

Madrid, 11th August 2019

## **RYANAIR CABIN CREW UPDATE**

# **LAST MEMO FROM DARRELL HUGHES**

Two days ago we got yet another memo from Darrell Hughes and this is our common position, from both SITCPLA and USO

This memo arrives after 2 days when Darrell Hughes and his team were, the first day in Madrid, meeting with USO and SITCPLA, then with SEPLA, and, the second day, directly with Pilots and Cabin Crew in both LPA and TFS.

The first consideration is that Darrell Hughes, who is Director of HR Strategy & Operations at Ryanair since April 2017, is responsible for the many Pilot and Cabin Crew strikes that happened the last year and that are happening, once again, this year.

He is not the only responsible, but, as Director of HR Strategy & Operations he clearly made his choices to upset both Pilots and Cabin Crew in a way that conflict is back at Ryanair this year, once again. As Director of HR Strategy & Operations, Darrell is also responsible for the many job losses that are currently planned in Ryanair, so, his capability to exercise his job must be questioned, as both the HR Strategy and Operations are clearly wrong.

On the 8th August last, Darrell came to LPA and TFS bases to announce Ryanair (his) plan to fire more than 300 people and he actually admitted in TFS, to the present Cabin Crew members, that this is shameful, but 2 days ago he decided to send a memo to all Spanish based Cabin Crew where he not only lies, but he also seems to want to change the speech over the reasons why these job losses and base closures/reductions may happen.

Please **read carefully the below points** and understand the complete lack of control and mismanagement that is occurring with Darrell and, eventually, in all Ryanair management:

## #1

2 days ago on a memo Darrell is lying when he implies that USO and SITCPLA are trying to abandon the recognition agreement we signed in the 9th January 2019.

SITCPLA and USO have always honoured their part of that agreement, whilst Ryanair never did it (at least on time) – think about the mess with passing people from agencies to Ryanair, think about the salary delays we all experienced, think about the census they took months to give (something that any normal company would give straight away) delaying, Ryanair, the beginning of the CLA negotiations themselves, think about the agency colleagues who should have already be in proper and legal contracts and they are not, to name a few.

If USO and SITCPLA would want to abandon the agreement from the 9th January, we would have already done it on the 2nd February 2019, but we patiently and respectfully honoured our part. Darrell, thus Ryanair, didn't honour their part, so they are no one to question the respectful trade unions SITCPLA and USO.

To explain further, the agreement of the 9th January served a specific purpose to go out from a strike. Its contents are related to the commitments achieved to stop a strike, but they are limited in their scope. What Darrell, thus Ryanair, wants to do is to make that document the basis of any further commitment from Ryanair, avoiding this way to deliver proper and legal rights, amongst of which are “pay, allowances, rosters etc”, as he writes on his memo.

A CLA is much more than a simple document that Ryanair never complied with or honoured fully, so Darrell, thus Ryanair, should first start to honour the commitments written and agreed on the 9th January 2019 agreement and, only then, should say anything else.

## #2

On the base meetings, Darrell said that the base closures and reductions will occur because of Max delivery delays and the Brexit uncertainty.

2 days ago, on the memo, he speaks about CLA negotiations and Max delivery delays – Brexit was forgotten (intentionally?) or it's not a concern anymore.

## #3

On the same memo, 2 days ago, Darrell is trying to confuse all of you subtly, connecting the base closures with the CLA negotiations.

On the base meetings, there was absolutely no word about the CLA negotiations – forgotten (intentionally?) or it was not a concern.

## #4

2 days ago, on the memo, Darrell uses the same exact tactic as he tries to use everywhere in EU, comparing different countries and different trade unions with the only objective to confuse crew. Don't be fooled by these dirty tactics.

National realities and laws are different from country to country and, also, even within the same country you have different collectives, such as Pilots or Cabin Crew, which have different demands and different negotiation strategies.

If Darrell insists on comparing us with SEPLA, Spanish Pilot trade union with whom SITCPLA and USO have excellent relations, then we, Cabin Crew, demand to be paid as pilots first and then we can talk about everything else.

Or if Darrell insists on comparing for the sake of comparing, we will then demand to have better conditions and more benefits than our easyJet or Norwegian colleagues have, because Ryanair can handle much more costs, based on the profits earned by each individual company.

Profits that are certainly neither created by persons like Darrell nor by his wrong strategies, but by persons like us, Crew, who are the face of the company and serve each individual passenger with excellence, for them to buy onboard and for them to return to Ryanair over and over again, thus making Ryanair grow.

## #5

Lastly, Darrell, thus Ryanair, came to TFS and LPA to announce their own failures and errors and in result of this, there will be job losses and base closures.

Apart from the virtually honest words of sadness and sorrow, Darrell admitted, in TFS, that him, thus Ryanair, do not have any details on how many people will be affected, how many vacancies are available for people who want to carry on working for Ryanair or even which are the bases, in Spain, to where the affected crew may choose to go after any base closure.

This is an absolute disrespect for all crew based in TFS and LPA and another sign of the total lack of control and inability to manage well, therefore, a normal person who feels responsibility over the destruction of families and homes, should immediately, after arriving to Dublin, recognise its responsibility and resign with immediate effects. Darrell, thus Ryanair, seems to be shameless and just shows its absolute despotic behaviour attached to his true carelessness about the Human Resources he directs.

We, therefore, are sure that shareholders are aware of this behaviour from, not only Darrell, but also other Ryanair directives directly responsible for the immense conflict open between Crew and Ryanair, and act accordingly on the next AGM, due to happen on the 19th September next.

If there would still be any doubts on how bad some current management is doing, the doubts are clear after plenty strike actions already to happen soon and the ones which are on their way, all around EU, called by pilots and cabin crew alike, precisely against the current Ryanair management, which Darrell is part of.

Finally, we leave not only a word of hope and solidarity to all our crew, who we defend proudly against this team of abusers, but also a word of advice to the current Ryanair management: **Ryanair is too important to passengers and crew and we cannot afford a management team which only purpose seems to be to destroy the airline we built up, so, please, do yourselves a favour, grow up and go home!**

**IMPORTANT NOTE: This was written and edited by ALL members of USO Ryanair and SITCPLA Ryanair union sections, not only by its Secretary Generals.**