

Your Union at easyJet

Newsletter



Branch LE/737 – March 2017

Rest/breaks



The rest/breaks issue has now been on our agenda since August 2013, rather than see any improvement in this area we are continuously hearing reports from some of you that the situation is in fact getting much worse.

With a new service being introduced (pre-order service) and worries from some of you that our new EPOS may slow the service down even further we are worried that you will find it even more difficult to achieve a break going forward, especially with the busy summer schedule just over the horizon.

Since this issue has been on our agenda since 2013 and with no sign of this being sorted out any time soon we have decided to grab the bull by the horns so to speak and provide you with a few tips to help you ensure you are getting a break whilst at work.

Firstly, lets define a break and how long you should be getting.

The working times directive states that:

*A worker is entitled to an **uninterrupted** break of 20 minutes when daily working time is more than six hours. It should be a break in working time and should not be taken either at the start, or at the end, of a working day.*

It must be stated that this is the bare legal minimum and should you or other crew feel you need a bit more during the day to be fully alert to continue your duty or you require a few minutes to have a bottle of water or a hot drink then you should do so.

Uninterrupted means exactly that, you should be completely free of all duties, this means sat away from the passengers and gash bags with a galley curtain across you, sat on an appropriate seat (crew seats only, never a canister or the floor), not answering call bells, being handed rubbish, getting sandwiches or extra stock for other crew members on services etc. We appreciate this can be challenging to achieve in our line of work, therefore we recommend staggering breaks so at least 2 crew members are on active duty to answer call bells etc. leaving 2 crew members to have an uninterrupted break, more on that later.

Our aim is to strengthen our trade union membership within easyJet, by ensuring our workplace is a fair place to work, protecting the rights of our workers by negotiating better working conditions



Now, some tips to help you achieve an uninterrupted break.

Just remember if you do any of the following then make sure its justifiable, for example you can't really justify having a break on the ground after an extra-long sector with 15 passengers on it, the following should only be used when you feel you have no other option in order to achieve a proper uninterrupted break.

Also, report your actions on both your CFR and via safetynet using the descriptor "not followed SOP" to cover yourselves.

- *Did you know you can delay the passengers boarding and have a short break or even a full break (min of 20 mins) whilst on the ground?*
This could be especially useful after a really busy or disruptive flight where the crew could really benefit from a bit of peace and quiet, or when an uninterrupted break is impossible in the air due to a lack of a galley curtain or a medical incident on board for example, or even when you're doing 4 or 6 really short sectors such as a triple Belfast and you will find it really challenging to achieve a break in flight due to the short flight times.
- *Another option is to stagger breaks on board, for example on a long/busy 4 sector day where the third sector is the ideal time to eat on, 2 crew members could start the bistro service from the front whilst the remaining 2 crew members sit in the rear galley with the curtain around them and have an uninterrupted break (again a min of 20 mins), once that 20 mins is up, the 2 crew members doing the service can then go down the back to have a 20 min break while the 2 rested crew take over the same trolley and continue serving.*
This is a good option when the 2nd or 3rd sector falls between traditional dinner times and you are worried about trying to try and fit in breaks somewhere else, this way everybody is guaranteed an uninterrupted break without having to have dinner at an inappropriate time such as in the early afternoon or late evening.
- *You can also adjust the service loop, if you feel you have to cancel a boutique service, charity collection, second service etc. on a particular flight in order to achieve an uninterrupted break for everybody this is completely fine as long as you can justify it and report it on your CFR.*
- *Cabin managers can also include rest/breaks in their pre-flight briefing, it's a good opportunity to plan when you can have a break on board whilst you have the whole crews attention, especially if the duty looks to be a particularly busy one or you have 4 or 6 short sectors, you can also use this time to ask if any crew have anything to be cooked in the oven so you can plan when to cook your hot options better. For example, if your duty is a triple Belfast, one option could be to say you will all have a break on the ground, delaying boarding between the 4th and 5th sector. Or plan for the number 2 and 3 to sit out of the service on the 4th sector and have a break and the CM and 4 sit out of the service and have a break on the 5th sector.*
- *EasyJet has also made a guide for CMs on how to manage your breaks on board effectively and this can be found in the online learning academy.*

Even with these tips you still find you don't get sufficient rest/breaks on board then please continue to report on safetynet each and every time and report this to your local reps, we are unable to act without evidence to back up our claims.

We also recommend printing off this mini guide for your PA books so you can refer to it whenever you feel your struggling to achieve a break.

New equalities rep

Your Unite reps committee are delighted to report that our Edinburgh rep Selena Kerr has been elected into the position of Equalities rep.

Selena is looking forward to Supporting Colleagues on Equality issues, promoting and developing the equality agenda at EasyJet.

Selena and the whole reps committee is firmly committed to equality for all members. Equal and fair treatment both at work and in society is a key priority for our union, and we make it clear that we all have a duty to challenge discrimination, harassment and bullying whenever possible.

Unite acts on behalf of its members and bargains with employers to achieve greater equality within the workplace. If you are suffering from discrimination, harassment or bullying at work you should contact Selena on: **selena.kerr@unitetheunion.org** or any other rep.

All enquiries are treated as confidential.





Rep position available in Glasgow

Sadly, we still have a vacant reps position in Glasgow. Your rep's committee are currently covering Glasgow at the moment for disciplinary meetings plus other enquiries but with no Glasgow unite rep, Glasgow has no voice on the committee, therefore we can't put forward your problems/concerns to EasyJet and we are having to make national decisions without any input from a Glasgow Unite rep.

It's important Glasgow base has its concerns heard, without a Unite base rep there is nobody there to do base days, engage with management on your behalf and put forward your local issues to the national reps committee and senior management so we are appealing for somebody to come forward and take up this important role.

please email Andrena to register an interest or ask any questions about what the role involves on: andrena.clarke@unitetheunion.org



Recent Union victories

Sometimes we get asked, what are the union doing for us?

A lot of crew believe we only sit in on disciplinary meetings, negotiate the pay deal or even just hand out pens, but in reality we do a lot more behind the scenes that help you out on a day to day basis that you might not ever hear of, sadly a lot of what we do is confidential and we can't share it with you but we have decided to put in this month's newsletter some examples of some of our more recent small but important victories, we hope to include more of these victories in future newsletters from now on.

Here is an example of a few things that we have recently suggested and it seems that these things have been or are being implemented successfully;

- **Office Payment for CCLT's at the conferences.**
- **Reduction in the amount of bistro product (something that we have been suggesting for over 3 years!).**
- **Reduction in size of crew food box.**
- **Zip on new seat belt bag instead of Velcro.**

Health & safety

We are being told that you find there are a few issues regarding the new 320-186 aircraft, some of the main problems we hear are the stowage's of the trolley carts.

Remember that 2 crew members are required to pull out a double cart and that a single cart shouldn't be unsupervised or loose in the galley when you're doing this, if you are finding it difficult to achieve this or find pulling out any of the trolley carts puts strain on your back or other part of your body then it must be reported via safetynet so we have some evidence to put forward to EasyJet.

Furthermore, please report any difficulties you encounter on the new 320-186 or indeed any other aircraft type to your local rep or directly to the health & safety rep Clint Shortman on: clinton.shortman@unitetheunion.org

We also continue to hear reports of faulty or leaking cool packs potentially causing slippages and accidents on board the aircraft, please whenever you encounter a leaking cool pack you report it on safetynet, as it is a safety issue.

Again, there is a severe lack of reports going in about this and thus we are struggling to convince EasyJet it's an issue that needs addressing.





Summer readiness

This month we welcomed Will Facey to our branch meeting where we discussed some of the issues we faced last summer and what EasyJet are doing to avoid a repeat this summer.

Apart from the obvious solutions like attempting to hire extra crew this summer (1400 new cabin crew and 450 more pilots) including putting on extra open days to try and attract more people into the business, some of the other changes EasyJet have been making are as follows.

- Putting more pressure on our ground handling agencies (Menzies) in LTN and LGW in particular, to provide a better service and minimize possible delays.
- 4 extra aircraft in LTN and LGW without extra flights.
- Extra afternoon standbys in smaller bases to protect 2nd and 3rd wave.
- Utilizing 2 new turboprop planes to ferry engineers and/or parts to where they are needed to improve engineer response times.
- Some changes to minimize cabin crew fatigue and the knock-on effects, which will be communicated in due course.
- Changes in pre-ops to give better quality decision making on day-of-operation issues.

When asked will this summer be as bad as the last, Will Facey said with the changes in place and the extra crew in place he's fairly confident crew roster stability will be vastly improved compared to last summer, however, as always, we will be busy during the summer months due to the seasonal nature of the business.

EasyJet don't foresee many major issues this summer, just a few "hotspots" that they are trying to resolve before summer schedule starts, but political uncertainty due to the upcoming French presidential elections and potential industrial action in France could again throw a major spanner in the works.

Will Facey also agreed to meet LTN rep Rob Fetts at a later date to discuss some of the difficulties crew are facing on the TLV flights, we will report back at a later date.



New uniform

A few of you voiced concerns to your reps about the new coat being expensive in terms of points and that you will struggle to order enough of the other pieces of uniform if you order a new coat, especially those of you on part time.

EasyJet's feedback on these concerns is that they are increasing the points allowance by 10 if your full time and 5 if your part time, they have also reduced the points cost of various essential items to make it easier for you to order a new coat and various other items.

Also, we have heard a few concerns about the fitting and sizes of the various new pieces of uniform, a few of you have asked if having a full set of uniform in each base for crew to try on would make it easier to get the correct size without sending them back. Unfortunately, due to costs and other issues like space in the various crew rooms, EasyJet have no plans to implement this and recommend crews try on the various pieces of uniform while on recurrent at either LTN or LGW.

Please continue to give your reps feedback on the new uniform and we will pass on any concerns to EasyJet management.

Disruption payments update

Thank you to everybody who sent in their ideas for disruption payment triggers, the response from so many of you was fantastic to see and gave us some brilliant ideas to use.

Our "wish list" has now been sent to EasyJet senior management and your senior Unite reps will meet with them in March for negotiations.

We fully expect EasyJet to live up to its promise to have the new disruption payment policy in place by the start of the busy summer schedule.





New entrant familiarisation flights

With over 1400 new entrants joining us in the coming weeks and months we would like to highlight the importance of reporting issues regarding the new entrants' familiarisation flights.

After last summer, a lot of crew, in particular cabin managers expressed concern that this added responsibility put on them was really effecting how they plan the day, some of you told us you couldn't find the time to complete the necessary paperwork and ensured all crew were getting sufficient breaks etc.

A few of you also expressed concern that the new entrant struggled to get to your door in time from the rear galley to complete the Stop/Check procedure.

A lot of you have suggested Line trainers be utilized again for new entrant familiarisation flights as they have the necessary training and expertise to manage these flights leaving the Cabin manager carry out their usual duties, your reps committee agrees and have put this suggestion to Head of Training, however, as usual we need evidence to convince EasyJet to reinstate this, we need you to complete a CSR for every new entrant familiarisation flight that you encounter problems on so we can present them to EasyJet.

GDOs

Some feedback to part timers regarding GDOs.

Q: Why can't I place my GDO's next to part time days?

The reason for this is that a part time crew member has an allowance of 4 days off (50%) or 6 days off (75%) during the roster period. Using PT50% as an example:

If 4 GDOs are placed directly next to part time days then the full allowance of days off has already been used and the optimiser would have to roster extra days off to make the roster legal. Similarly, if 2 GDOs are placed directly next to part time days then there are 12 days left to roster and only 2 days off left to use, this forces a sequence of 5-2-5 which means that the optimiser is very limited in the duties that it can roster.

Placing GDOs directly next to leave days creates a similar issue where the optimiser has fewer options for the duty day/day off sequence. If you want to maximise your leave blocks, then the advice is to book blocks of leave that are long enough to accrue wrap around days' off

British Airways mixed fleet industrial action

This month your reps committee voted in favour of making a donation of £500 to mixed fleet hardship funds to support striking cabin crew at BA mixed fleet, we have received thanks from their committee and individual members too, they are so grateful for the support. These funds will go straight to the striking workers on the picket line to help support them with their struggle.

Here is the message of solidarity that Andrena Clarke sent to them;

Dear Friends and Colleagues at BA Mixed Fleet,

We would like to offer our support and solidarity to all of the striking workers involved your ongoing dispute with BA over poverty pay. We know that the decision to take action is never easy or taken lightly, however you are fighting for decent and acceptable pay.

We sympathise with those who are struggling day to day on such low pay and respect your courage to stand together, you are not only striking for yourselves but also for the future of BA employees in to Mixed Fleet.

You can be sure that the as fellow cabin crew we, at easyJet - Branch LE/737 support you.

In solidarity

Andrena Clarke

LE/737 Branch Chair and convenor at EasyJet





Also, here is the message we have had back from BA mixed fleet secretary;

Dear Andrena,

Thank you so much for your message of solidarity and your kind donation. It means the world to our members who are currently fighting to improve their pay from the current levels of poverty pay. They are also subject to intimidation tactics from the company that are leaving many members feeling lonely and isolated. These displays of solidarity remind them they are not alone either on our fleet, across the airline and across the airline industry.

Kind Regards

**Alexandra Haworth
Branch Secretary
Mixed Fleet Unite**

The importance of responding/engaging with our surveys and ballots

Once again, a massive thank you to everybody who took the time to contact your reps recently with your ideas for the disruption payment triggers, the response was massive and it was great to see so many of you engaging with us again, your committee had come up with a good list of ideas but your input gave us some ideas that we would never have thought of so thank you.

Engaging with us like this really helps your union committee achieve so much more, your input does really make a difference and can help shape future campaigns and victories.

Please remember It is always vitally important you take the time to respond to all our ballots and surveys regardless of your feelings towards it, we need **ALL** your votes and responses. A huge portion of our membership do not make their voices heard and we don't really have a true reflection of your feelings if so few of you respond. Your union is a democratic member led union and it is you the membership who dictate the direction we take, but we need votes and responses to know we are all going in the right direction.

**The more interaction you have with us, the more effective we are as a union!
Please continue to respond to ALL future surveys and ballots!**



Member benefits

This month I'm highlighting this new service offered to you exclusively for (female) Unite the union members.

Coping with a cancer diagnosis is challenging enough without having to worry about finances. Our Female Cancer Cover is designed to be a financial safety net to make things easier while you're having treatment.

NEW Unite Female Cancer Cover

*A financial safety net
when you need it most...*

www.UniteProtect.com/female

Unite is an Introducer Appointed Representative of UniteProtect, a trading name of Union Income Benefit Holdings Ltd (UIB). Unite Female Cancer Cover is sold and administered by UIB and underwritten by AIG Europe Limited.

Coping with a cancer diagnosis is challenging enough without having to worry about finances. Our Female Cancer Cover is designed to be a financial safety net to make things easier while you're having treatment.

- £25,000 cash benefit on first diagnosis of a covered female cancer or carcinoma in situ of the breast (an early stage cancer which hasn't spread).
- £2,500 cash benefit on first diagnosis of carcinoma in situ in any covered female organs other than the breast.
- £50 inpatient benefit for all overnight hospital stays, up to £4,500.
- £25 outpatient benefit for all hospital visits, up to £1,000.
- For UK residents aged 18-69.
- No medical or health questions.
- This policy is underwritten by AIG Europe Limited.

Previously diagnosed cancers are not covered.





I know it's a little morbid but I know a lot of our members know of loved ones or have even been directly affected by these dreadful diseases themselves and it doesn't hurt to look at what Unite offer you should such a terrible thing happen to yourself.

I know insurance offers are not always popular with everyone but I feel I would be doing you a disservice by not showing you what's on offer for your membership contributions, I want to make sure your getting full value for your subs.

You can also find details of more exclusive offers and benefits on our websites member benefits page
<http://www.ezyunite.co.uk/member-benefits.html>

Disciplinary Meetings

We need to remind you that it is YOUR responsibility to let your rep and base management know as soon as possible if you are rostered a meeting that you wish to have union representation for.

As a rep we need to do work before meetings also to ensure we can assist you in the most effective way possible.

Please do this as soon as possible when you are aware of your meeting date.

Remember that any notes taken in an investigation can be used in any further formal meetings, so think before you speak and read the notes **CAREFULLY** before signing them!

Please contact your rep either through their Unite email address or phone number. Please **DO NOT** use their company email or Facebook!

Communication and Feedback

When communicating with your Base Management, Reps or anyone within the company your Reps recommend that Email is the most appropriate tool.

This way we can gather a paper trail of communication and if necessary utilise this in meetings or as evidence if required. Verbal communication is fine but we suggest to always follow this up with a quick email and always feel free to cc or b'cc your base reps into any communication.

Electronic balloting update

The project to fully move onto electronic balloting is almost finished and in the coming weeks your base reps will be contacting the few remaining members we don't have a private email address for.

We need a private email address on file for you to continue to receive important ballot papers and surveys, if you would like to only receive ballot papers, this newsletter and surveys and to opt out of marketing emails please let your base rep know.



Update Your Details

Please ensure your contact details – including your mobile number, home address and email address – are updated and correct. Going forward, your union committee will communicate with you using online media such as your email to send out the monthly newsletter and any surveys, or send you updates by text.

WE CANNOT EMAIL YOUR EASYJET EMAIL ACCOUNT.

We must therefore have a personal email address for you otherwise you are missing out on vital information and the chance to put your views across in surveys. It is a really important time for electronic balloting too, so please make sure all your details are updated, either contact your local rep with your new details or use the online form at www.ezyunite.co.uk



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