



MIXED FLEET UNITE
STRONGER TOGETHER

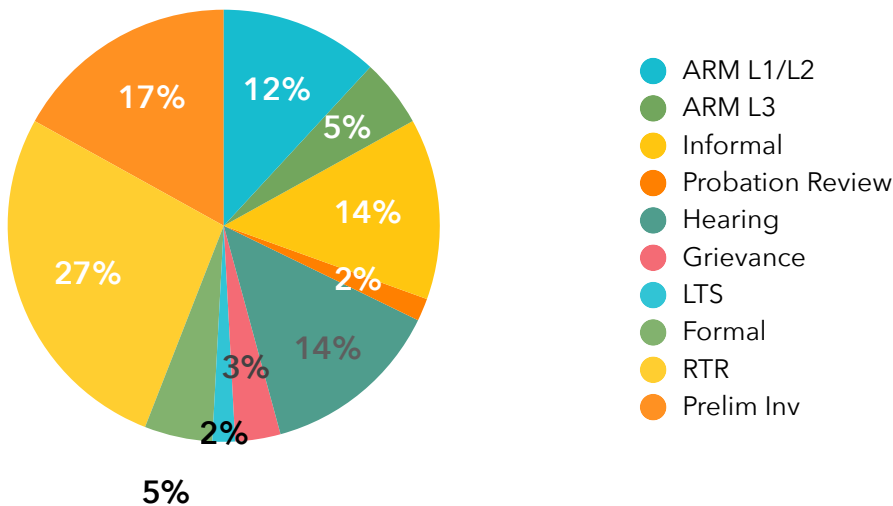
MFU Newsletter

We are ALL Mixed Fleet Unite - We are ALL **#STRONGERTOGETHER**

Your Branch in February - The Numbers

Number of emails responded to from the Main mailbox MixedFleet@UniteTheUnion.org	483
Number of meetings Your Reps have attended to support or represent members	59
Cancelled Meetings, without enough notice to allow Rescheduling for another member.	11

Breakdown of Meetings Attended:



3245

TOTAL MEMBERS

In March our membership grew larger and stronger.

385

CSM MEMBERS

Our CSM community is one of our biggest assets. They grew again this month also.

+28

NEW MEMBERS

A warm welcome to our latest members.
Keep Recruiting!

THIS MONTH:



Hotels Update

This month we have included an update on our Hotels Contracts, and a summary of feedback from Your Hotels Officer, Grant Cook. Grant also goes through some examples of what has been reported about our Hotels Down-route.



Buenos Aires

Your Branch Secretary, Alex Haworth, shares some information from the RSSRG regarding this highly anticipated new route.

AND MORE...

South America - Without the Night Stop!

The most recent Roster Stability & Scheduling Review Group Meeting took place on Monday February 26th. Your Branch Secretary, Alex Haworth was in attendance to represent MFU members. Heres a summary of what was discussed.



WORLD CLASS CREW

The meeting discussed World Class and the need for two on all long haul, specifically 747 routes due to the experience levels on board and the arduous nature of routes such as LAS, JNB and CPT. Currently all A380 flights have 2 WC colleagues rostered. We discussed the possibility of reviewing which routes/aircraft have the addition WC colleague, especially when the CSM isn't involved in the service on some aircraft and on other types there are 5 colleagues working in CW. Both Manpower and MFU agreed the long term goal is to achieve 2 world class colleagues on all long haul aircraft.

DUTY DAYS WITH FDP NEAR LIMITS

We also raised the issue of rostering duty days too close to the FDP, this is particularly relevant to the 2 day 6 sector trips. Keflavik was the main duty that kept cropping up, this should now be a stand alone duty going forwards from April Rosters.

BUENOS AIRES

The company have confirmed that Buenos Aires will be two local nights (48 hours) down route; this has not yet been confirmed in writing though. As always, we are sceptical of any assurances given by the company unless confirmed in writing. We are awaiting written confirmation of such.

CLEAR & REPORT IN THE SAME DAY - SCHEDULING AGREEMENT

Clearing and reporting in the same day is covered in OMA, however, it is not in the Mixed Fleet Scheduling Framework. This has been raised. Your Reps have always maintained in RSSRG that we need a proper, fit for purpose, Scheduling Agreement. Whilst we continue work towards this goal, we also need to put things into place that helps us now. We have asked the company to refresh all documents relating to Mixed Fleet Scheduling and to place them altogether in one document for everyone (CSMs, Crew, DOMs, Scheduling, and Crew Control) to all be able to refer to. Many items already agreed in writing by the company have still not been incorporated into the current framework document.

AVAILABLE DAYS

We are still working to increase notice periods in place for AV days. The company seem to be on-board with this as it will also benefit them and there has been some positive movement.

The Next RSSRG meeting is scheduled on April 23rd.

ANNIE, ARE YOU OK? ARE YOU OK ANNIE?

Your Committee Health & Safety Representative, Ben Mahoney, had identified failures in the cleaning routine for the Resusci-Annie doll lungs, face, and masks which our members were breathing into each and every day in the Global Learning Academy.

He had completed an inspection and found one set of lungs to contain a set that had not been changed in over a month with mould present. For hygiene reasons these lungs **MUST** be changed every week - but the procedure was not being followed.

As 48 crew each day were completing Rescue Breaths, that's 2,688 Rescue breaths (minimum) per month, blowing into these same lungs - it is imperative that we can trust them to be kept hygienic.

Following Ben's investigation & actions at the BA Health & Safety Meetings - A new, more frequent & robust cleaning schedule is now in place for all SEP equipment used by our members. Your MFU H&S Reps are checking this regularly to ensure it is maintained.

If Annie is an MFU member, she can breathe a sigh of relief for that.



Pillow Talk - Our Homes Away from Home

Your Hotels Officer, Grant Cook, gives us an update on Hotels.

Since the launch of the Hotel Feedback form we have seen a dramatic increase in the number of, and quality of reports from members.

This form was launched to make reporting and feeding back on hotels even easier, and we are delighted it has worked.

The top destinations we receive reports about are:

YYZ, MIA, ABV, LAS, & ATL

As you can see below the reasons for reports is varied:

NOISE, UNSUITABLE ROOMS, LATE ROOMS, FOOD HYGIENE, ADJOINING ROOM - NON BA, ROOM NEAR LIFTS

An example of issues raised via the new form included:

“We waited 3 Hours and 20 Minutes for all crew to get their room keys” - LAS

A lot of our hotel contracts have now come to their planned end dates and as a result we have moved hotels. With cost being an ever increasing factor for the company in regards to hotels, we need to ensure that the standards have not dropped.

Some Recent Hotel contracts which have ended are:

NBO, SIN, MAN, & AUS.

Please continue to feedback experiences in these (and all) hotels and continue to Incident form all events also.

The hotel feedback form can be accessed via:

<https://goo.gl/forms/mMM6xnBbiEif4vQ13>

When is a 'Chat', not just a 'Chat'?



You've been invited to an 'Informal Chat'... What does it mean, and what do you need to do before attending or responding?

When you notice that a 'UK Man Request' has appeared on your roster, your initial thoughts may be of a night stop near Canal Street.

Unfortunately, you couldn't be further from the truth. 'UK Man Request' is the BA roster term for a meeting.

We understand, that for the business to function, managers need to be able to meet with their teams to discuss matters as they arise and develop. Many of these meetings are indeed informal. As many of the CSM members demonstrate, they can be held between a manager and a team member without cause for concern.



What should raise concern, is anything that makes your informal chat, very much a formal meeting.

Here are some key items to look out for:

- **Have you received an Invite Letter?**
- **Will a note taker, or any other person - other than your own manager, be present? If you haven't been told, then ask!**
- **Has the 'chat' been rostered for an unusually long period. '3 hours to discuss one IFA would be excessive'**
- **Is this 'Chat' in relation to your Probation**

If you can answer YES to any of the above, then unfortunately your 'Chat' is a meeting (a wolf in sheep's clothing).

Your first actions should be to contact Your Union Reps to arrange for one to attend alongside you.

If your manager suggests you can attend without a Rep, then politely decline.

You should never be outnumbered in a meeting. If in doubt... Contact Your Duty Reps.

Not all Informal Chats are bad, but you need to know the tell-tale signs.

If in doubt - Ask Your Union.

Did you know?

Your Reps are regularly contacted by members who have attended 'Informal Chats' unaccompanied. On arrival they have been faced with IBMs, other management, and/or Note Takers Present. Many of these resulted in formal processes being initiated including Preliminary Investigations and even Suspensions.



With Deepest Regret:

As we all come to terms with the loss of our colleague, fellow member, and our friend Alessandro Bruno;

Rosy Fichera (MFU REP) takes a moment to share a few words about Alessandro.

Ciao Ragazzi,

It is with great sadness that we have to communicate the premature departure of our wonderful colleague, and for those of the MF Italian Family, a great friend: ALESSANDRO BRUNO.

For those of you who had the opportunity to fly with Ale, you'll remember his jovial spirit, his great sense of humour, his passion for flying, his passion and commitment to his principles - on which he never compromised, his high life state and his strong Sicilian accent.

His sudden departure has left a great void which will be impossible to fill. But Ale wouldn't want for us to be sad. He would instead find a way to encourage us to be strong and to remember him with a big smile on his face, with his "fischietti e trombette", and scoffing his face with "Cannoli al pistacchio" e "granita di mandorle" - oh and let's not forget his pint of beer.

You are now up in the sky flying high with the Angel Fleet so you are not alone.

We are sure though that you'll continue to keep an eye on us as you've always done, making sure everything is fine.

A book of condolences will be opened in the CRC.

Even if you didn't know Ale, could you please send your farewell - even with a simple "ciao 'mpare". Ale would have loved it.

When you live in a different country, away from your family and loved ones, your friends become your second family - and at times - your only one. That's how we became the MF Italian Family: Ale, Michela, Mirko, Maurizio, Sergio, Paolo, Rosy, Luciana, Vito, Federico, Eduardo, Davide, Veronica, Andrea;

"Ciao Ale, Buon viaggio, dovunque tu sia adesso, sarai sempre nei nostri cuori".

Ti Vogliamo Bene.

Your Italian Family xxxx



Platinum Unplugged

Your home for dedicated CSM, Aspire, and World Class updates

Life in a Platinum Tie can be overwhelming, under-rewarding, and lonely. Platinum Unplugged is a dedicated section of Your MFU Newsletter for SCCM related matters.

Following a successful meeting with CSM's, Your MFU Reps, and Michelle Braveboy (Unite Regional Officer), which took place after Your Branch Meeting on March 1st, we all agreed that - as CSMs,

Aspiring CSMs, and SCCMs we all need to work together on some key issues which face us as a group.

The meeting was arranged by CSMs and has proven to significantly add value to our goal as Your Branch to obtain FULL bargaining rights for CSMs as well as to grow our CSM membership.

Although this section is focused on CSM specific items, we want to include those members who maybe just weeks or months away

from CSM promotion, and also those who maybe just starting out on their journey to CSM.

Your MFU Reps are working hard in the background to set up a CSM-only newsletter and forum which you will all be entitled to join when your reach CSM status.

If you are a CSM, and haven't already done so, you need to update your Rank with the Branch so you will receive our updates and CSM specific communications.

Why do we need Bargaining Rights for CSMs?

The below chart shows the starting salary for CSM since Mixed Fleet began. It also shows what the salary would have been if basic RPI increases (as has just occurred for Cabin Crew) had been applied since then and for New Direct Entry CSM and Promotions to CSM each year. Remember this is BASIC Salary only.

RPI Rate	4.80%	4.80%	3.10%	2.70%	1.60%	1.20%	2.50%	4.10%	TBC
	2010	2011	2012	2013	2014	2015	2016	2017	2018
BA Actual Salary	£ 25,000.00	£ 25,000.00	£ 25,000.00	£ 25,000.00	£ 25,000.00	£ 25,000.00	£ 25,000.00	£ 27,500.00	£ 27,500.00
2010 Starter	£ 25,000.00	£ 26,200.00	£ 27,457.60	£ 28,308.79	£ 29,073.12	£ 29,538.29	£ 29,892.75	£ 30,640.07	£ 31,896.31
2011 Starter		£ 25,000.00	£ 26,200.00	£ 27,012.20	£ 27,741.53	£ 28,185.39	£ 28,523.62	£ 29,236.71	£ 30,435.41
2012 Starter			£ 25,000.00	£ 25,775.00	£ 26,470.93	£ 26,894.46	£ 27,217.19	£ 27,897.62	£ 29,041.43
2013 Starter				£ 25,000.00	£ 25,675.00	£ 26,085.80	£ 26,398.83	£ 27,500.00	£ 28,627.50
2014 Starter					£ 25,000.00	£ 25,400.00	£ 25,704.80	£ 27,500.00	£ 28,627.50
2015 Starter						£ 25,000.00	£ 25,300.00	£ 27,500.00	£ 28,627.50
2016 Starter							£ 25,000.00	£ 27,500.00	£ 28,627.50
2017 Starter								£ 27,500.00	£ 28,627.50

If you think that our current 'Popularity Contest' style calibration system truly works, then look back through your previous End of Year outcome letters and review your annual pay increases. Do they match, or even come close to the figures above?

When MFU announced Industrial Action towards the end of 2016, the company immediately implemented a 10% increase in the starting Basic salary for all CSMs (This was only a benefit if you were already below £27.5K) - This helped to alleviate some of the deficit that had built up, but does not provide any future protection for our salaries against measurable cost of living increases. These RPI increases are applied to Cabin Crew salaries as part of the Pay Deal Negotiated by MFU. With FULL CSM bargaining rights, we too could have these salary protections.

2018 pay scales will be clear, we would require a minimum annual salary uplift of £1,127.50 in your End of Year outcome letter (due to be delivered by IBMs in the coming days and weeks) to increase our Basic Pay in line with inflation. Anything less than this will be a real world pay cut.

Full Bargaining rights are an absolute must for CSMs. We need to all come together and encourage our fellow CSMs to join the Union in fighting for FULL bargaining rights for CSMs.

Your Reps are CSMs too

Currently, your MFU reps are made up of a mixture of CSMs, World Class, and Main Crew.

What you may not have known is that 7 of Your Reps are CSMs, and one is shortly going to begin training to become CSM also. That will bring the total to 8 (out of 16 Reps).

We are well represented, but we can still keep growing.

Virgin, Monarch and EuroFleet have made the jump to Mixed Fleet Unite

In previous months, many airlines (including our own) have waged war on Senior Crew member roles, decimating hard fought for agreements, pay scales, and terms.

In many cases, redundancies have resulted and many of those affected have come to join us here on Mixed Fleet.

It is reassuring to see so many of these new colleagues have also chosen to join us in Mixed Fleet Unite.

Although regaining access to New Entrant Courses is on our agenda to have reinstated, we are delighted to report that sign-up rates from

New Entrant CSMs is high, with some groups reaching 100% sign up.

If you know of anybody who has come over to Mixed Fleet from another airline, or even just transferred from another fleet, please encourage them to update their membership to ensure they are included in the only recognised union for Mixed Fleet, Your Union, Mixed Fleet Unite.

Going Forward

As discussed in Your CSM meeting (following the Branch Meeting on March 1st) it was discussed that CSM only communications would be shared with members of MFU who are registered as CSM members.

From April's Newsletter onwards, The Platinum Unplugged section of this newsletter will be shared with CSM Members only.

Make sure your Rank is correctly reflected with Your Branch.

An Audit email will be sent shortly to clarify this for all ranks with clear instructions to follow if your rank is incorrectly recorded on our system.

Make sure you are kept in the Loop!

Our CSM membership is growing.

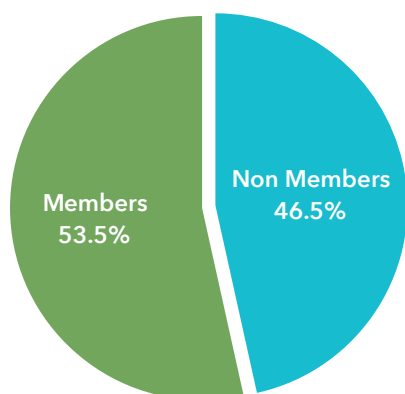
It is a common misconception amongst the wider CSM community that the majority of CSMs are NOT members of Mixed Fleet Unite.

Figures from British Airways (as presented in New Entrant Courses) claim there are 736 CSMs, however an audit of figures by MFU found that just 720 are active.

MFU Members who are CSMs make up more than 53% of the total CSM community on Mixed Fleet.

The current ongoing audit of Member Details is likely to uncover a lot more (many Aspire and World Class Crew fail to inform us when they reach CSM level)

Total CSMs on MF - 720



To continue building on our campaign for FULL Bargaining Rights for CSMs we need to ensure that more of the 46% join us.

LETS FOCUS ON REACHING 60%

By recruiting an additional 43 CSMs we can reach a 60% saturation point amongst CSMs and further strengthen our position.

Platinum Unplugged - It's Yours

Platinum unplugged will aim to cover topics that you believe are relevant to CSMs.

If you have queries, requests or would like any particular topic covered in these updates then please let Your Reps know.

You can email any comments or questions to David.Quinn.MFU@gmail.com

Sharing is NOT caring

This newsletter was created for the benefit of MFU members.

The work we all do as a Union and a branch is important and we should spread the word. What we shouldn't do is forward these emails.

We have amazing engagement rates from both CSMs and Main Crew, with the majority of our communications being opened within seconds.

Unfortunately there are a handful of members (we know who you are) who forward our emails to the Mixed Fleet Leadership team (and above).

If our Leadership Team are that desperate to read our communications they are welcome to join Unite too.

End of Year - Outcomes

We will shortly communicate the procedure for gathering the results of End of Year Outcomes from all member CSMs. This data will be collected and used to track the distribution of bonuses and pay uplifts across the Scales (1-5) of CSM performance.

The results will be used alongside consultation rights to ensure fairness across the board.

The results will be shared with you in future comms/newsletters.

-5 RTG

The Final Word

Your Branch Meetings are required to take place every three months.

Having just completed Your most recent Branch Meeting on March 1st, it was evident that members all wanted more notice for upcoming meetings.

An exact date for the next branch meeting has not yet been confirmed but it will take place in the last two weeks of June.

In order to attend, some members may need to bid for the time off.

Your Reps will communicate the confirmed date for the meeting ahead of the Bid Window closing date for June Rosters.

Branch Treasurer Reports

Your Branch Treasurer, Shereen Higginson, is required to file quarterly and yearly branch accounts to the full membership.

Although, at the meeting on March 1st, the finalised accounts were not completed, Shereen has confirmed she will communicate these with all members via email once the quarterly and yearly accounts are completed.

The expected publication date is in April.

The remaining funds in the Hardship account are currently being used for Hardship applications, however we are seeking advice on the future of these funds. It had been suggested that it was distributed to members who took part in Industrial Action, but this would result in minimal payments for everyone (~£25).

Overall the future of this account will be decided by the members.

As always, Your Branch accounts are open for any fully paying member to review in full should they wish at any time.

Newsletter - Going Forward

This newsletter was created as a result of Your Feedback. We have listened carefully to what you have wanted from Your Branch in terms of communication and this newsletter has been the result.

If you have suggestions, comments, likes or dislikes - then please do get involved and give feedback to Your Reps by emailing suggestions to David.Quinn.MFU@gmail.com

Branch Elections

Under Unite rules all roles within the branch are due for election.

By now you will have received information on how you can nominate yourself, or second someone else, to become a Representative of Your branch.

This is your opportunity, to have your say, re-elect who you wish to continue representing you, and the chance to stand as Representative yourself.

The Union is only as strong as its members and a strong branch needs strong Reps. If you can make a difference, make a stand. Further details will follow very soon.

EHR Review

The EHR review is ongoing. In order to best progress and work together, both sides have agreed to confidentiality around all aspects of the discussion.

Members will decide if the new proposal is accepted. If members do not wish to adopt the new system, then the current EHR system will remain.

Hotmail isn't so HOT.

Did you know that almost one third of our branch use Hotmail as their email provider.

Everyone has free choice in who they use for their emails, however we must let members know that Hotmail regularly rejects MFU communications and confines them to the JUNK folder. After just 7 days it then deletes the email.

In the past you may have even been offered "Delete ALL emails LIKE this in future" without even noticing, which means you will never receive MFU emails on that account.

This has proven difficult for us as branch for quite some time as often people who receive emails without problem suddenly come foul of this Hotmail glitch.

We understand that emails containing words like "Settlement, Bank, Detriment, Pay, and Update", will all trigger any email providers SCAM alert, but we do continue to particularly struggle with members who utilise Hotmail.

Many other free providers exist, but please do note the following:

- BA email addresses are not permitted for MFU communications (You should also NOT forward any emails to BA email addresses)
- Hotmail & Yahoo! Accounts regularly mark our communications as SPAM and/or auto-delete
- Office365 linked email addresses often place Our Communications in 'Clutter'

If you are having difficulties in receiving Your branch communications, please do contact Your Reps on the main mailbox.

Yours in Solidarity, Your MFU Representatives

Key Contacts:

Below you will find all the key contact information for Your Branch specific areas.

Main Branch Email Address:

MixedFleet@UnitetheUnion.org

Branch Phone Number:

07850 907 122
Everyday 0900-1700

Health & Safety:

Contact Your Health & Safety Reps directly via the below emails:

Benjamin.Mahoney.MFU@gmail.com
David.Quinn.MFU@gmail.com

Equalities:

For any equalities related items please contact Your equalities Reps.

Rosita.Fichera@unitetheunion.org
zimeon.jones.mfu@gmail.com

Roster Issues:

You can email all roster related queries, complaints and screenshots directly to Your Reps who attend RSSRG via the below email.

Roster.MFU@gmail.com

Hotels:

If you have a complaint or an incident in a hotel, please complete the MFU Hotel Feedback form.

The form can accessed via the below link:

<https://goo.gl/forms/mMM6xnBbiEif4vQ13>
Or Email: Grant.Cook.MFU@gmail.com



MIXED FLEET UNITE
STRONGER TOGETHER

Your Mixed Fleet Unite Branch

MixedFleet@UniteTheUnion.org

07850 907 122

Everyday 0900-1700

Branch Chairperson
Garth Theobald

Treasurer
Shereen Higginson

Equalities
Rosy Fichera

Vice Committee
Pedro Azevedo

Equalities
Zimeon Jones

Rostering Officer
Ross Leatham

Workplace Representative
Dean Thompson

Workplace Representative
Thomas Cater

Branch Secretary
Alex Haworth

Health & Safety
Benjamin Mahoney

Office Manager
Sam Newall

Hotels Officer
Grant Cook

Health & Safety
David Quinn

Workplace Representative
Cara Whitelaw

Workplace Representative
Alix Eaglesham

Workplace Representative
Olivier Pagni

Branch Structure Key



Branch Chairperson & Secretary

Committee Representatives

Non Committee Area Specific Representatives

Workplace Representatives