

## Airline boss promises pilots bonus to keep flying – 9th October, 2017

### Level 4

Europe's biggest low-cost airline promised better pay and working conditions for pilots to stop them leaving the company. Ryanair wrote to its 4,200 pilots about their concerns. It offered them salary increases and loyalty bonuses. One pilot said this was, "too little, too late". He said there was a lack of basic benefits for pilots, who had to pay for water, coffee, meals and even their own uniform. He added: "People have just had enough of the toxic atmosphere."

Ryanair is trying to repair the damage done to its image after a mistake with pilot holidays. This mistake led to 20,000 cancelled flights because of a lack of available pilots. This affected 700,000 passengers. An industry analyst said the airline had disrespected pilots. He said Ryanair was "being forced to backpedal" and meet pilots' pay demands. Ryanair is confident that pilots will stay. It said: "We are a very secure employer in a very insecure industry."

### Level 5

Europe's biggest low-cost airline has promised better pay and working conditions for pilots. It wants to stop them leaving the company. The CEO of Ryanair wrote to the budget airline's 4,200 pilots to address their concerns. He offered pilots salary increases of up to \$11,700 and loyalty bonuses. A long-serving pilot told the BBC this was, "too little, too late". He said: "There is a lack of basic benefits [for pilots] - no free bottles of water, coffee or tea and no crew meals." Pilots also had to buy their own uniform. He added: "People have just had enough of the toxic atmosphere."

The CEO is trying to repair the damage done to Ryanair's image after a scheduling error with pilot holidays. This mistake meant more than 20,000 flights have been cancelled because of a lack of available pilots. This has affected 700,000 passengers. An industry analyst said the airline disrespected the "skill set" of pilots. He said Ryanair was "being forced to backpedal, apologize and meet [pilots'] pay demands". The CEO is confident that pilots will stay with Ryanair, "for a brighter, better future". He added: "We are a very secure employer in a very insecure industry."

### Level 6

The boss of Europe's biggest low-cost airline has promised to increase the pay and working conditions of pilots to stop them leaving the company. Michael O'Leary, CEO of Ryanair, made a personal pledge to the budget carrier's 4,200 pilots to address concerns that pilots are dissatisfied and want to quit the company. Pilots have been offered salary increases of up to \$11,700 and loyalty bonuses of \$14,000. A long-serving pilot told the BBC this was, "too little, too late." He said: "There is a lack of basic benefits [for pilots] - no free bottles of water, coffee or tea and no crew meals." He said pilots also had to buy their own uniform. He added: "People have just had enough of the toxic atmosphere."

Mr O'Leary is attempting to repair the damage done to Ryanair's reputation after a scheduling error with pilot holidays. The costly mistake meant more than 20,000 flights have been cancelled recently because of a lack of available pilots. This has affected over 700,000 passengers. An industry analyst said the airline made this costly error, "by initially disrespecting the skill set of pilots". He added: "In a rare move, [Ryanair] is being forced to backpedal, apologize and meet [pilots'] pay demands." O'Leary is confident that pilots will stay. He said: "I urge you to stay with Ryanair for a brighter, better future for you and your family." He added: "We are a very secure employer in a very insecure industry."