



## **LABOR RELATIONS UPDATE – NOV. 1, 2013**

Today is the effective date for the new joint collective agreements between United and the International Association of Machinists covering Fleet Service, Passenger Service, Reservations and Storekeepers. We appreciate the overwhelming support for the improvements contained in these agreements.

Everyone is looking forward to these improvements – and we are working hard to make them happen. However, everyone recognizes that it's not possible to implement all the changes immediately. The agreements themselves contemplate a phased approach to implementation (Letter of Agreement #1):

United and the IAM recognize that there will be technical and logistical challenges to the immediate implementation of the terms of new joint agreements – including, but not limited to, the integration of IT, time and attendance, and payroll systems; the transition of employees to new workgroups; resolution of compatibility and limitation issues in shift and overtime scheduling; and changes in the accrual, calculation and administration of various benefits . . . . United will use its best efforts to fully implement and transition to the new agreements as soon as reasonably practicable. As impediments or other issues in doing so arise, the Company or Union will notify the other party, and the parties will meet promptly to discuss the issues and develop practicable solutions to address the underlying interests, consistent with the process by which the agreements were negotiated.

During the implementation process, it's important that we all maintain an environment of mutual respect and cooperation. United and the IAM are working together to prioritize the implementation of the new agreements, and we will communicate to you our progress and the specific changes as we accomplish them.

Thanks for your patience, your support and all your great work for our customers and United.