



Work and Pensions Committee

Business, Energy and Industrial Strategy Committee

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From the Chairs

18 January 2018

Jon Thompson,
First Permanent Secretary and Chief Executive
Her Majesty's Revenue and Customs
100 Parliament Street
London
SW1A 2BQ

Dear Jon,

We are writing to ask HMRC to investigate Ryanair and the agencies it uses to supply cabin crew, to ensure that they are paying at least the National Minimum Wage/National Living Wage to all their staff.

Following concerning media reports in December 2017 of cabin crew contracts from Crewlink requiring staff to work additional unpaid hours, be on standby for low or no pay, and pay for training and uniforms, our Committees wrote to Ryanair seeking clarification on the terms and conditions of all their UK-based staff. After failing to provide all the information requested and offering broad, general figures on rates of pay that contradict the contracts we have seen, Ryanair have declined to respond to any further queries from the Committee.

Although Ryanair's initial response to us, and their promotional literature, promises pay of between €24 000 and €40 000, the contract we have seen an employment agency they used offers only £14.43 per flight hour (up to a maximum of 900 hours or £12,987 per year), which they claim includes a premium for other hours and standby time that is otherwise unpaid. Ryanair have declined to provide any information on the actual number of hours cabin crew are required to work, many of which appear to be unpaid. We are concerned that despite Ryanair's weak, evidence-free assurances to the contrary, it appears that cabin crew are being paid in a confusing and opaque way, potentially designed to mask low pay and poor conditions.

We are aware that HMRC have previously been asked to examine the pay structure for Ryanair's pilots, and encourage you to expand this investigation into wider aspects of how the company recruits and pays its staff. As Ryanair currently have around 3500 staff in the UK, in a highly competitive industry, we believe it is vital that potential poor employment practices are examined not only to ensure the rights of Ryanair cabin crew are protected, but also to ensure that there is no 'race to the bottom' across the aviation sector.

Our Committee clerks can provide further information to assist HMRC in any investigation, including copies of correspondence and contracts received by the Committee.

We are writing in similar terms to Sir David Metcalf, Director of Labour Market Enforcement.

A handwritten signature in black ink, appearing to read 'Frank Field'.

Rt Hon Frank Field MP
Chair, Work and Pensions Committee

A handwritten signature in black ink, appearing to read 'Rachel Reeves'.

Rachel Reeves MP
Chair, Business, Energy and
Industrial Strategy Committee