

BA CLUBS

BA Clubs offers a variety of benefits to current and former British Airways colleagues, as well as to members who are not connected with British Airways. These benefits include the Altitude Plus discount portal which has over 35,000 active users as well as a lottery with monthly prizes in excess of £10,000. In addition, over 1,000 members take advantage of the 20 different sports and social activities provided by the Club.

Inevitably changing social habits and a decline in the number of BA employees over the years has seen the membership reduce, however for a corporate sports and social club, the current membership of nearly 7,000 is still considerable and 450 new members joined the Club last year.

Regrettably last year we discovered that the Club had been a victim of an extensive fraud. The fraud has been reported to the police who are investigating.

Although BA Clubs is not part of British Airways, as a gesture of good will, British Airways have been assisting the Club with legal and accounting advice since the discovery of the fraud, and have provided funding to assist the Club as it seeks to restructure the business.

Over the last few years the Club has radically revised the structure of the business and now offers members an exclusive Private Health Scheme and offers BA Hotline to former.

As part of the restructure, with the approval of the Former Trustees, The Concorde Charity has now been closed with The Charity Commission.

With the appointment of a new General Manager and Financial Controller the Club, for the first time in years, will show a small profit this year and further changes will be introduced to make sure that the Club remains profitable and rebuilds its strength.

The Club appreciates the continued support of its members and the intention is to hold various member meetings soon at our new home in Bedford.

Fraud

- Have the police been informed?
Yes, the fraud is being investigated by the Police and may result in prosecution. They have been working on this since the fraud was discovered.
- Will the person involved be prosecuted?
That is up to the Crown Prosecution Service (CPS) but we understand that a case is being prepared by police for consideration by the CPS.
- How much money was taken?
We cannot confirm this whilst the police continue with their active investigation. However, the Club was left with very little cash reserves.
- What has happened to the Club's funds?

The Club has been making losses in the past years, however, management was able to sustain the business due to cash reserves. The cash reserves were affected by the fraud.

- How did this happen?
We are actively supporting the police with their investigation. Additionally, with British Airways' support, we have been assisted by legal and accountancy advisors in looking at restructure options for the Club.

Members

- How will this affect my section?
There will be no effect to your section or the way it operates.
- Will the Lottery still run?
Yes. It is running as normal and has been all year. The Lottery is run as a standalone function and was unaffected by the fraud.
- Will the membership fees change?
There is no intention to increase the membership fees at the moment but management is looking at ways to improve the Club. That might include some streamlining to try to minimise the number of subscription types, especially in the Regions. During 2018 we have made arrangements for members to access a number of other sports and leisure clubs in the Heathrow area at preferential rates.
- Will the sections still receive a grant?
The agreed Section funding for this year was paid in October and we will follow the same budgeting process next year. Budget pro-formas will be sent to each section in the next few weeks.
- Will you still run the gyms and will there be any investment?
The gyms are continuing to operate as usual. BA Clubs appreciate the need for investment and are investigating several options.
- Can I still play football?
Yes. Sections are operating as before.
- Why did the Charity close?
One of the main benefits of being a charity was the rate relief on the Concorde Club, which was in the region of £70k per annum. When we moved out, this benefit disappeared and the obligations of running a charity became too onerous for a small club such as ourselves.
- What is happening with the Sailing Section?
The Sailing Section has become independent and the lease is currently being transferred to them. This decreases the liability for BA Clubs and independence is something that the Sailing Section has wanted for some time. The Dragon Boat and Angling sections will continue to use the lake.

Bedfont

- What do you mean, Bedfont is our new home?
We have come to an arrangement with Bedfont Football and Social Club whereby our members can share the facilities. This includes a bar for social members and some of our sections have also relocated to Bedfont to use the facilities. We hope to set up an office at Bedfont in April 2019 but this has yet to be agreed.
- Will there be any social facilities?
Yes. There is a bar and space for section meetings. There is also a large outside patio and plenty of parking.
- Can section meetings be held at Bedfont?
Yes, the club lends itself to meetings but these will have to be booked in and instructions on how to do this will be issued in due course.
- What facilities are available for sections?
They vary. So far Football, Athletics and Bridge have relocated to Bedfont. We will be encouraging members and sections to have a look and see if relocation is suitable for any others.

BA Clubs Team

- Where will the membership team be based?
We are hoping to set up an office at Bedfont but some renovations need to take place before we can do this. It is a feasible option but we now need to work on the practical detail.
- Who replaced the old FD?
Lisa Cowap is the new Financial Controller and has been working with us since March of last year. Lisa will already be known to many of you.
- What is the new organisation structure of the Club?
The Club is managed by Alison Hartigan, Lisa Cowap and Chris Byron. The membership team is Vanessa Rowley and Kasia Ambrose who will be known to many of you. Julian Knowles and Lanre Akilagun manage the gym.
- What will future communication with Members look like?
We will look at all forms of communication including electronic methods and face-to-face at member's forums to be held at Bedfont.

BA Clubs Fact Sheet

Altitude Plus

- ✓ Available to 44,000 BA staff and BA Clubs members
- ✓ One of highest participation levels of this type of corporate programme in UK
- ✓ Featuring over 4,000 retailers
- ✓ In 2018, the programme had a total spend of £6.8m
- ✓ Total savings of £1.7m were made
- ✓ Members accumulated 12m WOW! points for future redemption
- ✓ Over 50 Exclusive deals negotiated for BA staff
- ✓ Accessed over 18,000 times in 2018

Private Healthcare

- ✓ Exclusive deal negotiated with AXA/PPP – not available to public
- ✓ Private healthcare
- ✓ Dental plans
- ✓ For transfers out of BA scheme, no medical required

Independent Financial Advice

- ✓ Lighthouse IFA
- ✓ Complimentary financial planning consultation for members and their families

Hotline for Formers

- ✓ For qualifying members who no longer have a BA travel concession
- ✓ For a modest annual subscription, can access Hotline fares
- ✓ Plus eligibility to join the Altitude Plus programme

BA Clubs Lottery

- ✓ Monthly Lottery
- ✓ Less than £1 per entry
- ✓ Guaranteed monthly jackpot of at least £10,000
- ✓ Over £2.5 million in prize money paid out
- ✓ Far better chance than National Lottery

Sports and Activities

- ✓ 20 active Sports and Leisure Activity sections

External Facilities

- ✓ Partnerships with Meadhurst, Imber Court and Stoke Park

Retired Staff

- ✓ Pre-retirement seminars
- ✓ Communications platform for Retired Staff via BA Touchdown website

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