

**Local Trade Union Organization
“ZO OSD B.United” of Cabin Crew**

e-mail: b.united@outlook.com

Prague, 22th June 2021

**Ryanair Sun S.A.
Michal Kaczmarzyk
CEO**

Delivered by electronic means, sent by registered post and delivered in person.

To the kind attention of Ryanair Sun S.A., Workforce Int. Cont. Ltd, associates companies.

Good afternoon,

I hope this letter finds you well.

I am Matteo Pizzolato, president of the union ZO OSD B.United (in short B.United).

As I believe you are well aware, our union is continuing its activity despite the lack of cooperation from your side.

As we always stated, the goal of our activity is to guarantee fair and sustainable conditions for your employees - our colleagues - and facilitate an improvement of dialogue between employees and employers.

The aforementioned lack of cooperation forced us to resort to actions such as (but not limited to): calling for Labour Inspection, notifying irregularities to the Ministry of Finance, legal actions.

Please note the door for dialogue is still open, although the decisions taken during Covid pandemic were one-sided (in employer's favour) and the well-being of the employees was more than often ignored.

In this perspective, we collected some relevant topics our colleagues would like to address. Please consider this list not exhaustive of the subjects to discuss but a good starting point:

- lack of communication and rudeness from HR and other departments. Questions from employees lack an answer, are answered vaguely or, worse, bounced from one department to another.
- Agreement for 10% cut signed in June 2020 not feasible for the period (5 years) imposed.

- Review of salary: the current rates (basic salary, flight hours rates, not paid standby days, the aforementioned cuts,...) leave workers with a high-variable salary often under the survivable level.
The unfairness of the payment is clear in the example of standby days: during standby days employees have to be available (or even conduct duty of at airport), so those days are not considerable as free time; the payment for these days is included in the basic salary but from simple calculations it's quite clear basic salary doesn't cover fairly the hours of availability, which could be very high in number depending on the period of the year.
- Charter flights: in contracts there is no explicit mention of charter flight and, in the past years, layovers were exceptions. Assigning people days off, when on layover for charter flights, is a way out from facing the compensation for work abroad stated in labour code and does not compensate fairly employees for their working time.
- "Fear environment": we registered, while talking with our colleagues, a high level of fear and stress. Employees are often subject to last minute requests (take U/L, accept 50% part time and the list goes on); though these requests have a big impact in their lives, not accepting would bring to dismissal. This environment of uncertainty and fear of speaking up their mind increases the stress levels, with bad consequences for private life and on job.

As mentioned before, these points would be a good start for our dialogue.

You often expressed the importance of happy employees and gratitude for what people had to endure (especially in this period). Unfortunately, your actions and decisions don't communicate the same ideas.

Fairness and employees' happiness is pivotal. Not only a fundamental right but, quite obviously, beneficial to improve the quality of the service we provide to our customers. Although this may sound rhetorical: employees are not tools; the difficulties of conducting a business do not justify ignoring their voice.

I renew my offer to initiate a productive dialogue, beneficial for all parties involved.

While looking forward to your reply, let me wish you a good day.

Regards,
Matteo Pizzolato
President of (ZO OSD) B.United

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**Workforce International Contractors Ltd
Grace Meehan
Deputy HR Manager**

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