



UNITE CONSULTATION UPDATE 6

8th November 2012

Dear Colleague,

We need to communicate with you regarding one of Thomas Cook's most recent Consultation Updates. At 16:06 on the 5th November your reps were sent an advance copy of the memo that the Company were intending to publish in relation to the on-going consultation. You will have now been able to view this document for yourself (see Xplorer, 'Fleet Review 2012'). It contains information that is factually incorrect and at the point of its publication the Company were fully aware that the document was misleading. In addition, they have urged you to act in a manner that would potentially violate Thomas Cook's own Fair Treatment at Work policy. The policy aims to protect all employees from harassment, bullying and intimidation and exists to ensure everybody is free from the kind of pressure that you are being encouraged to place upon your reps. The reason behind this lies in the fact that your reps have resisted such pressure from the Company, despite their hostile, intimidatory, and dismissive behaviour, during recent consultation meetings. Comments have been made and behaviours observed which could never be confused with anything other than trying to intimidate and humiliate your reps.

Thomas Cook and Unite have an understanding in respect of sharing all communications prior to distribution. On this occasion we were only given 24 minutes to respond to them, prior to publication on Xplorer. At this time, most reps were on operational cabin crew duties or legal days off. (The Company should have been aware this). Some of your reps did manage to respond within the short timeframe and stated that we believed the Company were attempting to mislead the crew. We offered the following comments; It was confirmed that it is the reps who lead the discussions, not the Officer. We stated that the atmosphere in the meeting room was hostile from the outset. We also clarified that one of the earlier adjournments of the meeting was masked by Neil Clarke (Unite Full Time Officer) as him seeking clarification on the business at hand. Neil was fully appraised of the Company's financial situation; the reason for the adjournment was for Neil to confirm with the reps if we were comfortable to proceed in such a hostile and intimidatory environment. He was concerned about our rights as individuals to be treated with dignity and respect which was the actual reason for the early adjournments.

We also highlighted to TCX that the reason for the replacement officer was to accommodate the Company's request for back-to-back meetings over two days. The Company were fully aware that our regular officer had pre-arranged business elsewhere.

Despite the Company having these comments to hand, and the opportunity to correct these inaccuracies in their final published memo, the management team proceeded to publish an inaccurate and misleading document. The Company seem to hold an expectation that we should agree a business rationale without having detailed strategic information on which an informed assessment of its merits could be made.

The Company seem to want to discredit Unite and your reps for challenging the Company on the lack of information and knowledge in relation to the redundancy proposals. The request from the Company to put pressure on your reps appears to be in direct conflict with the Thomas Cook policy on Fair Treatment at Work.

You have trusted your reps with extracting detailed information from the Company so that we are in a position to understand and evaluate the Company proposals and represent your best interests. A crucial element of this would include the Winter 13/14 flying programme in order to identify the number of cabin crew required for the operation. Unite and your reps are not just interested in the short term plans but the long-term strategic journey of the business, and we want to positively contribute to its evolution and success.

As your elected representatives, we needed to bring the above information to your attention. You place a great deal of faith in us and it is vital that you know that trust is not misplaced. The above issues will be progressed in the appropriate way, and although it is important that you are aware of it, the really important business of consultation and protecting loyal members' jobs is what your reps and Unite are committing all our energies to. Please be confident that this side issue will not destabilise or detract from what you have elected your reps to do – act in a responsible manner, in your best interests. Remember your reps are crew too and we will continue to keep you informed during the consultation process. It is an unsettling time for us all.

The next consultation meeting is scheduled to take place with the Company on November 14th. We hope that Frank Pullman will attend this meeting and allow us obtain more detail and information around the proposal. So far, the lack of information and some conflicting evidence means that without further examination and justification from the Company we are still not in a position to agree the business rationale. We will update you following this meeting.

Thank you again for your support.

In Unity,

Your Reps