

Mesaba Airlines

2002 AIRPORT ROAD
GRAND RAPIDS, MN 55744

218/326-6657

TO: ALL FELLOW EMPLOYEES

FROM: ROBERT D. SWENSON
PRESIDENT & CHIEF EXECUTIVE OFFICER

We're off to Bemidji with F27 service! On December 1st, we are adding two daily round trips into Bemidji and Brainerd with reduced weekend service. Competition will be tough with both Republic and Bemidji in service on this route, however, Republic has started to reduce service according to their November schedule. The addition of Bemidji has been six years in the making for us and has always been a part of our service plans. This startup, together with our gate transition in Minneapolis/St. Paul and our phase in as "Northwest Orient Airlink," will give us all a few busy months.

For your information, Republic Airlines management has reacted quickly to our Northwest Orient Airlink program. As you well know, all reduced rate travel was immediately cancelled by them, (we have similar agreements with United, Western, Frontier, etc..) and next they cancelled all joint fares with us. Both of these actions only reduced the potential revenue that they stood to gain from both our employee and connecting passenger travel. There have been many other events that have transpired along with these.

On top of these items, you may have heard the rumor as I have, that one of their company officials sent out a communication to their employees asking that Republic employees treat all Mesaba employees as they would any Northwest employee.

Although this may be going on, as your company President, I am asking that you treat all Republic employees with the same respect and dignity as you would anyone else. We may be highly competitive with them, but all of us can still treat their people decently.

With respect to our new Marketing Agreement with Northwest, in addition to the standard 50% and 75% reduced rate travel, Northwest will provide Y Class domestic 48-state service charged passes as follows, for employee personal travel:

1 year of service - 8 Y Class passes
5 years of service - 15 Y Class passes

In addition to our new Northwest pass privileges, we are currently studying ways to implement greater employee pass privileges on our own system.

Approximately one week ago, I received an interesting letter from United Airlines in which they advised us that they have copyrighted all terminology such as "Friendship Flights", or "Friendship Service, etc," due to their "Fly the Friendly Skies" ads. Because of this notification by them, I ask that everyone no longer tie our F27 Friendship, (as named by Fokker Aircraft), to any publicity or terminology as previously described. Your help in this is appreciated and I admit oversight on my part in any relationship that existed with our ads and those of United Airlines.

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Employee Newsletter
October 23, 1984

Believe it or not, we will be getting out our new Employee Handbooks within sixty days. If this doesn't occur, please start the phones ringing and send letters. In addition, I have instructed all departments to come out with written policies and procedures to supplement the Employee Handbook for each department. It is my desire that the policies and procedures for each department will be out by January 1st.

Finally, I ask that all departments and stations winterize themselves for the cold season that we are entering into. If anyone sees an area that is not being properly taken care of, please contact your supervisor or myself.

I am sure you remember recently when the toilets froze up in space on the last Space Shuttle. There was a lot of concern and NASA pondered what to do for quite some time before they finally decided to send up a Satellite.

Well, we don't need frozen F27 toilets or Satellites on the ramps, so let's make sure that we have adequately prepared in all areas for the snow, ice and cold time of the year.

Thanks for your support and efforts.

Best regards,



Robert D. Swenson
President & Chief Executive Officer

P.S. The CAB denied the Petitions for Reconsideration made by Bemidji and Great Lakes regarding our successful bid to continue serving Fairmont, Mankato and Worthington. We now have the bid for these cities successfully finalized.