

September 2020 One Month Special COLA Program Information

With the recently announced changes to the domestic and international schedule, Inflight Scheduling has determined that there will be an opportunity to award one-month Special COLAs (Company Offered Leave of Absence) effective for the September 2020 bid month. The number of Special COLAs awarded has not yet been determined. All Flight Attendants in the Inflight Services Administration System who are projected to be active for the September 2020 Bid Month will be eligible to participate in the one-month Special COLA program.

TIMELINE FOR BIDDING & AWARDS

Bids Open: Monday, July 13th, 2020

Bids Close: Monday, August 3rd, 2020 at 08:00 a.m. central time

Awards Posted: Before the September Bids Open

September Special COLAs will be awarded first in priority before any Job Shares are awarded.

Once awarded, Special COLAs cannot be rescinded.

For COLA awarded during COVID-19, United will not contest your claim for unemployment. In addition, United will provide any available helpful information to the state for purposes of your eligibility for unemployment, however, the ultimate decision rests with each state.

OVERLAP PAIRINGS FROM AUG. INTO SEPT.

Flight Attendants are responsible to fly the last trip of the August schedule, including overlapping pairings into September 2020.

CBT TRIMESTER LESSONS

Effective December 1, 2019 and for the entire 2020 training year, CQ Computer Based Training (CBT) will be completed on a Trimester schedule throughout the training year. CQ CBTs will no longer be required to be completed before attending CQ; instead they will need to be completed during three designated time periods.

All flight attendants on a COLA are expected to complete the trimester CBTs by the established deadlines. If you have any questions, you can reach the Inflight Training team at inflight servicetraining@united.com

ELIGIBILITY TO PARTICIPATE:

To be eligible for the award of a Special COLA, you must be projected to be active for the September bid month. If you are on a Leave of Absence, you are not eligible to be awarded a Special COLA.

July 13, 2020

For those Flight Attendants who have accepted a base transfer, Special COLA awards will be processed using your base assignment projected for the bid month requested.

Special COLAs will be awarded in seniority order by base and will consider any special qualifications.

LINK DEVICES:

Your Link's data plan will be automatically disabled effective on the first day of your leave and will be enabled on the first day you return to active status. All other applications and services will remain active, meaning you are able to use a wireless internet (WIFI) connection to access Inflight applications, company mail, and other resources.

Please keep your Link with you during your leave.

For those who typically use their Link for CBT training, you may continue to do so while connected to WIFI. We've also created a flyer which outlines how to access and complete Trimester CBTs on personal computers, tablets and mobile devices using Mozilla Firefox.

PARKING:

All company-provided parking will be automatically disabled effective on the first day of your leave and will be enabled on the first day you return to active status. Should you require emergency parking at your base location, please contact your base leaders in advance to discuss your options.

Overall, these changes will help us save significant resources during this time, and we thank you for support. If you have any questions, please contact your supervisor.

PASS TRAVEL PRIVILEGES:

You are eligible for space available leisure pass travel on United, United Express and interline travel for the duration of the Special COLA. Travel privileges include your eligible pass riders and buddies as well as myUADiscount.

Payment for service charges, taxes and fees, when applicable, will be pre-paid via employee RES with a credit card at the time of booking, prior to travel. Any additional fees incurred after payment will be invoiced to the employee. Payroll deduction is not available during the COLA Travel Period.

As long as you maintain your qualifications as a flight attendant you may CJA while on a Special COLA.

EMERGENCY TRAVEL

You are eligible for positive space emergency travel. Employee eligibility for emergency travel requires a need to travel within 48 hours of a qualified emergency (death or critical illness/injury)

of an immediate family member. Go to *Flying Together > Travel > Types of Travel > Emergency Travel* for more information.

*Please note: As always, boarding priority, service charges and other elements of the pass travel programs are subject to change at any time based on company policy.

KNOWN CREW MEMBER

Known Crewmember Access (KCM) will be automatically disabled effective on the first day of your leave and will be enabled when you return to active status. Please allow 24-72 hours after your scheduled return to work date for your active status to be reflected in the KCM database. For troubleshooting or other issues after your scheduled return to work date, please send an email to kcm@united.com.

PAY AND VACATION LONGEVITY STEPS

Pay and Vacation longevity steps will not be impacted for the duration of this Special COLA.

IMPACT OF A SPECIAL COLA ON VACATION ACCRUAL

A Special COLA may reduce your vacation accrual. Refer to Section 12 of the JCBA for complete details.

SCHEDULED VACATION PERIOD(S) DURING THE SPECIAL COLA

If you have vacation period(s) that are scheduled during the Special COLA, you will be paid out for your vacation at a rate 3:15 hours per vacation day. Your vacation will be posted to your current month's pay register. You will be paid based on the current pay methodology in the contract. Please remember flight attendants are paid retroactively. Example: the 1st of May and the 16th of May are the checks that cover April's bid month.

- 1) If the value of your vacation is less than 30:00, you will receive the full payment for your vacation on the 16th of the month.
- 2) If the value of your vacation is between 30:00 and 49:59, you will be entitled to a half advance on the 1st of the month equal to 24:51. The remainder of your vacation hours will be paid on the 16th of the month check.
- 3) If the value of your vacation is greater than 50:00, you will be entitled to a full advance on the 1st of the month equal to 49:42. The remainder of your vacation hours will be paid on the 16th of the month check.

Please allow Crew Pay time to update your vacation to your COLA month, as this is a manual process. All vacation postings should be completed by Crew Pay no later than the 15th of any given bid month.

BENEFITS

Health and welfare benefits: Flight Attendants on Special COLA will be eligible to maintain their health and welfare coverages at the active employee contribution rate for the duration of the Special COLA.

While on the Special COLA, payroll deductions will not be made for these coverages and will accumulate for up to 2 months and an amount of \$500.00. Once the accumulation reaches \$500.00 AND no deductions can be taken for 2 months, the premium balance will be sent for direct billing by the United Airlines Benefits Center. i.e., When the Flight Attendant does not earn pay or enough pay and deductions cannot be made from a \$0.00 paycheck, payroll will accumulate a past due balance up to \$500.00 and at least 2 months of premiums.

If the Flight Attendant still does not receive a paycheck or enough pay for benefits deductions, the past due balance and future benefit premiums will move to the UABC for direct billing until the employee begins receiving a paycheck. If the Flight Attendant returns to work prior to reaching \$500.00 and at least 2 months of missed deductions, the accumulated deductions will be applied to the first paycheck which could result in a zero dollar paycheck.

Flight Attendants who signed up for the new voluntary benefits (Long Term Care, Auto/Home, Identity Theft, and Pet Insurance), will be directly billed after missing 3 paychecks and will receive communications on how to pay for their benefits directly.

SICK LEAVE

No sick-leave payments are made during the period of leave. Sick Leave credit will apply consistent with the provisions of Section 13.A.1.a

QUALIFICATIONS AND CONDITIONS OF RETURN

Per the Section 15.A.6, provided the Flight Attendant returns to work on or before the leave expiration date, they are assured reassignment to their former position and base, if they are still physically fit and qualified to perform the job and they have not been otherwise subject to involuntary transfer under the provision of the Contract Section 15.A.5).

Section 15.E. of the JCBA provides that a Flight Attendant unable to return at the scheduled time due to personal illness, injury or pregnancy will remain on the Leave status under which they went out but and will simultaneously begin a Medical Leave of Absence. Benefits (insurance, pass travel) will be available at active rates. The seniority of a Flight Attendant affected in this way will continue to accrue seniority for a period not to exceed three years or the Flight Attendant's total length of active service (Section 15.E.) The period of Medical Leave of Absence will commence the day following the original end date of the Special COLA.

OUTSIDE EMPLOYMENT

The Contract Section 15.A.3 provides that outside employment is permitted while on Special COLA, with approval. The Flight Attendant must request approval from their base supervisor submitting a letter with the name of the company and include details of their job responsibilities. This is to ensure there is no conflict of interest between the job and United Airlines. The Flight Attendant will receive a written response to their request.

UNION DUES

Under the AFA Constitution and Bylaws, when a Flight Attendant takes an unpaid leave of absence which exceeds ninety (90) days, she/he has a dues obligation for the first ninety (90) days of the leave of absence. The AFA Bylaws controls the duration of any dues obligation and may be subject

to change based on any changes to those Bylaws. Questions concerning dues should be directed to AFA Membership Services at 1 800-424-2401 X707.

CANCELLATION OF A SPECIAL COLA

As with any Special COLA, this leave may be canceled by the Company at any time and you will be required to return to active service should United determine that it is necessary for you to do so in order to meet operational requirements. The Company will provide you with a reasonable period of time for return to work. Be certain to update your telephone and address information prior to starting your Leave of Absence.

QUESTION AND ANSWER

Q: Will another round of COLAs be offered in the future?

A: We do not know if another round of COLAs will be offered in the future. As we move ahead, with our monthly schedule build process, we will review the opportunity for additional COLAs at that point in time.

Q: If I have a step of discipline on my record what happens to it while I am on a Special COLA?

A: The discipline step is frozen while you are out and resumes once you return to work.

Q: Is there anyone who is not eligible for the Special COLA?

A: Anyone who is not reflected as active and available to fly in the Inflight Administration system for the September 2020 bid month will be ineligible for the Special COLA. For example: If you are currently on a Military Leave of Absence (MLOA), Occupational Injury (OI), Leave of Absence (LOA) or sick leave and your doctor has indicated you are unable to work through September 2020, you will not be awarded a Special COLA as you are inactive.

Q: How much notice will I receive if my Special COLA is cancelled?

A: Our goal will be to give you two weeks' notice.

Q: Is the Flight Attendant able to decline a Special COLA?

A: Once awarded, a Special COLA cannot be rescinded by a Flight Attendant.

Q: Can I be awarded a One Month Special COLA before or after the Special COLA?

A: Yes, you may be awarded a One Month Special COLA before and/or after the Special COLA period.

Q: What if my request reads "waitlisted" status?

A: If your request is not awarded during the first round of awards it will read "waitlisted." It is possible scheduling will award additional special COLAs before the month starts.

Q: Am I eligible for CJA while on COLA?

A: Yes, as long as you remain qualified and have a current CREW badge, you are eligible for CJA

Q: Am I eligible for reciprocal or OA travel?

A: Please check with the specific airline for rules around travel while on a leave.

Q: While on COLA do I retain my CREW and SIDA badges?

A: You will retain your CREW badge. Your SIDA badge must be returned to your base prior to the start of your COLA.

Q: What if my CREW badge expires while I'm on my COLA?

A: Your new crew badge will be sent to your base via the normal process. You will be able to pick up from the base upon your return to work.

Q: If I have questions about benefits, who can I contact?

A: Please contact the United Employee Service Center at 1-800-825-3729