

Your application must be proposed and seconded by two other retired British Airways employees or Former Staff and all three of you must sign the completed application form.

More information about the Council and our Newsletters can be found on the Touchdown website.

Pensions

We understand that some people have been having trouble contacting the Pensions Helpline. There is no change in policy according to BA Pensions and they remain committed to their hotline telephone service. They are however extremely busy and advise that a phone call after 2.00pm would be helpful.

To make contact

Please call them on 020 8538 2100 or e mail: enquiries@bapensions.co.uk

Staff Travel

BA STAFF TRAVEL DELIVERY – Antonia Williams Mgr and Niki Benzinski (day – to day delivery) attended our June meeting. Antonia is responsible for the

- Customer Contact Centre
- Global Contact Suppliers
- Staff Travel Delivery

Staff Travel policy is the responsibility of BA Reward.

The telephone lines are now open from 7.00 am. to 8.00 pm, UK local time, 7 days a week.

The answering team in India are trained and supported by Staff Travel under Niki's guidance, where there is a low turnover of staff and their main focus is Staff Travel. There are up to 4,000 calls a month.

The contact telephone numbers are in the FAQs and should be taken on staff travel trips in case of problems.

Problems with the Staff Travel 'app' are being worked on.

The BA commercial 'app' is being looked at to see if it can cover Staff Travel as well.

The Staff Travel system is old and is being replaced. A cleaner system on a new platform is being developed, which can be used by staff through web enabled mobile phones. It's called 'STAR' and should be introduced later this year.

Some other airlines are still not available on the system but this drawback is kept under review. BA's and Iberia's systems are not integrated.

Passenger loads shown in the system should only be used as a guide. Look within 2 weeks of travel for clearer information; at 1 week to go it is even better.

Antonia and Niki finished with an important message for all Former Staff; look at ba.com and Hotline for alternative availability and fares when planning travel. Think of your options and when holidays are and take the Staff Travel telephone numbers with you.

Some recent updates to the Staff Travel rules and procedures are set out below. As always, you should consult the FAQs for the definitive source of information

New 60 min closure for Heathrow longhaul travel

From October 30 (in line with the winter schedule change), all long-haul services from Heathrow Terminal 5 and Terminal 3 will close check-in, 60 minutes before scheduled flight departure time. This applies to all customers and will deliver a consistent customer proposition with our long-haul overseas airports.

The baggage acceptance and conformance times will remain as they are today. Therefore, any customers who are checked-in 60 minutes before flight departure time, are still able to drop their bags up to 45 minutes before departure. All staff passengers, whether travelling on Duty, Bookable or Standby tickets, must check-in no later than 60 minutes prior to departure. Failure to do so by this time, will result in passengers not being accepted for travel.

LHR conformance times remain the same.

Shorthaul to remain at -45 minutes No change

Revised T5 Procedures on the day of travel

Passengers using bookable concessions

Check in: Firm booked passengers can check-in online at ba.com from 24 hours before the flight. Waitlisted passengers to check in at a kiosk.

If you are allocated a seat at check in:

With bags to check - go to Fast bag drop

Hand baggage only - go straight to Security unless travelling to St Petersburg, Kiev or Moscow when you should go to the Passport and Visa check desk in Zone B, C, G or H.

If no seat is allocated at check in:

Go to ESS Flight management desk A6 - Zone A on the main concourse. Do not go to the Staff Travel area/office.

If accepted for the flight you will get your boarding cards and have your baggage accepted at the ESS Flight management desk.

You must clear security 35 minutes before departure, or 30 minutes if your seat was allocated after the flight closed.

If you are not accepted for travel:

You will be automatically listed for the next flight to your destination if it is on the same day. Advise the ESS Flight management desk, if this is not what you want.

Passengers using standby concessions:

"A new staff travel on-load process has been put in place at Heathrow, while the BA Staff Travel Tracker is unavailable"

The BA Staff Travel Tracker will be unavailable until further notice while maintenance is carried out to improve its operational stability. While unavailable, colleagues travelling on standby bookings are asked to follow the process outlined below:

To check in:

- Use a kiosk on the main concourse

If a seat is allocated at check-in:

- If you have bags to check in, go to any appropriate bag drop desk
- If you are travelling with hand baggage only, go directly to Security*

*Colleagues travelling to St Petersburg, Kiev or Moscow must go to a Passport and Visa check desk in Zone B, C, G or H.

If no seat is allocated at check-in:

- If you have bags to check in, tag your bags at any appropriate bag drop desk

Then

- At T5, go to desk A5, 60 minutes before departure

Once accepted for travel

Proceed to Security

For any other issues contact Staff Travel.

E mail: former.staff@ba.com

Tel: 0344 493 0764 UK

+44 161 447 5665 outside the UK

Revised Staff Travel Dress code

You and your nominees, including children of any age, must be neatly dressed and well groomed when using Staff Travel.

Acceptable attire

For travelling in First class

Men – suit or smart trousers, including cords, and jacket worn with a shirt and tie, smart collared casual shirt without a tie or a smart jumper

Women – skirt, dress or trousers and top worn with a jacket or coat

For travelling in all other cabins

A more casual style is acceptable, which can include smart jeans and trainers

Inflight

On long haul overnight flights it is acceptable to change in to more comfortable clothing once airborne

Unacceptable attire

Jeans with cut off/frayed hems or designer holes

Overly revealing or sheer clothing, including bare midriffs

Extremes of leisure/ sportswear including track/jogging/stretch wear (Lycra)

Beach clothing including swim wear/beach footwear

Clothing with questionable/offensive wording or graphics

Shorts of any description (except for children under 12 years old)

In the event that you die or are killed in service:

The table below demonstrates what your nominee would be eligible for in the event of your death.

Scenario	Length of service	Nominees eligible for	Length of eligibility
Die in Service	Less than 5 years	None	n/a
	More than 5 years	Unlimited Basic Standby and Premium Standby	Equal to the number of full years continuous service you have completed
Killed in Service (whilst performing duties on behalf of BA)	More than 6 months	Unlimited Basic and Indefinitely Premium Standby and Two Annual Bookable Concessions	

Please note:

In addition to your prime nominee, any nominated children will also remain eligible until they reach the age of 24, unless your prime nominee subsequently dies, in which case your children's' eligibility will cease.

If the only surviving nominees are children, only those between the ages of 18 and 23 at the time of death will remain eligible.

Nominees of the deceased employee are not able to amend or add to the list of people nominated for staff travel.

Surviving Nominees Staff Travel Benefits

26 September 2016 - Premium Standby Concessions (PSC)

With immediate effect, surviving nominees of former staff, are now eligible to Premium Standby Concessions.

To summarize, surviving nominees of former staff are eligible to the following concessions:-

Basic Standby Concessions (BSC)
Premium Standby Concessions (PSC)
Hotline Commercial Tickets

Touchdown Team

West Base car park passes are now collected from the Pavilion at Imperial College Heston Centre. Collection timings have had to be reduced to 9.30am through to 10.00pm Monday to Friday.

Absent Friends

Are available from the Touchdown website and have now been bought up to date

Former Staff Reunion

A former staff reunion is planned for 2017 the date as yet undecided.

Hotline Travel

Membership of the new 'Hotline for Former staff through BA Clubs' has settled at around 2,800. Complaints have fallen significantly since implementation. Unfortunately there is a £30.00 annual subscription fee to use BA Clubs Hotline.