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Guidelines



EUROPEAN
CORPORATE
FLIGHT
ATTENDANT
COMMITTEE

DIRECTORY

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ECFAC Guidelines & Subcommittee Descriptions

1. Mission Statement

The ECFAC is dedicated to adding value to the Business Aviation Industry by supporting the highest quality level of the Flight Attendants (F/A's), Cabin Crew Members (CCM's) and Flight Technicians (FT's) (hereby designated as "Cabin Attendants") who operate in the Business Aviation environment.

In assisting "Cabin Attendants", the ECFAC aims at improving the safety, the efficiency and the effectiveness of business aircraft. In co-operation with the EBAA, the ECFAC coordinates an annual European Cabin Service Conference for "Cabin Attendants". The ECFAC supports the EBAA in its role to provide excellent service to BizAv Operators through the WE-CARE project (www.we-care.ebaa.org).

These "Cabin Attendants" provide Passenger and Crew safety in emergency situations, flight operation security, cabin service including safe food storage and handling, Crew communications and liaison, Passenger and Crew emergency medical needs, inventory control, protection of the cabin interior and furnishings, Customs, Immigration and Border Control interface. These "Cabin Attendants" positively reflect their Company's image with discretion and confidentiality.

The ECFAC will work to improve the Industry and public perception of the "Cabin Attendant" by increasing understanding of the "Cabin Attendants" as valued Crew Members.

1.1. Overall Mission Statements that Provide the Vision

- a) The ECFAC works to inform the Stakeholders to recognize the "Cabin Attendant" as a necessary safety trained professional. These valued Crew Members must be trained in corporate-specific cabin safety and service training, and as a vital part of the aircraft Crew. They are on board to protect and serve the Passengers as well as mutually support other Crew Members.
- b) They provide excellence in the Passenger's overall flight experience. The "Cabin Attendant" also brings corporate specific cabin service expertise which includes (but is not limited to), food handling and safety, as well as decorum and discretion, to positively represent and serve the Business Aviation operation.
- c) These skills result in a secure cabin atmosphere that minimizes fatigue for the Customer, while providing a productive environment.

1.2. Goals

- a) Improve the Industry and public image and acceptance of the professional Business Aviation "Cabin Attendant" as a vital and effective asset to the Business Aviation operation.
- b) Support the promotion of the "Cabin Attendant" as a valued safety professional and the rationale behind the necessity of having trained "Cabin Attendant" on board the aircraft.
- c) Develop and promote safety, technology and service within the Business Aviation community.

- d) Support the promotion and value of the “Cabin Attendant”. Identify and educate decision Stakeholders (Customers) of the value of the “Cabin Attendant”.
- e) Expand and promote the annual European Cabin Service Conference as a support mechanism to attract, inform and educate the Business Aviation Industry.
- f) Provide and promote professional development through educational opportunities in conjunction with the annual European Cabin Service Conference and the WE-CARE project. For example, consider adding Professional Development Program (PDP) classes on the conference schedule (to include food safety, first aid and various other skills).
- g) Utilise the Scholarship Program as well as the Vendor Sponsorship to promote training, professional development, and networking.

2. Administration

2.1. Tasking

The ECFAC and its Subcommittees should actively address issues of interest within their jurisdiction. Generally these issues should be aligned with the EBAA's goals and master strategies. The ECFAC and its Subcommittees will take specific tasking direction from the EBAA Secretariat. The ECFAC and its Subcommittees will provide assistance to the EBAA Secretariat and the EBAA Membership in the form of in-depth assessments and analyses of its area of purpose based upon changing Industry conditions and the EBAA Members expectations. The EBAA Secretariat will designate an EBAA Staff Liaison to coordinate, manage and encourage the ongoing productivity of the ECFAC and its Subcommittees.

2.2. Reporting

The ECFAC and its Subcommittees will report their activities, accomplishments and recommendations to the EBAA Secretariat through the EBAA Staff Liaison. This will be done twice a year; once at the annual European Cabin Service Conference and once during the “Spring Meeting” (either during EBAA's Annual General Meeting of Members or at EBACE). The ECFAC and its Subcommittees also are expected to regularly report their accomplishments that would be published via the Association's bi-monthly news brief “The Bulletin” and/or other Association publications and media.

2.3. Requests for Program Funding

Although aim is to be (self-)supported through sponsorship, exceptional budget requests might be generated by each (Sub-)Committee and communicated to the EBAA Secretariat through the EBAA Staff Liaison. Should such a need occur and provided it is accepted by the EBAA Management, the EBAA will closely monitor the execution of the works, in full accordance with the Association's policies and under supervision of EBAA's Finance Manager.

2.4. Public Statements

In matters, which require EBAA statements of policy, (Sub-)Committee Members (including Chairs and Vice Chairs) should understand that all general policy statements are developed by the EBAA Secretariat.

The EBAA's "Spokesmanship" policy requires that any formal written or oral presentations on behalf of the EBAA be coordinated with the EBAA Staff Liaison prior to presentation in order to assure contextual accuracy and consistency.

The ECFAC Chair, the Vice Chair and the EBAA Staff Liaison will also monitor (Sub-)Committee Members' public statements. EBAA-related information may only be posted upon approval of the EBAA Staff Liaison and ECFAC-related information will only be posted upon approval of the ECFAC Chair and/or Vice Chair.

Should (Sub-)Committee Members wish to make statements of personal belief or position in any public surrounding, they should clearly dissociate such statements from the EBAA's institutional policy or position and/or Corporate Image. Within the frame of the co-operation between the ECFAC and the EBAA, ECFAC and Subcommittees profiles can be created on social media with EBAA's prior consent. The EBAA Staff Liaison (and/or another EBAA Staff Member) should always be sole administrator(s) and (Sub-)Committee Members can be moderators.

2.5. Subcommittees

With the concurrence of the EBAA Staff Liaison, ECFAC may establish Subcommittees with a clearly defined purpose and scope, to specialise on specific topics within the ECFAC's broad jurisdiction.

2.6. Spending

Excepted for previously budgetted expenditures, the ECFAC and its (Sub-)Committee Members, are not authorized to commit to spend the Association's funds, except with the prior written approval of EBAA's Chief Executive Officer or his/her official Representative.

3. Purpose and Scope

The ECFAC provides specific advice and counsel for EBAA Member Companies concerning professional management of "Cabin Attendants" in Business Aviation flight departments. Information provided by the ECFAC will be in conformity with EASA's Regulations (FAR's) and other sound Business Aviation management practices.

The ECFAC will assist EBAA Members by providing an exchange in information, analysis of issues, advice on training and an indication of trends, policies and standards. By gathering and analyzing information on key issues, the ECFAC can be viewed as a key source of assistance to decision makers on matters that could affect "Cabin Attendants".

4. Derivation of Authority

The ECFAC and its Subcommittees are authorised by the EBAA Secretariat and exist at its pleasure. The Members of the (Sub)-Committees report to and follow the leadership of the ECFAC Chair assisted by the Vice Chair.

Any and all changes to these guidelines must be approved by the ECFAC Chair and the EBAA Staff Liaison.

5. Leadership

The Chair and Vice Chair of the ECFAC may be “Cabin Attendants” or Providers. At least one of them MUST be a “Cabin Attendant”.

The Chair (and sometimes the Vice Chair) of each Subcommittee will be appointed by the ECFAC Chair and Vice Chair, with due consideration to the wishes of the majority of ECFAC Members. If not already suggested by the ECFAC Chair and Vice Chair, each Subcommittee Chair may select a Vice Chair, as appropriate, with the approval of the ECFAC Chair and Vice Chair.

If a vacancy occurs during a Committee Chair's term or in case the Chair becomes unable to perform his/her duties (whether on a permanent or temporary basis, such as long-term illness, pregnancy, etc.), the ECFAC Officers (the ECFAC Chair and Vice Chair, as well as EBAA Staff Liaison) will appoint a new Committee leader, whose terms will end at the end of the original term or when the appointed Chair can resume his/her duties. Bearing the efficiency of the ECFAC in mind, it may be the Vice Chair and/or the Immediate Past Chair, who may request the assistance of any other Member of the Committee, should they deem it necessary.

6. Committee Chair

The Chairperson of the ECFAC will have to be approved by the EBAA Secretariat.

It is important that the Chair be appointed, among other desirable characteristics, on the basis of their expertise with the ECFAC's purpose and scope, as well as demonstrated individual and organisational commitment to EBAA. Interpersonal skills to lead a group of volunteers are of paramount as well. The Chair, as the public face of the ECFAC within and outside of the Committee, is the main coordinator of ECFAC related activities.

Of primary importance, the Chair should focus on projects critical to being completed during their term or directly related to the annual European Cabin Service Conference, when applicable. Within the Committee Leadership structure, the Chair should work in parallel with the EBAA Staff Liaison and with the support of the Immediate Past Chair and the Vice Chair.

The ECFAC Chair term is for three calendar years. Chair may be re-appointed at the pleasure of the EBAA Secretariat. Applications for a new 3-year term should be sent to the current Chair, 6 months prior to the end of the term. The applications will be submitted to the EBAA Secretariat through the EBAA Staff Liaison.

Expenses incurred by the ECFAC Chair in this role will be borne by the individual's Employer and/or the individual. EBAA will not be responsible for individual expenses.

7. Committee Vice Chair

The Vice Chair is selected by the ECFAC Chair, in consultation with the EBAA Staff Liaison for a three-calendar year term.

It is important that the Vice Chair be appointed, among other desirable characteristics, on the basis of their expertise with the ECFAC's purpose and scope, as well as demonstrated individual and organisational commitment to EBAA.

Interpersonal skills to co-lead a group of volunteers are of paramount as well. The Vice Chair is the main support person to assist the Chair with ECFAC related activities.

As mentioned in §5 (Leadership), any active Member of the ECFAC is eligible to apply for consideration of becoming the ECFAC Vice Chair. In the event an application is not received, the Committee Chair will select a Vice Chair from the Members of the Committee.

Expenses incurred by the ECFAC Vice Chair in this role will be borne by the individual's Employer and/or the individual. EBAA will not be responsible for individual expenses.

8. Immediate Past Chair

The Immediate Past Chair remains on the Committee for one year or is appointed the Lead Coordinator of the ECFAC Advisory Council. The Immediate Past Chair who remains on the Committee, supports the Chair and, given that person's experience, is often an excellent candidate to take on special projects or replace a Chair ad interim, should the case occur.

Expenses incurred by the ECFAC Past Chair in this role will be borne by the individual's Employer and/or the individual. EBAA will not be responsible for individual expenses.

9. EBAA Staff Liaison

The EBAA Secretariat shall appoint a Staff Liaison to the ECFAC for the purpose of facilitating communications between the ECFAC Committee and the EBAA. Contacts between the EBAA and the Members of the Committee should always be made through the EBAA Staff Liaison and direct contacts with the Top Management of the EBAA should be limited to the absolute necessity.

10. Subcommittee Chair

The Subcommittee Chair shall be chosen from among the ECFAC Members and will preside at all respective Subcommittee meetings or functions assigned by the ECFAC Chair. There is no obligation for the Chair nor Vice Chair of the Subcommittee to be a "Cabin Attendant".

The Subcommittee Chair shall have general supervision of the Subcommittee business;

- a) shall act as general administrator of the Subcommittee;
- b) shall be responsible for establishing and maintaining appropriate liaison and flow of information and/or project status between the Subcommittee, the ECFAC Chair and the Vice Chair as well as the EBAA Staff Liaison.

Expenses incurred by the Subcommittee Chair in this role will be borne by the individual's Employer and/or the individual. EBAA will not be responsible for individual expenses.

11. Committee Members

To achieve our goals, the support of the Committee Member's Company is of utmost importance. Anyone interested in joining the Committee will require the support of their Company to donate time and resources while participating in the Committee. Applicant Committee Members will have to provide a letter of support from their current Employer (unless they are self-employed).

Total Number of ECFAC Members: 20 Maximum.

The Committee should consist of a minimum of 51% "Cabin Attendants". If for any reason this number would become inferior to 51%, priority will be given to Applicants who are (or were) Corporate "Cabin Attendants".

Upon their agreement to serve, applicant Committee Members will be appointed as active Committee Members by the ECFAC Chair. New Committee Members may apply spontaneously and/or be recommended by an active Committee Member. When necessary, the ECFAC Chair may request assistance by the EBAA Staff Liaison.

Expenses incurred by the Committee Member in this role will be borne by the individual's Employer and/or the individual. EBAA will not be responsible for individual expenses.

11.1. Terms

Membership is for a three-year period and renewable at the discretion of the ECFAC Chair and EBAA Staff Liaison. Renewal can occur up to three times for a total maximum of nine years on a (Sub-)Committee.

If the ECFAC Chair is serving appointed term during their maximum renewal time (nine years), the Chair will retain active status until term as standing Chair is fully served.

A Member, who leaves the Committee prior to serving their full term and after completing a minimum of one full year, may submit a request to the leadership team (ECFAC Officers) for Committee reactivation to finish out their term.

Any Committee Member who has completed at least one full year of active participation may request inactive status, for up to one Committee year during their term, for unexpected circumstances related to either their personal or professional life.

12. ECFAC Member Duties

The ECFAC provides specific advice and counsel for EBAA Member Companies concerning professional management of "Cabin Attendants" in Business Aviation flight departments. Information provided by the ECFAC will be in conformity with EASA's Regulations (FAR's) and other sound Business Aviation management practices. The Committee assists EBAA by providing an exchange in information, analysis of issues, advice on training and an indication of trends, policies and standards.

Most of the Committee's work is done through e-mails and teleconferences but also includes two important meetings per year; once at the annual European Cabin Service Conference and once during the "Spring Meeting" (either during EBAA's Annual General Meeting of Members or at EBACE).

Primary efforts of the Committee are focused upon planning the annual European Cabin Service Conference, coordinating the scholarships, and working with Caterers and Training Organisations to assist in their support to the EBAA Membership. To achieve this, the support of the Committee Member's Company (if applicable) is of utmost importance.

13. ECFAC Member Responsibilities

The ECFAC Members need to:

- a) Agree to co-operate in harmony under leadership of the ECFAC Chair and Vice Chair.
- b) Be an active participant during the scheduled ECFAC teleconferences (participating in a minimum of 70% of the scheduled conf' calls).
- c) Be an active participant within a minimum of one of the ECFAC Subcommittees (i.e. Scholarship, Ambassador, First Time Attendee, Training, Safety Working Group, Catering Working Group, etc.). The ECFAC will have to develop Subcommittees to help to do a better job on preparing the annual European Cabin Service Conference and any project taken on by the ECFAC.
- d) Attend a minimum of one of the two required meetings per year: the annual European Cabin Service Conference and/or the "Spring Meeting" (around the EBAA's Annual General Meeting of Members or at EBACE).
- e) Be respectful of fellow Members when they are speaking. During meetings, Committee Members are expected to pay attention. If a disagreement arises within the Committee that cannot be resolved by discussion, the Committee may table the issue for further discussion (i.e. teleconference or at one of the annual meetings) and/or vote to settle the disagreement (i.e. vote through "Survey Monkey" or "Doodle").
- f) Committee Members are expected to confirm and meet all deadlines. If additional assistance is needed to meet a (confirmed) deadline, it is the individual Member's responsibility to inform the Chair or Vice Chair well in advance of the deadline.

14. Failure to Attend Regular ECFAC Meetings (and/or teleconferences)

In any case where a Member fails to attend 3 consecutive regular ECFAC teleconferences (and/or meetings), the Committee may, unless conditions otherwise accepted by the Chair, declare the office of such Member vacant right after the third consecutive missed teleconference (and/or meeting), and elect a new Member for the unexpired term. Members may participate in teleconferences/meetings via electronic means with the approval of the Chair and participation in Committee activities via electronic means should not be considered a failure to attend.

For the purpose of clarity, each Member will be contacted after his/her second absence to discuss attendance. After the third consecutive absence, the Chair shall have the right to exercise his/her authority.

15. Resignations and Removal of ECFAC Members

Any Member may resign at any time. Such resignation shall be made in writing and shall take effect at the time of its receipt by the Chair. The acceptance of resignation shall not be necessary to make it effective.

Members may be revoked with cause, which includes Members whose goals and objectives are clearly outside the terms, intentions or spirit of this Committee, at any teleconference (and/or meeting) of the ECFAC by a majority of Members. When deemed necessary, the ECFAC Officers may elect to revoke a Committee Member due to any or all of the following reasons:

- a) Failure to participate in the set minimum percentage of annual conference calls (see requirements featured in ECFAC responsibilities).
- b) Failure to participate in at least one of the scheduled required meeting (annual European Cabin Service Conference, or the "Spring Meeting").
- c) Failure to participate in ECS Conference planning and coordination.
- d) Failure to participate as an active Member in a Subcommittee.
- e) Recurrent/constant disagreement with other Members of the Committee.
- f) Recurrent/constant disruptive or negative attitude during teleconferences (and/or meeting) and/or correspondence.
- g) Obvious disrespect of the articles of the present Guidelines.

To that effect, the teleconference (or meeting) must be duly called. All Members of the Committee must be invited to participate, including the Member to be removed, and a quorum must be present at the teleconference or meeting. (i.e. if the ECFAC Committee is composed of 10 Members, at least 5 of them must participate in the teleconference or meeting. The vote will be valid if more than 50% of the participating Members voted in favour of the removal).

At such a meeting, there should be only one point on the agenda: the revocation of the concerned Member. A strict timing should be given prior to starting and the Chair would present the reasons that justify the requested revocation. The concerned Member will be given a few minutes (10 to 15) to answer and/or defend him/herself. At the end of such answer, all parties vote (through "Survey Monkey" or "Doodle").

16. Dual Representation on ECFAC

The ECFAC will review all applications submitted for Membership. Dual representation will be reviewed as the request presents itself and will be discussed at the next teleconference (and/or meeting) with all Members of the Committee. If it is not clear whether other ECFAC Members agree or not, a vote will be organised. All Member duties apply to both representatives, with one if not both attending required teleconferences and/or meetings as outlined in previous Sections.

17. Changes in Company Representation by ECFAC Member

If any Committee Member's represented Company changes during their Committee term, for any reason (i.e. Company is acquired, merged, restructured, sold or closed), the Committee Member shall remain on the Committee until the allotted term is completed (three-year increments) or as long as deemed appropriate by the Committee Chair and EBAA Staff Liaison, provided they are able to continue as an active participant to the Committee.

Advisory Council Guidelines & Responsibilities

1. Mission Statement

Established ECFAC Advisory Council (AC) is a group of individuals who have served on the ECFAC and continue to provide valuable input to support the ECFAC's goals and objectives. All participants will have been former Committee Members who have served for a minimum of three years in support of Committee work. These individuals will not hold a seat on the Committee, but will act in an advisory capacity. Selection to be on this Council will be based upon the decision of the current ECFAC Chair.

The primary role of the ECFAC Advisory Council will be as an advisor to the Committee Chair, the EBAA Staff Liaison and the Members of the Committee, based upon their experienced perspective and Industry insights.

2. Guidelines for the Advisory Council

This is a brief summary of the activities encouraged by the Council:

- a) The Advisory Council efforts will lend guidance, assistance, and provide historical information for the Committee as needed.
- b) Any Advisory Council Member may attend the pre- and post- Conference meetings at the annual European Cabin Service Conference.
- c) In consideration of meeting space, the Advisory Council may have up to six (6) Members attending the designated Committee meeting to assist the Committee. This attendance restriction will be coordinated through the EBAA Staff Liaison.
- d) The Advisory Council will be recognised at all Conferences as arranged by the current Chair.
- e) Expenses incurred by the Advisory Council in this role will be borne by the individual's employer and/or the individual. EBAA will not be responsible for individual expenses.
- f) The Advisory Council will hold no voting rights on the ECFAC.
- g) Any and all changes to these AC guidelines must be approved by the ECFAC Chair.
- h) The ECFAC Chair will appoint an Advisory Council Liaison to serve a minimum of a concurrent one-year term to begin at the post-European Cabin Service Conference meeting.

3. Responsibilities of the Advisory Council Liaison

The Advisory Council Liaison will facilitate timely information flow to and from Members of the Advisory Council coming from the Chair, Vice Chair and EBAA Staff Liaison of the Committee. This will include distribution of minutes, timelines, meeting dates, etc. All AC group Members will be copied in on all correspondence and all AC group Members are expected to respond to all Members.

- a) The Advisory Council Liaison will interface directly with the ECFAC Chair and Vice Chair as well as the EBAA Staff Liaison on matters of Advisory Council Member changes and updates and suggested changes in the Advisory Council Guidelines and Responsibilities.

- b) The Advisory Council Liaison will furnish a list of Subcommittee Advisors to the ECFAC Chair and Vice Chair for the following Subcommittees: Scholarship, Training and the Catering Subcommittee.
- c) The Advisory Council Liaison may attend the annual Committee "Spring Meeting", or may send a Member of the Advisory Council in their absence.
- d) The Advisory Council Liaison will assist in delegating special projects as requested by the ECFAC Chair and Vice Chair as well as the EBAA Staff Liaison.
- e) The Advisory Council Liaison will send a follow-up invitation letter to invited ECFAC Members and also call the departing Member to invite them to join the Advisory Council. This follow-up letter will be sent after the Advisory Council Liaison receives a copy of the letter from the ECFAC Chair to the departing Committee Member. This follow-up letter will include the Advisory Council Mission Statement, Guidelines, Advisory Council Roster, a request for the departing Member to list their Committee contributions, and a copy of the last AC meeting minutes. The potential AC group Member has 7 days to respond to the Liaison if he/she is interested in joining the group.

4. Responsibilities of the Advisory Council

- a) To be available to serve as an Advisory to a Subcommittee
- b) To be a resource for being or identifying speakers for panel sessions, roundtable discussions or workshop facilitators.
- c) To keep the Advisory Council Liaison informed of Subcommittee involvement and other projects.
- d) All suggestions, questions and/or concerns will be discussed and addressed by the entire AC group before presenting to the ECFAC Chair and Vice Chair as well as the EBAA Staff Liaison.
- e) To be willing to assist with special projects at the request of the Advisory Council Liaison.

5. Advisory Council Qualifications

- a) Typical AC Members will be former Committee Chairs and individuals who are of significant interest and support to the Business Aviation "Cabin Attendant" community. Qualifications can include any individual who has served on the ECFAC for at least three years, actively employed in Business Aviation and nominated by the current ECFAC Chair.
- b) Individuals from the same Company may serve simultaneously on the AC.
- c) Each Advisory Council Member must attend at least one meeting per year from the following meetings: European Cabin Service Conference or the "Spring Meeting".
- d) Each AC Member must participate in Committee teleconferences throughout the year of planning. This shall be an estimated number of calls equal to approximately 1/3 of the calls (or an equivalent amount approximating 10 calls per planning year).
- e) The Advisory Council Liaison will notify all non-participating Members by letter after six (6) months of non-activity to seek the AC Member's intention to remain on the Committee.