



May 4, 2018

Dear Christopher,

This week has seen a number of challenges across the operation, specifically the baggage issues on Tuesday followed by problems with the baggage tunnel on Thursday. The weather also played its part with flow rate restrictions due to the high winds. This resulted in significant operational disruption. Both of these issues had a major impact on our customers. We have continued to hold a number of discussions with HAL to ensure the necessary focus is being applied to deliver a robust, stable baggage system that ensures our customers travel with their bag.

Hopefully, by now you would have seen the IAG Q1 results. Whilst our results are really strong the clear message is that we need to focus on the management of our costs. Doing this enables us to continue to invest whilst also ensuring we have a strong business in what is an extremely competitive sector.

On a final note, and with the forecast predicting the hottest May Day on record, please work safely and ensure that if you are on the ramp you continue to drink plenty of fluid. If you are off, then I hope you enjoy the time with family and friends.

Thanks, and have a good week. Brian



Pallet pushers

*Please ensure you are **not** using the pallet pusher tugs for general transport. They should only be used for their intended purpose.*

International arrivals on domestic gates

Heathrow have created additional signage in the node of domestic gates 1-8 to remind colleagues of the route for International arriving customers. • A red tensor ribbon has been installed to pull across and close off the jetty to the Domestic gate with wording 'Do not enter'. • Signs have been added above each tensor advising 'Tensor to be drawn for International Arrivals'. • A red sign has been added on the node door to apron level advising 'Route for International Arrivals Only'.

Iberia performance

Well done to everyone that has worked on an Iberia flight during April as we have been informed that this month was the best performance for six years in terms of attributed delays. We have also seen a decrease in delay codes from an Operations point of view with Delays to 32 (Baggage, Loading and Logistics) in a downward trend for the fourth consecutive month, so well done and keep this focus up. If any IRSs are interested in joining the designated Iberia team or have any questions about this, please email Joanne.Kershaw@ba.com.



HAL Airside Safety Week is back

HAL Airside along with Health, Safety and Wellbeing colleagues and several business partners will bring to life their latest safety initiatives through interactive sessions to encourage us all to be more aware and safe at work.

*Key highlights for the event include:• How to report an incident/near miss airside and the reporting cycle. • Future safety focus plans. • Demonstration of the dangers of driving within the refuelling zone. • Nutrition and Engagement stand. • Mental Health Engagement stand. • iPledge photo booth. • Food and goodie bags. The roadshows will take place at **T5 on Tuesday, May 15 on stand 524, from 9am to 3pm** and in **T3 on Wednesday, May 16 on stand 351, from 9am to 3pm**.*

Nashville route

Today we started flying the only direct route between Europe and Nashville (BNA). The flight will operate five times a week operating as the BA223 at 2.30pm on a 787.

BCP in BAU

We are currently working with IAG GBS, Flight Operations and BA IT to support the procurement of 'Ice Link'. Ice Link will replace the current WOPS allocation system(s). The system will streamline the rig allocation process, allow us to activity monitor fluid utilisation and link directly to HAL, providing them with an oversight of BA's de-icing activities.



Ice Link also has future scope to allow Flight Crew to request de-icing via their iPad. This will eradicate the requirement for radio communications between Flight Crew and WOPS operatives, reduce asymmetric de-icing events and ensure de-icing fluid is best utilised.

We are also currently working with Flight Ops and IAG GBS to implement 'Sure Wx' into our W18 operation. Sure Wx measures local weather and computes optimised aircraft de-icing / anti-icing fluid holdover times. During the February/ March 2018 snow event, Sure Wx estimates that 62% of type IV fluid used during the event was used unnecessarily. Financial savings of £58,000 on fluid during the aforementioned period have been identified. Sure Wx has proven credibility to enhance our de-icing capabilities and offer significant financial savings in terms of fluid wastage and fuel burn. Both initiatives will enhance our de-icing

capabilities for W18 and shall greatly assist allocators, WOPS de-icing operatives, Flight Crew & HCC colleagues.

Live gates

A polite reminder that live gates (boarding in progress) must not be used at any time.

PEOPLE



IRS recruitment and L1/L2 opportunities

A final reminder that all applications for the IRS role and preferences to move must be submitted electronically to the Heathrow.operation@ba.com email address. The closing date for both these opportunities is Monday, May 7.



Know someone who would like to work for BA?

We are now recruiting externally for full-time permanent Ground Operations Agents with starting dates from June to December. If you have any family or friends that would be interested, please ask them to go on to BA.com careers to apply.

3-in-1 IRS jackets

We have been informed that the larger sizes of the 3-in-1 IRS jackets are available and orders can now be placed.

Van Gogh colouring wall

From May 7, Heathrow (HAL), in partnership with Rolling Luggage will be hosting a colouring wall to promote their new 'Van Gogh' range. The wall will be positioned airside North, between Boots and Travelex, and will be in place for six hours each day until the wall is fully coloured.

Safe and sound

For all the latest health and safety information please access the Safe and Sound Yammer group via [this link](#).

Thank you ramp team on stand 545R

A big thank you to the ramp team who met the BA463 on to stand 545R on May 2. A passenger with restricted mobility was expecting his wheelchair to be returned to aircraft door but unfortunately the CPM had no details of an RTAD wheelchair and after checking Hold 5 the wheelchair wasn't found.

With great difficulty, the customer used an Omniserve chair. The ramp team then found the wheelchair, which had been loaded in a transfer bin. Fortunately, the customer was using the rest rooms by the gate so they were able to repatriate him with his own chair.

Well done to the team for thinking of our customer, who had been left disappointed by not having his wheelchair. Our team managed to turn this around by leaving him with a positive ending to his journey at Heathrow. It's another good example of how we are delivering for our customers even when things don't go to plan.

Share your comments and questions on the
[HOPs communications Yammer group](#)

