

The Liaison Council Report

Winter 2018

Compiled by Chris Walker.

British Airways Former Staff Liaison Council

GDPR – The only info that the Liaison Council hold on you is the e mail address you gave us to send this newsletter. No other information is held.

The BA FSLC is a long-standing group that BA formally consults with and who represent the views of pensioners and former employees. It meets four times a year.

If you're interested in helping former colleagues or wish to know more about what we do please contact us at any time.

Our e-mail is - Liaison.1.council@ba.com

BA Future Plans

The recently appointed Executive Director of People Angela Williams took time out from her busy schedule to brief the Council at our last meeting. She talked about the impressive plans that BA has for the next 5 years to improve the overall BA experience. She is also committed to the improvement of people services and relations within the company.

Angela comes to BA with an impressive background. She joined Centrica plc as Divisional Director HR for British Gas. Prior to this she was HR Director at Land Securities, Regional HR Director for Europe at Electronic Arts, and HR and Development Vice President at Tradus. Throughout her career, Angela has also held managerial roles at Walt Disney, BH Blackwell and was Advisor for Esso.

We all wish Angela a successful career working for British Airways

Absent Friends

Absent Friends is now being updated and published by BA Clubs.

For those that have been using the Retired Staff Association for this information a BA Clubs link is available on <http://rsaba.com> .

BA Pensions that supply the information for Absent Friends are currently planning to post the data on their own website. We will let you know in a future newsletter when this is up and running.

Pensions

On 1 October 2018 Pensions moved to Waterside. Their telephone and fax numbers remain the same

(Tel: **0208 538 2100** e mail: enquiries@bapensions.com)

The new address for all member correspondence is:

British Airways Pensions
PO Box 2074
Liverpool
L69 2YL

References

To confirm dates of service for some holiday vendors - email to reference@email.ba.com

Staff Travel

Alex Cruz CEO British Airways in response to an e mail from the Liaison Council Chairman wants to make it quite clear that there is no truth in the rumours about changes to Staff Travel. In a reply signed by himself he asks us and you to "KILL THE RUMOUR"

Staff Travel Contact Numbers

For UK based staff

Personal travel **0344 493 0764**

UK former staff who are away from base and who need to contact staff travel should telephone **+44 (0)161 447 5665**

The lines are open between 0700-2000 hrs (local time) 7 days a week, with the exception of 25 December and 01 January

Please have staff number and date of birth to hand, as this will be required during the call

There is also an email address Former.Staff@ba.com for complex questions that cannot be resolved by calling the staff travel call centre and for general administration matters such as staff travel eligibility. Please can we ask you not

to use this e-mail address with booking/ticketing requests as these e-mails will not be actioned or replied to.

IDtravel

Use idtravel.ba.com for check in progress

ID Cards

It has been brought to our attention that some holiday companies require a "Retired Staff ID" to obtain holiday or hotel discounts.

If you have a Former Staff ID card or need to renew or replace a card that is lost or stolen, expired or no longer a true likeness, the procedure is as follows:

You will need to download, print & complete the ID Card Application form which can be found on the Staff Travel website my.baplc.com Go to Useful Q&A's on the home page. "How can I get an ID card". Follow the instructions and return Completed forms to:-

British Airways Plc
People Services
Australasia GA
Waterside
PO Box 365
Harmondsworth
UB7 0GB

Alternatively visit your nearest ID Pass Issue Unit in person to get a new pass, however you will first need to contact People Services at the address above to ask them to fax prior authorisation to the nominated Pass Issue Office.

Address details for Pass Issue Offices are as follows :-

Gatwick :-

British Airways Plc, ID Unit, Hanger 6 Gate 3, South Perimeter Road, Gatwick, RH6 0PQ

Heathrow :-

Vanguard House, Vanguard Way, London Heathrow Airport, Hounslow, TW6 2JA

Staff Travel Complaints

If mishandled on Staff Travel contact the LC. Most current staff complaints turn out to have been handled correctly so please check all available info about ST process to make sure you really have been mishandled then contact LC. We will send you list of the specific info required. Complaints need to be received within 28 days to trigger investigation.

BA Clubs & Hotline

BA Clubs

BA clubs address is as follows: BA Clubs, Regus, 450 Bath Rd, Longford, Heathrow, London, Greater London, UB7 0EB

The CEO is Alison Hartigan. Chris Byron remains the chairman of BA Clubs.

To join or contact the club e mail: enquiries@baclubs.com
or telephone 0208 757 8911

BA Clubs will be moving from its current location in January to Bedfont Sports Club. Further information will be available on their website when the change takes place.

Hotline

Hotline is available to all staff that have lost their staff travel. There is an annual subscription fee of £30.00 to access this service which is available at <http://www.hotline-baclubs.co.uk>

FINANCIAL SUPPORT FOR FORMER COLLEAGUES

Former colleagues or their dependents who fall on hard times may apply for a grant from the British Airways Welfare & Benevolent Fund (BAWB).

Brief details are on the BA Touchdown **www://ba-touchdown.com**.

The co-ordinator may be contacted at **bawelfare&benevolentfund@ba.com**.

If you know of a former colleague who might qualify for assistance, please encourage them to apply.

e-mail the Council at - Liaison.1.council@ba.com