**Crew Morale Survey results**

As you know, your Unite reps invited you to fill in a survey on how you gauged morale to be within the cabin crew community at the moment. We received an reassuring number of responses, certainly more than the company Usay survey gets!

We can report that personally, just under 70% of crew who responded, feel their morale is on a scale between 1 and 5 out of 10. Just over 30% scored between 6-10.

|  |  |
| --- | --- |
| **1** | 18.93% |
| **2** | 13.61% |
| **3** | 13.41% |
| **4** | 11.44% |
| **5** | 11.64% |
| **6** | 9.47% |
| **7** | 11.64% |
| **8** | 5.72% |
| **9** | 2.56% |
| **10** | 1.58% |

Asked whether easyJet deliver on their promises, 69% of you think they do SOMETIMES, only 9% agreeing they do, the other 22% saying NO.

Interestingly, the perception of crew to the question what is easyJet’s priority stated:

|  |  |
| --- | --- |
| Money /Profit/Sales/Revenue | 52.47 |
|  Safety  | 17.98 |
|  OTP  | 16.46 |
|  Performance /CSATS | 4.21 |
|  Cost  | 3.79 |
|  Customer /Pax | 3.87 |
|  Staff  | 1.22 |

This is probably because the majority of emails that come from senior management are something to do with improving revenue, and that the only way to make us a ‘great’ company is to make more money and cost less, so its not surprising that the message that safety is our number one priority gets lost amongst the numerous emails telling us to be quicker, cheaper and make more money.

There were obviously a huge number of verbatim comments to sift through, but these could be roughly collated into issues of: – Management (both Senior and Base), Relationships with management, Rosters and fatigue, on-board issues and disciplinaries. In terms of the question regarding if you could change one thing, we received multiple suggestions mainly in the categories of rosters, on-board and general management.

We have presented these verbatim comments as a report to senior easyJet management with the intention that your Unite reps work with the company to implement some of the suggestions made. The aim is to make improvements in crew work-life balance and therefore improve morale. Over the coming months each Unite rep will also be presenting the results for their base to their base management team, with the expectation that we can work together to tackle any particular local base issues.

We would like to thank you for taking the time to complete the survey, and we wanted to assure you that because of you, we have the basis for a plan to be able to work with the company and hopefully improve morale and make easyJet a fun and happy place to work again.