

## Chairman's Message

26 Oct 2008

Dear Friends and Comrades

Since my last message dated 23rd Jun 2008, all outstanding issues, which your Union had engaged Cabin Crew Management, have been resolved.

However, the issue of crew shortage resurfaced during the period of 22nd Aug 2008 right to 24th Aug 2008. Incidentally, during the above mentioned dates, all the various branches of SIASU were attending a seminar cum workshop in Bangkok. Before our departure for Bangkok, we were assured by Cabin Crew Management that the crew shortages situation was resolved. Given that assurance, we left for Bangkok trusting all would be well. Whilst we were in Bangkok, we gotten information of flights departing with minus crew through calls from many concerned friends and crew.

We immediately contact Cabin Crew Management and upon further investigation, found that during those 3days of minus crew situation was due to abnormally high MCs attributed by a high resignation rate for that period. The abnormality caused a strain on the pool of standby numbers.

Regardless, on behalf of the Committee, I would like to **sincerely apologize** for our absence during those 3 days.

SIASU have since implored Cabin Crew Management to put in place a contingency plan, such as increasing the current stand-by numbers by 10%. This to ensure, in all possibilities, no flight will depart Singapore with minus crew.

Moving on, let me address some of the issues that came up from the feedback channels.

### Collective Agreement / Back Payment

The Collective Agreement (Cabin Crew) negotiations have been concluded but have yet been signed. Our current CA expired on 30th Jun 2007 and SIASU stand is that the new CA, though pending, should take effect 1st Jul 2007.

The back payment component, however, is still outstanding. SIASU and SIA Management have agreed for the back payment to take effect **from** 1st Jan 2008 **to** 31st Oct 2008. Cabin Crew will be back paid for the following:

1. IFA increases

## 2. Turnaround increases

SIA management and HR are working to finalize the date of the back payment. SIASU is proposing for the date to be on 21st Nov 2008.

### COPs and Link Flights

Link flights were introduced as part of Cabin Crew COPs as far back as June 2005.

When we took over Office in August 2007, there were **18** link flight patterns for Summer2007. Link patterns remains at **18** for Winter2007. However, during Summer2008, due to increased frequencies for CDG & ZRH COPs, saw an increase in link patterns to **20**. **All these figures are confirmed by Planning Department.**

We had also established an agreement with CC Management to put in place a **24 hours separation period between flights**. (**STA** of a turnaround flight to **STD** of the next linked flight) In the upcoming Winter08 COPs, crew will see some significant reduction in link flights. With the scale back of SIN/KUL vv COPs, all AKL and CHC COPs will no longer be linked.

We will endeavour to work harder always for your welfare and interest because we understand the fatigue and concerns you have with regards to the entire link COPs. Do know that we care!

In order to ensure transparency, all link flights patterns can be found:  
**[WAVES > News > Divisional News > Planning](#)**.

### Overseas Accommodations

I want to take this opportunity to put to rest some rumors that has surfaced with regards to Overseas Accommodations. Be assured there were **NO DOWNGRADE** in the hotels we contracted so far. With reference to 2004 CA, there was a clause in which the word “suitable” was used in place as an alternative choice of accommodation.

***“Cabin Crew who are night stopping from base shall be provided with first class hotel accommodation as determined by the company. However, if it is not possible to provide such accommodation, the company shall provide suitable alternative accommodation.”***

We have since removed the word in the new CA to read:

***“Cabin Crew who are night stopping from base shall be provided with hotel accommodation by the company, in consultation with the union, that meets the company’s safety, security and service performance standard.”***

Since we assumed Office, the hotels that we contracted thus far, I am happy to say, have been well received by crew. Each and every hotel has met expectations and in some cases even

exceeded in terms of room comfort, convenience of location, discounts offered and executive lounge usage.

Please **DO NOT** be misled to believe otherwise.

### Annual Leave vs Mid-night COPs

We hear you, through many feedbacks that many of you were rostered for flights reporting between 0000hrs-0100hrs immediately after your annual leave. This has resulted in you having to prepare for your flight on the last day of your annual leave. It does seem that the system has “cheated” the crew of 01 day.

We have taken it up with Cabin Crew Management not to roster crew for flights to report/depart after mid-night immediately after their annual leave period. Cabin Crew Management is to consider the welfare of the crew population.

### Self Assessment Test (SAT)

We are currently in discussion with Cabin Crew Management to re-look into the issue of SAT. The objective of SAT was to ensure that our crew be equipped with a wide range of information and knowledge.

To help achieve this, SIASU wants CC Management to collectively collate questions into a data bank and use the SAT as a learning platform, not as a compulsory requirement. The results of the SAT should not be punitive as SIASU believes that acquiring information and knowledge should be an enjoyable and not a pressurizing process.

CC Management has reviewed & agreed that the time frame for SAT be changed to annually.

Riding on the SAT system, SEP Department is planning to inject 20 questions for crew to familiarize themselves before their re-current dates. SIASU highlighted to CC Management the following:

1. Off days for crew will be greatly compromised
2. Information over load resulting in mental fatigue
3. Morale will be affected

CC Management will re-look into the issue and revert.

### Best Airline 17th time

SIASU have thanked CC Management for the “Fruits of Your Labor” move. Fruits were catered for crew at CC Control Center as a way of thanking crew for their kind assistance during the

crew shortage crisis. SIASU highlighted to CC Management that this kind act must be continuous. Acknowledging the crews' efforts and constantly upholding the morale is vital. SIASU suggests CC Management to explore other alternatives for variety.

SIASU reminded CC Management of the efforts and productivity put forward by our crew in helping to clinch their latest accolade, "SIA voted Best Airline for 17th Years".

CC Management has assured SIASU that they will continue in their efforts in upholding the welfare and morale of the crew.

Do know that my team and I are doing our best to manage each and every situation/grievances you may have. Please do not allow yourself to be a vessel of false information by spreading untruths and misinformation among yourselves. It is truly my heart's desire that SIA Cabin Crew be united as one happy, healthy family.

There may be some who do not share this sentiment and will try to use any and every opportunity to bring down the morale of the crew. Turn a deaf ear to them. Get the truth from your Union Reps that you meet on your flights and/or during our monthly walk-about in CC Control Center, every last Wednesday of the month.

I would like to say a big **thank you** for the support you have given me and my committee during the last year. We will continue to put our best foot forward in ensuring, protecting and enhancing your welfare.

For any and all administrative matters e.g. NTUC link cards, please contact Allan Ho at SIASU Office in T3 during office hours or drop him an email [allan\\_ho@siasu-cabincrewbranch.org.sg](mailto:allan_ho@siasu-cabincrewbranch.org.sg)

In good health and safe journeys.

Sincerely yours,

ALAN TAN  
CHAIRMAN

CABIN CREW DIVISION