

# **Update: TWU Meets Virgin on Duty Hours - Here's What Happened**

Your TWU delegates met with Virgin to discuss our claim for structural change to duty hours: 10 hours rostered, 12 hours in disruption. Here's what happened:

## **Virgin Admitted There's a Problem**

Virgin acknowledged what you've been saying for months:

- There is lots of work to be done on fatigue.
- There are intense patterns of work.
- Crew are struggling.

They even said they've been hearing this feedback for a long time.

Despite recognising there is a problem, Virgin fell short of committing to structural change to duty hour limitations before bargaining.

They want to wait until EA negotiations to talk about reducing daily duty limits. Delegates told them straight: crew can't wait years for relief.

Instead, Virgin pointed to measures like the re-introduction of the pairing review committee as additional fatigue mitigation. TWU delegates pushed back, stating that band-aid solutions won't cut it, crew need real structural change.



# Virgin's Response to our Claim to Reduce Daily Duty Hour Limitations

Virgin relied on the fact that the current EA allows 12–14-hour duties, saying “crew agreed to this.” But here’s the facts:

Virgin EA projection:

**3%** of duties would exceed 11 hours.

Today:

**25%** rostered duties exceed 10 hours, and day-of-ops pushes that even further.

This is a completely different reality than what was modelled at the time of the EA vote.

We also know that Virgin’s obligations and primary duty of care to crew under Work Health and Safety Legislation is of a higher standing than the duty limits prescribed in the EA.

## Virgin Pointing to Existing Mechanisms of Reduce Fatigue

Virgin suggested crew are “under-utilising” tools like the opt-out system for 4-sector duties over 10 hours. We know the opt-out process is frustrating and unclear. But here’s what’s clear: *we need to send a message.*

## Next Steps: Take Action - Mass Opt Out

TWU will keep pushing for structural change. We will not back down from our claim for 10 and 12 duty limits.

**17 Nov**  
-  
**24 Nov**

Right now, strongest way to show Virgin that you’re done with excessive hours is to:  
***opt-out of 4-sector duties over 10hrs.***

You have the right to do this under the current EA.

Opt-out period **starts 17 November** and **ends 24 November**.  
Don’t wait. Opt out today.

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