

### Transfers

**Q: When can I submit a transfer request to the Satellite locations?**

**A:** The initial bid period to submit a transfer to fill a vacancy at one of the recently announced Satellite locations will open on Wednesday, May 22 and close on Monday, June 24 at 0800 (CST). As with transfers to fill any vacancies, once awarded, Flight Attendants will have 7 days to accept/decline their transfer. Subsequent transfers will be restricted by three (3) months for those awards that are declined and by six (6) months for those transfers awards that are accepted.

**Q: Will the company award other transfers during this initial bid period?**

**A:** During the initial bid period (May 22-June 24), the Company will continue to review and will continue to process transfer to fill vacancies on the system as needed. Be mindful that all transfer requests on file during this time will be considered and may be awarded. For example, if you were to place MCO as your first transfer preference and EWR as your second, and on June 1<sup>st</sup>, if it is determined to award transfers to EWR for August, you may be awarded your second preference (EWR) for the August schedule month. Acceptance or denial of the EWR transfer would preclude your award to the Satellite location (MCO) on June 24<sup>th</sup>. **For this reason, we recommend that you review all transfer requests on file and adjust any transfer bids you may have on file which may be affected by the ongoing filling of vacancies.**

**Q: How do I submit my transfer request?**

**A:** Access the Transfer Page in CCS to submit a request and use the applicable three letter city code (MCO, PHX, SAN) to identify your preference of location. Keep in mind, you may place a transfer request on file for a maximum of two (2) locations.

**Q: Will Transfer Inhibits from previous transfer activity apply?**

**A:** Transfer Inhibits will be waived for the initial staffing of MCO, PHX and SAN.

**Q: Will I receive a moving package?**

- A:**
1. The Company will provide up to \$2,500 in reimbursable moving expenses, pursuant to the terms of the Company's [Transfer and Moving Expense Information](#) booklet for non-management employees transferring at Company request, for moves to one of the Satellite Bases;
  2. In addition to the terms of the "Transfer and Moving Expenses Information Booklet", to be eligible for the reimbursable moving expenses, a Flight Attendant must:
    - a. Transfer to one of the Satellite Bases within the first six months the Satellite Base is open;
    - b. Move to within 50 miles of their new Satellite Base;
    - c. Remain in the Company's employ for a period of at least one year from the date their move is completed;
      - If you resign/retire from the employ of United Airlines, change your PeopleSoft address or relocate your primary residence outside this geographic area, (unless recalled to your former Base) within one year of establishing your new primary residence, you will be required to reimburse the Company for the transfer and moving benefits paid to and for you.
  3. In the event that the Company, at its sole discretion, decides to close one or all of the Satellite Bases, the Company will provide up to \$2,500 in reimbursable moving expenses, pursuant to the terms of the Company's "Transfer and Moving Expense Information" booklet for non-management employees transferring at Company request to those Flight Attendants impacted by the Satellite Base(s) being closed.

# Satellite Bases



## Frequently asked questions

---

**Q: Are any Special Qualifications anticipated to be required for the initial transfer to the Satellite locations?**

**A:** No. Special qualifications such as language or International Purser are not anticipated for these three initial Satellite locations.

**Q: If I am qualified as an International Purser and I accept transfer to a Satellite Base with a report date of September 1, 2019, what will happen to my International Purser qualification.**

**A:** Because you will not have completed 12 months as an International Purser, you will forfeit your purser qualification consistent with the terms of International Purser Letter of Agreement and the rules of the International Purser Program.

### Base Structure Information

**Q: Will my Base airport code change if I accept a transfer?**

**A:** Yes. Flight Attendants awarded these transfers will be assigned to either MCOSW, PHXSW, SANSW.

**Q: How will the Satellite Base be managed?**

**A:** There will be no Inflight personnel physically present at these locations. However, the expectation is that these Bases will operate reliably and efficiently. Each Flight Attendant will be assigned a supervisor at the geographic Base.

**Q: Where will the Inflight office be located at each location?**

	MCO	PHX	SAN
Location	By Ticket Counter	Terminal 2	Arrivals Level near United Baggage Service
Designation	Room 126	Room 204	--
Airside (Yes or no)	NO	YES	NO

**Q: What office equipment will be available in the Inflight office?**

**A:** Inflight Offices at Satellite locations be equipped with business essentials including a computer, a printer, Company phone, time stamp, and a file cabinet for individual mail files.

**Q: Will I have a mail file?**

**A:** A mail file will be provided to each Flight Attendant, to facilitate your ability to communicate with each other. **All Company communications will be electronic because there is no staff at the Satellite to distribute materials to mail files.**

**Q: Is parking expected to be available for each person transferring into the Satellite? If so, where will it be located?**

**A:** Yes, additional location specific details will be provided prior to the opening of the Satellite location in September.

# Satellite Bases



## Frequently asked questions

---

**Q: Will there be dedicated FLT LINE phone options for these locations?**

**A:** Yes, each Satellite Base will have a dedicated phone option.

### Required duty items

**Q: Will there be provisions in the Satellite to provide Flight Attendants with required duty items?**

**A:** No, there will be no provisioning of duty items such as flashlights, LINK devices, cabin keys, wings, and name bars. In the event a LINK device becomes inoperative on the day you have a flight assignment, follow the process as if you were at a non-Base location.

If, however, you become aware that your LINK device is lost or stolen while off duty and prior to reporting for duty, contact FAST as soon as you know to make every effort to arrange for a LINK device to be available to you for your next flight assignment.

A Flight Attendant may be replaced from the Satellite but that she/he may be required to deadhead to a Base location to obtain a replacement link and continue with her/his scheduled flight assignment sequence.

**Q: How will I go about getting a Link replacement?**

**A:** Contact the Link Support hotline. The current non-Base location replacement policy and process will apply. Flight attendants must contact Link's support line if device is lost, stolen, damaged or eFAOM is not accessible and may require printed copies of specific sections of the eFAOM.

### General Scheduling Questions

**All contractual scheduling rules will apply to Flight Attendants at Satellite Base locations.**

**Q: If I accept a transfer to a Satellite location, will my current year (2019) vacation be affected?**

**A:** No. You will bring your vacation days with you to your new location.

**Q: Will there be a separate annual vacation bidding process at each Satellite location?**

**A:** Yes. Vacation bidding for Satellite Bases will follow the Contractual annual vacation bidding process outlined in the Contract as it does at all other Base locations.

**Q: Will out-of-Base pickups be allowed?**

**A:** Yes, Satellite Bases will follow all current contractual rules for out-of-Base pickups.

**Q: Will Flight Attendants at a Satellite Base be able to trade vacations with the geographic Base?**

**A:** No. Flight Attendants assigned at each of the Satellite locations may trade with each other based at the same location. However, MCOSW, PHXSW and SANSW will be considered separate operations from their geographic Base and, as with other Bases, Flight Attendants at different locations may not trade vacations.

**Q: What will be the trip trade window for each of the Satellite Bases?**

**A:** The trip trade window for each Satellite Base will be:

Satellite Base	Real-time trade: Home Base time on the 23rd
MCO	07:00-09:00
PHX	13:00-15:00
SAN	14:00-16:00

**Q: As Satellite Bases are being implemented on a trial basis, how will the company assess success at each location?**

**A:** A number of performance metrics will be reviewed on an ongoing basis at each Satellite location as part of our ongoing evaluation process for all Bases. Some of the performance metrics we will use in our analysis will include a review of the following items;

- Open trips that must be covered by Reserves from other locations
- Deadhead costs
- An evaluation of displaced revenue resulting from the removal of customer seats from inventory to move Reserves into position
- Additional hotel costs associated with positioning Flight Attendants who support the Satellite location
- A measurement of the completion rate of the flights scheduled to be operated by Flight Attendants from the Satellite Bases. How frequently White/Purple flag is necessary to support the flying assigned at the Satellite Bases

**Q: Are Satellite Bases the only locations that are subject to performance evaluation?**

**A:** No. Operational reliability, performance and profitability are all aspects that are considered in the decision-making process for Base locations.

## Pay

**Q: How will my pay be affected should I elect to transfer?**

**A:** All contractual Base rates of pay, overrides and premiums remain in effect. However, the HR system (PeopleSoft) will reflect your new Base location. As a result of this change in work location, you may be required to pay certain state or local taxes. If applicable, based on your new work location. For example, Flight Attendants based in San Diego will be subject to withholdings applicable for that location (such as California State Disability Tax).

### Personnel Files & Grievance Process

**Q: Where will personnel files be maintained?**

**A:** Personnel files will be maintained at the geographic Base.

**Q: If a meeting with a Supervisor is required, will it be conducted at the Satellite or geographic Base?**

**A:** If a meeting with a Supervisor is needed, your Supervisor will contact you and provide meeting details.

**Q: How will I submit important documents to my supervisor (e.g., doctor's note, jury duty notice, etc.)?**

**A:** You will continue to send medical documentation to United Airlines Medical consistent with the terms of the Contract and current procedures. Flight Attendants are not required to provide medical information to supervisors. For other documents, we recommend that you take a photo of your document and email it directly to your assigned supervisor. You may also time stamp your document and drop off the document at your geographic Base.

### Training

**Q: If I am awarded a transfer to a Satellite location, is it anticipated there will be any change to my CQ "must go" scheduling month?**

**A:** No. You will continue to attend CQ to maintain your qualifications consistent with the Contractual processes associated with the scheduling of training.

**Q: If I am awarded a transfer to a Satellite location, will my Backstage preference month remain the same?**

**A:** Yes, your Backstage preference month will remain the same.

**Q: Where will Flight Attendants attend CQ training?**

**A:** Flight Attendants will attend CQ at the training location assigned for their geographic Base. That is, MCO will attend at EWR, PHX will attend at DEN and SAN will attend at SFO.

### Monthly Schedule Bidding and Awards

**Q: Will the monthly schedule bidding process at the Satellite differ from the process outlined in the contract for other Base locations?**

**A:** No. The bid process will be the same.

**Q: Will printed copies of the bid packets be available at the Satellite Bases?**

**A:** Yes.

**Q: Will vacation relief lines be available?**

**A:** Yes, consistent with the terms of the Contract. The number of lines built will be based on the awarded vacation periods of Flight Attendants assigned to the Satellite location...

# Satellite Bases

## Frequently asked questions

---



**Q: Will Satellite Bases have Reserves?**

**A:** Yes, Reserve lines will be awarded at each Satellite Base. It is anticipated that the percentage of Reserve schedules at the Satellite locations will be smaller than other locations.

**Q: Will Move-Up lines be available?**

**A:** Consistent with the Contract, move-up lines will be built based on the open time available at the start of the Reserve move up process.

**If you have additional questions, please e-mail [SatelliteBases@united.com](mailto:SatelliteBases@united.com).**