



Transport Committee

House of Commons, London, SW1A 0AA

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We would like to thank everyone who has taken the time to e-mail or tweet us about our ongoing work on the implications of coronavirus on the aviation sector.

Although we do not have the capacity to reply individually, each and every email has informed our work and enabled us to raise the critical issues that you have brought to light.

The Committee recognises that the aviation industry faces unprecedented challenges due to the drastic reduction in air travel as a result of the coronavirus outbreak.

However, we have received thousands of emails, letters and tweets from aviation workers and passengers concerned about their jobs, safety, or money they are owed. We have heard from people from all across the UK.

Thousands of employees of British Airways – including pilots, cabin crew, and ground-based staff – have written to us concerned about their job security, or employment terms and conditions, following the company's announcement to consult over a number of changes including reductions in headcount. It is clear to us that British Airways staff care about their carrier and each other, but many hold deep reservations about the motivations behind these changes.

We have also received many e-mails from customers who purchased airline tickets prior to the crisis and are still waiting for their money to be returned. We have heard frustrating stories of customers either not being able to contact their carrier to obtain a refund or the process being extremely difficult.

The Committee has been raising these issues directly with those responsible in our hearings on aviation. We [questioned](#) Willie Walsh, the Chief Executive of British Airways' parent group, on the future of the company, the proposals to consult on jobs and terms and conditions, and airline refunds. We [questioned](#) representatives of other airlines and travel agents about the problems with issuing refunds to customers.

We will raise these issues again with union representatives and the Minister for Aviation on Wednesday 20 May. This will be streamed live on the [Parliament website](#) from 9.30am.

When this pandemic passes, airlines and travel companies will have to answer for how they treated their workers and customers, as the Government will be judged on its response. The Transport Committee, when the time is right, will come back to look at these issues.

Huw Merriman MP

Chair of the Transport Committee