

The Liaison Council Report

Autumn 2017 Newsletter

by Robert James and Christopher Hodgkinson

BA Clubs

The BA Clubs site at Heston has been closed although two sections (Squash and Junior Football) continue their activities there.

Please look for information on the BA Clubs website which will give you the latest news and information about what's happened and the new arrangements that have been made.

The BA Clubs 'office' has moved to its new site in a Regus Office at 450 Bath Road, Longford.

Changes to the BA Touchdown website

The Council met with Senior BA Management in June and subsequently at our September meeting.

The Touchdown website is 'frozen' for now but a one-off sweep and update of information and contact numbers/addresses has been made.

Re-direction to Staff Travel and Hotline information is shown.

The Touchdown website will remain for the foreseeable future.

The Touchdown Team based at Heston have been disbanded and the service to Former Staff is delivered now by BA People Services.

The 'my.baplc.com' website provides the definitive source of information and help about Staff Travel (in the FAQs) and Hotline (helpdesk), so queries and problems should be resolved there.

The BA IT Service Centre is still there to help you with any log-in/password problem and may be contacted on 020 8562 4000.

Former Staff without Staff Travel and thus no 'my.baplc.com' log-in should go to the BA Clubs website for information about Hotline.

Regrettably, the West Base car park passes have been withdrawn.

Absent Friends

The Retired Staff Association (RSA) website shows the latest lists of 'Absent Friends'. This is the only place where you can find this information.

Staff Travel

There is a lot of information about Staff Travel on the 'my.baplc.com' website. This is where you will find out about progress on the new Staff Travel system and its associated apps.

Click on the top line "Staff Travel latest updates" to read the latest T5 check-in procedures and the use of the Tracker - <http://www.ba.com/onload> or use a computer at desks **E24 – 26**.

Use desk **E17** to discuss on-loaded bookings e.g. jump seats/split parties/cabin requests.

If you have not been on-loaded, you will automatically be listed for the next flight, if it is on the same day.

If the flight is the next day you will need to re-list.

These two changes appear in 'Latest changes' dated 12 OCT.

We asked BA to review their re-listing policy (previously Standby passengers had to re-list themselves) and they have responded favourably for T5 check-ins - see "Staff Travel Latest Updates" at 'my.baplc.com'.

We have drawn attention to the problems, particularly away from Base, where there is only a short time before the next flight; the wi-fi may be poor or non-existent and/or it may be a nominee as opposed to the staff member who is travelling and therefore they may not have the login and password.

We shall continue to press that when away from Base where there is another departure that day, passengers should be automatically re-listed.

The need to re-list does not apply to confirmed Annual Booking concessions which will be transferred automatically.

Hotline

When the BA Clubs Hotline was introduced its prices varied from the ones shown on the 'my.baplc.com' website. After discussion with BA we have been told that there were some glitches in the beginning but these should now have been fixed.

We are still talking to Reward and Hotline Pricing to ensure that this is the case.

It is the intention of BA to have only one Hotline with the same display of prices/discounts made available through either BA Clubs or 'my.baplc.com'.

If anyone spots any variations/differences in pricing please inform the Liaison Council Chairman (clh@hodgkinson.com) immediately.

When looking at Hotline pricing for different classes/cabins of travel there appears to be differences in pricing.

The algorithm behind the ba.com pricing system is very complex and the fares split differently between the outbound and inbound flights in Hotline depending on which fare level/cabin you look at.

The bottom line is that whichever class you access the final cost will be the same.

BA Strategy

The Council had a presentation from BA Strategy at our last meeting in September.

As well as hearing that the airline industry is making money, BA is getting a return on capital invested of about 10%.

Investment under 'Plan 4' is in

Apps, Club, Wi-Fi, First, Lounges and Aircraft

with new products in Lounges and for speedy check-in.

BA is trying to listen to feedback from customers and then fix any problems as quickly as possible.

In addition, new ideas and/or changes will be tried out on single routes and on single or small numbers of aircraft to see what works.

It was interesting to hear what BA are thinking about and doing, now and in the near future. We hope that they will soon fix the well-known flaws in Buy on Board which have existed from Day 1, since it is generating such bad PR.

Former Staff Healthcare

The Council continues its discussions with BA Management about healthcare for Former Staff.

FSLC Newsletter Circulation

For this Newsletter only we have asked the many groups (RSA, Owls, Dibley) we know, that have Former Staff as members, to kindly circulate it. If we have forgotten a representative body please let us know.

If you wish to be added to our circulation list in order to receive newsletters **directly**, please send an email to - **Liaison.1.council@ba.com**

If you know of any Former Staff who do not receive it, please ask them to register their email addresses.

Liaison Council Membership

The Council is always on the lookout for Former Staff who wish to assist their former colleagues. The Council meets at the Heritage centre, Waterside 4 times a year.