

European Corporate Flight Attendants Committee (ECFAC)

Guidelines & Sub-Committees Descriptions

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ECFAC

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European Corporate Flight Attendants Committee (ECFAC)

Guidelines & Sub-Committee 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. Hence, its aim is to improve the awareness of the numerous benefits their presence on board offers to the Operators.

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 Flight Attendants / Cabin Crew Members / Flight Technicians 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, 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 a 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 EBAA European Cabin Service Conference as a mechanism to attract and educate the Corporate Aviation Industry.
- f. Provide and promote professional development through educational opportunities in conjunction with the EBAA European Cabin Service Conference. For example, consider adding Professional Development Program (PDP) classes on the conference schedule (to include food safety).
- g. Utilize the Scholarship Program to promote training, professional development, and networking as well as vendor promotion.

2. Administration

2.1. Tasking

ECFAC and Sub-Committees should actively address issues of interest within their jurisdiction. Generally these issues should be aligned with the Association's Goals and Master Strategies. ECFAC and Sub-Committees will take specific tasking direction from the EBAA Secretariat. ECFAC and Sub-Committees 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 EBAA Members expectations. The EBAA Secretariat will designate an EBAA Staff Liaison to coordinate, manage and encourage the ongoing productivity of the ECFAC and Sub-Committees.

2.2. Reporting

ECFAC and Sub-Committees will report their activities to the EBAA Secretariat through the Staff Liaison. ECFAC and Sub-Committees will also report their activities, accomplishments and recommendations annually to the EBAA Secretariat at the ECFAC Summit, held in conjunction with the EBAA's Annual General Meeting of Members. ECFAC and Sub-Committees also are expected to regularly report their accomplishments that would be published via the Association's monthly news brief "On the Radar" and/or other Association publications.

2.3. Requests for Program Funding

Budget requests are generated by each (Sub-)Committee, communicated to the EBAA Secretariat through the Staff Liaison.

2.4. Public Statements

In matters, which require EBAA statements of policy, (Sub-)Committee Members should understand that all general policy statements are developed by the EBAA Secretariat. EBAA's "Spokesmanship" Policy requires that any formal written or oral presentations on behalf of EBAA be coordinated with the EBAA Staff prior to presentation in order to assure contextual accuracy and consistency. When (Sub-)Committee Members make statements of personal belief or position in "official" or public surroundings, they should dissociate such statements from EBAA's institutional policy or position and/or Corporate Image. ECFAC and Sub-Committees profiles on social media should not be created without EBAA's prior consent and an EBAA Staff Member should always be (co-)administrator.

2.5. Sub-Committees

With the concurrence of the Staff Liaison, ECFAC may establish Sub-Committees with a clearly defined purpose and scope, to specialize on specific topics within the ECFAC's broad jurisdiction.

2.6. Spending

Excepted for previously budget expenditures, ECFAC and Sub-Committees, or ECFAC and Sub-Committees Members, are not authorized to commit to spend the Association's funds, except with the prior written approval of EBAA's Chief Executive Officer.

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 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 Sub-Committees are authorized by the EBAA Secretariat and exist at its pleasure.

5. Leadership

The Chair and Vice Chair of the ECFAC have to be Cabin Attendants (Flight Attendant, Cabin Crew Member or Flight Technician) but not a Provider.

The Chairperson of each Sub-Committee will be appointed by the Chairperson of the ECFAC and with due consideration to the majority wishes of ECFAC Members. Each Sub-Committee will select a Vice Chair or Vice Chairperson, as appropriate, with the approval of the Chairperson of the ECFAC.

If a vacancy occurs during a Committee Chair's term, the Executive Committee of the ECFAC may appoint new Committee leadership, whose term will end at the end of the original term.

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 organizational commitment to EBAA. 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 their 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.

Chair term is for two calendar years. Chair may be re-appointed at the pleasure of the EBAA Secretariat. Applications for a new 2-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.

7. Committee Vice Chair

The Vice Chair is selected by the ECFAC Committee Chair, in consultation with the EBAA Secretariat for a two-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 organizational commitment to EBAA. The Vice Chair is the main support person to assist the Chair with ECFAC related activities.

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 ECFAC Committee.

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.

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 avoided.

10. Sub-Committee Chair

The Sub-Committee Chair shall be chosen from among the elected Members, and presides at all respective Sub-Committee meetings or functions assigned by the Chair of the ECFAC. The Chair of the Sub-Committee may also be a Provider.

The Sub-Committee Chair shall have general supervision of the Sub-Committee business;

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

11. ECFAC Membership

Total Number of ECFAC Members: 9 Maximum

The Committee to consist of a minimum of 51% Cabin Attendants.

New Committee Members will upon their agreement to serve be appointed as a Committee Member by the Committee Chair. When necessary, the Committee Chair may request assistance by the EBAA Staff Liaison.

11.1. Terms

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

If Committee 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.

Committee Members serve at the pleasure of the Committee Member Chair.

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 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 Member Companies concerning professional management of Cabin Attendants (F/A's; CCM's and FT's) in Business Aviation flight departments. Information provided by the Committee will be in conformity with EASA's and sound 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.

The work of the ECFAC Committee involves two meetings a year (one at the EBAA Cabin Service Conference and one "Spring Meeting" around the EBAA Annual General Meeting of Members). Primary efforts of the Committee are focused upon planning the annual conference, coordinating the scholarships, and working with caterers and training organizations to assist in their support to the EBAA Membership. A lot of the committee work is completed through online and telephonic efforts. To achieve this, the support of the committee Member's company (if applicable) is very important.

13. ECFAC Member Responsibilities

The ECFAC Membership Requirements are:

- a. Being an active participant during the scheduled ECFAC conference calls (participating in a minimum of 70% of the scheduled calls).
- b. Being an active participant within a minimum of one of the ECFAC Sub-Committees; Scholarship Awards, Ambassador / First Time Attendee, Training / Safety Working Group, Catering Working Group, Public Relations / Marketing. The ECFAC will have to develop Sub-Committees to help to do a better job on preparing the Conference and any projects taken on by the ECFAC.
- c. Attending a minimum of one of the two required meetings per year: the Cabin Service Conference and the "Spring Meeting" around the EBAA Annual General Meeting of Members.
- d. Committee Members are expected to 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 vote to settle the disagreement or table the issue for further discussion.
- e. Committee Members are expected to meet all deadlines. If additional assistance is needed to meet a 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

In any case where a Member fails to attend three consecutive regular meetings of the ECFAC, the Committee may, at the third consecutive meeting, unless conditions otherwise accepted by the Chair, declare the office of such Member vacant and elect a new Member for the unexpired term. Members may participate in 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 removed with cause, which includes Members whose goals and objectives are clearly outside the terms, intentions or spirit of this Committee, at any meeting of the ECFAC duly called and which a quorum is present, by a majority of Members.

When deemed necessary, the Committee Chair and EBAA Staff Liaison may elect to remove 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 (EBAA Cabin Service Conference, or the "Spring Meeting").
- c. Failure to participate in conference planning and coordination.
- d. Failure to participate as an active Member in a Sub-Committee.

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 within the Membership Sub-Committee working group. All Member duties apply to both representatives, with one if not both attending required conference calls and conferences 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 deemed appropriate by the Committee Chair and EBAA Staff Liaison, as long as 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, EBAA Staff Liaison and 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 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 recognized 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 guidelines must be approved by the ECFAC Chair.
- h. The Chair of the ECFAC will appoint an Advisory Council Liaison to serve a minimum of a concurrent one-year term to begin at the post-EBAA 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 Chair / Vice Chair and 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 Sub-Committee Advisors to the Chair / Vice Chair for the following Sub-Committees: Scholarship, Training and the Catering Sub-Committee.
- c. The Advisory Council Liaison may attend the annual Committee meeting at EBAA Headquarters, 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 Chair / Vice Chair and Staff Liaison.

- f. 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 Sub-Committee
- 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 Sub-Committee 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 / Vice Chair and 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 a year from the following meetings: EBAA Cabin Service Conference, or the "Spring Meeting".
- d. Each AC Member must participate in Committee conference calls 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.