

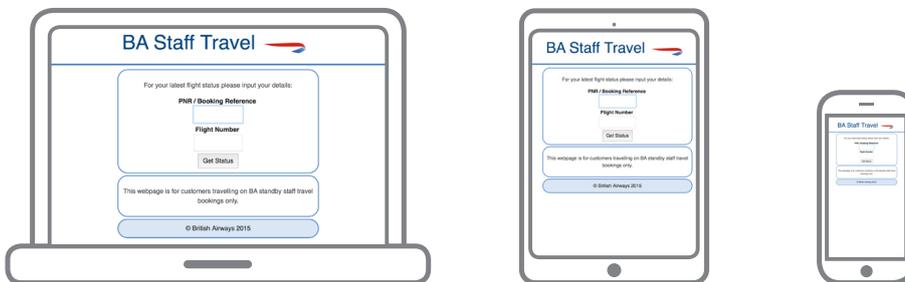


Staff travel is going mobile

A new tool, the staff travel tracker, is now available, making it even easier to track on-load status when travelling on standby from T5.

The tool, accessed via your mobile, computer or tablet, replicates the on-load screens found in the T5 staff travel rooms and means that staff travellers can check their standby status from anywhere.

The tracker can now be used by visiting **ba.com/onload**. To access a booking, simply login using the booking reference and flight number. Flight information will be available from two hours before the time of departure and one hour after the estimated time of departure. The pages will automatically refresh every 30 seconds and users should regularly monitor the page to view the latest information. Once confirmed, any desk on the concourse can be used to drop bags.



Making staff travel easier

The launch of the new tool coincides with a number of other changes to staff travel processes:

- On February 15, the staff travel room in T5 will close and handling queries such as questions about jump seats, split parties/cabins will be managed at desk A5 on the terminal concourse. Bags can also be dropped at desk A5 once the standby booking is confirmed. All ticketing queries should be handled online or via the call centre.
- Three new computers will be available at desks E24 – E26 to access listings and the tracker. Telephones are also located at these desks to contact the Staff Travel Call Centre. Heathrow's free wifi service can be used to get online and use the tracker from mobile devices.
- To help support colleagues further, the staff travel call centre hours have been extended for the next three months. Call centre colleagues will now be able to help with staff travel queries from 6am – 10pm, seven days a week, and can be contacted via the usual telephone number: 0344 493 0764. As always colleagues can also continue to manage most ticketing queries via staff travel online.
- The BA customer app has also been updated and colleagues travelling on duty or annual bookable concession tickets can use the app to check in, select their seats, access their boarding pass and manage their bookings. Those travelling on duty or their annual concessions should not use the tracker.

The changes have been designed to enhance and streamline the staff travel process, making it easier for colleagues and their travel nominees to get through the airport.

To find out more or ask a question visit the Staff Travel intranet site.

