

Inflight Update

United Flight Attendant team,

We are a rapidly evolving company, with one shared goal in mind: to turn United into the best airline for its customers and its employees.

Over the past few months, many of you have voiced concerns about illicit trip brokering. We have investigated these concerns and today we are joining you to take a stand against this unethical practice.

We know the overwhelming majority of you follow the rules when picking up or trading pairings and have every intention of flying the trips you select. We also recognize that unforeseen events may occasionally prevent you from flying a trip. The system is designed to provide you the flexibility to trade or give it away to another Flight Attendant.

Those trades are not the issue. What we're addressing is the growing problem of selecting, trading or parking a pairing to broker, buy or sell it to another Flight Attendant.

Several of the complaints we received pointed out social media posts authored by Flight Attendants that promised "hugs," "kisses," "candy canes," "expressions of appreciation" and other coded enticements in exchange for a pairing. Our research of the eBB postings confirmed this is in fact happening, and these gestures are violations of our policies.

As you all know, the use of company systems is proprietary. Sharing your system password or using United scheduling tools to engage in those types of behaviors is strictly prohibited. To that end, we are working with IT and Corporate Security to identify those who may be misusing our systems for personal gain.

The scheduling provisions of the Joint Collective Bargaining Agreement that went into effect last October affords you more flexibility than ever to manage your schedules. With that flexibility, however, comes a responsibility to follow the rules.

We have zero tolerance for this prohibited behavior. When we discover that it's occurring, we will fully investigate and take appropriate action, up to and including discharge.

This is about fairness, plain and simple. No Flight Attendant should have an unfair advantage when it comes to managing their schedule or accessing flying opportunities. If you believe that individuals are not following the rules, please let the management team know so that we can address this unfairness.

Thank you for your commitment to creating the best airline for our customers and teammates, and for your partnership on this important issue.

Sincerely,
P Douglas McKeen
Senior Vice President Labor Relations