



UNITE UPDATE

INDUSTRIAL ACTION — PAY FREEZE AND CONCESSIONS (009/2012)

11th June 2012

Dear Colleague,

Your union, Unite, is writing to ask all our members within the Cabin Crew community to fully support this ballot for industrial action, and vote 'yes' in order to prevent the Company from further arbitrarily eroding our well-earned terms, conditions and benefits. We have seen the closure of our final salary pension scheme, the removal of the ACM rank, the dilution of the long service awards, and are now faced with no pay award for 2012, alongside our concession scheme being under attack. The Company has only ever sought to "consult" with Unite after decisions have already been made. Our Reps have toiled tirelessly to avoid the situation in which we find ourselves, and sought to reach a satisfactory resolution, against the backdrop of a rigid and arbitrary Company stance.

You should vote YES because we must defend the benefits we have secured. Thomas Cook aspire to set industry leading standards in customer service delivery, and rely on us, their loyal employees to provide an experience that our customers will relish, and want to repeat year on year. The care and safety of our customers is in our hands and we deliver! In the true spirit of consistency the Company must then look to reward the same loyal employees with industry leading employment terms, conditions and benefits. We are far from the best in the industry, in terms of our contractual benefits, and we are merely striving to maintain what we currently have, and not suffer any further deterioration of our employment package.

We are all mindful of the Company's financial position; however the impact of the Company's actions disproportionately affects the lowest paid employees (Cabin Crew) and hence is grossly unfair. We should be equally mindful that the Company's financial position and stability has improved substantially since our members voted overwhelmingly (by an 84% majority) to proceed to an official ballot for industrial action in the recent consultative ballot.

In reality no one wants to be in dispute or take part in industrial action. We must however stem the tide of the Company imposing changes, which are to the detriment of a loyal, committed and industrious workforce. We must all stand together. Finally, please rest assured that we would only call on you to take industrial action as a last resort if all else fails.

Make sure you VOTE YES and urge your colleagues to do the same. A YES vote will send a strong message to Thomas Cook - we will no longer tolerate unreasonable behaviour and attacks on our terms, conditions and benefits.

In Unity,

Your Reps

ENOUGH IS ENOUGH: Stop the attacks, vote 'YES'

www.tcxunite.com