



December 23, 2024

Jetstar Japan Co., Ltd.
President and Representative Director, Masaru Kataoka

Jetstar Crew Association
Chairperson, Kaoruko Kimoto

We extend our sincere gratitude for your ongoing efforts in the development of the aviation industry and the maintenance of safe operations. The Jetstar Crew Association (hereinafter referred to as JCA) is a labor union representing the cabin crew and pilots of Jetstar Japan Co., Ltd. (hereinafter referred to as JJP). Regarding the disciplinary actions against JCA's Chairperson and Executive Committee, we would like to inquire about the following points to foster improvements through sincere dialogue in light of the Tokyo District Court's ruling on December 2, 2024, and subsequent responses from your company.

1. Response to the Court Ruling

On December 2, 2024, the court ruled that the disciplinary actions taken by the company were invalid. The judgment stated that “the disciplinary actions impacted the activities of the plaintiff Kimoto in her capacity as Chairperson of the Labor Union” and acknowledged the mental distress caused by the unjust measures. This recognition highlights the significant impact on employees' fundamental human rights and working environment. However, the company president's message distributed after the ruling claimed, “The disciplinary actions were taken against the individual and were unrelated to the labor union, and the court did not find them to constitute unfair labor practices.” This explanation appears insufficiently reflective of the court's ruling and has contributed to growing distrust among employees, further undermining trust in labor-management relations. Given the company's decision to accept the ruling, we strongly urge you to issue a formal apology and implement measures to prevent recurrence.

2. Investigation and Accountability Regarding Kimoto's Disciplinary Action

The disciplinary action against Kimoto was based on erroneous reports from informants. Furthermore, statements made during interviews with CSMs and other

cabin crew members appear to have been arbitrarily used as grounds for the disciplinary action. Such conduct has not only harmed the affected employee but also placed a psychological burden on those whose statements were misused. In light of these circumstances, we demand a formal apology to Kimoto and the employees involved. Additionally, we request your company's perspective on the insufficient investigation conducted by the In-Flight Services Department and potential biases in decision-making.

3. Issues Regarding Katagiri's Salary Deduction

Regarding Katagiri's salary deduction, unpaid wages occurred due to calculation errors by the company. The resolution of this issue was delayed for an extended period due to insufficient interdepartmental communication. Moreover, this incident has fostered a workplace culture where employees feel discouraged from raising concerns about potential salary discrepancies. Additionally, while the HR Director acknowledged during testimony that communication errors between departments had occurred and claimed to have apologized, no actual apology has been made. We request a formal apology to Katagiri and clear measures to prevent recurring salary errors.

4. Actions by the Cabin Services Department

During the collective bargaining session held on July 26, 2022, the Head of the Cabin Services Department commented on the disciplinary actions against two department members whose appeals were also rejected, stating, "As the Head of the Cabin Services Department, I apologized to the company for the actions of my subordinates." However, given the court's ruling on December 2, 2024, which invalidated the disciplinary actions and recognized the mental distress caused, we believe the apology made to the company should be revised in light of the judgment. Furthermore, a formal apology should be issued to the individuals subjected to the unjust disciplinary actions. We request your company's perspective on this matter and clear actions regarding an apology to the affected employees and subsequent steps.

5. Impact of the Abuse of Disciplinary Authority on Employees

The recent court ruling has highlighted the severe impact of the abuse of disciplinary authority on employees. The judgment also recognized its influence on labor union activities. While a directive from the Chiba Labor Relations Commission regarding unfair labor practices is expected in February 2025, we request that your company

provide specific measures to strengthen governance, enhance compliance, and ensure transparency and fairness in the exercise of disciplinary authority.

This case has implications beyond JJP and could significantly affect other labor unions and companies in the aviation industry. History has shown that excessive pressure on labor unions can lead to workplace division and concerns about safety. Unjust treatment of labor unions undermines corporate trust and could harm the safety culture of the entire aviation industry.

The misuse of disciplinary authority, as highlighted by this judgment, has undermined employee morale and trust, leading to the deterioration of the workplace environment. We urge your company to eliminate biases against specific labor unions and implement measures to create a workplace where all employees feel secure. Strengthening governance and thoroughly preventing recurrence are essential. Even in cases of leadership changes, we expect the organization to maintain accountability and demonstrate sincerity in addressing these issues.

Our union is engaged in legitimate activities to maintain the daily safety of aviation operations, improve the working environment for employees who support this safety, and provide peace of mind to all customers. The entire industry is closely watching to see how your company will take concrete steps to improve labor relations and restore trust in light of this judgment.

We sincerely await your earnest response.

Response Deadline: December 29, 2024