

B.C.A.L. news

No. 156

September 30, 1981

Many staff travel fares are cut

NEW staff travel fares based on actual costs begin tomorrow (October 1) — some go up but many are considerably reduced.

The changes follow on a Company decision to introduce a new approach to staff travel passenger from one destination to another.

In future staff travel fares will be reviewed regularly.

As the new fares are at cost, through journeys should be calculated as the addition of each sector.

The fares are quoted in sterling and overseas offices should convert them at the bankers' buying rate.

One way fares will be half the cost of the return fares quoted. No charge will be made for upgrade to Executive or First Class for those entitled to them. The Airlink fare remains at 75 per cent of the normal and is now £9 return. The service charge for charter tickets remains at £7.

Area fares from Gatwick are, return: **Hong Kong** £55, **USA** £36.50, **South America** (including San Juan) £51, **North Africa** £18, **West and Central Africa** £32, **Middle East** £20, **Las Palmas** £18.50, **Continental Europe** £10.50, **Scotland** £10.50, other domestics £6, **London-Lisbon** (one way only) £9.25.

INSIDE NEWS

M.D. tours North Africa

p. 4 & 5

BUILDERS MOVE IN

Buildings have moved into Caledonian House's second floor to prepare it for Reservations Department which transfers from Gatwick in the New Year.

Bob Orridge, Manager Company Offices, said: "Staff are asked to regard the second floor as out of bounds while the work is going on. Efforts will be made to keep down disturbance but there will be some noise and vibration".



Good-bye Bill!

Bill Richardson retires as B.C.A.L.'s Engineering Director today after 48 years in aviation, 35 of them with B.C.A.L. and its predecessor companies. Our picture shows the Chairman presenting him with a carafe set in the hangar at Gatwick named after him. Full story and pictures in next issue.

'Remember the pterodactyl', warns M.D.

Some carriers face extinction

THE world's airlines are now battling for survival during the worst period of economic turbulence the industry has ever encountered.

And when the dark clouds of recession lift the smaller, more efficient airlines will be in better shape to meet the demands of a new air transport era.

These views were expressed by Managing Director, Alastair Pugh, addressing the British Chamber of Commerce in Morocco, during his recent North African tour. (See story and pictures: pages 4 and 5).

Mr. Pugh said the airline industry was now enduring a period of almost cataclysmic change which would produce a new generation of leaner, more efficient airlines.

They would, like British Caledonian, be relatively small and highly efficient, with productive staff using the latest aircraft to offer reliable, regular services at realistic prices and earning sensible profits.

"Today, some of the world's giant airlines have been brought to their knees by the ravages of recession

coupled with soaring costs and insatiable consumer demand for lower fares.

"If these giants are unable to adapt to the shape of tomorrow's airlines — lean, productive and cost-efficient — then, like the prehistoric pterodactyl, they will become extinct," Mr. Pugh predicted.

"Examine the airlines' situation today and you see an industry in torment, one desperately trying to respond to the economic damage wrought by recession," said Mr. Pugh.

Newly released figures covering North Atlantic passenger services operated by IATA airlines showed that in 1980 a collective operating loss of 592 million dollars, representing 10.8 per cent of total revenue, was recorded.

Overall passenger revenue for the year was 5,449 million dollars, while operating costs totalled 6,097 million dollars.

Stark evidence of the effects of this adverse cost-revenue ratio was given by the "dreadful" financial results of airlines last year.

In contrast, British Caledonian was one of the few profitable airlines last year, achieving a pre-tax

profit of £3.12 million.

This year many thousands of British Caledonian's 6,500 staff had volunteered to sacrifice salary increases together amounting to just over eight per cent. They had done this as their personal contribution to the airline's determined campaign to come through the worst year in airline history.

The industry's priority, said Mr. Pugh, was to restore profitability, which was essential if reliable, efficient services were to be maintained with modern, fuel-efficient aircraft.

"We may see changes in Europe, where scheduled carriers, seeking growth in the tourist markets previously exploited by charter airlines, will pursue non-scheduled business. This has already happened on the North Atlantic."

He added: "One thing is clear — our industry is undergoing, at considerable discomfort, fundamental changes which will shape a new mould for tomorrow's airlines."

"That mould will require far less clay than was needed years ago when the one for today's tottering pterodactyle was made."



Members of B.C.A.L.'s start-up team for the new services between Puerto Rico and the UK were photographed outside Caledonian House during a visit last week for their initiation course.

Area Manager Puerto Rico and the Caribbean Bruce Langham stayed behind in San

Juan.

Left to right, standing: Cecilia Alvarez, secretary, Diane Sanabria, reservations agent, Andy Bridgeman, GSM Western Routes, David Macey, Training Administrator, Xiomara Soto, sales representative, Idalia Pujals de Romero,

reservations agent; kneeling: Reinaldo Perez, accountant, Ivan Parilla, assistant, and Ramon Ferreira, sales representative.

B.C.A.L.'s first service on the new route is scheduled to leave Gatwick on October 24 and departures will be on Thursdays and Saturdays.

A sales and reservations office has been opened at the First Federal Savings Building on Ponce de Leon Esq. Del Parque at Santurce.

Not shown in our picture is Hector Rodriguez, cargo supervisor.

Star golf tourney helps needy kids

The British Caledonian All Star Classic charity golf tournament is well on track to raising enough cash to provide three Variety Club Sunshine Coaches for underprivileged children.

Sporting a field of 31 showbiz celebrities and 28 top golf professionals, the tournament takes place at Manning Heath

Golf Club, near Horsham, Sussex, on October 11 and is open to the public at £1 including souvenir programme.

Sponsored by British Caledonian the tournament is being organised by The Variety of Great Britain and Gatwick Airport Managers' Association.

We'll take you to Dallas, teach you to fly in only 3 weeks, and save you money into the bargain.

SEE BACK PAGE

MANCHESTER BLITZED!

Sales team out to win business in 34 cities

WE'RE out to win them over!

For three weeks a concentrated sales blitz has been taking place in the Manchester region, and the sales force have been supported by volunteers from other divisions, including Lionheart members.

Greater awareness

Under the slogan — 'We're out to win you over' — the blitz was aimed at generating a greater awareness of the B.CAL product to travel agents and business houses in north-west and central England.

Volunteers taking part in the tour to some 34 cities and towns have come from cabin staff and advertising/merchandising, as well as sales support departments.

During the second and third weeks of the campaign, mystery travellers have called on travel agents to test their knowledge on B.CAL and its routes, and if they answered basic questions correctly, they could win themselves a £10 wine shop voucher.

Extra revenue

In opening the sales blitz, Chris Tear, GSM UK & Eire, said: "In addition hopefully to achieving extra revenue from the region, the drive will also help identify further business houses and industrial companies with known air travel requirements.

"I would like to express my appreciation to the volunteers who came forward to support the efforts of the sales team. I hope they find the experience a rewarding one."

In all 28 staff were taking part in the three-week campaign, of which a third were volunteers from other divisions.



Pictured ready for the "off" are some of the 28 strong Manchester Sales Blitz team who are making a three-week tour of north-west and central England to boost sales in the region.

Pictured standing, left to right, are: Roy Mills, Sales Manager, Northwest and Central England; Vincent McGread, Frankie Farrell, Judy Peat, Clare Watts, and Jane Thomas, of Cabin Services; Ken Bromfield and Frank Bradshaw, Sales Executives, Manchester; Barry Rawlins, Cabin Services; and Alan Painter, Field Sales Manager, UK.

The front runners are, left to right: David Watt, Sales Executive, Manchester; Geoff Hamlett, Sales Office Supervisor, Manchester; Richard Blake, Promotions Manager; Simon Rickard, Advertising/Merchandising Executive Overseas; Jack Mullen, Senior Sales Executive, Manchester; and Charles Goodrich, Senior Sales Executive Interline.

Pair finish Peachtree run

EVERYONE has heard about Peachtree Street in Atlanta, Georgia.

But did you know there is an event that takes place on Peachtree Street that is becoming almost as well known as the street itself writes ALA BISHOP, Sales Assistant, ATL.

It's the Peachtree Road Race, a 10 kilometer race run through the centre of town that attracts throngs of Atlanta runners.

Among them this year were two B.CAL staff, Patsy Miles and Keith Aitken. Keith is the Assistant Airport Manager in Atlanta and Patsy is the Accounts Supervisor.

The Peachtree Road Race is

ATLANTA

the largest foot race in the United States and so many people want to run in it that they have to limit the number of entrants to 25,000!

The race has been run on July 4 for the last 11 years and has gained in popularity each year. Why would someone get up at 5 am on a holiday (the race begins at 8 am) and run 6.2 miles in the summer heat with a huge crowd of sweaty bodies?

According to Keith (this was his 3rd year running the race) he enjoys it because it is a "group experience, a city event". He likes being part of the crowd and says the people are very friendly and wish each other luck.

He also said it was a good way to celebrate the fourth of July.

(It's nice to hear that coming from an Englishman).

Patsy wanted to run the race (this was her first time) because "it is a big Atlanta event". She also felt a sense of personal accomplishment being able to run 6.2 miles.

Keith (who ran with his wife Kathy this year) and Patsy finished the race in 56 minutes.

The winner set a course record of 28.03 minutes. The prize for everyone who completed the race in under an hour was a T-Shirt. These are highly valued status symbols and show up at fashionable cocktail parties and even at the office.

The ages of the runners in the Peachtree ranged from seven all the way to 80. Keith and Patsy said running in the race was an incredible experience, one that everyone should try. They both want to run again next year.

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Barely visible behind the bars of a quarantine cage, 'Lucky' the cat, who spent nine weeks locked-up inside a freight container, and ended up in Texas, arrived back home through Gatwick.

Lucky's owner, Mrs Helen Sinclair, from Morecambe, Lancashire, was flown to Gatwick by B.CAL to see Lucky for the first time since April when she went missing. We had also flown Lucky home from Houston, Texas.

Mrs Sinclair, pictured right, said that Lucky had lost some weight, but she was delighted to see her home safe and sound. Also pictured is Frances Suttonwood, B.CAL's Animal Holding Centre Supervisor.

Lockhart, Texas, antiques importer, Gary Fingleman, found Lucky in a very bad state when he opened up a container which had been sent to him from Lancashire. To revive Lucky, he had to feed her baby food for three weeks. He said he had grown very fond of her, and was planning to visit her during a business trip to the UK later this year.

Lucky is now spending six months in quarantine in a cats' holiday centre near Blackpool.

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B.CAL's new cargo trailer to be introduced on cargo unit services.

Our new cargo trailers take to the road

B.CAL Cargo is introducing a fleet of eight 40ft box trailers to operate its frequent scheduled trucking services between the Gatwick and Heathrow cargo units and linking those units with major UK points.

Side panels of the new trailers carry a distinctive livery based on the appearance of the fuselage and one of the two wing-mounted engines of a B.CAL DC-10-30 aircraft.

The trailers will replace existing box vans which operate scheduled services between the Gatwick and Heathrow cargo units at least eight times a day, seven days a week.

Commenting on the introduction of the

new trailers, Peter Barrie, Manager Cargo Operations UK and Overseas, said: "The amount of cargo carried between the Heathrow and Gatwick units has increased by 36 per cent this year so it is essential that we use vehicles with greater capacity if we are to maintain top level service to our customers."

Other scheduled trucking links, most of

- them operated on a daily basis, are:
- * Newcastle/Manchester/Heathrow/Gatwick
 - * Glasgow/Prestwick/Heathrow/Gatwick
 - * Humberside/East Midlands/Birmingham/Gatwick

All eight trailers are Custom bonded, fitted with rollerbed floors and can carry all types of pallets and ULDs. Each has a payload of 17 tonnes.

A night at the races

GATWICK will be off to the races next month.

The occasion is a special 'Race Night' being organised by the Gatwick Executive Travel Trade Club to raise money for cancer charities.

The evening is being staged in memory of the late Bill Brunt, former General Sales Manager of Blue Sky Holidays, who died last year.

It will take place at Rede Hall, Burstow, and is open to everybody, at a cost of £5 per person.

Anyone requiring tickets should contact Valerie Houston, B.CAL Promotions Executive, at Caledonian House.

Gatwick is so busy

GATWICK handled a total of 1,324,978 passengers during August — an increase of 11.18 per cent over the corresponding month last year.

Of these, 707,559 were arrivals; 744,538 departures and 21,023 in transit.

Commercial air transport movements during the month increased by 4.61 per cent to 13,909.

A significant increase was achieved in business and light aircraft passengers in August. They rose by 20.93 per cent to a total of 3,548.

Pension fund valued at more than £35m

THE accounts of the British Caledonian Group Pension and Life Assurance Scheme for the year ended March 31, 1981 have now been audited and accepted by the trustees.

They show that, as at March 31, 1981, the total cost value of the fund was £30,505,000 an increase of £5,780,000 during the year.

Investments costing £30,127,000 made up the bulk of the fund, with the balance of £378,000 being amounts received but not yet invested by the pension companies. These investments had a market value of £35,311,000.

The scheme is operated as a managed fund, by which each month the contributions of employee and employer are invested equally between Prudential Pensions Limited and Eagle Pension Funds Limited in unitised investments.

The investment managers of these two companies decide the actual type of investments and these range through equities, properties, overseas stocks and fixed interest securities.

Up by £5.7m

The trustees monitor investment performance at their quarterly meetings and the investment managers are invited to give them an annual presentation, at which detailed reports are discussed.

Some of the main features of the scheme are as follows:

- At March 31, 1981 there were 5,678 members from B.CAL, B.CAL Helicopters, Caledonian Airmotive and Blue Sky Holidays. These comprised:—

Ground staff	4,218
Pilots	421
Aircrew	121
Cabin attendants	918
Total	5,678

- Approximately 98% of all staff on the UK payroll are

members of the scheme. In the last accounting year the joint contribution to the fund was made up as follows:

Employer	£4,445,000
Employees	£2,723,000
Total	£7,168,000

- There are currently 437 members and widows receiving pensions from annuity arrangements already purchased with monies from the fund. The cost for the purchase of pensions for retiring members and widows in the scheme year ended March 31, 1981, was £459,000.

- A total of £227,000 was paid in the last year to members who surrendered part of their pensions for cash.

- Benefits paid in respect of life assurance totalled £423,000.

Copies of the full set of accounts for the year ended March 31, 1981, are available for inspection in the Company Pensions Office at Caledonian House and the Company Pensions Manager will be pleased to answer any questions that staff members may have about the scheme.

Get yourself a Bains price before you buy anything.

FURNITURE

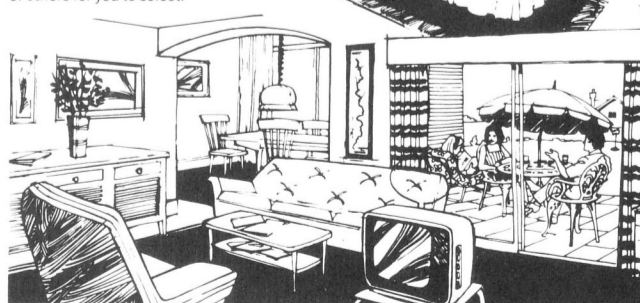
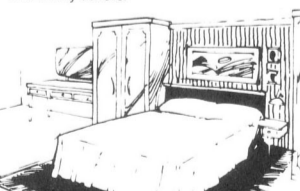
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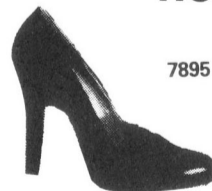
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M.D.'s tour of North Africa was great success

Delegation visited four countries meeting staff and business leaders

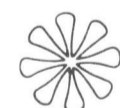


Hardly surprising that in this picture, taken in our Tripoli office, one man is mopping his brow; a power cut had put the air conditioning out of action. But the sweltering heat did not deter staff members, who had voluntarily gone into the office on a Sunday afternoon, from airing their views during

an informal and frank discussion with the Managing Director. B.CAL celebrated ten years' operations to Tripoli in July and Mr Pugh congratulated the staff on successfully developing the route to the extent that revenue is up by 40 per cent this year.

TRIPOLI

Wherever you travel on the B.CAL network you find the tartan proudly being worn by attractive girls. These are the lovely ladies at our Tripoli office. They are (l to r): Heather Ambrose, Maria Adamovic, Jenni Farhat, Kamelia Kamel, Ludmilla and Nada Saheb.



A WHIRLWIND 5,000 mile tour of North Africa just completed by Managing Director Alastair Pugh and a small delegation from Gatwick would probably have gained B.CAL an entry in the Guinness Book of Records if they had taken an observer along.

In just five, fast-moving days, Mr Pugh:

* Met the airline's managers and staff in four countries — Libya, Algeria, Tunisia and Morocco;

* Held top-level talks with Government aviation officials and executives of the four national carriers;

* Gave Press conferences in Tunis and Casablanca;

* Toured the British Pavilion at the Algiers International Trade Fair and gave a reception for representatives of UK companies exhibiting there;

* Met British Ambassadors or Consuls General in all four countries;

* Co-hosted official receptions attended by B.CAL customers in Tripoli, Tunis and Casablanca;

* Delivered a major speech in Casablanca on the crisis facing the world's airlines.

Mr Pugh's verdict on the tour: "A great success. It gave me the opportunity to

congratulate members of our staff who are doing a tremendous job for B.CAL. It enabled me to meet many of our passengers and cargo shippers to find out at first hand whether our services are meeting their requirements.

Just 48 hours, several meetings and a commercial reception later the delegation was back at Tripoli airport on its way to Algeria where, in the British Pavilion at the 18th Algiers International Trade Fair, Mr Pugh hosted a

checked through the news release which had been written in Tunis, translated into French and prepared for use in Casablanca.

Friday, 01.30 hours. The speech had been well received and relationships between B.CAL and the British Chamber of Commerce in Morocco had reached new heights. Time to snatch a few hours' sleep before the amazing talking wake-up machines at Casablanca's El Mansour Hotel jolted delegation members into the reality that it was 06.00 and time to get moving again.

Story: RON MILLER

Pictures: ROGER TAYLOR

"And it created ideal opportunities for me to visit government aviation officials and executives of North African national carriers to hold what proved to be extremely useful talks about existing services and potential developments for the future."

The 'whistle stop' tour began at Gatwick at a time when many B.CAL people — though not, we hasten to add, those on duty at the time — were sitting down to Sunday breakfast.

First stop for the MD and his party, which included Graham Broadbridge, General Manager International Relations and Bob Isted, Manager Pricing and Product Development (Short Haul), was Tripoli.

brief reception.

By late evening on the same day the delegation was in Tunis, where, just before midnight, Mr Pugh held a briefing to prepare for the meetings and news conference which the following day was to bring.

Thursday, and the delegation was following the footsteps of Crosby and Hope along the road to Morocco. The flight was delayed by an hour, causing hasty adjustment to the programme in Casablanca as Mr Pugh worked on the speech he would deliver the same evening to members of the British Chamber of Commerce in Morocco and

And as the Royal Air Maroc 727 climbed out from Casablanca bound for London there was time to reflect on the undoubted success of the North African tour.

Of necessity, the time available in each country was limited. But the visits produced many benefits, not least of which was the opportunity for staff in the four countries to meet the airline's chief executive, to give him some of their ideas and, at times, voice their complaints and to hear from him personally his views on how they and the airline are faring in what threatens to be the worst year in civil aviation history.



Staff in Algiers surprised Mr Pugh by giving him the unusual painting of a Bedouin scene with which they are pictured here. It was presented by attractive Fawzia Hammou, secretary to Manager Algeria, Mohammed Gadiiri (top right). Also in the picture are (l to r): office assistant Said Belebhim,

airport superintendent Mohammed Boubekeur, district sales manager Oran, Boumediene Sebba; senior ticket agents Sadia Ait-Younes and Yasmina Rehab; and (bottom right) sales representative Algiers, Abdul Halim Chkaimi.

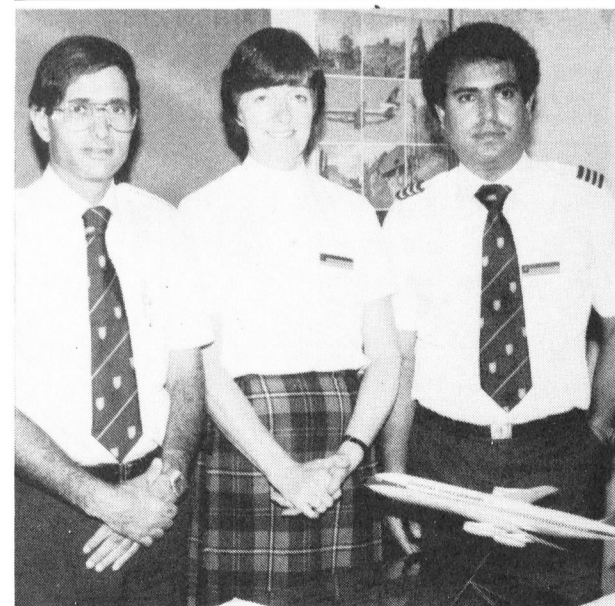


TRIPOLI



Before leaving Tripoli, Mr Pugh took the opportunity to present framed DC-10 etchings to two mechanics who, between them, have served B.CAL and its predecessors for 70 years, having begun their service in 1946. In the larger picture Ali Ahmed Misurati is seen receiving his award, watched by Station Engineer Tripoli, John Sidebotham. The second recipient (inset) was Abdalla Abdulhad.

BENGHAZI



The timescale of his North African tour did not allow Mr Pugh the chance to visit Benghazi. Had he done so, however, he would have met (l to r): reservations supervisor Shuaib Othman, secretary Ruth Staples and sales executive Shehada Naggar.

CASABLANCA

Our Casablanca office has lovely ladies, too, though how Jamila Yssek, our Manager Morocco, managed to avoid being in this picture we do not know. The owners of these happy smiles are (l to r): reservations supervisor Lydia Kettani, reservations clerk Naima Zohry, secretary Waffae Berbeche and reservations clerk Batoule Sabri.



... but here she is!

TUNIS



Tunis, and in the Avenue Habib Bourguiba our Manager Tunisia, Jacqueline Meliani (third from left) and her staff step out into the bright sunshine which attracts thousands of British holidaymakers each year to be photographed with Alastair Pugh. Also in the picture (l to r) are: office assistant

Hamadi Hamrouni, airport superintendent Moncef Saddi, sales representative Mohamed Benzaid, secretary Saïda Rezgaoui, accountant Rita Tayech and reservations and ticketing agent Helena Msadek.





BRITISH Caledonian's cargo darts challenge — to score 101 with two darts — was taken up by Managing Director, Alastair Pugh (right), and by the Chairman of the Pandair Group, Derek Spice (second from left) on the opening day of the Air Freight in Action exhibition, at Heathrow.

Sadly, neither managed to score the bullseye and treble 17 required to win two B.CAL tickets to Jersey! Yet, judging from this picture, they enjoyed

the challenge.

Playing against them was top darts professional Tony Brown (far left in picture) who is currently ranked number three in the world darts league table.

Also in the picture is Richard Wright, B.CAL's General Sales Manager Cargo, UK & Eire.

Mr Spice, who had opened the exhibition, and Mr Pugh, who attended as President of the Institute of Freight Forwarders, took up the challenge during a visit to the B.CAL stand, one of 60 at Air Freight in Action this year.

Staff travel chart

	OCTOBER			NOVEMBER		
	Weekday	Fri.	Sat. Sun.	Weekday	Fri.	Sat. Sun.
LAS PALMAS	—	Fair		—	Poor	
GENOA	Good	Good		Good	Good	
PARIS-CDG	Good	Fair		Good	Good	
BRUSSELS	Good	Good		Good	Good	
AMSTERDAM	Good	Fair		Good	Good	
GLA/NCL/AMS	Good	Good		Good	Good	
GLASGOW	Fair	Fair		Good	Fair	
EDINBURGH	Good	Fair		Good	Fair	
MANCHESTER	Good	Good		Good	Good	
JERSEY	Good	Fair		Good	Fair	
ALGIERS/ORAN	Good	Good		Good	Good	
CASABLANCA	Good	Good		Good	Good	
TUNIS	Poor	Poor		Fair	Fair	
TRIPOLI	Good	Good		Good	Good	
FAR EAST	Poor	Poor		Poor	Poor	
HOUSTON	Good	Fair		Good	Good	
ATLANTA	Good	Fair		Good	Fair	
DALLAS/FT WORTH	Good	Good		Good	Good	
ST. LOUIS	Good	Fair		Good	Fair	
SOUTH ATLANTIC	Good	Fair		Good	Fair	
MID ATLANTIC	Good	Poor		Good	Poor	
C. AFRICA	S/B	Good	Good	Good	Good	Good
	N/B	Good	Good	Good	Good	Good
NIGERIA		Good	Good	Good	Fair	Fair
COASTAL		Good	Good	Fair	Fair	Fair

AFTER 15 years' service with the airline George Zeller has retired from his position as aircraft fitter, based at Glasgow Airport.

Accompanied by his wife, he attended a special commemorative dance at Glasgow Airport, when Line Manager Jimmy Keith, had the pleasure of presenting many retirement gifts from staff members.

Reminder

STAFF travellers based at Gatwick or Crawley are reminded that Gatwick ticket desk staff are not authorised to issue rebated privilege tickets unless requested by the Staff Travel Controller, Staff Travel Supervisor or, out of office hours, the MOCON.

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This chart summarises staff travel prospects for the next two months.

GOOD means space is likely to be available. FAIR means space may be available but there may be problems for groups travelling together or on specific flights.

POOR means the flights are likely to be full and staff passengers should be prepared to wait.

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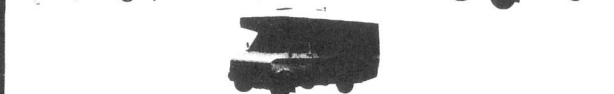
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Scottish HQ moves to Paisley

WE are opening a new headquarters building for our Scottish operation next spring in modernised business premises in Glasgow Road, Paisley.

The airline will, however, maintain a central Glasgow ticket office in Buchanan Street.

The new Paisley office will house headquarters staff responsible for administration, sales and marketing, reservations, press and publicity.

The move has been made to allow us to provide, under one roof, a central location for the administration of our requirements in Scotland, both passenger and cargo and to provide staff with

improved working conditions.

Streamlining moves are also being made in Edinburgh, where the B.CAL ticketing and reservations function is being transferred from an office in George Street, to new facilities at Turnhouse Airport.

Commenting on the move Gordon Mason, General Manager Scotland, said: "In a highly competitive environment, these moves will be seen to provide a greater efficiency of service to our passenger and cargo agents, as well as to members of the general public."

We employ 130 staff in Scotland.



A steady and continuing increase in the scale of Company property commitments has made it necessary to divest the Estates Office of responsibility for the management of office accommodation.

A new department under a Manager Company Offices has been formed to bring together under one organisation, the planning and allocation of office requirements with supervision of the common administrative services in Caledonian House.

Bob Orridge has been appointed to the post of Manager Company Offices reporting to General Manager Computer and Communications Services Brian Harrison, who now assumes the title of General Manager Management Services.

Manager Company Offices will be supported by an Office Controller Caledonian House (Mike Townsley) with direct responsibility for the common services within the building.

Longlife milk advice

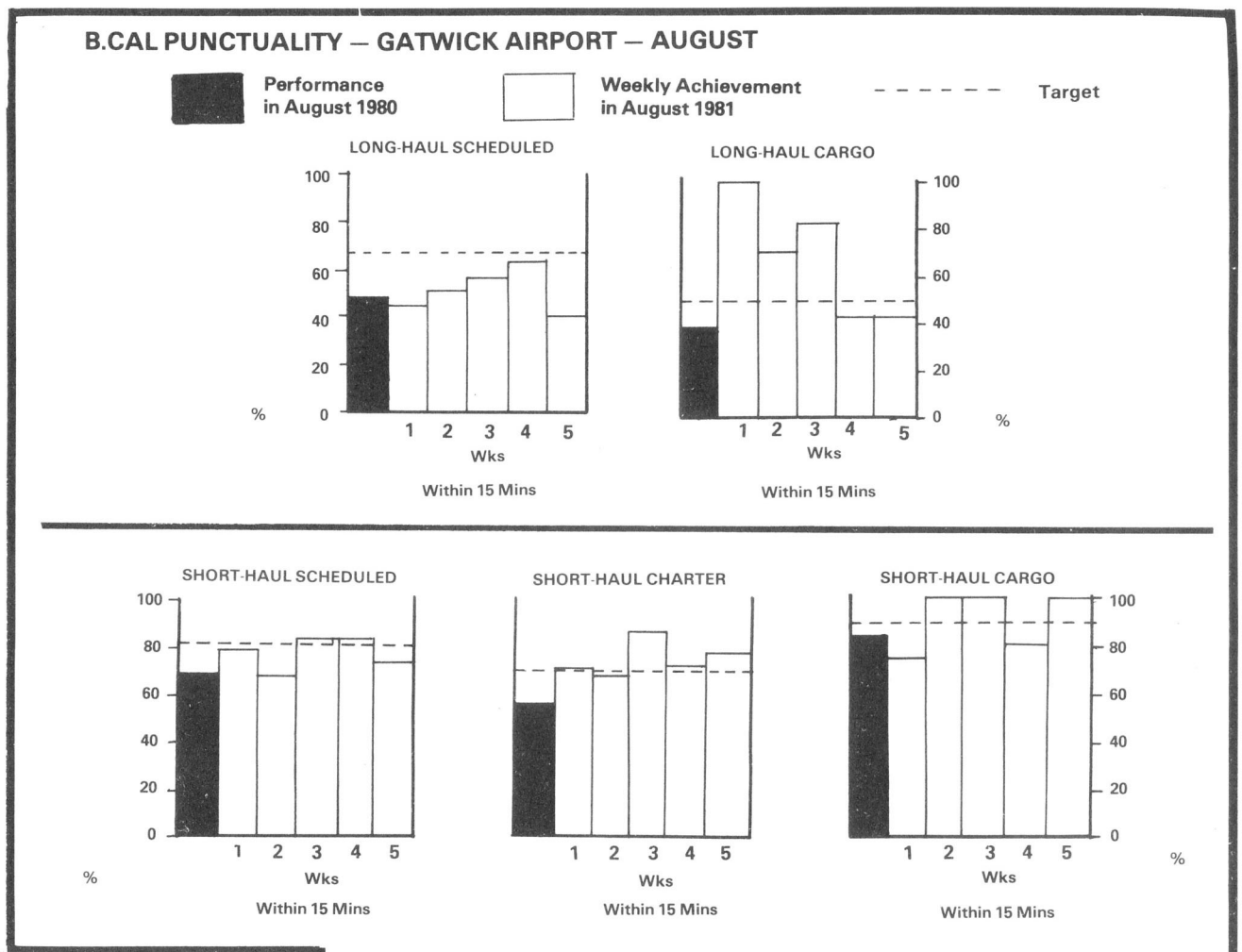
Following a number of cases of sickness, the B.CAL Medical Unit has issued a warning to staff about the keeping of Longlife milk.

Colin Banks, Company Hygiene Officer, warns that although Longlife milk has a life span of three months unopened, once it has been opened it should be used within three days — and then only kept that long if refrigerated.

Milk, warns Mr Banks should be thrown away after 24 hours unless kept in a refrigerator.

Phone priority

Staff planning to try for travel on British Airways' long-haul flights are requested to list themselves by telephoning 01-750 7886. The earlier before departure that B.CAL staff list themselves the higher their priority after BA staff.



Air cargo expansion

THE Institution of Civil Engineers has organised an informal discussion on developments in air cargo at the Institution at Great George Street, Westminster, on October 7 at 4 pm.

The discussion will be introduced by Peter Franklin, British Airways; Brian Mayes, G M W Partnership and Alan Townsend, Sir Frederick Snow and Partners.

They will cover as many aspects of the subject as possible including the cargo demand; airline marketing; mechanical handling; space requirements; cargo building concepts; planning relationships; cargo aircraft and airships; customs procedures; the cargo airport and so on.

It is hoped that the wide ranging introduction will stimulate a good discussion and anyone interested in air cargo is invited to attend the meeting of free of charge.

AUGUST PUNCTUALITY

Although the punctuality performance showed an improvement over the previous August, the achievement is below standard due to the performance of the scheduled passenger services.

Early morning fog at Gatwick has been the major cause of delay with many arrivals being held at outstations or diverted to Heathrow, or Manchester. Handling and airport congestion delays are also significant due to the seasonal traffic peak however, these have been compounded by weather disruption and loading staff shortages at weekends.

ACTIVITY	B.CAL % STANDARD	AUGUST 1980	AUGUST 1981	CHANGE IN % POINTS
Long-haul Schedule Pax	67.0	48.0	50.4	+ 2.4
Long-haul Cargo	50.0	38.9	57.1	+ 18.2
Short-haul Schedule Pax	81.0	68.9	75.4	+ 7.6
Short-haul Charter Pax	70.0	55.7	75.6	+ 19.9
Short-haul Cargo	91.0	85.7	95.2	+ 9.5
TOTAL ALL FLIGHTS	77.0	63.7	70.9	+ 7.2

(All flights %'s of departures Ex-Gatwick).

Badminton club programme

Wingspan Badminton Club has now started the 1981/82 season, and regular club evenings are held on Thursdays at Holy Trinity School, Buckswood

Drive, Gossops Green, Crawley. The club is entering a men's doubles team in the Crawley League and Crawley Knock-out cup.

Anyone interested in joining, or seeking further information should contact Malcolm Butson (Extn 3217) Derek Large (Extn 2842) or Ken Beaver (Extn 2808)

Booked up

Flights from Gatwick to Lusaka between December 5 and 20 and return between January 4 and 18 are now heavily booked.

It is very unlikely that staff will be able to travel during these periods on this route and staff on duty are asked to avoid travel at this time.



Venezuela sales staff recently unveiled a new secret weapon, Sales Manager, Venezuela, Bernie Mohamed, in Highland Dress, at a cocktail party held for travel agents in the central zone of Venezuela. The kilted Bernie received a great ovation from the assembled travel agency personnel, especially the girls!

In the picture are from left to right, Tony George, Manager Venezuela, Sr. Salvador Giugni, President of Central Tours, Valencia, receiving a B.CAL Agency Award Plaque, Tony Salazar, President of SALCA, B.CAL's GSA in the Central Zone, Bernie Mohamed and Gustavo Chacon, B.CAL Senior Sales Executive, Venezuela.

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