



Team,

Thank you for your support of our customers and one another as we continue to deal with the worst crisis in the history of the industry. Since the beginning of the global COVID-19 pandemic earlier this year, you've heard from me and the entire United leadership team about all the ways we are managing the most disruptive financial crisis in the history of commercial aviation. Since February, we have aggressively cut costs across our entire business, introduced numerous voluntary separation and leave programs, secured billions of dollars in government support and found innovative ways to borrow billions of dollars more to support our company.

We deeply appreciate the contributions of thousands of our fellow team members who have participated in voluntary programs.

Unfortunately, all of our efforts won't allow us to avoid the need to be a smaller airline in the coming months. As a result, we have made the extremely difficult decision to communicate that we may need to furlough some of our colleagues on Oct. 1, 2020. Please know we understand the impact that this will have on many of our colleagues and their families and as a result, we did not take this decision lightly. We are only pursuing this option as a last resort to ensure the airline's path through this crisis.

Put simply, the combination of cost-cutting and capital-raising has been essential to our survival and importantly, has delayed the most severe impacts of this crisis on our employees: involuntary furloughs, which were always a last resort.

But as we've said for many months, we must right-size our workforce – across all departments, including management and administrative (M&A) and frontline employees – beginning on October 1, to match demand – which remains low. And given the recent resurgence of COVID-19 cases across the country, it's increasingly likely that travel demand will not return to normal until there is a widely available treatment or vaccine.

What happens next

Today, we will begin to provide written WARN notices to 36,000 frontline employees – including 15,100 flight attendants – to formally notify them that their job may be impacted after October 1. You can read more about WARN notifications and [what they mean here](#).

Additional information based on the Flight Attendant Agreement

Given the impact of COVID-19 on our business as described above, we find ourselves, individually and as a company, in circumstances over which we have no control and as a result anticipate an overage of flight attendants for the foreseeable future.

Using the latest schedule we're currently planning for Q4 2020– and what we expect travel demand will be – we may furlough as many as 36,000 frontline employees on October 1, including 15,100 flight attendants.

Effective October 1, the Company is putting into effect the furlough provisions of Section 18 of the 2016-2021 Flight Attendant Agreement (“Agreement”).

Consistent with the terms of the Agreement, we will offer voluntary furlough and furlough mitigation partnership options to help reduce the number of flight attendants impacted by an involuntary furlough.

If there are insufficient voluntary furlough or furlough mitigation partnership flying bids, some or potentially all flight attendants junior to, and including system classification seniority 10,219 (Nov. 9, 1996), may be subject to an involuntary furlough. This is based on the [system seniority list](#) created on June 23, 2020. *Please note flight attendants participating in the Voluntary Separation Program – 2 (VSP2) will appear on the most recent system seniority list, so those departures will reduce the number of involuntary furloughs.*

Voluntary furloughs

- Given the uncertainty around demand in the future, voluntary furloughs will be offered in durations of 8 and 13 months, ending on June 1, 2021 and Nov. 1, 2021, respectively.
- While on voluntary furlough, flight attendants accrue seniority and maintain most benefits.
- Voluntary furloughs will be offered and awarded in system seniority order.
- All active and inactive flight attendants may bid for this voluntary furlough; however, flight attendants on medical leave of absence must gain medical clearance with a return to work date of Sept. 30, 2020 or earlier. This medical clearance must be received and approved by Corporate Medical by July 27, 2020 (1700 Central Time).
- If you are currently on Special Company-Offered Leave of Absence (COLA), you will not be required to return to work in order to be awarded voluntary furlough.
- To bid, log into CCS, and select ‘Voluntary Furlough’ under the ‘Leaves’ menu.
- Flight attendants who volunteer but are junior to the most junior voluntary furlough award, will not be awarded a voluntary furlough and will be placed on involuntary furlough status.

Furlough Mitigation Partnership Program

The Furlough Mitigation Partnership Program (“partnership flying”) was negotiated solely for the protection of flight attendant jobs and will be implemented only when the need for involuntary furloughs exists. Partnership flying will be offered to further reduce the need for involuntary furloughs. Voluntary furlough requests will be awarded prior to partnership program requests. If a bid for voluntary furlough is awarded, a partnership bid for the same flight attendant will not be considered. The duration of the partnership is 13 months.

Please refer to the Partnership Program for Flight Attendants package for complete details about the program including bidding information (available on Flying Together > My Work > Inflight Services > [Changes impacting flight attendants](#) and in CCS). Partnership flying bid screens will be available in CCS on July 8, 2020.

Involuntary furloughs

Efforts will be made to reduce involuntary furloughs through the voluntary separation program, voluntary furlough options and partnership flying. Flight attendants junior to, and including system classification 10,219 (Nov. 9, 1996), may be subject to an involuntary furlough. This is based on the [system seniority list](#) created on June 23, 2020. If there is a requirement for involuntary furloughs, those most junior flight attendants will be impacted even if they bid for the voluntary furlough. *Please note flight attendants participating in VSP2 will appear on the most recent system seniority list, so those departures will reduce the number of involuntary furloughs.*

Involuntary furloughs will have an effective date of Oct. 1, 2020, and given the uncertainty about demand in the future, we anticipate these furloughs will last six months or longer. The recall date will be based on operational need. See Section 18.F of the Agreement for more information about recall from an involuntary furlough.

Timing and next steps

Here's what you can expect in terms of timing and bidding periods.

- July 8:** Voluntary furlough and partnership flying bids open at 1500 Central Time
- July 30:** Voluntary furlough bids close at 0800 Central Time
- July 31:** Voluntary furloughs awarded by 1700 Central Time
- Aug. 19:** Partnership flying bids close at 0800 Central Time. Partnership flying awarded by 1700 Central Time (refer to CBA 16.A.2.c for additional information)
- Aug. 24:** If necessary, notification of involuntary furloughs will be distributed
- Oct. 1:** Furlough (voluntary and involuntary) and partnership flying periods commence

Questions? Contact the Flight Attendant Support Team

I know many of you will have specific questions given this news, and we have a dedicated team of colleagues who are available to talk through some of your options. Contact the team using the details below.

- **Phone number:** 1-800-FLT-LINE (358-5463) (option 4, then press 9, then 1)
- **Hours of operation:** Monday through Friday, 08:00-16:30 Central Time
- **Email:** flightattendantfurlough@united.com

In addition, tomorrow I'm hosting a virtual town hall for all Inflight employees. I'll be joined by my Inflight leadership team, along with special guests from Labor Relations and Human

Resources, to talk through some of these details. Be sure to tune in at 12 p.m. CT (check your united.com email for details about how to join).

Providing you with options

United is offering voluntary options for those who wish to more clearly control their future. VSP2 is still open for most frontline employees and the new deadline is July 15. It's important to keep in mind that the VSP2 offer is highly personalized based on work group, retirement eligibility, years of service and other factors, so please refer to [Help Hub](#) for the details and FAQs that are relevant to you.

As a reminder, VSP2 now includes some recently announced enhancements for employees ages 55 and up with 10 or more years of service.

To say it is disappointing to have to share this news with you is a huge understatement. We have worked tirelessly to avoid having to take these steps and please know we are only doing so to ensure we have a much stronger airline for those impacted by furloughs to return to in the future.

Sincerely,

A handwritten signature in black ink that reads "John Slater". The signature is written in a cursive style with a large, stylized initial "J".

John Slater

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