



August 17, 2017

Asgeir Nyseth  
COO, Norwegian Group  
Oksenøyveien 3  
1331 Fornebu  
Norway

Dear Asgeir,

I'm writing to call your immediate attention to a very serious issue affecting the US-based cabin crew whom I'm in charge of representing; however, this issue is not just limited to the US-based crew. For the past year, the cabin crew members in the 787 Operation have been suffering the consequences of poor management decisions that impacts our ability to make a decent living.

As you may already know, rostering has always been a problem at our Company and will continue to be a problem until an adequate bidding program is implemented. This involves Norwegian making an initial investment that will pay for itself in years to come.

Putting the lack of a bidding system aside, the immediate problem that has persisted over the past year is the decision(s) by an individual or group of individuals to continually over-hire cabin crew members for the 787 Operation. Being overstaffed for such a long period of time not only means that the Company is paying for cabin crew they don't currently need but also results in the cabin crew not being able to earn a livable wage.

The poor decisions of Norwegian management have forced many cabin crew members to seek second jobs, rely on family for support, and quit our Company altogether. Month after month, most crew members only see one or two pairings (trips) on their roster. The majority of our rosters are "filled in" with standby days. Standby days are UNPAID.

Norwegian continues to put up a wall whenever employees try to talk about "money." You push us away telling us to talk to our "Agency" who is responsible for our paychecks. Coming from a country with a high minimum wage and a high standard of living (Norway), I could understand how it's easy for you and others in Fornebu to psychologically separate the work environment from the financial aspect. In the United States and the U.K., we don't have the same standard of living nor the same social safety net as Norway or other Scandinavian countries. In the United States, there is a sizable portion of the population living in poverty and now, with our wages taking such a huge hit over the past year, many of the US-based crew members are living at poverty level.

We thought that the recent announcement of “voluntary leaves” would bring some relief to those of us needing to work more than minimum hours, but our hopes were shattered once we discovered that the Company is still currently hiring and continues to do so every month for the duration of the year.

At this point, I’m not asking for a valid reason or admission that there was bad planning on the Company’s part. I just ask for understanding that when a poor decision such as this is made, your employees are the ones to suffer. I’m willing to wager that if the salaries of the Company employees responsible for the bad planning were cut 30-50% like ours have been, things would be done differently.

One immediate solution to the problem we’re facing is to release us from Standby and Reserve when there is a surplus of cabin crew members on Standby and Reserve. Currently, the Planning Department “fills” our rosters with Standby and Reserve days even though 90% of us continue to go unutilized. As a result, many of us work second jobs over our standby days. While we’re not supposed to be working other jobs when we’re on Standby, this is reality and it is necessary for many of us to make ends meet. If we have the option to call in and be “released” from standby, it will allow those with second jobs to work without repercussions and help IOCC to better gauge who is ready to work if the need to call someone arises.

I’m not sure what you are being told by OSM or those you count on to give you the correct information but I can assure you that saying we are paid “competitive wages and benefits” is a false statement—especially at this juncture. If no improvements are made to our rosters in the immediate future, our paychecks will continue to fall short, morale will remain low, and our Company will continue to lose great employees.

Sincerely,



Valentin Lorian  
MEC President, Council 4  
Association of Flight Attendants-CWA