



UNITED 

Sam's Update

Senior Vice President, Inflight Services

January 22, 2014

As you know, United offered a voluntary furlough program and a partnership program to avoid involuntary furloughs. We've tried repeatedly to agree on arrangements with S-UA AFA that would provide meaningful, active employment opportunities for S-UA flight attendants. Three times S-UA AFA has refused to allow its members to choose, on an individual and voluntary basis, to cross over to work at S-CO, and meanwhile we've been hiring flight attendants to S-CO. With insufficient participation in all the voluntary programs and a continued overstaffing problem at S-UA, we had to implement the involuntary furlough.

Disappointed with the need to implement an involuntary furlough and distressed with the impact it may have on our flight attendants, we've decided to act on our own to offer S-UA flight attendants the opportunities United believes they deserve. **S-UA flight attendants subject to the involuntary furlough in April 2014 will be eligible to apply for new-hire positions with S-CO and retain their prior seniority credit for purposes of pay rate and vacation accrual beginning with their first day of employment (April 1, 2014) under the S-CO AFA collective bargaining agreement.**

Here's how it will work:

S-UA flight attendants who are subject to involuntary furlough will be given an opportunity to express an interest in accepting employment with the S-CO flight attendant work group. Individuals must be in good standing at S-UA; be ready, willing and able to perform flight attendant duties as of April 1, 2014; and successfully complete any remaining aircraft qualification training. In addition, there will be a transitional orientation program and any applicable requalification training. These flight attendants will be paid the greater of the guarantee/flight pay earned under the S-CO collective agreement or an amount equivalent to the furlough pay due under the S-UA AFA collective agreement.

S-UA flight attendants subject to involuntary furlough will retain recall rights and entitlements at S-UA, whether they choose to work at S-CO or remain on furlough. We will provide additional information soon.

I want to acknowledge S-CO AFA for its leadership in making it possible to offer meaningful employment to S-UA flight attendants and agreeing to protect their accrued pay and vacation seniorities. I also acknowledge the S-CMI AFA leadership, which has consistently given its members the choice to participate in voluntary cross-over programs on several occasions, most recently in December 2013.

Given the situation, this is a good outcome for flight attendants, the Company and our customers, who will continue to receive superior service on United flights. United leadership is committed to doing the right thing for our employees, and allowing flight attendants who wish to work the opportunity to do so is definitely the right thing.

Sam