

## Photographs/Filming Onboard

There seems to be an increase in the number of reports to your Unite reps, of crew being photographed by passengers onboard. We are currently working with easyJet to try and clarify the rules on whether crew can or can't be photographed.

Sensitive areas of the aircraft such as safety equipment safety demo and the flight deck cannot be photographed for security reasons.

If you see any photos being taken that you believe to be of these areas or yourself, you can approach the individual in a professional manner and politely request that these are deleted. If the passenger refuses to delete them then we suggest that you inform the Captain and make a decision from there depending what has been photographed.

If you do experience any of these issues with photographs we ask that you please

document it on the CFR and if it's a security issue to complete a CSR to coincide with it. In addition to the reports, continue to let your base rep know of these incidents

## Rest Break Survey

We would like to thank all members who completed the recent survey with regards to rest breaks. We had an overwhelming response and will be presenting the results to easyJet at our next meeting.

This issue has been a standing item on our agenda with senior management for well over a year, we refuse to close it off as you, our members, are telling us that you do not feel confident being able to achieve breaks under the current guidance given in the CSPM. This is confirmed by the results of question one in the recent survey.

We are now looking for more guidance from the company, and a commitment from them that they give as much positive attention to rewarding CM's for managing breaks according to EASA rules as they give to encouraging them to focus on OTP, including complying with the requirement that a rest break is taken free from all duties, as you have overwhelmingly shown in your survey responses that this is currently not happening.

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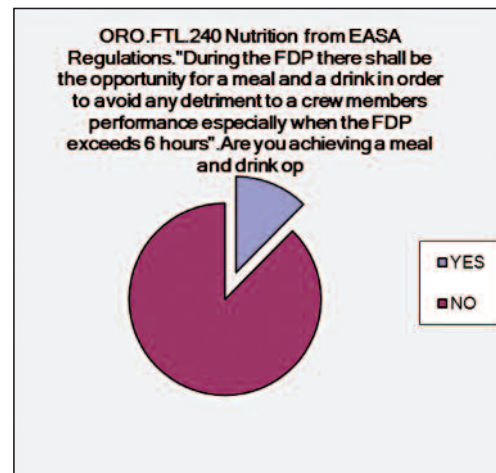
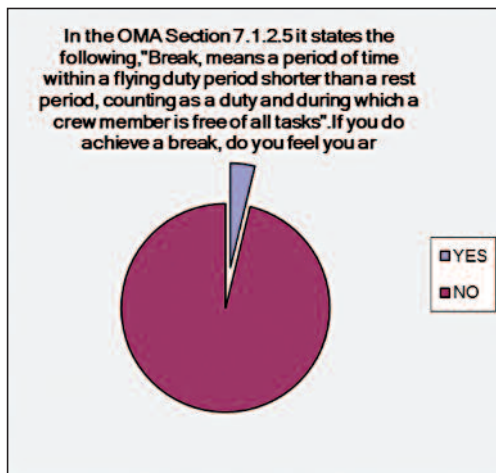
**Our aim is to strengthen our trade union membership within easyJet, by ensuring our workplace is a fair place to work, protecting the rights of our workers by negotiating better working conditions**

If we cannot come to an agreement with the company on putting in plans to improve your ability to take rest breaks, we will use other means to fight this issue. In the meantime we have spoken to senior management who have agreed to send out a communication to all crew with regards to taking a break. Our aim is for FA's to feel confident that they know they are entitled to ask for a break, plus help CM to be confident in making the right decisions with regard to managing that break time; and that both can do this without fear of retribution.

For example, the vast majority of responses to question two of the survey - *Please give examples of duties where you have not been able to take a meal and drink opportunity* - reported the inability to take breaks on short sectors, often double domestic flights or short sectors involving AMS/CDG combinations.

So you should be confident on these flights that you can decide that only 2 crew will carry out services and there will be no come back - provided this is correctly managed under EASA, and documented on the CFR. It is also important that all crew take responsibility to document if they did not get a break at all on their duty, by filling in a CSR. The more CSR's that go in about not achieving rest breaks from FA's and CM's, the more effort the company have to put in to ensuring you get them.

Thank you once again for taking part in the survey, we hope to be able to update you on progress with this issue shortly.



## Social Media

Unite see numerous issues arising with people misusing social media. Whether this be crew knowingly uploading pictures of themselves in uniform, making comments about the company on their statuses or even engaging in customer complaints on easyJet's official Facebook page.

We would like to outline our policy at Unite for the use of social media. Firstly, do not have any mention of easyJet on any of your accounts (eg Job Title), don't upload or knowingly allow others to upload photos of you in uniform, if any are uploaded of you we suggest you remove the tag and ask them to remove the photo. Do not engage with any customers on easyJet's Facebook page, even if you may have been on that flight or may have the answer to their question, they have a dedicated team for this.

Also please don't get engaged in any arguments in the Orange Information Page on Facebook as some people will show these posts to management, and some of the managers are actually members of the group anyway!

It is difficult for Unite to represent members who are disciplined for social media as this is brought up time and time again. This is something easyJet are clamping down on at the moment so please take care with what you are posting!

## FTGD Code

We would like to hear from you if you have had an issue with the coding of fatigue on your roster, where FTGD code is changed to either SICK or UPLV. If you experience or have any issues with a FTGD code being changed, please email your base rep. This will allow us to investigate and check for any trends.

The FTGD code is to be used for roster related fatigue, this can be done either prior to or after a duty is completed. You will then have a response giving you a score out of 5 of how fatiguing the duty/block is, FRMS may then suggest a change to your duty/block if it is required.

There is also the UNFIT code which is for use on non-roster related fatigue. An example would be if you were unable to obtain sufficient rest due to home issues.

Please ensure you are requesting the correct code when you phone up crewing as this may be a reason for easyJet to change the roster code.

## MEET Code

If you are asked to attend a meeting this should ALWAYS be reflected on your roster. An example would be if one of the management asked you for "a quick chat" this may only be 5-10 minutes, or could be a RTW discussion, but regardless of length it needs to be shown on your roster under the MEET code to reflect your duty hours. Should any issues arise from this please contact your base rep.

At this stage you are not entitled to have a rep sit in with you as it is an "informal chat" but should the need for a formal meeting arise from the conversation please contact your base rep as soon as possible.

## Cabin Crew Attestations

All cabin crew hold an attestation, if you started prior to 2015 easyJet currently have your attestation and if you started after this you will have been given it already.

Should you leave the company or are dismissed you are entitled to take your attestation with you, you can do this by emailing [ccattestations@easyjet.com](mailto:ccattestations@easyjet.com) and they will then send this over to you.

Please only do this if you leave the company as currently there is no requirement for pre 2015 joiners to have their attestation on their person as easyJet will deal with this if it needs to be verified by the DFT etc.

## SafetyNet Reports

These are a vital part of our work, it lets easyJet know what issues we are facing and really assists us when we feel change for a procedure etc is required. SafetyNet reports are both CSR (cabin safety report) and FRF (fatigue report form).

CSR's can be filled out by any crew member, for example if you experience a medical emergency it is not the requirement of whoever dealt with it to fill in a CSR, but rather any of the operating crew.

If you are unsure about filling these in or have any issues logging into your account, you can speak to your base management team who will be happy to assist you.

### 1.18.2 Cabin Safety Report (CSR)

A CSR can be submitted by cabin crew to report any safety or security related incidents which affect either passengers or crew. This can be carried out by any member of crew, not just the Cabin Manager.

The report must be submitted electronically using the SafetyNet system as soon as practically possible after the event.

Before submitting a CSR you must inform the Commander.

A guide to submitting a CSR and downloading the SafetyNet app can be found on the crew portal.

A list of categories for when a CSR must be completed can be found in the CSPM 1.18.2 and includes;

- Whenever an ASR is filled out by the pilots for an event which affects the cabin.

***However, if in doubt, fill one out!***

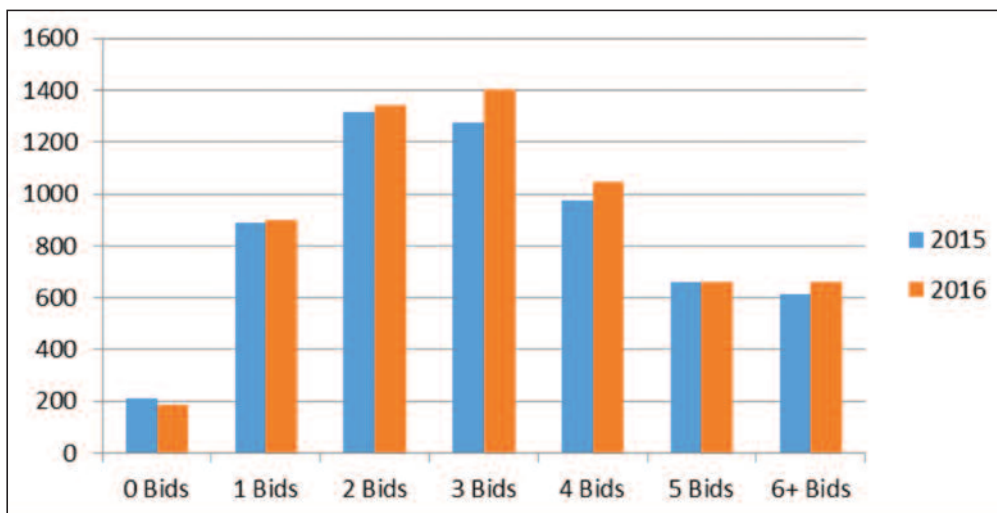
## Leave Team

We had a member of the leave team visit at our last meeting, which gave us an opportunity to put forward questions members had sent us in regards to the last leave phase.

The below tables show you the change of percentages of how many crew bid this year and last year.

The graph further down shows how many bids crew's received and how this compared year on year too.

Measure	2015	2016	Change YoY
% of eligible crew bidding	94%	94%	0%
Total bids placed*	34066	38190	12%
Total Non-specific bids placed*	4515	5161	14%
% of non-specific bids granted	55%	63%	12%
Bids granted	18080	19889	10%
Total days published*	87935	86102	-2%
Total days published as % of total ent.*	49%	50%	1%
0 Bids Granted	211	184	-13%
1 or more bids granted	5732	6190	8%
4 or more bids granted	2249	2362	5%



A few examples of questions we asked can be seen below.

1. **When one crew deletes leave, those days never come available for another crew member. Why is this?** This would be because the leave lines are already breached on that day, this could be due to a late wedding request, or at the open phase they managed to book at the same time as someone else and it took us over the leave line limit.
2. **Crew on 6-3 are no longer able to bid for 2 consecutive blocks of 6 as 1 bid, therefore it is unlikely that they will be able to get the 2 blocks as separate bids so they can only achieve 12 day's leave, leaving them 2 short of a 14 day holiday. Why has this been changed?** From my experience in the leave team over the past 6 years crew there has never been a time when crew were able to bid for two consecutive weeks. It would not be possible to do this as the system sees the days off in between the blocks.
3. **It seems like the leave system is closing earlier and earlier, why can it not be closed in Dec or Jan, giving us more time to book things that crop us in Jan-Mar?** This year it closed a week earlier in order to get the results out a week earlier. The decision needs to be network wide, but the later we shut the later you will receive your results.
4. **Will more leave be added to the system? If so when will more be added? Is this dependant on new starters?** Leave does get added but this is only dependant on the demand in base, this is reviewed monthly. We look at how many days are required by the crew in the base, we then count how many days are still available to book, if this is less then what is required leave will get put in. This can happen due to transfers into the base and when we close of months due to the rosters being published you can lose the chance to book those dates.

We had lots of questions, thanks for these. Should you have any more please feel free to ask your base rep who can forward these on.

## Crew Morale Survey Results

As you know, your Unite reps invited you to fill in a survey on how you gauged morale to be within the cabin crew community at the moment. We received a reassuring number of responses, certainly more than the company Usay survey gets!

We can report that personally, just under 70% of crew who responded, feel their morale is on a scale between 1 and 5 out of 10. Just over 30% scored between 6-10. (Table 1)

Asked whether easyJet deliver on their promises, 69% of you think they do SOMETIMES, only 9% agreeing they do, the other 22% saying NO.

Interestingly, the perception of crew to the question what is easyJet's priority is, you responded. (Table 2)

Table 1

<b>1</b>	18.93%
<b>2</b>	13.61%
<b>3</b>	13.41%
<b>4</b>	11.44%
<b>5</b>	11.64%
<b>6</b>	9.47%
<b>7</b>	11.64%
<b>8</b>	5.72%
<b>9</b>	2.56%
<b>10</b>	1.58%

Table 2

Money /Profit/Sales/Revenue	52.47%
Safety	17.98%
OTP	16.46%
Performance /CSATS	4.21%
Cost	3.79%
Customer /Pax	3.87%
Staff	1.22%



This is probably because the majority of emails that come from senior management are something to do with improving revenue, and that the only way to make us a 'great' company is to make more money and cost less, so its not surprising that the message that safety is our number one priority gets lost amongst the numerous emails telling us to be quicker, cheaper and make more money.

There were obviously a huge number of verbatim comments to sift through, but these could be roughly collated into issues of:- Management (both Senior and Base), Relationships with management, Rosters and fatigue, on-board issues and disciplinaries.

In terms of the question regarding if you could change one thing, we received multiple suggestions mainly in the categories of rosters, on-board and general management.

We have presented these verbatim comments as a report to senior easyJet management with the intention that your Unite reps work with the company to implement some of the suggestions made. The aim is to make improvements in crew work-life balance and therefore improve morale. Over the coming months each Unite rep will also be presenting the results for their base to their base management team, with the expectation that we can work together to tackle any particular local base issues.

We would like to thank you for taking the time to complete the survey, and we wanted to assure you that because of you, we have the basis for a plan to be able to work with the company and hopefully improve morale and make easyJet a fun and happy place to work again.

## Disciplinary Meetings


We need to remind you that it is YOUR responsibility to let your rep know 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!

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

## Member Gets Member

 Introduce a new member to Unite and get a shopping card worth up to £25

### Here's how Unite member get member works

Every time you introduce a new member, you make Unite stronger and to recognise your help, we will give you a Love2shop card worth up to £25.

The offer is available when the person you are recruiting joins online and enters your surname and Unite membership number when asked. The special application form can be found by following the link below.

The value of the shopping card will depend upon the scale the member is paying and will be sent to you when the appropriate number of subscriptions has been paid:



Membership category	Number of subscriptions	Card value
Full time	3 months	£25
Part time	3 months	£12.50
Apprentices/ Community/ Back to Work	6 months	£10

Being a unite member gives you the chance to earn yourself shopping vouchers! There is no limit to how many you can earn, all you have to do is sign up a new member and enter your membership number when required. Once that person has been a member for 3 months you will then receive voucher for either £25 or £12.50 as shown.

## 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.

## Update Your Details

Please ensure your contact details – including your mobile number 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.**



**20 major EU nations protect their workers during disputes. The UK will not be one of them.**

Agency workers in strikes prolong disputes & risk safety and security.

**NO TO THE TRADE UNION BILL**

Ask your MP to **STOP** the Trade Union Bill

[www.unitetheunion.org/no2tradeunionbill](http://www.unitetheunion.org/no2tradeunionbill)

# EZYUnite Shop Stewards

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