

NORTHWEST REGION

24th April 2012

Alison Watson
Director – Customer Services
Thomas Cook Airlines Ltd
Hanger 1
Runger Lane
Western Maintenance Area
Manchester Airport
Manchester M90 3FL

Dear Alison

Re. Stress at work

During the collective consultation my Unite colleagues ran a stress at work survey. I understand that you were provided with the results of the survey but still chose to restructure and remove the ACM rank. Today I am writing to you to express the concerns of our members.

95% of our members said that they thought that the removal of the ACM would increase stress at work. 75% felt the Company's expectations were unrealistic and 83% stated they didn't receive sufficient breaks. The survey threw up some very concerning statistics, including the fact that 64.9% of C3's would feel anxious operating as a Cabin Manager.

Unite has a duty to protect the welfare, health and safety of all its members, as does the Company. Our members need to know that Unite will support any grievances or claims arising from stress at work, especially relating to the above when the employer has previously been made aware.

I have included a copy of the results from this survey for your information and would like to urge the Company to reconsider its position in relation to the onboard restructure.

Yours Sincerely

COLIN CARR
REGIONAL OFFICER

Cc Reps
Tcxunite.com