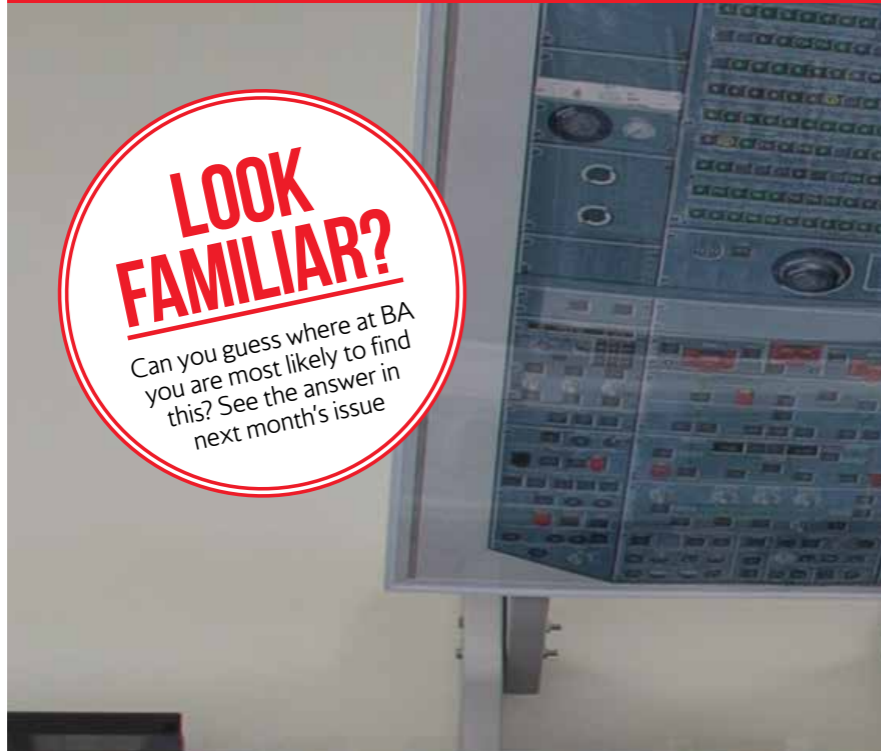


WHERE AM I?

LOOK FAMILIAR?

Can you guess where at BA you are most likely to find this? See the answer in next month's issue



Last month's picture
Fast Track area at Heathrow's Terminal 5



WIN AS A TEAM

If you want to be successful, tap into the skills of other team members say **Mandy Flint** and **Elisabet Vinberg Hearn**, authors of *Leading Teams – 10 Challenges: 10 Solutions*.

Get to know each other
Talk about things other than work. When people know each other, they can also start to trust each other – and trust is at the very core of winning teams.

Agree why you're here
Ever heard the story of the cleaner at NASA who said his job was to help put people into space? No matter how small you think your role is, look at your team's purpose.

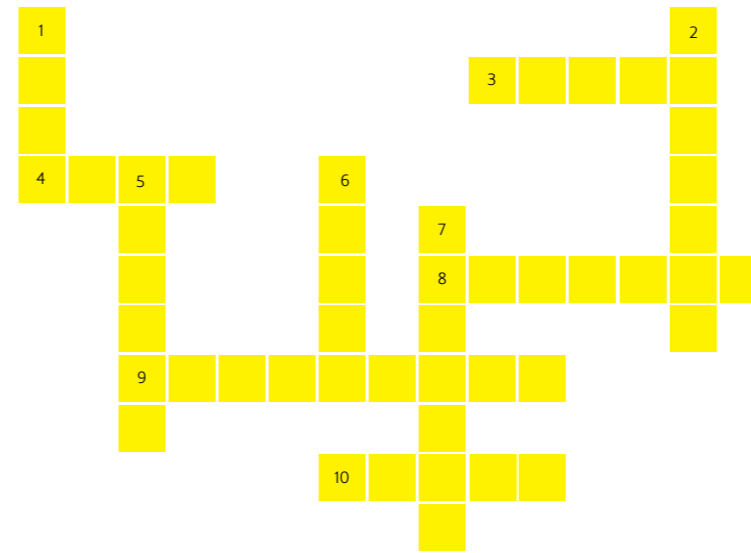
Tell people what they are good at
Look for the best in others and tell them about their strengths – let them know how that contributed to results.

Share goals to inspire
Everyone needs to take responsibility for the team's overall results, not just their own.

Build a team charter
Create a document describing the team's goals, roles and responsibilities. Create it together, and make it a visual and powerful reminder of your joint commitment.

BA CROSSWORD JOLLY HOLIDAYS

How well do you know BA's network? Test yourself with our destination based crossword



Across

- 3 The famous mountain in Cape Town is said to look like a... (5)
- 4 Muscat is in the Gulf of which country? (4)
- 8 Which city is Germany's second largest? (7)
- 9 The old town of Alicante is Barrio de la... what? (5,4)
- 10 Santiago is the capital of which country? (5)

Down

- 1 Which city is southernmost in the Algarve region of Portugal? (4)
- 2 The art-deco Chrysler building is located in which American City? (3,3)
- 5 The Malaga fair takes place during which month? (6)
- 6 Famed for its nightlife, what is the so-called white isle? (5)
- 7 What famous former checkpoint is found in Berlin? (7)

THE BIG NUMBER

10,500

10,500 athletes from 206 countries will be in Rio de Janeiro to compete for medals at the Rio 2016 Olympics which began on August 5. More than 300,000 foreign visitors will travel to Brazil to watch the Games.

colleagues and to reassure them they had the support of managers in the terminal.

Alex Binks showed that BA is still comfortably on top of the competition in this photo of a BA 777 passing over a Virgin Atlantic aircraft – posted on the **SuperSnaps!** Yammer group.

EYE FROM THE SKY

Senior First Officer Mark Bentley, Boeing 777 fleet

"We transport special cargo on about one in 10 flights on the 777. This can be anything from diamonds and gold to livestock. Before every flight, whether we're flying something special or not, the Captain has to sign a Notification to Captain Form. Often it's blank, but if not, this is where we are informed if there is an animal in the hold. If there is, we set the compartment to the appropriate temperature using controls in the cockpit. In most cases it's someone's pet – usually a cat or dog – but I've also flown tropical fish and fertilised bird eggs."

HERITAGE CORNER

BA's predecessor British South American Airways (BSAA) opened a London to Kingston, Jamaica route on September 2, 1946. It flew customers via the Azores and Bermuda in a 13-seat Avro Lancastrian powered by four Rolls-Royce Merlin engines. Here is one in Jamaica in 1947.



YAMMER TIME

Some of the debates, pictures and conversation-starters from Yammer last month

A plea from cabin crew member Angie Akister united colleagues in a hunt for a **missing bag**. A friend had lost a case containing items that belonged to her baby son, who had recently died. Arrivals Services Team Leader Frank Ginger tracked it down, with its tag missing, and it was quickly reunited with its overjoyed owner.

Customer Service Supervisor Eliza Manaot managed to capture the moment that the **last 767** left Baltimore on July 31.

Problems with FLY created much debate on Yammer this month. Cabin crew member Manish Naidu expressed his concerns about long queues at First class check-in during a particularly difficult weekend. Alex Cruz joined in the conversation to offer his thanks to frontline

