

# Inflight Services Base Closures

## Q&A for Flight Attendants

UPDATED AS OF AUGUST 26, 2020

### TRANSFERS

#### **What is the transferring process for the October bid month?**

We are currently in the process of evaluating which bases will have openings for the October bid month. We expect to be able to post the vacancies for October sometime in mid-July. Once those vacancies are determined, we will provide further information. At that time, we will also share the timeline for the bid and award of those vacancies.

#### **Do you expect to have vacancies at the London base?**

Based on current information, we do not expect there to be vacancies at the London base. We expect that all vacancies will be at U.S. bases.

#### **Where will there be vacancies? Where will I transfer to?**

The Base populations will be looked at after the VSP, Voluntary and Involuntary furlough programs are complete. The Company will decide if vacancies exist and if we will be able to offer transfers.

#### **Do I have to be eligible to work in the U.S. in order to fill a vacancy at a U.S. base?**

Yes. You will not be awarded a transfer to a domestic base unless you demonstrate with supporting documentation that you are legally able to work in the United States. We have set up a process to allow flight attendants to update their ability to work in the United States. Eligible flight attendants should go to [Help Hub](#) or search “certify your ability to work and be based in the US” (Created Link to Help Hub page will be visible to Flight Attendants after 11:30am CT on June 5<sup>th</sup>) and submit copies of the required documents to support their ability to work in the U.S.

#### **What happens if I transfer prior to the domicile closing effective date?**

If your voluntary transfer bid is honored prior to the involuntary transfer bid process, you will still be considered as transferred at Company request and moving expenses shall be paid by the Company (in accordance with Section 26 of the Agreement). However, if your voluntary transfer is to a domicile which is a further distance than the domicile location to which you would have been involuntarily transferred, you will be responsible for any additional costs. For example, if you are currently a NRT-based flight attendant and your voluntary transfer is awarded to DCA and our involuntary transfer would have been to ORD, any additional cost to relocate to DCA would be the responsibility of the flight attendant.

#### **What happens if my choice of domiciles is filled before my bid is considered, or I fail to bid?**

Vacancies will be filled in system seniority order among those flight attendants from the bases being closed. If you fail to bid, you will be assigned a domicile based on your seniority, remaining vacancies, and where the Company needs you most. Please make sure to complete your bid in a timely manner and when you do, ensure you make adequate choices for your seniority by bidding in preference order for all locations offered.

**If my base reopens, will I have preferential access to return to the base?**

Preferential right of return, known as "recall rights," only applies in cases of surplus as provided for in Section 17.J of the Agreement. However, language qualification for language vacancies would apply and would be a consideration.

**I'm currently on a Special Company-Offered Leave of Absence (COLA). What should I be doing?**

You should bid for openings as part of the involuntary transfer process and would report to the new domicile at the end of your Special COLA. If you fail to bid, you will be assigned based on your seniority, remaining domicile vacancies, and where the company needs you most. You would report to the new base at the end of your Special COLA.

**I'm on a Sick Leave/Illness Leave of Absence. What should I be doing?**

You should bid for the involuntary transfer vacancies and would report to the new domicile once you are able to return to work. If you fail to bid, you will be assigned a domicile based on your seniority, remaining domicile vacancies, and where the company needs you most, and would report once you are able to return to work.

**Will my moving expenses still be paid if I delay moving until after I have returned from Voluntary Furlough/Sick Leave/Illness Leave of Absence?**

Regardless of when you return to work, your move must be completed within 12 months of the effective date of the new assignment, no later than September 30, 2021 as provided for in Section 26.B.2 of the Agreement.

**After reporting to my new domicile, will I be inhibited from placing transfers on file for the next six months?**

No. The six-month restrictions will be waived, and you may immediately place up to two transfer bids on file.

**How are flight attendants on an emergency transfer affected?**

Flight attendants on an emergency transfer to a domicile that is closing will be returned to their former domicile and are not considered involuntarily transferred, nor transferred at company request. COMAT, travel, or other relocation benefits are not provided since emergency transfers are considered temporary.

**I don't want to move, and I don't want to commute. Can I take an involuntary furlough now that my domicile is closing?**

Since all furloughs are based on system seniority, this is not a specific option when a domicile is closing. However, you are eligible to participate in any voluntary program that the Company offers. Upon return from that voluntary program, you will report to the domicile you are awarded.

**I am an International Purser Based in HKG. Will my International Purser qualification transfer to my new US Base even if there are no open International Purser vacancies in the new base?**

If an International Purser (IP) has completed 12 months of IP, they will hold onto their qualifications for 5 years upon transferring to a new base. They will be placed on a transfer waitlist and will be activated in seniority order once the original waitlist (Priority Period) has expired (Sept 30, 2020). Example, I am an IP in HKG, NRT, FRA and transferring to a US base, I could be activated immediately (if there are available vacancies) or will be placed on the transfer waitlist and may or may not be activated within the next 5 years (depending on vacancies).

**If I transfer to a base in the US, will I still be paid in my home currency (e.g. Euros for FRA)?**

No, all monetary compensation paid to flight attendants based in the US will be United States Dollars (USD).

## EXPENSES

**Does my relocation have to be to the new domicile to receive a paid move?**

Yes. You must relocate your permanent residence to the defined geographic area of your new domicile. The geographic area for each domicile offered is provided in the Flight Attendant Transfer & Moving Packet.

**How can I ship personal and household effects?**

You are eligible for COMAT up to 750 pounds of personal effects as space available Company Material (COMAT) on Company aircraft. Please refer to detailed information provided in the FA Transfer and Moving Packet. Meetings will be scheduled in the first few weeks following the domicile closing announcement, where Transfer and Moving information will be shared.

**Will my moving expenses still be paid if I delay moving until after I have returned from Voluntary Furlough/Sick Leave/Illness Leave of Absence?**

Regardless of when you return to work, your move must be completed within twelve (12) months of the effective date of the new assignment, no later than September 30, 2021 as provided for in Section 26.B.2 of the Agreement.

**Will I be able to ship my car(s)?**

Driving or shipment of cars will not be applicable outside the U.S. because of the shipping costs and the costs to the employee for duty and to convert car(s) for emission and driving standards.

**My car is in SFO and household goods are at my permanent address in Tokyo, will I be able to ship or drive my car to my new location in the U.S.?**

You are entitled to only one paid move. Your household goods would be moved from your permanent address in Tokyo to your new address within the geographical location of your new domicile. You are not eligible for expenses associated with the shipment or driving of your car from SFO to your new domicile.

**Am I entitled to settling time?**

Yes. You will be permitted to use up to three days for settling at any time during the 12-month period following the effective date of your transfer. The company may delay such time not more than seven days based on the needs of service. The settling days must be consecutive, and you must be involved in relocation-related activities during the settling time. Using settling time for any other purpose will result in discipline.

**What travel time and expenses are allowed?**

Please see the Transfer and Moving Packet for information about all expenses.

**Will flight attendants who are married to each other/registered domestic partners each be eligible to receive paid moving benefits?**

No. Any two married/domestic partner flight attendants relocating from the same residence are provided one set of moving benefits. However, flight attendants in this situation are eligible for individual pass benefits and COMAT.

### **How do I initiate the move to my new Domestic Base?**

Once your transfer has been awarded, you must initiate your request via Help Hub by selecting “PAID MOVE” in the search bar or click on the following link: [https://united.service-now.com/hrportal?id=sc\\_cat\\_item&sys\\_id=040b2d371b86f34072170e53cd4bcb06](https://united.service-now.com/hrportal?id=sc_cat_item&sys_id=040b2d371b86f34072170e53cd4bcb06) (*link will be active on 08/28/20*) to complete the request form. Once submitted, within 48 hours Inflight Administration will confirm your eligibility and, if qualified, provide your information to NuCompass Mobility. NuCompass Mobility will assign a Consultant to you and they will contact you directly to start your move process.

## **HOUSEHOLD GOODS**

### **What type of priority are COMAT shipments given? How will I be able to tell if my belongings have been shipped and when the shipment will arrive at its destination?**

COMAT shipping is on a space available basis. Each flight attendant transferring to or from an international domicile is eligible for up to 750 pounds if you are relocating your permanent residence. UA Air Freight will notify you when your COMAT shipment arrives at your new location.

### **Who handles items that will be sent COMAT?**

You are responsible for packing, dropping off and picking up at Airfreight, and unpacking COMAT, if it is not used as your primary means of shipping goods.

### **Can COMAT go to a new permanent residence if I am not using any other means of moving my personal belongings?**

Yes, but it can only be sent to the nearest online station.

### **Are there any customs duty taxes on my goods that I ship to my new location?**

Any used personal items are not subject to duty or customs. You will sign an affidavit stating that your goods are used and for your family's personal use. If tax is incurred, it is the flight attendant's personal expense and is not reimbursed.

## **TRAVEL PASSES**

### **Will I be provided NRSA and/or NRPS passes?**

Yes, but only if you are relocating to the defined geographic area of your new domicile. You and your spouse/registered domestic partner each will be provided one NRPS PS5B pass for house hunting at your new location. In addition, you will be provided two round trip NRSA SA1B passes per month to be used by you, your spouse and/or dependents during the initial 180 days after report to your new base. After the initial 180 days, you will receive one round trip NRPS PS5B pass annually in order to conduct personal business at the location of your former residence.

## **COMMUTING**

### **If I keep my current residence and commute to my new domicile, which taxes will be withheld from my paycheck?**

Payroll will deduct taxes based on the permanent address indicated in PeopleSoft for you.

### **What if my primary residence is in the US, but I have a secondary housing arrangement (“crash pad”) close to my base?**

To assist with closing down your crash pad during this time, we will authorize **one** round trip, Positive Space (PS) travel itinerary between home location in the United States and FRA, NRT, or HKG. Please reach out to the Base Closure Call Center at 1-800-FLTLINE (option 4/9/1, 08:00 - 16:30, 7 days a week) to discuss your options.

**Important note:** entry restrictions in FRA, HKG, and NRT change very frequently, and can include mandatory COVID-19 testing and/or self-isolation requirements. You will be responsible for being aware of travel restrictions for US citizens traveling abroad and adhering to these restrictions.

## MISCELLANEOUS

### **How long do we have to move?**

Your relocation must be completed within one year of the effective date of your new assignment (no later than September 30, 2021). In addition, you must maintain your new permanent residence in the defined geographic area of your new domicile for one year.

### **Will United pay for the shipment of pets as part of the relocation package?**

No, United will not assume any costs for the shipment of animals.

## STILL HAVE A QUESTION?

If you work at a base that is closing, please contact the **Base Closure Call Center at 1-800-FLTLINE (option 4/9/1)** if you do not see the answer to your question above.