



P. Douglas McKeen
Senior Vice President
Labor Relations

VIA EMAIL and U.S. MAIL

January 14, 2016

Sara Nelson
International President
Association of Flight Attendants-CWA
501 3rd Street NW
Washington, DC 20001

Re: AFA Communications

Dear Ms. Nelson:

Communications from several Local Executive Councils of the Association of Flight Attendants (“AFA”) to United Airlines, Inc. (“United”) flight attendants dated January 12, 2016 and January 13, 2016 have been forwarded to me. In those communications, AFA addresses the United Flight Attendants Association (“UFAA”) organizing drive and asserts that UFAA is a “management-backed group” and that “this sham of a ‘group’ has Company and United management written all over it.” As you are well aware, these assertions are patently untrue and wholly unjustified.

AFA’s public communications to flight attendants containing these knowingly and intentionally false accusations that the Company is violating the Railway Labor Act, 45 USC § 151 et seq. (the “RLA”) are defamatory, and the timing of these communications during negotiations are evidence of AFA’s failure to bargain in good faith. AFA’s continued communications falsely accusing the Company of forming or supporting UFAA must stop immediately and steps must be taken to retract the assertions.

United management received a letter from the alleged group's lawyer, Lee Seham, on January 8, 2016, which informed United management of the organizing drive and attempted to admonish United regarding the applicable laws. In response, United informed Mr. Seham that United will act in accordance with its legal obligations under the RLA and that, consistent with the RLA, United intends to remain neutral and to uniformly enforce its policies. As we also informed Mr. Seham, United expects that both AFA and UFAA will adhere to all requirements set forth in the Company’s policy regarding solicitation.

We also expect AFA to take affirmative steps as described herein.

Sara Nelson
January 14, 2016
Page 2

Sincerely,

A handwritten signature in black ink, appearing to be 'P. Douglas McKeen', with a stylized, looping initial 'P' and a trailing flourish.

P. Douglas McKeen
Senior Vice President
Labor Relations

cc: Mike Bonds, EVP – Human Resources & Labor Relations
Jeff Wall, VP – Labor Relations
Jessica Kimbrough, MD – Labor Strategy
Jennifer Coyne, Assistant General Counsel
Robert Siegel, Esq.
Ed Gilmartin, Esq. – AFA