



MIXED FLEET UNITE  
STRONGER TOGETHER

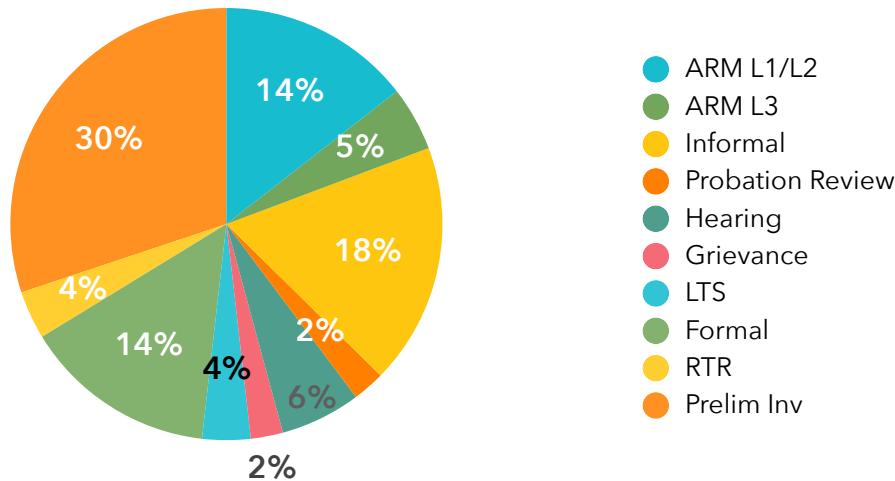
# MFU Newsletter

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

## Your Branch in April - The Numbers

Number of emails responded to from the Main mailbox <a href="mailto:MixedFleet@UniteTheUnion.org">MixedFleet@UniteTheUnion.org</a>	<b>479</b>
Number of meetings Your Reps have attended to support or represent members	<b>76</b>
Cancelled Meetings, without enough notice to allow Rescheduling for another member.	<b>4</b>

### Breakdown of Meetings Attended:



**3383**

### TOTAL MEMBERS

In March our membership grew larger and stronger.

**433**

### CSM MEMBERS

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

**+61**

### NEW MEMBERS

A warm welcome to our latest members.  
Keep Recruiting!

### THIS MONTH:



#### Rostering Officer

We take a moment to get to know Your NEW Rostering Officer - Chris Jupp

#### Communications Coordinator

Charlene White takes a moment to introduce herself and set her plans for the future.

#### NEO Surprises



Despite months and months of delays, The first NEO aircraft arrived with quite a few surprises for British Airways. We take you through the "Entry into Service Observations" (unknown SEP items) BA had when it arrived.

## It's Your MFU Newsletter:

We continue to receive positive feedback for this Newsletter.

We continue to listen to your feedback and try to incorporate as many suggestions as we can each month.

The MFU newsletter will continue as a trial for the coming months. As previously mentioned it depends on members to make it a success.

Please continue to send your feedback, and requests to [MixedFleet@UniteTheUnion.org](mailto:MixedFleet@UniteTheUnion.org)

Total Number of Members who Read the Newsletter in the first 24 Hours

1458

Number of times the Newsletter was accessed from Computer IP addresses in **Waterside**

154

Total Number of emails with requests, feedback, etc

7

## What NEW members are saying.

Knowing what it is that makes new members join... helps us all know how to recruit new entrants to sign up!

*'I joined MFU because I think that it is really important as a worker to have an effective union that looks after our rights. Unions have always been there to support employees and we have to support our union. There's still so much work to do to improve our conditions, but we're stronger together!'*

*'To have a vote in any future changes to our job. And for help, support and guidance when I need it'*

*'I've started 3 months ago with BA and I strongly believe the Union is incredibly important to defend our rights and I want to be part of it as I believe together we are stronger!'*

*'I've always been a member of a union - No matter which airline I worked for. A company like BA can't be trusted and we need a strong union to fight for change and defend our jobs. I'm impressed with what I've seen from MFU so far'*

## Charlene White - MFU Communications Coordinator

Charlene was elected as Communications Coordinator at our recent branch elections. She takes a moment to introduce herself.



I joined British Airways in 2012 as a new entrant cabin crew member. Following this, I became an FTC in 2014 before settling into my current role as a CSM in 2015.

I became a member of Unite in 2011, during my time at my previous airline - easyJet and was extremely fortunate to witness first hand just how influential and effective a recognised union branch could be. In just under a year and a half, I received three separate pay increases and knew without a shadow of a doubt that this was all down to the hard work and efforts put in by the workplace reps at that time.

Needless to say, the moment that I came over to BA one of the first things I did was transfer my membership across given that Mixed Fleet was very young and developing at the time and I knew how important it would be for Unite to have a voice in shaping the future changes to come. Over time I have watched the branch grow and have celebrated in victories such as free knitwear, holiday pay and of course last year's pay deal.

That being said, I know that there is still much work to be done and that is exactly why I put myself forward for the role of Communications Coordinator. I am fully aware that we as a branch are only as strong as our membership and in order to continue to grow and succeed our members need to know that we as reps not only have their best interests at heart but also that we are confident and competent in our roles. For those of you who know me well, you know that as a CSM I am firm but fair with a mighty dollop of sass thrown in for good measure. I can promise you that as a rep my approach will be no different. I will fight for members' rights across the whole range of issues

that we currently face on Mixed Fleet and in my role Communications Coordinator, I will also strive for transparency, clarity and a timely delivery in the communications you receive from us going forward. There is a real opportunity to reignite the engagement we once had as a branch and I for one look forward to working for and alongside each and every one of you.

Charlene

## Chris Jupp - MFU Rostering Officer

Following our recent Branch Elections, we are delighted to welcome Chris Jupp into the role of Rostering Officer.

I have been with BA since 2011 and I have worked across all ranks, main crew, FTC and CSM. Therefore, I am aware of the challenge each different rank faces at BA.



I am proud with how far we have come as a branch since gaining recognition as MFU. I feel now is the time we need to unite more than ever to achieve a fair scheduling agreement to give us the work/life balance we all deserve.

As the fleet nears 8 years old, we are no longer a small start up fleet and it is about time we get recognition in the form of a scheduling agreement for the part we play in BA's success.

Chris



If you haven't yet met any of the Reps, they will be attending our next Branch Meeting on June 26th.

# Growing Our Union

The Mixed Fleet model is centred around a high turnover of crew. The company aim for people to leave before getting too comfortable or caring enough about working conditions. With this, it is imperative that we all continue to recruit our colleagues at every opportunity.

We do an incredible job at recruiting onboard flights, whilst down route and especially while on Airport Standby. We need to ensure that all members are speaking to New crew to encourage them to join.

## I'M NEW CREW, WHAT CAN I DO?

Please get in contact with your colleagues from your training course and encourage them to join. You may also know colleagues who were on courses running at the same time as yours.

If you are still in probation, Union membership is vital. We have experienced cases where crew have been unsuccessful in their probation (terminated) due to minor issues such as single lateness, uniform standards, etc.

## I'M QUALIFIED CREW, WHAT CAN I DO?

If you have achieved qualified, then you have been here long enough to have learned how difficult it is to work on Mixed Fleet. You will have experienced the horrendous rosters, heard of the crew facing suspensions and terminations for frivolous allegations, and will no doubt have encountered some level of unfairness 'because you're Mixed Fleet'

You can help recruit by sharing this information with new (and experienced) colleagues. The stronger we are the more we can affect change on our fleet.

## I'M WORLD CLASS CREW, WHAT CAN I DO?

As World Class crew you have a really powerful role in recruitment.

As you will inevitably work in World Traveller cabins with the highest density of New crew you have an amazing captive audience to help promote the changes your Union has made for crew.

That knitwear the new crew crew wearing? - It used to be chargeable for Mixed Fleet!

Those trousers? They were an unachievable dream at one point

The 3 days off after your LAS that your looking forward to? All achieved through your Union.

## I'M A CSM, WHAT CAN I DO?

Engage new team members and on the day team members in conversations about membership. Encourage them all to join and let them know what we have and can achieve.

Actively encourage your team members to have union representation at meetings.



## Members make the Union.

We need to ensure we continue to recruit as many new members as possible.

Use the Link or QR Code above, or alternatively come and visit your Duty Rep in the Office Each Day 0900-1700 to Sign Up.

**Mixed Fleet Unite**  
**Stronger Together**

# How do you solve a problem like Maria?

The long standing Director of People at British Airways, Maria De Cunha, has decided to stand down from her position after 17 years.



Maria has announced she is now leaving her post (after presiding over our Industrial Action - the longest in aviation history, and also the closure of the NAPS pension scheme which will affect thousands of colleagues for years to come).

With Maria having formally announced her departure, we hope that there is some truth in her words, unlike the many emails that were spouted out during the summer of 2017.

She regularly noted how "everything" was "fine", when the morale of colleagues was plummeting to

all time lows while she was at the helm of the People and Legal Department.

She is due to depart at the end of June, and we look forward to seeing the positive changes her replacement can bring.

In an interesting turn of events, BA has appointed Angela Williams from 'Which?', the consumer group.



Which? has been heavily critical of British Airways for many years now.

They even mounted a campaign against BA during the IT fiasco to call on Alex Cruz to automatically pay compensation to customers who were affected. BA ignored their calls and continued to force customers to meticulously record and claim their hotel accommodation, alternative flights, and transport costs via an overwhelmed call centre and complaints team.

*We suspect Angela will arrive with a significantly changed tune or she may not be here for long.*

## THANK YOU ~~GILLIAN~~ THANDIE!

One of the Stars of our 'much-loved' and 'hilarious' safety video has berated British Airways on twitter after the airline yet again excelled at 'putting the customer at the heart of everything we do'

Thandie Newton raged at British Airways after her flight home from Ibiza was delayed for six hours and then CANCELLED.

After her ordeal, she tweeted to her 95,000 followers that she'd been waiting 'with no information' for a flight back to the UK from Ibiza.



British Airways eventually cancelled the flight at 10pm and Newton was forced to find her own hotel accommodation for the night.

She said BA staff (Iberia) at the Spanish airport had been unhelpful towards passengers.

British Airways said bad weather in Ibiza stopped the plane from landing.

**Lets hope it was a manual demo on her return flight...**



# UNITE is growing at Ryanair's UK Bases

## MFU Members can help!



Ryanair is undergoing some huge changes - Particularly around how it treats its staff. In a landmark move, they have agreed to recognise Unions for the first time ever.

As you may be aware, Ryanair crew in UK bases are fighting to have Unite recognised by Ryanair Management as the Union for Cabin Crew in the UK.

As a young branch of Unite ourselves, with experience of building and growing solidarity to show just how effective, and strong, a well supported Union can be - we have agreed to offer guidance, support and solidarity to our Ryanair Colleagues.

Many members of MFU have joined us from Ryanair and we know of many more who were ex-easyJet, Monarch, Jet2, SmallPlanet, etc... and all know how important it is to have a strong union - like MFU.

Your MFU Reps are working with our Ryanair comparisons to help grow and develop membership across the UK bases and we would like to ask you all to help too.

If you have previously worked for Ryanair, PLEASE contact all Ryanair, Crewlink, and Workforce Agency Crew and encourage them to join Unite today.

Nothing will change for the positive for the Ryanair Crew based in the UK until they can build solidarity amongst colleagues and work with Ryanair Management to improve their working conditions and terms.

By helping our Ryanair colleagues improve their working conditions and gain a strong Union, we can help bring an end to the aviation industry's race to the bottom.

**Remember**, if Ryanair management can get away with it, then it won't be long before BA try it too!

### What it's like to work in Ryanair and why it needs to change!

- The vast majority of crew at Ryanair are employed via Agencies. They are paid **NO basic salary** and earn flight pay only. Flight Pay is only paid while the aircraft is in the air. Turnarounds, briefings, and clear times are all UNPAID!
- Ryanair provide no water onboard for their crew. They are expected to refill their own water bottles from a tap in the crew room before their duty. If their day is delayed or extended due to additional sectors being rostered during their day - no opportunity is provided to obtain more water. The water from taps onboard is deemed unsafe to drink. They are left with no option but to purchase bottled water onboard for €3.00.
- Ryanair crew enjoy a fixed roster pattern of 5 days working followed by 3 days off. This affords them a great work/life balance - but on working days they can operate up to 6 sectors in a day, with just 25 minute turnarounds between sectors (Fixed Links) - time they spend cleaning the aircraft. Ryanair aircraft are cleaned by cleaners only once a day in the morning before the 1st flight.
- Sales are a huge part of a crew members role in Ryanair. They are expected to achieve very high Average Spend targets and also have individual targets for items like perfumes and scratchcards. Failure to meet targets regularly can lead to dismissal.
- 10% commission is paid to crew but this is subject to deductions for missing or damaged stock, inaccurate bars, and/or theft. If a customer changes their mind about a coffee after its made and refuses to pay, its deducted from Crew Commission.
- A constant atmosphere of 'fear' and bullying is persistent across many bases. An ever present threat of dismissal is used to push through changes which often make the crews job even harder.



# Return To Work Discussions

## An Update

This is a doctor.....  
the Lead CSM is not!



## An update on the Collective Grievance, some Lead CSMs overstepping, and a useful checklist for Members.

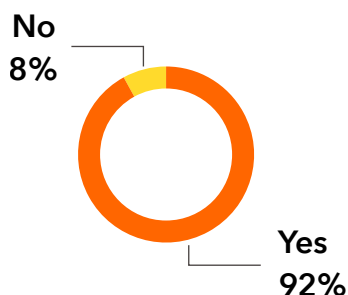
Your MFU Reps are continuing with the Collective grievance regarding the new Return To Work Discussions.

The first meeting as part of the collective grievance process was heard lately. Your MFU Reps made a clear case against the unfair, and unjust introduction of this new procedure.

It continues to disrupt rosters and has a massive financial impact on our members. This financial impact has led to an overall decrease in absences, but this means that more and more crew are continuing to work whilst unfit.

In our recent fact finding survey the numbers spoke for themselves:

**Since the introduction of to the Return to Work Discussions, Are you more likely to report for a duty even when UNFIT to do so?**



In addition to the added number people reporting for duties even though they are clearly unfit, we also now receive daily reports of over reaching Lead CSMs who believe that they have acquired Pharmacist, Doctor, and/or Surgical qualifications.



**Screenshot** for when you **NEED** it!

What you **should** and **shouldn't** do in a Return To Work Discussion.

### Do:

- ▶ Confirm your details
- ▶ Confirm the DATES of your absence
- ▶ Accept any offers of support if you need them
- ▶ Confirm if you have triggered an ARM Level
- ▶ Report any inappropriate comments, suggestions, or questions to Your Reps.

### Do NOT:

- Give reasons for the absences
- Give explanations for any allegations of Pattern Absence
- Give Doctors Notes, Medical Certs, or Prescription Information
- Give information of ANY medication you may be taking
- Agree to your triggered ARM being held in your absence

### MFU Recommends:

- That you do not agree to your triggered ARM being held over the phone.
- That you do not agree to any duty assigned to you during your first hour of the Airport Standby and Absence discussion duty, as this hour is dedicated to your RTWD only.
- That you do not agree to any person being in the room to 'shadow'

# The Zika virus poses a huge risk to female members hoping to conceive - BA has a different view.



The Zika virus hit headlines around the world after the effects of its infection became visible in new born babies of the mothers who been infected during pregnancy.

The UK government agency charged with monitoring and advising citizens on travel to Zika affected areas is Public Health England.

Public Health England recommends no non-essential travel for females who are actively trying to conceive.

BA have even quoted the Public Health England advice on Sharepoint for colleagues but fail to recognise the same departments list of destinations with Moderate Risk.

The below text is from BA Sharepoint site on Zika:

**Additional risks to those pregnant:**

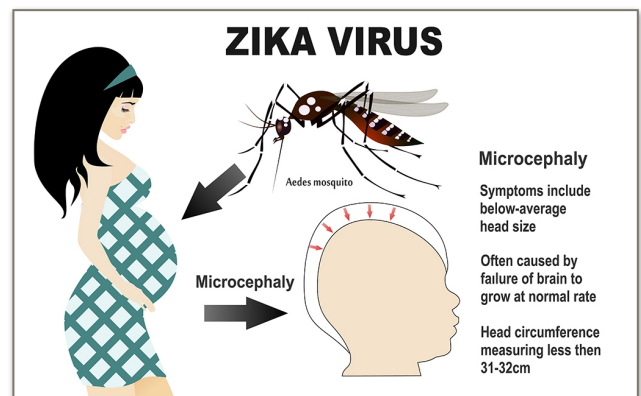
*There has been concerns raised of a possible link between Zika Virus infection and complications in babies of mothers who were infected with the virus. This has only been reported in Brazil, and has not been seen in other countries where there is established infection transmission. It is advised that pregnant women, in any trimester, should consider avoiding travel to an area where an active Zika virus outbreak is reported. Those planning to become pregnant, or of childbearing age, should read the additional advice from Public Health England.*

Despite the clear guidance on non-essential travel, BA still refuses to recognise the full list of destinations we can travel to as crew.

Country name	Risk level (Public Health England)
Angola	Moderate risk
Antigua and Barbuda	Moderate risk
Argentina	Moderate risk
Bahamas	Moderate risk
Bangladesh	Moderate risk
Barbados	Moderate risk
Brazil	Moderate risk
India	Moderate risk
Malaysia	Moderate risk
Maldives	Moderate risk
Mexico	Moderate risk
Nigeria	Moderate risk
Saint Lucia	Moderate risk
Singapore	Moderate risk
Thailand	Moderate risk

They have introduced flexibility for customers booked to travel to these destinations - but still insist on crew members operating to these AT RISK destinations despite government and World Health Organisation advice. Your equalities reps are working with fleet management to contest this matter.

If you are trying to conceive and are facing issues with roster restrictions for Zika then please contact your Reps for advice.





## Airbus 320 NEO - Nothing's Ever Organised!

After months of delays, the first Airbus NEOs (G-TTNA/B) finally arrived into service, albeit only at Terminal 3 for now.



Following the arrival of the aircraft, the team in the Global Learning Academy issued a helpful document to Trainers only - detailing their "Entry Into Service Observations".

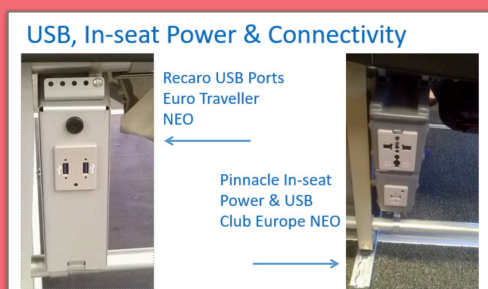
Don't be fooled by these seemingly unimportant list of 'observations' - some of them are key safety matters which crew have been completely untrained for. These are all items that BA had no idea were in place until the aircraft was actually delivered!

In a document shared with your MFU Reps, we are appalled to see a long list of safety related items which were not highlighted to Crew during their 'NEO Differences Course' but will have a huge impact on their day-to-day work on the Airbus NEO variants.

*The Blue Power Light means something is plugged in, Right?*

**Wrong** - The Blue indicator light will only illuminate when a normal plug is used in the Club Europe Seats, NOT the USB!

It WILL illuminate when the USB is used on the EuroTraveller seats!



## 'Entry into Service Observations' for G-TTNA/B

- Flight deck - **torch is located under the sliding window** operating handle
- Flight deck - no entry signs have mirrors on the reverse side
- Flight deck - **fire gloves behind F/O**
- LAV A - **PSU on the side of the bulkhead wall, not in the ceiling**
- Crew life jackets attached to a lanyard, which is attached by Velcro to the drop down door of the crew seat stowage. **Pull on the lanyard to retrieve the lifejacket**
- HAFEX - confirmed dark green band at the top of the label, handle must be horizontal not vertical, under the crew seats
- Press button fitted to release handset. **Handset looks slightly different but operates exactly the same**
- Demo bag - oxygen mask has a green band at the top. PSU opened - drop down masks do NOT have green band at the top, and are fitted with green inline flow indicators. Drop down oxygen and oxygen bottles are fitted with the same mask. **BA 'hope' to get demo masks changed.**
- Galley SEP stowages - different release catch, lifts up (x2) rather than sliding across
- D1L oxygen stowage cupboard, lower clip has two extra securing clips (under the handle) - need to be pushed in to secure stowage
- ELT & Megaphone - pull out rack. Clip must be up to be secure
- Lockers have stickers suggesting correct stowage of bags
- Fwd left overhead locker (containing oxygen and fire gloves) push button in handle to open
- Fwd fire gloves not in a pouch, nor gloves located under crew seats
- Pinnacle seats - lifejacket pouch is see through
- Pinnacle seats - lifejackets are attached by a lanyard. **Pull on the lanyard to retrieve the lifejacket**
- Pinnacle seats (Club Europe) - blue PED light illuminates only if plug is plugged in **but not if USB is plugged in**
- Recaro seats (EuroTraveller) - blue PED light illuminates **only if USB is plugged in**
- Eye wash - located behind the DEFIB (**can't be seen from the aisle when looking in**)
- Lav G - confirmed **no baby changing table**

**A321 'Observations' are yet to be confirmed!**

# Where is Platinum Unplugged?

Platinum Unplugged is the dedicated part of your MFU Newsletter for CSM Members. It has been emailed to CSM members separately.

If you are a CSM and have not received it, you need to ensure that your current Role is correctly recorded with MFU to be included on CSM-only communications.

## In this Months Edition:

- The Results of CSM End of Year outcome Audit, including:
  - Breakdown of Average Pay uplift per grade
  - Breakdown of Average Bonus Awarded per grade
  - Variations between Area Manager Teams - Does your Area Manager dictate your bonus?

**CSMs - Check Your Inbox!**



## MFU Reps get elected to National and Regional LGBT+ Committees



Your Equality Reps recently attended the LGBT+ regional equality conference on Wednesday May 2nd.

At the LGBT+ regional equality conference on Wednesday May 2nd, both your equalities reps, Rosy and Zimeon, were elected onto the Regional and National LGBT+ Committees. Zimeon was also elected onto the London and Eastern Regional Committee as the LGBT+ delegate.

Charlene White attended the BAEM conference as an observer.

For more information on the committees and the work they do, along with BAEM, Disabled Members and Women's committees, please email Rosy or Zimeon.

To learn more about Unite's work on Equalities, visit the dedicated section of the website:

<http://www.uniteunion.org/unite-at-work/equalities/>



# Equality Focus

## An update from your Equalities Reps

### Welcome to your Equality Focus:

In last month's equality focus we looked at the Menopause, this month we take some time to look at an issue facing Men and Trans Women - Prostate Cancer. Shockingly, Black men are twice as likely as white men to develop prostate cancer, with statistics showing 1 in 4 black men developing the cancer with death in 1 in 12 diagnosis amongst black men. Of course, prostate cancer can affect any man: a quarter of all cancer cases in men are for prostate cancer. Thankfully, there are steps we can all take in tackling this issue by raising awareness and understanding some of the symptoms. You can also visit the 'Stronger Knowing More' campaign by Prostate Cancer UK by clicking here:

<https://prostatecanceruk.org/get-involved/black-men-and-prostate-cancer>

### LGBT+

Earlier this year, the Scottish regional LGBT+ committee presented a motion at the National Equalities Conference, 'which recognises that there is an international debate around diversity of sexual and gender identities that don't conform to heterosexual or gender assigned at birth. One simple way of recognising this diversity is to put a '+' sign at the end of the acronym, 'LGBT+'.

The motion was agreed unanimously, therefore at Unite The Union, we use LGBT+. A simple change to our language that makes sure nobody in our community is left behind.

### A Summer of Pride.

With bidding for summer rosters on many of our minds, you might like to know of the calendar of LGBT+ PRIDE events within our London and Eastern region:

Event	Location	Date
Essex Pride	Chelmsford	16th June
London Pride	London	7th July
Black Pride	London	8th July
Pridefest	Croydon	14th July
Norwich Pride	Norwich	28th July

We will of course keep you up to date with participation by Unite in any of the above events, where all are welcome.

### Prostate Cancer

Prostate cancer is the most commonly diagnosed cancer in men and it accounts for over a quarter of all cancers in men in the UK.

In the UK, over 47,000 men are diagnosed with prostate cancer each year - that is 130 new cases every day. There has been a 16% increase over the last 10 years.

1 in 4 black African-Caribbean and black African men will be diagnosed with prostate cancer in the UK - that's double the overall 1 in 8 risk faced by all men in the UK.

Prostate cancer mainly affects men over the age of 50 and risk increases with age. Black men are increasingly being diagnosed from age 40. Mixed race men are also at increased risk, but there is not enough data to say by how much.

Men are at higher risk of developing prostate cancer if there is a family history of prostate or breast cancer. Men with one close relative (father, mother, brother, sister) diagnosed with breast or prostate cancer have twice the risk; 2 close relatives, 3 times more likely; one relative under 60 years on diagnosis, 4 times; 1 relative under 60 and died from it, 8 times.

In the UK more than 10,500 men die from prostate cancer each year - one man dies every hour, accounting for 13% of all male deaths.

Early detection may prevent death from prostate cancer although there are few symptoms at early stage.

### **WHAT IS THE PROSTATE?**

It is a small walnut-shaped gland which lies at the base of the bladder and surrounds the urethra which is a tube that carries urine out of the body. The prostate produces semen. It may get larger as men get older and restrict the flow of urine, resulting in the need to empty the bladder more frequently.

This is a common condition called benign prostatic hyperplasia (BPH). This, and another condition called prostatitis, though they are not cancer will have some of the symptoms of prostate cancer.

### **WHAT ARE THE SIGNS AND SYMPTOMS OF PROSTATE CANCER?**

- Having to rush to the toilet to pass urine.
- Frequent visits to the toilet especially at night.
- Starting and stopping when urinating.
- Dribbling of urine.
- Feeling that you have not emptied your bladder fully.

#### **Some less common symptoms are:**

- Blood in the urine or semen.
- Impotence.
- Pain in the back, hips or pelvis.

*If you do notice symptoms, see your doctor as soon as possible.*

*Be aware that sometimes there are no symptoms.*

*MFU and Unite believe we need a national screening programme.*

### **TESTING FOR PROSTATE CANCER**

There is no national screening programme. England and Scotland follow the Prostate Cancer Risk Management Programme (PCRMP) guidelines.

The NHS advises that there is no single test for prostate cancer.

One method is the PSA test. This is a blood test that can detect the early signs of an enlarged prostate. It is the most common initial test for men who are worried about prostate cancer.

The test, which can be done at a GP surgery, measures the level of prostate-specific antigen (PSA) in your blood.

Any asymptomatic man aged 50 or over can make an appointment with their GP to discuss having a PSA test. Men aged 50 or over who decide to have a PSA test based on this balanced information can do for free on the NHS.

PSA is a protein made only by the prostate gland. Some of it will leak into your blood, and the amount depends on your age and the health of your prostate.

A raised PSA level in your blood may be a sign of prostate cancer. However, other conditions, such as an enlarged prostate, prostatitis, or a urinary infection, can also cause a raised PSA level.

If you have any concerns at all, speak with your Doctor. Further support is also available by contacting [prostatecanceruk.org](http://prostatecanceruk.org) who also have specialist nurses available on freephone 0800 074 8381.

## **THANK YOU FOR READING. EQUALITY FOR ALL!**

Please contact your Equalities Reps, Rosy or Zimeon if you would like any support or guidance around any Equalities issues at :

[rosy.fichera.mfu@gmail.com](mailto:rosy.fichera.mfu@gmail.com)

[zimeon.jones.mfu@gmail.com](mailto:zimeon.jones.mfu@gmail.com)



# Singapore Hotel's Ridiculous Charges

We received multiple reports of issues with our Hotel in Singapore, where members were returning to LHR only to find charges on their HOST for some ridiculous reasons.



Over the past month it came to light that the new crew hotel in Singapore was using our hard earned allowances to fund their laundry bill, deducting obscene amounts from our HOST accounts without authorisation from the crew.

We have received numerous reports of crew being charged for 'makeup stains' on towels and stained bed linen, with charges reaching as high as \$80SGD for a little bit of foundation!

As one of the largest luxury hotel chains in the world - we are appalled to see them stoop so low to further their profits.

Pictures sent from the hotel show stains all over the beds, with no proof they came from a room occupied by cabin crew.



After reviewing these pictures, we are highly doubtful they did in fact come from a Crew Members Room - they resembled more a scene from Saw than anything else.

Other reports centred around crew being charged for the removal of leftover McDonald's wrappers. We are sure they would not levy these additional charges if it was their own hotel provided food.

As much as we all love SnapChatting the room service robot Jen dropping off some Singapore style noodles at 4am - she is rather expensive and crew naturally resort to finding cheaper alternatives.



Members have now taken extreme measures and are taking photos of the linen and the condition of the room to cover themselves. It is not acceptable that we have to prove the way we leave a hotel room in fear of repercussions.

We reached out to British Airways regarding the ongoing issues - They agreed to take action and immediately addressed MFU concerns with the hotel.

The hotel have been reminded of their contractual requirements and also the correct HOST procedures for unpaid room bills and expenses.

Since this intervention we have not received any new reports. If you are a victim of unauthorised deductions then please do contact IAG finance (via the BA Intranet) to challenge any 'Crew Not Present' transactions, as well as completing the Hotel feedback form on ESS.

As always, please keep us updated on all hotel related items through the Mixed Fleet Unite Hotel Feedback form (<https://goo.gl/forms/mMM6xnBbiEif4vQ13>) or email the MFU hotels officer directly at [grant.cook.mfu@gmail.com](mailto:grant.cook.mfu@gmail.com)

# Aircraft Roster Codes - The FULL list.



As NEO training continues, your Reps continue to receive lots of queries regarding the ever increasing list of Aircraft Codes used on rosters to identify our aircraft types and variations.

With up to 25 variations of aircraft each (not including the nuances between the same types), its no wonder we all get confused at some point.

As Mixed Fleet are often required to operate out of Gatwick, we also have to know all those roster codes to have any idea what aircraft awaits us.

MFH Group	Number of Variants
A320/777/747	21
A320/777/747/787	23
A320/777/A380	20
A320/777/A380/787	22
A320/777/747 + NEO	23
A320/777/747/787 + NEO	25
A320/777/A380 + NEO	22
A320/777/A380/787 + NEO	24

Opposite is the full list of aircraft and variations you may see on your roster.

Code	Aircraft Type & Variant
319	A319 - Standard Rear Galley
31B	A319 - Ex BMI
32A	A320 - Standard Rear Galley
32R	A320 CEO - New Seats, SpaceFLEX Galley
32C	A320 - Ex BMI - Standard Rear Galley
32T	A320 CEO - New Seats, SpaceFLEX Galley
32P	A320 NEO - New Seats, SpaceFLEX Galley
321	A321 - Standard Rear Galley
32D	A321 - Ex BMI - Cradle Seats
32V	A321 CEO - New Seats, SpaceFLEX Galley
32Z	A320 Ex-BMI - No Flat Beds - Standard
32W	A321 CEO - New Seats, SpaceFLEX Galley
32J	A321 Ex-BMI - Flat beds - Standard
32Y	A321 NEO - New Seats, SpaceFLEX Galley
77Y	777-200 - No Bunks - 4 Class - B Market
77Z	777-200ER - With Bunks at D3R - 4 Class
77G	777-300ER - With Bunks at D5L - 4 Class
77J	777-200ER - With Bunks at D3R - 3 Class
77D	777-200ER - No Bunks at D3R - 3 Class
77X	777-200 - No Bunks - 4 Class - A Market
77T	777-200 - No Bunks - Refreshed, Panasonic IFE, 10 abreast seats in WT
74V	747 Mid-J, AVOD IFE, Non-Refurbished
74S	747 Super-Hi J, Panasonic IFE, Refreshed.
38A	A380 - With Bunks, Thales IFE
788	787-800 - With Bunks - Thales IFE - 3 Class
789	787-900 - With Bunks - Thales IFE - 4 Class

# -5 RTG

## The Final Word

### Your Next Branch Meeting - **SAVE THE DATE**

Your most recent Branch Meeting took place on March 1st.

It was evident that members all wanted more notice for upcoming meetings.

The next branch Meeting is now planned on the 26th June.

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

The time and venue of the next Branch Meeting will be communicated shortly.

### Branch Treasurer Reports

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

These accounts were published via email to all members on April 16th.

They have been reviewed by two MFU members and are available for review by any MFU member who wishes to do so.

Should you wish to review the Financial Reports, please contact your Branch Treasurer, Shereen Higginson on [Shereen.Higginson.MFU@gmail.com](mailto:Shereen.Higginson.MFU@gmail.com)

### EHR Review

Good progress had been made and there was a mutual agreement from both sides to extend this review past the original agreed date of the end of March. This was to allow us to fully investigate each proposal and ultimately secure the best outcome for our members.

After several further meetings we have now shared our complex proposals with British Airways. British Airways are currently working with their IT teams to discuss the feasibility of implementation and the timescales that would be involved. As an outsourced company now provide their IT services; your reps have been informed that this process could take up to three months. We are however

hoping to have an initial answer back in a few weeks.

A further meeting will be arranged once we have received this information from the IT department. Subject to the proposals being feasible and able to be implemented in a timely manner, we will work to finalise the details of each proposal. It will then be up to you, the members to vote on your preferred proposal; this will include the option to keep the current EHR system.

### BA's Reality Check

BA's reality check survey has now closed and we hope members took time to share their true feelings about our workplace with the company.

The overall response rates across the business were abysmal and the company did not reach its threshold for its £10,000 Flying Start donation. Needless to say this wasn't even made in good will anyway. They instead chose to pay a significantly smaller amount of just £3000.

We look forward to the results of this survey but the company has advised that this will take months.

We will keep our members updated on any progress we are made aware of.

### Crew Car Park

The ongoing issues with finding a parking space in the Crew Car Park is beyond frustrating for the regular users of the car park (flight and cabin crew).

The company have advised they are exploring alternatives to find a suitable solution to the car parking problem. They have hinted that this would be linked to changes to on-boarding (the process for New Entrants joining the company).

We have not received any confirmation of these changes just yet but will be sure to tackle any changes which would be unfavourable for our members.

Keep an eye on future newsletters for updates.

## Are you getting the silent treatment?

Listed below are all of the most recent communications sent by Your Branch.

If you have not received some, or all, of them then please check the following:

- Have you checked your Junk, Spam, and Clutter Folders?
- You should add [mail@mfunit.org](mailto:mail@mfunit.org) to your contacts list with your email provider.
- Contact the main branch email to advise you are not receiving communications.

## Your Branch Communications in April:

Date	Communication Title
April 27th	Settlement Update
April 20th	Settlement Update
April 19th	Roster Publication
April 18th	Settlement Update
April 17th	BA needs a Reality Check
April 16th	MFU LE/2000/C Financial Report
April 13th	MFU Newsletter
April 12th	Settlement Update
April 12th	MFU - Election Outcome
April 9th	Funeral Information
April 6th	CSM EOYR Outcome Survey Reminder
April 5th	MFU Tri-Annual Elections Results

**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](mailto:MixedFleet@UnitetheUnion.org)

### Branch Phone Number:

07850 907 122  
Everyday 0900-1700

### Health & Safety:

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

[Benjamin.Mahoney.MFU@gmail.com](mailto:Benjamin.Mahoney.MFU@gmail.com)

### Equalities:

For any equalities related items please contact Your equalities Reps.

[Rosita.Fichera@unitetheunion.org](mailto:Rosita.Fichera@unitetheunion.org)  
[Zimeon.Jones.MFU@gmail.com](mailto: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](mailto: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](mailto:Grant.Cook.MFU@gmail.com)





MIXED FLEET UNITE  
STRONGER TOGETHER

## Your Mixed Fleet Unite Branch

[MixedFleet@UniteTheUnion.org](mailto:MixedFleet@UniteTheUnion.org)

07850 907 122

Everyday 0900-1700

<b>Branch Chairperson</b> Andrew Stanley-Ward	<b>Branch Secretary</b> David Quinn	<b>Branch Structure Key</b>    
<b>Treasurer</b> Shereen Higginson	<b>Health &amp; Safety</b> Benjamin Mahoney	
<b>Equalities</b> Rosy Fichera	<b>Vice Committee</b> To Be Appointed	
<b>Rostering Officer</b> Chris Jupp	<b>Hotels Officer</b> Grant Cook	
<b>Equalities</b> Zimeon Jones	<b>Health &amp; Safety</b> To Be Appointed	<b>Office Manager</b> Sam Newall
<b>Workplace Representative</b> Dean Thompson	<b>Workplace Representative</b> Alix Eaglesham	<b>Communications Co-Ordinator</b> Charlene White
<b>Workplace Representative</b> Thomas Cater	<b>Workplace Representative</b> Amy Hill-Turner	<b>Youth Representative</b> Cara Whitelaw
<b>Workplace Representative</b> Adam Bailey	<b>Workplace Representative</b> Craig Bartlett	<b>Workplace Representative</b> Olivier Pagni
<b>Workplace Representative</b> Alexandra Haworth	<b>Workplace Representative</b> Jools Oliver	<b>Workplace Representative</b> Helen Bridges
<b>Workplace Representative</b> Paula McGrath	<b>Workplace Representative</b> Vijay Shah	<b>Workplace Representative</b> Nick Gow
		<b>Workplace Representative</b> Pedro Azevedo