

Mr Stephen Hester
Chair of the Board
Hangar 89
London Luton Airport
Bedfordshire LU2 9PF

5th of April 2022

Dear Stephen and the Board of Directors,

This letter is sent from the ePG to feed back information from all company councils in order to open a dialogue on how to ensure the safe, profitable future of the airline.

Council members from all Trade Unions across all AOCs are extremely concerned about the number of cancellations on the easyJet network. The IATA summer season started with more than 100 flights per day cancelled. Far from being an internally known problem within the company, the current level of disruption is very much public knowledge featuring on mainstream media. Additionally, high profile personalities are devoting time on social media to advise people of their passenger rights regarding compensation.

Worryingly, whilst using the easyJet app, it has been noted that delays have been attributed to weather being outside safe operating limits. However, upon checking, meteorological conditions were well within aircraft limits and other operators were able to land and take off. This is all data our passengers have access to and it is terrible for our reputation.

easyJet's reputation is being destroyed by eroding our passengers' trust in us to deliver an honest and reliable service.

Cancellations and staff absences are being attributed to covid-19, yet other airlines are not perceived to have such a high rate of cancellations for this reason. We are far from previous peaks of infection and the self isolation rules have been relaxed all over Europe. Our customers know this, and don't buy the excuses.

All crew have made an effort with changes to roster patterns, pay cuts and even redundancies as part of a "right-sizing" plan. The airline now faces the real risk of surviving covid yet falling victim to over optimisation of cost, and not having the resources in place to deal with the day to day running of the airline.

This is a summer where the sacrifices made by front line crew will have to be matched by senior management. Having already exhausted the strategy of "going the extra mile" and "one team" before summer has begun in earnest, we await a proposal on how to make summer the success that the company needs it to be.

We have yet to hear any acknowledgement of the problems from upper management, nor any engagement to identify the scale and root causes of the issues. We therefore request to see real evidence of how we as an airline will plan to survive, while maintaining the level of safety and reliability our passengers deserve.

With a significant increase in flights across European airspace we are again more and more subject to slot delays which were not present in the quieter periods during covid with a much reduced flight volume. Even at such an early stage of the summer program we clearly don't have the buffer to absorb any amount of disruption. Legitimate EU261 claims will have a huge impact on profit.

Several attempts at reducing FTEs over the last 15+ Years and the resulting disruption and compensation payments has shown there was a reason for the higher FTE (above 6).

A few summers back, the company embarked on a mission to have a "resilient" schedule and plan after suffering £190+ million in EU261 compensation the previous summer.

It appears that these lessons have been thrown away in the name of pandemic cost savings.

This week, the first one of the Summer season, is already showing that the self-inflicted lack of resilience is not saving but increasing our costs. At the moment pilots are forced on reduced time contracts while crew levels are undoubtedly questionable.

The company has been operating in busy airspace and into primary airports for long enough to know better than to try a FTE reduction again.

The ePG represents the easyJet pilot community, and the feedback we are forwarding to you is that your pilots - your managers on the front line - are worried about the quality of the company's operational planning and decision making.

Our passengers and your employees deserve a level of safety and reliability, this won't be achieved without a change of strategy.

Yours Faithfully, on behalf of the ePG.

Sébastien Carminati
Chairman - **ESPA**

Simone Cavelli
Chairman - **ANPAC CC**

Holger Rössler
Union Secretary - **ver.di**

Arnaud Wiplier
Chairman - **SNPL**

Martijn Tros
Chairman - **SEPLA**

Michalis Pitsiakos
Chairman - **SPAC** easyJet

Craig Wilson
Company Council Chairman - **BALPA**

Rob van Uden
Board Member - **VNV** easyJet