

6th March 2012

Dear Member/Colleague,

THOMAS COOK WAGE WAR - YET AGAIN - ON LOYAL EMPLOYEES!

Please read the following information, and then have your voice heard by completing the enclosed ballot form. This is only a consultative ballot, intended to gauge how strongly you feel about the position that Thomas Cook is taking, once again, in relation to the erosion of your terms and conditions.

Your Union is both appalled and disgusted at the latest employee communication from Thomas Cook. Not satisfied by devastating the cabin crew community with the recent job losses and the removal of the ACM rank, they now intend to attack the benefits package of those loyal, hard working crew who will be left to suffer further loss, resulting from what will inevitably be yet another poor business decision!

Not only is the company intending to carve up our concessions beyond recognition and freeze pay, but they are intending to railroad these changes *without consultation/negotiation with your union*, and with minimal notice. **Even more despicable is the company's refusal to honour their side of a collective agreement, which was negotiated as part of the harmonisation process - they have stated that they will *not* award RPI on Holiday Pay and All Flight Allowances from the 1st April as per this agreement. (A collective agreement becomes contractual; therefore the company is in breach of contract.)**

Thomas Cook continue to bully and display this aggressive approach, showing no regard or respect to a group of employees who year after year, deliver value to both the business and the customer. The last three years have seen revenue targets smashed and CSQ scores higher than those of our competitors. Those at the top who are responsible for the current state of the business through poor decisions, predominately driven by greed and self interest, (hence the obscene bonuses they award themselves), are determined to keep their positions with all the benefits, and are now expecting those who actually bring profit to the business, to pay for it! **The cabin crew deliver success not failure!** This valuable contribution to the UK and Ireland business clearly means nothing to Thomas Cook.

Your union wants to support the success of Thomas Cook, but can only achieve this with true meaningful engagement. This is the only way that good industrial relations and real partnership can work. Thomas Cook is making this impossible! The company is again bypassing signed agreements with Unite, and imposing changes. They are not interested in

any views, ideas, counter proposals or suggestions. Their blinkered approach to running a business in 2012 is both worrying and offensive. Truly enlightened companies welcome the involvement of employee groups in decision making, with employee representatives being present at formulative decision making meetings. Thomas Cook continues to just merely inform with the attitude of 'like it or lump it.'

Unite have the following issues with Thomas Cook's latest cost-cutting measures:

1 - Pay Claim

The company's refusal to pay RPI on Holiday Pay and All Flight Allowances as per our collective agreement.

Under our Recognition Agreement with Thomas Cook, pay is a negotiation item. By imposing a pay freeze on all staff, the company has completely disregarded this. In addition for the last two years, the pay award has fallen way below the rate of inflation; which in real terms is a pay cut! The cost of everyday living continues to rise:

Gas prices up 19.1%

Electricity prices up 13.2%

Clothing/footwear up 10.9%

Car insurance up 14%

Petrol prices are at their highest ever and are due to rise.

Banks are raising mortgage interest rates.

For the company to dictate that there will be no discussions on pay this year is an insult to its workforce.

2 - Concessions

Concessions are an integral part of the Cabin Crews' benefits package. To attack these Concessions is in essence a further pay cut! Concessions are also listed as a consultation item in our signed agreement with Thomas Cook. The company has chosen to disregard the agreement with Unite - again, by arbitrarily trying to impose these changes.

Your Union and elected committee are finding it increasingly difficult to work under such conditions. This is not partnership! Your committee can also guarantee that if we let the company continue to behave in this way, and allow these latest forced changes to go through, the next item on their "further cost efficiencies" list will be our **COMMISSION!** Thomas Cook is unrelenting in their desire to keep a disproportionate amount of wealth which exists within the business for those at the top!

Thomas Cook will not be satisfied until they have driven the cabin crews' terms and conditions down to those of the lowest within the industry! If we wanted to work for Ryanair, that is where we would have pledged our loyalty. This is a race to the bottom, and we must stand together in our opposition to both Thomas Cook's approach and in ensuring that our terms and conditions are not eroded any further!

Please now complete the attached consultative ballot paper and return in the freepost envelope provided, not later than noon on 26th March 2012.