



UNITE CONSULTATION UPDATE 4

25th October 2012

Dear Colleague,

Yesterday your reps attended the second meeting with Thomas Cook as part of the current collective consultation process. It was another productive meeting and further to last week's joint update, we are pleased to say we were able to agree in principle the Terms of Reference that will apply to both parties throughout the process. We were also very pleased to have been able to issue our first joint update with TCX – we hope that more of these will follow. In this communication we just wanted to update you regarding where we are, particularly in response to recent member feedback.

The priority in these early meetings is to discuss and come to an agreement with the Company around their proposed business rationale. In order to us to do this, we need to ask a number of questions about the decision making process that led TCX to put the cabin crew into a statutory 90 day consultation. Those questions can be found on page two of this update. Your Reps and Unite would be remiss in their responsibility to you if we did not ensure that this part of the process was carried out diligently.

Your Reps have expressed concern that no one who has been involved in putting the proposal together intended to be present for the collective consultation meetings. We formally asked that the Director of Customer Service attend these very important meetings in addition to the already present General Manager. This request was declined due to short notice. This was disappointing, given the seriousness of the Company proposal and potential impact on jobs. Unite maintain that we would like the Director of Customer Service present at all collective consultation meetings.

Due to the many questions that you have already put to your Reps, it was decided that a meeting with a Unite solicitor would be appropriate. This meeting took place earlier this week. One concern that has been consistently highlighted surrounds the timing of the proposed redundancies. Due to the minimum consultation period and individual notice periods, most of the proposed redundancies (261) would not take effect until approximately April 2013. This is the precise point that TCX are intending to INCREASE their cabin crew establishment (377 fixed term contracts) for Summer 2013. The Company have told us that they do not have any idea what the flying programme or aircraft basing plan is for Winter 2013/4 – other than they foresee business GROWTH. The Company have committed to providing your Reps with a letter to further explain their business rationale, as we are (based on the above detail) not able to support or accept the proposed rationale.

In order to help things along, an additional meeting has been put into the diary for next week, which means there will be two held in week commencing 29 October.

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It has also become apparent that the Company may be failing to comply with EU law in relation to these redundancies as they have failed to consult with the European Works Council (EWC). We have informed the Company that we intend to challenge at this level. The president of the EWC has requested an urgent meeting with Harriet Green to discuss this matter. We will keep you updated as this progresses.

We would like to ask you for your continued support. It is a very difficult time for everyone and please be confident that we are working very hard to protect cabin crew jobs at Thomas Cook. Thanks to all concerned for your feedback to date. We still need to hear your ideas and concerns – please continue sending these to the team via your base rep, consultation@tcxunite.com or our new forums at www.tcxunite.com – where you can share your views with other Unite members.

REMEMBER: EVERYONE NEEDS TO FOCUS ON SAVING JOBS, NOT “SELECTION!”

In Unity,

Your Reps

QUESTIONS TO TCX

- Q1. How much of the £14m / £7m proposed saving is related to cabin crew redundancy?
- Q2. How much is set aside for redundancy payments?
- Q3. How many part-time and full-time crew are there at each location?
- Q4. How many hours on average are cabin crew working full time and part time? (Can we have it for the last 12 months, monthly and by rank).
- Q5. How many summer fixed term contracts for Summer 2011 and Summer 2012 have there been? (returning seasonals and new entrants)
- Q6. How much does it cost to recruit and train a crew member?
- Q7. How much are the fixed costs relating to a crew member (such as IDs, car parking and uniform)?
- Q8. What's the percentage reduction of aircraft of this Fleet Review?
- Q9. What's the percentage of cuts in crew by location?
- Q10. Can we have the S13 basing plan?
- Q11. What are the current departmental KPIs?
- Q12. If we're linked to EZY, what about the flight being part of the TC journey?
- Q13. The Director of Customer Service says all managers have taken sacrifices. What are they?