

## IE Update Script – Season III, Episode 1 January 2023

Hello everyone, and Happy New Year! Thanks for tuning in to our first edition of Inflight Experience Update for 2023. I hope everyone had a nice holiday, and I appreciate everyone's efforts in getting our customers to their destinations during what was a challenging travel period caused mainly by the inclement weather that made its way across the nation during the last two weeks of the year.

A special thanks also to those crewmembers who spent a number of days in BUF, unable to travel home due to the record amount of snowfall that shut down airport operations in BUF for several days. Thank you for your perseverance, and patience and for caring for one another during this challenging weather event.

With the start of 2023, I'd like to share a few highlights of some of the projects we have planned for the year ahead. As I shared in my last update, we had over 600 crewmembers complete the 2022 Employee Engagement Survey. As a result, we have identified a number of themes and areas of opportunity for which to focus our attention moving forward. Those themes include a broader and more consistent focus on recognition and designing new, more innovative ways to communicate important topics while explaining the "why" behind business decisions that impact our customers and crewmembers.

Other themes include creating a forum where flight attendants can be more involved in projects and procedural changes impacting the Inflight operation and experience. While we have finally seen significant improvements in our catering operation over the past few weeks and with the launch of catering operations in FLL and PHX, we will continue our work with Retail inMotion to ensure consistency in both the cart and atlas carrier packing and placement of items in the galleys, including the flight attendant supply drawer.

One last theme identified in the 2022 engagement survey data, as was in 2021, are the interactions with and support provided by our Crew Scheduling colleagues and the need for more automation to improve the response times and efficiency of our scheduling operations. As I shared before, we will partner with our Crew Scheduling colleagues to support the initiatives and technology enhancements they have planned in the year ahead.

As we get started with what will be a busy and exciting year of continued growth for our airline, we also begin our work on a list of initiatives aimed at addressing our engagement survey themes and areas of opportunity while focusing on the Inflight Experience and customer satisfaction.

To provide an opportunity for more flight attendants to become involved in projects and procedural changes, we will sunset our former Engagement Team program and introduce a new flight attendant focus group initiative, where we will "stand up" smaller working groups comprised of flight attendants interested in being a part of various projects planned throughout the year.

First up this year will be two working groups – one that will focus on culture and recognition programs and a second group that will partner with the policies and procedures team to design new, innovative communication tools and help with a rewrite of the Flight Attendant Manual. A Must Read communication will be sent out soon soliciting interest from flight attendants who would like to be a part of these focus groups. More focus groups will be introduced in the coming weeks and months to assist with other projects and initiatives.

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With culture and recognition being a top priority, we plan to implement new, formal recognition programs this year. These programs include local base “above and beyond” recognition events, an annual Inflight Star Award gala event, a formal peer recognition program, and an Inflight Hero award where we formally recognize crewmembers involved in life-saving or significant emergency-related situations. We’ll work closely with our culture and recognition flight attendant focus group to discuss these programs and other recognition ideas to launch early this year.

On the catering front, we will transition our Onboard Retail and Technology Engagement team to our third focus group. The existing members will continue to audit catering operations at catering station locations and work with Anthony and our marketing team to launch an onboard recycling program by the summer. Work is already underway to establish processes and procedures to support a new onboard recycling effort, including designing a new onboard recycling collection bag. More information will be shared in the coming weeks regarding a specific start date for this program.

On the uniform front, we received feedback in the engagement survey requesting a new, colored shirt and blouse option and a new vest option. I am happy to report that work is underway to launch a 60-day wear test of the new colored shirt, blouse, and vest options. We’re working closely with AFA’s uniform committee to select wear testers and plan to launch the wear test in a few weeks.

We will also provide garment samples at all crew base locations during the wear test so everyone will have an opportunity to view the proposed options. Following a successful wear test, we’ll begin production of the new garment options in an effort to have them available by late summer. Also in the design phase is a new polo shirt incorporating the cyan blue color, an upgraded scarf and tie, a new rectangular style scarf, and a new female belt and belt buckle.

Again, a sincere thanks to everyone who took the time to complete the Engagement Survey. Your feedback, comments, and suggestions have guided our 2023 Inflight Experience business plan and focus. The entire Inflight leadership team and I are committed to these initiatives and to providing you with the tools and support you need and deserve to complete your work duties. I am very excited about the year ahead. We plan to take delivery of several new airplanes, we’ll continue growing our network, and introduce service to new destinations, we’ll open two new crew base locations with DFW still on track to open on May 1st, and we plan to hire and train nearly 1,600 new flight attendants.

It’s a great time to be a Frontier and I am truly honored to serve such an amazing team of Inflight professionals who consistently deliver exceptional experiences for our customers. Thanks for being a part of this amazing team and here’s to an epic year ahead of us!

Fly safe everyone and please continue to take care of yourselves, our customers, and each other.