

STRIKE GUIDE 2024

LUFTHANSA

UFO
Gemeinsam stark.



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Dear Colleagues,

If you are holding this leaflet, it means that we have all had to resort to the most powerful legal weapon available to enforce workers' rights and interests against the employer: the strike.

Strike - that means all of us taking responsibility. As a labour union, we must exercise our right to strike with care and carefully examine all conceivable consequences ahead of time. Implementation depends on each individual: The principle of „strength in numbers“ is exemplified in industrial action. Ultimately, this means that we must all understand a strike as an opportunity to improve our salaries and working conditions. The chances of success increase with the number of participants - your commitment is crucial!

Of course, all parties involved in such an exceptional situation face a number of questions. How

should I behave? Do I even have the right to strike? How will my employer react? With this guide, we wish to give you an overview of what you need to know, your rights and obligations during the labour dispute. We ask you to read the following pages at your leisure and observe the instructions and recommendations in them.

Keep in mind that you are still in an employment relationship. This is about the issues and not a „happening“ - which is why we all have to abide by certain rules, within which you are free to show your employer that you take your profession and your future prospects seriously.

Exercise your right now, especially since the employer has refused to meet our legitimate demands and to substantially improve its offer.



We would like to begin by explaining different types and forms of strike action. Each type of strike has different effects on behaviour before, during and after the labour dispute.

With every call to strike, we will also inform you about the type of strike.

Indefinite Strike

The „classic“ among industrial actions. The cabin crew of an airline is called upon to stop work until further notice. All obligations arising from the employment relationship (**flight and all work-related ground operations**) are suspended during this period until the industrial action is declared over by the union. It is characterised in particular by the fact that, from the outset, it is not limited in time.

Temporary and/or local strike

As in the case of an indefinite strike, all obligations arising from the employment relationship (**flight and all work-related ground operations**) are suspended for the entire cabin crew. However, the strike is limited in extent and/or time. For example, only individual positions may be called to strike or the strike may be limited in time.

Function group strike FA/PU - fleet strike etc.

If individual function groups, only sub-fleets or even only individual flights are called to strike, only these can stop their work. If, for example, all flight attendants in MUC are called to strike, only they can

legitimately refuse to work. If the strike affects only the purser, only this group is called. A corresponding call to strike will clearly communicate this, so that everyone knows where they stand.

Standby Strike

Cabin crew members who are on standby duty at the time specified will be called to strike. This includes standby shifts scheduled at short notice. In other words, any standby duty can be called to strike.

If you are called, please answer the phone and declare your participation in the strike. You can learn more in the corresponding point below.

Ground Operations Strike

As the name suggests, all ground operations (e.g. emergency, first aid, etc.) in your duty plan during the specified period are suspended.

IMPORTANT: Certain ground operations may be excluded from the call to strike. These can not be suspended.

Principles

Combined strike forms are possible. Please read the call to strike carefully and pay particular attention to which LH location will be affected. If in doubt, contact the **hotline on 0800 872 3774** or speak to the pickets on site.

A schedule change to a non-striking location or si-



imilar is not permitted, unless it occurs before the start or after the end of the strike participation as a regular schedule change under the collective labour agreement. To explain: If the Frankfurt location is on strike, the striking workers may not be deployed to the Munich location, because the employment relationship is suspended during their strike participation. The same applies to partial strikes as listed above. If an activity on your duty plan is suspended at the start of the strike, strike until it is over and your duty plan includes another activity not (or no longer) subject to strike action. The statutory, collectively agreed and company policies and all other regulations also apply on strike days and when OPS resume after a strike. Flight duty times may not be arbitrarily extended, nor can the crew complement be reduced below the legal minimum. If, for example, you are on routes not involving striking locations, thus unable to take part in the strike, and suddenly „as a result of the strike“ experience dubious route changes with regard to flight duty times, please inform your captain immediately and contact us.



Can non-union members strike?

Absolutely, yes. The right to strike is protected by the Basic Law (Art. 9, para. 3) and may not be sanctioned. Everyone can join in the strike, because it is about all of our workplaces and conditions in the cabin. However, membership in the UFO is always recommended, because in that case you may receive strike support from the union and are entitled to take part in a strike vote.



You can **apply for membership** online at:
ufo-online.aero/mitgliedwerden

How will I be informed of industrial action?

We send all information, including time-sensitive information, via newsletters and our Facebook groups and will publish it on the UFO website and all social media channels.

If for some reason you have not received any information about the start of or changes to a strike, do not worry. Pickets will provide you with further information at every location subject to strike action (FRA and MUC).

If you have questions or need help at short notice, you can reach us during a strike via our **hotline on 0800 872 37 74**:

Outside of strike days, the hotline is only staffed during normal business hours (Mon-Thu from 9:00 am to 4:30 pm and Fri from 9:00 am to 2:30 pm).

Do I have to report to anyone if industrial action is called and I wish to join the strike?

NO. The employer must assume that you are striking if you do not come to work and/or cannot be reached.

However, the employer is free to schedule you after the strike. So please be available again for schedule planning after the end of the strike.

When do I report that I am on strike? Do I have to attend the briefing?

As mentioned above, you need not explicitly report if you are due to work at a striking location. It is enough to be absent for the briefing or deadhead flight, or be absent for the next flight from your home base in a short-haul rotation. In this respect, you need not attend the briefing. However, you can declare yourself on strike in the briefing if you wish.

You can also strike at any time afterwards. This could occur, for example, if your briefing is at 7:45 am, but the strike only begins at 8:00 am. At the start of the strike, i.e. in the middle of the briefing, you declare your participation in the strike.

Short-haul rotations: If you are in a rotation which started before the strike period (for example, on a multi-day short-haul rotation), you can always leave the rotation within the strike period (in order to participate in the strike) if you have landed at your striking home base before continuing. With the end of the strike period, you must again be available for duty.



If you decide to do so on board, please let the captain know. They must ensure that you can leave the aircraft (e.g. by ordering a crew bus, etc.).

If clarification is required, this strike guide can be shown or you can contact the hotline.

In principle, this applies to all forms of strike. However, there may be variations, which will be communicated to you with the call to strike. If in doubt, you can ask the hotline or the pickets on site (FRA and MUC).

Do I have to report after the strike?

If there is a strike* at the location from which your flight departs, you must report back to your flight duty immediately after the end of the strike, especially if the strike has lasted only hours and you are still within the originally scheduled flight duty period. Otherwise, you must consult your duty plan after the end of the strike, as described in the next paragraph. If you do not receive a new duty plan

after the end of the strike your next scheduled duty plan applies. Until then, you do not have to answer the phone.

The procedures for informing you about duty plan changes are basically the same as when there is no strike. If the employer makes a change in consultation with Personnel, please speak to our picket or call our **hotline (0800 872 37 74)**.

*This also applies to long-haul rotations, where there is a deadhead flight from your home base in order to start a long-haul route from there the next day. The FRA-MUC deadhead flight can always be affected if there is a strike at FRA, and the MUC-EWR On-duty flight can be affected if there is a strike at MUC.

Do I have to work if I am not affected by the selective call to strike?

Yes, you do. However, if you are to be redeployed, e.g. to a striking muster, you can legally refuse this change.

Remember that the statutory, collectively agreed (collective agreement labour regulations) and company labour regulations apply without restriction. A strike DOES NOT entitle the employer to suspend them. If you are unsure whether a flight assigned to you complies with the rules, please contact us via our pickets or our hotline.

If I am on standby duty, do I have to answer the phone?

With standby duty, each person has an individual point in time from which they can take part in industrial action. **This is why we recommend that you answer the phone and declare that you are on strike.** This avoids legal grey areas and there is no doubt about your participation.

If, for example, you are assigned duty that is affected by the call to a fleet strike, you can refuse the assignment. If you are then given an assignment that is not affected by the strike, you must accept it.

Even in the case of a standby strike, the above applies: **Please always answer the phone and declare that you are on strike.**



How will I be informed of a change to my schedule? How do I contact the scheduling department?

Basically, after the strike, you will learn about your change of schedule by phone or on site in person.

What if I cannot reach the scheduling department or none of these colleagues will speak with me?

Regardless of which strike scenario we are in, you have fulfilled your obligation to report after three unsuccessful calls. You can provide proof of this either with a screenshot of your phone call list or an itemised call list from your telephone provider.

Of course, you can also have your attempts witnessed. The pickets are at your disposal to witness your contact attempts.

Do I have to be available to the scheduling department during the strike if my shift does not start until hours after the strike begins, if I have a day off, etc.?

NO. After the end of the strike, the working day will continue as usual. Planning changes, for example, will only be communicated through successful telephone contact. If you are not available on your day off, this is just as much your right as on any other day.

All rights and obligations apply without restriction before and after each strike.

If I am on a rotation during the strike, may I participate in the strike?

Of course, you also have the right to participate in the strike during a rotation, Especially if your next leg is for example on a route that is subject to a strike. However, please do not strike on flights from abroad, do not start a strike during a flight and do not strike as long as passengers are on board. The safety of the passengers must always be ensured.

This means that you cannot simply leave the plane with passengers on board. Consult with your colleagues and inform the captain that you wish to disembark for the strike. Passengers may then have to disembark and then, of course, you can and should participate in the strike. Once the strike is over, be ready to resume work as required.

In case of a transit at a striking location, you can proceed in the same way after the passengers have disembarked.

If in doubt, show this strike guide to your supervisor (e.g. even on board if they do not wish to order a crew bus so that you can participate in the strike). You can also call the hotline.

If I am abroad / at a location that is not on strike, can I join the strike?

There is no clear legal precedent here. Therefore, we strongly recommend that you take part only if you are at a location that is on strike at the time of the industrial action. Flights from abroad are in principle to be completed.

Short-haul rotations: Coming from abroad, you can only declare your participation in the strike or lea-



ve the rotation when the flight reaches the striking FRA or MUC home base.

If I am not on flight duty, but a ground event, e.g. emergency training, etc., may I participate in the industrial action?

If an indefinite, temporary and/or localised strike or a function strike is called, the employment obligations of all those affected are suspended. If the strike ends before the ground event begins, it will take place as planned.

Of course, you will not appear at your planned ground event if a strike has been called for it. If you only realise when you arrive that a strike is ongoing, you can still declare your participation during the strike.

Employees who have an additional function in the cabin (e.g. in Product World, at the OPS desk, etc.) can of course abstain from this activity in the striking part of the operation for the duration of the strike.

Can the employer deny me access to the base/FOC?

Yes, they may. If you have walked off the job, the employer may insist that you leave the premises. After the end of the strike, however, you must be granted access again.

May I participate in the strike if I am still in the probation period?

This is a difficult issue. In principle, every employee

is free to participate in a strike. This includes employees in the probation period. However, they do not enjoy any special protection against dismissal during the probation period, which is why the employment relationship can be terminated without cause.

We therefore do not recommend that employees actively participate in strikes during the probation period. We do not wish to bring you into conflict of conscience.

I am a shuttler. What do I have to do to be able to resume my duties in good time after a strike?

You must exercise the same care as with any other shuttle flight. At the time of the strike, you do not necessarily have to be on site. Only afterwards and only if you have a subsequent assignment. Your availability for duty only starts again from the first minute after the end of the strike. At this point, we strongly recommend that you visit the UFO website regularly or speak with the local pickets.

So if you are unable to arrive at work on time due to strike-related flight cancellations, it is important that you have demonstrated that you have taken the same necessary care as in the case of bad weather (i.e. early check-in for the shuttle flight or your train ticket).

May I strike in uniform?

Yes, that is allowed.

But nobody will be upset if you show your solidarity and support in civilian clothes.



How should I behave towards strikebreakers?

Naturally politely and courteously. What you under no circumstances should do is prevent them from doing their work. They must be able to go to work unhindered. Of course you are allowed and encouraged to talk with them - if they wish - and try to win them over to the cause.

What happens to my days off/part-time days/days of holiday?

It cannot be said often enough: All rules remain unaffected by a strike!

Days off: Assuming that your rotation is extended due to the strike, you have the option of rejecting it **before the start of the rotation (!)** if the extension goes into your days off.

If a rotation is extended mid-course, you are not entitled to transport home to start your days off.

Holiday/monthly part-time/part-time with part-time days: If the rotation is extended before it begins, you can reject it. This also applies to holidays, part-time periods of the month and blocked part-time periods with part-time days. In the case of a rotation extension mid-course, on the other hand, you are entitled to transport home at the employer's expense if your holiday is affected. How this transport is effected is also the responsibility of the employer. Transport home may/can/should also be arranged with other airlines.

If you are unsure how to behave, contact the local pickets or our hotline.

What loss of salary can I expect?

If you take part in a strike, the maximum amount that can be deducted from your basic pay is exactly the amount that you were not available to the employer due to the strike.

For an entire strike day, for example, 1/30 of the basic remuneration will be deducted. In addition, you will of course miss the flight hours for this day, so that your additional flight hour remuneration will be reduced accordingly.

Will I receive strike pay as compensation for the lost salary?

As a UFO member, you will receive strike pay. Normally, the amount depends on your contribution, the duration of the strike and the length of your membership.

You can read about the terms of payment and your individual strike pay in the [contribution regulations on our website](#). In addition to these regulations, the UFO board may decide on additional strike payments. Such information will be published on the [UFO website](#) before the strike.

Do I need my duty plans and pay slips to claim strike pay?

Absolutely! Please archive all published duty plans, including schedule changes. Also your payslips, so that we can check not only the salary deduction as the trigger for the strike pay entitlement, but also, in case of doubt, whether the salary deduction was made correctly by the employer.



The strike money is too little and I am in financial difficulties. Who will help me?

We will, of course! Any employee can apply to explain their individual situation and request our support. We have not yet left any one of our members hanging.

I have to call in sick during the strike and can't get through by phone – what should I do?

In any case, be persistent. To be on the safe side, go to the doctor on the same day and have them give you a certificate of incapacity for work.

As soon as you reach the scheduling department, even if it is only one day later, report sick from the day of your incapacity for work. You have the certificate as proof.

The unsuccessful contact attempts are best documented with an itemised call list from your telephone provider or a screenshot of your call list.

Do I have health insurance during a strike?

For compulsorily insured persons in a statutory health insurance fund, membership continues during a strike without obligation to pay contributions. Participation in a strike therefore does not endanger personal health insurance cover.

Voluntarily insured persons and privately insured persons must continue to pay their contributions even during a strike. The employer's contribution is reduced proportionally in the event of a strike-related pay cut, which is why the insurance contribution for these hours/days must be paid in full by the

employee. Should an affected person fall below the compulsory insurance limit for a short time due to the pay cut, this will have no further consequences for the health insurance.

Will I continue to be paid if I get sick during a strike?

There are two different cases:

If you fall ill before the start of, at the start of or during the strike, you are entitled to continued wages, provided that you do not participate in the strike.

Employees who were already on sick leave before the start of industrial action and take part in the strike after reporting sick must expect that the employer will not continue to pay for sick days during the strike.

This could mean that you would have taken part in the strike regardless of your illness and would therefore not have been entitled to pay without being sick. Since this highly complex issue has not been decided uniformly by the courts in various proceedings, we strongly recommend that affected employees consult the legal counsel at the UFO office in advance and call the hotline in urgent cases.

If you become incapacitated for work during your participation in the strike, you are not entitled to continued payment of wages, as the work already ceases to be done for another reason – the participation in the strike. However, the entitlement exists if you expressly declare to the employer that you no longer wish to take part in the strike and that employment would be possible in the absence of the illness.



If you are unable to work during a strike, it is advisable to contact your health insurance fund immediately -

but no later than the third day after you stop work - to secure your individual sickness benefit entitlement.

Am I insured against unemployment during the strike?

In the case of a strike lasting up to one month, the compulsory insurance relationship continues. So there are no disadvantages if you have to apply for unemployment benefits in the future.

During a strike in which you take part, you are not entitled to benefits from the employment agency, i.e. employees who do not receive strike pay cannot apply for unemployment or reduced working hours benefits.

I am on parental leave. Will I continue to receive parental allowance?

The employment relationship is suspended during parental leave. A strike therefore has no influence on the parental allowance.

How does a strike affect my holiday?

Any leave already taken or granted will not be affected by a strike. There is therefore a right to remuneration during this leave. The employer cannot revoke the granted leave because of the strike.

Can I participate in strikes / demonstrations during my holiday or on a day off?

Employees who are on holiday and wish to participate in demonstrations are welcome and should take the opportunity to reaffirm their interest in their own workplace. The same applies to employees who have a day off.

If you are on sick leave, you can in principle also participate in demonstrations, provided it does not hinder your recovery. In the case of the flu, therefore, definitely not, in the case of a broken arm, definitely yes. If in doubt, we recommend that you consult your doctor beforehand.

Does participating in a strike reduce my holiday entitlement?

No. The only prerequisite for the full holiday entitlement is that the employment relationship has existed for the entire year. Even in the case of participation in a strike, this continues. There is only a suspension of mutual rights and obligations.

What happens if I am stranded away from my home base?

There are two possible reasons for this scenario. In addition, please note that you should only strike in Germany.

If you are stranded because you do not strike at your home base, but at another German location, you have to bear the cost of the journey home yourself. As well as all other expenses, such as accommodation or the like. If required, the UFO hotline can help.



If you are stranded because the employer cannot maintain your planned duty or changes rotations at short notice, this is not your responsibility. Accordingly, the employer must assume the costs of any hotel accommodations or transfers. In short, it has to take care of you.

Do the airlines keep „blacklists“ of strike participants?

A „blacklist“ of strike participants who are to be sanctioned is strictly prohibited. The employer is allowed to keep a strike list on which strike times are recorded for accounting purposes.

It may be that individual supervisors still threaten repercussions. If you are so threatened or if you witness such prohibited behaviour, immediately inform the picket on site or call the **hotline (0800 872 37 74)**. We will verify whether it is a legitimate strike list or a prohibited „blacklist“.

I would like to participate as a picket or strike helper, but have not been able to register beforehand. Can I still spontaneously support the UFO?

Absolutely. If you have received the call to strike, then simply contact us via our hotline. We will then coordinate your cooperation in our strike together.

This list is not exhaustive and depends on your questions, please contact the hotline on 0800 872 37 74, the office at +49 (0) 6105-97130 or send your questions by email to info@ufo-online.aero.

In addition, we will regularly update all information on the strike on the UFO website www.ufo-online.aero.



Dear Colleagues,

only together are we able to reinforce our demands in the current bargaining dispute and show that we stand united behind our interests.

With this leaflet, we wish to draw your attention to certain behaviours so that you can create a strong common appearance.

➤ No individual initiatives! All industrial action participants should follow the instructions of the UFO contact persons on site.

➤ The press is taboo! Do not be tempted by the press to make statements or take any other action. No one can foresee what come from it. Please always refer them to the UFO officials.

➤ It is your right to stop work for the duration of the industrial action. Exercise your right.

➤ Your participation in this industrial action does not violate your employment contract. Reprisals by the employer, its deputies such as team leaders, department heads or other supervisors for participating in industrial action are prohibited. The employer affected by the strike may not dismiss you.

➤ You are not striking for the UFO, but for your interests and against the behaviour of the employer.

➤ Please resume your work again after the industrial action.

➤ Do not allow yourself to be provoked into arguments about the labour dispute. Please refer to the UFO.

➤ Do not sign any documents related to the industrial action.

➤ The industrial action is organised by the UFO. Only the UFO is entitled to receive declarations from the employer or to make declarations to the employer itself.

➤ The UFO will not disclose the names of industrial action participants.

➤ During the industrial action, the employer is not obliged to continue to pay your salary. All other coercive measures on the part of the employer, such as notice of termination, warning, etc., are prohibited.

➤ Please report for duty immediately after the end of the industrial action.



Shuttlers must take special care when planning their journey to work. Those with firm bookings are legally protected in the event of strike-related flight cancellations or delays.

Of course, we hope that shuttling workers will also strike in large numbers: Those who do not appear for work on the day of the strike are automatically considered to be strike participants. Any duty activity that is covered by the call to strike can be subject to strike action, and shuttlers are not required to actively report their absence by telephone. However, the striking shuttler must be available at the end of the strike to start a rescheduled duty assignment.

Hence our appeal:

SOLIDARITY WITH SHUTTLERS!

We ask all colleagues who live close to the base to offer free overnight accommodation to shuttling employees.

No shuttler arriving to attend the strike in person should have additional hotel costs.



Dear colleagues,

If you have agreed to support the industrial action as a picket or you are thinking about it, we would first like to thank you very much. We have listed your specific tasks here:

Your main task as a UFO picket is to support colleagues in all strike-related matters during industrial action.

- Each picket and UFO member must follow the instructions of the UFO staff on site.
- During industrial action, the rights and obligations of the employment contract are suspended. Thus, the normal hierarchy of duties no longer applies to strike participants. Team leaders, crews, etc. are therefore not authorised to issue instructions to strike participants. Do not be intimidated.
- Participation in legitimate industrial action does not violate the employment contract. Reprisals by the employer or its deputies for participation in industrial action are prohibited. The employer in question may therefore not dismiss a striking employee. Likewise, any disciplinary action is not permitted.
- Colleagues who want to work despite the industrial action must not be prevented from entering the company or workplace.
- Violent altercations with provocateurs and strikebreakers are punishable by law and must be prevented under all circumstances.
- Property damage and traffic obstructions or hazards must also be avoided.

- Pickets should respond calmly and professionally to provocations such as threats, insults or coercion. The operational strike management on site must be informed immediately of such incidents.
- CCM, OPS desk employees, team leaders, cabin crew, etc. must be allowed unhindered access to the company premises or the workplace.
- The police must exercise strict restraint in industrial actions. They may only intervene if criminal laws are manifestly violated or if there is a danger to life and health of persons. However, police measures must never be directed against the industrial action itself.
- The occupation of the company premises is inadmissible; as is the blocking of entrances and exits to the company premises.

