

Dear Inflight Crewmembers:

As I'm sure you're aware, yesterday one of our colleagues exited an aircraft via the emergency slide after an alleged altercation with a Customer. This story has generated a great deal of media interest, and, while we will continue to protect the privacy of this individual, I want to take a moment to share my thoughts with you on this matter.

Some media outlets are portraying yesterday's event as a humorous example of what individuals may consider doing at a point in their careers – walking off the job in a very public fashion. However, as safety professionals, we know this event is a serious matter. Deploying a slide is a forceful event and yesterday's deployment endangered, and could have severely injured or even killed, Crewmembers working around and below the aircraft.

Our investigation thus far reveals that the jetway was attached to the parked aircraft and Customers were in the process of normal deplaning. At some point, the forward service door was purposely re-armed and the slide intentionally deployed, endangering lives and equipment. I fully acknowledge that the job of an Inflight Crewmember is not easy. Yet, as trained professionals, we are taught to utilize our Crewmember Resource Management (CRM) skills and seek additional resources or assistance, when needed.

Rest assured, one event by an individual will not take away JetBlue Inflight Crewmembers' hard-earned reputation for safety and professionalism. But now it is up to each one of us to contribute our very best to our professional reputations by supporting each other in our daily work at JetBlue.

In the next few days, Customers may repeatedly ask you about this situation. Please continue to represent JetBlue as professionals in your words and actions and avoid making judgments about the event as even casual comments can be distributed widely via social media outlets. If you are approached by any media, please refer them to our media hotline (718-709-3089) for official comment.

Finally, I would like to remind you of Life Solutions, a free, confidential resource available to all JetBlue Crewmembers. Trained counselors may be reached by calling 1-866-370-CARE (2273) at any time. Additionally, please share your concerns, comments and feedback with your Inflight Leadership Team, or drop me a note if you would like to share your thoughts directly.

Safety will always be our #1 JetBlue Value. Thank you for being the outstanding safety and Customer service professionals that you are and for taking care of each other every day.

Warmest regards –

Vicky