



Labor Relations Update for UA Passenger Service, Fleet Service, Stores and Res Employees

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Seniority List Integration

The IAM has posted the initial combined seniority lists for review on the IAM's website (www.contract.iam141.org). The report of findings and recommendations by neutral arbitrator Joshua Javits is also available on the website. Now that the protest period is over, United and the IAM are cooperating with Mr. Javits to provide him with the information he needs to respond to each protest. The final integrated seniority lists are scheduled to be published on or about January 11, 2014.

United Club/Global Services Selection Process

Representatives from the IAM and United continue to meet to finalize the selection process and implementation of the selection processes for the United Club and Global Services. The committee has discussed objective selection criteria, the interview process, performance expectations, and the parameters around which some employees who have previously worked in these locations will be considered "pre-qualified" or "grandfathered." We are on track to have the selection process completed and implemented in January.

PCE Station Split/Ops Coordinator Classification Declaration

We have completed the process of conducting the shift bid for former sUA PCE employees to select their ATW or BTW classification. The former sCO Ops Coordinators have also made their classification declarations. Former sUA PCE employees may continue to work in a cross-utilized capacity until the first combined shift bid of 2014 and all classification selections have been recorded for inclusion in the new integrated seniority list.

Implemented Items

15-Minute Break Periods

All employees who work four hours or more will receive a 15-minute rest period. Employees will receive an additional 15-minute rest period for every additional four hours of work. Employees regularly assigned to a 10-hour shift will receive a third rest period of 15 minutes. Contact centers will implement the third rest period beginning January 5, 2014.

Implemented Items (continued)

DAT Allowed Concurrent with Day Trade Off

A scheduled employee who day trades off may request a DAT concurrent with the day trade to receive pay for the day. These requests can only be made for shifts traded off in their entirety (including trades involving two other employees) and are not permitted for partial trades off. Such requests for DAT for the day traded off will not be subject to the DAT awarding process. We must receive all requests no less than 24 hours prior to the end of the pay period. Stores locations will implement this process in January.

Employees Paid for Sick Absences Prior to Documentation

Employees are not required to sign for sick pay, or to automatically provide doctor's certification, prior to being paid for illness-related absences. Sick pay should be submitted at the time of employee sick absence. We are discontinuing the practice of waiting for the employee to return from the absence and sign for the sick pay prior to submitting sick pay. In addition, we are discontinuing the requirement for documentation from a doctor prior to submitting sick pay. Local management will request doctor's certification if an employee has two separate absences within a six-month period where the employee is absent three or more days due to illness. The doctor's certification is required for the second event if the absence is three days or greater. Management may also request that employees provide doctor's certification for absences less than three days, or outside the two events within a six-month period. If an employee does not provide requested information, the absence may be considered unauthorized time off. Any excessive period of time absent, patterns/trends, special events, etc. may qualify as reasons local management may require doctor's certification for time out sick.

Holiday Reduction Procedure

Prior to each fixed holiday, for each shift, classification, and work function, the Company will post lists for employees who are scheduled to work and desire to have the holiday off, and for employees who are not scheduled to work but who desire to work on the holiday. The Company will determine if a reduction in staffing will be applied for fixed holiday and, in bid seniority order, identify and inform employees about who will have the holiday off and who will be required to work.

16 Hours Work in a 24-Hour Period

Except where required by the Company for immediate operational needs, employees are restricted from working more than 16 hours in any 24-hour period. This restriction applies to all time worked, including overtime, trades, and regular shifts.

Sick Pay at 100%

All employees who have sufficient sick time accrued will receive pay at 100% of their regular pay for hours taken as sick time during their regular hours.

Trading on Holidays

Employees within the same classification may be permitted to trade days or shift hours subject to the advance approval of local management. Local management will consider requests from local Union representatives for additional trade flexibility that are consistent with the efficient management of the operations. Stores locations will implement this change in January.