

Flight Safety Survey

16 February 2009

Dear Colleague,

Today we are launching the Flight Safety Survey. This is primarily to give you the chance to help us understand the Flight Safety culture within the Airline and help us identify areas which can be improved upon. At Thomas Cook Airlines we pride ourselves on our safety record and it will always be our first priority. However, we cannot and must not rest on our laurels and we will continue to enhance the safety of our operation. Flight Safety is the responsibility of each and every one of us and by completing this short survey, you will be helping us to improve the Safety of our operation.

The survey will be open until Tuesday, 31 March and can be completed either on-line by following the link below:

http://www.surveymonkey.com/s.aspx?sm=eo_2bVxQN_2fs7ckaAAx6F0s0A_3d_3d

by completing the attached survey questionnaire and sending to the Flight Safety Department using one of the options below –

E-mail – Kelly.jeffries@thomascook.com

Fax – 0161 498 3862

Post – Kelly Jeffries

Flight Safety Department,

Thomas Cook Airlines Ltd,

Hangar 1,

Western Maintenance Area,

Runger Lane,

Manchester Airport

Manchester

M90 5FL

Best Regards

The Flight Safety Team

Flight Safety Survey

1. Flight Safety Survey

Thomas Cook Airlines prides itself on its Safety Record and safety is our first priority for all concerned. However, we will not rest on our laurels and will continue to try and enhance the safety of our operation. By completing this survey on Flight Safety, you will be helping us to understand what the Flight Safety Culture within Thomas Cook is perceived to be and any areas for improvement.

For Flight Crew, please complete sections 1, 2, 3, 4 and 7

For Cabin Crew, please complete sections 1, 2, 3, 5 and 7

For All Other Airline Employees, please complete sections 1, 2, 3, 6 and 7.

1. Please indicate which area of the business you work in

Flight Crew

Cabin Crew

Other Airline Employee

Flight Safety Survey

2. Section 1 – Flight Safety Culture

1. The culture within Thomas Cook Airlines is based around Safety.

Strongly Agree

Agree

Neither Agree or Disagree

Disagree

Strongly Disagree

2. Flight Safety is a prime consideration at all times.

Strongly Agree

Agree

Neither Agree or Disagree

Disagree

Strongly Disagree

3. I am listened to if I raise a Safety Concern.

Strongly Agree

Agree

Neither Agree or Disagree

Disagree

Strongly Disagree

4. I am encouraged to report Safety issues and feel confident to do so.

Strongly Agree

Agree

Neither Agree or Disagree

Disagree

Strongly Disagree

5. Flight Safety is not compromised by Business Decisions.

Strongly Agree

Agree

Neither Agree or Disagree

Disagree

Strongly Disagree

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3. Section 2 – Flight Safety – Reporting

1. I am clear about which form to use for reporting Safety Issues

Strongly Agree

Agree

Neither Agree or Disagree

Disagree

Strongly Disagree

2. I know where to find the forms and I am clear about where to send them.

Strongly Agree

Agree

Neither Agree or Disagree

Disagree

Strongly Disagree

3. The forms are clear, concise and easy to fill in.

Strongly Agree

Agree

Neither Agree or Disagree

Disagree

Strongly Disagree

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4. Section 3 – Flight Safety Department

1. I am clear about the aims of the Flight Safety Department and how they can help me.

Strongly Agree

Agree

Neither Agree or Disagree

Disagree

Strongly Disagree

2. I receive feedback from the Flight Safety Department when I have submitted a Safety Report

Strongly Agree

Agree

Neither Agree or Disagree

Disagree

Strongly Disagree

3. I am aware of the difference between the Flight Safety Department and the Safety Training Department.

Strongly Agree

Agree

Neither Agree or Disagree

Disagree

Strongly Disagree

4. The communication from the Flight Safety Department is of a good standard.

Strongly Agree

Agree

Disagree

Strongly Disagree

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5. The publications produced are informative and could be understood by everybody.

Strongly Agree

Agree

Neither Agree or Disagree

Disagree

Strongly Disagree

6. The Flight Safety department is open and honest and I feel I can contact / visit them at anytime.

Strongly Agree

Agree

Neither Agree or Disagree

Disagree

Strongly Disagree

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5. Section 4 – Flight Data Monitoring

1. I believe Flight Data Monitoring is a major benefit to help improve Flight Safety

Strongly Agree

Agree

Neither Agree or Disagree

Disagree

Strongly Disagree

2. I understand what FDM is used for and what it is aiming to achieve

Strongly Agree

Agree

Neither Agree or Disagree

Disagree

Strongly Disagree

3. I am confident that the FDM Data is not used in a punitive way.

Strongly Agree

Agree

Neither Agree or Disagree

Disagree

Strongly Disagree

4. I am aware of the current FDM Protocol and the methods of Crew contact.

Strongly Agree

Agree

Neither Agree or Disagree

Disagree

Strongly Disagree

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5. I feel confident that I could visit the Department to review an incident / event / flight that I have been involved with.

Strongly Agree

Agree

Neither Agree or Disagree

Disagree

Strongly Disagree

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6. Section 5 – Cabin Crew

1. I am aware of who the Cabin Safety Team are and how to contact them.

Strongly Agree

Agree

Neither Agree or Disagree

Disagree

Strongly Disagree

2. The Cabin Safety Newsletter is informative.

Strongly Agree

Agree

Neither Agree or Disagree

Disagree

Strongly Disagree

3. I believe the Flight Crew are supportive when there is a safety issue in the cabin.

Strongly Agree

Agree

Neither Agree or Disagree

Disagree

Strongly Disagree

4. I believe Flight Crew have a good understanding of Cabin Safety procedures e.g paperwork required after a Cabin Safety event.

Strongly Agree

Agree

Neither Agree or Disagree

Disagree

Strongly Disagree

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7. Section 6 – Other Airline Employees

1. I understand that I have an important role to play in Flight Safety.

Strongly Agree

Agree

Neither Agree or Disagree

Disagree

Strongly Disagree

2. I am aware of who to contact in the event of a Safety issue being identified.

Strongly Agree

Agree

Neither Agree or Disagree

Disagree

Strongly Disagree

3. There is enough content in the Flight Safety publications regarding Safety on the Ground and its potential impact on Flight Safety.

Strongly Agree

Agree

Neither Agree or Disagree

Disagree

Strongly Disagree

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8. Section 7 – General

1. On a scale of 1-10 (1 being poor, 10 being excellent) I rate the Safety Culture within Thomas Cook Airlines as...

1

2

3

4

5

6

7

8

9

10

2. Please add any additional comments you wish to make regarding Flight Safety.