



## Work and Pensions Committee Business, Energy and Industrial Strategy Committee

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From the Chairs

18 January 2018

Sir David Metcalf  
Director of Labour Market Enforcement  
1 Victoria Street  
London  
SW1H 0ET

Dear Sir David,

We have today written to ask HMRC to ask them 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. Ahead of the publication and submission of your first full strategy, we encourage you to ensure that the issues raised by this case, and any wider issues in the sector, are considered as part of your role in intelligence gathering on employment abuses.

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.

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 in any investigation, including copies of correspondence and contracts received by the Committee.

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