

August 2nd 2013

MINIMUM CREW – CONSULTATIVE BALLOT

Dear Colleague,

INTRODUCTION: - As you know since the start of the summer the Company have been talking about introducing minimum crew on flights. The routes they are proposing are the majority of flights that crew operate. We predict that once the Company gain acceptance of the concept on certain routes, it will be introduced on all flights at some point. Your Unite reps have secured a meeting with **CHRISTOPH DEBUS** on the **29th AUGUST**, where it is the intention to ensure that he is fully aware of all the job, safety / service and crew welfare implications around his vision for minimum crew at the UK Airline. *We have unfortunately been told by the Company, at two recent meetings that “you are naive if you think you will change Christoph’s mind about minimum crew.”* This saddens us greatly, as it means that the genuine issues and concerns of the members are not being treated seriously, and despite the Company message that they are ‘consulting’ around the issue, they have already, as far as they are concerned, made the decision. Following consistent feedback from the members, we are now running this consultative ballot, in order that we may deliver a strong message to Christoph when we meet. The introduction of minimum crew will have dire consequences on the business, crew and customers.

WHAT’S THE IMPACT OF MINIMUM CREW?

JOBS – Whichever way the Company try to sell it, minimum crew means that less crew are required to do the job. Any further reductions in fleet size, or change to the operation will lead to a greater number of job losses. We want to stop the ‘casualisation’ of the workforce i.e. fixed term workers and 7/5 contracts. Minimum crew means that those loyal crew on 7/5 contracts, who return year after year will probably never have the prospect of an all year round contract.

CREW WELFARE – TCXUnite recently ran a survey on crew breaks. The results did not surprise us. Crew breaks, even with the current crew complement are often not achieved. A true break is not eating a meal, standing up, next to a toilet, and still being obliged to answer call bells.

This summer, crew have been busier than ever. One of Thomas Cook’s initiatives is to increase the productivity of crew – increase your block / flying hours. This is also the direction for the winter flying program. This means that at the same time as you are working more hours, you will also be expected to deliver on targets on board, but with one man down. By the very nature of the cabin

environment, flying more, working harder, irregular shift patterns which cross time zones, and with even less chance of a break your fitness to fly, will be impacted upon, and this will lead to higher sickness levels and fatigue. Without doubt this will add to crew members' stress levels, especially following the recent consultation. This benefits no one; the individual, the customer or the business. Members are already telling us that they are on their knees, and we have only just reached the start of the summer holidays.

CUSTOMER SAFETY AND SERVICE – The prime reason cabin crew are on board an aircraft is for the safety of the passengers who put their trust in us and travel with us. By taking crewing levels to a minimum, are passengers as safe as when there is an extra crew member to share the workload and stress? When crew are regularly flying with a crew member down, flying more, working harder and becoming fatigued or ill, but then are too frightened to call in sick, how fit are they to perform all those safety duties and remain alert and vigilant? Day flights will potentially start to feel like night flights – how is that to the benefit of our customers? Tired, stressed, fatigued and poorly crew will not be able to consistently deliver the level of customer service that they do now, and that will reflect on individuals, the customers and ultimately the business.

THE BUSINESS – If Thomas Cook wants to offer a differentiated product to our customers we need the resources to do that. Thomas Cook has the best crew in industry; our revenue and CSQ score achievements speak for themselves. Why fix something in the business that is clearly not broken, and delivers exceptionally on both profit and customer satisfaction? Our product is not Easyjet, neither is it the same as the rest of the TC Group – local markets are all very different.

ONCE YOU HAVE READ ALL THIS INFORMATION, READ THE ATTACHED BALLOT PAPER AND PUT A CROSS IN THE APPROPRIATE BOXES. The last ballot result shows that your confidence in yourselves to be recognised for what you contribute has grown, along with the trust and confidence you have in your UNITE reps. Let your reps have a strong message to deliver to Christoph and the Company – SAY **NO TO MIN CREW.**

STAND UNITED OR STAND ALONE!

In solidarity

Your Reps