# 2026 – 2031 Collective Bargaining Agreement

Association of
Flight Attendants - CWA
and United Airlines, Inc.

UNITED

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# SECTION 1
# RECOGNITION, SUCCESSORSHIP AND MERGERS

## 1.A. RECOGNITION

**1.A.1.**
The Union, having been certified by the National Mediation Board, is hereby recognized by the Company as the collective bargaining representative of the craft or class of Flight Attendants in the employ of the Company to represent such employees and to negotiate and conclude an Agreement with the Company covering rates of pay, rules and working conditions, in accordance with the Railway Labor Act.

**1.A.2.**
The Company recognizes the right of the Flight Attendants in its employ to perform Flight Attendant work of the nature they have customarily and traditionally performed; provided, however, that nothing herein shall be deemed to limit or restrain the Company's existing right to revise duties from time to time as the Company deems necessary for the needs of the service and provided, further, that nothing herein shall be construed to limit in any way the Company's right to assign supervisory or other personnel to perform non-Flight Attendant functions Supervisory or other personnel of the Company shall not perform Flight Attendant work, except in emergencies, for instruction purposes, or as otherwise provided in this Agreement.

## 1.B. SUCCESSORSHIP AND MERGERS

**1.B.1.**
This Agreement shall be binding upon any successor or assign of the Company unless and until changed in accordance with the provisions of the Railway Labor Act as amended. For purposes of this Paragraph, a successor or assign shall be defined as an entity which acquires all or substantially all of the assets or equity of the Company through a single transaction or multi-step related transactions.

**1.B.2.**
No contract or other legally binding commitment involving the transfer of ownership or control pursuant to a successorship transaction, whether by sale, transfer or lease of the Company or substantially all of its assets, will be signed or otherwise entered into unless it is agreed as a material and irrevocable condition of entering into, concluding and implementing such transaction that the rates of pay, rules and working conditions set forth in this Agreement will be assumed by the successor employer, and employees on the then current Flight Attendant Seniority List will be employed in accordance with the provisions of this Agreement. The Company shall give notice of the existence of this Agreement to any purchaser, transferee, lessee, or assignee of the operation covered by this Agreement or any substantial part thereof. Such notice shall be in writing with a copy to the Union, at the time the seller, transferor, or lessor executes a definitive agreement with respect to a transaction as herein described.

**1.B.3.**
In the event of a merger of airline operations between the Company and another air carrier the Company will require, as a condition of any such operational merger that provisions be included requiring that the surviving

carrier provide for fair and equitable integration of the pre-merger Flight Attendant seniority list in accordance with the McCaskill-Bond Amendment, 42 U.S.C. Section 42112.

**1.B.4.**
In the event of a merger of airline operations, this Agreement shall be considered to be amendable as provided in the Duration Section of this Agreement and Section 6 of the Railway Labor Act. Integration of the Flight Attendant groups shall not occur until the applicable seniority lists are merged pursuant to procedures as described above, and agreement is reached over rates of pay, rules, and working conditions for the post-merger craft or class. Prior to such agreement, the terms and conditions of this Agreement shall continue to apply to the employees whose names appear on the Flight Attendant System Seniority List.

**1.B.5.**
The following additional requirements shall be applicable in the event of a merger, purchase or acquisition involving the Company, regardless of the identity of the surviving carrier or whether formerly separate operations are to be integrated.

**1.B.5.a.**
Unless and until any operational merger is finally effectuated, the Union will continue to be recognized as the representative of the pre-merger Company Flight Attendants, so long as such recognition is consistent with the Railway Labor Act and any applicable rulings or orders of the National Mediation Board. Recognition of a post-merger representative shall be governed by the Railway Labor Act and by any applicable rulings or orders of the National Mediation Board.

**1.B.5.b.**
Subject to applicable securities and other laws and regulations, the Company will review with the Union the details of any material agreements relating to successorship transactions in a timely manner, provided that no financial or other confidential business information need be disclosed unless suitable arrangements are made for protecting the confidentiality and use of such information.

**1.B.5.c.**
In advance of any operational integration, the Company or surviving carrier, if different than the Company, will accept the integrated seniority list accomplished in accordance with the McCaskill-Bond Amendment, 42 U.S.C. Section 42112.

**1.B.5.d.**
The inflight operations of the Company and those of the other air carrier shall be kept separate unless and until the processes described in Paragraphs B.3. and B.4. above, are completed. During such time of separate operations, Flight Attendants shall not be interchanged without the Union's written consent.

**1.B.5.e.**
Until the processes described in Paragraphs B.3. and B.4. above are completed, no employee covered by this Agreement shall be furloughed as an effect of the merger, purchase or acquisition.

**1.B.5.f.**
The Company or surviving carrier, if different than the Company, shall meet promptly with the Union upon request to negotiate the implementation of the requirements of this Paragraph.

**1.B.6.**
The Company agrees to arbitrate any grievance filed by the Union alleging a violation of this Section on an expedited basis directly before the System Board of Adjustment sitting with a neutral arbitrator mutually acceptable to both parties. If a mutually agreed upon arbitrator cannot be selected within three (3) days of the filing, an arbitrator will be selected pursuant to Section 24 of this Agreement (System Board of Adjustment). The dispute shall be heard no later than thirty (30) days following the submission to the System Board (subject to the availability of the arbitrator) and shall be decided no later than thirty (30) days following submission, unless the parties agree otherwise in writing.

## SECTION 2
## DEFINITIONS

### 2.A. BASES/DOMICILES

**2.A.1.**
"Base" or "Domicile" means a geographic area designated by the Company where Flight Attendants are based.

**2.A.2.**
"Home Domicile" or "Home Base" means the specific Domicile/ Base where a Flight Attendant is assigned.

### 2.B. CHARTER
"Charter" means a flight that is not a regularly scheduled flight and is contracted by a person or group for the transportation of the person(s), or agent(s) or representative(s) of the group(s).

### 2.C. CO-TERMINALS
"Co-Terminals" are two or more airports serving the same geographic area as designated below:

**2.C.1.a.**
BWI-IAD-DCA Serving Washington

**2.C.1.b.**
LGA-JFK-EWR Serving New York

**2.C.1.c.**
MDW-ORD Serving Chicago

**2.C.1.d.**
OAK-SFO Serving San Francisco

**2.C.1.e.**
BUR-LAX-SNA Serving Los Angeles

### 2.D. DAY/CALENDAR DAY
A "day" or a "calendar day" means a period from midnight to midnight.

### 2.E. DEADHEADING
"Deadheading" means the transport of a Flight Attendant for the purpose of covering or returning from a flight assignment.

### 2.F. DOMESTIC BASE
"Domestic Base" shall refer to those bases located within the 48 contiguous United States.

### 2.G. DOMESTIC FLYING
"Domestic Flying" or "Domestic Flight", for scheduling purposes, means all Company certified routes or charter operations within the 50 United States, Puerto Rico, Canada, Mexico, Central America, and the Caribbean.

**2.H. DOMESTIC PARTNER**
Except as otherwise prohibited by state or federal law, a Flight Attendant's domestic partner as defined in Section 29.A.2.d., will be treated the same as a spouse.

**2.I. DRAFTING**
Lineholders shall be considered drafted when assigned, while off duty, in inverse order of seniority and in priority among those available and qualified. In addition, Lineholders shall be considered drafted when removed from their assigned flight for which they are legal, available and in position to fly, and assigned to cover any other flights. Drafting assignments for open pairings at a Base shall not be made more than six (6) hours prior to scheduled departure.

**2.J. EMPLOYEE**
"Employee" as used in the Agreement means a Flight Attendant, male or female, who has completed training as prescribed by the Company and met all the Federal Aviation Administration's requirements and whose name appears on the Flight Attendant System Seniority List.

**2.K. EXTRA SECTION**
"Extra Section" means an on-line flight which is not a regularly scheduled flight but is operated to provide additional service.

**2.L. FERRY**
"Ferry" means a flight which does not transport revenue passengers. On a ferry flight, Flight Attendants must perform safety related duties in compliance with all F.A.R.s.

**2.M. FLIGHT**
"Flight" means a segment or series of segments bearing the same designated flight number.

**2.N. FLIGHT ATTENDANT**
A "Flight Attendant" means an employee whose duties consist of performing or assisting in the performance of all cabin safety related functions, all en route cabin service or ground cabin service to delayed or canceled passengers in a resourceful manner, and shall include responsibility to apply these services for the safety, welfare, and comfort of passengers. A Flight Attendant may, from time to time, be requested to participate in publicity and promotional assignments. Such participation shall be on a voluntary basis.

**2.O. FLIGHT TIME**

**2.O.1. ACTUAL**
Actual flight time (block to block) means the time from the moment an aircraft moves from the blocks under its own power or under tow for the purpose of flight, until the time the aircraft comes to rest at an unloading point. If passenger access/egress is prohibited at other than a normal unloading point, either international or domestic, flight time shall continue until passenger deplaning occurs or the flight departs.

**2.O.2. CREDITED**
Credited flight time means the time which is accumulated toward a Flight Attendant's monthly credited flight time maximum as described in Section 6. Credited flight time may be more than but cannot be less than actual flight time.

**2.P. HEALTH CARE PROVIDER**

Health Care Provider is defined as a Doctor of Medicine (M.D.) or Osteopathy (D.O), Dentist, Orthodontist or Oral Surgeon, Clinical Psychologist, Doctor of Chiropractic (D.C.), Advanced Practice Registered Nurse (APRN), Nurse Practitioner, Physician Assistant.

**2.Q. HOLIDAY**

**2.Q.1.**

Holidays shall be designated as follows:

**2.Q.1.a.**

United States' and Guam's "holidays" shall include:

New Year's Day, Independence Day, Halloween, Thanksgiving Day, Christmas Day and the Flight Attendant's Birthday.

**2.Q.1.b.**

United Kingdom's "holidays" shall include:

New Year's Day, Easter Monday, August Bank Holiday, Christmas Day, Boxing Day and the Flight Attendant's Birthday.

**2.Q.2.**

Flight Attendants will be paid for the holidays specified for their domicile country. No Flight Attendant shall be eligible to be paid for more than six (6) holidays in any calendar year.

**2.R. INTERNATIONAL BASE**

"International Base" shall refer to those bases located outside the United States.

**2.S. INTERNATIONAL FLYING**

"International Flying" or "International Flight", for scheduling purposes, means all Company certified routes or charter operations to and from the continents of South America, Europe, Asia, Africa, Australia, and Antarctica. International Flying includes flying to and from Guam and any other island countries and territories outside the Caribbean.

**2.T. INTERNATIONAL PURSER**

"International Purser" means a Flight Attendant, who in addition to their regular Flight Attendant duties, shall perform additional duties as described in Section 9.D.

**2.U. LANGUAGE QUALIFIED FLIGHT ATTENDANT**

A "Language Qualified Flight Attendant" is a Flight Attendant, who in addition to their regular Flight Attendant duties, shall perform additional duties as described in Section 9.G.

**2.V. LEGAL REST**

"Legal Rest" means that amount of time necessary before a Flight Attendant is eligible to begin another duty period.

**2.W. LINE OF FLYING**
A “Line of Flying” is a full bid period of assignments for a Flight Attendant, in their Base, with specific dates and trips delineated, as well as intervening days off.

**2.X. LINEHOLDER**
“Lineholder” means a Flight Attendant who is assigned to a line of flying.

**2.Y. MONTH**
“Month” means the period from the first day of, to and including the last day of each calendar month in the year, except that for flight time limitations and pay purposes, January, February and March will each be considered a thirty (30) day month through the addition of January 31 and March 1 to the month of February. Leap Year will make February a thirty-one (31) day month, and except that by giving ninety (90) days notice to the MEC President or designee, the Company may consider any thirty (30) day month as a thirty-one (31) day month or any thirty-one (31) day month as a thirty (30) day month.

**2.Z. ON DUTY/DUTY TIME**
A Flight Attendant is “on duty” from the time they are required to and reports for duty to a place designated by the Company for the purpose of flying, deadheading to or from a flight assignment, attending training or general meeting(s), or Standby Reserve. A Flight Attendant’s duty time shall continue through debriefing at a layover point or the Flight Attendant’s Home Domicile.

**2.AA. OPEN TIME**
“Open Time” means:

**2.AA.1.**
Pairings dropped by Flight Attendants;

**2.AA.2.**
Pairings remaining unassigned after all lines of flying have been constructed for a domicile for the month;

**2.AA.3.**
All other miscellaneous flying for which compensation is paid.

**2.BB. OPEN TIME TRADE WINDOW**
The “Open Time Trade Window” is the time during which open time first becomes available to Flight Attendants for trip trading for the next bid month. The Open Time Trade Window will be indicated on the bid packet.

**2.CC. PAIRING/TRIP**
“Pairing” or “Trip” means any combination of flying and/or deadheading which is arranged between legal rests at the Flight Attendant’s Home Domicile. Each pairing shall be numbered and dated as required.

**2.DD. PER DIEM**
“Domestic Per Diem” means the hourly expense reimbursement for expenses reasonably anticipated to be incurred by a Flight Attendant while engaged in flight operations involving domestic flights as defined in Section 5 or mixed pairings as defined in Section 7.

**2.EE. PURSER**
On flights not requiring an International Purser, "Purser" means a Flight Attendant who, in addition to performing Flight Attendant duties, is responsible for coordinating and directing the activities of the cabin crew, and for completing all required reports and documentation.

**2.FF. R DAY**
"R Days" are calendar day(s) of required availability for assignment to flight duty which are scheduled into Reserve lines of flying, or may be placed in Open Time, used in reassignment, or assigned.

**2.GG. RESERVE**
"Reserve" means a Flight Attendant who is assigned to a Reserve Line.

**2.HH. RESERVE LINE**
"Reserve Line" means a planned sequence of scheduled days of availability and days off.

**2.II. STANDBY RESERVE**
"Standby Reserve" means a Flight Attendant on reserve status as defined in Section 8.N. who is called to the airport without a specific flight assignment.

**2.JJ. UNION**
"Union" means the Association of Flight Attendants-CWA.

# SECTION 3
# GENERAL

## 3.A. CABIN JUMPSEAT AUTHORITY (CJA)

**3.A.1.**
Jumpseat authority shall not be denied due to aircraft weight restrictions. The number of Flight Attendants using jumpseat authority on weight restricted flights may be limited to the number of available (physical) jumpseats.

**3.A.2.**
Flight Attendants shall be entitled to use the cabin jumpseat. Flight Attendants employed by the Company will have priority for jumpseat use. Use of the cabin jumpseat will be restricted to Flight Attendants employed by the Company, Flight Attendants traveling on a reciprocal jumpseat agreement pursuant to Paragraph 3.A.10., below, United Inflight management and others specifically authorized by the Senior Vice President- Inflight Service shall also be permitted to use the cabin jumpseat. Use of the cabin jumpseat shall be subject to Company regulations, policies and procedures.

**3.A.3.**
When seats are available in the cabin after other stand-by passengers (revenue and non-revenue) have been boarded, Flight Attendants may travel in the cabin on jumpseat authority, even if the jumpseats are occupied, provided that such travel does not displace revenue passengers.

**3.A.4.**
Flight Attendants may elect to list for both a non-revenue standby seat and jumpseat authority. However, Flight Attendants who elect to be boarded using their non-revenue stand-by flying benefit do so in lieu of jumpseating and forfeit their jumpseat privileges at the time they do so.

**3.A.5.**
Flight Attendants who elect to be boarded using their nonrevenue stand-by flying benefit shall be boarded in the cabin in their non-revenue pass benefit order. All normal rules and regulations applicable to non-revenue passes shall apply.

**3.A.6.**
Flight Attendants using jumpseat authority to travel may be attired either in their uniform or in casual business attire (e.g., no t-shirts, shorts, jeans with holes, etc.). Flight Attendants using jumpseat authority must have their airline crewmember ID.

**3.A.7.**
Flight Attendants using jumpseat authority to travel shall pay the same governmental fees and taxes as they would be required to pay if they were traveling on a normal non-revenue pass.

**3.A.8.**
For the purpose of this Section, “Jumpseat Seniority”, will be defined as the Flight Attendant’s bid seniority or Company seniority, as used for pass travel, whichever date is earliest.

## 3.A.9. CJA PROCEDURES

**3.A.9.a.**
To the extent it does not add material cost and is consistent with technological availability, the Company will maximize the means for Flight Attendants to list and check-in for the jumpseat, including airport kiosks. In instances where self-service electronic means are not available, Flight Attendants shall have the ability to list and check-in with ground services personnel.

**3.A.9.b.**
Flight Attendants must check-in for the jumpseat no later than thirty (30) minutes prior to scheduled departure. Flight Attendants who have met the thirty (30) minute check-in shall be awarded available jumpseats in Jumpseat Seniority order.

**3.A.9.c.**
Walk-up jumpseating shall be permitted to the extent consistent with the needs of the operation and shall be awarded on a first come first served basis, and only after Flight Attendants who have met the thirty (30) minute check-in have been awarded jumpseats.

**3.A.9.d.**
Available Flight Attendant jumpseat(s) may be awarded prior to awarding non-revenue seats or other jumpseat authority riders. Flight Attendants who decline the award of the jumpseat will be removed from the jumpseat list. The targeted guideline for the award of available jumpseats is thirty (30) minutes prior to scheduled departure or posted delayed departure. Flight Attendants must have checked-in and be present at the time of the jumpseat award. Flight Attendants cannot be defaulted to NRSA status if their preference is to remain as a jumpseat rider.

**3.A.9.e.**
Ground services personnel shall be responsible for administering the jumpseat assignment and boarding process as set forth in this Section, and consistent with the needs of the operation, including managing jumpseat assignments and boarding during irregular operations or other unforeseen events affecting operational performance. It is the intention of the parties that Flight Attendants shall have access to available jumpseats consistent with the terms of this Section.

**3.A.9.f.**
When seats are available in the cabin after boarding has been completed, Flight Attendants awarded a jumpseat may assume an open seat in the cabin.

**3.A.9.g.**
The Company may elect to automate the process of awarding jumpseats. If the process is automated, the parties shall meet and confer regarding necessary changes to this Section.

## 3.A.10. RECIPROCAL CABIN SEAT

**3.A.10.a.**
The Company shall meet and confer with the Union to make commercially reasonable, good faith efforts to enter into and maintain reciprocal cabin seat agreements with other Part 121 air carriers.

**3.A.10.b.**
The Company shall not initiate termination of a current Flight Attendant cabin seat agreement without a commercially reasonable basis for doing so, including the other airline imposing additional cost or otherwise materially changing the terms and conditions of the cabin seat agreement.

**3.A.11. RECIPROCAL CABIN JUMPSEAT**

**3.A.11.a.**
Should the Company enter into a reciprocal agreement with another US carrier for Flight Attendants to occupy the Cabin Jumpseat, any such agreement shall allow for the following priority for Jumpseat use on United aircraft:

**3.A.11.a.(1).**
Flight Attendants on the United system seniority list;

**3.A.11.a.(2).**
Flight Attendants of United Express carriers.

**3.A.11.a.(3).**
Flight Attendants of other airlines with which the Company obtains a reciprocal agreement.

**3.A.11.b.**
Any United Flight Attendant shall have priority over any reciprocal user at any time during the awarding of jumpseats, up to ten (10) minutes before departure.

**3.B. FLIGHT ATTENDANT CHECKED BAGGAGE**
Flight Attendants shall be permitted to check two bags on International trips of four days or longer. Where available, priority handling will be given to crew baggage. The Company shall be liable for lost checked crew baggage, upon proof of loss, in accordance with passenger lost luggage liability, exclusive of uniforms, for any one occurrence. In the event of a delay in receiving a Flight Attendant's luggage, the Flight Attendant will be promptly provided an amenities kit, where available. The Flight Attendant will also be reimbursed for reasonable and actual expenses incurred due to such delay.

**3.C. COMPANY BUSINESS ASSIGNMENTS**
Flight Attendants may be assigned by the Inflight Service Division on a voluntary basis to Company business assignments that are non-managerial in nature and that are related to the Flight Attendant position.

**3.D. COPY OF THIS AGREEMENT**

**3.D.1.**
The Company will provide each Flight Attendant with access to an electronic a copy of this Agreement, upon request, within sixty (60) days of the signing of this Agreement. The Union and the Company will jointly prepare an index to this Agreement, which will be placed in the Agreement before the Agreement is made available electronically. The Company shall provide a minimum of one thousand (1,000) printed copies of the Agreement to the Union and a minimum number (no less than fifteen percent [15%] of the total population at each Base) of printed copies, to be available upon request, for Flight Attendants. The cost of printing and distributing this Agreement will be paid by the Company. The

cover of the Agreement will be decided by mutual agreement between the Company and the Union.

**3.D.1.a.**
The Company may make available on Flight Attendant Link devices an electronic copy of the Agreement. Additionally, access to an electronic downloadable copy of the Agreement will be available on the Company website.

## 3.E. CREW LOUNGES

**3.E.1.**
The Company shall make a reasonable effort to furnish lounges with an adequate number of reclining chairs or couches at all locations where Flight Attendants are based. Further, the Company shall be responsible for maintaining clean, well-lighted, properly ventilated, quiet lounges. The recommendations of the MEC President/designee shall be considered in determining the adequacy of any lounge facility.

**3.E.2.**
The Company will provide Flight Attendants access to a reasonable number of working telephones for free local calls in each Base, wireless access in existing crew lounges and toll free numbers to Scheduling.

## 3.F. CREW COMMUNICATIONS

**3.F.1.**
The Company shall establish and maintain telephone recording system(s) to record all telephone conversations between Crew Scheduling, including all other departments that regularly perform crew scheduling functions, and Flight Attendants. The recording system shall indicate the time and date of calls.

**3.F.1.a.**
The Company shall also maintain copies of chats (currently provided through "Ellen") between Crew Scheduling, including all other departments that regularly perform crew scheduling functions, and Flight Attendants.

**3.F.2.**
Recordings and chats shall be kept for a minimum of ninety (90) days. A specific recorded telephone conversation or chat communication shall be made accessible to a Local President/designee within seven (7) days after their written request and notice of a potential or actual dispute to the Director of Crew Scheduling and/or designee.

**3.F.3.**
If a relevant recorded conversation or chat is missing, damaged, or inaudible, a prompt review of the matter shall be conducted by the Director of Crew Scheduling and/or designee upon request by the Union.

## 3.G. CROSSING PICKET LINES

The Company will not require Flight Attendants to layover at any hotel whose employees are on strike and who are picketing the layover hotel or to deadhead off-line on any airline whose employees are on strike and who are picketing the airport(s) through which Flight Attendants must travel. If alternative accommodations cannot be found, the Company will make every effort to transport Flight Attendants so as to avoid picket lines.

## 3.H. DEADHEAD

**3.H.1.**
A Flight Attendant deadheading at Company request shall receive full pay and flight time credit for the deadhead segment.

**3.H.2.**
Flight Attendants shall be required to deadhead by air only on U.S. carriers operating under FAR Part 121 or scheduled carriers under FAR Part 135 (or successor regulations), or foreign air carriers who are members of IATA, or with the Flight Attendant's concurrence, comparable air carriers (e.g., Lear Jet operators).

**3.H.3.**
Deadhead is part of a Flight Attendant's duty period, including surface deadhead.

**3.H.4.**
Pairings shall be constructed to provide that a Flight Attendant shall deadhead on a route resulting in the earliest scheduled arrival time.

### 3.H.5. RESERVATIONS

**3.H.5.a.**
The Company shall book on-line scheduled deadhead with a must-ride status in a revenue seat. On-line means deadhead travel in revenue seats over which the Company has control.

**3.H.5.b.**
For a pairing containing a deadhead segment(s), reservations shall be made by the 18th of the prior month including seat assignments where available.

**3.H.5.c.**
For pairings not included in the bid packet containing a deadhead segment(s), reservations, including seat assignments where available, will be made as soon as practicable after the pairing is constructed.

**3.H.5.d.**
Flight Attendants shall have the ability to view the Passenger Name Record ("PNR") for a deadhead reservation, which shall include the seat assignment, if available.

**3.H.6.**
A Flight Attendant deadheading shall be considered on duty. They are encouraged to travel out of uniform. Flight Attendants deadheading may be attired either in their uniform or in casual business attire.

**3.H.7.**
In accordance with the Company's non-revenue travel policy, a deadheading Flight Attendant shall be provided first class accommodations when available.

**3.H.8.**
Flight Attendants will be booked in business class on three class aircraft, if available. If business class is not available, the Flight Attendant will be booked in premium economy. Seating will be assigned first in aisle seats, then in

window seats, and only if neither is available, in any other available seats.

**3.H.9.**
Pairings shall be constructed to provide that a Flight Attendant shall deadhead on-line on the most direct route available and all such travel accommodations shall be "must ride." In addition, pairings shall also be constructed to provide that a Flight Attendant deadheading to their Domicile at the conclusion of a trip shall travel on-line on the first available flight.

**3.H.10.**
Deadheading Flight Attendants will be upgraded to premium cabin based on Company seniority.

**3.H.11.**
A Flight Attendant may drink alcoholic beverages while deadheading subject to the following conditions:

**3.H.11.a.**
The Flight Attendant is not in uniform.

**3.H.11.b.**
If a Lineholder, they do not have a scheduled flight departing within twelve hours after scheduled arrival at a Domicile or co-terminal point; or at a non-Domicile layover point will not be legal to be reassigned or drafted to work any flight for at least twelve hours after scheduled arrival.

**3.H.11.c.**
If a Reserve, they would not be legal for assignment for twelve hours after scheduled arrival at a Domicile, co-terminal or non-Domicile point.

**3.H.11.d.**
If the conditions above are met, the Flight Attendant may drink after takeoff, and in the event of multi-segment deadhead, may only drink on the final deadhead segment.

**3.H.12. DEADHEAD DEVIATION**

**3.H.12.a.**
Base to Base: On pairings where the initial segment is a deadhead between Flight Attendant Domiciles (for example, EWR-IAH or ORD-LHR), Flight Attendants may elect to check-in at the deadhead destination Domicile, which will be their new point of origin. Such check-in times will be the same as those required for other originating pairings. A Flight Attendant must notify Crew Scheduling if they elect to check-in at another Domicile a minimum of twelve (12) hours prior to the deadhead departure time. Crew Scheduling may waive this time requirement at their discretion. A Flight Attendant exercising this election shall be responsible for their transportation to the new point of origin. They will also be responsible for providing Crew Scheduling with a contact number for use in the event of reassignment. Flight Attendants utilizing this check-in option at another Domicile shall conform to reasonable Company procedures governing such check-in. A Flight Attendant electing to check-in at another Domicile who complies with the terms of this Paragraph shall receive their regular pay for the scheduled deadhead segment as provided for in Paragraph 3.H.1. above.

**3.H.12.b.**
Downline Stations: On pairings where the initial segment is a deadhead to a non-Base location (for example EWR-MIA or ORD-ATL) a Flight Attendant may, with prior approval from Crew Scheduling, elect to check-in at the deadhead destination which will be their new point of origin. The Flight Attendant is required to check-in no later than the scheduled check-in time for the original deadhead segment. During such check-in the Flight Attendant must confirm that they are already at the deadhead destination and available to operate the outbound flight. A Flight Attendant must make their request to check-in downline with Crew Scheduling a minimum of twelve (12) hours prior to the deadhead departure time. Crew Scheduling may waive this time requirement at their discretion. A Flight Attendant exercising this election shall be responsible for their transportation to the new point of origin. They will also be responsible for providing Crew Scheduling with a contact number for use in the event of reassignment. A Flight Attendant electing to check-in downline who complies with the terms of this Paragraph shall receive their regular pay for the scheduled deadhead segment as provided for in Paragraph 1. above.

**3.H.13. LAST SEGMENT DEADHEAD**

**3.H.13.a.**
Domestic: When a domestic pairing ends with a deadhead segment(s), a Lineholder may, with prior notice to Crew Scheduling, and a Reserve may, with prior approval from Crew Scheduling, elect not to fly on the scheduled deadhead segment(s). They may then elect to:

**3.H.13.a.(1).**
Be released from duty; or

**3.H.13.a.(2).**
Deadhead on an earlier flight over the same routing, if seats are available.

**3.H.13.a.(3).**
A Flight Attendant electing to be released from duty shall be entitled to positive space travel (PS5B, or its future equivalent), over the same routing as the original deadhead, for a period not to exceed twenty-hour (24) hours from the departure of the scheduled deadhead segment from which they are released. A Flight Attendant electing to deadhead on an earlier flight is deemed to have waived any duty time limitations necessary to complete the deadhead segment. Per diem will be paid based on the scheduled deadhead segment or the segment on which the Flight Attendant actually deadheads, whichever arrives earlier. A Flight Attendant electing not to fly on the scheduled deadhead segment as described herein, shall receive their regular pay for the originally scheduled deadhead segment as provided for in Paragraph 1. above, but shall not be entitled to any additional or premium pay related to their election.

**3.H.13.b.**
International: When an international pairing ends with a deadhead segment, a Flight Attendant may, with prior approval from Crew Scheduling, elect not to fly on the scheduled deadhead segment, they may then elect to:

**3.H.13.b.(1).**
Be released from duty; or

**3.H.13.b.(2).**
deadhead on an earlier flight over the same routing, if seats are available.

**3.H.13.b.(3).**
A Flight Attendant electing to be released from duty shall be entitled to positive space travel (PS5B, or its future equivalent), over the same routing as the original deadhead, for a period not to exceed twenty-four (24) hours from the departure of the scheduled deadhead segment from which they were released. A Flight Attendant electing to deadhead on an earlier flight is deemed to have waived any duty time limitations necessary to complete the deadhead segment. Per diem will be paid based on the scheduled deadhead segment or the segment on which the Flight Attendant actually deadheads, whichever arrives earlier. A Flight Attendant electing not to fly on the scheduled deadhead segment as described herein, shall receive their regular pay for the originally scheduled deadhead segment as provided for in Paragraph 1. above, but shall not be entitled to any additional or premium pay related to their election.

**3.H.14.**
Flight Attendants shall not be deadheaded on airplanes being ferried because of mechanical problems.

**3.I. ELECTRONIC COMMUNICATIONS**
The Company may send notices and communications to Flight Attendants and the Union electronically. Hard copies of documents related to discipline and grievances will be provided to a Flight Attendant and/or the Union upon request. The Company shall provide hard copies of documents relating to terminations, separations, and reductions in force.

**3.J. EMERGENCY ASSIGNMENTS**
Irrespective of Section 2.J., under emergency conditions where regular Flight Attendants are not available, the Company may staff flights with employees other than Flight Attendants up to the minimum FAA staffing requirements for the equipment used. Examples of emergencies include, but are not limited to: Severe weather events, political unrest, force majeure, declared National or State Emergency.

**3.K. SPECIAL TRANSPORTATION**
Remains of a Flight Attendant, or of a Flight Attendant's spouse, children or parents shall be shipped on-line at no charge.

**3.L. FLY FOR**
Notwithstanding the provisions of Section 1.A.2. of this Agreement, the Company may utilize either Inflight management personnel or scheduled Flight Attendants to fly for a Flight Attendant(s) on a trip(s) as long as the affected Flight Attendant(s) suffer no flight pay loss.

**3.M. INSURANCE INDEMNIFICATION**

**3.M.1.**
If a Flight Attendant is named as a defendant in any civil action for damages (including any such action initiated by a fellow employee, or any such action or case arising in a comparable tribunal outside of the United States) arising out of such Flight Attendant's performance of their duties with the Company, the Company through its insurers, will indemnify and save harmless the Flight

Attendant from any money judgment or award rendered against them including a judgment for damages based on such Flight Attendant's negligence.

**3.M.2.**
It is expressly understood that such indemnification of any Flight Attendant is limited by all terms and limitations of the Company's policy with its insurers. This provision will apply to civil actions for damages against a Flight Attendant's estate.

**3.N. LOCKING COMPARTMENTS**
As soon as reasonably practicable, the Company will provide locking overhead compartments on all aircraft.

**3.O. MANAGEMENT RIGHTS**
Except as otherwise expressly provided, nothing contained in this Agreement shall be deemed to limit the Company in any way in the exercise of the regular and customary functions of management.

**3.P. NEW EQUIPMENT**

**3.P.1.**
New equipment as provided by this sub-section means any equipment placed into service by the Company of an aircraft type or series which is not in service on the date of signing.

**3.P.2.**
The Company will notify the MEC President/designee of any decision to place new equipment into service. The Union will receive copies of all interior design plans, including revisions of such plans. The Union's input to such plans will be considered during the design process.

**3.Q. NONDISCRIMINATION**
The Company and Union recognize the value of a diverse Flight Attendant workforce and share a mutual commitment to a workplace free of discrimination in which it is unacceptable to engage in offensive behavior based on protected categories. The Company shall not discriminate with regard to terms and conditions of employment based on age, color, disability, ethnicity, gender identity, genetic information, marital status, national origin, pregnancy, race, religion, sex, sexual orientation (including same-sex marriage), veteran status, or any other protected category under applicable law. Notwithstanding the foregoing, certain differences in benefits and travel privileges may exist between married and non-married Flight Attendants, domestic partners or same-sex spouses and opposite-sex spouses to comply with applicable state and federal tax laws.

**3.R. PARKING**

**3.R.1.**
If a Flight Attendant is scheduled to fly or deadhead from an airport serving their Domicile and parking is not provided for their automobile, public facilities may be used and charges shall be paid by the Company. Such actual charges shall be submitted within ten days using the appropriate expense reimbursement system and shall be supported by a receipt.

**3.R.2.**
In the event parking facilities are not available for employees at an airport

location other than one serving their Domicile, the Company shall assume the monthly parking charges up to a maximum of $60.00 per month. This provision does not apply to original or replacement charges for employees for parking decals, stickers, gate keys or similar items. It is understood that a Flight Attendant may park their car at either their Domicile or some other Company station location, if parking space is available, in which case the Company shall be obligated to assume only the expense of one location.

## 3.S. PASS TRAVEL

**3.S.1.**
Flight Attendants will be granted on-line passes and reduced rates for themselves and eligible family members that are extended to other non-management employee groups. Any improvements provided to other non-management employees will be extended to Flight Attendants, surviving spouses and/or their dependents, and the Union will be notified of changes in the pass policy.

**3.S.2.**
Retired Flight Attendants and their spouses and eligible unmarried children will be granted the same on-line passes and reduced rate privileges as are other Company non-management retirees. They will also be eligible for other airline passes to the extent qualified by other carriers.

## 3.T. 20 YEAR PASSES

**3.T.1.**
Flight Attendants who resign from the Company and who have twenty (20) years of Company seniority would receive the following pass benefits. These passes are in lieu of any pass benefits they may have been entitled to under Company policy had they early retired when eligible.

**3.T.1.a.**
Eight (8) round trip/sixteen (16) one-way passes per eligible family member will be deposited annually.

**3.T.1.b.**
Participant has the ability to add/remove eligible family members, according to Company policy.

**3.T.1.c.**
Passes are valid for thirteen (13) months.

**3.T.1.d.**
Passes are valid for transportation only on United and United Express.

**3.T.1.e.**
All passes are valid for travel anywhere in the United system.

**3.T.1.f.**
Pass travel will be at the SA4P boarding priority, or its future equivalent.

**3.T.1.g.**
Pass travel seniority will be frozen at the years, months and days of service measured at the date of separation from United.

**3.T.1.h.**
Consistent with current program rules, pass travel expires upon the death of the participant.

**3.T.2.**
Eligible family members are limited to the employee, spouse/domestic partner and eligible children, as defined by the Company's Pass Travel Policy, as may be changed from time to time.

**3.T.3.**
Flight Attendants who resign with twenty (20) years of service may be required to give the Company at least six (6) months advance notice. All such resignations will be effective the first day following six (6) months in the event such notice is required. Flight Attendants must request such travel at the time of their resignation in order to be eligible.

## 3.U. PASSPORTS, VISAS & IMMUNIZATIONS

### 3.U.1. PASSPORTS
Flight Attendants shall be required to obtain and maintain a current passport. In the event a Flight Attendant's passport is lost or stolen, the Company, at the Flight Attendant's request, shall provide the documentation necessary to expedite obtaining a replacement.

### 3.U.2. VISAS

**3.U.2.a.**
The Company shall monitor International trips and identify required visas. A Base/Domicile with trips to particular visa requiring countries may specify a required visa qualification at their location. Flight Attendants in the Base/Domicile who have special visa needs based on their citizenship may be required to maintain certain visas.

**3.U.2.b.**
The Company shall make reasonable efforts to make documentation available and provide access to information to assist Flight Attendants in acquiring visas.

### 3.U.3. IMMUNIZATIONS

**3.U.3.a.**
Immunizations may be required or recommended according to the needs of a particular Base/Domicile.

**3.U.3.b.**
Flight Attendants shall be responsible for keeping their immunization records current.

**3.U.3.c.**
Flight Attendants requiring exemption from particular immunizations must supply supporting medical documentation from their treating Heath Care Provider and shall be prohibited from flying to a location needing the exempted immunization.

**3.U.3.d.**
A Flight Attendant shall not be required to fly to a location without the required immunization for that location.

### 3.U.4. RENEWAL PROCEDURES

**3.U.4.a.**
A Flight Attendant shall notify the Company when their passport and/or visa is being renewed pursuant to Company procedures. During the renewal process a Flight Attendant may fly to locations for which they remain qualified and shall be subject to reassignment under Section 7.Q.

**3.U.4.b.**
In the event a Flight Attendant's passport or visa renewal is delayed due to circumstances beyond their control and they are unable to fly to any location, they shall be considered to be on an authorized absence and shall not be subject to discipline.

### 3.U.5. COSTS

**3.U.5.a.**
The Company shall bear the cost of any necessary passports, passport renewals, additional passport pages, visas, work permits required to be based/domiciled at that location, residency and the government's expedited renewal fee. The Company shall also bear the costs for all necessary photos associated with obtaining the aforementioned documents.

**3.U.5.b.**
The Company shall reimburse Flight Attendants for the governmental fees associated with the Global Entry (U.S. Customs Border Protection) program or successor program.

**3.U.5.c.**
In the event a Flight Attendant's passport is stolen, the cost of its replacement, including all required visas in effect at the time of the theft, shall be borne by the Company, where supported by reasonable documentation. The Company shall also bear the cost of photos and the government's expedited renewal fee.

**3.U.5.d.**
The Company shall bear the cost of required immunizations and immunizations recommended by the Centers for Disease Control (CDC) for destinations served by the Company. The Company may require inoculations be obtained at Company medical facilities, or other locations they might designate. Reimbursement shall not include associated expenses (e.g. parking).

### 3.V. RAILWAY LABOR ACT

During the life of this Agreement, neither the Company, the Union, nor the employees covered by this Agreement will cause, approve, authorize, or support any action inconsistent with the general purposes of, and general duties defined in the Railway Labor Act while the procedural processes of this Agreement and the Railway Labor Act are being followed, or where arbitration is agreed upon, or where a matter is subject to the jurisdiction of the System Board of Adjustment.

### 3.W. SAVINGS CLAUSE

Should any part or provision of this Agreement be rendered invalid by reason of any existing or subsequently enacted legislation, such invalidation of any part or provision of this Agreement shall not invalidate the remaining portions thereof, and they shall remain in full force and effect. In the event of any

invalidation, either party may, upon thirty (30) days' notice, request negotiation for modification or amendment of this Agreement and negotiations shall commence within fifteen (15) days from the receipt of the notice.

**3.X. TIDYING**

Tidying Flight Attendant duties shall include, from the time the aircraft door is closed until the time the aircraft door is opened, maintaining the tidiness and neatness of the aircraft cabins, galleys and lavatories, and restocking the lavatory supplies. The Company shall provide medical grade hypo-allergenic gloves for Flight Attendants' use when tidying.

**3.Y. ELECTRONIC BULLETIN BOARD**

The Company will maintain an automated Bulletin Board for the Flight Attendants use in trip trades, trip advertisements, mutual trades, vacation trades, and any other such rescheduling functions under the Flight Attendants' control as may become available in the future.

**3.Z. DUTY FREE COMMISSION, BONUS PAYMENTS AND EMPLOYEE DISCOUNT**

**3.Z.1.**

The Company and its duty free vendor shall implement a commission program designed to pay Flight Attendants a minimum commission of ten percent (10%) of actual sales revenue collected. This commission shall be evenly divided between all Flight Attendants selling duty free.

**3.Z.1.a.**

In an effort to incentivize Flight Attendants to maximize sales, the parties agree to implement the following duty free sales "bonus" plan:

**3.Z.1.b.**

On flights with sales exceeding $500.00 per segment, the Flight Attendants selling duty free shall receive an additional bonus payment of $10.00.

**3.Z.1.c.**

For each additional $250.00 per segment after the first $500.00, the Flight Attendants selling duty free shall receive an additional bonus payment of $5.00.

**3.Z.2.**

The Company and its duty free vendor shall continue a United employee discount applicable to onboard duty free product sales. The discount shall continue to be fifteen percent (15%). Consistent with duty free sales, and in order to insure Flight Attendants responsible for selling duty free are appropriately compensated, the actual sales revenue collected after the discount will be included in the total sales amount upon which the commission is based. For example, if an item sells for $100, the amount the commission would be based on is $85.

**3.AA. PAYCHECKS**

**3.AA.1.**

Paychecks shall be available for distribution to Flight Attendants at their Domicile office not later than the 1st or 16th of each month. Direct deposit funds for January 1st will not be available until the first business day after the holiday.

If paychecks arrive at the Domicile before the 1st or 16th, the Company will process and distribute paychecks upon their arrival in the Domicile without delay. Paychecks shall be issued during hours when Inflight Service Personnel are on duty at the Domicile office. When no Inflight Service Personnel are on duty, paychecks shall be available during periods of time that there are scheduled arrivals or departures at the Domicile. Pay advices for Flight Attendants who have opted for direct deposit will be available electronically for viewing and printing by the Flight Attendant.

**3.AA.2.**
A Flight Attendant shall receive seventy percent (70%) of base pay not later than the 1st day of each month. Base pay is seventy-one (71) hours.

**3.AA.3.**
On the 16th day of each calendar month a Flight Attendant shall be issued a paycheck containing the total monthly earnings minus the 1st of the month advance.

**3.AA.4.a.**
Flight Attendants may elect to have their pay electronically deposited in the financial institution of their choice provided such institution accepts electronic deposits.

**3.AA.4.b.**
The exchange rate for Flight Attendants based in International Domiciles will be calculated in accordance with terms of the Exchange Rate Side Letter of the Agreement.

**3.AA.4.c.**
The Pay Advice shall indicate “earnings” and deductions, and that these payments/deductions are from/by United Airlines.

**3.AA.5.**
Flight Attendants will be furnished a Pay Register, available from CCS (or future equivalent) which will be itemized to clearly show the pay factors and values under this Agreement which comprise a Flight Attendant’s gross monthly pay.

**3.AA.6.**
Flight Attendants are expected to provide immediate notice to the Company of any paycheck errors. Any errors in paychecks in excess of $50.00 gross amount will be corrected by a special check within five (5) business days after the day the Flight Attendant notifies the Company of the paycheck problem, except when the shortage is due to the Flight Attendant’s neglect or mistake. In those cases, the error will be corrected on the next regular pay period. Situations which involve particular hardship will be handled on a case by case basis. The Company will make every reasonable effort to resolve differences of opinion concerning insurance and/or pass charge deductions by the next scheduled payday.

**3.BB. TDY**

**3.BB.1.**
When temporary vacancies exist, notice will be posted as far in advance as possible. The notice must contain the start and end dates for the temporary assignment. Flight Attendants and/or specially qualified Flight Attendants in a

Base that has an over complement may bid for the temporary vacancies. They will be awarded in system seniority order. If no or insufficient bids are received from the Base(s) that is over complement, the most junior Flight Attendants and/or specially qualified Flight Attendants from the Base will be assigned to fill the remaining temporary vacancy(s). If there are no bases over complement, the Company will post the temporary vacancies in all bases. They will be awarded in system seniority order and/or considering special qualifications, if applicable. If no or insufficient bids are received, the most junior Flight Attendants and/or specially qualified Flight Attendants on the system will be assigned to fill the remaining temporary vacancy(s).

**3.BB.2.**
If there is insufficient time to utilize the procedures in Paragraph 1. above, the vacancies will first be offered in seniority order to those Flight Attendants who have permanent transfers on file to that Base, and then filled by assignment of the most junior Flight Attendants and/or specially qualified Flight Attendants from the Base(s) which has an over complement of Flight Attendants. If no Base is over complement, the most junior Flight Attendants and/or specially qualified Flight Attendants on the system may be assigned to fill the vacancy(s). If these procedures are utilized, the Union will be notified as soon as practicable.

**3.BB.3.**
A notice or order regarding temporary assignment(s) will show the length of such assignment if known, the temporary Base, and anticipated number of vacancies to be filled, and will state that Flight Attendants assigned to temporary vacancies outside their geographic Domiciles will be provided fee-waived positive space (PS5B) passes, single occupancy accommodations as provided in Section 5.B.1. as needed, and per diem as provided in Section 5.A.1. from the time the temporary assignment begins to its conclusion, except that per diem shall not be due for blocks of days off of three (3) or more.

**3.BB.4.**
The Company shall reimburse Flight Attendants up to $25 per week for laundry expenses, not to include dry cleaning, for temporary assignments to international locations. Receipts are required for reimbursement.

**3.BB.5.**
At the conclusion of any temporary assignment, a Flight Attendant will be allowed to resume their position at their Base.

**3.CC. ON-BOARD REST**

**3.CC.1.**
On scheduled flight segments departing between 2100-0359 on-board rest shall be as follows:

**3.CC.1.a.**
fifteen (15) minutes on scheduled segments greater than 4:59 and less than 7:00.

**3.CC.1.b.**
thirty (30) minutes on scheduled, non-stop flight segments of 7:00 and less than 8:00.

**3.CC.2.**
On international flight segments greater than 7:00 and less than 8:00, Flight Attendants shall be permitted a thirty (30) minute rest.

**3.CC.3.**
In the application of Paragraphs 1. and Paragraph 2. above, when an aisle customer seat is unavailable, Flight Attendants shall use the jumpseat.

**3.CC.4.**
A Flight Attendant shall be permitted a minimum of one (1) full hour of rest in the assigned crew rest location on board the aircraft when the scheduled non-stop flight segment is eight (8) hours or more and a minimum of two (2) full hours of rest when the scheduled non-stop flight segment is twelve (12) hours or more.

**3.CC.4.a.**
The crew rest facilities provided for breaks pursuant to this Paragraph shall be as follows:

**3.CC.4.a.(1).**
On single aisle aircraft, the Company shall provide one (1) row of three (3) contiguous seats for Flight Attendant rest. Such crew rest seats shall be located in either the first or last row of any zone, unless otherwise agreed between the Company and the Union. Such rest seats shall be curtained from customer view.

**3.CC.4.a.(2).**
On dual aisle aircraft where there are no bunks, the Company shall provide crew rest facilities as follows:

**3.CC.4.a.(2).(a).(1).**
On B-767 aircraft, the Company shall provide two (2) sets of two (2) contiguous seats in the front or rear of any cabin. Such crew rest seats will be curtained with enhanced recline and leg rest. In addition, two (2) adjacent seats shall be reserved for crew rest purposes unless required for revenue passengers. These two (2) seats will not be curtained.

**3.CC.4.a.(2).(b).(2).**
On the following B-777 (tail numbers 2469, 2471, 2473-2478, 2480, 2481, 2510-2515, 2368, 2372, 2379), the crew rest seats shall be two (2) sets of three (3) contiguous seats or three (3) sets of two (2) contiguous seats in the first or last rows of any zone or cabin. Such crew rest seats will be curtained.

**3.CC.4.a.(3).**
On B-777, B-787 and A-350 aircraft, the Company shall provide crew bunks for rest, except as noted in Paragraph 3.CC.4.a.(2).(b)., above.

**3.CC.5.**
On flights over eight (8) hours where the regularly scheduled equipment or crew rest facility is not available, the Company shall provide four (4) sleeper seats on all aircraft for use for on-board crew rest.

**3.CC.6.**
Bunks will be equipped with curtains, emergency oxygen system, reading lights, air outlets and individual seat belts.

**3.CC.7.**
Flight Attendants shall be provided the same quality pillows and blankets as first class passengers. The number of pillows and blankets provisioned shall be equal to the maximum number of Flight Attendants that can be assigned to the flight, plus two (2) more sets.

**3.CC.8.**
Notwithstanding the foregoing, the Company and Union will meet and confer if the Company needs to make any changes to the bunks/bunk facilities or crew rest seats which would adversely affect Flight Attendant use. No changes will be made without first giving the Union the opportunity to make recommendations.

**3.CC.9. GENERAL RULES**

**3.CC.9.a.**
Flight Attendants shall complete all scheduled cabin services before starting any crew rest break.

**3.CC.9.b.**
The International Purser/Purser will honor seniority when scheduling and coordinating crew rest breaks among Flight Attendants. Rest breaks will be approximately evenly divided and will occur during non-service periods.

**3.CC.9.c.**
Crew rest facilities as defined in this Section are for the sole and exclusive use of Flight Attendants or personnel covered by Paragraph L. above.

**3.CC.10. ON-BOARD REST FACILITIES ON NEW EQUIPMENT**

**3.CC.10.a.**
On new/reconfigured equipment scheduled to fly eight (8) hours or more, or which is later redeployed to fly eight (8) hours or more, sufficient facilities will be installed to accommodate crew rest breaks. Such facilities will be no less favorable for comparable new equipment than those provided by this Section for aircraft specified therein. The foregoing is not intended to change, replace or modify the provisions of this Section.

**3.CC.10.b.**
The inclusion of a crew bunk facility is preferable to a crew rest seat if bunks can be provided without further reducing the availability of revenue customer seating.

**3.DD. PAIRING DATE/TIME INFORMATION**
All pairings will be date/time notated to reflect the original creation date, as well as any subsequent modifications.

**3.EE. JURY DUTY/COURT WITNESS**

**3.EE.1. JURY DUTY**

**3.EE.1.a.**
A Flight Attendant who is called upon to perform jury duty shall inform their supervisor or designee no later than forty-eight (48) hours after receiving such notice. A Lineholder Flight Attendant shall receive flight pay credit, and all accruals, for any flight time lost due to the requirement to be present for jury

duty. A Reserve Flight Attendant shall receive pay credit at the daily rate and all accruals for each reserve day lost due to the requirement to be present for jury duty. A Flight Attendant who adjusts their schedule after receiving a jury duty notice shall only be entitled to receive flight pay loss, or pay for missed reserve days, in their original schedule.

**3.EE.1.b.**
The Flight Attendant shall be available for reassignment on those days originally scheduled for duty which do not conflict with the jury duty assignment. After five (5) or more consecutive days of jury duty, or combination of flight duty and jury duty, the Flight Attendant will be guaranteed two (2) additional days off with no loss of pay.

**3.EE.2. COURT WITNESS**

**3.EE.2.a.**
A Lineholder Flight Attendant who is called upon to appear in court as a witness for the Company shall receive flight pay credit, and all accruals, for any flight time lost due to the requirement to appear as a witness for the Company. A Reserve Flight Attendant shall receive pay credit at the daily rate, and all accruals for each reserve day lost due to the requirement to appear in court as a witness for the Company. A Flight Attendant who adjusts their schedule after receiving a notice of obligation to appear in court as a witness for the Company shall only be entitled to receive flight pay loss, or pay for missed reserve days, in their original schedule. The Flight Attendant who appears in court as a witness for the Company will be reimbursed for reasonable actual expenses incurred.

**3.EE.2.b.**
The Flight Attendant shall be released with pay on those days originally scheduled for duty which do not conflict with the court appearance date(s). After five (5) or more consecutive days as a court witness or a combination of flight duty and court witness activity, the Flight Attendant will be guaranteed two (2) additional days off with no loss of pay.

**3.EE.3. GENERAL**

**3.EE.3.a.**
Notwithstanding the above, a Flight Attendant who is required to appear in court as the result of being subpoenaed or being named party in a court action shall be excused without pay from regular duties on days when they are required to be present.

**3.EE.3.b.**
Any compensation or expenses provided by the court may be retained by the Flight Attendant. A Flight Attendant shall be allowed a reasonable amount of time to travel between their home and their Base in order to complete such service. A Flight Attendant may be required to provide adequate proof of such service.

## 3.FF. BEREAVEMENT

**3.FF.1.**
A Flight Attendant shall be entitled to time off without loss of pay up to a maximum of four (4) consecutive days (inclusive of days free from duty) in the event of a death in their family. Pay shall be based on trip(s) missed or reserve duty day(s). A Flight Attendant may extend the four (4) day period of paid time off by using up to fourteen (14) consecutive days of accrued vacation from the current or following year, if available.

**3.FF.2.**
For purposes of time off for bereavement, family shall include the Flight Attendant's spouse, domestic partner, child (including step-children and in-laws), parent (including stepparents and in-laws), grandparent (including step-grandparents and in-laws), grandchild (including step-grandchildren), other relative living in their home, legal dependent, legal guardian (in lieu of parent), siblings (including step-siblings and in-laws), or such additional individuals as may be included in Company policy.

**3.FF.3.**
The Company will provide positive space on-line passes for travel to attend the funeral/memorial service and return from downline locations. The Company will also assist in other travel arrangements as needed.

## SECTION 4
## COMPENSATION

### 4.A. BASE PAY RATES

Flight Attendants will be paid the hourly flight pay base rates set forth below. Their hourly rates will be determined by their seniority for pay purposes.

| Effective | Step | May 31, 2026 | July 30, 2026 | July 30, 2027 | July 30, 2028 | July 30, 2029 | July 30, 2030 |
|---|---|---|---|---|---|---|---|
| 1st Year | 1 | $37.10 | $38.21 | $39.36 | $40.64 | $42.06 | $43.74 |
| 2nd Year | 2 | $39.35 | $40.53 | $41.75 | $43.11 | $44.62 | $46.40 |
| 3rd Year | 3 | $41.86 | $43.12 | $44.41 | $45.85 | $47.45 | $49.35 |
| 4th Year | 4 | $44.58 | $45.92 | $47.30 | $48.84 | $50.55 | $52.57 |
| 5th Year | 5 | $49.09 | $50.56 | $52.08 | $53.77 | $55.65 | $57.88 |
| 6th Year | 6 | $55.59 | $57.26 | $58.98 | $60.90 | $63.03 | $65.55 |
| 7th Year | 7 | $61.14 | $62.97 | $64.86 | $66.97 | $69.31 | $72.08 |
| 8th Year | 8 | $63.10 | $64.99 | $66.94 | $69.12 | $71.54 | $74.40 |
| 9th Year | 9 | $64.85 | $66.80 | $68.80 | $71.04 | $73.53 | $76.47 |
| 10th Year | 10 | $67.27 | $69.29 | $71.37 | $73.69 | $76.27 | $79.32 |
| 11th Year | 11 | $69.12 | $71.19 | $73.33 | $75.71 | $78.36 | $81.49 |
| 12th Year | 12 | $72.41 | $74.58 | $76.82 | $79.32 | $82.10 | $85.38 |
| 13th Year+ | 13 | $84.92 | $87.47 | $90.09 | $93.02 | $96.28 | $100.13 |

### 4.B. INCENTIVE PAY RATES

**4.B.1.**

Flight Attendants will be paid the following incentive pay rates for all block hours flown in excess of two hundred hours (200:00) per calendar quarter, including vacation and deadhead, to a maximum of three hundred and thirty hours (330:00), except that no incentive pay will apply for block hours flown in excess of one hundred and ten (110:00) hours in a bid month.

INCENTIVE PAY RATES

| Effective | Step | May 31, 2026 | July 30, 2026 | July 30, 2027 | July 30, 2028 | July 30, 2029 | July 30, 2030 |
|---|---|---|---|---|---|---|---|
| 1st Year | 1 | $42.10 | $43.21 | $44.36 | $45.64 | $47.06 | $48.74 |
| 2nd Year | 2 | $44.35 | $45.53 | $46.75 | $48.11 | $49.62 | $51.40 |
| 3rd Year | 3 | $46.86 | $48.12 | $49.41 | $50.85 | $52.45 | $54.35 |
| 4th Year | 4 | $49.58 | $50.92 | $52.30 | $53.84 | $55.55 | $57.57 |
| 5th Year | 5 | $54.09 | $55.56 | $57.08 | $58.77 | $60.65 | $62.88 |
| 6th Year | 6 | $60.59 | $62.26 | $63.98 | $65.90 | $68.03 | $70.55 |
| 7th Year | 7 | $66.14 | $67.97 | $69.86 | $71.97 | $74.31 | $77.08 |
| 8th Year | 8 | $68.10 | $69.99 | $71.94 | $74.12 | $76.54 | $79.40 |

| Effective | Step | May 31, 2026 | July 30, 2026 | July 30, 2027 | July 30, 2028 | July 30, 2029 | July 30, 2030 |
|---|---|---|---|---|---|---|---|
| 9th Year | 9 | $69.85 | $71.80 | $73.80 | $76.04 | $78.53 | $81.47 |
| 10th Year | 10 | $72.27 | $74.29 | $76.37 | $78.69 | $81.27 | $84.32 |
| 11th Year | 11 | $74.12 | $76.19 | $78.33 | $80.71 | $83.36 | $86.49 |
| 12th Year | 12 | $77.41 | $79.58 | $81.82 | $84.32 | $87.10 | $90.38 |
| 13th Year+ | 13 | $89.92 | $92.47 | $95.09 | $98.02 | $101.28 | $105.13 |

**4.B.2. WHITE FLAG PAY**

The Company may, but shall not be obligated to, designate specific days as "white flag" for Flight Attendant staffing. When a Flight Attendant picks up a trip from open time on a day designated as "white flag" they shall be paid one hundred and fifty percent (150%) of the pay rates provided for in Paragraph A. above, for all credited flight time, including holding time, as defined in Section 6.N. If a white flag pairing is subsequently traded directly to another Flight Attendant, the Flight Attendant actually flying the pairing shall be entitled to the white flag pay. Pay for all credited hours flown on a trip in accordance with this Paragraph shall be:

| Effective | Step | May 31, 2026 | July 30, 2026 | July 30, 2027 | July 30, 2028 | July 30, 2029 | July 30, 2030 |
|---|---|---|---|---|---|---|---|
| 1st Year | 1 | $55.65 | $57.32 | $59.04 | $60.96 | $63.09 | $65.61 |
| 2nd Year | 2 | $59.03 | $60.80 | $62.63 | $64.67 | $66.93 | $69.60 |
| 3rd Year | 3 | $62.79 | $64.68 | $66.62 | $68.78 | $71.18 | $74.03 |
| 4th Year | 4 | $66.87 | $68.88 | $70.95 | $73.26 | $75.83 | $78.86 |
| 5th Year | 5 | $73.64 | $75.84 | $78.12 | $80.66 | $83.48 | $86.82 |
| 6th Year | 6 | $83.39 | $85.89 | $88.47 | $91.35 | $94.55 | $98.33 |
| 7th Year | 7 | $91.71 | $94.46 | $97.29 | $100.46 | $103.97 | $108.12 |
| 8th Year | 8 | $94.65 | $97.49 | $100.41 | $103.68 | $107.31 | $111.60 |
| 9th Year | 9 | $97.28 | $100.20 | $103.20 | $106.56 | $110.30 | $114.71 |
| 10th Year | 10 | $100.91 | $103.94 | $107.06 | $110.54 | $114.41 | $118.98 |
| 11th Year | 11 | $103.68 | $106.79 | $110.00 | $113.57 | $117.54 | $122.24 |
| 12th Year | 12 | $108.62 | $111.87 | $115.23 | $118.98 | $123.15 | $128.07 |
| 13th Year+ | 13 | $127.38 | $131.21 | $135.14 | $139.53 | $144.42 | $150.20 |

**4.B.3. PURPLE FLAG PAY**

The Company may, but shall not be obligated to, designate specific trips as "purple flag" for Flight Attendant staffing. When a Flight Attendant picks up a trip from open time that is designated as "purple flag" they shall be paid one hundred and fifty percent (150%) of the pay rates provided for in Paragraph A. above, for all credited flight time, including holding time, as defined in Section 6.N. If a purple flag pairing is subsequently traded, the Flight Attendant actually flying the pairing shall be entitled to the purple flag pay. Pay for all credited hours flown on a trip in accordance with this Paragraph are set forth in above Paragraph B.2.

**4.C.**
A Flight Attendant awarded any line with less than seventy-one hours (71:00) original flight time line projection will be pay protected up to seventy-one hours (71:00).

**4.D.**
All flight time for pay purposes shall be computed as actual time or time published on pairings, whichever is greater.

**4.E. DRAFTING PAY**
In addition to all other applicable pay protection provisions, a drafted Flight Attendant shall receive four hours (4:00) of pay, including International Purser/ Purser, galley, and language if applicable, for pay purposes only.

**4.F. DRUG/ALCOHOL TESTING PAY**
When a Flight Attendant is required to provide a urine or breath specimen in order to comply with federally mandated random drug or alcohol testing programs, they shall be compensated in the amount of fifty dollars ($50.00).

**4.G. GALLEY PAY**
Flight Attendants working galley positions on B-757 or widebody (2 aisle) aircraft and narrowbody aircraft engaged in International Flying shall receive an additional $2.00 for each block hour (prorated for partial hours) actually flown on such trips.

**4.H. INTERNATIONAL PURSER AND PURSER PAY**

**4.H.1.**
In addition to regular compensation, a qualified International Purser shall receive $10.00 for each credited flight hour and all ground holding time when performing in an International Purser position.

**4.H.2.**
In addition to regular compensation, a Flight Attendant shall receive the following hourly rates of compensation for each credited flight hour and all ground holding time when performing in a Purser position on flights which are not designated with a qualified International Purser. Flight Attendants who voluntarily complete Domestic Purser training CBT shall be entitled to the “Trained” rates designated below:

| | Trained | Untrained |
|---|---|---|
| Narrowbody: 48 Contiguous and Canada | $3.00 | $2.00 |
| Narrowbody Mexico, Caribbean, Central America, Alaska, Hawaii | $4.00 | $3.00 |
| Widebody | $5.00 | $4.00 |

**4.H.2.a.**
Flight Attendants with Purser trips shall be entitled to the following:

**4.H.2.a.(1).**
Purser premium pay included in their monthly guarantee.

**4.H.2.a.(2).**
Purser premium pay for the hours of sick leave used to cover Purser trips.

**4.H.2.a.(3).**
The monthly guarantee may be increased or decreased due to adjustments to their line involving Purser position flying.

**4.H.3.**
In addition to regular compensation, a Flight Attendant who is not International Purser Qualified shall receive $7.50 for each credited flight hour and all ground holding time when performing in an International Purser position.

**4.H.4.**
The payment of any of the overrides in Paragraphs 4.H.1., or 4.H.2., or 4.H.3. above, shall not preclude payment of other applicable overrides.

**4.H.5. INTERNATIONAL PURSER AND PURSER VACATION PAY**

**4.H.5.a.**
Flight Attendants who were paid three hundred and fifty (350) credited hours, excluding vacation, in any Purser position in the previous calendar year shall be eligible for Purser premium pay for their vacation(s).

**4.H.5.a.(1).**
Flight Attendants who were paid three hundred and fifty (350) credited hours, excluding vacation, in the International Purser position in the previous calendar year shall be eligible for International Purser premium pay for their vacation(s).

**4.H.5.a.(2).**
Vacation pay for International Pursers and Pursers shall be based on their line award for the vacation period, including any applicable Purser override.

**4.I. HOLIDAY PAY**
In addition to all other compensation, a working Flight Attendant shall be paid at double their hourly rate of pay as stated in Paragraph A. above. The amount of Holiday Pay due shall be calculated as follows:

**4.I.1. LINEHOLDER**
Hourly rate of pay times the credited flight time for the pairing, divided by the number of hours away from home, times the number of hours away from home falling within the holiday.

Example:
A Flight Attendant making $40.00 per hour flies a pairing which produces fourteen (14) hours of credited flight time and keeps the Flight Attendant away from home (check-in to check-out) for forty-eight (48) hours of which twenty-four (24) hours falls on the holiday:
$560.00 ÷ 48 hours away from home = $11.67
$11.67 x 24 hours on holiday = $280.08
Holiday Pay = $280.08

**4.I.2. RESERVE**

**4.I.2.a.**
If released on a holiday, Reserve receives no Holiday Pay.

**4.I.2.b.**
If on Ready Reserve status and does not fly = 4:27 (30 days) or 4:13 (31 days) times the Reserve's hourly rate.

**4.I.2.c.**
If on Ready Reserve status and flies a pairing, receives greater of Paragraph b. or Lineholder computation.

**4.I.2.d.**
A Reserve qualifying for two (2) hour call-out pay, per Section 8.O.1., or five (5) hour Standby Reserve pay shall receive double pay for those hours if they fall within the holiday pay.

**4.I.3.**
In addition to compensation provided under Section 11, Flight Attendants scheduled by the Company to attend any training or meeting on a holiday shall receive Holiday Pay pursuant to Paragraph 4.I.1. and 4.I.2. above.

**4.I.4.**
Flight Attendants will be paid for the holidays specified for their Domicile country. No Flight Attendant shall be eligible to be paid for more than six (6) holidays in any calendar year.

## 4.J. INTERNATIONAL OVERRIDE

Flight Attendants flying international pairings (outside of the continental U.S. and Canada) shall receive an hourly override of $2.00 per hour, prorated, for each block hour actually flown and for all credited time except sick/occupational leave and vacation.

## 4.K. LANGUAGE QUALIFIED PAY

**4.K.1.**
A Language Qualified Flight Attendant who works in a designated Language Qualified position will be provided an override of $3.75 for each credited flight hour and all ground holding time. Language Qualified Pay shall be included in the monthly guarantee.

**4.K.2.**
The payment of a Language Qualified override shall not preclude payment of other applicable overrides.

## 4.K.3. LANGUAGE QUALIFIED VACATION PAY

**4.K.3.a.**
Flight Attendants who were paid three hundred and fifty (350) credited hours, excluding vacation, in any Language Qualified (not including Language Incentive Pay) position in the previous calendar year shall be eligible for Language Qualified premium pay for their vacation(s).

**4.K.3.a.(1).**
Vacation pay for a Language Qualified Flight Attendant shall be based on their line award for the vacation period, including any applicable Language Qualified override.

## 4.L. LANGUAGE INCENTIVE PAY (LIP)

**4.L.1.**
Notwithstanding the designated Language Qualified positions, the Company may identify additional language needs. Flight Attendant(s) qualified in the identified language(s) as designated in the bid cover letter working in other than the designated Language Qualified position(s) shall be paid, in addition to all other compensation: $1.00 per hour prorated for each credited hour flown.

**4.L.2.**
Such compensation shall be paid for each block hour actually flown and for all credited time except deadhead, sick/occupational leave and vacation, and for all ground holding time. The LIP override shall be in addition to all other compensation.

**4.L.3.**
The identification of additional language needs will not prevent any Flight Attendant(s) from bidding on or being awarded these pairings.

## 4.M. NIGHT PAY

In addition to all other compensation, Flight Attendants will receive $0.50 per hour, prorated, for each actual flight hour worked as a member of the crew between the hours of 2200. 0600 based on the departure of the flight segments.

## 4.N. PROFIT SHARING PROGRAM

**4.N.1.**
Flight Attendants shall have the option of taking a cash distribution or designating a percentage of their profit sharing to their 401K account.

**4.N.2.**
All Flight Attendants who have completed one year of service as of December 31st of the year for which Pre-Tax Earnings are being measured will be eligible to participate in a pre-tax profit sharing program.

**4.N.3.**
Pre-tax Earnings is UAL consolidated net income as determined in accordance with U.S. generally accepted accounting principles (GAAP), but excluding (i) federal, state and local income tax expenses (or credit); (ii) unusual, special or nonrecurring charges or (iii) charges with respect to grant, exercise or vesting of equity, securities or options granted to UAL and United employees, and (iv) expenses associated with the profit sharing contributions.

**4.N.4.**
The profit sharing program described below shall become effective for profit sharing payments in 2017, and profit sharing payments thereafter. The Company profit sharing plan shall provide that in the event that the Company has more than $10 million in Pre-Tax Earnings in the relevant calendar year, then the Flight Attendant Annual Profit Sharing Pool shall be based on two components:

**4.N.4.a.**
10% of Pre-Tax Earnings that are not in excess of the Pre- Tax Earnings for the previous calendar year; and

**4.N.4.b.**
20% of Pre-Tax Earnings that are in excess of the Pre-Tax Earnings for the previous calendar year.

**4.N.5.**
The allocation to each eligible Flight Attendant will be a pro rata share of the Annual Profit Sharing Pool based on the ratio of the Flight Attendant's Considered Earnings, (as defined in the Success Sharing Plan) for the year to the aggregate amount of Considered Earnings for all eligible employees that year.

**4.N.6.**
Profit Sharing payments will be made no later than April 30th each year.

**4.N.7.**
Profit Sharing payments will be paid to the Flight Attendant, subject to applicable 401(k) deferral election, withholding and taxes.

## 4.O. RESERVE GUARANTEE

**4.O.1.**
Reserves shall be guaranteed seventy-eight (78) hours pay and credit per month, provided that when a Reserve is unavailable for duty on a without pay basis, their minimum guarantee will be reduced by 4:20 (1/18th) in a thirty (30) day month and 4:07 (1/19th) in a thirty-one (31) day month for each day unavailable for schedule duty.

## 4.P. RESERVE OVERRIDE

**4.P.1.**
In addition to Paragraph 4.O. above, a Reserve shall be compensated at the following rate prorated for each credited flight hour: $2.00.

## 4.Q. SHORT CREW PAY

### 4.Q.1. REQUIREMENTS FOR SHORT CREW PAY

**4.Q.1.a.**
The Company's established staffing guidelines ("ESG") shall be published in the Flight Attendant's Policy and Procedures Manual. When the actual number of Flight Attendants performing safety and service duties on a flight is fewer than provided for in the ESG, regardless of the reason(s) for the shortage, Flight Attendants shall be paid Short Crew Pay.

**4.Q.1.b.**
For the purposes of Short Crew Pay, in order to determine whether staffing levels on a flight are less than provided for in the ESG, load factor will constitute the number of persons in customer seats that are available for sale, including seats occupied by non-revenue passengers and deadheading personnel. For purposes of Short Crew Pay, load factor will be established as of the time when a flight is dispatched. A flight is dispatched if the aircraft leaves the gate.

**4.Q.1.c.**
The number of Flight Attendants performing duties on a flight is assumed to be the same as the number of Flight Attendants performing duties at the time of dispatch, unless the Company is notified otherwise.

**4.Q.2. SHORT CREW PAY FORMULA**
Whenever a flight meets the requirements of this section for Short Crew Pay, each Flight Attendant working the flight will be compensated at the rate of $9.25 dollars per hour or fraction thereof for each Flight Attendant absent, block to block and for holding time when a meal is served.

**4.Q.3. AUTOMATIC PAYMENT PROCESS FOR SHORT CREW PAY**
The Company shall establish an automatic payment process for Short Crew Pay. When the requirements for Short Crew Pay are met, the automatic payment process shall calculate and pay each Flight Attendant entitled to Short Crew Pay the amount due under the Short Crew Pay formula. Flight Attendants will not be required to make a submission to the Company in order to obtain Short Crew Pay, except in circumstances when a flight dispatched with a short crew returns to the gate and is dispatched again with a crew complement consistent with the ESG.

**4.R. COMPANY BUSINESS ASSIGNMENT (COBUS)**
Flight Attendants removed from flight schedules for Company business in accordance with Section 3.C., shall be paid for the original scheduled flight hours missed or the actual hours, whichever is greater.

**4.S. BOARDING PAY**
Flight Attendants shall be paid fifty percent (50%) of the pay rates provided for in Paragraph 4.A. above, for boarding a flight based on the standard customer boarding time established by the Company for the aircraft on which their flight is operating.

**4.S.1.**
In the application of paragraph 4.S., above, the following provisions shall apply:

**4.S.1.a.**
If a Flight Attendant boards a flight and all passengers are required by the Company to deplane, the Flight Attendant shall receive the boarding pay for each boarding.

**4.S.1.b.**
If a flight is boarded and the flight subsequently cancels, the Flight Attendant shall receive boarding pay for the boarding.

**4.S.1.c.**
Boarding pay shall only be paid for the actual boarding of passengers.

**4.S.1.d.**
Boarding pay shall not be paid on ferry flights or to Flight Attendants who are deadheading on a flight.

**4.S.2.**
Boarding Pay shall be for pay purposes only and shall not be treated as credit for any purpose. Boarding pay will be paid as ADD pay.

**4.S.3.**
Standby Reserves shall not be entitled to boarding pay for pre-boarding a flight unless they are assigned to the flight and actually depart.

**4.T. SIT PAY**
When a Flight Attendant is scheduled for ground time between two flight segments in the same duty period in excess of two hours and thirty minutes (2:30), the Flight Attendant shall be paid one minute (:01) for every two minutes (:02) of continuous ground time in excess of the first two hours and thirty minutes (2:30).

**4.T.1.**
Sit Pay will be calculated based on the scheduled departure time and the scheduled arrival time of the segments in the original or rescheduled pairing.

**4.T.2.**
Sit Pay will not be paid on the actual departure or arrival times of the segments in the original or rescheduled pairing.

**4.T.3.**
Scheduled Sit Pay shall be for pay purposes only and shall not be treated as credit for any purpose. Scheduled Sit Pay will be paid as ADD pay.

**4.U. TRAINING AND GENERAL MEETING PAY**
Trainings and general meetings shall be compensated as follows:

**4.U.1.**
A Flight Attendant shall receive no less than three (3) hours of flight time pay and credit for each day of training or general meeting.

**4.U.2.**
Home study and Computer Based Training (CBT) assignments shall each be paid one hour (1:00) flight time pay and credit for every three hours (3:00) of home study or training, prorated, based on reasonable times established by the Company to complete the training. In no case shall Flight Attendants receive less than one hour (1:00).

**4.V. VACATION PAY**
Vacation shall be paid at a rate of three hours and fifteen minutes (3:15) for each day of vacation. Effective with the January 2031 bid month, vacation shall be paid at a rate of three hours and thirty minutes (3:30) for each day of vacation.

# SECTION 5
# EXPENSES, TRANSPORTATION AND LODGING

## 5.A. EXPENSES

**5.A.1.**
A Flight Attendant when on duty or on flight assignment shall receive:

**5.A.1.a.**
Domestic Per Diem shall be paid for all flights within the Continental United States.

$2.97 effective Date of Signing

**5.A.1.b.**
International Per Diem shall be paid for flights not covered under Paragraph a. above.

$3.54 effective Date of Signing

**5.A.1.c.**
Per diem shall be paid per hour prorated from the time a Flight Attendant is scheduled to report for duty or actually reports for duty, whichever is later and shall continue until termination of duty or flight assignment upon return to their home Domicile. Meals will not be placed aboard aircraft in lieu of these allowances on any flight unless requested by the Union Local Schedule Committee for the entire crew for the entire month. When the Company boards meals at the request of the Local Schedule Committee, the payment provided in this Paragraph will be reduced by the cost of the meal to the Company.

**5.A.1.d.**
The per diem rates in 5.A.1.a. and 5.A.1.b. shall be increased by ten cents ($0.10) in August, 2027 and every twenty-four months thereafter.

**5.A.2.**
Should any unusual business-related expenses occur which are not contemplated by the provisions of this Section while the Flight Attendant is flying an international pairing, the Company shall reimburse the Flight Attendant for such expenses when supported by receipts.

## 5.A.3. CREW MEALS

**5.A.3.a.**
Meals appropriate to the time of day will be boarded for Flight Attendants at Company expense whenever they are scheduled for a period of duty of eight (8) hours or more without an intervening stop of at least two (2) hours. Whenever possible such meals will be boarded during the first six (6) hours of this period of duty.

**5.A.3.b.**
If meals are boarded for passengers, crew meals shall be boarded on all segments originating or terminating in an international city which are scheduled for three (3) hours or more flight time.

**5.A.3.c.**
On charter flights, the Company shall provide a meal for each Flight Attendant if a meal service is provided to the passengers.

**5.A.3.d.**
All food components of the crew meals referenced in this Paragraph shall be business class quality or better.

## 5.B. LODGING

**5.B.1.**
The Company shall furnish comfortable and adequate single occupancy hotel rooms in a suitable location for Flight Attendants as selected in accordance with the provisions of Paragraph 5.B.2 below, when:

**5.B.1.a.**
They are scheduled at a layover station in excess of four (4) hours.

**5.B.1.b.**
They are delayed at a layover station for four (4) hours or more from the time the delay is known; or after reporting for duty at the home Domicile there is a delay for four (4) or more hours from the time the delay is known.

**5.B.1.c.**
In accordance with Section 28.E.5.

### 5.B.2. LAYOVER HOTELS

**5.B.2.a. HOTEL GUIDELINES**
See Letter of Agreement 8 – Hotel Selection Process and Guidelines

**5.B.3.**
Flight Attendants, when at other than a regular layover stations and lodging is not provided by the Company, shall receive reasonable actual expenses incurred for lodging, substantiated by a receipt.

**5.B.4.**
Flight Attendants shall check in and out of hotels. At time of checking out, each Flight Attendant shall pay for any incidental expenses incurred, such as personal telephone calls, room service, etc. Flight Attendants will not be required to provide a credit card for room access and in-room phone activation. The hotel may require a credit card imprint if the Flight Attendant elects to have sign-in privileges to cover incidentals.

**5.B.5.**
If a Flight Attendant arrives at a layover hotel and their room is not ready within thirty (30) minutes after arrival, they may obtain other accommodations and claim reasonable actual lodging expenses on a Company expense form supported by the hotel receipt. In the event a flight arrives into a city earlier than their scheduled arrival time and the transportation drop off time, including self-help transportation, reflects the earlier arrival at the hotel, the thirty (30) minutes shall be extended by the amount of time the flight is early.

**5.B.6.**
Unless mutually agreed by the Union and the Company, on layovers of seventeen (17) hours (block to block) or more, the Company will provide hotels in downtown locations in close proximity to restaurants and shops.

**5.B.7.**
A Flight Attendant, if possible, should notify the Company when they do not intend to utilize their hotel room.

**5.B.8.**
In the event it becomes necessary to change a layover facility after monthly bid packets have been distributed, Flight Attendants shall be notified of said change as soon as possible. Changes to a layover facility, and/or the transportation between the airport served and the facility, will also be included in the CCS pairing display.

**5.B.9.**
The Company shall make available a list of layover cities identifying the two (2) hotels that will be used whenever possible, for Flight Attendant layovers. Flight Attendants assigned to pairings which are not in the monthly bid package will be informed of the layover hotel and telephone number before departing on their pairing. If this cannot be accomplished or in the event other layover accommodations are used, the Company will reimburse the Flight Attendant for up to a five (5) minute telephone call to inform someone of the hotel actually being used. Reimbursement will be made after submitting an expense report supported by a receipt to the home Domicile office.

**5.B.10.**
In the event the Company has not provided- hotel accommodation information by the end of a duty period in accordance with 5.B.1., Flight Attendants may obtain other accommodations and claim reasonable actual lodging expenses on a Company expense form supported by the hotel receipt.

**5.C. HOTEL GAINSHARING**

**5.C.1.**
Flight Attendants who cancel hotel rooms in accordance with the provisions of this Paragraph shall be reimbursed a portion of the resulting savings from such cancellations. The amount of such reimbursement shall be reviewed annually but shall not be less than $30.00 for each cancelled hotel room.

**5.C.2.**
Hotel gainsharing shall apply to all international and domestic hotel rooms and shall be available only to the Flight Attendant scheduled to occupy the room.

**5.C.3.**
A Flight Attendant must cancel their room no more than seventy-two (72:00) and no less than twenty-four hours (24:00), forty-eight (48:00) International, prior to the original check-in time for the trip.

**5.C.4.**
Cancellations may only be accomplished through CCS, or by such other method as may be authorized by the Company.

**5.C.5.**
A room may only be cancelled by the Flight Attendant who is scheduled to occupy it. Flight Attendants may not cancel hotel rooms for other Flight Attendants.

**5.C.6.**
Flight Attendants will cancel a hotel room from the list in the CCS or other automated system. At a minimum, and as applicable, the CCS display will include inbound flight number, check-in time, the layover city, the pairing start date, date of the layover where the room cancellation is to occur and the hotel name. If there are multiple days associated with the hotel room, each date shall be displayed individually.

**5.C.7.**
Room cancellations shall be final and may not later be rescinded.

**5.C.8.**
A Flight Attendant who has cancelled a hotel room shall thereafter be ineligible to trade or drop the trip on which the cancellation occurs.

**5.C.9.**
A Flight Attendant who becomes ill or who is reassigned or recrewed after canceling their hotel room must notify Crew Scheduling as soon as possible that they cancelled the room so that prompt arrangements for overnight accommodations may be made for the replacement Flight Attendant.

**5.C.10.**
Gainsharing payments shall be included on the Flight Attendant's paycheck in the month following the cancellation.

**5.C.11.**
Flight Attendants will not be entitled to receive gainsharing payments for hotel cancellation(s) that are not in full and complete compliance with all of the provisions of this Paragraph C.

**5.D. TRANSPORTATION**

**5.D.1.**
At points other than their Domicile where transportation is not made available by the Company, Flight Attendants shall be allowed reasonable actual expenses, incurred for suitable transportation, between the field and lodging place and return.

**5.D.2.a.**
A Flight Attendant will be allowed $20.00 for cab or limousine between airport or co-terminal and place of lodging at Domicile points whenever departure time of their flight assignment is between 10:00 p.m. and 8:00 a.m. or when arrival time of the flight is between 8:00 p.m. and 6:00 a.m.

**5.D.2.b.**
Claims for such expenses shall be made on a regular expense form which shall be supported by a receipt for each flight, and the expense account shall indicate the flight number for each transportation expense.

**5.D.2.c.**
The above stated provisions will also apply to Flight Attendants required to leave their home Domicile for purposes of attending any Company required training or meeting.

**5.D.2.d.**
The above stated provisions will also apply to a Reserve required to report for standby or who is released from standby between 10:00 p.m. and 6:00 a.m.

**5.D.3.**
A Reserve Flight Attendant shall be reimbursed for actual expenses for cab transportation to the airport when the Reserve Flight Attendant determines such transportation is necessary in order to respond to a call of less than three (3) hours before report. In all other cases, a transportation allowance of $10.00 for transportation from the airport will be reimbursed. Claim for such expenses shall be made on a regular expense form which shall be supported by a receipt approved by Inflight Scheduling and the form shall indicate the flight number for any such transportation expenses.

**5.D.3.a.**
A Reserve Flight Attendant shall be reimbursed for the reasonable actual expense for the return cab transportation from the airport to their home or place of lodging, if the Reserve Flight Attendant was unable to utilize their personal transportation in order to make the less than three (3) hours call out.

**5.D.3.b.**
Claim for such expenses shall be made within sixty (60) days on a regular expense form which shall be supported by a receipt approved by Inflight Scheduling and the form shall indicate the flight number for any such transportation expenses.

**5.D.4.a.**
In the event a Flight Attendant's pairing originates at one airport and terminates at another airport at their regular home Domicile, the Company shall furnish such Flight Attendant with transportation one-way between one airport and the other, at their option. A Flight Attendant assigned to a schedule involving this type of operation shall advise the Company prior to the start of the schedule, the one direction they desire such transportation. When such transportation is requested at origination, limousine departure times will be in accordance with holding travel times as provided in Section 6.R.4.

**5.D.4.b.**
Upon termination, when such transportation is not provided by the Company within thirty (30) minutes and such transportation does not leave within forty-five (45) minutes after the Flight Attendant arrives at the airport and reports to Crew Scheduling, such Flight Attendant may use any other available means of ground transportation between one airport and the other and within sixty (60) days may claim expenses for such transportation, on the regular Company expense account form and such Flight Attendant shall be reimbursed for same.

**5.D.4.c.**
At layover points, if the public limousine service provided by the Company does not leave within forty-five (45) minutes after block arrival or thirty-five (35) minutes after block arrival where transportation is provided by the hotel, the Flight Attendant may use any other means of transportation to the place of lodging and may claim reimbursement for such transportation on the regular Company expense account form and the Flight Attendant shall be reimbursed.

**5.D.5.**
Ground transportation will be provided on a schedule operating six (6) times per day from/to EWR and LGA (and from/to EWR and JFK if UA resumes flying out of JFK) for any operation involving sequences originating and terminating at the prescribed co-terminals.

## 5.E. PUBLICITY AND PROMOTIONAL ASSIGNMENTS

**5.E.1.**
Flight Attendants assigned by the Company to promotional or publicity assignments or Company approved certification or experimental flights, in addition to the hourly compensation provided in Section 4 will be entitled to per hour expenses in accordance with Paragraph 5.A.1.a. or 5.A.1.b. as appropriate and to reasonable, necessary transportation expenses, when transportation is not furnished by the Company.

**5.E.2.**
In addition to the above, Flight Attendants when away from their home Domicile will be entitled to reasonable, actual hotel expenses when not furnished by the Company and $12.50 per day to cover all incidental expenses. If the assignment is more than seven (7) days, reasonable, actual laundry and cleaning expenses will be allowed. NRPS transportation to and from the assignment location will be provided.

## SECTION 6
## MINIMUM PAY AND CREDIT, HOURS OF SERVICE, AND CONTRACTUAL LEGALITIES

### 6.A. MINIMUM DUTY RIGS
A Flight Attendant who departs on a flight shall be guaranteed minimum pay and credit as follows:

**6.A.1.**
A minimum of one (1) hour's flight time pay and credit for each two (2) hours of duty time, prorated.

**6.A.2.**
A minimum of five (5) hours flight time pay and credit for a one duty period pairing.

**6.A.3.**
A minimum average pay and credit of five (5) hours per duty period for pairings with multiple duty periods (e.g. 5/10/15/20).

### 6.B. TRIP RIG-TIME AWAY FROM HOME
When a Flight Attendant is scheduled to report for duty or actually reports for duty, whichever is later, they shall receive a minimum of one (1) hour's pay and flight time credit for each three and one-half (3 1/2) hours elapsed time, prorated, until return to the blocks at their Domicile and release from duty.

### 6.C. APPLICATION OF SCHEDULED OR ACTUAL TIME
Actual time from block-to-block or the scheduled time from block-to-block, whichever is greater, recorded cumulatively on a stop-to-stop basis shall be credited for pay purposes and shall be credited toward maximum monthly flight time limitations.

### 6.D. DISPLACEMENT PAY
A Flight Attendant removed from a schedule pairing for publicity or promotional assignment or because of displacement by supervisory personnel shall receive flight time pay and credit for the scheduled flight time of the pairing from which removed.

### 6.E. DRAFTING PAY
A Flight Attendant assigned a line of flying and who is drafted either at their home Domicile or at any away-from-Domicile point to fly a pairing(s) and is not in position to fly the next scheduled pairings(s) shown in their schedule, shall receive pay and flight time credit on the basis of the scheduled time shown in their schedule or what was actually flown, whichever is greater, for the period during which drafted but shall not be subject to reassignment. In addition to all other applicable pay protection provisions, a drafted Flight Attendant shall receive four hours (4:00) of pay including International Purser/Purser, and language if applicable for pay purposes only. A Flight Attendant may not be drafted if their calendar days off cannot be restored to the monthly minimum specified in Paragraph 6.P. below.

### 6.F. CALL-OUT PAY
A Flight Attendant at their home Domicile who is called to the airport to fly and does not fly, shall receive a minimum credit for two (2) hours for flight time

limitation and pay purposes This Paragraph does not apply to training flights, or to a Flight Attendant completing their interrupted pairing, or to a Flight Attendant who flies a pairing scheduled within two (2) hours of the time called for such flying, or to a Flight Attendant covered under Paragraph I. of this Section.

**6.G. ERRORS IN A LINE AWARD**

If an error(s) in a line of flying causes a Lineholder to lose flight time credit and they cannot be reassigned to a pairing(s) which departs on the same day as the original pairing and arrives within six (6) hours of the arrival time of the original pairing, such Lineholder shall be fully paid and credited for the flight time credit loss. A Lineholder so reassigned shall be paid what they actually flew or the flight time credit lost, whichever is greater. Priority will be given to reassigning Flight Attendants to pairings in the same operation.

**6.H. TRIP DUPLICATION**

When two (2) or more Flight Attendants are assigned to the same trip in the same position, the trip will be awarded by seniority option. When a Flight Attendant is removed from a trip due to a trip duplication or any other Company error, they will have the option of being released from assignment and having their line guarantee reduced or receive their line guarantee in accordance with the provisions of Section 7.Q. If the trip duplication is a result of Company error, and if the error is not corrected prior to the calendar day of the trip, the senior Flight Attendant involved in the duplication error shall have the first option of being released from assignment with no reduction in their line guarantee.

**6.I. LINE GUARANTEE**

**6.I.1.**

In the event a Lineholder involuntarily loses all or any part of their pairing(s) in their original or adjusted line of flying during the month (except for time lost due to end-of-month schedule conflicts - see Paragraph 2 below), their projected line value shall remain as it was immediately prior to the loss of flight time. They may be reassigned to another pairings(s) per Section 7.Q.

**6.I.2.**

In the event an end-of-the-month conflict causes a Flight Attendant to lose pay and flight time credit, such Flight Attendant shall be guaranteed a minimum of seventy-one (71) hours.

**6.J. MONTH END OVERLAP**

In the event of a month-end overlap pairing where the Flight Attendant is eligible for pay protection, sufficient pay and flight time credit of either the pairing flown or the scheduled pairing dropped will be moved from the new month to the old month to protect the scheduled flight time which was necessary to be dropped in the old month and to assure the greater pay and time credit on a full pairing comparison basis.

**6.K. DUTY AND TRIP RIG CREDITS**

**6.K.1.**

Any credit time accrued as a result of the duty period guarantees shall be applied as an extension to the last segment of the duty period in which the credit was accumulated.

**6.K.2.**
Any credit time accrued as a result of the application of the time away from home guarantee shall be considered an extension to the last segment of the pairing.

## 6.L. FLIGHT TIME LIMITATIONS

**6.L.1.**
Ninety-five (95) hours of credited flight time shall constitute the maximum for a Lineholder Flight Attendant in a month. One hundred (100) hours of credited flight time shall constitute the maximum for a Reserve Flight Attendant.

**6.L.2.**
Notwithstanding the provisions of Paragraphs 6.L.1, 6.L.5, 6.L.6, and 6.L.8:

**6.L.2.a.**
A Lineholder Flight Attendant may, at their option, elect to project (i.e. pick up open flying, trip trade, accept a reassignment) to one hundred (100) hours or over one hundred (100) hours for the month; and

**6.L.2.b.**
At the time a Reserve bids a Reserve line, they shall indicate whether they elect to be governed by one hundred and five (105) hours or over one hundred and five (105) hours for the month. Additionally, a Reserve may opt anytime during the month.

**6.L.3.**
When a Flight Attendant leaves their home Domicile with credited flight time, plus projected time of their scheduled pairing falling in the same month, totaling not more than the applicable scheduled maximum, they may complete such pairing even though unforeseen irregularities cause them to exceed the applicable maximum.

**6.L.4.**
Notwithstanding the provisions of Paragraph 6.L.1 above, a Flight Attendant who is awarded a line of flying for a full month shall fly the pairing(s) in such line of flying provided they do not exceed ninety-five (95) hours actual flight time maximum.

**6.L.5.**
Notwithstanding the provisions of Paragraph 6.L.1 above, if a Lineholder flies a line with a first of the month overlap pairing which causes them to be projected over the maximum credited hours as would be applicable for the new month, they shall fly the pairing(s) in the new month provided they do not exceed the applicable maximum hours on an actual basis in the new month.

**6.L.6.**
A Lineholder Flight Attendant may not be reassigned if, as a result of this action, their monthly flight time would be projected over ninety-five (95) hours credited flight time maximum. A Reserve Flight Attendant may not be assigned if, as a result of this action, their monthly flight time would be projected over one hundred (100) hours credited flight time maximum.

**6.L.7.**
If a Flight Attendant is drafted, the result of which projects their schedule over ninety-five (95) hours credited flight time, the monthly schedule must be adjusted during the month to project them to not more than the maximum credited flight time.

**6.L.8.**
When a Flight Attendant is assigned to flight duty after the beginning date of a bid month, the maximum credited hours for the month shall be reduced on a prorated basis, proportionate to the ratio that the remaining days in said month bears to the total number of days in said month.

**6.M.**
The flight time limitations provided for in this Agreement shall include all flight time on regularly scheduled flights, extra sections, charters, ferries, scenic or other flights where the Flight Attendant is assigned as a member of the flight crew.

## 6.N. HOLDING TIME

**6.N.1.**
Flight Attendants shall receive one-half (1/2) credit for pay purposes, including premium pay and language pay, including Language Incentive Pay ("LIP"), when applicable, on an actual minute basis for all holding time, in excess of thirty (30) minutes beyond scheduled ground time or block arrival time. Flight Attendants will be paid such holding pay in addition to all other compensation.

**6.N.2.**
A Flight Attendant may be required by the Company to remain on board after the block arrival of the flight. If this occurs at a point where they are scheduled to go off duty, the duty period will either end at the time released from holding or according to the time set forth in Paragraphs 6.Q.6. through 6.Q.6.b.(2). whichever is later.

### 6.N.3. HOLDING TIME LIMITATIONS

**6.N.3.a.**
The maximum holding time for a Flight Attendant shall be limited to four (4) hours at any one point or a total of five (5) hours during any on-duty period.

**6.N.3.b.**
A Flight Attendant may be required to remain with passengers beyond scheduled ground time only on board the aircraft.

**6.N.3.c.**
A Flight Attendant shall be given a fifteen (15) minute rest period after each two (2) hours required to remain with passengers on board an aircraft.

**6.N.3.d.**
At the end of four (4) hours the Flight Attendant shall be (1) relieved from holding with passengers, (2) reassigned, or (3) released from duty.

## 6.O. ONE (1) IN SEVEN (7) LIMITATION

### 6.O.1. SCHEDULED

**6.O.1.a.**
For Flight Attendants on domestic pairings, relief from all duty and Company obligations for not less than one (1) calendar day shall be provided for each Flight Attendant at their Home Domicile at least once during any seven (7) consecutive calendar days.

**6.O.1.b.**
For Flight Attendants on international pairings, relief from all duty and Company obligations shall be provided for each Flight Attendant at least once during any seven (7) consecutive calendar days. Such relief shall be either:

**6.O.1.b.(1).**
One (1) calendar day at their Domicile or,

**6.O.1.b.(2).**
One (1) twenty-four (24) hour period free from duty at an away from Domicile point.

### 6.O.2. ACTUAL
A Flight Attendant whose flying schedule is involuntarily reduced to less than one (1) day off in seven (7), may contact Inflight Scheduling at once for rescheduling. In the case of “1 in 7” problems due to schedule selection, the Flight Attendant should contact Inflight Scheduling prior to the first day of the schedule month for rescheduling. Failure to do this will result in waiving the “1 in 7” Rule. If it is necessary for a Flight Attendant to drop a pairing because of the “1 in 7” Rule, preference as to which pairing is to be dropped will be subject to the concurrence of the Flight Attendant and Inflight Scheduling. In the event of failure to reach agreement, the pairing to be dropped will be subject to the approval of the Crew Resource Manager/designee.

## 6.P. MINIMUM DAYS OFF

### 6.P.1. SCHEDULED

**6.P.1.a.**
A Lineholder shall be provided a minimum of ten (10) calendar days off each bid month at their Domicile free of all duties.

**6.P.1.b.**
A Reserve shall be relieved of all duties for twelve (12) calendar days each bid month at their Domicile in accordance with the rules set forth in Section 8.I.

### 6.P.2. VOLUNTARY REDUCTION BELOW MINIMUM

**6.P.2.a.**
If a Flight Attendant voluntarily reduces calendar days off below the monthly minimum by trading pairing(s) or picking up time, the days off which are voluntarily relinquished below the minimum will not be restored except through the trip trade process. Calendar days scheduled off lost as a result of the operation shall be restored in accordance with Section 7.R.

**6.P.2.b. TRIP TRADING BELOW MINIMUM DAYS OFF**

**6.P.2.b.(1).**
Flight Attendants not subject to month-to-month line adjustments who voluntary reduce calendar days off below minimum by trading or picking up, after the adjustment process delineated in Section 7.E. will have their minimum days off set at 0001 on the first day of the new bid month.

**6.P.2.b.(2).**
Flight Attendants subject to month-to-month line adjustments who voluntary reduce calendar days off by trading or picking up, after the adjustment process delineated in Section 7.E. will have their days off set at 0001 on the first day of the bid month.

**6.P.3.**
A Flight Attendant shall not be required to keep the Company advised of their whereabouts on days off unless an emergency is declared by the Company.

**6.Q. COMMENCEMENT OF DUTY**

**6.Q.1.**
Scheduled check-in times shall be established and published with the bid information for the schedule month.

**6.Q.2.**
Check-in times for Home Base and Layover based on aircraft types shall be a s follows:

| Fleet | Home Base Check-In | Layover Check-In |
|---|---|---|
| A319/A320, B737-700 | 1:00 | 0:45 |
| B737-800/B-737-900/B737-MAX | 1:00 | 0:45 |
| A321NEO/B757/B767/B777/B787 | 1:15 | 1:00 |

**6.Q.3.**
Deadhead report time shall be forty-five minutes (0:45) at all points, however the deadhead report time for charters, off-line flights, and ferries may be increased by fifteen (0:15) minutes.

**6.Q.4.**
The Company shall not change the published scheduled layover check-in times or increase the scheduled home Base check-in times for A319/A320 or B737-700 aircraft.

**6.Q.5. CHANGES IN HOME BASE AND LAYOVER AT ATTENDANT BASE CHECK-IN TIMES**

**6.Q.5.a.**
If the Company wants to change the scheduled home Base or layover at a Flight Attendant Base check-in time(s) for aircraft other than those listed in Paragraph 6.Q.4., it shall meet with the Union to discuss any proposed changes and endeavor to come to a mutual understanding. Proposed changes may be applicable to an entire fleet or may be limited in application, e.g. to a Base, to a pairing, and/or for a limited duration. Proposed changes shall be applicable to a

Flight Attendants' home Base and at layover locations where there is a Flight Attendant Base.

**6.Q.5.b.**
The Company shall provide the Union with the reasons for any change in check-in time, including facts, data, and/or circumstances supporting the change.

**6.Q.5.c.**
In the event that the Company increases scheduled home Base or layover at a Flight Attendant Base check-in time(s), it shall make increases in five minute (0:05) increments up to a maximum increase of fifteen minutes (0:15), which may be made in full or in part, as follows:

| Fleet | Check-in |
|---|---|
| B737-800/B737-900/B737-MAX | 1:15 |
| A321NEO/B757/B767/B777/B787 | 1:30 |

**6.Q.5.d.**
If the scheduled home Base or layover at a Flight Attendant Base check-in time for an aircraft is increased over the time listed in Paragraph 6.Q.2. above, all Flight Attendants who check-in pursuant to the increased time shall receive $5.00 pay for every five minute (0:05) increase over the time listed in Paragraph R.2. This pay will not be offset by other pay factors.

**6.Q.5.e.**
In the event the Company decreases scheduled check-in time(s) on any aircraft in the fleet, it shall do so in five minute (0:05) increments.

**6.Q.5.f.**
When the Company plans to add a new aircraft type to the fleet, it shall meet with the Union to discuss and negotiate check-in times and whether the home Base or layover at a Flight Attendant Base check-in time will be subject to increase pursuant to Section 6.Q.5.

**6.Q.5.g.**
Upon request, the Senior Vice President of Inflight and the MEC President, or their designees, will meet to discuss operational issues warranting an extension of the report time, consistent with the provisions of Section 6.Q.5., at a layover city that is not a Flight Attendant Base, which request the Union will not unreasonably deny.

**6.Q.6. RELEASE FROM DUTY**

**6.Q.6.a.**
Release from duty shall occur after a debrief time of fifteen minutes (0:15) after block-in of a flight at the end of a Flight Attendant's duty period. Release from duty for deadheading occurs at block-in.

**6.Q.6.b.**
Notwithstanding the provisions of Paragraph 6.Q.6.a. above:

**6.Q.6.b.(1).**
When a customs check is extended due to unusual circumstances, duty time will be extended accordingly; and/or

**6.Q.6.b.(2).**
When a Flight Attendant is required to undergo random alcohol and/or drug testing, duty time and pay will be in accordance with Section 21.E. Legal rest will be adjusted accordingly if necessary.

## 6.Q.7. CLEARING CUSTOMS

**6.Q.7.a.**
When a Flight Attendant is required to clear customs at the beginning of their duty period, including deadhead flying, the report time shall be increased by an additional fifteen minutes (0:15).

**6.Q.7.b.**
When a Flight Attendant is required to clear customs at the end of their duty period, including deadhead flying, the release from duty time shall be extended at the end of the duty period by an additional fifteen minutes (0:15) for debrief and fifteen minutes (0:15) for customs clearance for a total of thirty minutes (0:30).

## 6.R. DOMESTIC MAXIMUM DUTY TIME

**6.R.1.a.**
A Flight Attendant shall not be scheduled to be on duty in excess of the following limitations.

| For Duty Period Starting Period Starting | Scheduled | Actual |
|---|---|---|
| 0500-1859 | 13:00 | 15:00 |
| 1900-0459 | 11:00 | 13:00 |
| High Value Trip | 14:00 | 16:00 |

**6.R.1.b.**
The above duty time provisions are based on the Flight Attendant's home Domicile time.

**6.R.1.c. DUTY PERIOD STARTING 1900-0459**
Limited to no more than seven hours (7:00) flight time, unless the duty period contains a single segment, in which case that single segment may exceed seven hours (7:00) of flight time; ground time no greater than two hours and thirty minutes (2:30) and no flight segment after a red-eye flight.

**6.R.1.d.**
Notwithstanding the terms of 6.R.1.a., above, a single duty period pairing which contains a red-eye flight, as defined in 6.R.1.f.(1), may be scheduled for up to fourteen hours (14:00) and operated up to sixteen hours (16:00) on an actual basis so long as the duty period contains no more than two flight segments and ground time no greater than two hours and thirty minutes (2:30).

**6.R.1.e. HIGH VALUE TRIP**
A High Value Trip (HVT) shall be limited to a single duty period containing no more than three (3) flight segments with a total flight time of nine hours (9:00) or

more. A High Value Trip (HVT) shall only be scheduled during the duty period starting from 0500 to 1859.

**6.R.1.f. RED-EYE FLIGHTS**

**6.R.1.f.(1).**
A red-eye flight is one with any portion scheduled to operate from 0200 to 0400, local time. A duty period containing a red-eye flight may not be scheduled or rescheduled for more than two working segments.

**6.R.1.f.(2).**
A duty period that contains a red-eye flight shall not be scheduled or rescheduled with a working flight segment following the red-eye, subject to the following:

**6.R.1.f.(2).(a).**
If a non-stop flight makes a stop for operational reasons (such as for mechanical or weather conditions, for emergencies or fuel), even though planned prior to departure, it shall maintain its non-stop status. If the flight makes a stop for revenue purposes (such as to load or unload passengers or freight, except emergencies), it shall not be considered a non-stop flight and will be subject to the night duty limitations.

**6.R.1.f.(3).**
A Flight Attendant may be scheduled or rescheduled to deadhead on a flight(s) following a red-eye flight, provided that following the deadhead segment(s) they are released to rest, pursuant to paragraph 6.V., below. The Flight Attendant may not be reassigned as a working Flight Attendant on such deadhead segment(s).

**6.R.2.**
Under no circumstances shall a Flight Attendant be required to remain on duty, without their concurrence in excess of the applicable actual maximum hours shown in Paragraph 6.R.1. above, including deadheading.

**6.R.3.**
The Company shall schedule or reschedule no more than five (5) segments in any one (1) on-duty period.

**6.R.4.**
When a Flight Attendant's scheduled pairing originates out of one airport and terminates at another airport serving their Domicile, the following times will be used as an extension of the duty period. Such times shall be considered as scheduled deadhead time and full pay and flight time credit will be allowed.

DCA-BWI 1:10
DCA-IAD 1:10
IAD-BWI 1:45
EWR-LGA 1:30
EWR-JFK 1:45
LGA-JFK 1:00
ORD-MDW 2:00
SFO-OAK 1:00
LAX-BUR 1:15
LAX-SNA 2:00
BUR-SNA 2:15

## 6.S. INTERNATIONAL MAXIMUM DUTY TIME

**6.S.1.**
The maximum International Duty Day time shall be as established in the chart below.

| Flight Time including DH | Max Scheduled on Duty | Max Actual On Duty |
|---|---|---|
| Multi/Non-Stop up to 8:00 | 14:00 | 16:00 |
| Multi/Non-Stop 8:01 to 12:00 | 14:00 | 16:30 |
| Non-stop 12:01 or over | Check in + Flight Time + Customs + Debrief | Check in + Flight Time + Customs + Debrief +3:30 |

**6.S.2.**
Under no circumstances shall a Flight Attendant be required to remain on duty, without their concurrence, in excess of the applicable actual maximum hours shown in the chart above, including deadheading.

**6.S.3.**
If a non-stop flight makes a stop for operational reasons (such as for mechanical or weather conditions, for emergencies or fuel), even though planned prior to departure, it shall maintain its non-stop status. If the flight makes a stop for revenue purposes (such as to load or unload passengers or freight, except emergencies), it shall not be considered a non-stop flight and will be subject to the multi-stop duty day limitations.

## 6.T. DUTY TIME – MIXED PAIRINGS

**6.T.1.**
The Company may build Mixed Pairings that contain both domestic and international flights in accordance with Section 7.Y.1.

**6.T.2.**
When a duty period in a Mixed Pairing contains only a domestic flight, that duty period shall be scheduled in accordance with Paragraph 6.R. above, and the rest following that duty period shall be provided in accordance with Paragraph 6.U., if applicable, below.

**6.T.3.**
When a duty period in a Mixed Pairing contains only international flights, that duty period shall be scheduled in accordance with Paragraph 6.S. above, and the rest following that duty period shall be provided in accordance with Paragraph 6.V. below.

**6.T.4.**
When a duty period in a Mixed Pairing contains both domestic and international flights, that duty period shall be scheduled in accordance with Paragraph 6.S. above, and the rest following that duty period shall be provided in accordance with Paragraph 6.V. below.

**6.T.5.**
Upon returning from a pairing of more than five (5) days, a Reserve Flight Attendant shall be guaranteed twenty-four (24) hours regardless of the amount of flight time in the last duty period, unless Paragraph 6.T.3 or 6.T.4 above, as applicable, provides for greater rest.

## 6.U. DOMESTIC LEGAL REST PROVISIONS

**6.U.1.**
Home Domicile Minimum Legal Rest – A planned legal rest must consist of at least twelve (12) hours free from duty at the Home Domicile.

**6.U.1.a.**
Upon returning from a Pairing of more than five (5) days, a Reserve Flight Attendant shall be guaranteed twenty-four (24) hours regardless of the amount of flight time in the last duty period.

**6.U.2.**
Flight Attendants may waive the minimum home legal rest specified above in order to trip trade/pick up pairings, subject to the following:

**6.U.2.a.**
The minimum home legal rest between the pairings shall be reduced to ten (10) hours minimum rest for all purposes.

**6.U.2.b.**
In the event the Flight Attendant trades or drops one of the pairings resulting from the waiver and the minimum home legal rest between their pairings is reestablished, the ten (10) hour minimum rest shall no longer apply.

### 6.U.3. LAYOVER MINIMUM LEGAL REST

**6.U.3.a.**
Ten (10) hours free from duty at any point away from home where lodging is provided within approximately fifteen (15) minutes time (or time agreed upon by the MEC Hotel Chairperson) from the airport provided prompt transportation is available, or

**6.U.3.b.**
Eleven (11) hours free from duty at any point away from home where lodging is provided more than approximately fifteen (15) minutes time from the airport.

**6.U.3.c.**
A Flight Attendant will be provided eight (8) hours Place of Lodging minimum rest at the layover hotel.

**6.U.3.d.**
The above off-duty periods may be reduced by one hour under this Paragraph when such off-duty period extends to or beyond 0200 Standard Time on the designated day when the change is made from Standard Time to Daylight Time, unless such reduction would result in a legal rest below the established FAA minimum.

## 6.V. INTERNATIONAL MINIMUM LEGAL REST PROVISIONS

### 6.V.1. INTERNATIONAL LAYOVER MINIMUM LEGAL REST

**6.V.1.a.**

| Flight/DH Time | Rest (Free From Duty) |
|---|---|
| ≤ 8 | 12:00/10:00 Place Of Lodging (POL) |
| 8:01 – 10:30 | 14:00/12:00 POL |
| 10:31 – 14:00 | 18:00/15:00 POL |
| 14:01 – 16:30 | 22:00/19:00 POL |
| 16:31 – 18:30 | 26:00/23:00 POL |
| US Mainland to Japan | 19:00/17:00 POL |

**6.V.1.b.**
Notwithstanding the terms of Section 5.B.6. (Expenses, Transportation and Lodging) in order to ensure compliance with the Place of Lodging provisions above while maintaining operational integrity, when flights are operationally delayed Crew Scheduling may relocate crews from downtown hotels to hotels closer to the airport.

### 6.V.2. INTERNATIONAL HOME DOMICILE MINIMUM LEGAL REST

| Flight/DH Time In Last Duty Period | Rest (Free from Duty) | Trip Trade/Pick up Waiver |
|---|---|---|
| ≤ 8:00 | 12:00 | 10:00 |
| 8:01 - 10:00 | 14:00 | 10:00 |
| 10:01 - 14:00 | 18:00 | 12:00 |
| 14:01 - 16:30 | 24:00 | 12:00 |
| 16:31 - 18:30 | 30:00 | 16:00 |

**6.V.3.**
Flight Attendants may waive the minimum home legal rest specified above in order to trip trade/pick up pairings, subject to the following:

**6.V.3.a.**
The minimum home legal rest between the pairings shall be reduced to the applicable trip trade/pick up waiver minimum rest for all purposes;

**6.V.3.b.**
In the event the Flight Attendant trades or drops one of the pairings resulting from the waiver and the minimum home legal rest between their pairings is reestablished, the trip trade/pick up waiver minimum rest shall no longer apply.

**6.V.4.**
Upon returning from a pairing of more than five (5) days, a Reserve Flight Attendant shall be guaranteed twenty-four (24) hours regardless of the amount

of flight time in the last duty period, unless Paragraph 2 above provides for greater rest.

## 6.W. OPERATIONAL RELIABILITY INCENTIVE (DOMESTIC)

**6.W.1.**
Notwithstanding the provisions of Paragraph 6.U.3.a. above, and with the Flight Attendant(s) concurrence, the rest will be a minimum of ten (10) hours free from duty. Provided, however, that:

**6.W.1.a.**
The Flight Attendant(s) are notified prior to, or immediately upon arrival at the layover station of the Company's request to implement this provision, and

**6.W.1.b.**
The layover hotel meets the field layover requirements of Paragraph 6.U.3.a. above, and

**6.W.1.c.**
Transportation to the layover hotel is immediately available upon arrival. If the transportation is not immediately available, the Flight Attendant(s) may, at their option and after notifying the Company upon their arrival at the hotel, revert to the actual minimum layover under Paragraph 6.U.3.a. above.

**6.W.2.**
When the Flight Attendant(s) report for duty for the first segment following their rest period under this Paragraph 6.V., they shall each receive five (5) hours of incentive pay at their hourly rate.

## 6.X. VOLUNTARY WAIVER OF DUTY MAXIMUM

**6.X.1.**
At Company request a Flight Attendant may concur to extend the applicable duty time maximum as provided in Paragraphs 6.R. and 6.T. above, to twenty (20) hours, except non-stop flights scheduled with 12:01 or more block hours may be extended as provided in Paragraph 6.X.4. below.

**6.X.2.**
Once a Flight Attendant has concurred to extend their duty time maximum, they shall be guaranteed a minimum of one hour of pay at five (5) times their hourly rate in addition to their actual credited time for the pairing. Every hour or portion thereof in excess of the first hour shall be paid at five (5) times their actual hourly rate.

**6.X.3.**
Such compensation is for pay purposes only and may not be used to offset any other guarantees. The Company is prohibited from negotiating with Flight Attendants for any compensation or incentive to obtain Flight Attendant concurrence.

**6.X.4.**
Non-stop flights scheduled with 12:01 block hours or more shall be restricted to a two (2) hour additional extension, including flights as specified in Paragraph 6.S.3. above.

## 6.Y. MISCELLANEOUS

**6.Y.1.**
If on a regular basis on a layover on a domestic pairing, prompt transportation is not available as provided in Paragraph 6.U.3.a. above, and after attempting to solve the problem, the Company is unable to provide regular prompt transportation, the Company shall reschedule the layover to eleven (11) hours.

**6.Y.2.**
When a Flight Attendant is scheduled out of one airport and into another airport serving their Home Domicile, time spent by the Flight Attendant transferring between such airports shall not be considered as rest time.

**6.Y.3.**
The Company will not contact Flight Attendants during rest periods at layover points except as set forth below.

**6.Y.3.a.**
If it becomes necessary to notify Flight Attendants of irregularities, or in those cases where a Flight Attendant is at a layover point and does not yet have a return assignment, every attempt will be made to give the assignment prior to the commencement of the rest period.

**6.Y.3.b.**
If this is not possible, the Flight Attendant will not be contacted until at least eight (8) hours after commencing their legal rest; except that if the departure time of the reassigned flight permits, the contact will not be made until the required legal rest has been satisfied.

**6.Y.4.**
The provisions of Paragraphs 6.Q., 6.R., 6.S., 6.T., 6.U., and 6.V. of this Section and Section 11.D., shall apply to Reserves on an actual basis.

# SECTION 7
# SCHEDULING

## 7.A. CONSTRUCTION OF LINES OF FLYING

**7.A.1.**
Except as provided in Paragraph 7.F.1. below, all flying assigned to each Base shall be shown in lines of flying and posted for bid.

**7.A.1.a.**
The Company shall not be required to make up lines of flying equal to less than seventy-one (71) hours.

**7.A.2.**
The timeline for pairing construction, bidding, adjustments, trip trading, and open time distribution shall be as established in Appendix A to this Section.

**7.A.3.**
Lines of flying shall be constructed so that the average of all lines at each Base is not less than sixty-nine (69) hours.

**7.A.4.**
Domestic and International lines of flying shall be constructed so that the average of all lines at each Base is not more than eighty-eight (88) hours credited flight time per month. The ninety-five (95) hour flight time maximum limitation shall not apply to line construction. Priority will be given to scheduling pure lines of flying.

**7.A.5.**
Notwithstanding Paragraph 7.A.4. above, the Company may have Domestic and International lines of flying constructed so that the average of all lines at each Base is not more than ninety (90) hours credited flight time per month for up to three (3) months per calendar year. The ninety-five (95) hour flight time maximum limitation shall not apply to line construction. Priority will be given to scheduling pure lines of flying.

**7.A.6.**
A Flight Attendant who is projected over ninety-five (95) hours in a month may follow trip trade procedures, after line bids have been awarded to reduce projected time. If unable to reduce time by the beginning of the month, they must contact Inflight Scheduling for rescheduling. The Lineholder Flight Attendant may be projected to ninety-five (95) hours for the last pairing of the month. If it is necessary for a Flight Attendant to drop a pairing because of high time, their preference as to which pairing is to be dropped will be subject to the concurrence of the Flight Attendant and Inflight Scheduling. In the event of a failure to reach agreement, the pairing to be dropped will be subject to the approval of the Crew Resource Manager. Priority will be given to assigning Flight Attendants to pairings in the same operation and the same number of days.

**7.A.7.**
These lines will indicate a planned pattern of pairings, days off, estimated number of relief lines, the projected actual and credited flight time of each line, weekends and holidays specially outlined, type of equipment and number of

Flight Attendant positions. The reserve lines will indicate the days off and will have weekends and holidays specially outlined.

**7.A.8.**
The criteria for variable staffing will be included in the bid packets. If, at the time of bid line construction, the criteria are met, and the variable positions can be constructed as a line of flying, they will be published and available for bid, except as provided in Paragraph 7.F.1. below.

**7.A.9. CHARTERS AND SPECIAL PURPOSE FLIGHTS**

**7.A.9.a.**
Charters, extra sections and scenic flights assigned to a Base will be available for use in line construction or placed in open time, unless a particular Flight Attendant(s) has been requested by the charter organization in accordance with Paragraph A.9.a.(1).(a). below.

**7.A.9.a.(1).**
The chartering company or person(s) must request specific Flight Attendants by name in writing and they shall be used on the charter subject to their approval.

**7.A.9.a.(2).**
Should the Company deem it necessary to have a language qualified Flight Attendant on a charter, the Company shall have the ability to assign one (1) position on a narrow-body aircraft and two (2) positions on a wide-body aircraft to a Flight Attendant so qualified.

**7.A.9.a.(3).**
All contractual provisions of the Agreement shall apply to charter flights unless specifically delineated otherwise.

**7.A.9.b.**
Charter pairings may be constructed with a report time up to forty-five minutes (0:45) earlier than the normal check-in time for that aircraft type. In the event that the Company increases scheduled check-in time(s), it shall make increases in five minute (0:05) increments up to a maximum increase of forty-five minutes (0:45) and Flight Attendants shall be paid for the increased time in accordance with Section 6.Q.5.d.

**7.A.9.c. SPECIAL PURPOSE FLIGHTS**
The Company may assign specific Flight Attendant(s) to a limited number of flights not to exceed ten (10) per year when it determines that the circumstances call for a particular crew, e.g. inaugural flights or those with a high profile or significant publicity opportunity.

**7.A.10.**
The minimum number of Flight Attendant bid positions on each aircraft, including those placed in open time per Paragraph 7.F.1. below, will be as follows:

| Aircraft | Minimum FA Aircraft Bid Positions |
|---|---|
| B-767-300 | 5 |
| B-767-400 | 6 |

| | |
|---|---|
| B-757-200 | 4 |
| B-757-300 | 5 |
| B-737-700 | 3 |
| B-737-800/900 | 4 |
| B-777-200 | 8 |
| B-777-300 | 9 |
| B-787-8/9/10 | 7 |
| A321 NEO | 4 |
| A321 | 1 |
| A320 | 3 |
| A319 | 3 |

**7.A.10.a.**
The Company and the Union will meet and confer regarding the minimum bid positions for aircraft not listed above. Unless otherwise agreed to by the parties, the minimum bid positions established for the aircraft not listed above shall be the F.A.A. minimum staffing requirement for the aircraft.

**7.A.11.**
It is understood that a flight may depart with less than the designated number of bid Flight Attendants; however, in no case will a flight depart with less than the FAA minimum.

**7.A.12.**
If a bid period varies from a calendar month, it will be noted on the bid package.

**7.A.13.**
Minimum days off shall be as specified in Section 6.P.

## 7.B. BIDDING ON SCHEDULES

**7.B.1.**
The primary bid period shall open at 0800 home Domicile time on the 12th calendar day of the month preceding the bid month. The primary bid period shall close at 0800 home Domicile time on the 17th calendar day of the month preceding the bid month.

**7.B.2. PRE-BID**
Bid packets shall be available electronically no later than the opening of the primary bid period of each month. Bid packets will reflect positions/assignments. Paper copies will be available in the Base not later than 1500 local time on the 14th calendar day of the month. Delay in the arrival of paper bid packets will not constitute a reason to delay the bid closing.

**7.B.3.**
The bid packet shall indicate duty time, ground time, layover time, layover location, including name and telephone number of the hotel used for legal rest as well as locations where crew lounge facilities are not available, total time away from home, total expenses, pairing number, flight time for each flight, deadhead, total accumulative flight time, total actual and credit time for

each pairing, effective days, type of equipment, departure and arrival time of each flight.

**7.B.4.**
Bids will be awarded in seniority order.

**7.B.5. BIDDING FOR QUALIFIED POSITIONS**

**7.B.5.a.**
For Language Qualified Flight Attendants the bidding process shall be as follows:

**7.B.5.a.(1).**
Flight Attendants designated as Language Qualified may bid on any Flight Attendant position and all positions will be filled in seniority order, except that only those qualified in the designated language will be eligible to be awarded a Language Qualified position.

**7.B.5.a.(2).**
Following the award process, if designated language lines of flying remain open, Language Qualified Flight Attendants who are qualified in the specific language shall be assigned in inverse order of seniority to these language lines.

**7.B.5.b. INTERNATIONAL PURSER POSITIONS**
A Flight Attendant who successfully completes International Purser qualification training and periodic recurrent training will be awarded an International Purser position in the bid award process in seniority order in accordance with Paragraphs 7.B.5.b.(1) and 7.B.5.b.(2). below.

**7.B.5.b.(1).**
Flight Attendants designated as International Purser Qualified may bid on any Flight Attendant position and all positions will be filled in seniority order, except that only those International Purser qualified will be eligible to be awarded an International Purser position.

**7.B.5.b.(2).**
Following the award process, if designated International Purser lines of flying remain open, International Purser Qualified Flight Attendants shall be assigned in inverse order of seniority to these International Purser lines.

**7.B.6.**
A Flight Attendant may bid either the line or specific positions.

**7.B.7.**
Reserve lines may be bid by Lineholders.

**7.B.8.**
Block bidding in ascending or descending order shall be permitted.

**7.B.9.**
A Flight Attendant who does not submit a bid before the bid closing, or who fails to bid sufficient choices, will be awarded the first numerically unawarded line in seniority order for which they are qualified.

**7.B.10.**
A Flight Attendant may leave a permanent bid on file. If a monthly bid is not received or if a Flight Attendant does not submit a bid into the award system, any permanent bid on file will be used in the primary and vacation relief line award process.

**7.B.11.**
To be eligible to bid a line, a Flight Attendant must be qualified and current prior to the bid closing deadline. They must be available for no less than fifteen (15) consecutive days of the bid period, notwithstanding this shall not preclude a Flight Attendant from bidding and being awarded a paper bid to determine the value of a line of flying for pay purposes.

**7.B.12.**
Two (2) active Flight Attendants who are assigned to the same Base and want to fly a line of time together may “buddy” bid. Flight Attendants who wish to bid to fly together must both indicate this on their bid screens and must submit identical bids. The bids of both Flight Attendants will be honored according to the seniority of the junior Flight Attendant. Flight attendants who are buddy bidding will be allowed to position bid.

**7.B.13.**
Under extraordinary circumstances, all lines may be rebid for the balance of the bid period with concurrence of the Local Executive Council President, which shall not be unreasonably withheld. If there is insufficient time to rebid the lines, Flight Attendants will fly replacement pairings within the affected line in accordance with Section 6.G.

**7.B.14.**
Flight Attendants transferring into a Base may bid a line of flying at the Base to which they are transferring in accordance with their system seniority, if their transfers are effective on or prior to the first of the month. If a Flight Attendant is notified of their transfer after bidding has closed at the Base to which transferring, or if the transfer becomes effective after the first day of the month, they may bid any line of flying awarded and left vacant by resignations or transfers out at the Base to which transferring.

## 7.C. OPEN FLYING ALLOCATION

Pairings will be designated for open time and will not be included in the primary line construction and the number of such pairings after the adjustment process must equal the hours specified in Paragraph 7.F.1. below. These pairings are subject to concurrence between the Company and Local Schedule Committee.

## 7.D. VACATION RELIEF LINES

Vacation relief lines of flying shall be constructed using flying that drops out of the primary line award as a result of vacation conflicts. Preferencing for relief lines shall be accomplished as follows:

**7.D.1.**
Vacation relief lines shall be constructed utilizing an automated Flight Attendant Bidding System (“FABS”).

**7.D.2.**
The vacation relief bid period will close at 0800 home Domicile time on the 20th calendar day of the month preceding the bid month.

**7.D.3.**
Flight Attendants who are awarded vacation relief lines shall be able to preference the schedule characteristics that they consider desirable.

**7.D.4.**
Vacation relief lines will be constructed and awarded in seniority order.

**7.D.5.**
A Flight Attendant who does not submit their preferences before the vacation relief line bid closes or who fails to submit sufficient preferences, will be awarded a combination of pairings for which they are qualified.

**7.E. MONTH TO MONTH LINE ADJUSTMENTS**
Flight Attendants who bid incompatibly are subject to the following month-to-month line adjustment procedures:

**7.E.1.**
The Flight Attendant shall have a minimum of twenty-four hours (24:00) during which they may use mutual trade procedures to resolve the conflict in the old month or the new month.

**7.E.2.**
Flight Attendants shall not be subject to adjustment in a vacation month.

**7.E.3.**
Trips and pairings originating in the old bid period will be flown to completion.

**7.E.4.**
If a Flight Attendant does not resolve the month to month conflict and their original new month line projection is reduced by three hours (3:00) or more, they will be subject to adjustment.

**7.E.5.**
A Flight Attendant who is subject to adjustment shall have the option of utilizing the self-adjustment window.

**7.E.6.**
The self-adjustment window will occur during the adjustment period.

**7.E.7.**
The following rules will govern all Flight Attendants' self adjustments:

**7.E.7.a.**
Adjustments are to be made to +/- three hours (3:00) of the Flight Attendant's awarded line value using trips in the Base on days originally scheduled to work.

**7.E.7.b.**
If there are no trips in the Base which can satisfy Paragraph 7.E.7.a. above, then adjustments are to be made to +/- three hours (3:00) of the Flight Attendant's awarded line value using trips in their Base on any available day(s).

**7.E.7.c.**
If there are no trips in the Base which can satisfy either Paragraphs 7.E.7.a. or 7.E.7.b. above, a Flight Attendant may adjust their line with any trip in the Base

on any day(s) which will bring their line value as close as possible to, but not more than five hours (5:00) greater than, the originally awarded line value.

**7.E.7.d.**
Adjustments must be made to comply with minimum rest periods and on-duty limitations.

**7.E.7.e.**
The options available for adjustment to the Flight Attendant will include possible solutions which meets the parameters above.

**7.E.8.**
If a Flight Attendant is unable to adjust themselves or if they fail to do so, regardless of the reason(s) for such inability or failure, the Company will adjust them using the above parameters.

**7.E.8.a.**
If no pairing(s) is available, the Flight Attendant may first be assigned to reserve adjustment ("RA") days on days originally scheduled to fly, and then on a remaining day(s) off in the new bid period.

**7.E.8.b.**
A Flight Attendant may require that the Company not use RA days when adjusting their schedule. If a Flight Attendant elects this option, and is not adjusted, or not fully adjusted, then their guarantee will be reduced accordingly.

**7.E.8.c.**
A Flight Attendant on an "RA" day will be considered a Reserve and may participate in Reserve Preferencing or, at their option, contact Crew Scheduling to be assigned to a trip in Open Time prior to Reserve Preferencing.

**7.E.8.d.**
Flight Attendants who may be awarded incompatible schedules from one month to the next will be allowed to submit adjustment requests before the published bid closing date and time.

**7.E.8.e.**
Job shares and Partners bidding incompatibly will be adjusted up to a minimum of forty (40) hours, plus or minus two (2) hours. Half-month leaves will be adjusted to a minimum of thirty-five (35) hours. Job share, Partner and half month leave lines will be adjusted down if they exceed fifty-five (55) hours.

**7.E.9.**
If a Flight Attendant subject to adjustment pursuant to this Paragraph, conducts a mutual trade(s) which does not resolve the month to month conflict and they do not resolve the conflict through the self-adjustment process, the Company will adjust them using the parameters of Section 7.E.7. above, subject to the following:

**7.E.9.a.**
The adjustment will be the difference in value between the pairing brought into the new month and the pairing in the new month that will be dropped due to the conflict, +/- three hours (3:00);

**7.E.9.b.**
If, as a result of mutual trip trading a Flight Attendant reduces their days off, the Company shall be entitled to disregard this reduction for the purpose of adjustment; and

**7.E.9.c.**
If the mutual trade(s) results in the Flight Attendant exceeding an applicable monthly maximum, the Flight Attendant will be considered to have opted above that applicable monthly maximum.

**7.E.9.d.**
If the mutual trade(s) does not result in the Flight Attendant exceeding an applicable monthly maximum, the Flight Attendant will be subject to adjustment in accordance with Section 7.E.9.a. above, not to exceed their applicable monthly maximum prior to the mutual trade.

**7.E.9.e.**
If the Flight Attendant's original line award was above the applicable monthly maximum, then they will be subject to adjustment in accordance with this Section 7.E.9.a. above, not to exceed the applicable monthly maximum.

## 7.F. OPEN FLYING

**7.F.1.**
All unassigned time, including load/variable staffing, except as defined in Section 7.A.8. of this Section, will be available in each Base. The flying available at the start of the open time trading process must include pairings equivalent to approximately three (3) hours per primary line of flying at each Base. All trips that are placed in open time and changes to open time will be made available as soon as possible.

**7.F.2.**
When the projected Reserve coverage is insufficient to cover the known open flying, open time may be moved from one Base to another to accommodate staffing requirements and the operations as follows:

**7.F.2.a.**
Domestic pairings may be moved one (1) calendar day, home Domicile time, prior to the date of departure;

**7.F.2.b.**
International pairings may be moved two (2) calendar days, home Domicile time, prior to the date of departure.

**7.F.3.**
All pairings removed from open time by a Lineholder and placed in the Lineholder's schedule will become part of their bid line for the month unless the Flight Attendant contacts Scheduling within one hour (1:00) of the transaction to withdraw it.

## 7.G. OPEN TRADES/PICK-UPS WINDOWS

Open time trading and pick-ups shall be in first come, first served order and begin in staggered windows on the 23rd calendar day of the month preceding the bid month. The Company may designate windows of no less than two hours (2:00) for each Base to facilitate the trading process and the times shall be

published in the bid packet. The flying available at the start of the open time trading process must include pairings equivalent to approximately three (3) hours per primary line of flying. Immediately after the initial Base windows have been opened and closed, all trading windows shall reopen.

**7.H. TRIP TRADES AND PICK UPS**

General rules applicable to all trip trades and pick ups:

**7.H.1.**

Minimum days off, minimum rest and maximum duty limitations will apply except as provided in this Agreement.

**7.H.2.**

Job share/half-month leave and Partnership Flight Attendants may not exceed fifty-five hours (55:00) pay and credit for the month excluding vacation pay and credit.

**7.H.2.a.**

Reserve Flight Attendants in a Job Share, Partnership or on a half-month leave, shall be able to pick up pairings on days off with total credit value that does not exceed the difference between fifty-five hours (55:00) and their reserve guarantee determined by their number of availability days.

**7.H.3.**

A trade between two Flight Attendants must be made in the computer up to four hours (4:00) prior to check in of the earliest trip involved in the trade. If it is less than four hours (4:00) prior to check-in, two (2) Flight Attendants may complete a Flight Attendant to Flight Attendant trade before check-in if both Flight Attendants are physically present at the Base location and provided that the trade is confirmed with scheduling.

**7.H.4.**

A trade between two (2) Flight Attendants on the same trip may be processed via computer up to check-in, even if it involves the Purser position, the International Purser position, a galley position(s) or a language qualified position(s).

**7.H.5.**

Except as provided in this Section, requests for trades with Open Time must be made through the computer at least twenty-four hours (24:00) home Domicile time, before the scheduled departure time of the first trip, except that if the trip being dropped occurs after the trip being picked up, the trade must be made at least twelve hours (12:00) prior to check-in of the trip being picked up. If the operation permits as determined by Scheduling, open time trades may be considered inside twelve hours (12:00) prior to check-in of the trip being picked up.

**7.H.6.**

Flight attendants may straight pick up (i.e., no trading) open time by computer up to three hours (3:00) before check-in.

**7.H.7.**

A trade between two (2) Flight Attendants on the same trip may be requested at check-in, even if it involves the Purser (“A” position).

**7.H.8.**
Flight Attendants will have unlimited trip trades with, and pick ups from, open time in their Base, and unlimited trip trades with, and pick ups from, other Flight Attendants in their Base.

**7.H.9.**
Complete line trades are permitted including line trades between Lineholders and Reserves. Line trades will be permitted even if vacation is involved with either line. Line trade requests must be submitted one (1) calendar day home Domicile time before the first day of the new bid month.

**7.H.10. PARTIAL TRIP TRADES**

**7.H.10.a.**
A trade between two (2) Flight Attendants in the same Base may be for an entire pairing or for a portion of a pairing provided that the offered time begins and ends at the Base. The Company will provide a Crew Communications System ("CCS") bulletin board for the advertising of Flight Attendant pairings or portions of pairings for trade/pick up within the Base. The Flight Attendant is required to fly their original pairing if no other Flight Attendant picks up that flying within four hours (4:00) prior to check-in. By exception, if it is less than four hours (4:00) prior to check-in, two (2) Flight Attendants may complete a Flight Attendant to Flight Attendant trade before check-in if both Flight Attendants are physically present at the Base location provided the trade is confirmed with scheduling no later than two hours (2:00) prior to scheduled departure.

**7.H.10.b.**
The value of the pairing for the Flight Attendant trading out shall be reduced by the scheduled flight time of the segments traded. The replacement Flight Attendant's line of flying shall be credited with the greater of the scheduled or actual flight time for the segments. A partial trade transaction, in and of itself, shall not generate a rig or hotel room for either Flight Attendant. If a portion of the trip is subsequently assigned to a Reserve, the Reserve will receive rigs and hotel rooms attributable to the trip.

**7.H.10.c.**
A Flight Attendant shall be permitted to trade into open time a portion of a pairing that is less than five hours (5:00) flight time pay and credit for any one duty period and the pairing shall be treated as follows:

**7.H.10.c.(1).**
If a Lineholder picks up the pairing they shall not be entitled to the minimum duty Rigs set forth in Section 6, Paragraph A. and B.; and

**7.H.10.c.(2).**
If Crew Scheduling assigns a Reserve to the open pairing, they shall be entitled to the minimum duty Rigs set forth in Section 6, Paragraph A. and B.; and

**7.H.11.**
Only two (2) Flight Attendants may participate in a trip trade. Three (3) way trades are not permitted. One (1) Flight Attendant may drop one (1) or more pairings to another Flight Attendant without picking up any pairing in return.

**7.H.12.**
Trip trade requests must be for trips originating in the same bid month. No month-to-month trades are allowed.

**7.H.13.**
Open time trades involving an unequal number of days cannot cause a decrease of flight time of more than three hours (3:00) scheduled flight time. Open time trades involving an equal number of days are not subject to the three hours (3:00) decrease parameter.

**7.H.14.**
A single duty period pairing which contains a flight segment that departs the Base before midnight and a return segment arriving back in the Base after midnight Home Domicile time will be considered to be a one-day pairing. For trip trading purposes, this pairing will be considered to occur on the pairing origination date.

**7.H.15.**
Open time trades may involve multiple pairings.

**7.H.16.**
Trip trades with open time will be allowed only when sufficient Reserve coverage exists as determined by Scheduling.

**7.H.17.**
At its sole discretion, the Company shall determine the specific staffing parameters and metrics that govern trip-trading. The Company agrees to share the general methodology and variables with the AFA Scheduling Chair. Upon request, the AFA Scheduling Chair shall be given the opportunity to consult with and make recommendations to the Company on trade criteria, review specific staffing parameters and metrics, system performance, system upgrades, and error resolution.

**7.H.18.**
The placement of trips on other Flight Attendant's lines to facilitate trading ("parking") is not permitted.

**7.H.19. COMBINED DUTY**

**7.H.19.a.**
Combined duty shall be the combination of two pairings where the last duty period of the first pairing is combined with the first duty period of the second pairing into a legal duty period. There must be a minimum of one hour and thirty-one minutes (1:31) block-in to block-out between pairings scheduled for the same duty period. If a combined duty period contains an International segment, the International rest and duty limitations shall apply.

**7.H.19.b.**
Combined duty can only be the direct result of a trip trade by the Flight Attendant.

**7.H.19.c.**
When any of the pairings involved in the combined duty are modified or substituted, the normal legal rest provisions of Section 6 between the pairings shall apply.

## 7.I. OUT OF BASE TRADES

**7.I.1.**
Flight Attendants may pick up an out of base pairing in open time in any Base beginning at 2000 Home Domicile Time for that Base the day before the start of the pairing, provided that the Flight Attendant has the designated special qualifications for the pairing, if any.

**7.I.2.**
Flight Attendants may pick up an advertised trip from other Flight Attendants in any Base beginning at 2000 Home Domicile Time for that Base the day before the start of the pairing, provided that the Flight Attendant has the designated special qualification for the advertised trip, if any.

## 7.J. TRIP TRADES AND PICK UPS INVOLVING QUALIFIED INTERNATIONAL PURSERS

**7.J.1.**
A Flight Attendant filling an International Purser line for the month may trade for or pick up any open trip in accordance with the provisions of the Agreement.

**7.J.1.a.**
International Purser qualified Flight Attendants may only trade an International Purser pairing for another International Purser pairing in Open Time.

**7.J.1.b.**
An International Purser qualified Flight Attendant may trade a non-International Purser pairing for an International Purser pairing in Open Time.

**7.J.2.**
International Purser qualified Flight Attendants cannot drop International Purser trips to anyone who is not a qualified International Purser, however, an International Purser can pick up a trip from another Flight Attendant in their Base, if they meet the qualifications for that trip.

**7.J.3.**
Only International Purser-qualified Flight Attendants can trade for open International Purser trips.

**7.J.4.**
International Pursers will be paid the Flight Attendant rate of pay when they acquire non-Qualified International Purser trips.

## 7.K. TRIP TRADES AND PICK UPS INVOLVING LANGUAGE QUALIFIED (“LQ”) FLIGHT ATTENDANTS

**7.K.1.**
A Flight Attendant filling a Language Qualified line for the month may pick up any open trip in accordance with the provisions of the Agreement. A Language Qualified Flight Attendant may only trade a language pairing for another pairing of the same language in Open Time or with a Flight Attendant who is qualified in the same language.

**7.K.1.a.**
Language-Qualified Flight Attendants may trade different language pairings with other Flight Attendants as long as the individual obtaining the pairing holds the required language qualifications for the pairings involved.

**7.K.2.**
A Language-Qualified Flight Attendant may trade a non- language pairing for a language pairing in Open Time.

## 7.L. PERSONAL DROP

**7.L.1.**
Flight Attendants may personal drop a pairing or a reserve availability day subject to operational requirements.

**7.L.2.**
Requests will be accepted starting at Noon Home Domicile Time on the 24th of the month prior. Requests for a particular pairing/reserve availability day will be reviewed and may be awarded each day beginning seven (7) days prior to the day the pairing/reserve availability day is scheduled to report, and each subsequent day up to and including the day before the pairing/reserve availability day is scheduled to report. The requests will be granted on a first come, first served basis. Additional personal drops may be granted, on a first come, first served basis up until the report time of the trip for which it is requested with the Flight Attendant's concurrence.

**7.L.3.**
If the Company is not able to grant a particular request due to operational requirements, the Company will continue to grant based on operational requirements subsequent request(s) in first come, first served order.

**7.L.4.**
Flight attendants may drop a portion/portions of a trip when it transits the base the day of the trip, if staffing allows. The original value of the pairing shall be reduced by the scheduled flight time of the segments dropped. The portion of the trip placed into open time shall be credited with the greater of the scheduled or actual flight time for the segments. A partial trip drop transaction, in and of itself, shall not generate a rig or hotel room. If the portion of the trip is subsequently assigned to a Reserve, the Reserve will receive rigs and hotel rooms attributable to the trip.

**7.L.5.**
Flight Attendants with Special Qualifications may be granted or denied a personal drop when, in the opinion of Crew Scheduling, that individual's Special Qualification will be required in the operation.

## 7.M. TRIP TRADES TRIP TRADES INVOLVING TRIPS HAVING DAYS WHICH ARE BLOCKED DUE TO MINIMUM STAFFING REQUIREMENTS

**7.M.1.**
Reserves Needed means the minimum number of Reserve Flight Attendants needed to staff flights, as determined by the Company ("MIN LVL" – available on the CMPD screen in CMS), as established in 7.H.17.

**7.M.2.**
Reserves Available means actual Flight Attendant Reserves available for duty ("NET RESV" – available on the CMPD screen in CMS).

**7.M.3.**
To calculate Reserve Coverage for a particular day, subtract Reserves Needed from Reserves Available.

**7.M.4.**
To determine Reserve Coverage for a pairing, add the cumulative sum of Reserve Coverage for each day of the pairing.

Example:

| Date: | 7th | 8th | 9th |
|---|---|---|---|
| Reserves Available: | 94 | 102 | 107 |
| Reserves Needed: | 100 | 100 | 110 |
| Reserve Coverage: | -6 | +2 | -3 |

Reserve Coverage for this three day trip is -7 (-6+2.3)

**7.M.5.**
Flight Attendants desiring to trade two (2) trips each of which contains one (1) or more days that are blocked due to minimum staffing coverage restrictions may do so if the trip being dropped has a greater cumulative sum Reserve Coverage than the trip being picked up, and:

**7.M.5.a.**
If the trip being dropped occurs later in the month, its lowest Reserve Coverage day can be no more than five (5) lower than the lowest Reserve Coverage day on the trip being picked up, or

**7.M.5.b.**
If the trip being dropped occurs earlier in the month, its lowest Reserve Coverage can be no lower than the lowest Reserve Coverage day on the trip being picked up. This trade must be executed at least seven (7) days prior to the first day of the trip being dropped.

**7.M.6.**
Trading Example 1:

| | Trip 1 | | | Trip 2 | | |
|---|---|---|---|---|---|---|
| Date: | 7th | 8th | 9th | 18th | 19th | 20th |
| NET: | 95 | 102 | 107 | 104 | 109 | 94 |
| LVL: | 100 | 100 | 110 | 100 | 110 | 100 |
| TOT: | -5 | +2 | -3 | +4 | -1 | -6 |

The Reserve Coverage for Trip 1 is (-5+2-3) = -6
The Reserve Coverage for Trip 2 is (+4-1-6) = -3

A Flight Attendant wants to drop Trip 2 and pick up Trip 1. Since Trip 2 (the trip being dropped) has better Reserve Coverage, the trip trade is acceptable under Paragraph 7.M.5, above. Trip 2 is later in the month, so Paragraph 7.M.5.a.

applies. The lowest day in Trip 2 is –6, and the lowest day in Trip 1 is –5. Since the lowest day in Trip 2 is only 1 lower than the lowest day in Trip 1, the trade is allowed under paragraph 7.M.5.a.

Trading Example 2:

| | Trip 3 | | | Trip 4 | | |
|---|---|---|---|---|---|---|
| Date: | 9th | 10th | 11th | 18th | 19th | 20th |
| NET: | 105 | 108 | 97 | 94 | 100 | 109 |
| LVL: | 100 | 110 | 105 | 100 | 100 | 110 |
| TOT: | +5 | -2 | -8 | -6 | 0 | -1 |

The Reserve Coverage for Trip 3 is (+5-2-8) = -5
The Reserve Coverage for Trip 4 is (-6+0-1) = -7

On the third day of the month a Flight Attendant wants to drop Trip 3 and pick up Trip 4. Since Trip 3 (the trip being dropped) has higher Reserve Coverage, the trade is acceptable under Paragraph 7.M.5. Trip 3 is earlier in the month, so Paragraph 7.M.5.b. applies. Since the lowest day in Trip 3 (-8) is lower than the lowest day in Trip 4 (-6), the trade would be denied. In addition, the trip trade does not occur at least seven (7) days prior to the first day of Trip 3 (the 2nd), and would be denied for this reason also.

**7.M.7.**
All trip trades involving carryover pairings will be handled pursuant to the rules of this Section 7.M.

**7.M.7.a.**
The beginning Reserve Coverage for days in carryover trips occurring in the following bid month will be considered to be zero (0).

**7.M.7.b.**
When a Flight Attendant trades off of a day in a carryover trip which occurs in the following bid month, the Reserve Coverage will be reduced by one (1).

**7.M.7.c.**
When a Flight Attendant picks up a day in a carryover trip which occurs in the following bid month, the Reserve Coverage will be increased by one (1).

**7.M.8.**
In summary, if the trip you want to drop is later in the month than the trip you want to pick up, Paragraphs 7.M.5. and 7.M.5.a. above apply. If the trip you want to drop is earlier in the month than the one you want to pick up, Paragraphs 7.M.5. and 7.M.5.b. above apply. If the trip you want to drop is earlier in the month than the one you want to pick up, the trade must be accomplished seven calendar days before the first day of the trip being dropped (see Paragraph 7.M.5.b.). Finally, both trips must have blocked days (see Paragraph 7.M.5).

**7.N. SENIORITY OPTION**
Under the following circumstances Reserve Flight Attendants and International Purser/Purser may be opted out of a position by a more senior Flight Attendant.

**7.N.1.**
At the airport, only the open bid position is available for senior option.

**7.N.2.**
If a more senior Flight Attendant opts for the open bid position, the Reserve Flight Attendant assumes the position vacated by the more senior Flight Attendant.

**7.N.3.**
The Reserve may only be opted out of a position once, and the seniority option can occur only at the beginning of a pairing during the crew briefing and before preflight duties begin.

**7.N.4.**
Reserve Flight Attendants assigned to a load position, which is a different pairing number, shall not be opted out of the position, unless the pairings contain identical flight segments.

**7.N.5.**
Reserve LQ Flight Attendants may only be opted by senior LQ Flight Attendants having the same primary language qualification. Reserve Flight Attendants not qualified in the designated language assigned to an LQ position may be opted by a more senior Flight Attendant.

**7.N.6.**
International Purser Reserve Flight Attendants may only be opted by senior International Purser Flight Attendants. An International Purser Qualified Flight Attendant shall have priority over a non-International Purser Flight Attendant to senior opt a non-International Purser Reserve from an open bid position that has been designated as International Purser.

**7.N.7.**
If the Purser (“A” position) is picked up from open time, seniority option shall be permitted among the Flight Attendants on the same or mirror pairing.

**7.N.8.**
If the International Purser position is picked up from Open Time by a non-International Purser, seniority option shall be permitted among the Flight Attendants on the same or mirror pairing. International Purser qualified Flight Attendants shall have priority over non-International Purser qualified Flight Attendants.

## 7.O. JETWAY TRADES

**7.O.1.**
A Flight Attendant may drop the last segment of a pairing to another Flight Attendant by contacting Scheduling no earlier than one (1) calendar day and no later than four (4) hours prior to the scheduled departure of the segment to be traded for all segments that depart and arrive within the United States (including Alaska, Hawaii, Puerto Rico). For flights to/from FRA, GUM, HKG, LHR, NRT and other Flight Attendant Domiciles, a Flight Attendant may drop the last segment of a pairing to another Flight Attendant by calling Scheduling no earlier than one (1) calendar day and no later than six (6) hours prior to the scheduled departure of the segment to be traded. These trades may not be processed

during periods of significant irregular operations, or emergency situations unless the process can be automated.

**7.O.2.**
The Jetway Trade shall be approved under the following conditions:

**7.O.2.a.**
Both Flight Attendants are Lineholders.

**7.O.2.b.**
Notwithstanding Paragraph 7.O.2.a. above, a Reserve going into days off may Jetway Trade the last segment of a pairing with the approval of Crew Scheduling.

**7.O.2.c.**
The Flight Attendant trading into the last segment must be on an unassigned day and meet all legalities and qualifications required. The trade will not be approved if it results in any legality for either Flight Attendant.

**7.O.2.d.**
The segment traded is not a deadhead segment.

**7.O.3.**
The Flight Attendant who traded into the last segment of the pairing must confirm with Scheduling no earlier than six (6) hours and no later than two (2) hours prior to scheduled departure. They must check in for the flight at the designated reporting time and location in accordance with Section 6.Q. or the bid cover letter as applicable.

**7.O.4.**
The original Flight Attendant must remain in position and with the aircraft, if applicable, until the replacement Flight Attendant is present, (i.e., there must be a physical handoff at the airplane or designated check-in location). The replacement Flight Attendant must be at the airplane or designated check-in location no later than the check-in times listed in Section 6.Q. or the bid cover letter as applicable. If, for any reason the replacement Flight Attendant does not report for duty, the original Flight Attendant must operate the segment.

**7.O.5.**
Once the trade is approved, neither Flight Attendant may trade or be awarded PTO, a personal drop or DAT for the pairing or portion of the pairing.

**7.O.6.**
The value of the pairing for the Flight Attendant trading out shall be reduced by the scheduled flight time of the segment traded.

**7.O.7.**
The replacement Flight Attendant's line of flying shall be credited with the greater of the scheduled or actual flight time for the segment.

**7.O.8.**
A Jetway Trade, in and of itself, shall not generate a rig for either Flight Attendant.

**7.O.9.**
In the event the original Flight Attendant is reassigned or drafted before the replacement Flight Attendant has confirmed with Scheduling, the Jetway Trade shall be considered void.

**7.O.10.**
In the event the original Flight Attendant is reassigned or drafted from a segment other than the traded segment, the Jetway Trade will be considered void.

**7.O.11.**
In the event the original Flight Attendant is reassigned or drafted from the traded segment after the replacement Flight Attendant has confirmed with Scheduling but before they have checked in, both Flight Attendants shall mutually determine who will continue the assignment and shall advise Scheduling. If there is no agreement, the original Flight Attendant will fly the balance of the pairing. If the replacement Flight Attendant does not check in, the original Flight Attendant shall be required to complete the assignment.

**7.O.12.**
In the event the replacement Flight Attendant is drafted or reassigned after they have checked in, all applicable provisions regarding IREE and reassignment shall apply. In addition the drafting and/or reassignment shall follow the minimum duty rig or trip rig provisions of Sections 6.A. and 6.B.

**7.O.13.**
If the replacement Flight Attendant is illegal for their next pairing after completing the traded segment, they shall be removed from the pairing and shall not receive pay protection nor be subject to reassignment.

## 7.P. PERSONAL TIME OFF

**7.P.1.**
Guaranteed PTO time will be made available to Flight Attendants on a daily basis regardless of White Flag or Purple Flag. Guaranteed PTO will consist of one percent (1%) of a Domicile's active Flight Attendant population on any day. Such PTO will be granted on a seniority basis a day at a time to Flight Attendants; however, to ensure equitable distribution, Flight Attendants may use the guaranteed PTO for eight (8) days a year. The daily percentage will be allocated in two (2) equal parts (any fraction will be allocated to the fifteen [15] day-in-advance portion). The first part will be awarded fifteen (15) days in advance. Any unused PTO will be allocated to the corresponding five (5) day-in-advance portion. A one (1) day notice will be required to qualify for the remaining guaranteed PTO time. If the needs of the service permit, however, any unused slots may continue to be available until 0001 of the requested day. Such requests will have priority over personal drops.

**7.P.2.**
PTO shall not be awarded to a Flight Attendant who is on duty and unavailable to utilize such PTO.

**7.P.3.**
Flight time lost due to Personal Time Off may be made up during the month taken if authorized by Inflight Scheduling.

**7.P.4.**
If a PTO day will cause a Reserve to be unable to be assigned on their remaining days of availability, the Reserve will be placed on PTO for the day requested and CNF for the subsequent days on in the reserve block if the next block of days off are Set days.

## 7.Q. LOSS OF FLIGHT TIME

### 7.Q.1. NOTICE ON SAME CALENDAR DAY AS DEPARTURE

**7.Q.1.a. PRIOR TO REPORTING AT BASE**
When a Flight Attendant has a loss of flight time prior to their reporting at Base, the Flight Attendant will be contacted by Notiflyer, or other electronic means, to advise them of the loss of flight time. The Flight Attendant shall be responsible to acknowledge any such communication and remain available for assignment pursuant to paragraph 7.Q.1.d., below.

**7.Q.1.a.(1).**
Flight Attendants who do not acknowledge the priority message within fifteen minutes (:15) of being contacted by Notiflyer, or other electronic means, will be contacted up to an additional two (2) times, spaced approximately fifteen minutes (:15) apart. If the Flight Attendant has not acknowledged the call within five minutes (:05) of the final call, the Flight Attendant will be considered to have been notified.

**7.Q.1.a.(2).**
If a Flight Attendant is contacted, pursuant to Paragraph 7.Q.1.a.(1).,above, and the first contact is at least two hours and fifteen minutes (2:15) before the scheduled check in time for the pairing, their duty time will be adjusted to the revised check-in time so long as that check-in time is no earlier than originally scheduled. If the first contact is within two hours and fifteen minutes (2:15) of the check-in time of the pairing, the duty time will remain at the originally scheduled check in time.

**7.Q.1.b. CHECK-IN**
Upon reporting for the initial duty period of a pairing, a Flight Attendant shall check CCS, or its future equivalent, and acknowledge any priority messages. The Flight Attendant shall be responsible for any schedule changes contained in those messages.

**7.Q.1.c. AFTER CHECK-IN PRIOR TO DEPARTURE AT BASE**
In the event a Flight Attendant's flight cancels prior to departure from their base, the Flight Attendant shall check CCS, or its future equivalent, and acknowledge any priority message.

**7.Q.1.c.(1).**
If, after checking CCS, or its future equivalent, the Flight Attendant has not been rescheduled, they will remain available for contact by Crew Scheduling, Notiflyer, or other electronic means, for a reassignment within the timeframe specified in 7.Q.1.d. The Flight Attendant shall acknowledge any priority message and shall be responsible for any schedule changes contained in that message.

**7.Q.1.d.**
Within four hours (4:00) of cancellation of a flight, a Flight Attendant who has

lost their pairing or any portion thereof for any reason other than their own unavailability for duty, they may:

**7.Q.1.d.(1).**
With the concurrence of the Company, be relieved of all assignment responsibility with no loss of pay, or

**7.Q.1.d.(2).**
Be given a replacement pairing. Upon request a Flight Attendant will be provided a hotel room at Base for reassignments departing the next day or subsequent days if the pairing is scheduled to depart later.

**7.Q.1.e.**
The time of the flight cancellation shall be recorded in the Flight Attendant's Master Schedule history screen.

**7.Q.1.f.**
Nothing in this paragraph 7.Q.1. shall prevent a Flight Attendant from contacting Crew Scheduling immediately following acknowledgment of a priority message in the event they believe the schedule change to be in violation of the Agreement. The acknowledgement of a message shall not constitute a waiver of the Flight Attendant's ability to challenge the legality of any assignment.

**7.Q.2. NOTICE OF ONE OR MORE CALENDAR DAYS**
At the time of the notification, which may be by Crew Scheduling, Notiflyer or its future equivalent, if the Company does not advise the Flight Attendant of a replacement pairing(s) or relieve them of responsibility, at their option the Flight Attendant will.

**7.Q.2.a.**
Make up the time lost on days not originally scheduled to fly in which case their line guarantee will be adjusted. They will then be relieved of all reassignment responsibility.

**7.Q.2.b.**
Make up the time as close as possible to the time lost on days originally scheduled to fly with no loss of pay. They will then be relieved of all reassignment responsibilities;

**7.Q.2.c.**
Be subject to reassignment in accordance with the following:

**7.Q.2.c.(1).**
If they choose to remain subject to reassignment, the Flight Attendant must contact Scheduling between 1800 and 2200 local time the day before the original trip was scheduled to depart. Scheduling will either reassign the Flight Attendant or relieve them of all responsibility with no loss of pay.

**7.Q.3.**
In the application of paragraph 7.Q.2, the Company may automate the process for Flight Attendants to select their options using CCS or its future equivalent consistent with the terms of the Electronic Communications Letter of Agreement.

**7.Q.4.**
Reassignment and/or replacement pairing provided for in Paragraphs Section

7.Q.1. and Section 7.Q.2. above will comply with the following:

**7.Q.4.a.**
Reassignments may not be scheduled to depart earlier than two hours (2:00) before the scheduled departure of the trip lost. If an earlier reassignment interferes with a Flight Attendant's prior day off, they shall receive $20.00 per hour, in addition to their regular rate of pay, for all time worked prior to the scheduled departure of the trip lost.

**7.Q.4.b.**
Reassignments may not be scheduled to interfere with the next scheduled calendar day off appearing in the Flight Attendant's bid line without the Flight Attendant's consent. If the Flight Attendant consents to a reassignment that interferes with their next scheduled day off, in addition to the restoration of days off provided in Section 7.R., the Flight Attendant will be paid 150% pay for all block hours flown in each scheduled day off for the reassignment.

**7.Q.4.c.**
Notwithstanding Section 7.Q.4.b. above, Flight Attendants based at an International Domicile, other than Honolulu and Guam, may be reassigned to a trip scheduled to return to their Base within twenty-four hours (24:00) of their original scheduled arrival.

**7.Q.4.c.(1).**
Flight Attendants who receive reassignments under this Section 7.Q.4.c. shall receive pay in accordance with below Section 7.Q.4.d.

**7.Q.4.c.(2).**
Reassignments pursuant to this Section 7.Q.4.c. shall not apply in International Domiciles where 25% or more of the trips in the bid packet are less than three (3) days. In those locations, Section 7.Q.4.a. and b. above, shall apply.

**7.Q.4.d.**
Flight Attendants who are reassigned to trips other than those resulting from changeover pairings, which are scheduled to terminate more than two hours (2:00) after the original scheduled arrival time of the trip lost, shall receive $20.00 per hour and fraction thereof (prorated), in addition to their regular rate of pay, for all time on duty beyond the original scheduled arrival time of the trip lost.

**7.Q.4.e.**
Reassignments may be a combination of multiple and/or single duty periods.

**7.Q.4.f.**
Priority will be given to assigning Flight Attendants to pairings in the same operation and the same number of days.

**7.Q.5. REASSIGNMENTS WHICH OCCUR AFTER LEAVING THE BASE WILL COMPLY WITH THE FOLLOWING:**

**7.Q.5.a.**
If, after leaving their Base, a Flight Attendant loses a portion of a scheduled trip, they may be reassigned other flying provided the trip is scheduled to return the Flight Attendant to their Base within twelve hours (12:00) of their original

scheduled arrival. The assignment cannot be scheduled to extend more than eight hours (8:00) into a Flight Attendant's calendar day off.

**7.Q.5.b.**
When Crew Scheduling determines that it is necessary to reschedule a Flight Attendant downline, they will always attempt to provide a complete reassignment upon the initial contact between Scheduling and the Flight Attendant;

**7.Q.5.c.**
When, in Crew Scheduling's opinion, it is not possible to provide the complete reassignment and the only reassignment at that time is to return the Flight Attendant to their Base, Crew Scheduling may, at its option, and consistent with the terms of Section 7.Q.5., assign the Flight Attendant as follows:

**7.Q.5.c.(1).**
Not later than the actual arrival (block-in) of the rescheduled flight to Base, Crew Scheduling may update the existing pairing to include additional flying;

**7.Q.5.c.(2).**
If such flying is within the same duty period, it must comply with the terms of Sections 6.S., 6.T., or 6.U., as applicable;

**7.Q.5.c.(3).**
If such flying is outside of the current duty period, the flight attendant must:

**7.Q.5.c.(3).(a).**
Have appropriate layover rest consistent with the terms of Section 6.V.3 or 6.W.1., as applicable, between the duty periods;

**7.Q.5.c.(3).(b).**
Be provided a hotel room for any layover(s) that occur at their base;

**7.Q.5.d.**
The parties recognize that any reassignment pursuant to 7.Q.5.c. above, must be accomplished through the modification of the Flight Attendant's existing pairing in order to maintain continuous per diem and time away from base calculations based on the original report time for that pairing;

**7.Q.5.e.**
If Crew Scheduling is unable to provide the complete reassignment under 7.Q.5.b. above, but fails to modify the existing pairing to include additional flying under the terms of 7.Q.5.c. above, upon actual arrival (block-in) of the rescheduled flight at Base, and following any debrief/customs requirements, the Flight Attendant will be released without a reduction in pay and without any further reassignment obligation;

**7.Q.5.f.**
If the reassigned trip causes a Flight Attendant to be on duty four hours (4:00) or more into the Flight Attendant's calendar day off, or past midnight if their originally scheduled arrival time was 1900 local time or earlier, the Flight Attendant will have their day off restored through mutual arrangement with Scheduling or receive five hours (5:00) pay and credit in lieu of restoring the day off (providing they maintain the ten (10) day off minimum). Flight Attendants who are so reassigned, shall receive $20.00 per hour and fraction thereof

(prorated), in addition to their regular rate of pay, for all time on duty beyond the original scheduled arrival time of the trip lost.

**7.Q.5.g.**
A Flight Attendant who is required to remain at a downline location to protect equipment that is unserviceable for mechanical reasons will be returned to their Base no later than twenty-four hours (24:00) after their originally scheduled return. If this requirement causes a Flight Attendant to be on duty four hours (4:00) or more into the Flight Attendant's calendar day off, the Flight Attendant will have their day off restored through mutual agreement with Scheduling or receive five hours (5:00) pay and credit in lieu of restoring the day off (providing they maintain the ten (10) day off minimum or twelve (12) day off minimum for Reserves).

**7.Q.5.h.**
With their concurrence, a Flight Attendant may be reassigned to a trip(s) which exceeds the parameters above.

**7.Q.5.i.**
After leaving their Base a Flight Attendant may be reassigned even though the Flight Attendant's trip(s) is operating.

**7.Q.5.j. ELECTRONIC NOTIFICATION OF REASSIGNMENTS**

**7.Q.5.j.(1). DURING FLIGHT/UPON ARRIVAL – FOLLOWING DEPLANING**
A Flight Attendant who has received a push notification from Crew Scheduling during a flight shall acknowledge the notification and shall be responsible for any schedule changes contained in those messages.

**7.Q.5.j.(2). DURING A SCHEDULED SIT**
In the event a change to a Flight Attendant's schedule occurs during a scheduled sit, the Flight Attendant will be contacted by Notiflyer, or its future equivalent, to advise them of a change to their schedule. If the Flight Attendant acknowledges the message they shall be responsible for any schedule changes contained in those messages. If the Flight Attendant does not acknowledge the message, the Company shall continue to attempt to contact the Flight Attendant to advise them of the schedule change.

**7.Q.5.j.(3). LAYOVER**
Any change to the first segment of the next duty period that results in a change to report time, a Crew Scheduler will attempt to contact each Flight Attendant at the contact number(s) they have provided in CCS, or its future equivalent, and at the layover hotel. This requirement will be waived if the Flight Attendant acknowledges the priority message sent in CCS as a result of the pairing modification. Flight Attendants are not on call during a layover. Crew Scheduling may contact the Flight Attendant pursuant to the terms of 6.Y.3. Upon receipt, the Flight Attendant shall acknowledge the priority message in CCS or contact Crew Scheduling.

**7.Q.5.j.(3).(a).**
Upon reporting following a layover, a Flight Attendant shall check CCS, or its future equivalent, and acknowledge any priority messages. The Flight Attendant shall be responsible for any schedule changes contained in those messages.

**7.Q.6.**
When a Flight Attendant becomes ineligible for their next scheduled trip(s), they shall notify Scheduling as soon as possible upon return to their Base from the trip which caused them to become ineligible. At that time they shall be subject to reassignment in accordance with this Paragraph Q.

## 7.Q.7. EQUIPMENT CHANGE

**7.Q.7.a.**
In the event of an equipment change, Flight Attendants shall assume work positions on the new equipment based on the position matrices published in the bid packet. The position assignment process on board the aircraft will be the responsibility of the Purser.

**7.Q.7.b.**
In the event of an equipment change which does not require the original number of Flight Attendants scheduled, Scheduling will first reassign Reserves, if any. If the Reserve is not reassigned to a different flight, they will be included in the senior option as provided in Paragraph 7.Q.7.b.(1).

**7.Q.7.b.(1).**
If the trip still does not require the remaining number of Flight Attendants, the senior bid Lineholder(s) may take or opt off the trip. However, LQ Flight Attendant(s) and the International Purser may be required to take or complete the trip when the trip still needs their special qualification(s).

**7.Q.7.b.(2).**
If the trip does not require the original number of LQ Flight Attendants, the senior LQ Flight Attendant may take or opt off the trip. Any surplus LQ Flight Attendant(s) shall then be grouped by seniority with the other, non-LQ Flight Attendants to determine who will work the trip.

**7.Q.7.b.(3).**
The surplus Flight Attendant (who is either bumped off or who opts off the trip) shall, at their option, be pay protected in accordance with the provisions of Paragraph Q.

**7.Q.8.**
When a Flight Attendant's next scheduled flight is operating and the Flight Attendant is legal, available and in position to fly, they may be required to operate that flight.

## 7.R. RESTORATION OF DAYS OFF

**7.R.1.**
A Flight Attendant who is entitled to restoration of a day(s) off and who declines payment for the day must be given the day off within ninety (90) days after the original day(s) was lost, on a regular scheduled work day(s). When there is a choice of days off to be restored, the restoration will be given on a day(s) mutually agreed upon by Scheduling and the Flight Attendant. If Crew Scheduling does not agree to the Flight Attendant's preferred date and there are other dates on which a day could be restored, Crew Scheduling will provide the alternate dates within the Flight Attendant's current schedule on which restoration may be available.

**7.R.2.**
Restoration of a day(s) off during a multiple day pairing will be either the first or last day of the pairing subject to mutual agreement between the Flight Attendant and Scheduling.

**7.R.2.a.**
A Flight Attendant who desires a day off restored in the following bid period may also call Crew Scheduling during the 'work with' window on the 22nd day of the month, which is the day prior to the open time window opening to adjust their schedule. During the "work with" window, all trips on the Flight Attendant's line may be utilized for restoration of days off.

**7.R.2.b.**
A Flight Attendant will receive pay and credit for the value of the flight time lost on the restored day(s).

**7.R.2.c.**
If a Flight Attendant must drop a multiple day pairing to restore a day(s) off, they will have the option of not accepting reassignment for the remainder of the dropped pairing. In this case the Flight Attendant will either have their guarantee reduced or receive their pay guarantee in accordance with Paragraph Q.

**7.R.2.d.**
Unless a Flight Attendant declines payment or will be unable to maintain their applicable day minimum, they will receive five hours (5:00) pay in addition to all other pay for the month in lieu of a restored day(s) off.

**7.R.3.**
If the day being restored was a Reserve Flight Attendant's Set day off, the restored day will likewise be Set. If the lost day off is not restored as provided above within ninety (90) days, the Flight Attendant will be paid five hours (5:00) pay in addition to all other pay for the month for the lost day off.

**7.R.4.**
When a Reserve is worked on or into a day off, they shall have their day(s) off restored pursuant to the terms of Section 8.I.1.i.

**7.R.5.**
A Lineholder must have a minimum of ten (10) calendar days free from duty at their Base within each bid period, unless waived by the Flight Attendant per Section 6.P.2.a. If in actual operations, the Flight Attendant works past midnight on their day off their schedule will be adjusted to restore the minimum day(s) off. If such rescheduling results in the substitution of pairing(s) of less scheduled flight time than the pairing dropped, or in dropping a pairing without substitution of another pairing, they will receive the scheduled flight time credit and pay of the pairing(s) dropped. A Flight Attendant may choose to be paid five hours (5:00) for the day off or have the day off restored within ninety (90) days per paragraph 1 above.

## 7.S. ASSIGNMENT OF OPEN PAIRINGS

**7.S.1.**
Assignments for open flying shall be in the order as listed below. If there are two (2) or more Flight Attendants on a pairing or identical pairings, the reassignment

will be according to seniority preference. Priority will be given to assigning Flight Attendants to pairings in the same operation and the same number of days.

**7.S.2.**
Lineholders shall be considered drafted when assigned, while off duty, in inverse order of seniority and in priority among those available and qualified. In addition, Lineholders shall be considered drafted when removed from their assigned flight for which they are legal, available and in position to fly, and assigned to cover any other flights. Drafting assignments for open pairings at a Base shall not be made more than six (6) hours prior to scheduled departure.

**7.S.3. ORDER OF ASSIGNMENT**

**7.S.3.a. A HOME LINEHOLDER**
A home Lineholder who desires to increase flight time, provided the assignment would not disrupt their assigned schedule or project them over maximum credited hours if applicable. Time which has not been assigned to a Lineholder per Paragraph Q. above or to a Reserve shall be promptly placed into open time as it becomes available. At any time during the order of assignment process, Flight Attendants may pick up time which has been placed into open time.

**7.S.3.b.**
A Flight Attendant assigned per Paragraph Q.

**7.S.3.b.(1).**
Who has lost their scheduled outbound flight for any reason or whose outbound flight will operate so late that they would miss their return flight and who, by taking an open flight, can legally connect to the return flight. If such assignment cannot be made, the Flight Attendant may be deadheaded to the layover point to cover the return flight unless it involves a double deadhead.

**7.S.3.b.(2).**
Who has lost their flight or pairing, if in the opinion of the crew scheduler such reassignment will prevent drafting. The reassignment must be prior to the Flight Attendant's next scheduled pairing and not cause them to be illegal for their next pairing or sequence of pairings, reduce days off below the monthly minimum, or project over ninety-five (95) credit hours for the month.

**7.S.3.b.(3).**
Who is being reassigned to restore calendar days off.

**7.S.3.c.**
A Home Reserve Flight Attendant

**7.S.3.d.**
Reserve picking up open flying

**7.S.3.d.(1).**
A home Reserve Flight Attendant who wishes to pick up open flying on scheduled days off on a once a month basis (as described in Section 8.L.).

**7.S.3.d.(2).**
A home Reserve Flight Attendant who wishes to pick up open flying on scheduled days off in order to prevent drafting (as described in Section 8.L.).

**7.S.3.e.**
A Reserve volunteering to be assigned into their first day off.

**7.S.3.f.**
A Reserve volunteering to be assigned into two (2) or three (3) days in a block of days off.

**7.S.3.g.**
A Reserve assigned into their first day off in a block of days off pursuant to Section 8.I.1.f.

**7.S.3.h.**
A Reserve assigned into their second or third day off in a block of days off pursuant to Section 8.I.1.g.

### 7.S.4. DRAFTING

**7.S.4.a.**
The most junior home Flight Attendant who can work the flight and still be legal for their next scheduled pairing (if time permits).

**7.S.4.b.**
The most junior home Flight Attendant available.

**7.S.4.c.**
Any Flight Attendant legal for the flight (in inverse order of seniority, if possible).

**7.S.4.d.**
In addition to all other applicable pay protection provisions, a drafted Flight Attendant shall receive four hours (4:00) of pay including International Purser/ Purser, and language if applicable for pay purposes only.

## 7.T. IRREGULAR OPERATIONS

This provision provides for the steps taken to cover a flight which is open because of irregular operations.

### 7.T.1. FLIGHT COVERAGE AT DOMICILE POINTS

**7.T.1.a.**
This provision provides for the steps taken to cover a flight which is open because of irregular operations. When a visiting Flight Attendant will not be able to connect, or is illegal for their regular flight, protection for that flight may be provided as follows, in the order listed. All such assignments shall be made pursuant to Paragraph Q. In all cases the Flight Attendant who is reassigned to cover the visiting Flight Attendant's flight must be legal for their own next scheduled flight.

**7.T.1.a.(1).**
Move up another Flight Attendant from the same Domicile as the regular crew on the flight. Assign their flight to the Flight Attendant who cannot connect their own return flight.

**7.T.1.a.(2).**
Move up a visiting Flight Attendant from another Domicile which will not further

interfere with either crew's schedule and when the flights are to the same general destination.

**7.T.1.a.(3).**
Move up the first available home Flight Attendant for whose flight the visiting Flight Attendant will be legal, assigning that flight to the visiting Flight Attendant when they arrive as long as the flights are to the same general destination.

**7.T.1.a.(4).**
Consider the return flight open and reassign the visiting Flight Attendant per Paragraph Q.

## 7.T.2. REASSIGNMENT OF FLIGHT ATTENDANTS AT DOMESTIC NON-DOMICILE POINTS

**7.T.2.a.**
When irregularities or illegalities prevent visiting Flight Attendants from working the regularly assigned flights, they will work the open flights available to them on a first in, first out or "FIFO" basis. If two (2) or more Flight Attendants have the same arrival time, assignments will be made on seniority preference.

**7.T.2.b.**
A Flight Attendant will normally be assigned only to flights toward their Domicile. If this is not possible, the following order of assignment takes precedence:

**7.T.2.b.(1).**
The direction and destination of the open flight will expeditiously and efficiently return the Flight Attendant to their regularly assigned schedule.

**7.T.2.b.(2).**
The flight is normally flown by their Domicile.

**7.T.2.b.(3).**
They are the only Flight Attendant legal to work the open flight.

**7.T.3.**
In the application of Paragraphs T.1. and T.2. above, priority will be given to assigning Flight Attendants to pairings in the same operation.

**7.T.4.**
At an International non-Domicile point, the following reassignment priorities will apply:

**7.T.4.a.**
Open flights will be filled on a FIFO basis from crews headed in the same direction.

**7.T.4.b.**
When an inbound crew is not legal for its regular outbound flight, protection for that flight will be provided by drafting the first available crew for whose flight the arriving crew would be legal.

**7.T.4.c.**
In the event of schedule irregularities that involve other than the same direction,

and protection cannot be provided in Paragraph b. above, the first legal crew available will be utilized.

**7.U. POSITIVE CHECK-IN**

The Company may establish a positive check-in process for Flight Attendants to check-in at the required time of their pairing.

**7.V. SIGNING IN FOR NEXT FLIGHT**

**7.V.1.**

At the home Domicile, a Flight Attendant shall not be required to sign in or call in for their next pairing.

**7.V.2.**

Away from the home Domicile, a Flight Attendant need not call in for their next scheduled flight unless they have not been assigned an outbound flight.

**7.W. ON-TIME SECTIONS AND CONSOLIDATION OF FLIGHTS**

**7.W.1. ON-TIME SECTION**

When a scheduled flight is operating so late that the Company decides to originate an on-time section at some down line point, the following will apply:

**7.W.1.a.**

If the on-time section operates out of a regular change point for that flight, the Flight Attendants scheduled to work the regular flight will work the on-time section. If the regular flight operates through the change point later, the portion of it beyond the change point will be considered an open flight.

**7.W.1.b.**

If the delayed flight is normally worked as a through flight with no change of Flight Attendants at the point where the on-time section is going to originate, the on-time section will be considered an open flight.

**7.W.2.**

Consolidation of two flights is in effect a cancellation of one of them. The flight that operates, as determined by the flight number used, will be worked by its regularly assigned Flight Attendants.

**7.W.3. CONNECTION TIME**

**7.W.3.a.**

For scheduling purposes, forty-five (45) minutes will be considered the minimum connecting time for Flight Attendants except at DEN, EWR, GUM, IAD, IAH, LAX, ORD and SFO, where it will be sixty (60) minutes.

**7.W.3.b.**

In the actual operation when it appears the connecting time will be less than forty-five (45) minutes or sixty (60) minutes as applicable, or an orderly transfer cannot be made in the opinion of Inflight Scheduling, other protection should be provided. In the event forty-five (45) minutes or sixty (60) minutes as applicable, or more known connection time subsequently develops and/or an orderly transfer can be made in the opinion of Inflight Scheduling the originally scheduled Flight Attendants will cover their own flight, provided no legality problems or flight irregularities will be created.

**7.X. NOTIFICATION**

If a delay in flight departure or cancellation is known two (2) hours before scheduled departure, Flight Attendants will be notified via a call from Crew Scheduling, Notiflyer (or its future equivalent) or other electronic means of such delay or cancellation, as soon as possible, provided such delay is estimated to be more than thirty (30) minutes.

**7.Y. INTERNATIONAL**

**7.Y.1. INTERNATIONAL PAIRINGS**

For scheduling purposes, an International pairing may contain a domestic segment(s) provided that such domestic segment(s) may not exceed one on either or both sides of the International segment ("Mixed Pairings"). A Mixed Pairing shall be designated an International pairing for the application of International override and International Per Diem.

**7.Y.2. INTERNATIONAL DOMICILE**

**7.Y.2.a. BLOCK HOURS**

**7.Y.2.a.(1).**

The total number of International Flight Attendant block hours assigned to U.S. Domiciles shall not be less than seventy percent (70%) of the total International Flight Attendant block hours flown in any schedule month.

**7.Y.2.a.(2).**

In the event the monthly flown block hour distribution fails to meet seventy percent (70%), the Company will allocate the necessary percentage adjustment within the subsequent two (2) schedule months. The Company will provide the Union each month with verifying documentation, including but not limited to Flight Attendant utilization reports, to demonstrate that the seventy percent (70%) ratio within the U.S. is being met.

**7.Y.2.b.**

The Company will not open a new International Domicile until the Company first provides to the Union data that supports language requirements in excess of those provided for in Section 9.G.5.a. The Union shall be given the opportunity to provide alternative solutions to the opening of a new International Domicile. Under no circumstances will the opening of a new International Domicile(s) decrease the seventy percent (70%) guarantee of the total International Flight Attendant block hours to be flown by U.S. Domiciles.

**7.Y.3. OPENINGS**

**7.Y.3.a.**

Prior to opening a new International Domicile, the Company shall determine the number of Flight Attendants needed to fly the international pairing(s). The established number of positions shall be made available for system bid.

**7.Y.3.b.**

Bids for the International Domicile shall be posted at all Domicile locations for a minimum of thirty (30) days. Bids shall state the number of assignments available; the qualifications necessary if applicable; the date the assignment is to begin; place where the bids are to be sent; and the last date on which they

will be received. All assignments shall be awarded in accordance with System Seniority. Bids for the language qualified positions shall be awarded on the basis of System Seniority as outlined in Section 9.G.1.c.

## 7.Z. STAFFING

**7.Z.1.**
The Company shall have established staffing guidelines ("ESG") to determine the number of Flight Attendants to be assigned to flights. The Company shall publish the ESG in the Flight Attendant Policies and Procedures Manual. A reasonable effort will be made by the Company to monitor and staff consistent with the ESG.

**7.Z.2.**
The MEC President or their designee and the Senior Vice President of Inflight or their designee shall hold regular quarterly meetings to discuss the Company's rationale(s) for the ESG standards and consider input from the Union on staffing issues. When the Company is planning to make changes to the existing ESG or establish new staffing guidelines, the Company shall provide notice to the Union prior to implementation. The Company further agrees that the Senior Vice President of Inflight or their designee shall meet at the request of the MEC President or their designee at a mutually agreeable time to consider the Union's input when: (1) the Company is considering changes to the ESG; or (2) the Company plans to place into service a new aircraft type or series, or a new configuration of an existing aircraft type or series that may impact Flight Attendant staffing. Once the Company has finalized any changes to the ESG or new staffing guidelines, it will communicate them in a clear and timely manner to the Union and the Flight Attendants.

**Appendix A – Scheduling Timeline Chronology**

| Calendar day | Local or Central Time | Activity |
|---|---|---|
| 12 | 0800 Local | Bid packages uploaded |
| 12 | 0800 Local | Primary bid period opens |
| 17 | 0800 Local | Primary bid period closes / award begins |
| 18 | 0800 Local | Primary award line numbers visible |
| 18 | 1700 Local | Finalized primary award loaded |
| 18 | 1700 Local | Mutual trading begins |
| 18 | 1700 Local | Vacation relief pairings available |
| 19 | 2359 Central | EOM conflicts dropped/ EOM mutual trades suspended |
| 20 | 0600 Central | Self-adjustments begin |
| 20 | 0800 Local | Vacation Relief bid period closes / award begins |
| 21 | 0600 Central | Self-adjustments end |
| 23 | 0800 Local | Vacation relief award process ends |
| 23 | stagger/ brackets | Real-time trading begins |
| 3rd to the last day of bid month | 0800 Local | Move-up line building window starts |

# SECTION 8
# RESERVE SCHEDULING PROCEDURES

**8.A.**
Flight Attendants assigned to Bases in the United States including US territories but excluding Hawaii will serve reserve status in accordance with their seniority per Section 7.B.4. Flight Attendants assigned to Bases outside the United States and in Hawaii will serve reserve status in accordance with their seniority on a rotating basis in accordance with the Letter of Agreement Reserve Rotation.

## 8.B. RESERVE MOVE-UP TO LINE OF FLYING

**8.B.1.**
A line of flying which may be constructed from open time flying will be assigned to a Reserve unless they indicated that they did not want to be awarded a move-up line at the time of bidding by checking the appropriate box on their bid screen.

**8.B.2.**
A Reserve shall have the ability to place full move-up line requests in preferential order based on pairings showing in open time not later than 0800 Home Domicile time on the third to last day of the current bid month.

**8.B.2.a.**
Full move-up line requests must contain no less than the lineholder minimum guarantee of credited time but may not exceed ninety-five hours (95:00) of credited time, unless requested by the Flight Attendant.

**8.B.2.a.(1).**
Overlap hours from the previous month will not reduce the minimum hours of credited time required for building a move-up line.

**8.B.2.a.(2).**
If overlap hours bring the value of the move-up line above a monthly maximum, and that request is awarded, or if the Flight Attendant requests to be built above the ninety-five hour (95:00) maximum, the Flight Attendant shall be deemed to have waived that specific monthly maximum.

**8.B.2.b.**
If none of the full move-up line requests can be awarded because pairings are no longer available, the Flight Attendant's preferences shall be used to construct a move-up line.

**8.B.2.c.**
A Flight Attendant shall have the ability to place up to ten (10) move-up preferencing requests on file in priority order.

**8.B.2.d.**
In each of the move-up preferencing requests, the Flight Attendant shall be able to select from the following criteria:

**8.B.2.d.(1). PAIRING LENGTH**
The pairing lengths shall range from the shortest pairing to the longest pairing

in that Domicile's bid packet for the month. The Flight Attendant shall be able to select more than one (1) pairing length in a preference request. A move-up line where all the pairings match one or more of the preferenced pairing lengths shall be considered a match for that specific criterion, unless the Flight Attendant has indicated they are willing to accept a partial match.

**8.B.2.d.(2). Domestic, International, both or no preference.**

**8.B.2.d.(3). LAYOVER CITY**

The Flight Attendant shall be able to select one or more layover cities. A move-up line where all the pairings contain one or more of the preferenced layover cities shall be considered a match for that specific criterion, unless the Flight Attendant has indicated they are willing to accept a partial match.

**8.B.2.d.(4). EARLIEST CHECK-IN**

A move-up line where all the pairings match the preferenced earliest check-in time identified by the Flight Attendant shall be considered a match for that specific criterion, unless the Flight Attendant has indicated they are willing to accept a partial match.

**8.B.2.d.(5). LATEST ARRIVAL**

A move-up line where all the pairings match the preferenced latest arrival time identified by the Flight Attendant shall be considered a match for that specific criterion, unless the Flight Attendant has indicated they are willing to accept a partial match.

**8.B.2.d.(6). EQUIPMENT**

The Flight Attendant shall be able to select one (1) or more equipment types. A move-up line where any one segment in all the pairings in a move-up line match a preferenced equipment choice, the preferenced equipment shall be considered a match for that specific criterion, unless the Flight Attendant has indicated they are willing to accept a partial match.

**8.B.2.d.(7). POSITION**

The Flight Attendant shall be able to select one (1) or more positions. A move-up line where all the pairings match one or more of the preferenced positions shall be considered a match for that specific criterion, unless the Flight Attendant has indicated they are willing to accept a partial match.

**8.B.2.d.(8). PROTECTED DAYS OFF**

The Flight Attendant shall be able to select one (1) or more days off. A move-up line where all the protected days off are satisfied shall be considered a match for that specific criterion, unless the Flight Attendant has indicated that they are willing to accept a partial match.

**8.B.2.d.(9). PAIRING NUMBER**

The Flight Attendant shall be able to select one (1) or more pairing numbers, and specific date(s) if desired. A move-up line where all the pairings match one or more of the preferenced pairing numbers, and dates if specified, shall be considered a match for that specific criterion, unless the Flight Attendant has indicated they are willing to accept a partial match.

**8.B.2.d.(10). INTERNATIONAL PURSER**

A Flight Attendant who is designated as an International Purser may preference the International Purser position. A move-up line where all the pairings contain the International Purser position shall be considered a match for that specific criterion, unless the Flight Attendant has indicated they are willing to accept a partial match.

**8.B.2.d.(11). LANGUAGE QUALIFIED**

A Flight Attendant who is designated as Language Qualified may preference any, or all language positions for which they are qualified. A move-up line where all the pairings contain the qualified language position shall be considered a match for that specific criterion, unless the Flight Attendant has indicated they are willing to accept a partial match.

**8.B.2.e.**

A move-up line shall be considered a match when all the criteria listed within a move-up line preferencing request are satisfied.

**8.B.2.f.**

The Flight Attendant shall indicate whether they shall be bypassed if their move-up line preferencing requests cannot be satisfied, or if they are willing to accept any move-up line.

**8.B.2.g.**

A Flight Attendant shall have the ability to leave standing move-up line preferencing requests on file.

**8.B.2.g.(1).**

Move-up line requests shall first be processed based on the Flight Attendant preferencing requests for that bid month.

**8.B.2.g.(2).**

If the Flight Attendant does not have preferencing requests on file for that bid month. their standing preferencing requests on file shall be used.

**8.B.2.g.(3).**

If the Flight Attendant does not have a preferencing request for that month or a standing preferencing request on file for that bid month, the default assignment order shall be any domestic line, then any international line, then any line which contains both domestic and international.

**8.B.3.**

The Reserve shall be allowed to remove their name from the move-up list at any time prior to the start of the move-up line building process. In addition, subsequent to the bid award a Reserve may place themselves on the move-up list in CCS up until the start of the move-up line building process. In such instance, the Reserve(s) will be placed on the bottom of the list.

**8.B.4. MOVE-UP LINE AWARDS**

**8.B.4.a.**

Additional flying remaining on the third to last day of the current bid month shall be placed in reserve move-up lines of flying to the extent the Company can maintain adequate reserve coverage.

**8.B.4.b.**
The Company shall award such line(s) at each Domicile beginning on the third to last day of the current bid month at 0800 Home Domicile time and continuing until 1100 Home Domicile time.

**8.B.4.c.**
No earlier than one (1) hour prior to the start of the Move-Up Line award window, the list of pairings in Open Time will be captured and considered frozen until such time as the Move-Up Line award process is completed as provided for in 8.B.4.b.

**8.B.4.d.**
Reserves participating in the Move-Up Line award process will have their next month's Reserve line locked beginning at 0700 Home Domicile time until their award is complete.

**8.B.4.e.**
Reserves on the move-up list will be awarded move-up lines based on their preferences and qualifications in seniority order and will be notified electronically by an email at their United email address as well as by priority CCS message.

**8.B.4.f.**
Special Qualification pairings shall not be built into Move-up lines unless requested by the Flight Attendant, subject to paragraphs 8.B.2.d.(10). and 8.B.2.d.(11)., above.

## 8.C. RESERVE ORDERING

**8.C.1.**
All Reserves, including those in international domiciles, shall be grouped based on their number of days of availability. Reserves shall be classified as having 1-day, 2-day, 3-day, 4-day or more day classifications at Domestic Bases and 1-day, 2-day, 3-day, 4-day, 5-day, 6-day or more days of availability at International Bases, in accordance with their number of "on schedule" days remaining before their next scheduled days off.

**8.C.2.**
Within each group, Reserves shall be placed in credited flight time accrued (TMAC) order, with first-in-first-out (FIFO) order, then the higher seniority as the tiebreaker, if necessary. At the beginning of each bid month, in order to establish the Reserve availability lists, Reserves shall be placed in FIFO order, based on the scheduled arrival time of their last previous pairing(s). In the case of the same scheduled arrival time, the Reserves shall be placed on the availability list in inverse order of seniority, the most junior Reserve at the top of the list.

**8.C.3.**
Reserves shall progress within the availability list on a credited flight time accrual basis, the Reserve with the lesser time accrued being assigned first, with the exception of International Purser and Language Qualified Flight Attendants who may be assigned out of order pursuant to paragraph 8.C.4.d., below. During the month, if time accrued is equal for two (2) or more Reserves on the availability list, they shall be placed in FIFO order based on their last previous assignment.

**8.C.4. INTERNATIONAL PURSER AND LANGUAGE QUALIFIED RESERVES**

**8.C.4.a.**
Reserves with an International Purser qualification or a Language qualification shall be ordered with all other Reserves pursuant to paragraphs 8.C.1, 8.C.2 and 8.C.3, above.

**8.C.4.a.(1).**
During the monthly bid, language qualified Reserves will be assigned/awarded a primary language solely for the purpose of trip trade pools. Assignments will be made according to the terms of paragraph 8.C.4.b., below, without regard to their primary language designation.

**8.C.4.b.**
When a pairing is available for assignment requiring either an International Purser or a Language Qualified Reserve, a Reserve with the required qualification may be assigned ahead of another Reserve who does not have the required qualification.

**8.C.4.c.**
When assigning a pairing requiring a Special Qualification, the pairing shall be assigned to the Reserve with the qualification who has the lowest TMAC within the appropriate day classification group.

**8.C.4.d.**
Pairings not requiring a Special Qualification will be assigned pursuant to Paragraph 8.C.3. above except Scheduling may bypass a Reserve with a Special Qualification when assigning pairings in order to have them available for a later assignment that is currently in Open Time or in "Sick Leave Trips" requiring their Special Qualification.

**8.D. RESERVE PREFERENCING**

**8.D.1.**
All Reserves scheduled to be available the next day shall be allowed to participate in Reserve Preferencing for assignments commencing the following day.

**8.D.2.**
Open positions with check-in times between 0500 and 2400 the following morning shall be assigned to Reserves according to their 1-, 2-, 3-, 4- or more day classifications at Domestic Bases and 1-, 2-, 3-, 4-, 5-day, 6-day or more classifications at International Bases, in time accrued order and qualification.

**8.D.2.a.**
Open positions with check-in times between 0001 and 0459, inclusive, that have become open after the Reserve Preferencing window, will be assigned to Ready Reserves in compliance with Paragraph K.1. below.

**8.D.3.**
Assignments in Open Time shall be listed in order, based on check-in time, starting with the earliest check-in. If two assignments have the same check-in time, the assignment with the highest credited flight time shall be listed first.

**8.D.3.a.**
Reserve Time shall display assignments in Open Time and standby positions listed in order, based on check-in time, starting with the earliest check-in through the next calendar day. Standby positions shall be listed ahead of pairings with the same check-in time. If two pairings have the same check-in time, the pairing with the highest credited flight time shall be listed first.

## 8.D.4. RESERVE PREFERENCE REQUESTS

**8.D.4.a.**
Reserve preference requests shall be on file no later than at 1600 for the following day's assignment process.

**8.D.4.b.**
A Reserve shall have the ability to place up to ten (10) requests on file in priority order.

**8.D.4.c.**
Each request may preference a specific pairing, or an assignment having up to six (6) criteria.

**8.D.4.d.**
The menu of preferences shall include at a minimum the following criteria:

**8.D.4.d.(1).**
Co-terminal;

**8.D.4.d.(2).**
Pairing length;

**8.D.4.d.(3).**
International/Domestic;

**8.D.4.d.(4).**
Layover city;

**8.D.4.d.(5).**
Earliest Check-In;

**8.D.4.d.(6).**
Latest Arrival;

**8.D.4.d.(7).**
Equipment (If any one segment of the pairing contains a preferred equipment choice, the preference will be considered a match.);

**8.D.4.d.(8).**
Standby Reserve (based on days required);

**8.D.4.d.(9).**
Position

**8.D.4.e.**
An assignment shall be considered a match when all the criteria listed within a request by a Reserve are satisfied.

**8.D.5.**
At 1500, the list of assignments in Open Time will be captured and considered frozen.

**8.D.6.**
The following shall apply for Reserve Preferencing unless as provided in the rules below.

**8.D.6.a.**
Reserves within each group of days of availability ("day classification") shall be considered for open assignments matching the corresponding number of days of availability. A Reserve who has submitted a preference request(s) shall be assigned in time accrued order to the first open assignment that matches a request.

**8.D.6.b.**
If two or more Reserves in the same day classification indicate the same preference, the assignment will be made to the Reserve with the least time accrued. If they have the same time accrued, the assignment will be made to the most senior Reserve with the preference.

**8.D.6.c.**
The Reserve preferencing solution shall make all the assignments that could be matched, and assign the remaining Reserves within each group of days of availability in order to the first legal open assignments.

**8.D.6.d.**
If the Company makes assignments to Reserves outside of day classification, Reserve preferences for pairing length outside of day classification will be considered. If Reserve preferences are being considered outside of day classification, a preference may not be honored if there is a Reserve available whose days of availability more closely match the assignment.

**8.D.6.e.**
All Reserves, regardless of whether or not they have a preference on file, are eligible for an assignment.

**8.D.7.**
Reserves who have not received an assignment during the preferencing process shall be assigned in accordance with the Reserve Assignment process delineated in Paragraph E. below.

**8.D.8.**
When the number of open assignments is greater than the number of Reserves, the Company shall designate those assignments that shall be left uncovered.

**8.D.9. QUALIFIED RESERVE FLIGHT ATTENDANTS**

**8.D.9.a.**
Qualified International Purser positions shall be filled utilizing preferencing among those Reserves qualified as an International Purser.

**8.D.9.b.**
Language Qualified positions in a specific language shall be filled utilizing

preferencing among those Reserves qualified in the language required for the position.

**8.D.9.c.**
In the event there is not a Reserve with the specific Special Qualification available to be assigned to a position requiring a Special Qualification, that pairing shall be assigned following the regular order of assignment.

**8.D.10. PREFERENCES NOT HONORED**

**8.D.10.a.**
The Company may deny a preferencing request for an assignment if its check-in time is within one (1) hour of the conclusion of the legal rest associated with the Reserve's projected arrival of their current pairing.

**8.D.10.b.**
A Flight Attendant may receive an assignment out of time accrued order if they are the only Flight Attendant legal, qualified, and available for that assignment.

**8.D.10.c.**
A Flight Attendant may receive an assignment out of time accrued order if this is the only assignment for which they are legal, qualified and available.

**8.D.10.d.**
The Company may deviate from the above procedures based on Paragraph H.8. below.

**8.D.10.e.**
A preference may not be honored if it would result in decreasing the number of assignments, or result in earlier departures being uncovered.

**8.D.10.f.**
In the event of a system failure or a major disruption to the integrity of the operation, the Company shall be allowed to process Reserve assignments in flight time accrued (TMAC) order with first-in-first-out (FIFO) order, then the higher seniority as the tiebreaker if necessary.

**8.D.11.**
Release to check-in: Reserves assigned as part of the Reserve Preferencing shall be released to check-in.

**8.E. POST-PREFERENCING PROCESSING AND RELEASE**

**8.E.1.**
Reserves who are not assigned within the Reserve Preferencing system may be either released from contact for the following day or assigned to the Ready Reserve list for the following day where they shall be placed in appropriate time accrued order in accordance with Paragraph C. above. If released, Reserves shall be so advised by the communications system referred to in Paragraph F. below. If only a portion of the Ready Reserves can be released, they shall be those at the bottom of the respective time accrued list.

**8.E.2.**
Excess Reserves will be released when the number of Reserves still available

is equal to or greater than the projected number of Flight Attendants needed for the following day.

**8.E.3.**
Reserves who do not receive an assignment as part of Reserve Preferencing may receive an assignment as part of a process to assign pairings which become available after Reserve Preferencing that have not been picked up by a Lineholder.

## 8.F. RECEIPT OF ASSIGNMENTS THROUGH THE PREFERENCING SYSTEM

**8.F.1.**
Assignments for Reserves shall be made available in the Company's scheduling system (currently CCS), no later than 1930 hours. All Reserves scheduled to be available the following day (except those currently working a pairing) must ascertain and acknowledge their assignment electronically by utilizing the automated means within the Company's scheduling system between 1930 and 2400. These assignments will be one of the following:

**8.F.1.a.**
A specific pairing. (The Flight Attendant is then free from contact.)

**8.F.1.b.**
The Ready Reserve List. (The Flight Attendant must then remain available for contact.)

**8.F.1.c.**
Release. (The Flight Attendant is then free from contact until the evening prior to their next available day.)

**8.F.1.d.**
A Standby assignment. (The Flight Attendant is then free from contact.)

**8.F.1.e.**
Reserve Flight Attendants who are given an assignment via the Company scheduling system will be given the pairing number, check-in time, termination time and date, and the open position(s) on the pairing. If the pairing is not contained in the monthly bid schedules, the Company will provide the information regarding the complete assignment including layover points, hotel and hotel telephone number, length of layover, length of duty day and scheduled return to Base.

**8.F.2.**
If a Reserve is unable to access their assignment via the Company's scheduling system, or the system malfunctions, the affected Reserve must call the crew desk for their assignment.

**8.F.3.**
Reserves who are working a pairing at the time the assignments referred to in this Paragraph are being made, will have their time accrued position based on their projected time accrued after completing the pairing. If they return after 2400 and did not receive an assignment as part of Reserve Preferencing, the Reserve should contact the crew scheduler upon arrival.

**8.F.4.**
A Reserve who is returning from sick leave status shall be treated as follows:

**8.F.4.a.**
If they check off sick leave prior to 1600, they will be given an assignment through the preferencing system via the 1930 automated means within the Company's scheduling system;

**8.F.4.b.**
If they check off sick leave between 1600 and 1930, they will be given an assignment via the 1930 automated means within the Company's scheduling system;

**8.F.4.c.**
If they check off sick leave after 1930 and up to 2400, an assignment will be given to them at the time of the call;

**8.F.4.d.**
A Flight Attendant checking off sick leave after 2400, shall be considered on sick leave for the calendar day.

## 8.G. READY RESERVE ASSIGNMENTS

**8.G.1.**
Ready Reserves shall be subject to call at any time within their Reserve Availability Period (RAP). They shall also be classified in accordance with above Paragraph C. These assignments shall be made as soon as practical in accordance with Section 8.K. and shall include layover hotel and telephone number if assigned to a pairing not published in the monthly bid packet. Every attempt shall be made to assign a Ready Reserve at least three hours (3:00) hours prior to report for duty.

**8.G.2.**
Independent of and separate from the Reserve Preferencing System, Ready Reserves will be permitted to express preferences for:

**8.G.2.a.**
Standby Reserve (RSB)*;

**8.G.2.b.**
Minimum Flying (RMF)*; or

**8.G.2.c.**
Maximum Flying (RTF)*, which will represent an automatic opt to over one hundred (100) hours for the applicable month; or

**8.G.2.d.**
Volunteering to be assigned into the first day off (RV1*); or

**8.G.2.e.**
Volunteering to be assigned into more than the first day off (RV2*); or

**8.G.2.f.**
No preference (RNP)*.
*Or future equivalent code.

**8.G.3.**
The Company will honor Ready Reserve preferences subject to the (1) application of all other Reserve assignment rules (e.g. within classification, time accrued within preference), and (2) the preferences not creating a time accrued imbalance problem.

**8.G.4. READY RESERVE AVAILABILITY PERIOD (RAP)**

**8.G.4.a.**
There shall be at least one (1) scheduled RAP in a calendar day.

**8.G.4.b.**
The availability window for each RAP shall be up to fourteen hours (14) hours.

**8.G.4.c.**
A Ready reserve shall not be required to be contactable outside of their RAP.

**8.G.5. PREFERENCING FOR READY RESERVE AVAILABILITY PERIODS (RAP)**

**8.G.5.a.**
The Company shall publish the start time for each RAP for the following day by 1500 the day prior.

**8.G.5.b.**
All RAPs shall begin on the hour or half hour.

**8.G.5.c.**
Reserve shall be able to preference for Reserve Availability Periods, for the following calendar day as part of the Reserve Preferencing process, including requesting a full day of availability.

**8.G.5.d.**
Flight Attendants shall be able to leave a standing preference bid for RAPs. The standing bid shall be used if the Reserve does not have a daily RAP preference bid on file.

**8.G.5.d.(1).**
Standing bids will allow for the following RAP start time parameters to be chosen in priority order:

**8.G.5.d.(1).(a).**
Early, 0000 to 0559

**8.G.5.d.(1).(b).**
Mid, 0600 to 1159

**8.G.5.d.(1).(c).**
Afternoon, 1200 to 1759

**8.G.5.d.(1).(d).**
Late, 1800 to 2359

**8.G.5.d.(1).(e).**
Full, 24:00 availability

**8.G.5.e.**
Following the Reserve Preferencing process to award pairings and stand-by assignments, but prior to 1930, all Reserves who are converted to Ready Reserve shall be assigned RAP or released pursuant to Paragraph 8.E., above. The order of assignment shall be based on:

**8.G.5.e.(1).**
Their indicated preference; and

**8.G.5.e.(2).**
Their number of days of availability, and

**8.G.5.e.(3).**
Being legal at the start of the RAP; and

**8.G.5.e.(4).**
The remaining RAPs that need to be filled for that day.

**8.G.5.e.(5).**
If all factors are equal, the assignment will be made in order of seniority.

**8.G.5.f.**
Only those Ready Reserves who have preferenced 24-hour availability will be assigned to 24-hour availability for the day.

**8.G.5.g.**
Ready Reserves assigned to a RAP may participate in Reserve Preferencing for the following day, however they will not be released to any assignment until they have been released from their RAP. If they are assigned to a pairing during their RAP, they will operate that pairing and their assignment for the following day will be removed from their line.

**8.G.5.g.(1).**
Ready Reserves assigned to an availability period during the Reserve Preferencing window for the next day will remain available for call for the remainder of their assigned availability period for the current day. Unless they are assigned to a pairing during the current days' availability period, at the end of that availability period, the Ready Reserve will be released to their next days' assignment.

**8.G.5.g.(2).**
A Ready Reserve who has participated in preferencing and has no further obligation to the Company for that day at the time the Reserve Preferencing Award is posted at 1930 shall be released to their next day's assignment.

## 8.G.6. READY RESERVE AVAILABILITY PERIOD (RAP) ASSIGNMENTS

**8.G.6.a.**
All Ready Reserves assigned to RAP shall be ordered according to the terms of paragraphs 8.C.1. and 8.C.2., above.

**8.G.6.b.**
Ready Reserves assigned to a RAP shall be assigned to pairings according to the terms of Paragraph 8.C.3., above, however in the case of overlapping RAPs the Company may deviate from the order in Paragraph 8.C.3., as necessary to make the most efficient use of Ready Reserves assigned to the availability periods that day.

**8.G.6.c.**
A Ready Reserve shall only be assigned open pairings with check-in time no more than three (3) hours after the end of the RAP.

**8.G.6.d.**
A Ready Reserve shall only be assigned a standby period that is scheduled to terminate no more than four (4) hours after the end of the RAP.

**8.G.6.e.**
At the start of their RAP, a Ready Reserve will check CCS (or its future equivalent) to determine if they have already received an assignment. The Ready Reserve shall be responsible for any assignment on their line at the start of the on-call period and upon acknowledgement of the assignment the Ready Reserve shall be released to report for the assignment. However, for any RAP starting before 8:00 am, the company shall make contact via Notiflyer or future equivalent for the assignment unless the reserve has already acknowledged the assignment through CCS.

**8.G.6.f.**
A Ready Reserve shall be automatically released at the end of their assigned RAP if they are not given an assignment.

**8.G.6.g.**
Not more than three (3) times per bid month, a Ready Reserve assigned to a RAP may have their RAP extended to remain on call up to an additional five hours (5:00). The extension will be first offered to Ready Reserves who have volunteered for extension by preferencing in advance. When a Ready Reserve volunteers for extension, that will not count towards the three (3) times maximum for the bid month. Notification of the extension will be no later than two hours (2:00) before the end of the RAP. In all cases, when a Ready Reserve extends their RAP they will receive three hours (3:00) of add pay.

**8.G.7.**
If a Ready Reserve cannot be assigned to any scheduled fourteen hours (14:00) RAPs during Reserve Preferencing due to legal rest, they will be assigned to go on call at the nearest half hour following the completion of legal rest, or at a time assigned by Scheduling, and will remain on call for up to fourteen hours (14:00).

**8.G.8.**
In the event a Flight Attendant is assigned to a RAP during Reserve Preferencing and is subsequently unable to go on call at the designated start of the RAP due to operational delays in their previous assignment, their RAP will be adjusted to start at the nearest half hour following the completion of legal rest and they will remain on call for up to fourteen (14:00) hours.

## 8.H. OTHER RESERVE ASSIGNMENT RULES

**8.H.1.**
Standby Reserve assignments may be made as part of the Reserve Preferencing window or to Ready Reserves when the assignment is made. Standby Reserve pay and credit will be given if specifically assigned as Standby Reserves or reassigned to Standby Reserve after arrival at the airport per Section 8.N. Standby Reserves should be assigned to the first available open pairing for which they are qualified not previously assigned when they are no longer needed as Standbys. Flight Attendants required to report to the airport and not assigned a pairing shall be released from duty to begin their legal rest.

**8.H.2.**
Reserves shall be placed on their respective list in time accrued order if they report for a flying assignment or for a Standby Reserve assignment but do not fly or if they are returning from training, publicity or promotional assignments, Company business assignments, vacation, Union business, or day at a time vacation.

**8.H.3.**
During their probationary period, a Reserve may be assigned to a pairing(s) on four (4) occasions out of time accrued order for the purpose of accomplishing inflight observations and/or training.

**8.H.4. AVAILABILITY FOLLOWING DAYS OFF**
A Reserve must be available for call at 0001 and shall be required to report for duty at 0400 or later, Home Domicile time, on the day following days off, vacation, personal drop, Union business, DIF, or day at a time vacation.

**8.H.5.**
Open positions with check-in times between 0001 and 0459, inclusive, that have become open after the Reserve preferencing window, will be assigned to Ready Reserves in compliance with Paragraph K.1. below.

**8.H.6. AVAILABILITY ON THE LAST DAY OF THE MONTH**
A Flight Attendant who is going on Reserve shall be available at 0001 for assignment to pairings that report for duty 0400 or later, Home Domicile time. A Flight Attendant going off Reserve may be assigned to pairings departing before midnight.

**8.H.7.**
If a Reserve Flight Attendant is deadheaded on a flight which is being worked by another Reserve Flight Attendant from the same Domicile, the deadheading Flight Attendant shall be scheduled out ahead of the Flight Attendant who worked the flight, provided they are on the same availability list.

**8.H.8.**
Reserve assignment procedures may be altered:

**8.H.8.a.**
To prevent drafting.

**8.H.8.b.**
To protect a Reserve Flight Attendant's first scheduled pairing.

**8.H.8.c. THE CHRISTMAS WISH LIST (CWL)**
At Christmas for three (3) days preceding and two (2) days following the holiday, Reserve Flight Attendants may indicate their choices for these days through the automated means provided by the Company. Whenever possible, Reserves shall be assigned pairings so that they may have the opportunity to be where they wish on this holiday in the order of their seniority.

**8.H.8.c.(1).**
Reserve Flight Attendants may preference up to four (4) layover stations where they want to layover on the holiday. If legal and available requests shall be awarded in seniority order.

**8.H.8.c.(2).**
Prior to the Reserve Preferencing Window, Crew Scheduling will process the CWL.

**8.H.8.c.(3).**
Starting at 1200 and concluding at 1445 Home Domicile time on the day prior, assignments shall be made by matching the available Reserves with open pairings according to their Christmas Wish List layover choices. If any of the listed choices are available, the most senior, legal Reserve requesting that layover will be awarded the trip.

**8.H.8.c.(4).**
Crew Scheduling will process the Open Trip file in the manner delineated above and grant as many wishes as possible.

**8.H.8.c.(5).**
Once all possible CWL requests have been awarded, Crew Scheduling will create a record of all granted CWL requests and will return to the daily reserve assignment procedures without further consideration of CWL requests for the assignment day.

**8.H.8.d.**
Whenever, in the opinion of the Company, open pairing coverage can be more effectively covered.

**8.H.8.e.**
When necessary to cover a Special Qualification pairing per 8.C.4.

**8.H.9.**
Except to avoid drafting, a Reserve shall be given only one (1) pairing assignment in a duty period in accordance with Section 8.I.3.b.

**8.H.10. PICKING UP OPEN TIME FOLLOWING DAYS OFF**

**8.H.10.a.**
Between 1300 and 1400 on the last day off before a block of days of availability, a Reserve shall have the ability to pick up a pairing from Open Time that departs on the following day.

**8.H.10.b.**
The pick-up process shall be automated and occur on a first-come-first-served instant basis.

**8.H.10.c.**
The pairing must have a check-in of 1000 or earlier.

**8.H.10.d.**
The pairing picked up must match the Reserve's days of availability classification, however, Crew Scheduling may waive this requirement.

**8.H.10.e.**
Upon successful pick-up of a pairing under this paragraph, the Reserve shall be considered assigned for the following day and is released to report for the pairing picked up.

## 8.I. SPECIAL RESERVE LEGALITIES

### 8.I.1. MINIMUM DAYS OFF

**8.I.1.a.**
A Reserve shall be relieved of all duties for twelve (12) calendar days in a bid month at their home Domicile.

**8.I.1.b.**
One block of at least four (4) days off on a Reserve line will be designated as "Set" unless the line has no blocks of four (4) or more days off, in which case the largest block of days off will be Set, e.g. if the largest block of days off in the Reserve line is three (3) days, a three (3) day block will be Set.

**8.I.1.c.**
Notwithstanding Paragraph I.1.b. above, no block of seven (7) or more days off may be designated as Set days.

**8.I.1.d.**
Under no circumstances may a Reserve be assigned into their Set block of days off.

**8.I.1.e.**
A day in a Set block of days off that is traded will no longer be Set unless it is placed at the end of a block of Set days.

**8.I.1.f.**
In blocks of days off other than the Set block of days off listed in Paragraph I.1.b. above, a Reserve may be assigned into their first day off as follows:

**8.I.1.f.(1).**
The Company will not assign a Reserve into their day(s) off if there is another Reserve in the Base who is legal and available to be assigned and able to report in accordance with the call-out procedures set forth in Paragraph K.2. below (including any Ready Reserve or Standby Reserve.)

**8.I.1.f.(2).**
A Reserve may be assigned into the first day off in a block of days off in the following order:

**8.I.1.f.(2).(a).**
Reserves volunteering to be assigned into their first day off;

**8.I.1.f.(2).(b).**
A Reserve in time accrued order who will be assigned into their first day off.

**8.I.1.f.(3).**
When a Reserve is assigned to work into their first day off in the block, whether voluntary or involuntary, they will be paid five hours (5:00) of add pay.

**8.I.1.g.**
In blocks of days off other than the Set block of days off listed in Paragraph I.1.b. above, assignments for more than the first day off in a block of days off will be as follows:

**8.I.1.g.(1).**
The Company will not assign a Reserve into their day(s) off if there is another Reserve in the Base who is legal and available to be assigned and able to report in accordance with the call-out procedures set forth in Paragraph K.2., below (including any Ready Reserve or Standby Reserve.)

**8.I.1.g.(2).**
Assignments into the second or third days off will be pursuant to the order of assignment in Section 7.S. The order of assignment among Reserves covered by Section 7.S.3.h. shall be as follows:

**8.I.1.g.(2).(a).**
Reserves volunteering to be assigned into two (2) or more days in a block of days off.

**8.I.1.g.(2).(b).**
A Reserve in time accrued order who will be assigned into two (2) or more days in a block of days off.

**8.I.1.g.(3).**
When a Reserve is assigned to work into two (2) or more days in a block of days off, whether voluntary or involuntary, in addition to their regular pay, they will receive add pay equal to the actual value of the trip they fly.

**8.I.1.h. RESTORATION OF RESERVE DAYS OFF**

**8.I.1.h.(1).**
When a Reserve is reassigned into a day(s) off, the day(s) off will be restored at the end of the block of days off; or

**8.I.1.h.(2).**
Notwithstanding above Paragraph 8.I.1.a. above and Section 6.P.1.b., if the day(s) off are at the end of the month and there are no days available to restore, they will be restored on the next Reserve availability days in the following month if the Flight Attendant is on Reserve, or the day(s) off will be restored according Section 7.R., Restoration of Days Off for Lineholders. The Company may not make assignments that would require more than two (2) days to be restored in the following month under the terms of this Paragraph.

**8.I.1.h.(3).**
A Reserve may not be assigned into a day(s) off that has been restored.

**8.I.1.i.**
At its discretion, the Company may build Reserve lines with up to sixteen (16) calendar days off in a month, subject to a proportionate reduction in guarantee.

**8.I.1.j.**
The manner in which these days off are sequenced will be determined by each Domicile except that such sequences must provide for at least one (1) calendar day off during any seven (7) consecutive days. The Local Union Schedule Committee may recommend sequences of Reserve days off which normally will be utilized if they do not result in a need for additional Reserves or, in the opinion of Inflight Scheduling, create or compound a potential coverage problem. Such days off shall be assigned prior to the beginning of each month and shall be shown on their schedule for the month.

**8.I.1.k.**
No later than three (3) days prior to the schedule change, a Reserve who was assigned a line with the number of days off exceeding the monthly applicable minimum may, at their option, contact Crew Scheduling to be assigned additional days of availability and have their Reserve guarantee adjusted. Crew Scheduling shall add days of availability to restore the Reserve's minimum days off, per Paragraph I.1.a. above. Crew Scheduling shall consider the Flight Attendant's preference as to which day(s) of availability to restore.

**8.I.1.l.**
Reserve calendar days off are from midnight to midnight. When a Reserve has an assignment that carries into their day off past midnight, they shall be given the remainder of the day off and shall have their day off restored in accordance with 8.I.1.h.

**8.I.1.m.**
Reserve lines of flying may be scheduled for a maximum number of consecutive days of availability necessary to fly the International pairings assigned to a Domicile. A maximum of 50% of a Domicile's Reserve lines of flying may be scheduled for a maximum number of consecutive days of availability necessary to fly international pairings assigned to another Domicile. In no case may the consecutive days of availability exceed the longest trip length by more than two (2) days.

**8.I.2. ONE IN SEVEN LIMITATIONS**

**8.I.2.a.**
Relief from all duty and Company obligations for not less than one (1) calendar day shall be provided for each Reserve at the home Domicile at least once during any seven (7) consecutive days.

**8.I.2.b.**
If, as a result of a Reserve Flight Attendant's schedule selection, they have not been provided with one (1) calendar day off in a seven (7) day period, one (1) of the other scheduled days off may be used to provide for the required one (1) calendar day off in a seven (7) day period. The Flight Attendant may indicate preferences as to which day will be used for this purpose and such preferences will be considered, if possible.

**8.I.2.c.**
For the purpose of complying with the one in seven limitation, a Reserve may be released from a day of availability. The Company may not release a Ready Reserve on a holiday (as defined in Section 2.Q.), other than the Flight Attendant's birthday holiday.

**8.I.2.d.**
The provisions of Paragraph 2.a. above, may be waived by the Flight Attendant on an actual basis.

**8.I.2.e.**
In the event a Reserve Flight Attendant is assigned to an International pairing of more than six (6) days in duration, the One in Seven limitation will be met by providing one (1) twenty-four (24) hour period free from duty at an away from Domicile point, provided that:

**8.I.2.e.(1).**
The International pairing to which the Reserve Flight Attendant is to be assigned was included in the pairings available for bid for that month or is an additional position on a pairing available for bid for that month.

## 8.I.3. LEGAL REST PROVISIONS AT THE HOME DOMICILE

**8.I.3.a.**
Twelve (12) hours free from duty at the home Domicile shall constitute the minimum legal rest for Reserves. In addition, following an international pairing, a Reserve shall be provided the rest specified for the pairing in Section 6.V.2.

**8.I.3.b.**
A Reserve who returns to the home Domicile at the end of a pairing, or who completes a Standby Reserve assignment, shall immediately check CCS to determine their status. In the event there is no updated status in CCS, the Reserve shall immediately contact the crew scheduler by phone or electronic means. The Reserve's status will be one of the following:

**8.I.3.b.(1).**
The Reserve's legal rest will commence as specified in Section 6.Q.6.

**8.I.3.b.(1).(a).**
When blocking in electronically, the Reserve will be required to acknowledge the following message displayed in the CCS Reserve Block In page: "Reserve Block In - Released; You are released to legal rest."

**8.I.3.b.(2).**
The Reserve will be given a second assignment within the same duty period to avoid drafting.

**8.I.3.b.(2).(a).**
When attempting to block in electronically, the Reserve will be required to acknowledge the pairing modification and will not be able to block in until the debrief time of the updated arrival flight segment, or will be required to acknowledge the following message displayed in the CCS Reserve Block In page: "Reserve Block In - Call; Please call Crew Scheduling."

**8.I.3.b.(3).**
The Reserve will be assigned in accordance with time accrued order and legal rest provisions to a pairing departing within fifteen (15) hours.

**8.I.3.b.(2).(a).**
When attempting to block in electronically, the Reserve will be required to acknowledge the pairing modification and will not be able to block in until the debrief time of the updated arrival flight segment, or will be required to acknowledge the following message displayed in the CCS Reserve Block In page: “Reserve Block In - Call; Please call Crew Scheduling".

**8.I.3.c.**
Upon release to crew rest, Scheduling will only contact a Reserve during the last hour of the crew rest period at home Base. If the Company contacts Flight Attendants before the last hour of the rest period, the Company shall restart the rest period from the point at which the improper contact was made.

## 8.I.4. THIRTY-FIVE (35) IN SEVEN (7) LIMITATION

**8.I.4.a.**
A Reserve may not be scheduled to exceed thirty-five (35) flight hours in any seven (7) consecutive twenty-four (24) hour periods. Scheduled flight time not flown due to absences (e.g., vacation, sick leave) will not be a consideration in the application of this Paragraph. These provisions may be waived by an individual Flight Attendant.

**8.I.4.b.**
The thirty-five-in-seven (35-7) rule shall not apply to International pairings.

## 8.J. TRADING RESERVE DAYS OFF AND PAIRINGS

**8.J.1.**
A Reserve may only trade a with another Reserve in their Base.

**8.J.1.a.**
Trades may be done anytime during the month, however, the request must be made at least one (1) calendar day Home Domicile time prior to the first reserve day to be traded.

**8.J.1.b.**
Throughout the month Reserves may trade an unlimited number of reserve days off with the Reserve availability pool.

**8.J.1.c.**
Reserves must maintain availability for the shortest trip in their Base’s monthly packet or three (3) days, whichever is greater.

**8.J.1.d.**
Minimum Reserve coverage will be determined by Scheduling Reserve pool trades will start with the trip trading window(s).

**8.J.2.**
Once a Reserve has been assigned a pairing, they shall have the ability to trade with another Flight Attendant for a pairing:

**8.J.2.a.**
of the same number of days;

**8.J.2.b.**
departing on the same day;

**8.J.2.c.**
If the trade is between a Reserve and a Lineholder, the pairing credit time cannot differ by more than two (2) hours; and

**8.J.2.d.**
A Reserve who picks up additional time will be considered to have opted to over one hundred and five (105) hours for the applicable month.

**8.J.3.**
Once a Reserve has been assigned a pairing, they shall have the ability to trade a pairing for days off with a Lineholder. The Reserve guarantee shall be reduced based on the number of availability days vacated. If a multi-day trip is vacated by a Reserve pursuant to this Paragraph, the Reserve may contact Scheduling to restore Reserve days and guarantee for all days of the vacated trip, except the first day.

## 8.K. NOTICE OF ASSIGNMENT

**8.K.1.**
A Ready Reserve shall be given fifteen (15) hours' notice at the Domicile point before check-in time except that when the need for a Reserve cannot be determined at least fifteen (15) hours in advance of the check-in for flight, a lesser notice may be given.

**8.K.2.**
Every attempt shall be made to assign a Ready Reserve at least three hours (3:00) prior to report. A Reserve receiving less than three (3:00) hours' notice to report will attempt to make the assignment.

**8.K.3.**
Except for periods of relief from duty provided in Section 6, and the application of provisions of 8.G. as they pertain to RAPs, a Ready Reserve will be subject to contact at any time and must be available by keeping the Company advised of where they can be reached.

**8.K.4.**
Ready Reserve Flight Attendants may contact Scheduling once a day about their status and/or to request a release from Reserve duty. An available Reserve may be released from contact for a period of time with the approval of the crew scheduler.

**8.K.5.**
A Reserve may provide one (1) alternate contact at a time.

**8.K.6.**
If a pairing is assigned to a Reserve and then subsequently reassigned to a Lineholder, the crew scheduler will attempt to contact the Reserve immediately.

**8.K.7.**
If a Reserve is required to report to the airport for a flight assignment and that assignment cancels and they are required to remain for a later assignment, they shall be covered by the Standby Reserve provisions of Paragraph N. of this Section.

**8.L. PICKING UP OPEN FLYING**

**8.L.1.**
Consistent with Section 7.S.3.d., a Reserve may, at their option, pick up open flying on or into scheduled days off on a once a month basis, or in order to prevent drafting. A Reserve may only pick up a pairing which is scheduled to return to the home Domicile in time for a legal rest prior to 0700 of the next scheduled Reserve day. However, with the approval of the Company, a Reserve may pick up a pairing which makes them illegal for the next scheduled Reserve day or flies them into the next Reserve day. Any assignment thereafter will have to meet all legality rules, as applicable.

**8.L.2.**
A Reserve may also pick up a white flag or purple flag pairing per Section 4.B.2. and 3., on their scheduled days off, subject to the rules set forth in above Paragraph 1.

**8.L.3.**
When a Reserve picks up an open pairing on scheduled day(s) off, there will be no restoration of minimum days off.

**8.L.4.**
A Reserve picking up a pairing on a day off shall receive pay for the pairing. The pairing credit will not count towards the Reserve guarantee, monthly maximums, or time accrued. Such pay shall be paid to the Reserve in addition to any applicable Reserve guarantee.

**8.M. PICKING UP TIME FROM OTHER FLIGHT ATTENDANTS**
Except as provided in Paragraph L. above, a Reserve shall not be allowed to pick up Company Open Time, but shall be allowed to pick up pairings from other Flight Attendants on days off as follows:

**8.M.1.**
A Reserve who has been released by Crew Scheduling on their last day of availability may pick up, drop and trade pairings from other Flight Attendants. A Reserve may only pick up a pairing that is scheduled to return to their home Domicile in time for a legal rest prior to 0400 of their first scheduled Reserve day. A Reserve who does not receive minimum legal rest at home as a result of operational irregularities with the pairing picked up shall be deemed to have voluntarily reduced their legal rest at home Base down to the minimum legal rest provided for in Section 6, if necessary.

**8.M.2.**
A Reserve picking up a pairing on a day off shall receive pay for the pairing. The pairing credit will not count towards the Reserve guarantee, monthly maximums, or time accrued. Such pay shall be paid to the Reserve in addition to any applicable Reserve guarantee.

**8.M.3.**
When a Reserve picks up a pairing(s) on scheduled day(s) off, there will be no restoration of days off.

## 8.N. STANDBY RESERVE

**8.N.1.**
When a Reserve Flight Attendant is required to report to the airport without a specific flight assignment on a Standby Reserve basis or when a Reserve Flight Attendant is reassigned to Standby Reserve after arriving at the airport, the duty time shall begin at the time they report and shall terminate at release time or one (1) hour before departure time of an assigned pairing. A Flight Attendant will receive one-half (1/2) pay and flight time credit while on standby status, provided that if they do not fly during said duty period, they shall receive a minimum credit of five (5) hours for flight time limitations and pay purposes. Adequate rest accommodations shall be provided during the standby period.

**8.N.2.**
A Flight Attendant on Standby Reserve shall be released from standby duty no later than four (4) hours from the time they report for duty, or will be assigned a pairing which departs no later than five (5) hours from commencement of the duty period, except to avoid drafting.

**8.N.3.**
Flight Attendants will be assigned Standby Reserve in time accrued order from the appropriate availability list and will be entitled to Standby Reserve pay and credit if specifically assigned as Standby Reserve, or if after reporting for duty are subsequently reassigned to standby.

**8.N.4.**
A Standby Reserve who is required to report to the airport and actually flies, shall receive one-half (1/2) pay and flight time credit for the standby time in addition to any assigned flight time.

**8.N.5.**
Reserves on Standby Reserve should be assigned to the first available open pairing not previously assigned for which they are qualified, when they are no longer needed as standbys.

**8.N.5.a.**
Flight Attendants required to report to the airport as Standby Reserves, including Out of Base Standbys, and not assigned a pairing will be placed on their appropriate availability list in the order below. A Standby Reserve who is not given a flight assignment shall be released from duty to begin their legal rest.

**8.N.5.a.(1).**
Days of Availability;

**8.N.5.a.(2).**
Check-In Time;

**8.N.5.a.(3).**
TMAC

**8.N.5.a.(4).**
FIFO

**8.N.5.a.(5).**
System Seniority

**8.N.5.b.**
The Company may deviate from the order in paragraph 8.N.5.a., as necessary to make the most efficient use of Standby Reserves. Reasons the Company may deviate from this order include, but are not limited to, avoiding assigning Reserves into days off; efficient use of days available remaining in the schedule month; efficient use of Special Qualifications; utilizing a Reserve who checked in early for an Standby assignment where there is an immediate need.

**8.N.6. OUT OF BASE STANDBY RESERVE**
When the Company determines a need to provide coverage, Reserves may be assigned to sit Standby Reserve in a Base other than their home Base subject to the following:

**8.N.6.a.**
The Reserve may be assigned to work or deadhead into the Base requiring Standby Reserves;

**8.N.6.b.**
Upon arrival at the visiting Base, the Reserve shall immediately contact Scheduling to be advised of an assignment to a pairing, or the period(s) they are to sit Standby Reserve, or whether they are released to legal rest;

**8.N.6.c.**
A Reserve may be required to work/deadhead to/from their Base and sit Standby as an out of Base Standby Reserve in the same duty period, subject to the following:

**8.N.6.c.(1).**
They shall be paid in accordance with the terms of Section 6.A. for any flying in the duty period, except as noted in (3) below;

**8.N.6.c.(2).**
Paragraphs N.2., N.3., N.4., N.5. and N.7. shall apply;

**8.N.6.c.(3).**
If the Reserve is not given an assignment during the Standby period, they will receive the greater of pay and credit under the terms of Section 6.A., or the value of flying actually flown in the duty period plus four hours (4:00) pay and credit for the time spent sitting standby.

**8.N.6.d.**
A Reserve who only has an out of Base Standby Reserve assignment in a duty period shall be covered by this Paragraph N.

**8.N.6.e.**
Pairings assigned to an out of Base Standby Reserve shall be scheduled to terminate in their home Base.

**8.N.6.f.**
If an out of Base Standby Reserve is not assigned a pairing during their last period of standby, they shall be returned to their Base by the most direct route in accordance with the parameters delineated in 7.Q.5.

**8.N.6.g.**
Out of Base Standby pairings shall be built as round-pairings containing scheduled out of base standby periods.

**8.N.6.h.**
A Reserve may only be assigned one (1) standby position per duty period.

**8.N.7.**
A Standby Reserve shall be limited to four (4) pre-boarding assignments per standby. Upon completion of the fourth pre-board, the Standby Reserve shall be released from Standby duty. Standby Reserve Flight Attendants who are given a pre-boarding assignment that extends beyond the four (4) hour standby period will be paid and credited with one hour (1:00) toward their line value in addition to their minimum credit of five (5) hours specified in Paragraph N.1. above. A Reserve given a pre-boarding assignment which extends after the end of the standby period will be released at the end of the standby assignment and in no event will be required to stay beyond one (1) hour after the conclusion of the standby period.

**8.N.7.a.**
A pre-boarding assignment shall include the pairing number and the work position.

## 8.O. MISCELLANEOUS

**8.O.1. CALL OUT PAY**
A Reserve Flight Attendant who reports for duty and is subsequently released shall receive two hours (2:00) call-out pay and flight time credit. A Flight Attendant shall not be entitled to receive both Standby Reserve pay and call-out pay for the same duty period.

**8.O.2.**
One hundred (100) hours of credited flight time shall constitute the maximum for a Reserve Flight Attendant in a month. At the time a Reserve bids a Reserve line, they shall indicate whether they elect to be governed by one hundred and five (105) hours or over one hundred and five (105) hours for the month. Additionally, a Reserve may opt any time during the month.

**8.O.3.**
The Company shall maintain and make available by automated means to the Flight Attendants in each Domicile, daily open flying records which will include a description of all open pairings including standby positions and the names of the person(s) assigned to such pairings. These shall include records currently known as "Reserve Time", "Reserve Availability" and "Reserve Assigned."

**8.O.4.**
All Reserves will be given round-trip assignments. Assignments may contain both flight segments and periods of Standby Reserve.

**8.O.5.**
Reserves will automatically be released from duty at 1600 local time prior to a Set day off, unless prior assignment has been made.

**8.O.6.**
A Reserve shall not be deemed unavailable for contact unless Crew Scheduling has made three (3) calls over thirty (30) minutes spaced approximately ten (10) minutes apart.

**8.O.6.(a).**
Alternatively, a Flight Attendant may choose to receive text messages in lieu of phone calls.

**8.O.6.(b).**
A Flight Attendant shall have ten minutes (:10) following the last contact (call or text) from Crew Scheduling to respond or be deemed unavailable for contact.

**8.O.7.**
Subject to Company agreement, a Reserve Flight Attendant who loses a duty day(s) due to illness, injury or emergency drop will be allowed to make up the lost day(s) on their remaining day(s) off that month. The day(s) on which the makeup occurs is subject to mutual agreement. When a lost day is made up in this manner the value of a Reserve day for that month will be returned to the Flight Attendant's Reserve guarantee.

**8.O.8.**
At the time a Reserve Flight Attendant becomes a Lineholder they will remain on Reserve status until released by Scheduling. This will occur at the end of the last pairing assignment of the bid month in which they are a Reserve Flight Attendant or on the last day of the month, whichever is later. No days off are restored as a result of carry-over trips unless the resulting loss reduces the Flight Attendant's days off below the applicable minimum. In cases where a Lineholder is returning to Reserve duty all conflicting days off will be restored so that the published amount of days off remains.

**8.O.9.**
Reserve Flight Attendants are required to carry their passports during any trip/ Standby Reserve except during passport surrender provisions delineated in Section 3.U.4.

# SECTION 9
# SPECIAL QUALIFICATION FLIGHT ATTENDANTS

**9.A.**
The Company has established the International Purser to provide onboard leadership responsibilities on certain flights in accordance with the following terms.

## 9.B. GENERAL RULES REGARDING THE PROGRAMS

**9.B.1.**
International Pursers shall not be management positions and shall not issue discipline or perform the duties generally exclusive to supervisors/management.

**9.B.2.**
International Pursers shall be selected from Flight Attendants in the Base where the International Purser position is needed in accordance with the processes outlined in Paragraph 9.D.2. below.

**9.B.3.**
A Flight Attendant must be able to hold a position in a Base in order to be able to hold an International Purser position in that Base.

**9.B.4.**
International Pursers shall be subject to furlough or Base reduction based on their Flight Attendant bid seniority.

**9.B.5.**
International Purser vacations shall not be bid and awarded separately. International Pursers shall bid and be awarded vacations in conjunction with vacation bidding/awards for non-International Purser Flight Attendants in their Base.

**9.B.6.**
An International Purser on furlough shall retain their leadership designation upon return to active status, but may be required to attend International Purser training prior to flying an International Purser assignment.

**9.B.7.**
The Company shall not require International Pursers to have a language qualification.

**9.B.8.**
International Purser Flight Attendants shall use their Flight Attendant bid seniority for all competitive bidding purposes.

## 9.C. TRAINING

**9.C.1.**
International Purser training shall be provided to Flight Attendants who are accepted into the International Purser Program.

**9.C.2.**
In order to become an International Purser, the Flight Attendant must successfully pass the required training. Thereafter, an International Purser must

attend and pass all required training in order to remain qualified.

## 9.D. INTERNATIONAL PURSER POSITION

**9.D.1.**
In addition to regular Flight Attendant duties, an International Purser shall perform additional duties, including:

**9.D.1.a.**
Providing leadership and assistance to Flight Attendants throughout the flight; and

**9.D.1.b.**
Coordinating and directing service delivery during all phases of flight; and

**9.D.1.c.**
Acting as the primary liaison between the Captain and crew; and

**9.D.1.d.**
Conducting pre-flight briefings for all Flight Attendants at the beginning of the pairing; and

**9.D.1.e.**
Being responsible for the coordination, leadership, and direction of the cabin crew in accordance with Company service standards; and

**9.D.1.f.**
Being responsible for all briefings; and

**9.D.1.g.**
Assisting the Flight Attendants in the performance of their responsibilities, the preparation and handling of all required forms, reports and documentation, and for announcements on the public address system on board the aircraft.

**9.D.1.h.**
The Company shall publish the International Purser leadership responsibilities in the Policy and Procedures Manual and the job description/application.

### 9.D.2. ELIGIBILITY FOR AND SELECTION INTO INTERNATIONAL PURSER POSITION:

**9.D.2.a.**
A Flight Attendant must have the following qualifications in order to be selected into the International Purser Program:

**9.D.2.a.(1).**
A minimum two (2) years of active service as a Company Flight Attendant;

**9.D.2.a.(2).**
Not currently in the discipline process; and

**9.D.2.a.(3).**
Based in the Base posting the International Purser vacancy.

**9.D.2.b.**
Flight Attendants applying for International Purser positions shall be interviewed and selected by the Company at its discretion based on published, objective criteria, which may include but not be limited to quality of work performance, attendance, aptitude, and seniority.

**9.D.2.c.**
The Company shall offer International Purser qualification training in seniority order, by Base, to those individual Flight Attendants who have been selected for International Purser positions.

## 9.D.3. SCHEDULING RULES FOR INTERNATIONAL PURSERS

**9.D.3.a.**
International Pursers will use their Flight Attendant bid seniority for all competitive bidding purposes.

**9.D.3.b.**
International Purser check-in and release times shall be the same as for non-International Purser Flight Attendants.

**9.D.3.c.(1).**
If an International Purser is not available, the open position shall be filled in accordance with Section 7.N.6.

**9.D.3.c.(2).**
The crew list on the pairing display shall indicate that the position was picked up from open time.

**9.D.3.d.**
International Pursers may only trade International Purser trips with other International Pursers.

## 9.D.4. REMOVAL AND RESIGNATION FROM THE INTERNATIONAL PURSER PROGRAM

**9.D.4.a.**
The Company may require an International Purser to remain in the International Purser Program for not more than twelve (12) months from their entry into the Program.

**9.D.4.b.(1).**
The Company may remove an International Purser from the Program for cause, pursuant to Paragraph (2) below, including poor work performance. If the Flight Attendant later wants to participate in the International Purser Program, they must reapply.

**9.D.4.b.(2).**
Poor work performance as an International Purser that could lead to removal from the Program will result in an informal performance review. The Company will subsequently observe performance and offer reasonable assistance, if necessary, to improve performance to a satisfactory level. If, after the above steps have been exhausted, the International Purser still fails to meet expectations, the International Purser will be disqualified.

**9.D.4.c.**
An International Purser may resign from the Program by providing the Company electronic notice through the process designated by the Company not fewer than two (2) bid months prior to the effective date of their resignation.

**9.D.4.d.**
An International Purser may rescind their resignation by providing the Company written/electronic notice through the process designated by the Company at least one bid period prior to the effective date of their resignation.

**9.D.4.e.**
If an International Purser leaves the Program voluntarily and in good standing, e.g. an International Purser has worked in the Flight Service Leader Program for at least twelve (12) months, they may retain the International Purser designation for five (5) years, provided that they complete all required training to maintain their International Purser qualification.

## 9.E. INTERNATIONAL PURSER DESIGNATED FLIGHTS

The Company shall designate certain flights as International Purser flights. The Company shall provide Flight Attendants with advance notice in the bid packets of the flights with the International Purser designation. At a minimum the Company shall designate wide body and narrow body International flights, as defined in Section 2.S., as International Purser flights.

**9.F.**
If an International Purser is reassigned from an International Purser position to a non-International Purser position, they will be paid the greater of the value of the original trip including the applicable International Purser override or the value of the reassignment.

## 9.G. LANGUAGE QUALIFIED FLIGHT ATTENDANTS

### 9.G.1. GENERAL RULES

**9.G.1.a.**
A Language Qualified Flight Attendant (“LQ Flight Attendant”) is a Flight Attendant who has been qualified in accordance with Company standards and the Agreement. LQ Flight Attendants shall be used to perform Flight Attendants duties using the designated language as necessary to provide customer service, translation, assisting in completion of customs and immigration forms, and other necessary duties in markets designated by the Company. LQ Flight Attendants shall make announcements over the public address system on the flight as directed by the International Purser or Purser, as applicable.

**9.G.1.b.**
There is no limit on the number of languages in which a Flight Attendant may become Language Qualified.

**9.G.1.c.**
Language Qualified positions shall be filled by Flight Attendants on the System Seniority List who are qualified in the appropriate language. The Company may grant transfers to Flight Attendants as needed in order to fill Language Qualified positions. If the Company is unable to fill required Language Qualified positions after exhausting transfers, the Company may hire Flight Attendants who are qualified to fill the positions.

**9.G.1.d.**
Once designated as Language Qualified, a Flight Attendant shall maintain the qualification regardless of their bidding location.

**9.G.1.e.**
LQ Flight Attendants shall use their Flight Attendant bid seniority for all competitive bidding purposes. LQ Flight Attendants shall bid and be awarded their vacations in conjunction with vacation bidding/awards for all other Flight Attendants in their Base.

**9.G.1.f.**
The Company shall not establish Language Qualified positions to cover flying out of Bases without Language Qualified positions in other geographic locations, except to the extent that the Company does so in order to address scheduling needs.

**9.G.1.g.**
Language Qualified Flight Attendants shall be subject to furlough based on their Flight Attendant bid seniority.

**9.G.2. TRAINING PROGRAM**

**9.G.2.a.**
The Company shall make language training available through a program approved by the Company. Flight Attendants must obtain pre-approval from the Company in order to attend the language training program.

**9.G.2.b.**
Provided that a Flight Attendant passes the proficiency test described in Paragraph 9.G.3. below, the Company shall pay their tuition costs, the cost of required materials, parking fees, if any, and per mile expenses as provided in Company policy to and from the location of the approved language training.

**9.G.3. PROFICIENCY TESTING FOR LANGUAGE QUALIFICATION**

**9.G.3.a.**
In order to become Language Qualified, a Flight Attendant must pass a test demonstrating a minimum level of language proficiency as determined by the Company. Proficiency testing shall be conducted by a third party; however, the Company shall have the ability to perform the testing itself provided that the Company adheres to standards of reliability and uniformity in testing comparable to a third party provider.

**9.G.3.b.**
Once designated as Language Qualified, the Company may re-test a Flight Attendant based upon credible information that they lack the minimum level of proficiency required by the Company.

**9.G.3.c.**
A Flight Attendant who fails to pass initial testing or re-testing may avail themselves of the Company language training program as set forth in Paragraph 9.G.2. above, and re-apply to the Language Qualified Program. Re-testing after failure shall be made available not more than once every six (6) months.

## 9.G.4. ENGLISH PROFICIENCY TESTING

**9.G.4.a.**
The Company may test a Flight Attendant based upon credible information that they lack the minimum level of English proficiency required by the Company. Proficiency testing shall be conducted by a third party; however, the Company shall have the ability to perform the testing itself provided that the Company adheres to standards of reliability and uniformity in testing comparable to a third party provider.

**9.G.4.b.**
A Flight Attendant who fails to pass the English proficiency test may avail themself of the Company language training program as set forth in Paragraph 9.G.2. above, and re-test following training.

## 9.G.5. SCHEDULING RULES

**9.G.5.a.**
The Company may designate the number of Language Qualified positions on each flight, including charters, which can be awarded only to Language Qualified Flight Attendants. The maximum number will be:

| Aircraft | LQ Positions |
|---|---|
| A-319, A-320, 737-700, 737-800, 737-900 | 1 |
| 757-200, 757-300 | 2 |
| 767, 777-200/300, 787-8/9/10, and A-350 | 3 |

**9.G.5.a.(1).**
The work location of the LQ positions on the aircraft will be identified in the bid packets.

**9.G.5.a.(2).**
The Company will confer with the Union regarding the maximum number of LQ positions prior to placing new equipment into service.

**9.G.5.b.**
Language Qualified Flight Attendants shall use their Flight Attendant bid seniority for all competitive bidding purposes.

**9.G.6.**
The Company may reassign Language Qualified Flight Attendants based upon operational needs. If reassigned from a Language Qualified position to a non-Language Qualified position, they will be paid the greater of the value of the original trip including the applicable Language Qualified override or the value of the reassignment.

## 9.G.7. LANGUAGE INCENTIVE PAY (“LIP”)

**9.G.7.a.**
The identification of additional language needs will not prevent any Flight Attendant(s) from bidding on or being awarded these pairings.

**9.G.7.b.**

An International Purser/Purser may approve the payment of the LIP override for Flight Attendant(s) working a non-designated LIP flight based on the special circumstances of the flight.

## SECTION 10
## AMC/CRAF OPERATION

All provisions of the Agreement, except as modified or excepted by this Section, shall apply to the Flight Attendants assigned to an AMC/CRAF pairing(s).

### 10.A. DEFINITIONS

**10.A.1.**
"AMC Operation" means any flights regardless of the nature of the payload transported, all or part of which are conducted in accordance with any contract made between United Airlines, Inc. and the Air Mobility Command for operation outside the continental limits of the United States (excluding Hawaii and Alaska) but shall not include the Company's certified service or commercial charter service.

**10.A.1.a.**
The term Civil Reserve Air Fleet ("CRAF") for the purpose of this Section means all flight operations conducted in accordance with the agreement between United Airlines and the Department of Defense but shall not include the Company's certificated service or commercial charter service of any other government operation.

**10.A.2.**
Any government operation conducted solely within the continental limits of the United States (excluding Hawaii and Alaska) shall not be considered flight time under this Section. Flight Attendants assigned to flights which require exemption under Sub chapter C-49CFR shall be provided the protection established in Paragraphs C, D, E, and F.

### 10.B. ADDITIONAL COMPENSATION

**10.B.1.**
In addition to the regular compensation, a Flight Attendant shall be paid an override of $5.00 for each hour or portion thereof flown or credited.

**10.B.1.a.**
In addition to the regular compensation, Flight Attendants engaged in an aero medical operation shall be paid an override of $7.00 for each hour or portion thereof flown or credited.

**10.B.1.b.**
Flight Attendants will be paid either under 10.B.1. or 10.B.1.a., depending on the type of flying, but not both.

**10.B.2.**
The maximum scheduled and actual duty times of Section 6.S. may be extended by the Company as necessary up to the FAR duty time maximums.

**10.B.3.**
Scheduled international AMC pairing(s) that exceed the limitations provisions of Section 6.S. of the Agreement, will receive additional pay at the Flight Attendant's regular rate of pay for each hour or portion of an hour actually on duty in excess of those limitations, in accordance with Sections 6.X.2. and 3.

**10.B.4.**
Scheduling will apply the override described above based on scheduled duty time. Such compensation is for pay purposes only and may not be used to offset any other guarantees.

**10.C. DEATH BENEFITS**
In the event of the death of any Flight Attendant while assigned to an AMC pairing or in the event of death of any Flight Attendant resulting from injury or disease received while assigned to an AMC pairing, the Company shall pay or cause to be paid, subject to the conditions of Paragraph G. below, $150,000 to the beneficiary or beneficiaries in the order and manner named in the last Group Life Insurance certificate issued for such Flight Attendant. Such death benefit shall be paid either in a lump sum or in installments, as the Flight Attendant may, in writing, direct. Such benefits shall be in addition to the benefits prescribed in the Company's Flight Attendant Group Life Insurance and Group Accident-Sickness and Dental Insurance Program.

**10.C.1. PERSONAL LIFE INSURANCE PROTECTION**
The Company shall protect a Flight Attendant from any reduction in their commercially available personal life insurance benefits which may result from their assignment to AMC Operations up to a maximum of $500,000 of total personal life insurance coverage.

**10.D. PERMANENT TOTAL DISABILITY**
In lieu of death benefits described in Paragraph C. above, in the event of the permanent total disability of a Flight Attendant resulting from injury or disease received while assigned to an AMC pairing, the Company shall pay or cause to be paid, subject to the conditions of Paragraph G. below, compensation in the sum of $150,000, or in the event of permanent total disability caused by hostile action of a representative of any government while the Flight Attendant is outside the United States during assignment to an AMC pairing. Such compensation shall be paid either in a lump sum or in installments, as the Flight Attendant may, in writing, direct. The loss of, or the loss of use of, both hands, or both arms, or both feet, or both legs, or both eyes, or any two thereof, shall constitute permanent total disability for the purpose of this Paragraph. In all other cases under this Paragraph, permanent total disability shall be determined in accordance with the facts. Such benefits shall be in addition to the benefits prescribed in the Company's Flight Attendant Group Life Insurance and Cooperative Group Life and Group Accident/Sickness and Dental Insurance Program.

**10.E. PERMANENT DISABILITY OTHER THAN TOTAL**
In the event of permanent disability other than permanent total disability of a Flight Attendant resulting from injury or disease received while assigned to an AMC pairing, the Company shall pay or cause to be paid, subject to the conditions of Paragraph G. below, for a period of not less than twelve (12) months commencing with the date of incurrence of disability, the amount each month during such period by which the minimum pay provided for in Section 4.A , and Paragraph 10.B. above, exceeds the sum of (a) the amount to which such Flight Attendant is entitled under Section 13.F., and (b) the amount of pay received for such month in the same or other employment with the Company. Under the conditions of this Paragraph, a Flight Attendant's pay shall be calculated on the basis of seventy-two (72) credited hours per month.

## 10.F. WORKERS' COMPENSATION BENEFITS

Workers' Compensation Benefits shall be provided by the Company for all Flight Attendants assigned to an AMC pairing in accordance with the provisions of Section 13.F. The monetary benefits so paid shall be in addition to any monetary benefits paid pursuant to Paragraphs C and D of this Section and will be paid to the beneficiaries prescribed by the applicable law herein provided.

## 10.G. GENERAL CONDITIONS

**10.G.1.**
The provisions for death benefits in Paragraph C and for disability benefits in Paragraphs D and E are intended to apply to Flight Attendants while assigned to an AMC pairing, as follows:

**10.G.1.a.**
When outside the continental United States in connection with or as a result of said operations, irrespective of whether they are actually engaged in active duty at the time of death or injury.

**10.G.1.b.**
When within the continental United States, only if they are actually engaged in the course of employment at the time of death or injury, except that when not actually engaged in the course of employment at the time of death or injury, Flight Attendants shall receive the group insurance benefits now in force on the Company's domestic routes.

## 10.H. MISCELLANEOUS PROVISIONS

**10.H.1.**
AMC pairings may be constructed with a report time up to ninety (90) minutes earlier than the normal check-in time for that aircraft type. In the event that the Company increases scheduled check-in time(s), it shall make increases in five-minute (0:05) increments up to a maximum increase of ninety (90) minutes. Flight Attendants shall be paid for the increased time in accordance with Section 6.Q.5.d.

**10.H.2.**
Flight Attendants shall continue to fly any AMC flight deemed essential to the national defense, provided such flights are solely military in nature and carry cargo composed entirely of military requirements even though at the time such military flights are necessary, the Flight Attendants have for any reason withdrawn from domestic airline service.

**10.H.2.a.**
To assure the movement of a particular flight under such circumstances, the Union shall require certification by an appropriate Company official designated by the Company that such flight is in accordance with specifications set forth in Paragraph 2. above. This certification shall be provided prior to movement of the flight where feasible or, where not feasible, promptly thereafter.

**10.H.2.b.**
A Flight Attendant who flies such military traffic shall not lose any benefits accruing to other Flight Attendants which they would otherwise have received upon settlement of an unresolved labor dispute.

**10.H.3.**
In the event a pairing contains both AMC and regular International flying, the special AMC provisions of this Section will apply only to the AMC flight(s) therein. A deadhead immediately preceding or immediately following a working AMC flight will also be considered an AMC flight for purposes of this Section.

## 10.I. CRAF OPERATION

### 10.I.1. CRAF LIST

**10.I.1.a.**
A System CRAF volunteer list will be bid and awarded and will be the recognized CRAF list until replaced as the result of any later system bid.

**10.I.1.a.(1).**
At least every five (5) years, the Company shall solicit volunteers to fill vacancies resulting from attrition or removals from the CRAF volunteer list.

**10.I.1.b.**
The size of the active CRAF list will be determined by the Company after consultation with the Union.

**10.I.1.c.**
If there are insufficient volunteers for the System CRAF volunteer list the Company may assign Flight Attendants in inverse order of system seniority.

**10.I.1.d.**
Language positions may be assigned to CRAF pairings as necessary to support the mission pursuant to Section 9.G.5.a. This may include current Language Qualified Flight Attendants and/or non-Language Qualified Flight Attendants who speak a language necessary for the mission and who are on the CRAF volunteer list. Flight Attendants qualified in the designated language must be used prior to non-language qualified Flight Attendants who speak the designated language.

**10.I.1.e.**
Flight assignments for International Purser positions (as designated) will be filled from among the International Pursers on the CRAF list at the base to which the CRAF flying is assigned, if available. If there are insufficient volunteers with International Purser qualifications, assignment of International Purser positions will be filled from among Flight Attendants assigned the CRAF pairing.

**10.I.1.f.**
The Company shall facilitate the procurement of the appropriate security clearances and restricted area identification, including, but not limited to the Geneva Convention Identity Card (DD Form 489) as required by the appropriate Government authority for all Flight Attendants awarded a CRAF bid. Flight Attendants shall be provided any necessary intelligence/safe-passage briefings prior to operating any applicable CRAF trip.

**10.I.1.g.**
A Flight Attendant may remove their name from the System CRAF list with thirty (30) days' notice to the Company through the process identified by the Company.

## 10.I.2. FLIGHT ASSIGNMENTS

**10.I.2.a.**
After establishing the active CRAF list, pairing assignments will be made on the basis of seniority and availability at the base to which the CRAF flying is assigned.

**10.I.2.b.**
Before bypassing a Flight Attendant, the Company will make:

**10.I.2.b.(1).**
Two (2) calls to the Flight Attendant's permanent or alternate number within a five (5) hour period for any assignments more than seventy-two (72) hours in advance; or

**10.I.2.b.(2).**
Two (2) calls within a four (4) hour period for assignments seventy-two (72) hours or less in advance.

**10.I.2.b.(3).**
The Company and the Union agree to meet and confer over the possibility of automating the CRAF flight assignment process.

**10.I.2.c.**
A Flight Attendant may refuse no more than one CRAF assignment in a calendar quarter. A second refusal in a quarter will result in the Flight Attendant's removal from the CRAF list.

**10.I.2.d.**
The Company may draft in inverse seniority order from the active CRAF list if necessary to cover a CRAF pairing. If insufficient coverage still exists, the Company may then draft in seniority order Flight Attendants on the System CRAF volunteer list who are based at the base(s) to which the CRAF flying is assigned.

**10.I.2.d.(1).**
If the Company is unable to cover all positions on a CRAF pairing after drafting as provided for above, it may, at its discretion:

**10.I.2.d.(1).(a).**
Drop the unassigned position(s) into Open Time; or

**10.I.2.d.(1).(b).**
Move the unassigned positions to another Base, in which case pairing assignments will be made from the CRAF list at that Base on the basis of seniority and availability; or

**10.I.2.d.(1).(c).**
Offer the pairing to a Reserve, following the regular order of assignment. A Reserve offered a position on a CRAF pairing may choose to decline assignment and will remain available for other non-CRAF assignments; or

**10.I.2.d.(1).(d).**
Any combination of paragraphs (a)., (b)., (c)., above.

**10.I.2.e.**
The Company will provide NRPS must ride transportation on the Company's system to position a Flight Attendant from their address of record to their base and back to their address of record. Pay and expenses will be based on required check-in to debriefing at their home Base for the pairing.

**10.I.2.f.**
The provisions concerning contacting Flight Attendants during legal rest periods contained in Section 6.Y.3. of the Agreement will apply except in emergencies.

**10.I.3. FLIGHT TIME AND LEGALITIES**

**10.I.3.a.**
Notwithstanding above Section 10.I.4., scheduled CRAF pairings may exceed the limitations provisions of Section 6.S. of the Agreement, and if so, Flight Attendants will receive additional pay at their regular rate for each hour or portion of an hour actually on duty in excess of the hours of Section 6.S. of the Agreement, in accordance with Section 6.X.2. and 6.X.3. Scheduling will apply the override described above based on scheduled duty time. Such compensation is for pay purposes only and may not be used to offset any other guarantees
.

**10.I.3.b.**
CRAF pairings may be constructed with a report time up to ninety (90) minutes earlier than the normal check-in time. In the event that the Company increases scheduled check-in time(s), it shall make increases in five minute (0:05) increments up to a maximum increase of ninety (90) minutes. Flight Attendants shall be paid for the increased time in accordance with Section 6.Q.5.d.

**10.I.4. LINE GUARANTEE**
If a CRAF pairing cancels prior to the departure of its first segment, a Lineholder Flight Attendant will cover any pairing(s) they dropped in order to fly the CRAF pairing. If the dropped pairing(s) is no longer available, the Lineholder will be subject to Section 7.Q. reassignment(s) as applicable.

**10.I.5. EXPENSES**

**10.I.5.a.**
Flight Attendants on the CRAF operation will receive expenses per Section 5.A.1.b. of the Agreement.

**10.I.5.b.**
Crew meals and drinking water will be provided on all international segments. Meals will not be used to reduce the hourly expense allowances and will be at least equal in quality as those provided for passengers, or for pilots where there are no passengers.

**10.I.5.c.**
When meals, lodging, or transportation are not provided by the Company, Flight Attendants on the CRAF Operation shall be reimbursed for such expenses in accordance with Section 5 of the Agreement.

**10.I.6. COMPENSATION**
Flight Attendants assigned to a CRAF pairing shall be paid rates of compensation as stipulated in Section 4.A. of the Basic Agreement. In addition, Flight

Attendants will receive a premium of $5.00 per hour for all CRAF pairings except for those pairings flown wholly within the United States.

**10.I.7. VACATION.**

**10.I.7.a.**
Flight Attendants on the CRAF list will maintain their current vacation schedule and at their current rates of pay.

**10.I.7.b.**
A Flight Attendant who flies one or more CRAF pairings covering sixteen (16) or more days in a given month will receive credit for an additional two and one-half (2 ½) vacation days for each such month to be taken the following year. Days off between consecutive CRAF trips will count as assigned CRAF days for this purpose.

**10.I.8. INSURANCE**
A Flight Attendant assigned to a CRAF pairing will be covered by the insurance and pay continuation benefits prescribed under the AMC provisions, Paragraphs C., D., E., F., and G., and Section 27 (Missing, Interned, Hostage or Prisoner of War) of the Agreement. In addition, except as modified by this Paragraph, such Flight Attendant shall continue to be covered by the Company's Group Insurance program.

**10.I.9. ESSENTIAL OPERATIONS**

**10.I.9.a.**
Flight Attendants will continue to fly any CRAF flight deemed essential to the national defense, provided such flights are solely military in nature and carry cargo composed entirely of military requirements even though, at the time such military flights are necessary, the Flight Attendants have for any reason withdrawn from regular airline service.

**10.I.9.b.**
To assure the movement of a particular flight under such circumstances, the Union will require certification by an appropriate Company official designated by the Company that such flight is in accordance with the specifications set forth in this Paragraph I.9. This certification shall be provided prior to movement of the flight where feasible, or, where not feasible, promptly thereafter.

**10.I.9.c.**
Flight Attendants who fly such military traffic will not lose any benefits accruing to other Flight Attendants which they would otherwise have received upon settlement of an unresolved labor dispute.

**10.I.10. GENERAL**
The Company agrees to meet with the Union to resolve unanticipated issues as may arise during the CRAF operation. If requested by the Union, such discussions will include the Senior Vice President Inflight or their designee.

**10.I.11. MAXIMUM DUTY TIME**
The maximum scheduled and actual duty times of Section 6.S. may be extended by the Company as necessary up to the FAR duty time maximums.

**10.I.12. ON BOARD REST**

A Flight Attendant will be provided at least two (2) hours on board rest for any combination of flight segments in a duty period which exceed the Section 6.S. maximums.

**10.I.13. STAFFING**

Staffing levels will be augmented above FAA minimums in accordance with FARs based on scheduled duty time.

# SECTION 11
# TRAINING & GENERAL MEETINGS

## 11.A. DEFINITIONS

**11.A.1.**
Training means instruction to obtain a skill, knowledge, and/or maintain a qualification. Training includes instruction required by government regulation, e.g., FAA mandated Continuing Qualification ("CQ"), recurrent, and equipment (aircraft) training. Training also includes service training (e.g., international) and training for certain positions (e.g., International Purser).

**11.A.2.**
General meetings mean meetings of general interest to a group of Flight Attendants, such as workshops, Company presentations, product launch, etc. General meetings do not include personal meetings between an individual Flight Attendant and management, such as meetings covered in Section 23 related to investigations and discipline.

## 11.B. COMPENSATION
*See Section 4.U. – Training and General Meetings Pay.*

**11.B.1.**
A Flight Attendant shall receive flight time pay and credit for deadhead travel to/from training or general meeting(s).

**11.B.2.**
Flight Attendants who require retraining shall not be entitled to pay or credit for retraining, trip(s) missed or additional travel to or from training. Flight Attendants who require retraining shall be entitled to positive space travel and a hotel room if the training is not at their Domicile.

**11.B.3.**
The provision (11.D.1.a.) for a Lineholder to receive full pay and credit for pairing(s) missed shall not apply to Flight Attendants who as a result of voluntary transfers are required to receive training in order to qualify on equipment flown by the new Base, and shall only receive training pay as prescribed in Section 4.

**11.B.4.**
Flight Attendants who are on Reserve shall receive the flight time pay and credit value of the training pairing toward their monthly line value.

**11.B.5.**
Should the training/general meeting(s) pairing be cancelled, or a Flight Attendant is unable to attend due to operational circumstances, the Flight Attendant shall be given priority for rescheduling the training/general meeting(s) pairing to any remaining training/general meeting dates in the month, or coming month if none exist in the current month at the location assigned to their base. A Flight Attendant shall not be forced into their Grace Month without concurrence unless there are no training dates remaining in the current month.

## 11.C. EXPENSES, TRANSPORTATION, AND LODGING

**11.C.1.**
Per diem expenses as described in Section 5.A. shall apply to all training and general meetings pairings.

**11.C.2.**
Flight Attendants will be provided single occupancy hotel rooms for layovers related to training or general meetings, except when a Flight Attendant chooses to attend at a geographic location other than the one designated by the Company. Where available, hotel gainsharing provisions, as provided in Section 5.C., shall apply.

**11.C.3.**
When Flight Attendants are attending required training/general meetings away from their Domicile, the training/general meetings will be available as a pairing containing deadhead segments to and from the training/general meetings. Such deadhead segments shall be booked in accordance with Section 3.H. Flight Attendants who attend training/general meetings by picking up these pairings will receive per diem in accordance with Paragraph 11.C.1 above, starting with the Flight Attendant's check-in for the deadhead to attend the training/general meetings and ending with their block-in for the return deadhead segment. Flight Attendants who are attending required training/general meetings away from their Domicile, and who elect to do so without flying such deadhead segments shall receive per diem in accordance with Paragraph 11.C.1. above, from their report for training to their release from training. Except as otherwise provided above, when the Company directs a Flight Attendant to attend training or general meeting(s) away from their Domicile, they will receive fee-waived positive space "must-ride" (PS-5B or equivalent) Company Business passes from either their home or Domicile to and from the training or general meetings.

**11.C.4.**
If a Flight Attendant who is returning to their Domicile is not scheduled for duty in the same day or the following day, and if the Flight Attendant is required to remain at the training/general meeting site for additional day(s) due to any circumstances not in their control, they shall receive training pay as delineated in Section 4 for each additional calendar day(s) that they are required to remain at the training/general meeting site. For each such day, the Company shall provide suitable hotel accommodations and expenses as provided in Paragraphs 11.C.1. and 11.C.2. above. The Company will make every reasonable effort to return the Flight Attendant to either their home or Domicile as soon as possible.

**11.C.4.a.**
A Flight Attendant who becomes ineligible for their next pairing(s) due to being required to remain at the training/general meeting location, or due to other circumstances beyond their control, shall be pay protected for the lost pairing(s), subject to the terms of Section 7.Q., providing the pairing was in their line prior to the event which led to the Flight Attendant becoming ineligible.

## 11.D. SCHEDULING

**11.D.1.**
Required training/general meeting(s) shall be scheduled in the form of a "training pairing/general meeting pairing." Lineholders will be able to select a

training/general meeting pairing from available training/general meeting pairings. Such selection through the Company's computer system shall begin current with the Mutual Trade Window as provided for in Section 7, Appendix A. Training/general meetings for Reserves will be scheduled on Reserve days of availability. Reserves may request to be assigned a training/general meeting pairing on specific Reserve day(s).

**11.D.1.a.**
Flight Attendants who are required to drop trips to attend required training or general meetings because the training/general meeting was not offered on their originally awarded line of days off, shall be allowed to elect to either be released from duty with no protection (i.e., their pay guarantee shall be reduced accordingly) for non-training/general meeting days where trips were dropped, or to be protected in accordance with the provisions of Section 7.Q. A Lineholder who has elected such protection shall receive full pay and credit for the trip(s) missed, or for training/general meeting plus any credit from reassigned trips, whichever is greater. The trip to be dropped shall be by mutual agreement with the Company. If the agreement can't be reached, the trip of least value shall be dropped.

**11.D.1.b.**
Rigs shall not apply to any pairings for training/general meetings.

**11.D.1.c.**
Flight time credit for training/general meeting and deadhead travel for training/general meeting will not count towards monthly flight time maximums.

**11.D.2.**
When possible, required training/general meeting dates will be available during the general scheduled bid process. In no event, however, shall the Company announce dates for required in-person training or a general meeting with less than ten (10) days' advance notice, except in the case of training or general meetings necessitated by emergency or unforeseen regulatory requirements.

**11.D.3.**
Flight Attendants who fail to pick up required training/general meeting(s) pairings by the last day of the bid month prior to the designated month shall be assigned training/general meeting(s) pairings.

**11.D.4.**
Training and general meetings pairings shall be constructed and scheduled in compliance with all rules regarding duty time and rest, as set forth in Sections 6.T. and 6.V. Such rules may be waived by the Flight Attendant; however, in no case may FAR requirements be waived.

**11.D.5.**
Each general meeting or training shall not exceed eight hours (8:00) excluding a thirty minute (0:30) unpaid meal break except as provided below. A single day of CQ or Requalification (RQ) training which is not in conjunction with any other type of training or training day(s) shall not exceed nine (9) hours, excluding a thirty minute (0:30) unpaid meal break. No required training or general meeting shall occur between the hours of 0100 and 0500 local time, except in an emergency or with the concurrence of the Flight Attendant.

**11.D.6.**
Flight Attendants may choose to attend CQ training in their “early” or “due” or “grace” month as provided herein. With the exception of the “early” month, Flight Attendants who fail to pick up training dates by the last day of the prior bid month shall be assigned training dates, but with no fewer than three (3) days’ notice before the start of the pairing. A Flight Attendant may waive the three (3) day requirement.

**11.D.6.a.**
A Flight Attendant may only reschedule a CQ training in their grace month due to:

**11.D.6.a.(1).**
Illness, or personal emergency, PTO, personal drop, DAT, or

**11.D.6.a.(2).**
Cancellation of training.

**11.D.6.b.**
A Flight Attendant may not be forced to attend CQ training in their grace month due to awarded scheduled incompatibility, but shall be, scheduled in accordance with 11.D.1.a., above.

**11.D.7.**
Beginning with the 1st day of the bid month, Lineholder Flight Attendants may pick up training/general meeting dates at locations other than the designated training/general meeting location for their Base.

**11.E. TRADING**

**11.E.1.**
A Lineholder Flight Attendant may trade training/general meeting date(s) for any open dates in the same bid month or trade with another Lineholder.

**11.E.2.**
Reserves may only trade to attend training/general meeting(s) on either the first or last day(s) of availability in a Reserve block, with approval from Scheduling.

**11.E.3.**
All trades must be completed at least forty-eight (48) hours in advance of the start of any training or general meeting.

**11.E.4.**
When trading, Flight Attendants must be able to complete all training prerequisites.

**11.F.**
Flight Attendants are responsible for maintaining their flight qualifications by completing all required training. Failure to do so will result in removal from flight status and may result in release from the Company. For leave of absence and furlough rules, see Sections 15 and 18.

**11.G.1.**
Flight Attendants may voluntarily elect to attend training/general meetings

during their vacation, and shall be paid and provided expenses and transportation as set forth in this Section.

**11.G.2.**
Flight Attendants who elect to attend training/general meetings while on vacation shall contact the Company in order to schedule the training/general meeting during vacation. The value of the vacation day(s) vacated in order to pick up a training/general meeting pairing will be placed in add pay.

**11.H.**
In the event any training or general meeting is canceled or rescheduled, the Company shall make every reasonable attempt to notify the Flight Attendant(s) affected.

# Section 12
# VACATIONS

## 12.A. VACATION ACCRUAL

**12.A.1.**
Employees accrue vacation credits based on their Vacation Accrual Seniority Date, and months worked in the preceding Vacation Accrual Year.

**12.A.2.**
A Flight Attendant shall receive full vacation accrual if they have one hundred twenty (120) hours or more of paid activity in each quarter of the twelve (12) month period ending in the August schedule month prior to the vacation year. Designated quarters are the bid months of September through November, December through February, March through May, and June through August.

**12.A.3.**
A Flight Attendant shall receive fifty percent (50%) of the full vacation accrual if they have fewer than one hundred twenty (120) hours but at least sixty (60) hours of paid activity for the designated quarter.

**12.A.4.**
A Flight Attendant shall accrue no vacation if they have fewer than sixty (60) hours of paid activity for the designated quarter.

**12.A.5.**
Regular vacation with pay is based on an employee's service with the Company. Employees placed in service on or before the 15th of a calendar month will accrue vacation from the first of the month. Employees placed in service after the 15th of the calendar month will accrue vacation from the first day of the following month.

**12.A.6.**
Newly employed Flight Attendants shall accrue one day of vacation for each full month of continuous employment with the Company during the remainder of the Vacation Accrual Year after the date of their initial employment. If employed prior to the 15th of a calendar month, vacation credit shall be given for the full month. The first vacation shall be given during the following Scheduled Vacation Year.

**12.A.7.**
Vacation shall be taken within the Scheduled Vacation Year following the Vacation Accrual Year in accordance with the following schedule:

| Completed Years of Service | Base Vacation Accrual | Vacation + Optional Flex |
|---|---|---|
| 1 – 4 | 12 days | 19 days |
| 5 – 9 | 19 days | 26 days |
| 10 – 16 | 26 days | 33 days |
| 17 – 24 | 33 days | 40 days |
| 25+ | 40 days | 47 days |

**12.A.8.**
Flight Attendants on a leave or leaves of absence (except leaves for occupational sickness or injury on the job) and Flight Attendants on a disciplinary suspension, shall have their vacation accrual reduced by one-twelfth (1/12th) for each thirty (30) days or major portion thereof on a prorated basis.

## 12.B. VACATION PAY

**12.B.1.**
Vacation pay shall be paid at the Flight Attendant's applicable hourly rate at the time vacation is taken. *See Section 4.V.1.*

**12.B.2. VACATION PAY OVERRIDES**
Vacation pay shall be paid at the Flight Attendant's base rate plus any applicable overrides as outlined herein. International Purser and Purser (Blended Rate), Language Qualified, overrides will be paid if the Flight Attendant holds the specified position in their line award for the specific vacation month.

**12.B.2.a.**
Flight Attendants who were paid three hundred fifty (350) credited hours, excluding vacation, in any Purser position in the previous calendar year shall be eligible for Purser premium pay for their vacation(s).

**12.B.2.b.**
Flight Attendants who qualify for Purser premium pay for vacation will be paid the premium based on their line award in the month in which their vacation occurs.

**12.B.3.a.**
If a Flight Attendant's vacation period results in them being projected under their line/minimum guarantee for the month their guarantee shall be adjusted to the new projection

**12.B.3.b.**
A Reserve who has vacation shall be paid the greater of their reserve guarantee or all credited time for the month.

**12.B.4.**
A Flight Attendant may elect to contribute a minimum of six (6) and up to the maximum contribution allowed by law, of paid vacation accrued for use in the following Scheduled Vacation Year to their 401(k) Savings Plan account, or equivalent. Contributions shall be treated as employee contributions and are subject to Internal Revenue Code Section 401(a)(17) limits, or equivalent regulations. 401(k) contributions will be based on the Flight Attendant's hourly rate of pay as of January 1st of the year in which the contribution is being made.

## 12.C. VACATION ADMINISTRATION

### 12.C.1. DEFINITIONS

**12.C.1.a.**
"Vacation Accrual Year" means the twelve (12) month period beginning in the September bid month of each calendar year and running through the August bid month of the following calendar year.

**12.C.1.b.**
"Scheduled Vacation Year" means the twelve (12) month period beginning in the January bid month of each calendar year and running through the December bid month of the same calendar year.

**12.C.1.c.**
"Vacation Period" means a block of consecutive vacation days in a Flight Attendant's schedule.

**12.C.1.d.**
"Short block" means a block of Reserve availability days that is shorter than the shortest scheduled pairing in the monthly published pairings for the Reserve's Base.

**12.C.1.e.**
A Flight Attendant shall retain vacation accrual seniority for any time accrued that has been applied toward vacation accrual seniority in accordance with the CAL, CMI, and UAL Collective Bargaining Agreements in effect prior to the date of ratification. As of the effective date of this Agreement, vacation accrual shall be based on Flight Attendants' start date with the Company. A Flight Attendant who is already a Company employee will be credited with prior service for the purposes of vacation accrual seniority. Vacation accrual seniority may be subject to adjustments as provided for in this Agreement.

**12.C.1.f.**
For the purpose of this Section, "Vacation Bid Seniority", will be defined as a Flight Attendant bid seniority or Company seniority, as used for pass travel, whichever date is earliest.

**12.C.2. VACATION TIMELINE**

| Event | Date |
|---|---|
| Begin vacation buy back, 401(k) election & Flex election period | By September 25 |
| Close election period | On October 10 |
| Begin first vacation bid period | By October 18 |
| Close first vacation bid period | On October 26 |
| Post first vacation awards | By October 28 |
| Begin second vacation bid period | By November 3 |
| Close second vacation bid period | On November 11 |
| Post second vacation awards | By November 13 |
| Vacation allocations published | By November 18 |
| Trades awarded by seniority | On November 25 |
| Final vacation allocations published | By November 28 |
| Instant trading opens | On November 29 |

**12.C.2.a.**
The Company shall close the election and bid periods set forth above at 0800 Home Domicile time. The election/bid period dates and times may be changed by mutual agreement between the Company and the Union.

**12.C.3. RESERVE VACATION ADJUSTMENTS**

**12.C.3.a.**
After a Reserve receives their schedule for a bid month that includes a vacation period, the Reserve shall have a period of five (5) days to adjust their vacation or schedule to eliminate any short block(s) created by the vacation days. However, short blocks abutting the last day of the bid month do not need to be adjusted. To adjust a short block situation:

**12.C.3.a.(1).**
The Reserve may drop the availability days in the short block(s) and have their guarantee reduced accordingly; or

**12.C.3.a.(2).**
The Reserve may move availability days in the short block(s) to other blocks within the month provided the move does not violate reserve line construction rules (e.g. minimum/ maximum number of days of availability), except that days may be moved to create a short block at the end of the bid month; or

**12.C.3.a.(3).**
The Reserve may move their vacation up to two (2) days in either direction, provided no new legality conflicts or short blocks are created.

**12.C.3.a.(4).**
If the Reserve does not adjust their line to eliminate the short block(s) of availability within the adjustment time period in this Paragraph, the Company may adjust their schedule as set forth in Paragraphs 12.C.3.a.(2) and 12.C.3.a.(3). above.

**12.C.4.**
Days off preceding and following a scheduled vacation period (sacred days) as shown in a Flight Attendant's schedule shall be considered as part of that vacation period, if they so desire.

**12.C.5.**
Upon completion of a scheduled vacation, a Flight Attendant will be required to report for duty in time to cover their next scheduled pairing or reserve assignment following the vacation.

**12.C.6.**
If a Flight Attendant works into the first day of a vacation period due to a delayed flight, the vacation day will be restored on the end of the vacation period.

**12.C.7.**
A Flight Attendant will bid for vacation in the domicile they are projected to be active in as of the first day of the January bid period of the upcoming vacation year. A Flight Attendant who changes Bases after the vacation awards shall retain their vacation period(s). In the case of a new Base opening, the Flight Attendant(s) transferring to the base may be required to re-bid for their remaining vacation days.

**12.C.8.**
Vacations encompassed by a leave of absence shall be treated in the following manner:

**12.C.8.a.**
Leave the vacation period intact and pay the Flight Attendant for the vacation; or

**12.C.8.b.**
Permit a trade of vacations in accordance with the trading provisions of this Section, thereby removing the original vacation from the period of leave.

**12.C.8.c.**
A Flight Attendant who is scheduled for jury duty, or on medical or occupational leave, hospitalized due to illness or injury may, not later than one calendar day before their vacation begins, defer the vacation until later in the Scheduled Vacation Year. Upon return to work, they will choose from available vacation periods. If no vacation period is open and the deferred vacation was a paid vacation, the Flight Attendant will be paid for the deferred vacation at their pay rate in the last month of the Scheduled Vacation Year in which the vacation would have been taken. The payment shall be made not later than the February 1 paycheck of the following year.

**12.C.8.d.**
If they elect to carry over the deferred vacation days to the following Scheduled Vacation Year, they will choose from available vacation periods after vacation periods for that year have been awarded. A Flight Attendant may only utilize this provision once per Scheduled Vacation Year.

**12.D. VACATION BUY BACK**

**12.D.1.**
Prior to the annual vacation bid, the Company shall offer a vacation "buy back" option that allows Flight Attendants to take pay in lieu of accrued vacation available for use in the next Scheduled Vacation Year. Flight Attendants will have a period of at least fifteen (15) days to submit a vacation buy back request.

**12.D.2.**
In order to be granted a vacation buy back, the Flight Attendant must opt to "sell" at least six (6) full days of accrued vacation.

**12.D.3.**
Vacation pay for the "buy back" option shall be calculated by multiplying the number of days times the applicable vacation pay credit pursuant to Section 4.V., plus an incentive payment, which shall be determined by the Company and announced prior to the annual vacation bid.

**12.D.4.**
Flight Attendants who have "sold" vacation time to the Company in accordance with this paragraph shall receive their buy back payments in the first quarter of the Scheduled Vacation Year in which the vacation was to have been taken. Vacation buy back payments will be based the Flight Attendant's hourly rate of pay as of January 1st of the year in which the payment is being made.

**12.D.5.**
In addition to the above procedure, the Company may offer vacation buy back on a month-to-month or Base-by-Base basis. Such vacation buy back shall be awarded in each Base where offered in seniority order among the Flight Attendants at the Base. The Company shall determine whether to offer an incentive payment for month-to-month or Base-by-Base vacation buy backs.

**12.D.6.**
Flight Attendants who utilize the annual vacation buy back program may not participate in the annual Flex program in the same Scheduled Vacation Year.

**12.D.7.**
Vacation buy back shall not be utilized during a Flight Attendant furlough.

**12.E. OPTIONAL FLEX VACATION PROGRAM**
Prior to the annual vacation bid, a Flight Attendant may elect to take seven (7) additional days of Flex vacation. Flight Attendants taking Flex vacation will either take the additional seven (7) days as unpaid vacation or elect to have one hour and fifty-four minutes (1:54) pay deducted from their earnings each month to pay for the Flex vacation week. Effective with the January 2031 bid month, Flight Attendants taking Flex vacation will either take the additional seven (7) days as unpaid vacation or elect to have two hours and two minutes (2:02) pay deducted from their earnings each month to pay for the Flex vacation week. Flight Attendants will have a period of at least (15) days to submit a Flex vacation request.

**12.F. ANNUAL VACATION BID PROCESS**

**12.F.1.**
The Company will post the number of available vacation days for each day in the Scheduled Vacation Year. The number of vacation days available shall be determined by the Company, taking into account the projected operations and Flight Attendant availability (projected headcount, attrition, and absences, etc.).

**12.F.2.**
The bidding for each Scheduled Vacation Year shall be conducted in two (2) rounds. Bids shall remain open for no fewer than eight (8) days in each round. All vacations shall be awarded in Vacation Bid Seniority order within each Base.

**12.F.3.**
When bidding, a Flight Attendant shall preference the start date for each vacation period. A Flight Attendant shall also preference the number of days in each vacation period and whether they are willing to accept the vacation period with fewer days specified by number. A Flight Attendant has the option to “slide” the vacation up to three (3) days in either direction of the start and/or end date to help ensure they are awarded the maximum number of days utilizing their initial bids.

**12.F.4.**
A Flight Attendant may elect to split their vacation into periods of not less than six (6) days each. A Flight Attendant may have a maximum of five (5) vacation periods. However, a Flight Attendant who has eleven (11) or fewer days of accrued vacation shall bid their entire accrual in a single block.

**12.F.5.**
A partial day of vacation accrual shall be rounded up to a full day for the purpose of vacation bidding, but paid as a partial day.

**12.F.6.**
During the first round of bidding, a Flight Attendant may not bid more than 50% of their accrued vacation days, unless they have eleven (11) or fewer days of accrued vacation, as per Paragraph F.4. above. When a Flight Attendant has accrued an odd number of vacation days, the odd day may be added to the 50% maximum for the first round.

**12.F.7.**
A Flight Attendant may bid for a vacation period overlapping two (2) bid months in accordance with Company policy. The minimum bid to cross from one month to the next is fourteen (14) full days. However, a Flight Attendant may not bid for a vacation overlapping two (2) Scheduled Vacation Years.

**12.F.7.a.**
To cross months using 14, 15, or 16 days, the following must be met:

**12.F.7.a.(1).**
Must have a minimum of four (4) full days in both months.

**12.F.7.b.**
To cross months using 17 or more days, the following must be met:

**12.F.7.b.(1).**
Must have a minimum of six (6) full days in both months.

**12.F.8.**
When a Flight Attendant does not submit a vacation bid in the first round of bidding, they shall not be assigned a vacation and shall have all their accrued vacation days to bid in the second round.

**12.F.9.**
If a Flight Attendant does not submit a vacation bid in the second round of bidding, they shall automatically be assigned a vacation, after the second round awards, in seniority order from December backwards through January. The largest block of days shall be assigned first.

**12.F.10.**
When a Flight Attendant vacation bid is insufficient, they shall automatically be assigned a vacation, after that round is awarded, in seniority order from December backwards through January. The assignment shall be based on the number of days in their bid, and the largest block of days shall be assigned first.

## 12.G. VACATION SLIDES

**12.G.1.**
If the movement of a vacation is into or within a blocked period (holiday times, etc.), it will be considered and granted if staffing permits. The Company shall publish the list of blocked days prior to the opening of the annual vacation bid process.

**12.G.2. LINEHOLDERS**

**12.G.2.a.**
When a Flight Attendant's vacation starts or ends between a scheduled outbound and return flight, the Flight Attendant may, at their option, move the vacation period either forward or backward in order to fly the scheduled pairing.

**12.G.2.b.**
In addition, a Lineholder shall be given the opportunity to move their vacation up to two (2) days in either direction, unless extraordinary circumstances exist, except that the movement of the vacation may not cause it to cross over from one bid month to another or from one Scheduled Vacation Year to another.

**12.G.3. RESERVES**

**12.G.3.a.**
A Reserve may move their vacation up to two (2) days in either direction, provided no new legality conflicts or short blocks are created.

**12.G.3.b.**
In addition, a Reserve Flight Attendant who is awarded a vacation that does not include any days of availability shall be permitted to move their vacation a sufficient number of days forward or backward in order to encompass the nearest two (2) available reserve days. If this creates a short block, it must be adjusted in accordance with Paragraph 12.C.3. above.

**12.H. VACATION TRADES**

**12.H.1.**
Vacation periods may be exchanged by a Flight Attendant with another Flight Attendant within the same Base. Their request must be submitted by the 15th of the month before the earliest of the calendar months involved in the trade. Trades may be advertised on, and transactions shall be performed through the CCS system (or future equivalent). (Current process)

**12.H.2.**
Flight Attendants also may exchange a vacation period with an open vacation period within the same Base, in accordance with the following:

**12.H.2.a.**
After completion of the vacation bidding process, the Company shall publish all remaining open vacation allocations. Flight Attendants shall have no fewer than six (6) days in which to submit requests to trade for open vacation periods. The Company shall award these trades on the basis of seniority at least thirty (30) days prior to the start of the Scheduled Vacation Year.

**12.H.2.b.**
After the award of these initial trades, no more than one day later, instant and ongoing trading for open vacation periods shall begin. Requests for these vacation trades must be submitted thirty (30) days before the earliest of the calendar months involved in the trade, except that January vacation days may be traded as late as December 5th. The Company shall award these trades in the order in which requests are received.

**12.H.3.**
Any vacation days awarded in the first and second rounds of vacation bidding that are later vacated (e.g. separation, retirement, death) throughout the Scheduled Vacation Year will be made available for trading.

**12.H.4.**
In the event that a Flight Attendant trades down to fewer vacation days with another Flight Attendant or with an open vacation period, the Flight Attendant shall be paid the value of the unused vacation days.

## 12.I. VACATION FLY THROUGH

**12.I.1.**
A Flight Attendant who chooses to fly during their scheduled vacation period shall be paid for all trips flown during the vacation period in addition to vacation pay. Vacation fly through hours shall be included in line projections. Pay rates for all Fly Through options shall be in accordance with Section 4.V. and 12.B.3.a. above.

**12.I.2.**
The Company may offer an incentive for Flight Attendants to fly through their vacations.

**12.I.3.**
A Flight Attendant must provide notice to the Company of their intent to fly through a vacation period no later than the 5th day of the calendar month at 1000 Home Domicile time before the month in which the vacation is scheduled.

**12.I.4. OPERATIONAL FLY THROUGH**
A Flight Attendant also may elect vacation fly through after the award of monthly schedules, but may only pick up pairings within the vacation period from another Flight Attendant (unless otherwise permitted by the Company) or pick up White/Purple flag pairings. No other trading restrictions apply during the month.

**12.I.4.a.**
Notwithstanding the above, a Flight Attendant who elects operational fly through may also pick up open time trips in the bid months of June through August.

## 12.J. DAY AT A TIME VACATION

**12.J.1.**
Each Flight Attendant may take up to ten vacation days in each Scheduled Vacation Year separate from their awarded vacation period(s), but only to the extent that the days have already been accrued for the following Scheduled Vacation Year.

**12.J.2.**
Day at a time vacation days used shall be deducted from the Flight Attendant's allotment for vacation in the following Scheduled Vacation Year.

**12.J.3.**
After the award of relief lines and before the beginning of the month, day at a

time vacation days, when available, shall be awarded in seniority order.

**12.J.3.a.**
Throughout the month, day at a time vacation days shall be available only to the extent that regular personal drops are available and day at a time vacation days have equal priority.

**12.J.4.**
Day at a time vacation shall be paid at the applicable rate pursuant to Paragraph B.1. and B.3. above.

**12.J.5.**
Day at a time vacation may not be made-up. Further, a Flight Attendant awarded day at a time vacation shall have their minimum monthly guarantee and/or line guarantee reduced accordingly.

## 12.K. VACATION CANCELLATIONS

**12.K.1.**
Vacations may be canceled by the Company if required by the needs of the service, provided that:

**12.K.1.a.**
Any affected Flight Attendant shall be given at least thirty (30) days' advance notice, unless they agrees to shorter notice.

**12.K.1.b.**
The Company first solicits volunteers in the Base who are willing to fly through or defer their vacations.

**12.K.2.**
If there are not enough volunteers, then vacations in the Base shall be canceled in inverse seniority order. A Flight Attendant whose vacation is canceled may elect to fly through or defer their vacation.

**12.K.3.**
A Flight Attendant who flies through their vacation either as a volunteer or due to a cancelation will be paid an incentive amount equal to 50% of the value of the vacation, in addition to the normal value of the vacation.

**12.K.4.**
A Flight Attendant who elects to defer vacation either as a volunteer or due to a cancelation may chose a vacation, in seniority order, from time available or made available in the remainder of the Scheduled Vacation Year, and shall be paid in accordance with Paragraph K.3. above. If the Flight Attendant is unable to reschedule the deferred vacation within the remainder of the Scheduled Vacation Year, they shall be paid in accordance with Paragraph K.3. above.

**12.K.5.**
If a Flight Attendant's vacation has been canceled by the Company and they have incurred non-refundable expenses (i.e. deposits, etc.), the Company shall reimburse the Flight Attendant for those expenses.

## 12.L. VACATION PAYMENTS UPON TERMINATION

**12.L.1.**
Flight Attendant who leaves the Company either voluntarily or involuntarily will receive full payment for all accrued vacation credit from the previous Vacation Accrual Year.

**12.L.2.**
In addition, a Flight Attendant who has a full year or more of service with the Company at the time of leaving shall receive all vacation credit accrued in the current Vacation Accrual Year ("current year accruals"), except when the Flight Attendant gives less than ten (10) calendar days' notice of intent to resign or is dismissed by the Company, unless payment is otherwise required by law.

**12.L.3.**
In the event of a Flight Attendant's retirement, permanent disability or death, current year accruals shall be paid.

**12.L.4.**
When current year accruals are to be paid:

**12.L.4.a.**
A Flight Attendant shall be paid for all accrued vacation credit up to the end of the month in which they leave.

**12.L.4.b.**
Flight Attendants who are furloughed in a reduction in forces shall be granted vacation pay for all accrued vacation credit up to the end of the month preceding their furlough.

# SECTION 13
# SICK LEAVE

## 13.A. SICK AND OCCUPATIONAL INJURY OR ILLNESS BANK ACCRUAL

**13.A.1.**
Flight Attendants shall be credited with four hours (4:00) of sick leave credit in their sick leave bank, and four hours (4:00) of sick leave credit in their occupational injury leave bank, for each month during their employment to be credited on a quarterly basis as follows:

**13.A.1.a.**
A Flight Attendant shall receive full sick leave bank and occupational injury leave bank accruals if they have one hundred twenty (120) hours or more of paid activity in each quarter of the twelve-month period ending in the August schedule month. Designated quarters are the bid months of September through November, December through February, March through May, and June through August.

**13.A.1.b.**
A Fight Attendant shall receive 50% of the full sick leave bank and occupational injury leave bank accruals if they have fewer than one hundred twenty (120) hours but at least sixty (60) hours of paid activity for the designated quarter.

**13.A.1.c.**
A Flight Attendant shall receive no sick leave bank and occupational injury leave bank accruals if they have fewer than sixty (60) hours of paid activity for the designated quarter.

**13.A.2.**
The maximum accrual in the sick leave bank is one thousand five hundred (1500) hours, and in the occupational injury bank is five hundred (500) hours.

**13.A.3.**
A Flight Attendant shall be able to access their current sick and occupational leave bank accruals electronically. Such bank accruals shall be updated on a monthly basis.

**13.A.4.**
A Flight Attendant who is absent as a result of maternity, or who as a result of a single injury or illness, has used more than two hundred and fifty-five (255) hours of sick leave shall re-accrue sick leave at the rate of eight (8) hours each month until they reach the same level of sick leave they had at the onset of the injury, illness or maternity.

**13.A.5.**
A Flight Attendant who has lost hours due to illness or injury will not have such hours deducted from their sick or occupational injury leave bank if they notify payroll prior to pay close for that month by telephone or via an automated system.

## 13.B. GENERAL PROVISIONS

### 13.B.1. CALL-ON/CALL-OFF PROCEDURES

**13.B.1.a.**
A Flight Attendant must notify the Company's designated crew desk to place themselves on sick leave using the electronic system established by the Company. They shall remain on sick leave status until they notify the Company that they are coming off sick leave.

**13.B.1.a.(1).**
A Lineholder will use the electronic system to place themself on sick leave up to four hours (4:00) prior to the scheduled check-in for their pairing.

**13.B.1.a.(2).**
A Reserve will use the electronic system to place themself on sick leave up to 1500 home domicile time on the day before the Reserve Availability Day for which they are calling in sick.

**13.B.1.a.(3).**
A Flight Attendant placing themself on sick leave outside of the parameters in paragraphs (1). and (2)., above, must notify the Company's designated crew desk to place themself on sick leave.

**13.B.1.b.**
A Flight Attendant may designate multiple pairings or reserve days of availability to be covered by the absence.

**13.B.1.c.**
When a Flight Attendant is unable to take their flight, they will notify the Company in not less than eight (8) hours, except in an emergency, before the flight is scheduled to depart, and will in any event give as much notice as possible.

**13.B.1.d.**
Flight Attendants checking off sick leave status must notify the Company through the electronic system that they are off sick leave status not less than twelve (12) hours before their flight is scheduled to depart, and will in any event give as much notice as possible.

**13.B.1.e.**
When a Flight Attendant calls on sick leave for a pairing, the Company will put that assignment into open time in accordance with Section 7.G. If a Lineholder, the Company may not put subsequent pairings in the Lineholder's schedule into Open Time earlier than twelve (12) hours prior to the scheduled departure, except when the Lineholder has advised the Company that they will be on sick leave for a longer period of time, in which case, all pairings covered by the absence will be placed in Open Time.

**13.B.2.**
In the event a Flight Attendant goes on sick leave while working away from their Domicile, the Company shall continue per diem and lodging, as provided in Section 5, until the Flight Attendant is able to return to their Domicile, home, or reasonable alternative request. The Company shall provide transportation when

they are able to travel. The Flight Attendant will also be paid full compensation for any part of the trip worked before becoming ill or injured. For example, a Flight Attendant who works a flight and then becomes sick during the layover will receive compensation for the first part of the trip and may use sick leave for the remaining part.

**13.B.3.**
Attendance points under the "Attendance Points System" shall not be assessed for any absence that is the result of a Flight Attendant's injury on the aircraft caused by verified unannounced clear air turbulence or sudden aircraft movement, passenger assault, emergency evacuation, aircraft accident, hijacking or sabotage or for any other occupational injury or illness.

**13.B.4.**
Flight Attendants on occupational illness or injury status may not engage in gainful employment for someone other than the Company without prior permission in writing from the Company. Such permission may not be withheld unless their performance of such employment would hinder the Flight Attendant's recovery from the occupational illness or injury.

## 13.C. MEDICAL VERIFICATION

**13.C.1.**
Flight Attendants are not required to disclose the nature of a personal illness or injury except to Company Medical.

**13.C.2.**
Medical verification of the illness or injury and/or Heath Care Provider's release that the Flight Attendant is fit to perform their duties may be required before the Flight Attendant is permitted to return to work in accordance with the following:

**13.C.2.a.**
Each time a Flight Attendant reaches four (4) sick incidents during any twelve (12) months of active service, they will provide to Company Medical an Absence Certificate (in the form used by the Company) from a Heath Care Provider that they were unable to perform their regular duties because of illness.

**13.C.2.b.**
The Company will advise the Flight Attendant, in writing, that they have reached the third incident, and further incidents will be handled under Paragraph 13.C.2.a. above. The letter will also state that failure to provide an Absence Certificate could result in disciplinary action.

**13.C.2.c.**
In addition, when a Flight Attendant is on sick leave for more than twelve (12) calendar days, they will provide to Company Medical an Absence Certificate from a Heath Care Provider that they were unable to perform their regular duties because of illness.

**13.C.3.**
The Flight Attendant must actually be seen by the Health Care Provider in a timely manner, but no later than seventy-two (72) hours after notifying Scheduling of an illness/injury. The visit may be to the Health Care Provider's office or via virtual or telemedicine services. The Absence Certificate must be

prepared and signed by the Health Care Provider after an in-person visit by the Flight Attendant to the Health Care Provider's office or via virtual or telemedicine services. This note must be submitted to Company Medical on or before check-in time of a Lineholder's first trip or a Reserve's first assignment including Standby Reserve, following an illness or injury.

**13.C.4.**
The Company may also require an Absence Certificate for all sick calls originating during the Fourth of July and Christmas holidays, which include July 1st to July 7th and December 20th to January 4th respectively. If the Company intends to require an Absence Certificate for sick calls occurring during such holiday period, the Company shall first notify the Union and give Flight Attendants adequate notice to be posted for the Fourth of July holiday period not later than June 14th and for Christmas not later than December 1st. Flight Attendants who have had no absences in the prior twelve (12) calendar months shall not be subject to the Absence Certificate requirement imposed during these holiday periods.

**13.C.5.**
Nothing in this Agreement shall prevent the Company from requiring a Flight Attendant to provide satisfactory verification of an incapacitating illness from an accredited Heath Care Provider when circumstances suggest that abuse or misuse of sick leave has occurred.

## 13.D. SICK LEAVE ADMINISTRATION AND PAY

**13.D.1.**
Sick leave pay shall be granted only in cases of actual sickness or injury.

**13.D.2.**
Dental and doctor appointments will not be considered a basis for sick leave unless it can be shown that the doctor in question does not maintain office hours outside the Flight Attendant's scheduled work time or on the Flight Attendant's days off.

**13.D.3.**
For personnel record keeping and pay purposes, a Flight Attendant shall not be considered on sick leave on the days they were not scheduled to be available for flight duty.

**13.D.4.**
When a Lineholder is on sick leave, they shall be credited sick leave from their bank only up to the number of scheduled flight time hours missed.

**13.D.5.**
When a Reserve goes on sick leave and they have not yet been assigned, or if they have been assigned but goes on sick leave prior to check-in, they shall be credited with the value of a reserve day. When a Reserve goes on sick leave after check-in, they shall be credited sick leave from their bank only up to the number of scheduled flight time hours missed.

**13.D.6.**
When a Flight Attendant is on sick leave an entire month, they shall have the option of receiving sick leave pay for their projection for that month, one-

hundred (100) hours, or the seventy-one (71) hour minimum to the extent that they have sick leave accrued in their bank. A Partnership Flight Attendant shall have the option of receiving sick leave pay for half of their line value, fifty-five hours (55:00) or thirty-five hours and thirty minutes (35:30) to the extent they have has sick leave accrued in their bank.

**13.D.7.**
If a Flight Attendant's spouse or minor child is injured or becomes ill so that the Flight Attendant is unable to report for work, they will be allowed to use sick time once per calendar year for up to three (3) consecutive days, or the duration of the pairing, whichever is greater. The absence will be treated the same as the Flight Attendant's sick leave, and will count for attendance/ disciplinary purposes.

**13.D.8.**
Occupational injury absences which are caused by the same accident and are part of the same occupational injury claim will be considered to be a single incident.

**13.D.9.**
Any Flight Attendant desiring to challenge or protest action(s) by the Company relating to occupational injury, may in addition to any other appeal raise their claim to the Union's designee(s) who will attempt to achieve a prompt resolution of the matter with local management.

**13.D.10. OCCUPATIONAL INJURY PAY**

**13.D.10.a.**
During absences due to occupational injuries/illness, a Flight Attendant who has applied for and is entitled to receive workers' compensation benefits will have an amount equal to all hours paid (directly and indirectly via Workers' Compensation) deducted from the Flight Attendant's occupational injury bank subject to the pay provisions in Paragraphs D.4., D.5. and D.6. above. This will continue until the Flight Attendant's occupational injury bank is exhausted.

**13.D.10.b.**
When their occupational bank is exhausted, a Flight Attendant may supplement Workers' Compensation benefits using their accrued sick leave on an hour for hour basis. One (1) hour of sick leave will be deducted from their bank for each additional hour paid subject to the pay provisions in Paragraphs D.4., D.5. and D.6. above. Workers' Compensation benefits will continue in accordance with state law.

**13.D.10.c.**
Flight Attendants who are receiving Workers' Compensation benefits shall be provided with detailed statements showing both the temporary total disability payments and the reimbursement payments of all related out-of-pocket medical expenses.

**13.D.10.d.**
If the Flight Attendant so elects, they shall receive payment(s) through direct deposit, provided that they are made to a financial institution in the U.S. that accepts electronic deposit in U.S. dollars. The Flight Attendant shall be responsible to provide account information to the appropriate parties to allow for electronic deposit.

**13.D.11.**
Sick leave accrual shall continue during Covered Periods under Section 27 until the Flight Attendant is released or death is legally established. When a Flight Attendant's death is legally established, all remaining Sick Leave bank hours will be paid to beneficiary(ies) at Flight Attendant's base pay rate at time of legally established death.

## 13.E. TRIP TRADING / PICKING UP TRIPS

**13.E.1.**
A Flight Attendant may continue trip trading, as provided for in Section 7.H. while on sick leave, and they will be eligible to use accrued sick leave to be paid for such trips. If, after going on sick leave, the Flight Attendant trades or picks up trips and they do not fly the trips that were traded/picked up due to being on sick leave:

**13.E.1.a.**
If their line value was ninety-three (93) hours or less at the time they went on sick leave, the Flight Attendant may use accrued sick leave for the trips that were traded/picked up, not to exceed ninety-three (93) hours for the bid month.

**13.E.1.b.**
If their line value was over ninety-three (93) hours at the time they went on sick leave, the Flight Attendant may use accrued sick leave for the trips that were traded/picked up while on sick leave only up to the line value at the time they went on sick leave.

## 13.F. WORKERS' COMPENSATION

**13.F.1.**
If a Flight Attendant has requested payment for an occupational injury or illness in accordance with this Section, and it has been determined that the Flight Attendant is entitled to Workers' Compensations Benefits, the Company shall provide such benefits in accordance with the applicable state law and regulations.

**13.F.2.**
The Company shall not contest Workers' Compensation jurisdiction in the State of Illinois for any Flight Attendant who is entitled to file a Workers' Compensation claim in the State of Illinois, including but not limited to, all Flight Attendants whose contracts of hire were made in Illinois.

**13.F.3.**
Notwithstanding the above, Flight Attendants shall retain the rights to pursue these benefits in any other state or country which also has jurisdiction.

**13.F.4.**
These provisions apply to Flight Attendants in both Domestic and International Domiciles.

**13.F.5.**
The monetary benefits so paid shall be in addition to any monetary benefits paid pursuant to the provisions of Section 27, Missing, Interned, Hostage or Prisoner of War, and will be paid to the beneficiaries prescribed by the applicable law as herein provided.

**13.F.6.**
The Company agrees to elect that Flight Attendants based in International Domiciles and Guam shall be covered by the Illinois Workers' Compensation Act and the Company shall not contest Workers' Compensation jurisdiction in the State of Illinois for such Flight Attendants.

# SECTION 14
# SENIORITY

## 14.A. GENERAL

**14.A.1.**
Upon assignment to the line, a newly employed Flight Attendant shall have their Flight Attendant, Company and pay seniority dates adjusted to the date of entering Flight Attendant training, provided such training period was unbroken prior to successful completion and assignment to the line. A Flight Attendant who has transferred from a different department within the Company shall retain accrued Company seniority. Within each training class, a Flight Attendant's relative seniority will be established in the order of their employee number, with the lowest number being most senior.[1] If more than one initial training class is assigned to the line on the same date, their seniority will be in class order with the most recent class being the most junior. In cases where more than one class reports for the start of training on the same date, the classes will be combined for the purposes of determining seniority order using the order of their employee number, with the lowest number being most senior.

**14.A.2.**
Seniority shall not be lost except as provided in this Agreement.

**14.A.3.a.**
Seniority shall govern all Flight Attendants in connection with their retention in case of furlough due to reduction in force, re-employment after furlough, preference in assignment of Base as vacancies occur, and preference of assignment to monthly schedules provided that the Flight Attendant is sufficiently qualified for the conduct of the operation involved.

**14.A.3.b.**
In the event a Flight Attendant is not considered sufficiently qualified, the Company shall furnish to the Flight Attendant, upon application, written reasons therefor.

## 14.B. PERIOD OF PROBATION

**14.B.1.**
A Flight Attendant shall be considered as a probationary employee until they have accumulated one hundred eighty (180) days of active service on the line as a Flight Attendant. During the last ninety (90) days of the Flight Attendant's probationary period, the Company, in taking any action regarding a Flight Attendant on probation, shall consider any written recommendation which has been filed by the Union. Flight Attendants' names shall be placed on the Flight Attendant System Seniority List as of the date of their assignment to the line as Flight Attendants; provided, however, that the seniority provisions of this Agreement do not apply to Flight Attendants unless retained in the service of the Company after the probationary period. The service of Flight Attendants may be terminated at any time during the probationary period without a hearing.

**14.B.2.**
A Flight Attendant who is absent due to illness or injury for a period of

[1] Applies to Flight Attendants hired after October 2, 1997.

fourteen (14) consecutive days shall have their period of probation extended by the number of days in excess of the first fourteen (14) days.

**14.B.3.**
Absences due to vacation will not cause the period of probation to be extended.

**14.B.4.**
The Company must so notify the affected Flight Attendant and the Union immediately upon return from the absence which would cause an extension of the probation period.

**14.C. SENIORITY LIST**
A Flight Attendant Seniority List showing the name, location, Domicile, Flight Attendant seniority date and the date of entering the Company's service shall be made available at all stations where Flight Attendants are Domiciled and a copy delivered to the Union and each Local Council President. This list shall provide designator codes for those people not actively flying. These codes shall be explained on a legend page. All changes to the list shall be marked with an asterisk. Such list shall be amended each January 1st and July 1st thereafter, incorporating changes and additions. The procedure outlined in Section 23.C., shall be the exclusive method for Flight Attendant handling of protests concerning seniority. Flight Attendants shall be allowed a period of a maximum of thirty (30) days from the date the announcement is made that the list is available for Flight Attendant perusal in which to protest any alleged omission or error affecting their seniority. Failure to protest such alleged omission or error within thirty (30) days after the announcement of the availability of the seniority list upon which the alleged omission or error initially appeared shall preclude a Flight Attendant from protesting same, except that when a Flight Attendant is on vacation, leave of absence, furlough or sick leave, they shall protest any alleged omission or error within thirty (30) days after returning to flight duty.

**14.D. LOSS OF SENIORITY**

**14.D.1.**
Any Flight Attendant who resigns or whose services with the Company are permanently severed for just cause, shall forfeit their seniority rights.

**14.D.2.**
In addition, any Flight Attendant who fails to return from any leave of absence on the designated date of return shall be treated in accordance with Section 23.A. of the Agreement.

**14.E. TRANSFER TO NON-FLYING OR MANAGEMENT DUTIES**

**14.E.1.**
A Flight Attendant who transfers to nonflying or management duties within Inflight-related areas shall continue to retain and accrue seniority indefinitely.

**14.E.2.**
Notwithstanding Paragraph 14.E.1. above, Flight Attendants transferring to Managing Director level or above positions will be removed from the System Seniority List.

**14.E.3.**
A Flight Attendant who transfers to any other position within United Airlines shall retain seniority for one (1) year.

**14.E.4.**
For purposes of this Paragraph 14.E., Inflight related-areas include Inflight, Inflight Training, Inflight Recruiting, and Inflight Scheduling.

**14.E.5.**
During a period of furlough, a Flight Attendant in a non-flying or management position shall not accrue Flight Attendant seniority which would change their relative position on the Flight Attendant System Seniority List with those Flight Attendants on furlough.

**14.E.6.**
A Flight Attendant who accepts transfer to perform as an instructor at the Company's Inflight Training Center (Emergency Procedures Instructors [EPI]) shall continue to accrue seniority while in that position.

**14.E.7.**
A Flight Attendant who is transferred to non-flying duties with the Company because of physical incapacity or injury, shall retain and continue to accrue seniority during such period of sickness or injury for a continuous period of three (3) years. If a Flight Attendant does not return to Flight Attendant duty within the time limits as described herein, such Flight Attendant's name shall be permanently removed from the Flight Attendant System Seniority List.

**14.E.8.**
Upon return to duty from non-flying duties as described in this Paragraph 14.E., a Flight Attendant shall be permitted to resume their status at the Domicile to which previously assigned, unless they were otherwise subject to involuntary transfer under the provisions of Section 17.J., in which case they shall assume their new assignment on the effective date of the bid award.

## 14.F. COMPANY BUSINESS ASSIGNMENTS (COBUS)

**14.F.1.**
Flight Attendants awarded any combination of Company business assignments in excess of three hundred and sixty-five (365) days in any rolling fifteen (15) month period, shall retain and accrue seniority for a maximum of three hundred and sixty-five (365) days in the rolling fifteen (15) month period while on the Company business assignment(s) and thereafter shall only retain seniority.

**14.F.2.**
Flight Attendants on Company business assignments in the training or recruiting areas for the Inflight Services Division shall retain and accrue Flight Attendant seniority while in the position.

# SECTION 15
# LEAVES OF ABSENCE

## 15.A. GENERAL

**15.A.1.**
The following terms apply to all leaves of absence unless specifically stated otherwise in this Section.

**15.A.2.**
Prior to the commencement of any leave of absence, the Company shall provide the Flight Attendant with the following information: insurance benefits, Union dues obligation, fringe benefit policy, and other information pertinent to their leave. The Flight Attendant shall be provided with access to the documents and pertinent information and may download copies.

## 15.A.3. ACCRUALS

**15.A.3.a.**
While on a leave of absence, a Flight Attendant shall continue to accrue seniority for bidding and pass travel purposes for the duration of the leave.

**15.A.3.b.**
Except as otherwise specified in this Section, while on leave(s) of absence, a Flight Attendant shall accrue longevity for purposes of pay and vacation step adjustments for a total of one hundred eighty (180) days in any twelve (12) month period in which the leave(s) occurs. After one hundred eighty (180) days, a Flight Attendant shall cease to accrue, but shall retain their longevity for purposes of pay and vacation step adjustments.

**15.A.3.c.**
While on a leave of absence, a Flight Attendant shall not accrue sick leave or vacation time, except:

**15.A.3.c.(1).**
Flight Attendants on occupational sickness or injury on the job will accrue vacation, as provided in Section 12.A.8., or

**15.A.3.c.(2).**
as may be otherwise provided by the Company during a Special Company offered leave of absence (“Special COLA”).

## 15.A.4. OTHER EMPLOYMENT
For the purposes of this Section, a Flight Attendant may not engage in gainful employment for someone other than the Company without prior permission in writing from the Company, except while on a Company offered leave (“COLA”), educational leave, or a maternity leave.

## 15.A.5. TRAINING DURING LEAVE
A Flight Attendant may, at their option, attend training and general meetings while on leave and will be paid and provided with transportation and lodging as if they were in active service. Flight Attendants on leave due to a medical condition may not attend training, until they have been cleared to return to work. Flight Attendants may be required to attend training when on a COLA or a

Special COLA in accordance with Paragraphs B.3 and C.2 below.

**15.A.6. TRANSFERS DURING LEAVE**

**15.A.6.a.**
A Flight Attendant on a leave of absence may request and be granted a transfer.

**15.A.6.b.**
A Flight Attendant on medical, maternity, or military leave of absence shall continue in leave status following the award of a voluntary transfer.

**15.A.6.c.**
A Flight Attendant on a COLA, Special COLA, personal, parental, or adoption leave may request to continue their leave at the new Base following the award of a voluntary transfer. The Company may grant such a request in its discretion. Otherwise, the Flight Attendant shall return from leave status on the effective date of their transfer.

**15.A.6.d.**
In the event a Flight Attendant is transferred involuntarily due to a surplus or Base closure, they will continue on leave and will be reassigned for administrative purposes to the new Base as of the transfer effective date.

**15.A.7. RETURN TO WORK**

**15.A.7.a.**
Upon returning from an authorized leave of absence or any extension thereof, a Flight Attendant shall be permitted to return in the same status at the same Base to which they were assigned prior to beginning of the leave or transferred in accordance with Paragraph 15.A.6. above.

**15.A.7.b.**
Flight Attendants shall comply with all return to work guidelines established by the Company, including any required training and/or documentation.

**15.A.7.c.**
When a Flight Attendant is returning to work from a leave of absence and requires training in order to return to flight status, the Company shall make training available within forty-five (45) days of the Flight Attendant's acknowledgement or notice of return from leave. In the event that the Company does not make training available commencing by the 45th day, the Flight Attendant will be paid as if in active service beginning on the 46th day or the Flight Attendant's expected date of return, whichever is later.

**15.A.7.d.**
Except when on a COLA or a Special COLA, a Flight Attendant may elect to return to work at any time during a leave of absence. If the Flight Attendant has fulfilled all training requirements, they shall be allowed to return to flight status upon thirty (30) days' notice to the Company, or earlier if practicable. If they require training, it will be handled in accordance with Paragraph 7.c., above.

**15.A.8. RETURN TO WORK LINE OF FLYING**

**15.A.8.a.**
Starting with the Work With Window, a Flight Attendant returning to work who

was not eligible to participate in the bid process but who is now qualified and current, shall be eligible to build their line of flying for the next bid month by contacting the Flight Attendant Support Team (FAST).

**15.A.8.a.(1).**
Once a Flight Attendant has completed all of the required steps of the return to work process, FAST will contact the Flight Attendant to notify them of their lineholder/reserve status and advise them to call within forty-eight (48) hours to start the line-building process.

**15.A.8.a.(2).**
If the Flight Attendant does not call within forty-eight (48) hours, FAST will build the schedule.

**15.A.8.a.(3).**
When the Flight Attendant calls within the forty-eight (48) hours, the Flight Attendant shall begin building their schedule with FAST.

**15.A.8.b. LINEHOLDER**

**15.A.8.b.(1).**
If the Flight Attendant is contacted between the 22nd of the previous month and the 9th of the return-to-work month, they will be given five (5) calendar days to complete the schedule.

**15.A.8.b.(2).**
If the Flight Attendant is contacted on or after the 10th of the return-to-work month, they will be given three (3) calendar days to complete the schedule.

**15.A.8.b.(3).**
Unless otherwise delineated below, the line shall be restricted from trip trading functions until the completion of the process.

**15.A.8.b.(4).**
The Flight Attendant will contact FAST within the time limits set in paragraphs 15.A.8.b.(1). or 15.A.8.b.(2). as applicable, to add pairings to their schedule from Open Time. FAST will place the pairings selected by the Flight Attendant in their line of flying, if they are still available in Open Time, until they have reached their designated minimum number of required credited hours.

**15.A.8.b.(5).**
If the Flight Attendant is available for the whole month, they will be required to select pairings with a total credited value no less than the seventy-one hours (71:00) lineholder minimum.

**15.A.8.b.(6).**
If the Flight Attendant is not available for the whole month FAST will inform them of the minimum number of credited hours they need to reach when selecting pairings, prorated from the lineholder minimum of seventy-one hours (71:00). FAST will also inform them of their guaranteed minimum number of days off, prorated from ten (10).

**15.A.8.b.(7).**
If the Flight Attendant's seniority allows them to build a lineholder schedule, FAST will notify them whether their seniority allows them to build the line with

domestic pairings or international pairings.

**15.A.8.b.(8).**
If there are no pairings in Open Time to complete a full schedule:

**15.A.8.b.(8).(a). DOMESTIC LINE**
If the Flight Attendant calls prior to the final deadline and there are no domestic pairings available in Open time, at their option, they may choose to wait for domestic pairings to become available, or decline to continue the process. If the Flight Attendant declines to continue the process, their line guarantee shall be set at that time at the current line value and restrictions on trip trading will be lifted at that time.

**15.A.8.b.(8).(b). INTERNATIONAL LINE**
If the Flight Attendant calls prior to the final deadline and there are no international pairings available in Open time, at their option, they may choose to wait for international pairings to become available, select domestic pairings from Open Time, or decline to continue the process. If the Flight Attendant declines to continue the process, their line guarantee shall be set at that time at the current line value and restrictions on trip trading will be lifted at that time.

**15.A.8.b.(9).**
If the Flight Attendant does not complete building the line within the allotted time, FAST will complete the process, utilizing any trip for which the Flight Attendant is qualified.

**15.A.8.b.(10).**
At 0800 on the deadline day, as established in 15.A.8.b.(1). or 15.A.8.b.(2), above, FAST shall complete the line building process as provided in 15.A.8.b.(9)., above, after which the value of the line shall be set and the Flight Attendant will receive the appropriate minimum line guarantee, based on their full or prorated availability for the month and restrictions on trip trading will be lifted.

**15.A.8.c. RESERVE**

**15.A.8.c.(1).**
When the Flight Attendant calls FAST pursuant to paragraph 15.A.8.a.(3)., above, if their seniority would have resulted in holding a reserve schedule, or they choose to be on reserve status, FAST will work with the Flight Attendant to build a Reserve line with the appropriate number of days of availability and days off, prorated as necessary. In addition, the Reserves minimum guarantee will be set based on the number of days of availability in their line.

**15.A.8.c.(2).**
If the Flight Attendant is available for the entire month, they will notify FAST of the line they request subject to the seniority requirement and their reserve minimum guarantee will be seventy-eight (78) hours, prorated as necessary based on the line selected. FAST will inform the Flight Attendant of their reserve guarantee if not available for the entire month, prorated from the reserve minimum guarantee of seventy-eight (78) hours.

**15.A.8.c.(3).**
If the Flight Attendant does not contact FAST pursuant to paragraph 15.A.8.a.(3)., above, FAST will build them a Reserve line with the appropriate number of days

of availability and days off, prorated as necessary. In addition, the Reserves minimum guarantee will be set based on the number of days of availability in their line. If the Flight Attendant is available for the entire month, FAST will assign them the first numerical reserve line they could have held.

## 15.B. COMPANY OFFERED LEAVE OF ABSENCE

**15.B.1.**
Flight Attendants may be granted Company offered leaves of absence ("COLAs") without pay, on a seniority basis in a Base and/or special qualification for a period not to exceed one (1) year.

**15.B.2.**
If the Company grants additional COLAs in a Base and/or special qualification, it will grant them first from the list of Flight Attendants whose requests were filed by the original deadline. Any remaining leaves will be granted on a first come, first served basis.

**15.B.3.**
The Company may require a Flight Attendant to attend training while on a COLA provided that the requirement is made known to them prior to accepting the leave.

**15.B.4.**
Bid closing dates for COLAs shall coincide with the bid closing dates for job shares and multiple-month partnerships.

**15.B.5.**
A Flight Attendant whose last trip of the month extends into the month in which their COLA begins may be required to complete the trip if there is insufficient reserve coverage during the first three (3) days of the month.

**15.B.5.a.**
If all open trips for the first three (3) days of the new bid month can be covered with Reserves (allowing coverage for unforeseen circumstances), Flight Attendants with carry-in trips will be released not less than twenty-four (24) hours prior to the report time of the carry-in trip.

**15.B.5.b.**
Flight Attendant releases shall be made in seniority order.

**15.B.5.c.**
A list showing both Flight Attendants who will be required to complete their trips and those released from their trips shall be posted.

**15.B.6.**
A Flight Attendant granted a COLA may not return prior to the expiration of the leave unless approved by the Company. In a case of personal hardship, the Company may agree to end the Flight Attendant's COLA early.

**15.B.7.**
The Company is permitted to cancel a COLA by Base, provided the following conditions are satisfied:

**15.B.7.a.**
The Company must meet and confer with the Union regarding the cancellation.

**15.B.7.b.**
In the case of a partial cancellation of a COLA by Base, the Company must first solicit volunteers to return to work, who shall be awarded return in seniority order. If the number of volunteers is insufficient, Flight Attendants will be returned to work involuntarily in inverse seniority order.

**15.B.7.c.**
The Company shall provide Flight Attendants with a reasonable amount of time for return to work. The return date shall be no less than thirty (30) days after such notice is sent by email to the Flight Attendant at the last email address filed by them with the Company.

**15.B.7.d.**
The Company shall not cancel another COLA in the affected Base for two (2) years following the month in which a COLA was cancelled.

**15.B.8.**
The chart in Paragraph L. below contains additional rules and benefits that apply to COLAs.

**15.B.9.**
In the event there are unforeseen shortages in a special qualification, the Company may suspend or cancel COLAs involving Flight Attendants with the special qualification in inverse seniority order. In this event, the provisions of Paragraph 15.B.7.d. above, shall not apply.

## 15.C. SPECIAL COMPANY OFFERED LEAVE OF ABSENCE

**15.C.1.**
Flight Attendants may be granted special Company offered leaves of absence ("Special COLAs") without pay, on a seniority basis in a Base and or/special qualification. The duration of a Special COLA is to be determined and published by the Company. In order to constitute a Special COLA, the benefits offered must exceed those specified herein for a COLA.

**15.C.2.**
Paragraphs 15.B.2., 15.B.3., 15.B.5. and 15.B.6. above, shall apply to Special COLAs.

**15.C.3.**
The Company is permitted to cancel a Special COLA under the same terms and conditions set forth in Paragraph 15.B.7. above, except that the prohibition on the cancellation of other COLAs shall not apply in the case of Special COLAs with a specified end date exceeding a twelve (12) month duration.

**15.C.4.**
The chart in Paragraph L. below contains additional rules and benefits that apply to Special COLAs.

## 15.D. PERSONAL LEAVE

**15.D.1.**
Flight Attendants may be granted employee requested personal leaves of absence without pay at the Company's discretion based on the requirements of the service and the reason(s) for the request, e.g. leave for educational, charitable, political, or bereavement purposes.

**15.D.2.**
The chart in Paragraph L. below contains additional rules and benefits that apply to personal leave.

## 15.E. MEDICAL LEAVE

**15.E.1.**
Leaves of absence required due to occupational/non-occupational illness or occupational/non-occupational injury shall be granted upon written verification of disability from a qualified medical doctor. Any such leave may not exceed the lesser of:

**15.E.1.a.**
The period of disability, or

**15.E.1.b.**
Three (3) years

**15.E.2.**
At the end of the maximum period, the Flight Attendant will be administratively terminated and removed from the System Seniority List.

**15.E.3.**
For the purposes of pay and vacation step adjustments, Flight Attendants on medical leave will continue to accrue longevity for the period of time they are eligible for active-employee medical insurance coverage under paragraphs 15.E.6. or 15.E.7., below.

**15.E.4.**
The chart in Paragraph L. below contains additional rules and benefits that apply to medical leave.

**15.E.5.**
A Flight Attendant shall automatically be placed on a Medical Leave for illness or injury on the seventeenth (17th) day after exhaustion of all applicable paid sick leave credits.

**15.E.6.**
A Flight Attendant on a medical leave of absence shall remain on active-employee medical insurance coverage for the lesser of the Flight Attendant's total length of active service or the duration of their medical leave of absence.

**15.E.7.**
Notwithstanding the language of paragraph 15.E.6., above, a Flight Attendant on an occupational injury medical leave of absence which was caused by verified unannounced clear air turbulence or sudden aircraft movement, passenger assault, emergency evacuation, aircraft accident, hijacking or

sabotage, but which was not the result of an unsafe work practice, shall be entitled a minimum of one (1) year medical insurance coverage at active employee rates.

**15.F. MATERNITY LEAVE**

**15.F.1.**
Maternity and other pregnancy related conditions will be treated like any other disability, except as provided herein.

**15.F.1.a. MATERNITY LEAVE ENTITLEMENTS**

**15.F.1.a.(1).**
The duration of a maternity leave may extend up to twelve (12) consecutive months following the birth of the child.

**15.F.1.a.(2).**
Once Maternity Leave commences, it will continue until the Flight Attendant advises the Company that they wish to return to work, or 12 consecutive months following the birth of the child, whichever comes first;

**15.F.2.**
For purposes of pay and vacation step adjustments, Flight Attendants on maternity leave shall accrue longevity for the first ninety (90) days after birth in the same manner as for a medical leave. After the first ninety (90) days, Flight Attendants shall accrue longevity for an additional one hundred eighty (180) days of leave. Thereafter, a Flight Attendant shall cease to accrue, but shall retain their longevity for purposes of pay and vacation step adjustments.

**15.F.3.**
A Flight Attendant who is pregnant may continue to work as a Flight Attendant as long as they are medically able to do so, subject to the following:

**15.F.3.a.**
Not later than the start of the 28th, 30th and 32nd week of pregnancy, the Flight Attendant must provide certification from their physician that they are medically able to continue to fly;

**15.F.3.b.**
Not later than the start of 33rd week of pregnancy, and each week thereafter, the Flight Attendant must provide certification from their physician that they are medically able to continue to fly.

**15.F.4.**
A Flight Attendant may, at their option, choose to begin their Maternity Leave of Absence commencing any time beginning with the start of the 28th week of pregnancy, but no later than 31st day following birth of the child, subject to the following terms:

**15.F.4.a.**
The Flight Attendant must advise the Flight Attendant Support Team of the date on which they wish to begin their Maternity Leave;

**15.F.4.b.**
Commencement of Maternity Leave will not result in the generation of points;

**15.F.4.c.**
Up until the commencement of Maternity Leave, maternity or pregnancy related absences will be handled consistent with the terms of paragraph 15.F.3, above.

**15.F.4.d.**
The first ten (10) weeks of Maternity Leave will be paid at the Flight Attendant's hourly rate as delineated in Section 4.A. and calculated based the Lineholder minimum of seventy-one hours (71:00), prorated.

**15.F.5. USE OF SICK LEAVE**

**15.F.5.a.**
A Flight Attendant who is unable to work due to their own medical condition may use Sick Leave by following the normal Sick Leave process;

**15.F.5.b.**
A Flight Attendant may use Sick Leave both prior to and following birth;

**15.F.5.c.**
Sick Leave may not be used while on Maternity Leave;

**15.F.5.d.**
If a Flight Attendant wishes to continue to use Sick Leave beyond the 30th day following birth, they may do so, however they then waives their ability to take Maternity Leave.

**15.F.6.**
A Flight Attendant who is medically unable to work prior to commencement of Maternity Leave and who exhausts their Sick Leave bank or chooses to be placed on a Medical Leave shall be subject to the terms of Section 15.E.

**15.F.7.**
The chart in Paragraph L. below contains additional rules and benefits that apply to maternity leave.

**15.G. PARENTAL LEAVE**

**15.G.1.**
A Flight Attendant who has not taken maternity leave in conjunction with a birth shall be granted unpaid parental leave within twelve (12) months after the birth of their child. In the case of surrogacy, where travel is required to be present for the birth of the child, the twelve (12) months may begin when the Flight Attendant begins travel to attend the birth. A request for parental leave must be in writing and include the requested dates. The leave request may not exceed twelve (12) consecutive months. The first two (2) weeks of Parental Leave will be paid at the Flight Attendant's hourly rate as delineated in Section 4.A. and calculated based the Lineholder minimum of seventy-one hours (71:00), prorated.

**15.G.2.**
The chart in Paragraph L. below contains additional rules and benefits that apply to parental leave.

## 15.H. ADOPTION LEAVE

**15.H.1.**
A Flight Attendant who legally adopts a child shall be granted a leave of absence within twelve (12) months following the date when the Flight Attendant takes custody of the child or, if travel is required, when the Flight Attendant begins travel to obtain custody of the child. A request for adoption leave must be in writing and include the requested dates. The leave request may not exceed twelve (12) consecutive months. The first two (2) weeks of Adoption Leave will be paid at the Flight Attendant's hourly rate as delineated in Section 4.A. and calculated based the Lineholder minimum of seventy-one hours (71:00), prorated.

**15.H.2.**
The chart in Paragraph L. below contains additional rules and benefits that apply to adoption leave.

## 15.I. FAMILY MEDICAL LEAVE

**15.I.1.**
Family medical leave ("FML") shall be available to eligible Flight Attendants in accordance with the Federal Family and Medical Leave Act (the "Act"), as specifically modified herein.

**15.I.2.**
FML may be used for the following:

**15.I.2.a.(1).**
Up to twelve (12) months after the birth, adoption, or foster care placement of a child;

**15.I.2.a.(2).**
When a family member suffers a serious health condition requiring continuing care and a medical Health Care Provider certifies that the Flight Attendant is needed for such care;

**15.I.2.a.(3).**
When the Flight Attendant suffers a serious health condition as certified by a medical Health Care Provider; or

**15.I.2.a.(4).**
Eligible employees are entitled to FMLA leave to care for a covered servicemember with a serious illness or injury as certified by a medical Health Care Provider.

**15.I.2.b.**
Family member is defined as spouse (as recognized by state law where the Flight Attendant lives), domestic partner, parent (a biological parent or person who raised the Flight Attendant when they were a child), son or daughter (a biological, adopted, foster or step child, legal ward, or minor who is being raised by the Flight Attendant). The child(ren) must be under eighteen (18) years of age or incapable of self-care (due to mental and physical disability).

**15.I.2.c.**
A Flight Attendant using FML for their own serious health condition or to care for a family member who has a serious health condition may use FML on an "intermittent" basis as defined by the Act, if a medical Health Care Provider certifies the necessity for so doing.

**15.I.2.d.**
Should the terms of the Act as reflected in this Paragraph be amended, any amendment shall be incorporated herein, and the parties shall promptly meet and agree on the nature and extent of any such changes required to this Paragraph.

**15.I.3. GENERAL**

**15.I.3.a.**
The Company shall administer FML for Flight Attendants on a centralized basis and in a consistent manner with the objectives of maintaining privacy and providing reasonable and efficient access to the FML process.

**15.I.3.b.**
The Company shall provide Flight Attendants with electronic access to information regarding their FML eligibility, usage, and application status.

**15.I.3.c.**
Flight Attendants shall be eligible for FML on the same basis regardless of whether they are based within or outside the United States.

**15.I.3.d.**
A Flight Attendant on FML shall continue to accrue seniority for all purposes.

**15.I.4. HOURS OF SERVICE REQUIREMENT**
In order to meet the hours of service requirement for FML, a Flight Attendant must have in the twelve (12) month period immediately preceding the commencement of the FML leave:

**15.I.4.a.**
Have worked or been paid for not less than 60% of the applicable total monthly guarantee;

**15.I.4.b.**
Have worked or been paid for not less than five hundred four (504) hours, not including personal commute time, or time spent on vacation, medical, or sick leave.

**15.I.5. FML USAGE**

**15.I.5.a.**
An eligible Flight Attendant is entitled to use up to seventy-eight (78) days of FML in any twelve (12) month period.

**15.I.5.b.**
Unless a Flight Attendant has applied for FML for an absence, the Company shall not designate that absence as FML.

**15.I.5.c.**
A Flight Attendant may use their accrued sick leave, or a portion thereof, for FML authorized absences for their own serious health condition or pregnancy prior to using unpaid FML, in which case the days of sick leave will not be counted against the Flight Attendant's seventy-eight (78) day FML allocation. Alternatively, a Flight Attendant may use their accrued sick leave, or a portion thereof, concurrent with FML taken for their own serious health condition.

**15.I.5.d.**
A Flight Attendant may use their accrued vacation for the current year, or a portion thereof, before commencing an FML leave in which case the vacation days will not be counted against the Flight Attendant's seventy-eight (78) day FML allocation. Alternatively, a Flight Attendant may use their accrued vacation for the current year, or a portion thereof, concurrent with FML. When a Flight Attendant uses accrued vacation either before or concurrent with FML leave, they may only use a block of no fewer than six (6) consecutive days from either the beginning or end of a vacation period. If a Flight Attendant only has a block of vacation days fewer than six (6) days, they must use the entire block.

**15.I.6. RETURN TO WORK**
When a Lineholder is able to return to work after a pairing(s) has been removed from their schedule due to FML usage, they may pick up open time in accordance with Section 7. A Flight Attendant who is able to pick up open time on the day(s) overlapping the removed pairing(s) will have the overlapping days actually worked restored to their seventy-eight (78) day FML allocation.

**15.J. MILITARY LEAVE**

**15.J.1.**
A Flight Attendant who voluntarily enlists or is ordered by the government of their country of citizenship to enter active military duty during a period of national emergency or pursuant to law or is classified as 1.A under the Selective Service Act or the equivalent law of another country, who is unable to obtain a deferment and chooses to enlist for military duty in the Armed Forces shall be granted a leave of absence. The duration of a military leave may be up to five (5) years of Armed Forces duty plus ninety (90) days thereafter, or greater if required by law.

**15.J.2.**
For the purposes of pay and vacation step adjustments, Flight Attendants on military leave will continue to accrue longevity for the duration of the military leave up to the maximum leave in Paragraph J.1. above.

**15.J.3.**
The chart in Paragraph L. below contains additional rules and benefits that apply to military leave.

**15.K. UNION LEAVE**
Flight Attendants assuming official positions with the Association of Flight Attendants-CWA shall be placed on a leave of absence status upon request. Flight Attendants on Union Leave of Absence shall retain and accrue seniority for all purposes and receive benefits as active employees. Upon return from a Union Leave of Absence, a Flight Attendant shall be credited with the maximum vacation, sick leave, and occupational illness or injury allowances provided by this Agreement in effect for employees of like seniority.

## 15.L. LEAVE OF ABSENCE CHART

| TYPE OF LEAVE | DURATION | BID SENIORITY ACCRUAL | PAY & VACATION LONGEVITY (STEPS) | VACATION & SICK PAY ACCRUAL | INSURANCE BENEFITS | PASS TRAVEL BENEFITS* |
|---|---|---|---|---|---|---|
| **COLA** | Up to 1 year | Duration | 180 days | None | Flight Attendant responsible for full premium cost for duration | Online passes & CJA for duration |
| **SPECIAL COLA** | As determined by Company with specified end date | Duration | COLA or better | COLA or better | COLA or better | Online passes & CJA for duration |
| **PERSONAL** | As determined by Company based on requirements of service and reason for leave | Duration | 180 days | None | Flight Attendant responsible for full premium cost for duration | Online passes for 90 days |
| **MEDICAL** | 3 Years | Duration up to maximum | The lesser of duration or length of active service; OJI minimum of 1 year. | None * Except OJI, vacation accrual for duration | Active rates for lesser of duration or length of active service; OJI minimum of 1 year | Online passes for duration |
| **MATERNITY** | Up to 12 consecutive months after birth | Duration | 270 days | None | Active rates for duration | Online passes for duration |
| **PARENTAL** | Up to 12 consecutive months | Duration | 180 days | None | Active rates for duration | Online passes for duration |
| **ADOPTION** | Up to 12 consecutive months | Duration | 180 days | None | Active rates for duration | Online passes for duration |
| **FAMILY MEDICAL LEAVE** | Usage: As described above. (block and/or intermittent) | Duration | Duration | Duration | Active rates for duration | As active employee for duration |
| **MILITARY** | Up to five years + 90 days, or greater if law requires | Duration + 90 days | Duration + 90 days | None | Active rates for 36 months, then full premium for remainder | Online passes for duration |
| **UNION LEAVE** | Term of office or position with Union | Duration | Duration | Duration | Active rates for duration | As active employee for duration |

*Access to CJA requires the Flight Attendant to remain qualified and current

# SECTION 16
# JOB SHARE AND PARTNERSHIP FLYING PROGRAMS

## 16.A. PROGRAM DESCRIPTIONS AND GENERAL PROVISIONS

### 16.A.1. JOB SHARE PROGRAM
The Job Share Program allows a line of flying to be shared by two Flight Attendants for a single bid month. The availability of the Program is determined by the Company's Flight Attendant staffing needs based upon qualifications at a Base.

### 16.A.2. PARTNERSHIP FLYING PROGRAMS
The Partnership Flying Programs allow a line of flying to be shared by two (2) Flight Attendants for a period of time longer than a single bid month. There are three (3) types of Partnership Flying Programs as follows:

### 16.A.2.a. ANNUAL PARTNERSHIP
The Annual Partnership Program covers a twelve (12) bid month period. The availability of annual partnerships is determined by the Company's Flight Attendant staffing needs based upon qualifications at a Base. When offered, Annual Partnerships shall begin in May of each year, unless changed by mutual agreement of the Company and the Union.

### 16.A.2.b. MULTIPLE-MONTH PARTNERSHIP
A multiple-month partnership covers a period of two (2) to eleven (11) bid months. The Company can only offer multiple-month partnerships which begin and end within the annual cycle for the Annual Partnership Program. The availability of multiple-month partnerships is determined by the Company's Flight Attendant staffing needs based upon qualifications at a Base.

### 16.A.2.c. FURLOUGH-MITIGATION PARTNERSHIP
A furlough-mitigation partnership covers a period of thirteen (13) or more bid months. Prior to implementing any involuntary furlough, the Company shall offer furlough-mitigation partnerships sufficient to eliminate the need to furlough. Such partnerships shall be offered to:

**16.A.2.c.(1).**
All Flight Attendants in Bases within the continental United States, and

**16.A.2.c.(2).**
All Flight Attendants in Bases outside the continental United States if Flight Attendants in that Base will be subject to furlough or displacement.

**16.A.2.c.(3).**
Participation in the Program shall be awarded in system seniority order among eligible Flight Attendants. A Flight Attendant may not avoid their own involuntary furlough by entering into a furlough-mitigation partnership.

### 16.A.3. ORDER OF AWARD
The Company may offer multiple-month partnerships and multi-month leaves, either together or separately. When the Company offers both multiple-month partnerships and multi-month leaves of the same length, they will be combined and awarded in seniority order. When full month leaves and job shares are offered, they will be combined and awarded in seniority order.

### 16.A.4. GENERAL

**16.A.4.a.**
Once a Flight Attendant is awarded a partnership, they must complete the partnership before they shall be eligible to begin another partnership; except that when the Company offers a Furlough-Mitigation Partnership Program, Flight Attendants in another Partnership Program are eligible for the Furlough-Mitigation Program.

**16.A.4.a.(1).**
It is intended that all other provisions of this Agreement shall apply to Flight Attendants in the Job Share and Partnership Flying Programs, except as may be otherwise provided in this Section.

**16.A.4.a.(2).**
Management shall not be responsible for resolving disputes arising between Flight Attendants paired in the Job Share or Partnership Flying Programs.

**16.A.4.a.(3).**
Flight Attendants may form job share or partnership pairs among Flight Attendants in the same Base.

**16.A.4.a.(4).**
Job share and partnership pairs may be formed without regard to lineholder or reserve status.

**16.A.4.a.(5).**
The Company shall make an electronic board available in order to facilitate the formation of job share or partnership pairs.

## 16.B. ENTRY INTO JOB SHARE AND PARTNERSHIP FLYING PROGRAMS

### 16.B.1. PROGRAM AWARD TIMELINE

**16.B.1.a.**
When the Company offers the Job Share Program or initiates a Partnership Program, the bid period for job shares or partnerships shall close not later than the 20th day of the 2nd bid month prior to the bid month in which the job shares or partnerships will occur, e.g. bids shall close on August 20th for October job shares or partnerships. The bid close date for Job Shares or Partnership Programs may be changed by mutual agreement of the Company and the Union.

**16.B.1.b.**
Job share and partnership awards shall be published before the Flight Attendant bid period opens for the bid month of the job share or partnership.

### 16.B.2. JOB SHARE PROGRAM
Flight Attendants may apply to the Job Share Program either as a pair or individually. Participation in the Job Share Program shall be awarded first to paired applicants in seniority order based on the senior partner's seniority. After that, the Company shall award the remaining available job shares, if any, to individual applicants in seniority order and pair them based on their seniority. The Company shall publish the list of Flight Attendants awarded pairs in a Job Share Program.

### 16.B.3. PARTNERSHIP FLYING PROGRAMS

When the Company offers a Partnership Flying Program (Annual, Multiple-Month, or Furlough-Mitigation), Flight Attendants shall apply to the Program individually. Program participation shall be awarded in seniority order. The Company will then publish the list of Flight Attendants awarded participation in the Program. Once published, Flight Attendants shall be given no less than ten (10) days from the date of the publication of the award list to form partnership pairs among those awarded. Participants who do not form pairs within the given time period shall be paired with each other in seniority order.

### 16.B.4. WAIT LISTS FOR ANNUAL AND FURLOUGH-MITIGATION PARTNERSHIPS

The Company shall place applicants who are not awarded an annual or furlough-mitigation partnership on a wait list. In addition, after the deadline for applications to the Annual Partnership Program has passed, Flight Attendants may request to be placed on the wait list for that Program. Vacancies shall be filled from the wait list in seniority order.

## 16.C. MONTHLY BIDDING PROCESS AND RULES FOR JOB SHARES AND PARTNERSHIP FLYING

The following rules apply to Flight Attendants in a job share or partnership:

**16.C.1.**
Both Flight Attendants must submit a monthly bid.

**16.C.2.**
The Company shall award lines of flying based on the seniority of the senior Flight Attendant in the job share or partnership.

**16.C.3.**
Within forty-eight hours (48:00) after a line of flying has been awarded, the Flight Attendants shall divide the line, through CCS (or future equivalent), so that the line value is shared as evenly as possible without splitting any trips or block of reserve days unless one block must be split to evenly divide the line.

**16.C.4**
A Flight Attendant in a job share or partnership is limited to a monthly maximum of fifty-five hours (55:00) pay and credit excluding vacation.

**16.C.5.**
If a line of flying cannot be evenly divided without one or both of the Flight Attendants exceeding the monthly maximum, the Flight Attendants shall utilize the procedures set forth in Section 7.H., to bring their pay and credit hours within the monthly maximum. If they are unable to do so within forty-eight hours (48:00) after the line of flying has been awarded, the Flight Attendants will contact Scheduling to resolve the issue.

**16.C.6.**
In the event of a month-end conflict, if one of the Flight Attendants is legal to fly the first trip of the month, they shall be responsible to cover the trip.**16.C.7.**
When Flight Attendants have overlapping vacations in the bid month, they may elect to slide their vacations to the extent necessary to minimize or eliminate the overlap, provided that both vacation periods remain within the same bid month.

**16.C.8.**
Once a line is divided, each Flight Attendant may adjust their individual schedules through normal contractual processes. Reserves shall use their seniority to complete for move-up lines.

## 16.D. DISSOLUTION AND SUSPENSION/CANCELLATION OF PARTNERSHIPS

### 16.D.1. PERMANENT DISSOLUTION OF A PARTNERSHIP

A partnership shall be dissolved if one partner obtains a hardship release, transfers to another Base or becomes inactive and expects to remain inactive for the remainder of the partnership.

**16.D.1.a.**
When an annual or furlough-mitigation partnership is dissolved, the remaining partner shall be re-paired with a Flight Attendant from the wait list. If there are no partners available on the wait list, the remaining partner shall bid for lines of flying using their own seniority and shall drop trips, or reserve availability days if applicable, to comply with Paragraphs 16.C.3. and 16.C.4. above, until the partnership term ends.

**16.D.1.b.**
When a multiple-month partnership is dissolved, the remaining partner shall bid for lines of flying using their own seniority and shall drop trips, or reserve availability days if applicable, to comply with Paragraphs 16.C.3. and 16.C.4. above, until the partnership term ends.

### 16.D.2. TEMPORARY DISSOLUTION OF A PARTNERSHIP

When a Flight Attendant in a partnership becomes temporarily inactive, the remaining partner shall bid for lines of flying using their own seniority and shall drop trips, or reserve availability days if applicable, to comply with Paragraphs 16.C.3. and 16.C.4. above, until such time as the inactive Flight Attendant returns to active status or the partnership term ends, whichever is sooner.

### 16.D.3. SUSPENSION OR CANCELLATION OF MULTIPLE-MONTH PARTNERSHIP PROGRAM

**16.D.3.(a).**
The Company may suspend or cancel multiple-month partnerships in the event there are unforeseen staffing shortages during the Partnership Program term, provided that all multiple-month partnerships in the affected Base are suspended or cancelled to the extent that they overlap the staffing shortage period.

**16.D.3.a.(1).**
If the Company suspends or cancels a Multiple-Month Partnership Program, it shall:

**16.D.3.a.(1).(a).**
Provide advance notice to the Union, including the Base where the multiple-month partnerships will be cancelled or suspended and the length of any suspension;

**16.D.3.a.(1).(b).**
Notify the affected Flight Attendants prior to the opening of line bids for the first bid month that the Program is cancelled or suspended;

**16.D.3.a.(1).(c).**
Cancel any job shares previously awarded and not offer any new job shares at the affected Base during the period when multiple-month partnerships are cancelled or suspended;

**16.D.3.a.(1).(d).**
Not initiate any new time-off programs, at the affected Base during the period when multiple-month partnerships are cancelled or suspended;

**16.D.3.a.(1).(e).**
Not cancel another multiple-month partnership program for two years after the last month of the cancelled/suspended multiple-month partnership term, at the affected Base.

**16.D.3.a.(2).**
When the Company has suspended multiple-month partnerships, it may reinstate some or all of the partnerships in the same bid month, with the same Flight Attendant pairs. In the case of a partial resumption of partnerships, they shall be offered in seniority order based on the seniority of the senior member of the partnership.

**16.D.3.a.(3).**
In the event there are unforeseen shortages in a special qualification, the Company may suspend or cancel Multiple- Month Partnerships involving Flight Attendants with the special qualification in inverse seniority order. In this event, the provisions of Paragraphs 16.D.3.a.(1).(c)., 16.D.3.(a).(1).(d)., 16.D.3.(a).(1).(e). above shall not apply.

### 16.D.4. CANCELLATION OF A FURLOUGH-MITIGATION PARTNERSHIP PROGRAM

The Company may cancel, in whole or in part, a Furlough- Mitigation Partnership Program. If the Company is not cancelling an entire Program, it shall solicit Flight Attendant volunteers in seniority order. If there are insufficient volunteers, the Company shall select Flight Attendants in inverse seniority order. Remaining participants shall be re-paired in accordance with Paragraph B.3. above. If there are no available qualified Flight Attendants to re-pair a Partnership at the affected Base, the remaining partner shall bid for lines of flying using their own seniority and shall drop trips, or reserve availability days if applicable, to comply with Paragraphs C.3. and C.4. above, until their Partnership term ends.

# SECTION 17
# FILLING OF VACANCIES

## 17.A. TRANSFER PROCEDURE

**17.A.1.**
A Flight Attendant desiring to transfer to a different Base may file a bid, through the Company's automated system, stating the Base to which they desires to transfer. Nothing herein shall prohibit two (2) Base bids from being on file by a Flight Attendant in preferential order. A Flight Attendant may withdraw their bid(s) at any time.

**17.A.2.**
When permanent Base vacancies occur, the Company will use the following process to fill the vacancy:

**17.A.2.a.**
The Company will announce the Base(s) to which they will be awarding transfers and capture the list of Flight Attendants who have a transfer bid on file. Flight Attendants who do not have a transfer bid on file for the Base(s) announced will not be eligible to enter a bid or be awarded a transfer to the Base(s) announced.

**17.A.2.b.**
Those Flight Attendants who have a transfer bid(s) on file to the Base(s) to which the Company has announced vacancies will be given seven (7) days to indicate whether they would accept or decline an offer of transfer.

**17.A.2.b.(1).**
A Flight Attendant who fails to indicate if they would accept or decline a transfer if offered will be treated as if they had declined the offer.

**17.A.2.b.(2).**
A Flight Attendant who indicates that they would decline an offer of transfer shall not be inhibited from being awarded a transfer in the future.

**17.A.2.b.(3).**
After the second time a Flight Attendant indicates that they would decline an offer of transfer, all transfer bids on file will be cleared and they shall be so notified. If they wish to be considered for transfer in the future, they will need to reenter their bid preference(s), however they shall not be inhibited from being awarded a transfer in the future.

**17.A.2.c.**
At the end of the seven-day period provided for in paragraph 17.A.2.b., above, the Company will award transfer to the announced Bases, in seniority order, to the Flight Attendants who have indicated that they would accept a transfer award.

**17.A.2.c.(1).**
When the Company announces that they are awarding transfers to only one Base for which a Flight Attendant has a bid on file and the Flight Attendant has indicated that they will accept an offer of transfer to that Base, the Flight Attendant shall be awarded the transfer if it is available and if they are senior enough to be awarded the transfer.

**17.A.2.c.(2).**
When a Flight Attendant has two bids on file and the Company announces they are awarding transfers to both of the Bases for which they have a bid on file, the Flight Attendant shall have the option to accept or decline either or both bids.

**17.A.2.c.(3).**
When a Flight Attendant has two bids on file and the Company announces they are awarding transfers to both of the Bases and the Flight Attendant has indicated that they would accept an offer of transfer to both Bases, their first preference shall be awarded if it is available and if they are senior enough to be awarded the transfer.

**17.A.2.c.(4).**
When the Flight Attendant has two bids on file and has indicated that they would accept an offer of transfer to both Bases, if their first preference is not available, or they are not senior enough to be awarded the transfer, their second preference shall be awarded, if it is available and if they are senior enough to be awarded the transfer.

**17.A.2.c.(5).**
When the Company announces they are awarding transfers to both of the Bases for which a Flight Attendant has a bid on file and the Flight Attendant has indicated that they would accept one of the offers of transfer and they would decline the other offer of transfer, the Flight Attendant shall be awarded a transfer to the Base for which they would have indicated they would accept an offer of transfer if it is available and if they are senior enough to be awarded the transfer.

**17.A.2.d.**
Once awarded, a transfer cannot be declined by the Flight Attendant, nor can it be rescinded by the Company, except in the case of an error in the award.

**17.A.3.**
Upon transfer, the Flight Attendant shall not be awarded another bid for a period of six (6) months from the date of transfer (for example, a Flight Attendant who accepts a transfer with an effective date of March 1st will not be eligible to be awarded a subsequent transfer that has an effective date before September 1st), except:

**17.A.3.a.**
A Flight Attendant transferred under Paragraph K of this Section may bid back to the Base from which surplused, or be awarded a transfer to any Base, without having to wait six (6) months. A Flight Attendant who is awarded a transfer to another base will waive their rights under paragraph 17.J.4., below.

**17.A.3.b.**
A Flight Attendant recalled from furlough, under Sections 18.B. and 18.C., to a different Base from which furloughed may submit a bid to any Base without having to wait six (6) months.

**17.A.4.**
A Flight Attendant transferred to fill a vacancy shall be available to begin the assignment on the date set by the Company, which shall not be less than ten

(10) days from the date notified of the assignment, except as provided in Section 15.A.6. A Flight Attendant shall be allowed a reasonable period between the time relieved of duties and time required to report at the new location. Such time shall be established in advance and shall be dependent upon the means of travel.

**17.A.5.**
A Flight Attendant on furlough status will have any existing bid(s) on file canceled. Upon return from inactive status, they may again submit a bid(s).

**17.A.6.**
Once a Flight Attendant has submitted a transfer bid(s), their position on the transfer list(s) will be applied to the bid(s) on file and they will be able to view their relative position on the transfer list(s) to a specific Base(s) in the Company's computer system. For example, if there are sixty (60) transfer bids on file for a specific Base, and the Flight Attendant submitting a bid would be ranked number 15 according to their seniority, the computer system would display the ranking as 15/60 where 15 represents the placement on the list and 60 represents the total number of transfer bids on file to that base.

**17.A.7.**
In the event that a Flight Attendant has a transfer bid(s) on file and is inhibited from a transfer award in accordance with Section 17.A.3.b. above, such transfer bids shall be awarded after all non-inhibited transfers on file to that Base have been awarded and there are still vacancies. Flight Attendants who are subject to a transfer inhibit shall be ranked in seniority order after those without a transfer inhibit.

**17.A.8.**
Prior to the assignment of the new hires to a Base, all eligible, non-inhibited transfer bids on file to that Base shall be awarded.

**17.B. MOVING EXPENSES**
Successful bidders on Flight Attendant assignments to newly established Bases shall be considered as transferred at Company request and Section 26 [Moving Expenses] of this Agreement shall apply.

**17.C. ALTERNATE TRANSFER PROCEDURE**

**17.C.1.**
When no bids are on file or are received, the Company may request any Flight Attendant willing to accept the assignment, or may assign the most junior Flight Attendant qualified, to fill the vacancy subject to the provisions below:

**17.C.1.a.**
No Flight Attendant assigned to a U.S. Base may be involuntarily assigned to an International Base.

**17.C.1.b.**
No Flight Attendant assigned to a Base outside the U.S. may be involuntarily assigned to a Base in any country for which they are unable to acquire the necessary immigration approval as provided for in Section 3.U. or meet the residency requirements.

## 17.D. BASE LOCATIONS

**17.D.1.**
The Company shall advise the MEC President in writing ninety (90) days before establishing or terminating a Base location. The recommendations of the Union shall be considered by the Company before making changes in the location of Bases.

**17.D.2.**
In the event of the geographical relocation by the Company of a portion of, or all of the Flight Attendants' assignments from a particular Base, each Flight Attendant affected shall be considered transferred at Company request and Section 26 [Moving Expenses] of this Agreement shall apply. Such assignment must be filled by local bid at the Base so affected.

## 17.E. MINIMUM ELIGIBILITY
Unless a lesser restriction is determined by the Company, a Flight Attendant shall be eligible to bid vacancies only upon completion of their probationary period.

## 17.F. MUTUAL TRANSFERS
When few or no vacancies exist on the system, the Company shall consider requests by the MEC President or designee that the Company honor mutual transfer requests by seniority.

## 17.G. MOVING PROVISIONS

**17.G.1.**
Successful bidders on permanent Base transfers, Flight Attendants making mutual transfers by seniority with the approval of the Company, and Flight Attendants transferring in accordance with Paragraph I. of this Section shall pay their own moving expenses to their new Base location except that the Company shall furnish free contingent air transportation on the Company's system for such Flight Attendants and their spouse and dependents to the extent permitted by law, and shall allow such Flight Attendants to ship up to one thousand (1000) pounds of personal effects to the new Base as space available COMAT on Company aircraft.

**17.G.2.**
All Flight Attendants who have been assigned to their initial Base after Flight Attendant training shall be provided with the following:

**17.G.2.a.**
Free contingent air transportation for the Flight Attendant and their spouse and dependents, if relocating, on the Company's system to the extent permitted by law.

**17.G.2.b.**
Shipping allowances up to one thousand (1000) pounds of personal effects to the new Base as space available COMAT on Company aircraft.

**17.G.2.c.(1).**
Free hotel accommodations at the new station for a period of seven (7) days, which may be extended on an individual basis by the Manager of Inflight Service.

**17.G.2.c.(2).**
The Company will arrange single room accommodations. If an insufficient number of single hotel rooms are available at the designated hotel to accommodate all such Flight Attendants, the Company agrees to locate and arrange for single room accommodations at other equivalent hotels.

## 17.H. SETTLING TIME & MONTHLY GUARANTEE

**17.H.1.**
Upon arrival at a new Base, a Flight Attendant who voluntarily changes Bases, is involuntarily transferred, transfers to a newly established Base or is initially assigned will be allowed up to three (3) days at their option for the purpose of settling, to be allowed at any time within twelve (12) months of the effective date of the new assignment. Such time may be delayed by the Company for not more than seven (7) days according to the needs of the service.

**17.H.2.**
A Flight Attendant who voluntarily changes Bases for the first time, is involuntarily transferred, transfers to a newly established Base within six (6) months following the date the Base is opened or is initially assigned, will be eligible for their normal monthly guarantee during the transfer and settlement period. For all subsequent voluntary changes of Base, with the exception of transfers to a newly established Base, a Lineholder's guarantee will be reduced according to the scheduled flight time lost during the actual travel and settling time, and a Reserve's guarantee will be reduced according to the scheduled days of availability missed during the actual travel and settling time.

## 17.I. EMERGENCY TRANSFER

When a Flight Attendant desires to change their Base assignment for personal reasons due to hardship, the request to temporary change shall be considered jointly by the Managing Director Labor Relations or designee, and the MEC President or designee, and in accordance with their mutual agreement, a decision may be rendered, permitting such Flight Attendant to temporarily change the assignment and be assigned to another Base on a temporary basis.

## 17.J. SURPLUS PROCEDURE

**17.J.1.**
The Company shall notify and confer with the MEC President or designee at least fifteen (15) days prior to bulletining a notice of surplus.

**17.J.2.**
If a surplus of Flight Attendants exists at any Base, the Company may move any Flight Attendants at that Base, who desire to move, in order of seniority from the Base at which the surplus exists or, if none desire to move, the Company may then move the surplus Flight Attendants out of such Base to other Base(s) in inverse order of seniority in accordance with the procedure outlined in Paragraph 3 below, notwithstanding Paragraphs A. and B. of this Section of the Agreement.

**17.J.3.**
A surplus at one or more Base(s) shall be considered to exist when the Company has posted notice of the surplus on the Flight Attendant bulletin boards at those Bases affected and all Bases across the system. The notice will

be posted no fewer than forty-five (45) days before the effective date of report to a new Base and will include the vacancies determined by the Company across the system. The bulletin shall state the number of vacancies if more than one, location of the vacancy and the place where bids are to be sent and the last date on which they will be received. Such date will be a minimum of fifteen (15) days after the date a bulletin is posted.

**17.J.3.a.**
Flight Attendants deemed to be surplus will be permitted to put a bid on file for all Bases on the system.

**17.J.3.b.**
From the deadline date posted in the notice to surplus Flight Attendants the Company will begin to process transfers from the system on a seniority basis. Transfers will be processed to the vacancies posted in the surplus bulletin up to the posted surplus number.

**17.J.3.c.**
At the end of the fifteen (15) days of processing transfers in Paragraph b. above, the Company will then process any transfers filed by the Flight Attendants deemed to be surplus which have not been processed under the provisions of Paragraph b. above, to vacancies at those Bases posted in the surplus bulletin or to vacancies that have resulted from transfer activity.

**17.J.3.d.**
Any Flight Attendant transferring to fill such vacancy shall be available to begin the assignment on the date set by the Company, which shall not be less than fifteen (15) days from the date notified of the assignment.

**17.J.3.e.**
A Flight Attendant shall be allowed a reasonable travel time between the time relieved of their duties until the time required to report at the new location. Such time shall be established in advance and shall be dependent upon the means of travel.

**17.J.4.**
A Flight Attendant who is declared surplus and is transferred to another Base shall have preferential right to return to their former assignment when a vacancy occurs. Such preferential right shall not exceed five hundred forty (540) days and shall be exercised only for the first opportunity. During the initial one hundred eighty (180) days of such period, the Flight Attendant shall be given unlimited non-revenue space available (NRSA) business passes and two (2) round trip NRPS business passes per month for travel between the Base to which transferred and the former Base.

**17.J.5.**
The surplus procedures of Paragraph 17.K. will not be used to address temporary or seasonal changes in flight activity.

## 17.K. SURPLUS AND RELOCATION BIDDING

**17.K.1.**
A Flight Attendant who must transfer because they are surplus or because of geographical relocation of Flight Attendant assignments may bid to another

Base in accordance with Paragraph A. of this Section. If the bid is honored prior to the involuntary transfer, they shall be considered as transferred at Company request and the moving expenses shall be paid by the Company (in accordance with Section 26 of this Agreement [Moving Expenses]) to the Base to which they would have been assigned if their involuntary transfer has been completed or to the Base bid, whichever is the closer.

**17.K.2.**
If after exhausting all of the options under the provisions of Section 18.C.4., the Company requires furloughed Flight Attendants to be recalled to a Base other than the one from which furloughed, the provisions of Section 26 shall apply to the transfer back to the Base from which furloughed.

## 17.L. INTERNATIONAL BASES

**17.L.1.**
Unless eligible under Section 26.A.2., a Flight Attendant will receive two (2) round trip NRSA SA1B (or its future equivalent), non-revenue, no charge, space available passes per month to be used by the employee, spouse and/or dependents during the initial one hundred eight (180) days after report. After the initial one hundred eighty (180) days, the Flight Attendant will receive one round trip NRPS PS5B (or its future equivalent), non-revenue positive space business pass annually in order to conduct personal business at the location of their former residence.

**17.L.2.**
The following provisions shall apply to Flight Attendants who must transfer from a Base outside the U.S. and its territories due to governmental restrictions:

**17.L.2.a.**
The Company will provide one (1) round trip PS5B (or its future equivalent), NRPS business pass for the purpose of "house-hunting" to each Flight Attendant, as well as spouse and dependents, between their Base and their new Base or place of permanent residence for use prior to their effective transfer date.

**17.L.2.b.**
Transferring Flight Attendants, as well as their spouse and dependents, will be provided one (1) one-way PS5B (or its future equivalent), NRPS business pass between their Base and their new Base or place of permanent residence for the purpose of this transfer.

**17.L.2.c.**
Flight Attendants shall be permitted to ship up to one thousand (1,000) pounds of personal effects to the new Base as space available COMAT on Company aircraft.

**17.L.2.d.**
Deposits on homes, apartments or utilities in the Base outside the U.S., which are returned to the Flight Attendant will be exchanged into U.S. Dollars by the Company, subject to governmental limitations, if any. The exchange rate will be that used for the most recent paycheck issued prior to the individual's date of transfer, and will be reimbursed at that time.

## 17.M. WORK VISA ISSUES

Flight Attendants who lose and/or are unable to maintain their legal ability to continue to work in the country in which they are based, and who are not covered by the provisions of above Paragraph L., will be subject to the following:

**17.M.1.**

The affected Flight Attendant will immediately provide the Company all documentation necessary to support their request to be accommodated at a Base location where they have the legal right to work. Such documentation must substantiate that the Flight Attendant took all necessary steps, on a timely basis, to maintain their ability to be based at their current Base location.

**17.M.2.**

If the Company determines that the documentation provided satisfies the requirements of above Paragraph 1., the Company will advise the AFA of the Flight Attendant's transfer.

**17.M.3.**

The Company will make the final determination as to the Base. The Flight Attendant(s) preference(s) will be considered in making such a determination.

**17.M.4.**

The above procedures will not apply to any Flight Attendant who loses the right to work in their current Base location due to violation of local immigration law or violation of any other local law(s) that affects their ability to be based in that location.

## SECTION 18
## REDUCTION IN PERSONNEL

**18.A.**
Prior to announcing or implementing any involuntary reduction in Flight Attendant personnel, the Company shall notify and confer with the MEC President/designee. The Company shall provide the MEC President/designee with the relevant information including the total number of headcount reduction and the expected date of the announcement. Following such conference the Company shall:

**18.A.1.**
Post the number of involuntary furloughs the Company is projecting, the effective date of the involuntary furlough and the seniority number of the most junior person who is not impacted by the involuntary furlough. Such posting must be made at least sixty days (60) or greater if required by law, prior to the effective date of the involuntary furlough. However, when there is temporarily no work because of an Act of God, a war emergency, revocation of the Company's operation certificate or certificates, the grounding of a substantial number of Company aircraft, labor dispute, or other circumstances over which the Company has no control, less notice may be given. For the purpose of this Paragraph, over-staffing of Flight Attendants, flight interruptions or cancellations because of weather conditions are not considered circumstances over which the Company has no control.

**18.A.2.**
Offer and award in system seniority order voluntary furloughs to those Flight Attendants senior to the most senior Flight Attendant who would otherwise be involuntarily furloughed. The number of Flight Attendants to be involuntarily furloughed will be reduced based on the number of voluntary furlough requests granted and any other voluntary headcount reduction programs.

**18.A.3.**
A Flight Attendant who is awarded voluntary furlough shall:

**18.A.3.a.**
Not be entitled to furlough pay,

**18.A.3.b.**
Continue to accrue and retain seniority,

**18.A.3.c.**
Be eligible for the same on-line pass benefits as an active Flight Attendant (except CJA),

**18.A.3.d.**
Receive Medical and Dental insurance coverage on the same basis as an active Flight Attendant,

**18.A.3.e.**
Be returned to the Base from which voluntarily furloughed, provided their Base status has not been effected by application of Section 17.J.,

**18.A.3.f.**
Be allowed to return prior to the expiration of the voluntary furlough period, at their request, for personal reasons due to hardship, with approval of the Company, and

**18.A.3.g.**
Paragraph 18.D. of this Section applies to voluntary furloughs.

**18.A.4.a.**
In the event it is necessary to extend the specified duration or a further reduction in personnel is necessary, all voluntary furloughs must be rebid.

**18.A.4.b.**
If a recall is necessary prior to the termination of the specified duration of the voluntary furlough, recall will first be offered to those involuntarily furloughed in accordance with Paragraph 18.E. of this Section.

**18.A.4.c.**
If a recall of voluntary furloughed Flight Attendants is necessary prior to the specified duration, recall will be in inverse order of seniority in accordance with Paragraph 18.E. of this Section, unless otherwise agreed by the Company and Union.

## 18.B. INVOLUNTARY FURLOUGH

**18.B.1.**
When it becomes necessary to furlough Flight Attendants due to reduction in force, at least thirty (30) calendar days' notice of such reduction shall be given all Flight Attendants affected, provided, however, that when there is temporarily no work because of an Act of God, a war emergency, revocation of the Company's operating certificate or certificates, the grounding of a substantial number of Company aircraft, labor dispute, or other circumstances over which the Company has no control, less notice may be given. For the purpose of this Paragraph, over-staffing of Flight Attendants, flight interruptions or cancellations because of weather conditions are not considered circumstances over which the Company has no control.

**18.B.2.**
Any reduction in Flight Attendants who have completed probation shall be in inverse order of system classification seniority, subject to Section 14.

**18.B.3.**
Coverage under the Company's Accident, Sickness and Dental Program shall be continued on the same basis as an active Flight Attendant for the first ninety (90) days of the furlough.

**18.B.4.**
All such furloughs shall expire at the end of six (6) years from the effective date of furlough and the Flight Attendant shall cease to have preference for re-employment.

## 18.C. RECALL FROM INVOLUNTARY FURLOUGH

**18.C.1.**
A furloughed Flight Attendant shall be re-employed in order of system classification seniority at the time of the furlough.

**18.C.1.a.**
A Flight Attendant shall not be recalled to a different Base from which the Flight Attendant was furloughed unless the Base has been closed or the Base is subject to a surplus and the Flight Attendant's seniority would be subject to the surplus.

**18.C.1.b.**
A Flight Attendant recalled to a different Base will be eligible for moving expenses under the provisions of Section 26.

**18.C.2.**
Recall to the Base from which furloughed will take precedence over any bids to that Base which may be on file.

**18.C.3.**
Recall to a different Base from which furloughed will not take precedence over bids on file to that Base.

**18.C.4.**
If vacancies do not exist at the Base from which the Flight Attendant was furloughed, or if the Base no longer exists, to the extent possible the following provisions shall apply:

**18.C.4.a.**
A choice of more than one Base shall be made available for preferencing.

**18.C.4.b.**
Vacancies shall be provided in Bases within the United States including its Territories ("U.S. Bases") to accommodate all Flight Attendants furloughed from U.S. Base(s). Vacancies shall be offered in seniority order to those being recalled and eligible.

**18.C.4.c.**
Vacancies shall be provided in Base(s) other than the U.S. Bases ("International Bases") to accommodate Flight Attendants furloughed from International Base(s). In addition, vacancies may be offered at U.S. Base(s). Vacancies shall be offered in seniority order to those being recalled and eligible.

**18.C.5.**
Flight Attendants will not be recalled to a Base(s) for which they are not able to meet the necessary immigration qualification.

**18.D.**
A Flight Attendant who has been furloughed due to reduction in force shall file their address and current email address with the Company and thereafter shall as soon as possible advise the Company of any change in address or email address. The Company shall, as soon as practicable, furnish the MEC President or designee with these addresses and subsequent address changes.

## 18.E. PREFERENCE IN RE-EMPLOYMENT

**18.E.1.**
A Flight Attendant on involuntary furlough shall not be entitled to preference in re-employment if they do not:

**18.E.1.a.**
Comply with the requirement of Paragraph D. of this Section;

**18.E.1.b.**
Notify the Company of their intention to return to the service within fourteen (14) days after receipt of notice offering to re-employ them according to the process outlined in the Notice of Recall; or

**18.E.1.c.**
Return to the service of the Company on or before the date specified in the Notice of Recall offering re-employment. Such date shall not be less than thirty (30) days after such notice is sent by email to the Flight Attendant at the last email address filed by them with the Company.

**18.F.1.**
A Flight Attendant involuntarily furloughed due to reduction in force shall continue to accrue seniority for all purposes, except pay and vacation accrual during the period of furlough.

**18.F.2.**
A Flight Attendant who is involuntarily furloughed due to a reduction in force shall be eligible for the same on-line pass benefits as an active Flight Attendant (except CJA) for the first ninety (90) days of furlough.

## 18.G. FURLOUGH PAY

**18.G.1.**
A Flight Attendant covered by this Agreement who has completed one year of active service with the Company immediately prior to being laid off, through no fault or action of their own, shall receive furlough pay as provided in Paragraph 18.G.2. below, subject to the limitations and conditions set forth herein, but shall receive no furlough pay if any one or more of the following conditions exist:

**18.G.1.a.**
They accepts any other employment with the Company.

**18.G.1.b.**
The layoff is caused by an Act of God, a war emergency, revocation of the Company's operating certificate or certificates, or the grounding of a substantial number of Company aircraft, a labor dispute, or other circumstances over which the Company has no control.

**18.G.1.c.**
The layoff is caused by a strike or picketing of the Company's premises or any work stoppage or other action which would interrupt or interfere with any operations of the Company.

**18.G.1.d.**
They are dismissed for cause, resigns or retires.

**18.G.2.**
The amount of furlough pay due under this Paragraph shall be based on the length of active service with the Company and shall be computed on the basis of the Flight Attendant's minimum monthly guarantee rate at time of layoff as follows:

| **If a Flight Attendant has completed:** | **Pay Benefit** |
|---|---|
| 1 year | 2 weeks |
| 2 years | 1 month |
| 3 years | 1 1/4 months |
| 4 years | 1 1/2 months |
| 5 years | 2 months |
| 6 years | 2 1/2 months |
| 7 years | 3 months |
| 8 years | 3 1/2 months |
| 9 years | 4 months |
| 10 years | 4 1/2 months |

**18.G.3.**
A Flight Attendant shall begin receiving furlough pay at the time of layoff at regular pay periods and continue until all such pay credit is used. Furlough pay shall not be due after the recall of such Flight Attendant by the Company or during periods of other employment with the Company while on furlough status.

**18.G.4.**
A Flight Attendant recalled by the Company who is later involuntary furloughed shall be entitled to furlough pay as provided per 18.G.2.

# SECTION 19
# SAFETY, HEALTH AND SECURITY

## 19.A. SAFETY INFORMATION

**19.A.1.**
The recommendations of the MEC Safety, Health and Security Committee shall be considered by the Company regarding matters affecting the safety of Flight Attendants.

**19.A.2.**
The MEC Safety, Health and Security Chairperson or AFA qualified designee shall be allowed to attend UAL-FAA emergency evacuation demonstrations. The Company will seek the approval of the FAA, the respective government authority, and/or the manufacturer, to permit the attendance of the MEC Safety, Health and Security Chairperson/AFA designee at government required certification tests.

**19.A.3.**
Upon request, the Company shall review with the LEC President or designee copies of reports concerning occupational injuries (currently Spotfire Daily Safety Reports or future equivalent) and/or inflight incidents involving Flight Attendants. Copies of such reports shall be provided if requested, provided that any report that contains medical information must have the Flight Attendant's approval before being released and such reports shall be deidentified.

**19.A.4.**
The MEC Safety, Health and Security Chairperson/designee will be granted electronic access to all Irregular Operations Reports (currently IORs or future equivalent) where the Flight Attendant has indicated that they desire the union be provided a copy of the report. The electronic database of these reports shall be searchable. Upon request, the Company shall meet to discuss and review these reports with the MEC Safety, Health and Security Chairperson/designee.

## 19.B. ACCIDENT/SERIOUS INCIDENT/HIJACKING

**19.B.1.**
The Company, upon notification of an accident/serious incident/hijacking involving Flight Attendants, shall promptly notify the MEC Safety, Health and Security Chairperson or designee or Local Safety, Health and Security Chairperson or designee.

These events are defined as follows:

**19.B.1.a.**
Aircraft Accident - An occurrence which causes damage to a Company aircraft with Flight Attendants onboard in which any person suffers death or serious injury.

**19.B.1.b.**
Hijacking (Air Piracy) - Seizure or attempted seizure of a Company aircraft with Flight Attendants onboard by actual or threatened force or violence.

**19.B.1.c.**
Serious Incident - An occurrence with Flight Attendants onboard a Company aircraft involving any of the following:

**19.B.1.c.(1).**
Serious injury to a Flight Attendant.

**19.B.1.c.(2).**
Actual passenger evacuation of an aircraft involving use of safety equipment. In the event an evacuation takes place at the gate via stairs or jetway, and Inflight Scheduling (WHQSK) is notified, notification will be as provided herein.

**19.B.1.c.(3).**
Fire or smoke onboard resulting in injuries to a Flight Attendant.

**19.B.1.c.(4).**
Physical assault or crew interference.

**19.B.1.c.(5).**
Recognized decompression.

**19.B.1.c.(6).**
Severe turbulence resulting in multiple injuries or interior damage and Inflight Scheduling (WHQSK) is notified.

**19.B.1.c.(7).**
Red Alert.

**19.B.1.c.(8).**
Amber Alert resulting in a preparation for evacuation and Inflight Scheduling (OPBSK/WHQSK) is notified. Nothing herein shall limit the Company from notifying the MEC Safety, Health and Security Chairperson or designee or Local Safety, Health and Security Chairperson or designee of other incidents pursuant to the Inflight Service Emergency Response Manual.

**19.B.1.c.(8).(a).**
The Inflight Service Emergency Manual (currently known as Accident/Incident Response Procedures or future equivalent) and any revisions to this manual will be reviewed with and provided to the MEC Safety, Health and Security Chairperson/designee.

**19.B.2.**
Following an accident/serious incident/hijacking, Flight Attendants will be provided with medical attention and, where possible, isolation from the press.

**19.B.3.**
If hotel rooms are necessary, the Company shall provide single rooms, adjacently located if possible, and shall attempt to provide the Flight Attendants, during their stay, an accurate list of phone calls and visitors to the hotel.

**19.B.4.**
The Company shall promptly notify the designated emergency contact of each Flight Attendant involved in an accident or hijacking.

**19.B.5.**
The MEC Safety, Health and Security Chairperson/designee shall provide the Company with a list of the Go-Team members who are United Airlines Emergency Response Team trained. In the event of any accident (as defined in Paragraph 19.B.1.a. above), the MEC Safety, Health and Security Chairperson/ designee shall designate up to two (2) members of the AFA Safety, Health and Security Committee on the AFA provided Go-Team list as members of the accident or incident Response "Go-Team". The two (2) designated Go-Team members shall each be allotted a seat on the Go-Team flight to the aircraft accident or incident site.

**19.B.5.a.**
In the event the designated Go-Team members are not able to travel on the Go-Team flight, the Company shall provide the Go-Team members with positive space must-ride travel where service is provided by the Company or make any respective arrangements with partner airlines in order to go to and from an accident or major incident site.

**19.B.5.b.**
If there are subsequent flights operated by United to an aircraft accident or incident site, the MEC Safety, Health and Security Chairperson may designate up to two (2) additional AFA Safety, Health and Security representatives who are on the AFA provided Go-Team list to travel to and from an accident or incident site. If these subsequent flights are not operated by United the Company will make any respective arrangements with partner airlines. This number may be increased by mutual agreement of the parties.

**19.B.5.c.**
In the event of any accident (as defined in Paragraph 19.B.1.a above) in any foreign country, if Inflight Service is granted access to the crash site, the Company will endeavor to include the MEC Safety, Health and Security Chairperson or AFA qualified designee among those granted access to the site. In such cases, if expedited documentation or transportation arrangements are made for Inflight Service, the Company will endeavor to obtain the same for the MEC Safety, Health and Security Chairperson or AFA qualified designee. The Company shall maintain a current list of Visa requirements of the countries served by scheduled Company flights and upon request shall provide such list to the MEC Safety, Health and Security Chairperson.

**19.C. CREW MEMBER PHYSICAL ASSAULT**
The Company will continue to maintain zero tolerance for assaults and/or interference involving crew members. Upon request, the Company will meet with the MEC Safety, Health and Security Chairperson/AFA designee in an effort to resolve related problems.

**19.D. HOSTILITIES**
The Company will notify the MEC President or designee immediately upon receipt of information regarding hostilities and/ or political disruptions which may present a danger to the safety of Flight Attendants at stations into which they are required to fly. At the request of the MEC President or designee, the Company will meet and review the impact of such hostilities and/or disruptions on Flight Attendants.

**19.E. ACCESS TO SECURE AREAS**

The Company will attempt to secure a security badge(s) and customs hologram(s) for MEC and LEC Safety, Health and Security Chairpersons that grant access equal to that of Inflight Service management at their respective Domiciles for the exclusive purpose of dealing with health and safety incidents involving United Flight Attendants. Should the Company be unable to acquire such ID badge(s) in certain Domiciles due to airport specific regulations, the Company will make every effort to ensure escort access to secure areas, such as Customs and Immigration, when health and safety incidents involving United Flight Attendants occur.

**19.F.1.**

The Company and the MEC Safety, Health and Security Committee shall endeavor to meet and confer at least monthly, on safety, health and security matters pertaining to Flight Attendants. Meetings related to passenger incidents and security issues, such as geopolitical events, may occur more often as necessitated by current and ongoing events.

**19.F.2.**

The Company will provide flight pay loss to the MEC Safety, Health and Security Chairperson/AFA designee whenever their attendance at meetings concerning the safety, security and health of Flight Attendants is requested by the Corporate Safety Department.

**19.G. CABIN AIR QUALITY**

**19.G.1.**

United Airlines will monitor aircraft environmental systems, and ensure these systems perform to FAA and appropriate air quality standards.

**19.G.2.**

If Flight Attendants are scheduled to work an aircraft being operated with environmental systems which are deferred, they will be informed of the problem prior to its first flight and all flights thereafter, until the malfunction is repaired. Flight Attendant air quality and environmental complaints will be acknowledged by the Company within two (2) business days, and a response will be provided to the Flight Attendant within ten (10) business days, with a copy to the MEC President/designee.

**19.H. COMMUNICABLE DISEASES**

If the Company has reasonable knowledge of or if the Center for Disease Control and Prevention or other national health agency of a country in which the Company operates flights notifies the Company that a Flight Attendant has been exposed to a reportable communicable disease during the course of their inflight duties, the Company shall promptly notify the Flight Attendant, their Local Council President and the MEC Safety, Health and Security Chairperson.

**19.I. EPIDEMIC & PANDEMIC PROTECTIONS**

Upon declaration of an epidemic or pandemic by the World Health Organization (WHO), the Centers for Disease Control or any national health agency, the Company shall promptly meet and confer with the MEC President, the MEC Safety, Health and Security Chairperson or designee regarding matters related to the health and safety of Flight Attendants and the implementation of the Epidemic & Pandemic Protections in this Section.

## 19.J. DISEASE TESTING

**19.J.1.**
In the event any country, territory, state or other government jurisdiction requires a negative test result, for the disease associated with epidemic/ pandemic, for entry the following will apply.

**19.J.2.**
Flight Attendants who are required to submit to pre-departure disease testing may be required to report up to sixty minutes (:60) more than provided for in Section 6.Q.2., both at base and from layover, for a total report time not to exceed two hours and fifteen minutes (2:15) prior to scheduled departure.

**19.J.3.**
In consideration of reporting early, Flight Attendants will be paid in accordance with the terms of Section 6.Q.5.d.

**19.J.4.**
Notwithstanding the terms of 19.J.2. above, if the testing required for entry will require more than the sixty minutes (:60) provided for, the parties will meet to mutually determine the appropriate amount of time necessary to complete the testing, and such mutual consent of the parties shall not be unreasonably withheld.

**19.J.5.**
Standby Reserves who are required to take a pre-departure test while on duty will be paid $25 per test, however they will not be entitled to any additional report pay, as provided for in paragraph 19.J.3., above.

**19.J.6.**
Any Flight Attendant who is required to take a test on arrival at their destination, will be paid $25 per test. Additionally, when such required test extends the Flight Attendant duty period beyond the scheduled release from duty, the company will extend the Flight Attendant's duty time pursuant to Sections 6.Q.7.a. and b.

**19.J.7.**
Once testing is implemented, extended report times, consistent with the terms of this section, will be reflected in the next published monthly bid packages for any known flights that require a pre-departure test.

**19.J.8.**
In the event that a country establishes a requirement for a pre-departure test after monthly bid packages have been developed, report times for the flights impacted may be extended in accordance with the terms of this section.

**19.J.9.**
These provisions will remain in effect until such time as testing is no longer required.

## SECTION 20
## MEDICAL EXAMINATIONS

**20.A.**
A Flight Attendant shall not be required to submit to any Company medical examination unless there are reasonable grounds to believe that a Flight Attendant's health or medical condition is impaired. The Flight Attendant shall be notified in writing of such reasonable grounds.

**20.A.1.**
Flight Attendants may be required to leave their home Domicile for medical examinations, and shall be provided with nonrevenue positive space ("NRPS") transportation and shall be reimbursed for reasonable actual expenses as provided for in the Company's business travel reimbursement policy and any flight time credit lost.

**20.B.1.**
Company required medical examinations shall be performed by a Company doctor or by a doctor designated by Company Medical. Any examination required by the Company shall be paid for by the Company. Inoculations, vaccinations and x-rays required by public law as a condition of employment or continued employment as a Flight Attendant shall be paid for by the Company.

**20.B.2.**
In the event of an examination performed by the Company's designated doctor, the Flight Attendant shall be furnished with a copy of the doctor's report.

**20.C.**
All information contained in or related to a Flight Attendant's medical file shall be kept confidential and not released to anyone except by the Flight Attendant's specific written consent. When required by a court order or other legal requirement to release information, the Flight Attendant will be notified of such action.

**20.D.**
Where a disagreement exists over a Flight Attendant's ability to work, a Flight Attendant, at their option, may have a review of the case. The request for such review must be made in writing to Company Medical within thirty (30) days of notice of the disputed decision by the Company's designated doctor. Such review will proceed in the following manner:

**20.D.1.**
The Flight Attendant may employ a qualified doctor of their own choosing and at their own expense for the purpose of conducting a medical examination.

**20.D.2.**
The employee will arrange for a report and recommendation of their personal doctor to be made in writing to Company Medical. This report must be made within forty (40) days of the disputed decision by the Company's designated doctor. The personal doctor will specify whether or not the Flight Attendant is considered medically fit to perform the duties outlined in the Flight Attendant job description. In the event both doctors reach the same conclusion as to fitness, no further review will be afforded.

**20.D.3.**
In the event that the findings of the doctor chosen by the Flight Attendant shall disagree with the finding of the doctor designated by the Company and upon receipt of the attending doctor's report, Company Medical will advise the Flight Attendant's Base Director/Base Manager, the Flight Attendant and the Flight Attendant's LEC President that a disagreement exists.

**20.D.4.**
If the Flight Attendant remains unwilling to accept the findings of the Company's designated doctor and wishes to pursue medical arbitration, they will so advise the Base Director/ Base Manager in writing.

**20.D.5.**
After consultation with WHQLR - Labor Relations, the Base Director/Base Manager will review the Section 20.D. procedures for medical arbitration with the Company's designated doctor.

**20.D.6.**
Company Medical will promptly contact the Flight Attendant's personal doctor and the two shall, within thirty (30) days, agree upon a disinterested third doctor to determine the Flight Attendant's fitness for work. With respect to cost, Company Medical and the Flight Attendant's personal doctor should consider that the fee for the neutral's examination is shared equally by the Company and the Flight Attendant.

**20.D.7.**
When the neutral doctor has been selected, Company Medical will provide the neutral's name and address to the Base Director/Base Manager, the Flight Attendant, the MEC President and the Flight Attendant's LEC President, WHQLR-Labor Relations and the other two (2) doctors. Such written confirmation will be on a standard form letter, mutually agreed upon by the Company and the Union.

**20.D.8.**
The neutral doctor's decision will not be made until:

**20.D.8.a.**
The employee's complete medical file with respect to the illness/injury has been reviewed; and

**20.D.8.b.**
Appropriate examination has been accomplished; and

**20.D.8.c.**
Personal consultation with both the Company's designated doctor and the employee's personal doctor has been accomplished.

**20.D.9.**
The neutral doctor will make a written report of his findings to Company Medical and the employee's personal doctor.

**20.D.10.**
Company Medical will communicate the neutral's decision of fitness to the Base Director/Base Manager, the Flight Attendant, the MEC President, the Flight

Attendant's LEC President, and WHQLR - Labor Relations. Return to work status, if appropriate, will be arranged without delay.

**20.D.10.a.**
Throughout the process, the non-medical Company and Union participants should absolutely avoid any discussion pertaining to the actual or possible medical diagnosis and related matters. Medical confidentiality between the Flight Attendant and the doctors must be strictly maintained. The non-medical Company and Union officials are only to be concerned with whether the employee is ultimately judged medically fit to perform the work.

**20.D.10.b.**
Inflight Service management will only deal with Company Medical on medical matters involving Flight Attendants. They will not deal directly with outside consultants, neutral doctors or a Flight Attendant's own doctor, except on administrative matters. In the event one of these outside doctors initiates a contact on a medical matter to a person in management, that doctor should be referred to Company Medical.

**20.E.**
When a Flight Attendant is removed from flying status by the Company as a result of failure to pass the Company's medical examination and appeals such action under the provisions of this Section, they shall, if such action is proven to be unwarranted as provided in Paragraph D. of this Section, be paid for the time lost the difference between the amount which they would ordinarily have earned had they been continued on flight status during such period and the amount received from any other employment or unemployment compensation during the period removed from flight status.

# SECTION 21
# ALCOHOL AND DRUG TESTING

## 21.A. ALCOHOL AND DRUG TESTING PROCEDURES

All Flight Attendants are subject to testing for alcohol and drugs in accordance with FAA/DOT regulations and Company policy. The Company shall maintain compliance with all DOT and other government rules, regulations and statutes applicable to alcohol and drug testing. If any provision in this Section conflicts with such rules, regulations and statutes, the governmental requirements shall prevail.

### 21.A.1. TYPES OF TESTING

**21.A.1.a.**
Flight Attendants are subject to the following alcohol and drug testing under FAA/DOT regulations:

**21.A.1.a.(1).**
Random

**21.A.1.a.(2).**
Reasonable Cause/Reasonable Suspicion

**21.A.1.a.(3).**
Post-Accident

**21.A.1.a.(4).**
Return to Duty

**21.A.1.a.(5).**
Follow Up

**21.A.1.a.(6).**
Pre-Employment/Post Offer

**21.A.1.b.**
Flight Attendants are subject to alcohol and drug testing under Company policy in the circumstances listed below and shall only be tested for alcohol misuse or the illegal use of drugs. The Company may test for drugs or metabolites in addition to those for which it is testing under the policy as of July 12, 2013, but will not do so without providing prior notice and opportunity for the Union to meet and confer regarding such changes. The Company will not add additional drugs or metabolites to its testing for Flight Attendants unless they are added for all Company employees covered by the policy. The Company shall not impose alternate protocols or methodologies outside of those employed for FAA/DOT testing.

**21.A.1.b.(1).**
Reasonable Cause/Reasonable Suspicion – as determined by contemporaneous articulable observations concerning the appearance, behavior, speech or body odors of the Flight Attendant.

**21.A.1.b.(2).**
Post Mishap – applies when a Flight Attendant's performance either contributed

to a mishap or cannot be completely discounted as a contributing factor to the mishap. A mishap is an event resulting in physical damage to person, equipment or facilities.

**21.A.1.b.(3).**
Return to Duty – a Flight Attendant who has refused to submit to a drug test or has received a verified positive drug or alcohol test must submit to a return to duty test and receive a verified negative result before returning to work.

**21.A.1.b.(4).**
No Notice – A Flight Attendant who has returned to work following a refusal to test, a verified confirmed positive drug and/or alcohol test will be subject to unannounced no-notice testing.

**21.A.1.b.(5).**
Pre-Employment/Post Offer – a Flight Attendant who returns from an unpaid leave of absence of one hundred eighty (180) or more calendar days, or returns to work following thirty (30) days or more on furlough status must successfully complete a drug test.

**21.A.2. TESTING PROCEDURES**
The notification, collection, chain of custody, laboratory requirements and other procedures set forth in the FAA/DOT regulations shall apply to 21.A.1.b. above. In addition, the following testing procedures will be observed:

**21.A.2.(a).**
Direct observation. A Flight Attendant may be required to produce a specimen under direct observation when the collector has reason to believe the specimen contains an adulterant, when directed by the Medical Review Officer (MRO), Designated Employer Representative (DER), or Manager - Drug Abatement.

**21.A.2.(b).**
All testing for alcohol and drugs will be subject to screening and confirmatory tests.

**21.A.2.(c).**
For confirmed positive drug tests, before verifying the result, the MRO will make all reasonable attempts to contact the Flight Attendant to discuss the test result. Following the discussion with the Flight Attendant and/or any other appropriate inquiry, the MRO will determine whether to verify the test result. In the event that the MRO verifies the confirmed positive result, they will in addition to any other duties, refer the matter to United's DER.

**21.A.2.(d).**
A Flight Attendant who has been notified that their drug test resulted in a verified confirmed positive finding may request a retest of the split portion of the specimen provided they do does so within seventy-two (72) hours following such notification.

**21.A.2.(e).**
The burden of proving inadvertent and/or unknowing ingestion of any illicit drug rests upon the Flight Attendant. They shall have five (5) days from notification of the test result by the MRO to prove their claim of inadvertent and/ or unknowing ingestion to the Company.

**21.A.2.(f).**
A Flight Attendant who receives a verified adulterated or substituted drug test result or who refuses or fails to cooperate in any drug or alcohol test as mandated by FAA/ DOT regulations, Company policy, or in any rehabilitation related testing, will be discharged with no opportunity for reinstatement or rehire.

**21.A.2.(g).**
Refusal or failure to cooperate will be deemed to be a positive test. Refusal or failure to cooperate includes, but is not limited to: failing to appear for any test within a reasonable time after being directed to do so; failing to remain at the testing site until the testing process is complete; failing to provide a sufficient amount of breath for any alcohol test or sufficient amount of urine for a drug test required by this Section, and the MRO has determined that there was no adequate medical explanation for the failure; failing to undergo a medical examination or evaluation, as directed by the Company as part of the insufficient breath or urine procedures; failing to sign any required form or certification; or failing to cooperate with any part of the testing process.

## 21.B. CONSEQUENCES OF POSITIVE ALCOHOL OR DRUG TESTS

**21.B.1.**
Nothing in this Section shall preclude the application of corrective and progressive disciplinary processes to address violation(s) of other Company policies or misconduct by a Flight Attendant. Drug or alcohol use, abuse or dependency will not exonerate, excuse or mitigate a Flight Attendant's on-duty or off-duty misconduct or violation of other Company policies.

**21.B.2.**
A Flight Attendant who uses alcohol within twelve (12) hours of any scheduled duty shall be treated the same as a Flight Attendant who tested positive for alcohol.

**21.B.3.**
A Flight Attendant who receives a positive test result for drugs or alcohol will be promptly removed from duty without pay, pending further investigation.

**21.B.4.**
On the first such occasion, a Flight Attendant who receives a verified confirmed positive drug test or whose breath alcohol test indicates a concentration of .04 or above, will be given the following options:

**21.B.4.a.**
Voluntary resignation, without eligibility for rehire.

**21.B.4.b.**
Discharge for cause. However, a non-probationary Flight Attendant exercising this option will be conditionally reinstated and placed on unpaid medical leave with continuation of health and welfare benefits at active rates effective upon execution of a Last Chance Conditional Reinstatement Agreement ("LCCRA"), which will include, but not be limited to, the following terms and conditions as to medical evaluation, rehabilitation and treatment:

**21.B.4.b.(1).**
The Flight Attendant will be referred to a United Substance Abuse Professional (SAP) to meet the DOT/FAA SAP requirements.

**21.B.4.b.(2).**
If one is recommended, the Flight Attendant must successfully complete the course of rehabilitation (and/or treatment and/or education and/or any other program) recommended by the SAP, including all continuing terms and conditions attached to such program(s). The rehabilitation/treatment will be directed and facilitated by the SAP, but will be funded entirely by the Flight Attendant, except that they will not be precluded from using any insurance benefits to which they are otherwise entitled.

**21.B.4.b.(3).**
The Flight Attendant must comply with all SAP recommendations. Upon completion of the SAP process, if the SAP recommends on-going monitoring or continued follow-up testing, the Flight Attendant will be referred to UAL's EAP Director or Director's designee. The Flight Attendant will execute written authorization(s) for release of all relevant medical information to UAL's EAP ("EAP").

**21.B.4.b.(4).**
The Flight Attendant must execute and deliver to the EAP Director an undated letter of resignation to be used to terminate the Flight Attendant's employment (or alternatively, the Flight Attendant will be deemed to have resigned) should they fail to satisfy any of the terms and conditions of UAL's Anti-Drug and Alcohol Misuse Prevention policy or the terms and conditions of the LCCRA.

**21.B.4.b.(5).**
Upon successful completion of the SAP process, the Flight Attendant will complete a return to duty drug and alcohol test and will be subject to any applicable DOT/FAA required follow-up testing.

**21.B.4.b.(6).**
The Flight Attendant will be returned to the bid position to which they are otherwise entitled by the terms of this Agreement, effective upon their release to duty. The Flight Attendant's continued employment will be conditional upon their compliance with all of the terms and conditions of the LCCRA.

**21.B.4.b.(7).**
The Flight Attendant will be solely responsible for ensuring that they are fully qualified and certified to perform their duties.

**21.B.4.b.(8).**
Once returned to duty, the Flight Attendant will be responsible for maintaining contact with the EAP manager on at least a monthly basis for the purpose of monitoring the Flight Attendant's progress for a period not to exceed sixty (60) months. Failure to maintain monthly contact with EAP or failure to cooperate with EAP will be considered a violation of the LCCRA and will result in termination of the Flight Attendant's employment.

**21.B.4.b.(9).**
During the rehabilitation/treatment period, any use of alcohol or illicit drugs will be considered a violation of the LCCRA. This includes mouthwash or other

substances or medications that contain alcohol. The Flight Attendant is solely and strictly responsible for adherence to this express condition for their continuing employment. The Flight Attendant must inform EAP of any medication prescribed by their physician and obtain EAP's fully informed consent prior to using any medication that contains alcohol or narcotic drugs. The Flight Attendant expressly agrees that their use of any non-prescription medication or other substance that contains alcohol or illicit drugs which would violate the Company Anti-Drug and Alcohol Misuse Prevention Policy, EAP requirements and/or applicable provisions of the FAA/DOT regulations governing workplace drug and alcohol testing will be considered a violation of the LCCRA and will result in the termination of their employment.

**21.B.4.b.(10).**
The Flight Attendant will commit in writing to remain drug and alcohol free for the remainder of their career.

**21.B.4.b.(11).**
During the remainder of their career, should the Flight Attendant subsequently fail any drug and/or alcohol test the undated letter of resignation will be accepted by the Company, and their employment severed.

**21.B.4.b.(12).**
If the Flight Attendant fails to comply with the LCCRA, discharge will result, and their right to challenge such discharge through the grievance process will be waived. No grievance of the matter will be permitted.

**21.B.4.b.(13).**
After meeting with the Company's designated Substance Abuse Professional ("SAP") and upon entering the program recommended by the SAP, and so long as the individual continues in treatment and recovery as directed and facilitated by the SAP, the Flight Attendant will have the option to use up to twelve (12) months of disability benefits while in active treatment and recovery if the Flight Attendant is a participant in the Long Term Disability ("LTD") Plan under Section 29.H. The benefit shall be paid under the LTD Plan and shall not limit benefits payable for other disabilities under the LTD Plan. The drug, alcohol and substance abuse benefit shall not be subject to any waiting period.

**21.B.5.**
A Flight Attendant whose breath alcohol test indicates a concentration from .02 to .039 will be referred to EAP for an initial assessment. Should EAP, in its sole discretion, determine that a medical evaluation and diagnosis of the Flight Attendant be conducted, the Flight Attendant will be placed on a mandatory referral to EAP subject to all requirements of EAP. Upon release by EAP to return to duty, the Flight Attendant will return to the bid position to which they are otherwise entitled by the terms of this Agreement as soon as reasonably possible. Contingent upon the Flight Attendant's full cooperation with EAP (and assuming there is no other disciplinary action pending), they will not be subject to discipline for violation of FAA/DOT regulations or Company alcohol and drug policies.

**21.C. VOLUNTARY REHABILITATION**
A Flight Attendant who has not been subject to a mandatory referral to EAP or who has not had a verified confirmed positive drug test result or a breath alcohol test indicating an alcohol concentration of 0.04 or greater, may voluntarily self-

refer to United's EAP for assessment and/or rehabilitation and treatment. Such Flight Attendant will be entitled to use any accumulated sick leave to the extent needed to complete the rehabilitation program. Upon completion of the formal rehabilitation program and appropriate certification, the Flight Attendant will assume the bid position to which they are otherwise entitled by the terms of this Agreement.

**21.D. CONDUCT SUBJECT TO DISCHARGE**

A Flight Attendant who engages in prohibited alcohol or drug use while on duty or while performing safety-sensitive functions, or who receives a second positive test (either of which may be a verified confirmed positive drug test or alcohol test indicating a concentration of 0.04 or above), will be discharged for cause and will not be entitled to an opportunity for conditional reinstatement or rehire.

**21.E. DUTY TIME AND PAY**

**21.E.1.**

For the purpose of contractual duty time and legal rest provisions a Flight Attendant undergoing drug and/or alcohol testing will be deemed to be on duty until the testing collection process is completed.

**21.E.2. DRUG/ALCOHOL TESTING PAY**

*See Section 4.F Drug and Alcohol Testing Pay.*

**21.E.3.**

A Flight Attendant shall not suffer loss of pay or credit as a result of a random drug/alcohol test that interferes with their schedule.

**21.E.4.**

A Flight Attendant who is held out of service for a reasonable cause test that is negative shall receive full pay and credit for lost trips.

**21.F.**

In the event the FAA approves a Human Intervention Motivation Study (HIMS) program applicable to Flight Attendants, the Company shall meet and confer with the Union regarding the possible implementation of the program.

# SECTION 22
# PERSONNEL FILES

## 22.A. GENERAL

**22.A.1.**
Flight Attendant records shall be maintained by Company personnel/ departments as designated by the Company.

**22.A.2.**
Flight Attendants are responsible for updating Company-required information in their records.

**22.A.3.**
The Company shall ensure that access to Flight Attendant records is limited to authorized persons. Records indicating the protected categories outlined in Section 3.Q., Nondiscrimination, shall only be disclosed to the extent necessary for business purposes.

**22.A.4.**
To the extent possible, the Company shall make an effort to convert all Flight Attendant records to electronic media, and to make an individual Flight Attendant's records accessible to them via electronic means.

**22.A.5.**
Upon a Flight Attendant's request, the Company shall make the Flight Attendant's records available for inspection by them at a mutually agreeable time. With the Flight Attendant's written authorization, their Union representative or another designee (who shall be a Company employee) may conduct the inspection. Upon request, and to the extent possible, the Company shall provide a Flight Attendant with a hard copy of their records.

## 22.B. PERSONNEL FILES

**22.B.1.**
The Company shall maintain a Flight Attendant's personnel file in the Flight Attendant's Base. Personnel files shall be maintained in a secure manner.

**22.B.2.**
The Company shall not place an adverse document in a Flight Attendant's personnel file more than thirty (30) days following receipt by the Company. Prior to placing an adverse document in a Flight Attendant's personnel file, the Company shall notify them and provide an opportunity to attach relevant comments.

## 22.C. COMPLAINTS/COMPLIMENTS

**22.C.1.**
When the Company receives a written compliment, if the person writing the compliment is reporting firsthand experience, and the Flight Attendant who is the subject of the compliment is clearly identified~~,~~ the Company will notify them and place the written compliment in their personnel file.

**22.C.2.**
The Company shall not place a complaint report into a Flight Attendant's personnel file unless the following conditions are met:

**22.C.2.a.**
The Flight Attendant who is the subject of the complaint is clearly identified; and

**22.C.2.b.**
The report complains about events or matters over which the Flight Attendant had control; and

**22.C.2.c.**
The Flight Attendant is notified of the complaint report, and provided an opportunity to review an unredacted original copy of the complaint and attach relevant comments. For the purpose of this paragraph, the Company may only remove contact information, such as the address, phone number, or email address; and

**22.C.2.d.**
The name of the person writing such a report or letter is clearly identified.

**22.C.3.**
All written compliments and written complaints will be removed at the first opportunity from the Flight Attendant's file after a period of twelve (12) months of active service from the date of their receipt, provided there have been no other written complaint letters during that period. In the event other written complaints are received at any time during the twelve (12) months, the complaints will be retained in the file until such time that there is a twelve (12) month period of active service with no written complaints received. In the event discipline is imposed, the written complaint(s) used as a basis for the discipline will remain in the Flight Attendant's personnel file for the duration of the discipline.

## 22.D. ATTENDANCE AND DEPENDABILITY POINT VALUES

**22.D.1.**
A point system will apply to attendance and dependability occurrences as set forth herein. The following occurrences shall generate the following points:

**22.D.1.a. OCCURRENCE POINTS**

| | |
|---|---|
| Illness/Injury: | |
| Over 6 days | 2 |
| 6 days or less, with no physician's note | 2 |
| 6 days or less, with physician's note | 1.5 |
| Did Not Fly (DNF) | 3 |
| Missed meeting or training | 2 |
| Late boarding | 1.5 |
| Late check-in | 1 |

**22.D.2.**
A "physician's note" as used herein means a written notation from the Flight Attendant's treating physician, or a physician affiliated with United Medical that contains:

**22.D.2.a.**
Date of illness or injury;

**22.D.2.b.**
Date of examination;

**22.D.2.c.**
Date of return to work; and

**22.D.2.d.**
Signature of the physician or physician's designee on a document that contains, at a minimum, the physician's printed name, work address and work telephone number. On or before the Flight Attendant's next scheduled pairing, the Flight Attendant must give the physician's note to their supervisor, not to United Medical.

**22.D.3.**
If a Flight Attendant incurs a DNF, and 1) picks up a pairing that departs on the same day as the missed pairing, and 2) secures the assignment while physically present at the departure airport of the missed pairing, the point assessment will be 2.5 not 3.

**22.D.4.**
Occupational injury or illness occurrences will not generate attendance points.

**22.D.5.**
Special circumstances will be handled on an individual basis at the sole discretion of the Company.

**22.D.6.**
Time off pursuant to the Agreement and/or Company policy is exempt from point assessment.

**22.D.7.**
The method of notifying a Flight Attendant of a point generating occurrence other than an injury/illness absence shall be by electronic notice to the Flight Attendant. Injury/illness absences and related points shall be posted to a Flight Attendant's Work History without notice to the Flight Attendant.

**22.D.8.**
It shall be the responsibility of the Flight Attendant to know the status of their point accumulation. Upon request, the Company shall provide to the Flight Attendant their current point status electronically or on paper pursuant to Section 3.I. of the Agreement. A Flight Attendant is at all times free to contact their supervisor regarding point accumulation or assessment.

**22.D.9.**
Points will accumulate for occurrences even if Attendance Warnings or notices of point-generating occurrences have not been sent or received.

**22.D.10.**
If a point(s) assessment is deemed unjustified in whole or in part, the Company shall correct the record and adjust any discipline imposed as a consequence of the unjustified point assessment.

**22.D.11.**
Unless a Flight Attendant is in Attendance Track discipline, points will be deducted from the Flight Attendant's accumulation point total twelve (12) months after the occurrence for which the points were assessed.

**22.E. PROGRESSIVE DISCIPLINE**
Progressive discipline under the Working Together Guidelines shall operate on two (2) separate tracks, an attendance Track and a Performance Track for all Working Together Guidelines violations subject to progressive discipline. These two (2) tracks merge as set forth below in Paragraph 22.E.3. The effective date of an Attendance Warning is the date of the triggering point occurrence. The effective date of a Performance Warning is the date of issuance of the Warning.

**22.E.1.**
The Attendance Track shall operate as follows:

**22.E.1.a.**
Attendance Track progressive discipline steps:

**22.E.1.a.(1).**
Attendance Warning 1: A Flight Attendant will be assessed an Attendance Warning 1 if they accumulate 6 or more points in a rolling 12-month period. The Warning 1 will remain in effect for a maximum duration of 12 months of active service at which time it will be cleared from the record unless the Flight Attendant progresses to Attendance Warning 2.

**22.E.1.a.(2).**
Attendance Warning 2: A Flight Attendant will be assessed an Attendance Warning 2 if they accumulate 12 or more points. Points that trigger the Attendance Warning 1 count toward this 12-point threshold. The Attendance Warning 2 will remain in effect for a maximum duration of 12 months of active service at which time Attendance Warnings 1 and 2 will be cleared from the record unless the Flight Attendant progresses to Attendance Warning 3.

**22.E.1.a.(3).**
Attendance Warning 3: A Flight Attendant will be assessed an Attendance Warning 3 if they accumulate 18 or more points. Points that trigger the Attendance Warning 1-2 count toward this 18-point threshold. The Attendance Warning 3 will remain in effect for a maximum duration of 18 months of active service at which time the Attendance Warnings 1-3 will be cleared from the record unless the Flight Attendant progresses to Attendance Warning 4.

**22.E.1.a.(4).**
Attendance Warning 4: A Flight Attendant will be assessed an Attendance Warning 4 if they accumulate 24 or more points. Points that triggered the Attendance Warnings 1-3 count towards this 24-point threshold. The Attendance Warning 4 will remain in effect for a maximum duration of 24 months of active service at which time Attendance Warnings 1-4 will be cleared from the record unless the Flight Attendant progresses to Discharge.

**22.E.1.a.(5).**
Discharge: A Flight Attendant will be subject to discharge if they accumulate 30 or more points. Points that triggered the Attendance Warnings 1-4 count toward this 30-point threshold. Section 23.F.2. applies to discharges.

**22.E.1.b.**
A Flight Attendant whose Attendance Track discipline expires shall exit the Attendance Track with zero points.

**22.E.2.**
The Performance Track applies to all progressive discipline issued pursuant to certain Working Together Guidelines and Company policies and procedures expect for those covered under the Attendance Track. The Performance Track shall be as follows:

**22.E.2.a.**
Performance Track progressive discipline:

**22.E.2.a.(1).**
Performance Warning 1: A maximum duration of 12 months of active service from the date of issuance unless progressed to a higher level.

**22.E.2.a.(2).**
Performance Warning 2: A maximum duration of 12 months of active service from date of issuance unless progressed to a higher level.

**22.E.2.a.(3).**
Performance Warning 3: A maximum duration of 18 months of active service from date of issuance unless progressed to a higher level.

**22.E.2.a.(4).**
Performance Warning 4: A maximum duration of 24 months of active service from date of issuance unless progressed to Discharge.

**22.E.2.b.**
The Union's agreement to the Performance Track shall not be construed as agreement with the application of the Working Together Guidelines to any individual case.

**22.E.3.**
A Flight Attendant cannot simultaneously be on a Attendance Warning 4 and a Performance Warning 4. If an occurrence, event or combination of occurrences and/or events would result in a combined Attendance Warning 4 and Performance Warning 4, that occurrence, event and/or combination of events instead triggers a discharge investigation.

**22.F.**
Written compliments and written complaints or disciplinary letters that are no longer in effect under the provisions of Paragraphs 22.C. and 22.E., above, will be considered to have expired. If a Flight Attendant requests that an expired letter(s) be removed from their personnel file, all expired letters will be removed and returned to the Flight Attendant.

**22.G.**

The Company will consider any notations of non-disciplinary discussions regarding dependability or job performance as cleared from a Flight Attendant's record after a one (1) year period of active service from the date of issuance, provided that no disciplinary action or further notations have been issued during that period.

# SECTION 23
# INVESTIGATIONS & GRIEVANCES

## 23.A. INVESTIGATIONS

**23.A.1.**
When the Company conducts an investigation which may lead to disciplinary action or discharge, the Flight Attendant shall be entitled to Union representation, if reasonably available (or representation by another employee if requested by the Flight Attendant). The Flight Attendant and/or Union will be allowed an opportunity to present information relevant to the investigation. In addition, if more than one (1) management representative is present, the Flight Attendant shall be informed of their right to have a Union representative in attendance.

**23.A.2.**
In the event of any action or inaction by a Flight Attendant that may reasonably lead to discharge, the Flight Attendant shall be notified in writing, by way of a Letter of Investigation (LOI) of the precise charge or charges being investigated, the Flight Attendant's right to have a Union representative or other employee present during any meetings to discuss the allegation(s) charges, and the Flight Attendant's right to respond to the charge(s) and present information relevant to the investigation. Once the Flight Attendant has received the notification in writing, no less than forty-eight (48) hours will generally be allowed before the investigatory meeting except in the case of a suitcase search, or if the Flight Attendant is in an investigation and raises an issue that may be terminable, or if issuing the LOI in advance could compromise the investigation.

**23.A.2.a.**
The Company shall schedule an investigatory meeting to be held within ten (10) days of the notification in writing. At the Flight Attendant's request, if necessary for the Flight Attendant to secure the presence of a Union representative, witnesses and/or information to respond to the charge(s), the meeting will be rescheduled, however the Flight Attendant must indicate the reason for the delay in writing at the time the request is made. Except by mutual agreement, the meeting shall not be rescheduled to later than fifteen (15) days after the initial notification in writing. If the Company schedules the investigatory meeting virtually then the participants to the virtual meeting will be limited to the grievant, two (2) AFA representatives, and two (2) Company representatives, unless otherwise agreed, with all attendees appearing on video. The meeting will not be recorded. At the Flight Attendant's request, investigatory meetings will be held in person, so long as the meeting takes place within the time limits set forth above.

**23.A.3.**
Prior to any investigatory meeting, the Flight Attendant and Union representative shall be provided with copies of all evidence, whether written, physical or electronic, that the Company intends to use as a basis for questioning or disciplining a Flight Attendant. The Flight Attendant and Union representative will be provided with a reasonable period of time to review the evidence prior to the start of the investigatory meeting.

**23.A.4.**
At the outset of any investigatory meeting, the Company will verbally brief the Flight Attendant and the Union representative concerning the incident and

allegation(s) it is investigating. If, during the investigation, the Company becomes aware of other incidents or allegation(s) to be investigated, it will not be prevented from investigating and taking action it considers appropriate; provided, however, that the Company notifies the Flight Attendant and the Union representative of its investigation of such other incidents or allegation(s).

**23.A.5.**
A Flight Attendant may be held out of service (with pay, provided the Flight Attendant is otherwise qualified for duty) by the Company during its investigation of a matter which may lead to discipline or discharge. Flight Attendants will not be withheld from service for a period longer than fourteen (14) days.

**23.A.6.**
A Flight Attendant shall be notified of discipline or discharge decisions within fifteen (15) days after the initial investigatory meeting, but not later than as delineated in Paragraph 23.A.7. below, unless mutually agreed otherwise. Written confirmation of discipline or discharge through a Letter of Warning or Termination Letter shall be issued within seven (7) days after the Flight Attendant is notified, starting the day after the date of notification. A copy of all written discipline and discharge notices will be sent to the Local Union representative.

**23.A.7.**
A Flight Attendant shall not normally be disciplined later than thirty (30) days from the time Inflight management has reasonable first knowledge of the incident giving rise to the discipline, starting the day after Inflight management has reasonable first knowledge. In the event a Flight Attendant requests to postpone an investigatory meeting, or is on leave of absence, furlough, sick leave, or vacation of more than fourteen (14) days, during this thirty (30) day period, such thirty (30) day period may be extended by a period equal to the length of the meeting postponement, leave of absence, furlough, sick leave, or vacation.

**23.A.8.**
A Flight Attendant who has passed the probationary period shall not be disciplined or discharged without just cause.

**23.A.9.**
A Flight Attendant who is disciplined or discharged may challenge that decision by filing an appeal within thirty (30) days of notification of the decision, pursuant to Section 23.F.2. below.

## 23.B. GRIEVANCE REPRESENTATION

**23.B.1.**
The Union will be represented by properly designated Local Executive Council ("LEC") Presidents at each location on the system. LEC Presidents and their designees will be empowered to settle all local grievances or disputes not involving changes in policy or the intent and purposes of this Agreement, at the local level. The Union will advise the Company, in writing, of the individuals who serve as authorized officials. The Union will advise the Senior Vice President, Inflight, or their designees, in writing, of the individuals who serve as LEC Presidents. The Union will be further represented by the MEC President and/or their designee, who will be empowered to handle and settle grievances at all levels of the grievance procedure.

**23.B.2.**
The Company will be represented at each location by one or more authorized officials who will be empowered to settle local grievances or disputes, but such settlement may not involve any change in the intent and purpose of this Agreement or Company Policy. The Company will advise the Union, in writing, of the individuals who serve as authorized officials. The Company will be further represented by the Senior Vice President level for dealing with the MEC President, Inflight, or their designated representative. No Company employee directly involved in the matter which gave rise to the grievance will sit as hearing officer at any step.

**23.B.3.**
The Union and the Company will, at all times, keep the other party advised, through written notice, of any change in authorized representatives.

**23.B.4.**
The MEC President and/or their designated representatives shall be permitted to enter any location on the Company's system where employees under this Agreement are located for the purpose of representing such employees upon prior notification to the Company at that location.

**23.B.5.**
All grievance representatives will be allowed free access and availability to all work areas within their respective areas of representation in order to conduct their business in a proper, efficient, and expedient manner. Grievance representatives will be allowed time off for purposes of investigating, presenting and adjusting grievances or to attend meetings provided for in this Agreement.

## 23.C. MASTER EXECUTIVE COUNCIL GRIEVANCE PROCEDURE

**23.C.1.**
The procedure for presentation and adjustment of Master Executive Council ("MEC") grievances that may arise between the Company and the Union with reference to interpretation or application of any provisions of this Agreement shall be as set forth below. Grievances must be filed promptly after the cause giving rise to the grievance is evident, and no grievance will be valid if not filed within thirty (30) days of the date the employee first knew or could reasonably be expected to have known of the grievance.

**23.C.1.a.**
MEC Grievances relating to matters general in character may be submitted by the Union in writing to and discussed between the designated Company Vice President or designee and the MEC President or designee. The Company shall render a decision on the matter within fourteen (14) days after the grievance is submitted.

**23.C.2.**
If a mutually satisfied resolution of the matter is not reached within fourteen (14) days after the grievance is submitted, then the matter may be appealed to the System Board of Adjustment.

## 23.D. GENERAL

**23.D.1.**
The Union will be given a reasonable opportunity to secure the presence of necessary individual(s) to fairly conduct hearing and meetings required in connection with a grievance. If any necessary employee is based at other than the location where the hearing or meeting is to be held then such employee will be furnished free PS5B (or future equivalent) travel over Company lines to attend the hearing or meeting.

**23.D.2.**
The Company will not discriminate against any witness called to testify in any hearing or investigation under this Agreement.

**23.D.3.**
Union representatives and necessary employee witnesses will be released from duty on a non-paid status.

**23.D.4.**
In assessing discipline, the Company will consider the gravity of the offense, seniority, and work record of the employee.

**23.D.5.**
At each step of the Grievance procedure, the Company and Union recognize a desire and need to handle grievances within the time limits set forth in this Section. It is further recognized that the Company or Union representative may request reasonable time limit extensions.

**23.D.6.**
The Union's decision to withdraw grievances, not to process or appeal a grievance to the next step shall not in any way prejudice its position on the issues involved. The Company's and Union's decision to settle a grievance shall not prejudice their respective positions on the issues involved.

**23.D.7.**
An employee may elect to have legal counsel present only at the System Board of Adjustment, and only after having signed a Union representation waiver.

**23.D.8.**
Notwithstanding any of the provisions of this Section, probationary Flight Attendants are not entitled to file grievances under this contract regarding discipline or discharges, nor shall such employees be entitled to challenge discipline or discharges taken against them. During the last ninety (90) days of the Flight Attendant's probationary period, the Company, in taking any action regarding a Flight Attendant on probation, shall consider any written recommendation which has been filed by the Union.

**23.D.9.**
Any decision made during the grievance procedure which is not appealed within the time limits provided in the Agreement shall be final and binding, except by mutual agreement of the Company and the Union which will not be unreasonably withheld.

**23.D.10.**
When grievances allege a scheduling violation(s) of the Agreement, the Company will provide to the Union all scheduling audio tapes, chats, reports, statements, or other material (whether physical or electronic) that will either confirm or deny the alleged scheduling violation(s). If, for any reason, a recorded conversation is missing, erased or is otherwise inaudible, a prompt review of the incident in question will be made by the Director of Crew Scheduling or designee upon written request from the respective Local President or designee.

**23.D.11. SETTLEMENT CONFERENCE**
Upon the request of either party, and not to exceed once per quarter, the Senior Vice President, Inflight and the MEC President or their designees will meet for the purpose of attempting to settle or withdraw all outstanding grievances then pending before the System Board. The parties may designate additional participants as they deem necessary. The settlement conferences shall be conducted at a mutually agreed location. Recognizing the mutual benefit of the Settlement Conference provision, the parties may mutually agree to engage the services of a neutral third (3rd) party chosen from the National Mediation Board (NMB) or the parties arbitration/mediation panel to assist in facilitating this process.

## 23.E. NON-DISCIPLINARY ACTIONS, CONTRACT MATTERS & COMPANY POLICIES

In order to enable the processes set forth in this Section to resolve disputes pertaining to non-disciplinary actions, contract matters and Company policies quickly and effectively, the following procedures will be utilized.

### 23.E.1. LOCALLY-BASED DISPUTE RESOLUTION PROCESS

**23.E.1.a.**
A group of Flight Attendants or a Flight Attendant who has an issue concerning any action of the Company which affects them, except as may arise out of disciplinary action, and which the Flight Attendant(s) has not been able to resolve satisfactorily, may file a worksheet with the Union, setting forth the basis for the dispute within sixty (60) calendar days after the Flight Attendant(s) reasonably would have knowledge of the dispute.

**23.E.1.b.**
The Union shall review and evaluate every worksheet. If the Union determines that a worksheet reports a potentially valid claim, the Union shall file a Notice of Dispute (“NOD”) with designated Company personnel within thirty (30) calendar days of receipt of the worksheet. A NOD will identify a dispute concerning an action by the Company, except as may arise from a disciplinary action.

**23.E.1.c.**
The filing of a NOD obligates the Company and Union to engage in local discussions, utilizing interest-based dispute resolution. Union and Company participants in these discussions will be trained in interest-based dispute resolution, and, to the maximum extent feasible, should bring relevant expertise to the NOD in terms of factual and subject-matter knowledge, and locale of work or representational assignment. The expectation is that the vast majority of NODs will be resolved during these discussions and within thirty (30) calendar days of filing.

**23.E.1.d.**
Within thirty (30) calendar days after the filing of a NOD, the participants in the dispute resolution discussions shall resolve the NOD or, if those efforts are unsuccessful, file a NOD Submission to the Dispute Resolution Committee, described below. The NOD Submission shall be a document jointly prepared by the primary dispute resolution participants that, at a minimum, contains a complete statement of relevant undisputed and disputed facts, the issues in dispute, and the impediments to resolution.

**23.E.2. DISPUTE RESOLUTION COMMITTEE**

**23.E.2.a.**
The Dispute Resolution Committee ("DRC") shall be composed of four (4) participants, two (2) appointed by the Union and two (2) by the Company. The mission and purpose of the DRC is to: 1) promote the prompt, effective and local resolution of disputes through the use of interest-based dispute resolution, and 2) preserve traditional arbitration primarily for the timely adjudication of discharge grievances and contractual disputes that have significant and widespread impact among Flight Attendants. The DRC shall meet at least twelve (12) times per year, but may meet more frequently if needed. Either the MEC President or the Senior Vice President of Inflight can request additional meetings when any case pending before the DRC is more than sixty (60) days old.

**23.E.2.b.**
With respect to any NOD Submission, the DRC is empowered to: 1) resolve the NOD in whole or in part; 2) remand the NOD, in whole or in part, to the first-level dispute resolution participants for further local resolution efforts; 3) assign the NOD, in whole or in part, to expedited arbitration; 4) assign the NOD, in whole or in part, to traditional arbitration; or 5) where none of the previous options appear appropriate, escalate the NOD to the MEC Grievance Chair and the Vice President Labor Relations, or their designee(s).

**23.E.2.c.**
The DRC shall make decisions by majority vote of the whole committee. In the event of a tie vote, the grievance may be appealed to the System Board of Adjustment. The expectation is that NOD Submissions will be processed within sixty (60) days of receipt.

**23.E.2.d.(1).**
Prior to each DRC meeting, the Union members of the DRC will review all NODs to be discussed at the upcoming meeting to determine whether the NOD reports a valid claim. Any NODs not meeting this criteria will not be discussed by DRC.

**23.E.2.d.(2).**
Prior to each DRC meeting, the Company members of the DRC will review all NODs to be discussed at the upcoming meeting to determine whether a violation(s) of the Agreement has occurred or is reoccurring. If so, the Company DRC will advise the local Company participant(s) to reengage in local discussions to resolve the issue.

**23.E.2.e.**
Prior to each DRC meeting, the Union members of the DRC shall provide the Company members of the DRC with a list of all NODs to be reviewed.

**23.E.2.f.**
When the DRC determines that a NOD is not a valid dispute under the terms of the Agreement, the DRC shall communicate its determination, along with the reason for the determination, to the Local Council and Base Leadership.

**23.E.3. BYPASS OF THE PROCESS**
The MEC Grievance Chair or Vice President Labor Relations or their designee may decide that a NOD shall bypass the dispute resolution process contained herein where it is unlikely that that process will achieve a resolution, and proceed to Section 24 (System Board) of the Flight Attendant Agreement. This right shall be exercised only in cases of disputes having significant widespread impact on Flight Attendants and/or significant financial impact to the Company, and then only after a discussion between the MEC Grievance Chair and the Vice President Labor Relations or their designee.

**23.E.4. NON-PRECEDENT AND NON-PREJUDICE**
All resolutions of NODs shall be without precedent and prejudice in regard to any other NOD, dispute, grievance, or System Board of Adjustment hearing unless: 1) the resolution clearly states in writing that it is precedent-setting, and 2) the resolution is signed by the MEC President on behalf of the Union and the Vice President Labor Relations on behalf of the Company, or their designee(s).

**23.E.5. DUTY TO RESOLVE DISPUTE RESOLUTION PROBLEMS**
If the Union or the Company receives credible information to the effect that the local dispute resolution process is experiencing problems in a locale or department, the parties will in good faith evaluate the situation and, if a problem exists, take appropriate action. The DRC is authorized to report such problems to the MEC President and the Managing Director/Director of Labor Relations. The MEC President and the Managing Director/Director of Labor Relations will meet to determine what actions will be taken to resolve the issue.

**23.E.6.**
The Union may bypass the process contained in this Paragraph E., Paragraphs 1 – 5, for grievances addressing a dispute over the system-wide application of the Agreement, by providing written notice from the MEC President to the Senior Vice President of Inflight Service in accordance with Section 23.C. of this Section.

**23.E.7.**
A Flight Attendant's or a group of Flight Attendants' right to retrospective relief shall not exceed sixty (60) days, except when a grievance is filed pursuant to above Section C., in which case retrospective relief shall not exceed one hundred twenty (120) days.

**23.E.8.**
In the settling of NODs, appeals, and grievances under this section, nothing shall preclude a monetary component of such settlement if such settlement is signed by the MEC President on behalf of the Union and the Managing Director, Labor Relations on behalf of the Company, or their designee(s). The Managing Director of Labor Relations and the Managing Director of Crew Scheduling, or their designees, will meet on a quarterly basis with the MEC President, or their designee(s) to discuss issues of concern related to Crew Scheduling.

## 23.F. DISCIPLINARY LETTERS, DISCIPLINARY SUSPENSIONS AND DISCHARGES

In order to enable the processes set forth in this Section of the Flight Attendant Agreement to resolve disputes pertaining to discipline and discharge, the following procedures will utilized.

### 23.F.1. DISCIPLINE NOT INVOLVING DISCHARGE

**23.F.1.a.**
For both Attendance Track and Performance Track discipline, the Company shall notify a Flight Attendant by issuing disciplinary Warnings in compliance with Section 22.E. Progressive Discipline. An electronic copy of Warning(s) will be sent to the Flight Attendant's corporate email address. Upon a Flight Attendant request, a Warning also will be sent to an alternative email address. The Company is not required to copy the Union on Attendance Warnings.

**23.F.1.b.**
The effective date of the Attendance Warning is the date of the triggering point occurrence. The effective date of the Performance Warnings is the date of issuance of the Warning.

**23.F.1.c.**
A Flight Attendant may request a review of any Warning; the Union may request such a review on behalf of the Flight Attendant only if the Flight Attendant specifically so requests in writing. A Warning that is not timely challenged in the form of a request for review is final and is not subject to later appeal, challenge or review. The thirty (30) day deadline for requesting review is triggered by the date of the Warning. Once requested, a hearing will be scheduled within ten (10) days, and be conducted within thirty (30) days of the request.

**23.F.1.d.**
The hearing shall be a conference between the Base Director/Manager and/or designee, the supervisor, the Flight Attendant and Association representative and/or witnesses as applicable. With respect to this meeting:

**23.F.1.d.(1).**
Formal rules of evidence and procedure will not apply.

**23.F.1.d.(2).**
Any party may bring to the hearing documents or other evidence, although this is not required.

**23.F.1.d.(3).**
The management representative and the Union representative will be trained in interest-based dispute resolution.

**23.F.1.d.(4).**
The parties are encouraged to candidly discuss the merits of the Warning.

**23.F.1.e.**
The Base Director/Manager or designee will record the result of the hearing on a jointly-created template document, but will not have to issue a written explanation. The Base Director/Manager or designee will have a period of fifteen (15) days to notify the Flight Attendant and the Union of the decision in writing.

**23.F.1.f.**
Where a hearing results in a Warning being sustained in whole or in part, all arguments are preserved; however, the matter cannot be appealed to the System Board of Adjustment unless the Flight Attendant is later discharged, and then only if the Warning is active at the time of the discharge.

**23.F.1.g.**
Notwithstanding the above Paragraph 23.F.1.f., in extraordinary circumstances, the Master Executive Council President, but not an individual Flight Attendant, may appeal the outcome of the hearing to the Managing Director of Base Operations. If this meeting does not resolve the matter to the satisfaction of the Union, the Union may within fifteen (15) calendar days of the conclusion of the meeting appeal the decision to the System Board of Adjustment. By mutual agreement of the Company and the Union, the parties may assign the dispute to Expedited Arbitration as delineated in Section 24.R.

**23.F.2. DISCHARGE**
In the event of any alleged action or inaction by a Flight Attendant that results in discharge, the following process shall apply:

**23.F.2.a.**
The Flight Attendant may file an appeal of the termination decision within thirty (30) days of the date they are notified that they are discharged. The appeal may be filed on a prescribed form provided by the Company which shall include the appellant's name. Such appeal must be in writing and signed by the Flight Attendant. Any termination decision not appealed within thirty (30) days shall be final and binding.

**23.F.2.b.**
The Base Director/Manager shall schedule a mutually agreeable hearing date in that Base within fourteen (14) days. Such hearing must be held within thirty (30) days of the date the appeal was filed, unless the parties mutually agree to extend the thirty (30) days. A decision in writing shall be issued not later than fifteen (15) days following the hearing.

**23.F.2.c.**
If the decision of the hearing officer is not satisfactory, the Union may appeal the decision directly to the System Board of Adjustment, not more than thirty (30) days following the date of the written decision. Additionally, these cases will be subject to discussion under Section 23.D.11. (Settlement Conference).

**23.F.3.**
All settlements of Attendance Warnings, charges, point assessments, and/or potential discharge or discipline shall be without precedent and prejudice in regard to any other dispute, grievance, or System Board of Adjustment hearing unless: (i) the settlement clearly states in writing that it is precedent-setting, and (ii) the settlement is signed by the MEC President on behalf of the Union and the Managing Director Labor Relations on behalf of the Company.

## SECTION 24
## SYSTEM BOARD OF ADJUSTMENT

### 24.A. ESTABLISHMENT OF BOARD

In compliance with Section 204, Title II of the Railway Labor Act, as amended, there is hereby established a System Board of Adjustment for the purpose of adjusting and deciding disputes or grievances which may arise under the terms of this Agreement and any amendments or additions thereto, and which are properly submitted to it after all steps for settling disputes and grievances as set forth in Section 23 have been exhausted.

### 24.B. MEMBERSHIP

**24.B.1.**
The System Board of Adjustment shall consist of three (3) members, one selected by the Company, one selected by the Union, and a neutral arbitrator selected from a panel of at least thirteen (13) arbitrators, such panel to be hereafter agreed to by the parties hereto as specified in Paragraph 24.E. below. By mutual agreement of the parties, the services of one of the arbitrators on said panel may be requested immediately for any case appealed to the Board.

**24.B.2.**
Notwithstanding Paragraph 24.B.1. above, on a case by case basis of particular importance, with the mutual consent of the parties which shall not be unreasonably withheld, the System Board of Adjustment may consist of five (5) members, consisting of the neutral arbitrator and two (2) selected by the Union and two (2) selected by the Company.

### 24.C. JURISDICTION

The Board shall have jurisdiction over disputes between any employee or the Union and the Company and between the Company and the Union or any employee growing out of grievances or out of interpretation or application of any of the terms of this Agreement. The jurisdiction of the Board shall not extend to proposed changes in hours of employment, basic rates of compensation or working conditions covered by this Agreement or any amendment thereto.

### 24.D. CONSIDERATION OF DISPUTES

The Board shall consider any dispute properly submitted to it by an employee covered by this Agreement, by the President of the Union or by the Senior Vice President, Inflight, of the Company when such dispute has not been previously settled in accordance with the terms provided for in this Agreement, provided that the dispute is filed with the Board within thirty (30) days after the procedure provided for in Section 23 of this Agreement has been exhausted. If a dispute is not filed within such time, the action of the Company or Union shall become final and binding.

### 24.E. SELECTION OF ARBITRATORS

**24.E.1.**
The Parties shall name a panel of at least thirteen potential referees for the purpose of disposing of cases in deadlock before the Flight Attendant System Board of Adjustment and establish a procedure for filling vacancies on the panel and for selection of a referee therefrom within sixty (60) days of reaching an agreement.

**24.E.2. PROVISIONS OF REFEREES**

The parties hereto shall jointly notify all members of the panel, original selectees or their replacement, of their selection, informing them of the nature of their duties, the parties to the Agreement and shall inquire and obtain their consent to serve as such panel member and shall also ascertain the fees and charges of such panel member, and such panel members shall not be considered eligible as panel members until their fees and charges are approved by the parties hereto.

**24.E.3.**

The parties shall agree, if necessary, to renegotiate the panel of arbitrators every two years. The negotiations will occur and conclude during the first week of July prior to the potential change to the panel. The panel will remain intact for two calendar years, provided that any member who is then acting as an arbitrator in any case or cases pending before the System Board of Adjustment at the end of two-year term and is subsequently removed from the panel, shall be permitted to serve until the completion of such case or cases. During the two-year term either party may remove an arbitrator from the panel with notice to the other party, with the understanding that the arbitrator shall be permitted to conclude any outstanding case(s).

**24.E.4.**

Vacancies in the membership of the Board shall be filled in the same manner as is provided herein for the selection and appointment of the original members of the Board.

**24.F. SCHEDULE OF HEARING DATES**

**24.F.1.**

Cases shall be scheduled for hearing on eighty (80) days during the System Board calendar year. The hearings shall be scheduled during one week each month for a total of sixty (60) days. The additional twenty (20) days of hearings shall be scheduled during the year, five (5) days per quarter as agreed to by the parties. System Board hearings shall be held at the Company's headquarters, unless otherwise agreed by the Board. If a scheduled arbitration or mediation day(s) is cancelled or postponed unilaterally, without good cause or settlement of the grievance(s), and before the hearing or mediation begins, the non-cancelling party shall have the right to require the same number of arbitration or mediation days, as applicable, be restored in the same System Board calendar year, to the extent practicable. Additional days of arbitration or mediation may be scheduled by the parties through mutual agreement.

**24.F.2.**

At the beginning of each calendar quarter, the Union shall notify the Company of the proposed grievances to be heard in the next calendar quarter. Designation of the cases to be heard shall be subject to Company concurrence, which shall not be unreasonably withheld. If the parties are unable to agree upon the scheduling of cases, the matter will be referred to the MEC President and the Vice President, Labor Relations, of the Company for resolution, who will have seven (7) days to resolve the dispute. If the parties are still unable to agree upon a schedule of cases, the parties shall schedule cases on an alternating basis, with the Union selecting a case from the docket for the first date and the Company selecting the case for the next date and so forth. In any event, the calendar must be set no later than forty-five (45) days prior to the hearing date.

**24.F.3.**
The time limits specified may be extended (modified) by mutual agreement of the parties to this Agreement.

## 24.G. SUBMISSIONS

**24.G.1.**
All disputes properly referred to the Board for consideration shall include a copy of all papers and exhibits and shall be served on the other party. Each case submitted shall show:

**24.G.1.a.**
Question or questions at issue.

**24.G.1.b.**
Statement of facts.

**24.G.1.c.**
Position of employee or employees.

**24.G.1.d.**
Position of Company.

**24.G.2.**
When possible, joint submissions should be made, but if the parties are unable to agree with a joint submission then either party may submit the dispute and its position to the Board. No matter shall be considered by the Board which has not first been handled in accordance with the appeal provisions of this Agreement.

## 24.H. REPRESENTATIVES/WITNESSES

**24.H.1.**
Employees covered by this Agreement may be represented at Board hearings by such person(s) as they may choose and designate and the Company may be represented by such person(s) as it may choose and designate. Evidence may be presented either orally or in writing or both. Any witness testifying orally or by deposition may be required to testify under oath at the request of either party.

**24.H.2.**
On request of individual members of the Board, the Board may, by majority vote, or shall at the request of either the Union members or the Company members thereon, summon any witnesses who are employed by the Company and who may be deemed necessary by the parties to the dispute, or by either party, or by the Board itself, or by either group of members constituting the Board.

**24.H.3.**
The number of witnesses summoned at any one time shall not be greater than the number which can be spared from the operation without interference with the services of the Company.

**24.H.4.**
Either party may make written request to the Board for the privilege of presenting additional witnesses or documentary evidence, and the Board, with the referee, may at their discretion, permit such presentations. The decision of the Board shall be rendered within ten (10) days after consideration and review or after the close of any further hearing, and a majority vote of the members of the Board, including the referee, shall be necessary to reach such decision, which shall be final and binding upon the parties hereto.

**24.I. MAJORITY RULE**
A majority vote of all members of the Board shall be competent to make a decision.

**24.J. EFFECT OF DECISIONS**
Decisions of the Board in all cases properly referable to it shall be final and binding upon the parties thereto.

**24.K. RIGHTS UNDER RAILWAY LABOR ACT**
Nothing herein shall be construed to limit, restrict, or abridge the right or privileges accorded either to the employees or to the Company, or to their duly accredited representatives, under the provisions of the Railway Labor Act, as amended.

**24.L. MAINTENANCE OF RECORDS**
The Board shall maintain a complete record of all matters submitted to it for its consideration and of all findings and decisions made by it.

**24.M. ARBITRATORS EXPENSES**
The expenses and reasonable compensation of the referee arbitrator selected as provided herein shall be borne equally by the parties hereto.

**24.N. BOARD MEMBERS EXPENSES**
Each party will assume the compensation, travel expense and other expenses of the Board members selected by it.

**24.O. WITNESS EXPENSES**
Each of the parties hereto will assume the compensation, travel expense and other expenses of the witnesses called or summoned by it. Witnesses who are employees/retirees of the Company shall receive free contingent air transportation on the Company's system from the point of duty, or assignment, or home to the point at which they must appear as witnesses and return, to the extent permitted by law.

**24.P. JOINT EXPENSES**
The Board shall have the authority to incur such other expenses as in their judgment may be deemed necessary for the proper conduct of the business of the Board and such expenses shall be borne one-half (1/2) by each of the parties hereto. Board members who are employees of the Company shall be granted necessary leaves of absence for the performance of their duties as Board members. Board members shall be furnished non-revenue positive space (NRPS) transportation on the Company's system for the purpose of attending meetings of the Board.

## 24.Q. INDEPENDENCE OF BOARD MEMBERS

It is understood and agreed that each and every Board member shall be free to discharge their duty in an independent manner, without fear that individual relations with the Company or with the Union may be affected in any manner by any action taken in good faith in their capacity as a Board member.

## 24.R. EXPEDITED ARBITRATION

**24.R.1.**

Expedited arbitration is an abbreviated hearing before the UAL/AFA System Board of Adjustment that is part of the regular System Board calendar which will be designed as an Expedited Arbitration Board of Adjustment (hereinafter "Board") and that will be subject to rules and procedures jointly agreed to by the parties. Awards issued by an Expedited Arbitration Board of Adjustment panel will be final and binding, but will be without precedent and/or prejudice to any other dispute, grievance, or System Board hearing.

**24.R.1.a.**

When the parties meet at the beginning of a quarter under the provisions of paragraph 24.F.2., above, they will also discuss if there are cases which will, by mutual agreement, be scheduled for Expedited Arbitration in the next quarter.

**24.R.1.b.**

When dates scheduled for traditional Arbitration are cancelled, the parties will make reasonable effort to use those dates for Expedited Arbitration provided that both parties have a minimum of twenty (20) days advance notice.

**24.R.1.c.**

At the conclusion of each day of Expedited Arbitration, the Board shall issue a written award (without a written opinion) no later than at the conclusion of said day, for each case heard during that day. Awards issued by the Expedited Arbitration shall not establish precedent and will not be used or referred to in the future by either party in any other proceedings except to enforce the terms of the award.

**24.R.1.d.**

Each party agrees to waive its right to traditional arbitration by submitting a case to Expedited Arbitration.

**24.R.1.e.**

Each party shall be represented by any one person that it may choose and designate, and each party shall be limited to one other person to testify. Such testimony may be provided in person, by telephone or by other electronic means (ex. "Zoom").

**24.R.1.f.**

Each party shall inform the other party, in writing (stating name and case number), of the identify of its witness, if any, who will testify at least ten (10) working days prior to the date of the case is to be heard. Such notice will specify for reach such person whether they will offer testimony in person, by telephone or by other electronic means.

**24.R.1.g.**
Each party will provide to the other party a written statement of the issue(s), its position on the issue(s), and a list of material facts it believes to be in dispute to the other party at least ten (10) working days prior to the date the case is scheduled to be heard. Each party shall thereafter provide copies of all exhibits, documents, System Board awards and decisions, and any other arbitral precedent or treatise materials it intends to submit into evidence or refer to in the proceedings to the other party at least five (5) working days prior to the date the case is to be heard.

**24.R.1.h.**
Each party shall have no more than sixty (60) minutes to present its case. This sixty (60) minute period shall include the party's opening statement (if one is desired), the direct examination of its own witness, and the cross-examination of the other party's witness, rebuttal and closing. All documentary evidence must be submitted by the parties within the time set forth in this paragraph.

**24.R.1.i.**
Once either party has presented evidence in support of its case, there will be no adjournments or postponements of the hearing. However, once both parties have presented their cases in chief, there will be a ten minute (:10) recess for the parties to consider the presentation of rebuttal evidence. The ten minute (:10) recess wll not count against either parties time limits under Paragraph 24.R.1.h., above.

**24.R.1.j.**
The time, date and location of the hearing must be agreed to by the parties.

**24.R.1.k.**
The Board is prohibited from calling any additional witnesses, except those witnesses so designated in Paragraphs 24.R.1.e. and 24.R.1.f. above, to testify in the proceedings.

**24.R.1.l.**
There shall be no transcripts or electronic records made of the proceedings.

**24.R.1.m.**
Nothing in this Agreement shall prevent the parties from mutually agreeing to waive the time provisions in Paragraphs 24.R.1.f., 24.R.1.g. and 24.R.1.h., above, nor from mutually agreeing to expand the number of witnesses that may testify under paragraph 24.R.1.e., above.

# SECTION 25
# UNIFORMS

**25.A.**
Flight Attendants shall wear their uniform as prescribed in Company regulations at all times while on duty as a member of the crew or in public view.

**25.B.1.**
Newly employed Flight Attendants shall be supplied with their first basic uniform, as provided for in paragraph 25.C.1.a., below, a small suitcase, and a large suitcase, as provided for in paragraph 25.C.1.b., below, at Company expense. The cost of alternations to fit the uniform to Company standards shall be borne by the Company through expense reimbursement with receipts for actual cost.

**25.B.2.**
Newly employed Flight Attendants authorized for alternative uniform pieces through the Reasonable Accommodation Program shall be similarly supplied with such pieces on the same basis as newly employed Flight Attendants using the standard uniform pieces at Company expense.

## 25.C. UNIFORMS

**25.C.1.**
The Flight Attendant uniform shall consist of the following items:

**25.C.1.a.**
Flight Attendant basic uniform:

**25.C.1.a.(1).**
Two (2) suiting garment – jacket or equivalent

**25.C.1.a.(2).**
Five (5) tops – shirts, blouses, or equivalent

**25.C.1.a.(3).**
Two (2) bottoms – pants, skirts, or equivalent
*Note: a dress will count as both one (1) top and one (1) bottom*

**25.C.1.a.(4).**
One (1) winter coat or an all-season coat

**25.C.1.a.(5).**
Two ties or scarves, as appropriate

**25.C.1.a.(6).**
Maternity skirt/jacket/jumper/dress/pants on request and as appropriate

**25.C.1.b.**
Flight Attendant accessories:

**25.C.1.b.(1).**
Footwear and boots

**25.C.1.b.(2).**
Gloves

**25.C.1.b.(3).**
Hosiery

**25.C.1.b.(4).**
Small suitcase

**25.C.1.b.(5).**
Large suitcase

**25.C.1.b.(6).**
Handbag

**25.C.1.b.(7).**
Sweater

**25.C.1.b.(8).**
Vest

**25.C.3.**
The Company shall provide the same selection of coats for both males and females. The Flight Attendant basic uniform winter coat shall provide at least the same level of protection as the 2019 optional wool winter coat. If an optional coat is made available, it shall be made available within the yearly point allotment.

**25.C.4.**
Flight Attendants authorized for alternative uniform pieces through the Reasonable Accommodation Program shall be supplied with replacement pieces on the same cost basis as Flight Attendants using the standard uniform pieces pursuant to paragraph 25.D., below.

**25.C.5.**
Flight Attendants on a leave of absencevoluntary furlough or involuntary furlough will receive uniform points once cleared for their return based on the following:

**25.C.5.a.**
All unused uniform points on the effective date of one of the above referenced statuses will be made available to them once cleared for their return;

**25.C.5.b.**
Any uniform points accrued prior to the effective date of any of the above referenced statuses for use in the following year will be available to them once cleared for their return;

**25.C.5.c.**
The combination of unused and accrued points will not exceed the yearly maximum points accrued by a Flight Attendant who is not on any of the above statuses;

**25.C.5.d.**
Consistent with current policy, points will not be accrued while on any of the above referenced statuses.

## 25.D. REPLACEMENTS

**25.D.1.**
The Company shall replace all basic, optional, and accessory uniform items (utilizing annual point allotment) and one (1) of the following accessory items, will be replaced at Company expense when necessary due to normal wear. The Flight Attendant may choose which of the following accessory items shall be the no cost item.

**25.D.1.a.**
Small suitcase

**25.D.1.b.**
Large suitcase

**25.D.1.c.**
Handbag

**25.D.2.**
The replacement of all other accessory items due to normal wear shall be the responsibility of each Flight Attendant. The replacement of all other accessories shall be paid for by the Flight Attendant on a cash basis or by credit card if the vendor accepts credit cards. Only if the vendor does not accept credit cards shall the use of payroll deduction be authorized by the Company and will be limited to purchases of $50.00 or more.

**25.D.3.**
The Company shall determine when replacements of any uniform or accessory items are required.

**25.D.4.**
If during the period of their probation, a Flight Attendant's employment is terminated, voluntarily or involuntarily, or they leave the Flight Attendant position they will be required to return all items provided under paragraph 25.B.1., above, to their respective base upon their termination. Failure to do so will result in a deduction from their final paycheck for the actual cost of the items not returned.

### 25.D.5. UNIFORM POINTS

**25.D.5.a.**
Flight Attendants will receive 430 uniform points per calendar year, to be used for replacement of basic and optional uniform pieces, and accessory items. Unused points will expire on December 31st of each year, except as provided above, and may not be rolled over to the following year. New hire Flight Attendants will receive a prorated point allotment based on the month they are hired available for use in starting in their thirteenth month of employment.

**24.D.5.b.**
Uniform points shall be valued at one dollar ($1) per point.

**25.E. STYLE CHANGE**

In the case of a major uniform style change, the Company shall replace all uniform items, the handbag, the small suitcase, and the large suitcase at no cost to the Flight Attendant. This does not apply to new pieces that the Flight Attendant is not required to obtain. If a uniform style change does not include a style change in handbag, small suitcase or large suitcase, no replacement will be required except as defined in Paragraph 25.D.

**25.F. INSIGNIA**

The Company shall furnish insignia (wings) required to be worn by the Flight Attendant and, shall replace the insignia when necessary due to normal wear. Flight Attendants may remove their name insignia when off the aircraft.

**25.F.1.**

The Flight Attendant may choose their preferred name for use on the name bar, subject to approval by the Company.

**25.G. ALTERATIONS**

The Company shall bear the cost of all approved alterations required to properly fit a Flight Attendant in a new uniform or resulting from a Company required style change in the uniform. Such alterations must be requested by the Flight Attendant within one month of uniform use. Cost of alterations requested by the Company or resultant from defects in the material, shall be borne by the Company. Alteration costs or the purchase of a new uniform or parts thereof due to weight adjustment shall be borne by the Flight Attendant.

**25.H. FITTINGS**

When the style change requires a uniform fitting, the Company shall make every effort to assure that each Flight Attendant shall make no more than two (2) visits to the approved tailor. If a Flight Attendant is required to make more than two (2) visits to the approved tailor, such Flight Attendant shall receive per mile expenses at the rate established by Company policy, for mileage to and from the Domicile and the approved tailor. Flight Attendants may accomplish any necessary fittings at the geographic base location that is most convenient for them.

**25.I. OTHER PERSONNEL ATTIRE**

The Company agrees that any personnel other than Flight Attendants on the System Seniority List, with the exception of Company employees covered under Section 3.L., will be attired in something distinctly different than the Flight Attendant uniform except as provided below.

| ALLOWED | | DISALLOWED |
|---|---|---|
| Skirt<br>Pants/Trouser<br>Maternity Skirt<br>Maternity Pants<br>Blouses/Shirts<br>Top Coat<br>All Season Coat | Footwear<br>Boots<br>Hosiery<br>Pants Belt<br>Trouser Belt<br>Dress Belt<br>Gloves<br>Small Suitcase<br>Large Suitcase<br>Handbag | Jacket<br>Ties/Scarves<br>Wings/Insignia<br>Inflight Attire<br>Name Bar<br>Jumper<br>Dress<br>Maternity Jacket<br>Maternity Dress<br>Vests<br>Sweaters |

**25.J. OPTIONAL UNIFORM ITEMS**

If the Company makes optional uniform items available for purchase by Flight Attendants, the purchase shall be paid for on a cash basis, by credit card or with uniform points. Only if the vendor does not accept credit cards shall the use of payroll deduction be authorized by the Company and will be limited to purchases of $50.00 or more.

**25.K. INFLIGHT ATTIRE**

Should the Company require any special inflight attire, the Company shall provide such inflight attire at no cost to the Flight Attendant.

**25.L. INTERNATIONAL PURSER**

Upon completion of International Purser initial training, International pursers will be provided with any International Purser uniform component(s) at Company expense. Replacement of one (1) International Purser uniform component per calendar year will be provided at Company expense. If there is more than one International Purser uniform component an International Purser is required to wear, the Company will be responsible to replace one (1) of each component per calendar year. The replacement of all other accessory items due to normal wear shall be handled in accordance with paragraph 25.D.1., above.

# SECTION 26
# MOVING EXPENSES

## 26.A. QUALIFYING FOR EXPENSES

The moving expenses set forth in this Section shall be paid to Flight Attendants who are required by the Company to change geographical location as a result of the following:

**26.A.1.**
Involuntary transfers, which include any transfer due to the closing of a Base, a transfer to another geographic location at Company request due to a surplus in the Base, and when a Flight Attendant is recalled to a Base other than the one from which furloughed.

**26.A.2.**
All transfers awarded to a newly opened Base for a period of six (6) months following the date the Base is opened.

## 26.B. ALLOWABLE EXPENSES

Moving expenses for Paragraphs 26.A.1. and 26.A.2. above shall be in accordance with this Section and the Flight Attendant Transfer and Moving Packet. No revisions to the Packet shall be made without agreement with the Union.

**26.B.1.**
Free contingent air transportation (may be substituted by any other form of transportation when air transportation is not available).

**26.B.2. SHIPPING OF PERSONAL EFFECTS AND HOUSEHOLD EFFECTS**
A Flight Attendant shall be allowed moving expenses connected with the shipping of personal effects and household effects if accomplished within twelve (12) months of the effective date of the new assignment. Notwithstanding Section 17.H.1., Flight Attendants transferred in accordance with Paragraphs 26.A.1. and 2. above shall be allowed to use the three (3) days allowed for settling at any time during this twelve (12) month period, except that such time may be delayed by the Company for not more than seven (7) days according to the needs of the service.

**26.B.3. MOVING CARS**
Mileage allowance for up to two (2) cars shall be provided in accordance with Company policy.

**26.B.4.**
Storage of household effects.

**26.B.5.**
En route expenses.

**26.B.6.**
House-hunting expenses.

**26.B.7.**
Temporary living expenses.

**26.C. EXPENSE CLAIMS**

All such expenses shall be claimed on forms as outlined in Company regulations, shall be supported by receipts, and must be submitted within thirty (30) days after incurring the expenses or within thirty (30) days after the Flight Attendant receives the billing from the moving concern.

**26.C.1.**

The total cost of any move may not exceed the lesser of the actual cost of the move or $20,500.

**26.D. FLIGHT ATTENDANT TRANSFER AND MOVING PACKET**

The Flight Attendant Transfer and Moving Packet will be available electronically on the Company's website.

# SECTION 27
# MISSING, INTERNED, HOSTAGE OR PRISONER OF WAR

## 27.A. COVERED PERIOD AND COMPENSATION

**27.A.1.**
A Flight Attendant shall be entitled to continued compensation during a Covered Period equal to their rate of pay, including overrides and premiums, times the average monthly hours paid for active months during the twelve (12) months preceding the event, plus amounts due under the Company's on-time performance program, the Profit Sharing Plan, or other similar plans and programs. If a new hire Flight Attendant has no hours in the twelve (12) prior months, compensation shall be at their rate of pay, including overrides and premiums, times the monthly guarantee.

**27.A.2.**
A Covered Period means any time a Flight Attendant is involuntarily missing, involuntarily and wrongfully detained, or taken prisoner of war, in each case while on a pairing or performing official duties for the Company.

**27.A.3.**
Compensation shall be provided to the most recent beneficiary(ies) designated by the Flight Attendant. If no beneficiaries have been designated, the Company shall pay the compensation to the Flight Attendant upon their release or, if death has been legally determined, to the legal representative of the Flight Attendant's estate.

**27.A.4.**
The Company shall be entitled to recover any amount paid pursuant to this Section for any period when the Flight Attendant is not involuntarily missing, involuntarily and wrongfully detained, or taken prisoner of war, in each case while on a pairing or performing official duties for the Company.

**27.A.5.**
The Company, in conjunction with the Union, shall take all actions that are reasonable in the circumstances to secure the release of the Flight Attendant during a Covered Period.

## 27.B. CONTINUATION OF BENEFITS

27.B.1.
During a Covered Period the Flight Attendant shall be regarded as if they are an active employee to the extent reasonably possible. For example, pass travel and current health and welfare elections for the Flight Attendant's dependents shall be continued.

**27.B.2.**
Compensation and accrual of vacation and sick leave shall continue during Covered Periods until the Flight Attendant is released or death is legally established. All vacation accrued during Covered Periods shall be made available to the Flight Attendant upon their return or paid to their beneficiary(ies) when death is legally established.

**27.B.3.**
When a Flight Attendant has been missing for twelve (12) months, the Company shall aid the beneficiary in obtaining legal proof in order that death benefits under Company plans can be paid, consistent with applicable law. In no event shall more than one (1) death benefit be paid per Flight Attendant.

**27.C. SENIORITY**
Flight Attendant shall maintain and continue to accrue seniority and longevity for all Covered Periods.

# SECTION 28
# COMMUTER PROGRAM

**28.A.**
This Section establishes standards for managing Flight Attendant attendance when certain unavoidable circumstances preclude Flight Attendants from reporting as scheduled. While all concerned are required to conduct themselves with reasonableness, prudence, and good judgment, the obligation and responsibility to report for work as scheduled remains that of each Flight Attendant.

**28.B.**
This Section governs circumstances in which Flight Attendants are unable to report for scheduled assignments due to any of the following:

**28.B.1.**
Unforecasted severe weather conditions or other natural disasters (i.e., blizzards, hurricanes, earthquakes, and other similar events), or

**28.B.2.**
Hazardous or impassable roads resulting from severe weather, accidents, or natural disasters, or

**28.B.3.**
Mechanical problems while on the way to work, or

**28.B.4.**
Unexpected airport disruption(s) or closures, or

**28.B.4.a.**
Flight Attendants who commute by automobile, bus, train, or public surface transportation will be afforded the same privileges contained in this Section for unforeseen events related to severe unforecasted weather conditions or natural disasters which render roads hazardous or impassable, or enroute mechanical problems, provided that they call their Inflight Duty Office as soon as the unforeseen event becomes known and it appears they will not make it to the airport to arrive at their Domicile in time for their scheduled report (e.g., road accident, mechanical breakdown, severe weather). Flight Attendants are expected to exercise prudent judgment and planning regarding checking load factors, flight availability, forecast weather, traffic reports, and otherwise generally “planning ahead” to avoid commuting problems. For example, it is not sufficient to utilize a flight(s) whose arrival/departure time is likely to be adversely impacted by forecasted weather events.

**28.B.4.b.**
A Flight Attendant commuting by air, must exercise good judgment and exert every reasonable effort to report for work. In all cases the flight(s) must be scheduled to arrive at their Domicile or the point of their duty assignment at least one hour (1:00) prior to their report time for such assignment. The primary flight may either be a flight for which the seats are controlled by the Company or it may be a flight operated by another carrier (OAL). The secondary flight must be a flight for which the seats are controlled by the Company.

**28.B.4.b.(1).**
A Flight Attendant commuting on an airline whose seats are controlled by the Company, must have a legitimate reasonable potential to commute on at least one (1) flight listed through the Company's reservations systems, including accounting for non-revenue space available travelers that are listed and have either a higher boarding priority or greater seniority than the Flight Attendant. Within the twenty-four (24) hours prior to the flight departure time the flight must have available capacity as displayed on the Company's reservations system.

**28.B.4.b.(2).**
A Flight Attendant commuting on an airline whose seats are not controlled by the Company, must have a legitimate reasonable potential to commute on the flights for which they are listed. Within the twenty-four (24) hours prior to the flight's departure time the flights must have available capacity as displayed on that company's reservations system/interline booking system. It will be the responsibility of the Flight Attendant to provide the necessary documentation to show the available capacity.

**28.B.4.b.(3).**
Flight Attendants choosing to commute with a revenue ticket with a confirmed seat on any commercial carrier will qualify as long as the flight is scheduled to arrive at their Domicile or the point of their duty assignment at least one hour (1:00) prior to their report time for such assignment.

**28.B.4.c.**
Upon actual assignment, a jumpseat(s) (Mainline and United Express) is considered an available seat for commuting purposes.

**28.C.**
This Section applies to Flight Attendants whose mode(s) of transportation to report for work are rendered unavailable by any of the conditions in Paragraph 28.B. only if there are no other reasonable alternative means of timely reporting for their scheduled assignments. A Flight Attendant may utilize two (2) or more airports in proximity to each other for purposes of satisfying the two (2) flights requirement of this Section (e.g., one (1) flight from Tampa, one (1) flight from Orlando, or one (1) flight from Sarasota) as long as the scheduled departure times between the two (2) flights reasonably allow the Flight Attendant to travel by surface transportation (i.e., automobile, bus, train or taxi) from one (1) airport to the other and physically check in at the gate in time for the scheduled departure of each flight. The commuting Flight Attendant must be at the gate and have checked in for the flights(s) to be utilized for purposes of this Section.

**28.D.**
This Section does not apply to any other circumstance or condition related to a Flight Attendant's failure to report for their scheduled assignment, or to timely report for their scheduled assignment, including personal emergencies.

**28.E.**
When an unforeseen event takes place (e.g., no available seat, weight restriction, delay or cancellation due to unforeseen significant weather at the intended airport of departure or arrival, ATC or aircraft maintenance), affecting the Flight Attendant's first commuting flight, they must immediately contact Crew Scheduling. A Flight Attendant commuting by air will notify Crew Scheduling of the airline and flight number of their primary flight and that they

will be utilizing the back-up flight, when applicable, immediately upon discovering that they are unable to commute using the primary flight, regardless of the reason for such inability. They shall also recontact Crew Scheduling immediately upon discovering that they will be unable to commute on their back-up flight, when applicable. In the case where a Flight Attendant is physically onboard their first or back-up flight and the flight diverts in route, the Flight Attendant shall contact Crew Scheduling as soon as they are able to do so. Upon notification to Crew Scheduling, the Flight Attendant shall continue on to their Base if possible, unless released by Crew Scheduling/ Coordination. Upon arrival at their Base, the Flight Attendant shall promptly contact Crew Scheduling/Coordination to advise them that they are there. They will be subject to assignment, as follows:

**28.E.1.**
They may be directed to report to their original pairing or to a portion of the original pairing, joining it at a later point; or

**28.E.2.**
They may be assigned a substitute pairing scheduled to fly on the same days as the original pairing; or

**28.E.3.**
They may be assigned a substitute pairing which begins on any day following the start of the original pairing, as follows:

**28.E.3.a.**
For domestic pairings, the substitute pairing may not be scheduled to end later than the final day.

**28.E.3.b.**
For international pairings, the substitute pairing may not be scheduled to end later than the calendar day following the day on which the original pairing was scheduled to end. The Flight Attendant may advise the Company that they do not want to be assigned to a pairing scheduled to terminate the day after the original pairing was scheduled to terminate. In such cases, the Flight Attendant will not be entitled to a hotel room under Paragraph 28.E.5, and they will still be subject to assignment under Paragraphs 28.E.1, 28.E.2. and 28.E.4.

**28.E.3.c.**
A Flight Attendant whose assigned substitute pairing is scheduled to end on the calendar day following the day on which the original pairing was scheduled to end will not be entitled to have that day off restored.

**28.E.4.**
They may be given any other substitute assignment which is mutually agreeable to the Flight Attendant and Crew Scheduling; and

**28.E.5.**
Except as provided in paragraph 28.E.3., if requested by the Flight Attendant, the Company will provide a hotel room for a Lineholder Flight Attendant who commutes by air and who is in compliance with this Section if the Lineholder receives no immediate assignment or receives an assignment with a report time more than five (5) hours after the Flight Attendant arrives at their Base. The Company shall not be obligated to provide more than the number of nights in a hotel than would otherwise have been provided on the Flight Attendant's original pairing.

**28.F.**
A Flight Attendant given an assignment pursuant to Paragraph 28.E. will be compensated as if the original assignment had never occurred, and the substitute assignment had in fact been their original assignment. If no substitute assignment is given, the original assignment shall be treated as a personal drop, and the Flight Attendant shall receive no pay or credit relating to it.

**28.G.**
This Section shall be applicable to all Flight Attendants, whether Lineholders or Reserves.

**28.H.**
Upon request, Flight Attendants shall be responsible for providing documentation required by the Company to establish their compliance with the terms of this Section.

**28.I.**
Nothing in this Section shall be construed to limit or abridge the Company's existing rights to make assignments/reassignments as necessary, and consistent with the Collective Bargaining Agreement to protect the operational integrity of the schedule.

**28.J.**
A Flight Attendant who is unable to meet their scheduled report time as a direct result of any of the circumstances listed in Paragraph 28.B., and who has complied fully with all of the terms of this Section shall be considered to have an authorized absence without pay, and shall not be subject to discipline (assessed points) as result of their inability to report, unless such inability occurs repeatedly. The parties have intentionally not specified a precise number of instances that will be afforded the protections of this Section. Each invocation of this Section will be considered an independent event and judged on its own unique circumstances, however repeated invocations of this Section may be considered in evaluations of a Flight Attendant's overall attendance/reliability.

# SECTION 29
# BENEFITS

## 29.A. HEALTH AND WELFARE PLANS AND ELIGIBILITY

### 29.A.1. INSURANCE BENEFITS AND PLANS TO BE PROVIDED

Paragraphs A. through H. of this Section 29 provide for medical, dental, vision, flexible spending account, retiree medical, life & accident, and long term disability benefits for Flight Attendants, effective January 1, 2017. The benefits described herein shall not be amended, modified, altered or terminated without the prior written agreement of the Union, except as required by law or as otherwise permitted herein.

### 29.A.2. ELIGIBILITY FOR INSURANCE BENEFITS

Subject to the specific provisions of Paragraphs B. through G. below, Flight Attendants and their eligible dependents ("Dependents") are eligible for benefits under this Section 29 in accordance with the following:

### 29.A.2.a. ELIGIBILITY FOR ACTIVE BENEFITS

All Flight Attendants and their Dependents shall be eligible for coverage under the medical plans described in Paragraph B. below, the dental plans described in Paragraph C. below, the vision plans described in Paragraph D. below, the flexible spending account plans described in Paragraph E. below, and the life & accident plans described in Paragraph G. below. All Flight Attendants shall be eligible for coverage under the long term disability plan described in Paragraph H. below. For any Flight Attendant hired on or after the Effective Date of this Agreement, benefits will commence on the first day following the completion of new hire training, unless an earlier date is required by law.

### 29.A.2.b. ELIGIBILITY FOR RETIREE MEDICAL COVERAGE

Flight Attendants and their Dependents will be eligible for retiree medical coverage as provided in Paragraph F. below.

### 29.A.2.c. DEFINITION OF DEPENDENT

The eligible "Dependents" of a Flight Attendant are all persons who are "dependents" of a Flight Attendant under the terms of the applicable plan offered by the Company to Flight Attendants now or in the future, in which the Flight Attendant is enrolled. In addition to any individual who qualifies as a Flight Attendant's "child" under the terms of the plan (such as a Flight Attendant's natural born children, adopted children, or step children), a relative of a Flight Attendant will be considered a "Dependent" if they meet the following requirements:

**29.A.2.c.(1).**
They are related to the Flight Attendant (or the Flight Attendant's spouse) by blood or marriage;

**29.A.2.c.(2).**
Neither of the child's parents is living with the Flight Attendant;

**29.A.2.c.(3).**
The child is living with the Flight Attendant in a parent-child relationship; and

**29.A.2.c.(4).**
The child is primarily dependent upon the Flight Attendant for support.

**29.A.2.d. DOMESTIC PARTNERS**
Except as otherwise prohibited by state or federal law, a Flight Attendant's domestic partner will be treated the same as a spouse for purposes of any benefits described in this Section 29. A domestic partner is an individual who is the same sex as the Flight Attendant for whom the Flight Attendant has submitted proof of domestic partnership in accordance with the rules and procedures as may be established by the Company from time to time, and provided the domestic partnership has not been terminated. Income will be imputed to the Flight Attendant for any domestic partner benefits elected by the Flight Attendant as required by state or federal law.

**29.A.2.e. SURVIVORS**
A Flight Attendant's Dependents enrolled in any medical option on the date of the employee's death, or who is covered by an alternative insurance on the date of the Flight Attendant's death and for whom the Flight Attendant would have been required to pay the spousal surcharge, will be "Survivors" entitled to continue medical coverage in accordance with the terms of Paragraph B.6. below and dental coverage in accordance with the terms of Paragraph C.5. below.

**29.A.2.f. LEAVES OF ABSENCE**
The benefits for which a Flight Attendant is eligible during any period in which the Flight Attendant is on a leave of absence are set forth in Section 15 (Leaves of Absence), provided, however, that eligibility for life insurance, personal accident insurance, and long-term disability insurance may be limited or excluded in accordance with the applicable insurance policy (subject to any conversion or continuation provisions of such insurance policy). The Company shall use reasonable efforts to obtain insurance policies that do not include such limitations or exclusions. The Company will continue to extend family medical and dental coverage to a Flight Attendant on leave pending grievance on the same basis as for an active employee; and, if such Flight Attendant is discharged, they will be able to receive medical and dental coverage for eighteen (18) months at their own expense under COBRA.

**29.A.2.g.**
Notwithstanding the above, in order to receive employer subsidized health insurance, Flight Attendants will be required to maintain a minimum of four hundred eighty hours (480:00) of paid activity per year as defined in paragraph 29.A.2.g.(1)., below, measured from the prior year's October bid month through the current year's September bid month.

**29.A.2.g.(1).**
Hours included will be same as used for the calculation of Vacation accrual in Section 12.A. and Sick Leave Accrual in Section 13.A.

**29.A.2.g.(2).**
The four hundred eighty hours (480:00) will be prorated for any months or portions of months on an approved leave of absence, unpaid FMLA, furlough, and any leaves protected by law.

**29.A.2.g.(3).**
Any month a Flight Attendant is participating in a Job Share/ Partnership they will receive credit for twenty hours (20:00) plus the credit value of their line, not to exceed fifty-five hours (55:00), exclusive of vacation.

**29.A.2.g.(4).**
A Flight Attendant who requires time off due to urgent personal circumstances (ex. family care, natural disasters or other personal circumstances which result in a reduced ability to fly) may request an special exemption for that time. If granted, the Flight Attendant will be credited with 40:00, prorated, for that month or portion thereof.

**29.A.2.g.(5).**
The MEC President and Managing Director of Labor Relations, or designees, will review any requests for special exemptions which are not approved by the Base. In the event the parties are unable to agree on a specific exemption, either party may submit the issue to expedited arbitration per Section 24.R.

**29.A.2.h.**
Flight Attendants who do not maintain the minimum hours will be required to pay 100% of the cost of any elected insurance coverage under Section 29 of this Agreement for the subsequent calendar year. With respect to new hires, this provision will not apply until enrollment for January 1 of the second calendar year following the year in which the Flight Attendant was hired.

**29.A.3. COVERAGE ELECTIONS**
At each Annual Enrollment or qualified status change, each Flight Attendant may elect any of the insurance options that require elections provided under this Section 29 for such Flight Attendant and any eligible Dependents.

**29.A.4. EARNINGS**
Flight Attendant earnings for purposes of insurance under this Section 29 shall include any employee deferral contributions to the 401(k) plan and shall exclude any Company direct and matching contributions to the 401(k) plan.

**29.A.5. INFORMATION SHARING AND QUARTERLY INSURANCE MEETINGS**
The Union shall have access to all pertinent health and welfare data, including but not limited to reasonable and customary information as available under the Core Medical Options and Traditional Medical PPO, names and addresses of retired Flight Attendants at least twice annually, and experience data of existing benefits. Once per calendar quarter, the Company and the Union shall meet at the Union's request to discuss, and make a good faith effort to resolve, any and all problems (including individual claim issues) relative to the insurance plans described herein. The Company and Union members who attend these meetings may agree to expand upon or memorialize their goals, structure, and operating criteria. With respect to Paragraphs B. through G. below, the Company shall furnish to the Union for review and comment an advance draft of any group communication to Flight Attendants from the Company (not including any standard vendor group communications).

**29.A.6. COBRA**
The Company will continue benefits in accordance with COBRA, as amended from time to time. Any period of time during which the Company continues to pay a portion of the cost of the coverage following a Qualifying Event will be considered part of the COBRA continuation period.

**29.A.7. PRIOR SERVICE**
Any Flight Attendant who, prior to the effective date of this Agreement, became

a Flight Attendant of the Company as part of a merger or acquisition shall have their years of service at the merged or acquired airline counted as years of service with the Company for the purpose of any eligibility and contribution rules described in Paragraphs B. through H. below to the same extent as was counted under the applicable prior collective bargaining agreement between the Company and the Union.

## 29.B. ACTIVE FLIGHT ATTENDANT MEDICAL BENEFITS, INCLUDING PRESCRIPTION DRUG BENEFITS

### 29.B.1. REQUIRED MEDICAL PLANS

**29.B.1.a.**
The Company shall offer the following medical plans for Flight Attendants based in or with home address of record in the Company's system in the fifty (50) states or Puerto Rico, the first three (3) of which are collectively referred to herein as the "Core Medical Options."

**29.B.1.a.(1).**
A Core Medical PPO;

**29.B.1.a.(2).**
A Core Medical EPO;

**29.B.1.a.(3).**
A Core Medical High Deductible Health Plan with Health Savings Account ("HDHP"), subject to the Company's right to discontinue provided no other high deductible health plan with health savings plan is offered by the Company;

**29.B.1.a.(4).**
The Traditional Medical PPO; and

**29.B.1.a.(5).**
The "Select Regional Medical Plans" described in Paragraph B.5. below.

**29.B.1.b. INTERNATIONAL FLIGHT ATTENDANTS (EXCEPT GUAM-BASED)**
Flight Attendants based outside the fifty (50) states and Puerto Rico whose home address of record in the Company's system is not in the fifty (50) states or Puerto Rico (other than Guam-based Flight Attendants described below) will be eligible for the Traditional Medical PPO and the Core Medical PPO, each of which shall be administered by an administrator specializing in international medical claim administration (e.g., currently Aetna International) in accordance with its standard administrative practices. Flight Attendants based in Guam will also be eligible for the applicable Guam-based Select Regional Medical Plans as described in Paragraph B.5. below.

**29.B.1.c. GUAM-BASED FLIGHT ATTENDANTS**
Flight Attendants based in Guam whose home address of record in the Company's system is outside the fifty (50) states and Puerto Rico will be eligible for the Traditional Medical PPO and the Core Medical PPO, each of which shall be administered by an administrator specializing in international medical claim administration (e.g., currently Aetna International) in accordance with its standard administrative practices, and will be eligible for the applicable Guam-based Select Regional Medical Plans as described in Paragraph B.5. below.

**29.B.1.d.**
The plan designs for the three (3) Core Medical Options are outlined in Appendix A and set forth in a plan document applicable solely to Flight Attendants (replicated from the plan document for such Core Medical Options as in effect on the Effective Date of the Agreement for other employee groups), which shall not be amended without the written consent of the Union.

**29.B.1.e.**
The plan design for the Traditional Medical PPO is outlined in Appendix A and set forth in its plan document as in effect on the Effective Date of this Agreement, which shall not be amended without the written consent of the Union (except that Appendix C of this Section 29 shall apply instead of the wellness chart currently in the Traditional Medical PPO plan document).

**29.B.2. OPTIONAL MEDICAL PLANS**
In addition to the required medical plans under Paragraph B.1. above, each eligible Flight Attendant shall be offered the opportunity to participate in any additional medical plan options offered by the Company ("Optional Medical Plans"), subject to any Base and home address of record requirements in the Company's systems. The Company shall have the sole authority to establish, modify and discontinue any such Optional Medical Plan(s) and their terms and conditions of participation (including, but not limited to, eligibility, plan design, applicable plan documents and plan rules) uniformly across all participating employee groups but may vary contribution rates by employee group.

**29.B.3. FAILURE TO MAKE ELECTION DURING ENROLLMENT PERIODS**
In cases in which a Flight Attendant fails to make a coverage election, the following rules will govern unless agreed to otherwise by the Union and the Company:

**29.B.3.a.**
Default to current coverage if available;

**29.B.3.b.**
If waived coverage (or a new hire), default to waive coverage unless prohibited by law;

**29.B.3.c.**
If enrolled in an optional PPO that is being eliminated for the ensuing plan year, default to Traditional Medical PPO;

**29.B.3.d.**
If enrolled in an optional EPO that is being eliminated for the ensuing plan year, default to Core Medical EPO;

**29.B.3.e.**
If enrolled in an optional HDHP that is being eliminated for the ensuing plan year, default to Core Medical HDHP, if offered, otherwise Traditional Medical PPO;

**29.B.3.f.**
If enrolled in an HMO or Aetna Select option that is being replaced for the ensuing plan year, default to replacement HMO; and

**29.B.3.g.**
If enrolled in an HMO or Aetna Select option that is being eliminated for the ensuing plan year, default to Core Medical EPO.

**29.B.4. REQUIRED MONTHLY CONTRIBUTIONS**
Flight Attendants electing medical coverage under this Paragraph B. will be required to make "Required Monthly Contributions" as provided in this Paragraph B.4. Total projected cost for purposes of premium rate setting for the plans set forth in Paragraphs B.1. and B.2. above shall be determined using the Rate Setting Methodology Letter of Agreement attached to this Agreement. The Company shall provide the Union access to actuarial data and calculations used in rate setting for the following year in a manner consistent with the timelines set forth in Paragraph III.A. of the Medical and Dental Plan Rate Setting Letter of Agreement. Required Monthly Contributions shall be made by payroll deduction, except in the case of Flight Attendants on unpaid leave, disability, or other status during which they are not receiving pay but are eligible for benefits as set forth herein, in which case Required Monthly Contributions shall be directly billed to, and paid by, the Flight Attendant. Flight Attendants on a Leave of Absence may make required monthly contributions via credit card, debit card, check or an electronic funds transfer, to the extent the provider can accommodate such services. Any transactional fees, including, but not limited to, fees charged by credit card companies, banks or the provider(s), shall be borne by the Flight Attendant. The Company shall post required monthly contributions due on the company's online benefit portal (currently Your Benefits Resources (YBR)).

**29.B.4.a. 80%/20% LIMIT**
The Required Monthly Contributions for the Core Medical Options, the Traditional Medical PPO, and Select Regional Medical Plans shall not exceed 20% of the total projected cost for the Coverage Tier elected, except that this percentage will vary for the individual Flight Attendant after taking into account credits and surcharges described in Paragraph B.4.f. below.

**29.B.4.b. OPTIONAL MEDICAL PLANS**
Contributions for the Optional Medical Plans under Paragraph B.2. above will be set at the Company's discretion but will be included in the Aggregate Contribution Limit.

**29.B.4.c. AGGREGATE CONTRIBUTION LIMIT AND TRANSITIONAL HMO COST SHARE**

**29.B.4.c.(1).**
Flight Attendant contributions for all medical plans offered by the Company under this Subsection B (excluding the Core Medical HDHP) shall not in the aggregate exceed 20% of total projected costs. Compliance with the Aggregate Contribution Limit shall be determined after any required normalization of contributions to recognize the effect of any wellness credits and spousal surcharges.

**29.B.4.d. ANNUAL MEDICAL COST INCREASES**
Any increase in the composite Required Monthly Contribution for the Core Medical Options, Traditional Medical PPO, Optional Medical Plans and Select Regional Medical Plans from one calendar year to the next will not exceed 9.25% of the prior year's contribution. This percentage will vary for the individual Flight Attendant after taking into account credits and surcharges.

**29.B.4.e. COVERAGE TIERS**
The Monthly Required Contribution will be based on a four-tier structure:

**29.B.4.e.(1).**
Employee only or surviving spouse only or surviving Dependent children only ("employee only");

**29.B.4.e.(2).**
Employee and spouse ("employee and spouse");

**29.B.4.e.(3).**
Employee and one or more children, or surviving spouse and one or more children ("employee and child(ren)"); and

**29.B.4.e.(4).**
Employee and spouse and one or more children ("family").

**29.B.4.f. CREDITS AND SURCHARGES**
The Company has the authority to establish tobacco wellness credits and spousal surcharges. The tobacco wellness credit shall be a minimum of $48 per month per enrolled Flight Attendant and spouse or domestic partner. The spousal surcharge, which shall not exceed $50 per month, shall be applied to Flight Attendants covering a spouse or domestic partner with alternate employer-subsidized coverage available. If the Company determines to provide an opt-out credit or to modify tobacco wellness credit to a more general wellness credit, then the Company and the Union shall meet and agree before implementation. The Company and the Union shall determine to what extent the opt-out credit shall be taken into account in the 80%/20% Limit and the Aggregate Contribution Limit.

**29.B.5. SELECT REGIONAL MEDICAL PLANS**
Any plan offered under this Paragraph B.5. shall be referred to herein as a "Select Regional Medical Plan." Unless replaced or discontinued in accordance with this Paragraph B.5., the Company will continue to offer to eligible Flight Attendants the following existing plans: all Kaiser HMOs, NetCare Guam HMO, NetCare Guam Health Plan Plus, HMO Illinois, HMO Colorado, HMSA Hawaii and Group Health Washington. In the event the Company desires to replace or discontinue offering any of the foregoing plans for the following year, it shall so notify the Union no later than the second quarterly meeting of the current year, or as soon as possible thereafter if the necessary information is not yet available to the Company at the time of the second quarterly meeting, and shall meet with the Union to discuss the possible replacement or discontinuance of such plan, provided that:

**29.B.5.a.**
None of the foregoing plans shall be replaced by a new plan without the Union's agreement, which agreement shall not be unreasonably withheld by the Union if the resulting disruption of Flight Attendant enrollees in terms of their ability to continue utilizing the same medical providers in the proposed replacement plan is less than 20% (in which case the replacement plan shall be in all respects treated as a Select Regional Medical Plan covered by this Paragraph B.5.); and

**29.B.5.b.**
None of the foregoing plans shall be discontinued and not replaced without the Union's agreement, which agreement shall not be unreasonably withheld by the

Union if: i) the year-over-year increase in the gross premium for such plan is more than 20%; or ii) Flight Attendant enrollment in such plan has declined to a level less than 50% of the enrollment on the effective date of the Agreement. Notwithstanding the foregoing, the Company shall continue to offer at least one Guam-based medical plan, which shall be treated as a Select Regional Medical Plan.

**29.B.6. SURVIVORS**

The surviving spouse or domestic partner of an active Flight Attendant or Flight Attendant on an illness leave of absence status with ten (10) or more years of Company seniority on the date of their death will be covered by the active employee medical plan until the surviving spouse or domestic partner reaches the initial age of Medicare eligibility or remarries (or in the case of a domestic partner, enters into another domestic partnership), whichever occurs first. Children of the Flight Attendant who satisfy the eligibility requirements of the plans will continue to be covered until they no longer meet the eligibility rules, the surviving spouse or domestic partner is no longer covered, the dependent child becomes employed and eligible for medical coverage through their employment, or the child becomes eligible for Medicare, whichever occurs first. Upon reaching the initial age of Medicare eligibility, becoming eligible for Medicare, the surviving spouse or domestic partner will become eligible for retiree medical coverage on the same basis as the deceased Flight Attendant. If the Flight Attendant has less than ten (10) years of service (measured from Company seniority date to separation date) the period of continued coverage shall be limited to three (3) months (exclusive of COBRA).

**29.C. ACTIVE FLIGHT ATTENDANT DENTAL BENEFITS**

**29.C.1. REQUIRED DENTAL PLAN**

The Company shall offer, and each Flight Attendant shall be eligible to participate in, the Core Dental Plan. The plan document for the Core Dental Plan shall be replicated from the current Traditional Dental PPO plan document, shall be agreed to by the Company and Union, and shall not be amended without the written consent of the Union.

**29.C.2. OPTIONAL DENTAL PLANS**

In addition to the Core Dental Plan, each Flight Attendant may participate in any additional dental plan options offered by the Company, subject to any Base and home address of record requirements in the Company's system. The Company shall have the sole authority to establish, modify and discontinue such programs and their terms and conditions of participation (including, but not limited to, eligibility, plan design, applicable plan documents and plan rules) uniformly across all participating employee groups but may vary contribution rates by employee group.

**29.C.3. FAILURE TO MAKE ELECTION DURING ENROLLMENT PERIODS**

In cases in which a Flight Attendant fails to make a coverage election, the following rules will govern unless agreed to otherwise by the Union and the Company:

**29.C.3.a.**

Default to current coverage if available;

**29.C.3.b.**
If waived coverage (or new hire), default to waive coverage; and

**29.C.3.c.**
If enrolled in an optional dental plan that is being replaced or eliminated, default to Core Dental Plan.

**29.C.4. REQUIRED MONTHLY CONTRIBUTIONS**
Flight Attendants electing dental coverage will be required to make monthly contributions as provided in this Paragraph C.

**29.C.4.a. CORE OPTION 80%/20% LIMIT**
Required Monthly Contributions for the Core Dental Plan shall not exceed 20% of the total projected cost for the Coverage Tier elected.

**29.C.4.b. OPTIONAL DENTAL PLANS**
Contributions for any optional dental plans will be set at the Company's discretion.

**29.C.4.c. ANNUAL DENTAL COST INCREASES**
Any increase in the Required Monthly Contribution for the Core Dental Plan, from one calendar year to the next, will not exceed 9.25% of the prior year's contribution.

**29.C.4.d. COVERAGE TIERS**
The required contribution for each month of coverage for the Core Dental Plan will be based on a four-tier structure:

**29.C.4.d.(1).**
Employee only or surviving spouse only or surviving Dependent children only ("employee only");

**29.C.4.d.(2).**
Employee and spouse ("employee and spouse");

**29.C.4.d.(3).**
Employee and one or more children, or surviving spouse and one or more children ("employee and child(ren)"); and

**29.C.4.d.(4).**
Employee and spouse and one or more children ("family").

**29.C.5. SURVIVORS**
A Flight Attendant's Dependents enrolled in any dental option on the date of the Flight Attendant's death shall be "Survivors" entitled to continue coverage for three (3) months (exclusive of COBRA) in accordance with the terms of the applicable plan document.

**29.D. ACTIVE FLIGHT ATTENDANT VISION BENEFITS**
Each Flight Attendant may participate in any vision plan options offered by the Company, subject to Base and home address of record requirements in the Company's system. The Company shall have the sole authority to establish such programs and their terms and conditions of participation, including, but not limited to, eligibility, plan design, applicable plan documents, plan rules, and contribution rates.

## 29.E. ACTIVE FLIGHT ATTENDANT FLEXIBLE SPENDING ACCOUNT PLANS

Each eligible Flight Attendant shall be permitted to participate in the Company's flexible spending account plans for health expenses and dependent care expenses by making an election to contribute a portion of their pay. The maximum election for health expenses shall be the lesser of the statutory limit (e.g., currently $3,300 for 2025) or $10,000. Reimbursement shall be available for expenses incurred during the plan year and following the plan year through the date currently permitted by law, or later if legally permissible and administratively feasible. Any unused account balances remaining at the close of the plan year will be returned to participating Flight Attendants in an IRS approved manner as selected by the Union prior to the next election period. The maximum election for reimbursement for dependent care expenses shall be the maximum statutorily permissible election.

## 29.F. RETIREE MEDICAL PROGRAM

### 29.F.1. FLIGHT ATTENDANTS WHO RETIRED PRIOR TO EFFECTIVE DATE

The retiree medical rights, benefits and contribution obligations, if any, of all Flight Attendants who retired prior to the effective date of the Agreement and of their eligible dependents and eligible survivors shall continue to be determined in accordance with the provisions of the applicable collective bargaining agreement (including any applicable retiree medical plan(s) or letter(s) of agreement) and/or court order, as applicable, in effect prior to the Effective Date of this Agreement.

### 29.F.2. SUNSET

Any Flight Attendant who retires after the end of the sixteen (16) year period commencing on August 28, 2016, shall not be eligible for retiree medical benefits under the provisions of Paragraphs F.3. or F.4. below, of this Agreement, but shall instead be eligible for retiree medical benefits under Paragraph F.5. below, subject to the terms of such provision.

### 29.F.3. SUBSIDIARY-UNITED FLIGHT ATTENDANTS EMPLOYED BY UNITED AIR LINES, INC.

Subject to Paragraph F.2. above, any Flight Attendant who was employed by United Air Lines, Inc. and was covered by the subsidiary-United collective bargaining agreement immediately prior to August 28, 2016 will be eligible for retiree medical benefits in accordance with the terms of this provision. Eligibility for all other Flight Attendants is described in Paragraph 29.F.4. below.

**29.F.3.a.**

Eligibility: A Flight Attendant (and their eligible dependents and survivors) who was covered by the subsidiary-United collective bargaining agreement immediately prior to August 28, 2016 will be eligible for retiree medical benefits if the Flight Attendant, at retirement, meets one of the following:

**29.F.3.a.(1).**

Either:

**29.F.3.a.(1).(a).**

Age fifty-five (55) or older with ten (10) or more years of service, or

**29.F.3.a.(1).(b).**
On May 1, 2003 was age fifty (50) or older with ten (10) or more years of service,

**29.F.3.a.(1).(c).**
In both cases above, retires from active status, voluntary furlough, or medical leave of absence, and

**29.F.3.a.(1).(d).**
Continues to make required contributions.

**29.F.3.a.(2).**
Or:

**29.F.3.a.(2).(a).**
Employment is terminated, by exhausting the full period of medical leave of absence; and

**29.F.3.a.(2).(b).**
Years of service are equal to or greater than 25 years; and

**29.F.3.a.(2).(c).**
Flight Attendant is collecting Social Security Disability Benefits; and

**29.F.3.a.(2).(d).**
Continues to make required contributions.

**29.F.3.a.(3).**
For these purposes a Flight Attendant's "years of service" is equal to the period from the Flight Attendant's Company seniority date through the Flight Attendant's retirement/termination date. A Flight Attendant shall be eligible to enroll eligible dependents during an Annual Enrollment Period or within forty-five (45) days following a qualifying status change.

**29.F.3.b. PRE-MEDICARE RETIREE MEDICAL BENEFITS**
When first eligible, and during any subsequent Annual Benefit Open Enrollment, a retired Flight Attendant or survivor may elect from among the same options as are available to active Flight Attendants or no coverage. Coverage will not be offered again once coverage has been waived unless the Flight Attendant can show proof of Creditable Coverage or has ceased due to nonpayment of the required monthly contribution.

**29.F.3.c. MONTHLY CONTRIBUTION FOR PRE-MEDICARE TRADITIONAL MEDICAL PPO**
A retired Flight Attendant or survivor electing to be covered for Pre-Medicare medical benefits will be required to make a monthly contribution for such coverage. The required contribution of each month of coverage under the Traditional Medical PPO will be based on the following four-tier structure:

**29.F.3.c.(1).**
Retired employee only or surviving spouse/qualified domestic partner only or surviving Dependent children only ("retired employee only");

**29.F.3.c.(2).**
Retired employee and spouse/qualified domestic partner ("retired employee and spouse/domestic partner");

**29.F.3.c.(3).**
Retired employee and one (1) or more children, or surviving spouse/qualified domestic partner and one (1) or more children ("retired employee and child(ren)"); and

**29.F.3.c.(4).**
Retired employee and spouse/qualified domestic partner and one or more children ("family").

**29.F.3.d. RETIREE MEDICAL "REGULAR" CONTRIBUTIONS**
The required contribution for each month of coverage under the Traditional Medical PPO is equal to a percentage of the total projected costs of the Traditional Medical PPO, based on the Flight Attendant's years of service as follows:

| Years of Service | Percentage of Cost |
|---|---|
| 10 through 19 | 80% |
| 20 through 24 | 60% |
| 25 and over | 40% |

**29.F.3.d.(1).**
The required contribution for each month of coverage under the Traditional Medical PPO is equal to the applicable percentage of the total projected cost of the Traditional Medical PPO, for such calendar year, for the coverage elected. There is no limit on the increases to the monthly contribution, although co-payments for the mail order drugs are limited as provided for active Flight Attendants.

**29.F.3.e. MONTHLY CONTRIBUTION FOR PRE-MEDICARE SELECT REGIONAL MEDICAL PLANS, CORE MEDICAL PPO, AND CORE MEDICAL EPO**
The contribution of each month of coverage under a Select Regional Medical Plan, the Core Medical PPO, or the Core Medical EPO is equal to the total monthly cost of such plan minus the amount of the Company's contribution that would apply for such coverage tier for such month of coverage under the Traditional Medical PPO.

**29.F.3.f. POST MEDICARE RETIREE MEDICAL BENEFITS**
When first eligible, and during any subsequent Annual Enrollment Period, a retired Flight Attendant or survivor may elect from among one or more supplemental plans to Medicare offered by the Company. Coverage will not be offered again once coverage has been waived unless the Flight Attendant can show proof of Creditable Coverage or has ceased due to nonpayment of the required monthly contributions.

**29.F.3.g. MONTHLY CONTRIBUTION FOR POST-MEDICARE COVERAGE**
Eligible individuals must pay a monthly contribution for the cost of Post-Medicare coverage. The monthly contribution is equal to the total projected cost of such post-Medicare coverage for the calendar year, per person, minus a Company contribution equal to $90 per month per person covered.

**29.F.3.h. VOLUNTARY SUSPENSION OF COVERAGE AND SUBSEQUENT RE- ENROLLMENT**

A retiree may suspend retiree medical benefits described in this Subsection F when they first becomes eligible for coverage and during any Annual Enrollment Period if they have alternative medical coverage (other than Medicare). A retiree's suspension of coverage shall also suspend coverage for their Dependents. A retiree may re-enroll for coverage under this Paragraph F. during an Annual Enrollment Period or within forty-five (45) days following a qualifying status change provided the retiree submits to the Plan Administrator a certificate of creditable coverage establishing proof of continuous coverage under a group health plan, any Medigap plan or Medicare HMO/ Advantage Plan that includes medical and prescription drug coverage comparable to the Traditional Medical PPO, TRICARE, a qualified individual medical insurance policy eligible for the federal Health Coverage Tax Credit ("HCTC"), an individual policy under a state health insurance exchange, or non-US national health insurance during the period for which coverage under this Paragraph F. was suspended.

**29.F.3.i. FLIGHT ATTENDANT RETIREE MEDICAL PLAN BOARD**

A Joint AFA Company Board will be established to monitor and address issues relative to the Flight Attendant pre- Medicare comprehensive medical plan and other Flight Attendant welfare benefit plans. The joint committee will be composed of two (2) members selected by the AFA and two (2) members selected by the Company. The Committee members will be the coordination point to their respective constituents. The above committee will have full access to all pertinent health and welfare data, including but not limited to updated reasonable and customary information, as available, names, telephone numbers, and addresses of retired Flight Attendants updated on a semi-annual basis, and experience data of existing benefits. This committee will be free to expand upon or memorialize their goals, structure and operating criteria.

**29.F.4. SUBSIDIARY-CONTINENTAL, SUBSIDIARY-CMI, AND NEW HIRE FLIGHT ATTENDANTS**

Subject to Paragraph F.2. above, any Flight Attendant who: was employed by Continental Airlines, Inc. or Continental Micronesia, Inc. and was covered by the subsidiary-Continental or subsidiary-CMI collective bargaining agreement immediately prior to August 28, 2016; is newly hired on or after the Effective Date of this Agreement; or is an individual employed by the Company who becomes a Flight Attendant through an employment transfer on or after the Effective Date of this Agreement; will be eligible for retiree medical benefits in accordance with the terms of this provision.

**29.F.4.a. RETIREE BRIDGE MEDICAL**

Each Flight Attendant who retires on or after the August 28, 2016 while enrolled in active medical coverage will be eligible to participate in the retiree bridge medical program providing for participation in any applicable medical plan available to active Flight Attendants, subject to the following rules:

**29.F.4.a.(1).**

At the time of retirement, the Flight Attendant must be at least age sixty (60) and less than age sixty-five (65).

**29.F.4.a.(2).**

At the time of retirement, the retired Flight Attendant's sick leave bank will enable the retiree to participate in the contributory funding aspect of the plan by

using fourteen (14) hours of sick leave for each month of participation. Payment of the fourteen (14) hours of sick leave will be accepted as the retiree's complete payment obligation for each such month of participation.

**29.F.4.a.(3).**
If a retiree has insufficient sick leave remaining in their bank to purchase continued participation in the plan for any period of time for which they are eligible and desires such coverage, the retiree may obtain coverage at the unsubsidized rate under the "Regular Retiree Medical" in Paragraph F.5. below.

**29.F.4.a.(4).**
Coverage for the retiree terminates at age sixty-five (65).

**29.F.4.a.(5).**
Spouse coverage will only be available if the Flight Attendant has an enrolled spouse on the date of retirement (spouses cannot later be added). Coverage will be available for any other Dependents enrolled on the date of retirement or who are thereafter born or adopted and timely enrolled. Coverage for any spouse or other Dependent terminates upon the earliest of the expiration of five (5) years of coverage (measured from the date the retiree's retiree bridge medical coverage commenced), the spouse or Dependent reaches age sixty-five (65), or the retiree dies (except that upon the retiree's death, the spouse and/or other Dependents may elect to use any remaining sick leave in the manner described above, and then will be eligible for COBRA coverage).

**29.F.4.b. POST MEDICARE RETIREE MEDICAL BENEFITS**
When first eligible and during any subsequent Annual Enrollment Period, a retired Flight Attendant or survivor may elect from among one or more supplemental plans to Medicare offered by the Company. Coverage will not be offered again once coverage has been waived unless the Flight Attendant can show proof of Creditable Coverage or has ceased due to nonpayment of the required monthly contributions.

**29.F.4.c. MONTHLY CONTRIBUTION FOR POST MEDICARE SUPPLEMENTAL PLANS COVERAGE**
Eligible individuals must pay a monthly contribution for the cost of Post-Medicare coverage. The monthly contribution is equal to the total projected cost of such post-Medicare coverage for the calendar year, per person, minus a Company contribution equal to $90 per month per person covered.

**29.F.5. REGULAR RETIREE MEDICAL**
Each Flight Attendant who retires on or after the Effective Date of this Agreement while enrolled in active medical coverage who is not eligible for retiree medical benefits under Paragraphs F.3. and F.4. above (or ceases to be eligible thereunder) will be eligible to participate in the regular retiree medical program providing for participation in any applicable medical plan available to active Flight Attendants at the full cost of coverage (i.e., no Company subsidy), subject to the following rules:

**29.F.5.a.**
At the time of retirement, the Flight Attendant must be at least age sixty (60); age fifty-five (55) with at least ten (10) years of Company service; or age fifty (50) with at least twenty (20) years of Company service; and the Flight Attendant must be less than age sixty-five (65).

**29.F.5.b.**
Coverage for the retiree terminates at age sixty-five (65).

**29.F.5.c.**
Spouse coverage will only be available if the Flight Attendant has an enrolled spouse on the date of retirement (spouses cannot later be added). Coverage will be available for any other Dependents enrolled on the date of retirement or who are thereafter born or adopted and timely enrolled. Coverage for any spouse or other Dependent terminates upon the earliest of the spouse or Dependent reaches age sixty-five (65) or the retiree dies (except that upon the retiree's death, the spouse and Dependents will be eligible for COBRA coverage).

**29.F.6.**
A Flight Attendant who does not meet the requirements of the foregoing provisions of this Paragraph F. shall not be eligible for retiree medical benefits.

## 29.G. LIFE AND ACCIDENT INSURANCE

### 29.G.1. ACTIVE LIFE INSURANCE

**29.G.1.a.**
Company-provided life insurance will be $40,000 for all Flight Attendants covered by the Agreement.

**29.G.1.b.**
Flight Attendants will be provided life insurance on the Flight Attendant's spouse and unmarried children to age twenty-two (22) as follows:

**29.G.1.b.(1).**
$3,500 spouse's life insurance

**29.G.1.b.(2).**
$1,500 child's life insurance ($1,000 if under six [6] months)

**29.G.1.c.**
Group Universal Life (GUL). The Company shall continue to offer the voluntary GUL benefit to eligible Flight Attendants. A Flight Attendant's monthly salary is the Flight Attendant's base pay rate for the previous twelve (12) months which will be defined as eighty-five (85) hours multiplied by the Flight Attendant's hourly rate.

**29.G.1.d.**
Each Flight Attendant will be auto-enrolled in coverage equal to four times (4x) their annual salary, spousal coverage (if married) , and coverage for dependent children in the same way as a new hire Flight Attendant.

### 29.G.2. RETIREE LIFE INSURANCE
Any Flight Attendant who was employed by United Air Lines, Inc. and was covered by the subsidiary- United collective bargaining agreement immediately prior to August 28, 2016 (and their eligible dependents and survivors) will be eligible for retiree life benefits if the Flight Attendant, at retirement, meets the following:

**29.G.2.a.**
Age fifty-five (55) or older with ten (10) or more years of service, or

**29.G.2.b.**
On May 1, 2003 was age fifty (50) or older with ten (10) or more years of service, and

**29.G.2.c.**
In both cases above, retires from active status, voluntary furlough or medical leave of absence.

**29.G.2.d.**
Retiree life insurance benefit amount: $10,000

**29.G.3. PERSONAL ACCIDENT INSURANCE**
Each Flight Attendant in active service as a Flight Attendant will be provided Accidental Death and Dismemberment Insurance (paid by the Company) as set forth below.

**29.G.3.a. ELIGIBILITY TO BECOME INSURED**
Flight Attendants in active service.

**29.G.3.b. AMOUNT OF INSURANCE**
$10,000 per Flight Attendant for death or dismemberment (loss of both hands, feet or eyes or any two (2) thereof) or one-half (1/2) of such amount for loss of one (1) hand, foot or eye.

**29.G.3.c. COVERED HAZARDS**
Accidental bodily injury (occupational or non-occupational) resulting in death or dismemberment directly and independently of other causes within ninety (90) days of the accident, except while acting as a Flight Attendant or crew member of an aircraft (other than while acting in such capacity for the Company). The standard exclusions pertaining to suicide, self-inflicted injury, war, infection or disease apply.

**29.G.3.d. CONTINUATION OF INSURANCE**
Coverage will continue for a Flight Attendant so long as the Flight Attendant is in active service or receiving sick leave pay.

**29.G.4. LONG-TERM CARE INSURANCE**
The Company will continue to offer payroll deductions for the grandfathered voluntary long-term care insurance currently insured by CNA.

**29.G.5. UNION OFFERED VOLUNTARY INSURANCE PLANS**
The Company will continue to offer a single consolidated payroll deduction for Union voluntary insurance plans offered to Flight Attendants.

**29.G.6.**
In the event a Flight Attendant is legally declared dead pursuant to the terms of Section 27.B.3., the Flight Attendant's beneficiary shall be entitled to a one-time payment of five thousand dollars ($5000) in addition to any other insurance benefits to which they would be entitled.

## 29.H. LONG TERM DISABILITY

### 29.H.1. ELIGIBILITY
Flight Attendants who have completed 6 months of service.

### 29.H.2. ENROLLMENT
Upon becoming eligible, Flight Attendants will have the ability to enroll in a Long Term Disability (LTD) coverage option. If no election is submitted, the Flight Attendant will be automatically enrolled in LTD coverage option with a one hundred eight (180) day waiting period and 60% benefit amount, and will be subject to applicable payroll deductions. Flight Attendants will have the ability to opt out of coverage. A Flight Attendant who opts out of coverage will require evidence of insurability prior to being allowed to enroll in LTD coverage.

### 29.H.3. BENEFIT AMOUNT
The Plan will pay a monthly benefit based on one of the following elections made by the Flight Attendant:

**29.H.3.a.**
120-day waiting period, 60% benefit;

**29.H.3.b.**
180-day waiting period, 50% benefit;

**29.H.3.c.**
180-day waiting period, 60% benefit; ~~or~~

**29.H.3.d.**
270-day waiting period, 50% benefit;

of the employee's monthly salary on the date disability begins, reduced by any amount received from the following sources:

**29.H.3.d.(1).**
Workers' compensation.

**29.H.3.d.(2).**
Primary social security disability benefits (including continuation of such benefits payable after age sixty-five [65]).

**29.H.3.d.(3).**
State disability benefits.

### 29.H.4. MONTHLY SALARY
A Flight Attendant's monthly salary is the Flight Attendant's base pay rate for the previous twelve (12) months which will be defined as eighty-five (85) hours multiplied by the Flight Attendant's hourly rate or the average of actual earnings per month for the previous twelve (12) months, whichever is greater.

### 29.H.5. BENEFIT WAITING PERIOD
The Flight Attendant may elect from the following Benefit Waiting Periods:

**29.H.5.a.**
120 days (60% Benefit)

**29.H.5.b.**
180 days (50% or 60% benefit)

**29.H.5.c.**
270 days (50% benefit)

Benefits begin on the 121/181/271st day of total disability provided employee is under a doctor's care.

**29.H.6. BENEFIT DURATION**

**29.H.6.a.**
If the employee is age sixty (60) or younger when disability begins, benefits will continue until the earlier of:

**29.H.6.a.(1).**
Their 65th birthday.

**29.H.6.a.(2).**
No longer disabled.

**29.H.6.a.(3).**
No longer under a doctor's care.

**29.H.6.b.(1).**
If disability begins on or after the employee's 61st birthday, benefits will continue according to the following schedule, or until no longer disabled, or no longer under doctor's care, whichever is first.

| **Age of Disability** | **Maximum Number of Months of Benefits Payments** |
|---|---|
| 61 | 48 |
| 62 | 42 |
| 63 | 36 |
| 64 | 30 |
| 65 | 24 |
| 66 | 21 |
| 67 | 18 |
| 68 | 15 |
| 69 or older | 12 |

**29.H.6.b.(2).**
The Company will improve the schedule above if required under the Older Workers' Benefit Protection Act.

**29.H.7. DEFINITION OF DISABILITY**
Total disability means that during the first two (2) years of benefits, the employee cannot perform the Flight Attendant's job. After two (2) years, total

disability means the employee cannot do any job for which the employee has the training, education or experience. Limitations. LTD benefits are not paid for:

**29.H.7.a.**
War or act of war, whether declared or undeclared.

**29.H.7.b.**
Service in the Armed Forces of any country.

**29.H.7.c.**
Suicide or attempted suicide.

**29.H.8. COVERAGE DURATION**
Coverage ends when the 1st of the following events occur:

**29.H.8.a.**
The employee ceases to be a Flight Attendant.

**29.H.8.b.**
The employee no longer makes required contributions.

**29.H.9. EMPLOYEE COST**
The cost of providing LTD benefits will be shared 60% by the Company and 40% by the employee, subject to a maximum employee contribution listed below by coverage option. In no event shall any employee contribution amount be less than 30% of the total premium (employee and Company contribution) for such coverage option with the exception of the coverage option with a benefit amount of 50% and a benefit waiting period of two hundred seventy (270) days.

Maximum Contribution Table (per $100 of covered monthly pay)

| | 270-day waiting period, 50% benefit | 180-day waiting period, 50% benefit | 180-day waiting period, 60% benefit | 120-day waiting period, 60% benefit |
|---|---|---|---|---|
| Maximum Contribution | $0.55 | $0.75 | $0.98 | $1.26 |

**29.H.10. RECEIVING NEW BENEFITS**
If an employee who was receiving benefits, returns to work for less than ninety (90) days, and is again unable to work because of the same or related disability, benefits will immediately recommence; but if the employee returns to work for longer than ninety (90) days or if the disability is from an unrelated cause, the disability will be considered a new disability and will be subject to a new applicable waiting period.

**29.H.11. MAXIMUM BENEFIT**
There shall be no maximum monthly benefit.

**29.H.12. REINSTATEMENT OF COVERAGE**
Coverage will be automatically reinstated upon an employee's return to work from a layoff or an authorized leave of absence provided the Flight Attendant was enrolled for LTD at the start of the layoff or authorized leave of absence.

**29.I. RETIREMENT PLANS**

**29.I.1. 401(K) BENEFITS**
Except as set forth in Paragraph I.3. below, each Flight Attendant shall be eligible to participate in a Company-sponsored 401(k) retirement savings plan pursuant to the terms of such plan, provided that each such Flight Attendant shall be eligible for employer contributions as described below, any such plan shall conform to the requirements of this Paragraph I., and any such plan shall be amended accordingly. The benefits described herein shall not be amended, modified, altered or terminated without the prior written agreement of the Union, except as required by law or as otherwise permitted herein. Flight Attendants with Guam sourced income may be required to participate in a separate Guam-based plan along with employees from other workgroups, although they will be eligible for the employer contributions described below.

**29.I.1.a. FORMER SUBSIDIARY-UNITED FLIGHT ATTENDANTS**
Employer contributions for any Flight Attendant covered under this Agreement who was a subsidiary-United Flight Attendant immediately prior to August 28, 2016 shall consist of the following employer contributions made on a per-payroll-period basis:

**29.I.1.a.(1). DIRECT CONTRIBUTIONS**
Direct contributions equal to 5% of the Flight Attendant's eligible earnings, made without regard to whether the Flight Attendant contributes to the plan.

**29.I.1.a.(2). MATCHING CONTRIBUTIONS**
Matching contributions equal to 100% of the Flight Attendant's pre-tax contributions for the plan year up to 4% of eligible earnings (i.e., maximum match of 4%), which will be trued-up on no less than an annual basis; and

**29.I.1.a.(3). VESTING**
The foregoing matching contributions and direct contributions shall be fully vested if the Flight Attendant was employed by the Company in any capacity on January 1, 2006, and otherwise shall vest according to the following vesting schedule, taking into account all Company service:

**29.I.1.a.(3).(a).**
Less than 1 year – 0%

**29.I.1.a.(3).(b).**
1 year but less than 2 years – 33%

**29.I.1.a.(3).(c).**
2 years but less than 3 years - 67%

**29.I.1.a.(3).(d).**
3 years - 100%.

**29.I.1.b. FORMER SUBSIDIARY-CONTINENTAL FLIGHT ATTENDANTS AND FORMER CONTINENTAL MICRONESIA, INC. FLIGHT ATTENDANTS**

Employer contributions for any Flight Attendant covered under this Agreement who was a subsidiary-Continental Flight Attendant, or who was a CMI Flight Attendant, immediately prior to August 28, 2016 shall consist of the following employer matching contributions made on a per-pay-period basis:

**29.I.1.b.(1).**

For Flight Attendants who have completed less than five (5) years of service, the Company will match the greater of up to $300 dollar for dollar or 25% of the employee's pre-tax contributions up to 3% of eligible pay (as limited by Section 401(a)(17) of the Internal Revenue Code). That is, the first 3% of pay is eligible for the match.

**29.I.1.b.(2).**

For Flight Attendants who have completed five (5) or more, but less than ten (10), years of service, the Company will match the greater of up to $300 dollar for dollar or 33% of the employee's pre-tax contributions up to 6% of eligible pay (as limited by Section 401(a)(17) of the Internal Revenue Code). That is, the first 6% of pay is eligible for the match. For example, a Flight Attendant earning $35,000 annually who contributes 6% ($2,100) will receive 33% of their $2,100 contribution $700 as a Company matching contribution.

**29.I.1.b.(3).**

For Flight Attendants who have completed ten (10) or more, but less than fifteen (15) years of service, the Company will match the greater of up to $300 dollar for dollar or 50% of the employee's pre-tax contributions up to 6% of eligible pay (as limited by Section 401(a)(17) of the Internal Revenue Code). That is, the first 6% of pay is eligible for the match. For example, a Flight Attendant earning $40,000 annually who contributes 6% ($2,400) will receive 50% of their $2,400 contribution ($1,200) as a Company matching contribution.

**29.I.1.b.(4).**

For Flight Attendants who have completed fifteen (15) or more years of service the Company will match the greater of up to $300 dollar for dollar or 50% of the employee's pre-tax contributions up to 8% of eligible pay (as limited by Section 401(a)(17) of the Internal Revenue Code). That is, the first 8% of pay is eligible for the match. For example, a Flight Attendant earning $45,000 annually who contributes 8% ($3,600) will receive 50% of their $3,600 contribution ($1,800) as a Company matching contribution.

**29.I.1.c. NEW HIRES, REHIRES, TRANSFERS, AND BASE CHANGES**

The following rules apply to new hires, rehires, transfers, and Base changes that occur on or after August 28, 2016:

**29.I.1.c.(1). NEW HIRES AND REHIRES**

Any Flight Attendant who is hired or rehired shall be eligible for the direct contributions and matching contributions described in Paragraph I.1.a. above.

**29.I.1.c.(2). COMPANY TRANSFERS INTO FLIGHT ATTENDANT GROUP**

**29.I.1.c.(2).(a).**

Any individual employed by the Company who becomes a Flight Attendant

through an employment transfer and who is accruing a benefit in CARP at such time shall continue to participate in CARP and shall be eligible for the matching contributions described in Paragraph I.1.b. above.

**29.I.1.c.(2).(b).**
Any other individual employed by the Company who becomes a Flight Attendant through an employment transfer shall be eligible for the direct contributions and matching contributions described in Paragraph I.1.b. above.

**29.I.1.c.(3). BASE CHANGES**

**29.I.1.c.(3).(a).**
Any Flight Attendant who changes Bases and is a participant in CARP or the NPP under Paragraph I.2. below shall continue to participate in CARP or the NPP, as applicable, and shall continue to be eligible for the matching contributions described in Paragraph I.1.b. above.

**29.I.1.c.(3).(b).**
Any other Flight Attendant who changes Bases shall continue to be eligible for the direct contributions and matching contributions described in Paragraph I.1.a. above.

**29.I.1.d. ADDITIONAL 401(K) PROVISIONS**
Supplemental to the other provisions of this Paragraph I.1., the following provisions shall apply to Flight Attendant participation in any 401(k) plan sponsored by the Company (and shall apply to certain other plans to the extent expressly described below, such as the UK Group Stakeholder Plan):

**29.I.1.d.(1). ELIGIBLE EARNINGS**
The definition of Eligible Earnings (or equivalent definition) under the 401(k) plan shall be the same for Flight Attendants (including Flight Attendants on Union Leave) as for other participants in the plan; provided that, at a minimum, Eligible Earnings will include base pay, sick pay, vacation pay, holiday pay, hourly incentive payments, overrides and premiums but shall exclude expense reimbursements, profit sharing payments, pension payments, imputed income or other similar awards or allowances. Other items of compensation may be included or excluded at Company discretion. The foregoing shall apply to the UK Group Stakeholder Plan to the extent permitted under UK law.

**29.I.1.d.(2). ELIGIBILITY**
Eligibility to participate in the 401(k) plan shall commence no later than the date the Flight Attendant has completed training, has met all FAA requirements, and is on the System Seniority List.

**29.I.1.d.(3). AUTOMATIC ENROLLMENT AND ESCALATION**
The 401(k) plan may include an automatic enrollment feature and/or an automatic escalation feature at Company discretion. A Flight Attendant may elect to opt out of either feature.

**29.I.1.d.(4). PRE-TAX CONTRIBUTIONS**
Each Flight Attendant may make up to the annual maximum pre-tax elective deferral contribution to the 401(k) plan as permitted by the Internal Revenue Code.

**29.I.1.d.(5). IN-SERVICE WITHDRAWALS**
Flight Attendants will be eligible under the 401(k) plan for the same in-service withdrawals of pre-tax employee contributions and vested Company direct contributions and matching contributions at age fifty-nine and one-half (59½) or due to financial hardship, as limited by Federal law and regulations. Flight Attendants will be permitted to withdraw employee post-tax contributions as permitted by Federal law and regulations.

**29.I.1.d.(6). DIRECTION OF INVESTMENTS**
Flight Attendants will be permitted under the 401(k) plan to direct the investments in their accounts by selecting among the investments in the investment lineup chosen by the plan's Investment Committee or the brokerage window, except as limited by the 401(k) plan's investment committee in accordance with its fiduciary obligations.

**29.I.1.d.(7). INFORMATION SHARING**

**29.I.1.d.(7).(a).**
Once per year (or on an ad hoc basis with respect to a change to investments) upon the Union's request, representatives of the Company will meet with the Union to discuss 401(k) investments, including any pending changes to investments determined by the plan's Investment Committee.

**29.I.1.d.(7).(b).**
Once per calendar quarter, the Company will make its representatives available to meet with the Union to discuss any issues associated with the 401(k) plan (or any other retirement plan in which Flight Attendants participate).

**29.I.1.d.(8). LOANS**
The 401(k) plan will include a loan feature. Flight Attendants will pay the same loan fees as those charged to other participants.

**29.I.1.d.(9). COMMUNICATIONS**
Prior to sending any material group communications to Flight Attendants regarding the 401(k) plan, the Company will provide the Union an opportunity to review and comment on the communication.

**29.I.1.d.(10). UNION LEAVE**
A Flight Attendant who is on an authorized leave of absence for Union business who is otherwise eligible to be a participant in the 401(k) plan and receives Eligible Earnings while on such leave will receive the employer direct contributions and/or company matching contributions, as applicable.

**29.I.1.d.(11). RE-EMPLOYMENT**
If a Flight Attendant received a distribution of their entire vested balance after termination of employment, the non-vested portion will be forfeited. In such case, the forfeited amount (unadjusted for earnings) will be restored to the Flight Attendant's account if re-employed within five (5) years and the Flight Attendant repays within five (5) years of re-employment, the amount previously distributed. The Company will contribute to the 401(k) plan the amount necessary to restore the previously forfeited amounts to the Flight Attendant's account.

**29.I.1.d.(12). QUARTERLY STATEMENTS**
Quarterly statements shall be provided to 401(k) plan participants within sixty (60) days from the end of the quarter.

**29.I.1.d.(13). RETIREMENT BOARD**
There shall be established a Retirement Board for the purpose of hearing and determining all disputes between the Company and its Flight Attendant employees, retirees, and their beneficiaries, which may arise under the terms of the 401(k) plan or the UK Group Stakeholders Plan (which shall be collectively referred to herein as the "Retirement Programs") concerning participation in or claims for benefits under the Retirement Programs, including hardship withdrawals, provided, however, that the Company shall have exclusive authority to select, appoint, replace, deal with, and direct trustees, insurance companies, investment managers, actuaries, and any other entities involved with the Retirement Programs:

**29.I.1.d.(13).(a). ESTABLISHMENT AND CONDUCT**
The Retirement Board shall be constituted as follows:

**29.I.1.d.(13).(a).(1).**
The Retirement Board shall consist of four (4) members, two (2) of whom shall be selected by the Company and two (2) of whom shall be selected by the Union. The Company shall establish its own rules for the selection of the members of the Retirement Board to be selected by it, and the Union shall likewise establish its own rules for the selection of the members of the Retirement Board to be selected by it. The Company shall also select one (1) alternate member who may act for either of the two (2) members of the Retirement Board appointed by the Company in the event of absence, or inability to act, of one (1) of such members, and the Union shall likewise select one (1) alternate member who may act for either of the two (2) members of the Retirement Board appointed by the Union in the event of absence, or inability to act, of one (1) of such members. Either the Company or the Union at any time may remove a member appointed by it and may select a member to fill any vacancy among the members selected by it. Both the Company and the Union shall, in writing, notify each other respectively concerning such selections, which shall continue until further written notice.

**29.I.1.d.(13).(a).(2).**
The Retirement Board members may, at the expense of the party appointing them, utilize outside consultants, and such consultants may be present at any meeting or hearing of the Retirement Board held in accordance with this subsection and will have access to all data necessary and pertinent to such meeting.

**29.I.1.d.(13).(a).(3).**
Three (3) members of the Retirement Board shall constitute a quorum for the transaction of business. At all Retirement Board meetings, Company members present shall be entitled to one (1) vote each, and Union members present shall be entitled to one (1) vote each. If at any such meeting two (2) Company members are not present, the Company member present may cast two (2) votes, and if two (2) Union members are not present, the Union member present may cast two (2) votes.

**29.I.1.d.(13).(a).(4).**
The Retirement Board shall have the authority to establish rules for the conduct of business or hearings before it, and to appoint subcommittees from among the members of the Retirement Board to handle any problem within the jurisdiction of the Retirement Board. Such subcommittee shall report conclusively to the Retirement Board.

**29.I.1.d.(13).(a).(5).**
The compensation, travel, and other reasonable living expenses, if any, of members of the Retirement Board selected by the Company shall be paid by the Company. The compensation, travel, and other reasonable living expenses, if any, of members of the Retirement Board selected by the Union shall be paid by the Union.

**29.I.1.d.(13).(a).(6).**
Any party to a dispute to be heard by the Retirement Board may submit written facts or arguments and may request an oral hearing.

**29.I.1.d.(13).(a).(7).**
The Board will notify in writing any Retirement Programs participant or beneficiary whose claim has come before the Board of its decision within thirty (30) days after the submission of written arguments or the conclusion of an oral hearing.

**29.I.1.d.(13).(a).(8).**
Once a participant or a beneficiary receives a denial of a claim or hardship withdrawal, a claimant will have sixty (60) days to appeal the decision to the Retirement Board.

**29.I.1.d.(13).(a).(9).**
All decisions and actions taken by the Retirement Board shall be by the affirmative vote or agreement of not less than three (3) members. Such affirmative vote or agreement shall be in writing if given other than during a meeting of the Retirement Board. All decisions of the Retirement Board shall be final and binding upon the Company, the Union, and any other person having an interest in, under or derived from the Retirement Programs, including the trustee, to the extent permitted by law. No ruling or decision of the Retirement Board in one case shall create a basis for a retroactive adjustment in any prior case.

**29.I.1.d.(13).(a).(10).**
If the Retirement Board shall fail to agree on any matter of dispute coming before it, it shall within ten (10) days from the date of such failure to agree, designate an Impartial Referee with knowledge of defined contribution retirement plan(s). If the Retirement Board does not agree upon the selection of an Impartial Referee within such ten (10) day period, then either the Company or the Union may apply to the National Mediation Board for the designation by such Mediation Board of an Impartial Referee. The matter or dispute shall be submitted to the Retirement Board sitting with the Impartial Referee who shall act as Chairperson during the proceedings pertaining to such matter. Such Impartial Referee shall have one (1) vote. Three (3) affirmative votes shall be required to render a decision or determination on matters coming before the Retirement Board sitting together with the Impartial Referee. The Retirement Board will not have jurisdiction or power to add to or subtract from the Retirement Programs or any amendments thereto.

**29.I.1.d.(13).(a).(11).**
The compensation and expenses of the Impartial Referee and expense incident to the conduct of proceedings coming before the Retirement Board shall be shared equally between the Company and the Union.

**29.I.1.d.(13).(a).(12).**
The Retirement Board shall keep a record of all its proceedings and shall keep, or cause to be kept, all such books, accounts, records or other data as may be necessary or advisable in its judgment.

**29.I.1.d.(13).(a).(13).**
Meetings of the Retirement Board may be called by mutual agreement of the members at any time without notice or by any two members of the Retirement Board upon thirty (30) days' notice to the other members of the Retirement Board. Such meetings shall be conducted at the Company's Office unless otherwise agreed to by the members of the Retirement Board.

**29.I.1.d.(13).(b). POWERS OF THE RETIREMENT BOARD**
The Retirement Board shall have jurisdiction over disputes between the Company and its Flight Attendant employees, retirees, and their beneficiaries which may arise under the terms of the Flight Attendant Retirement Programs concerning participation in or claims for benefits under the Retirement Programs, including hardship withdrawals, provided, however, the Company shall have exclusive authority to select, appoint, replace, deal with and direct trustees, insurance companies, investment managers, actuaries and any other entities involved with the Retirement Programs. All decisions of the Retirement Board shall be final and binding upon the Company, the Union and any other person having an interest in, under or derived from the Retirement Programs, including the trustee, to the extent permitted by law. The Board shall have no power to add to or subtract from or modify any of the terms of the Retirement Programs. The Retirement Board shall have the power to establish rules of procedure for the conduct of its business and of hearings before it, which rules shall not be inconsistent with the provisions of this Paragraph I.

**29.I.1.d.(13).(c). REVIEW FUNCTIONS**
The Retirement Board shall have the right to review the following in connection with the Flight Attendant Retirement Programs:

**29.I.1.d.(13).(c).(1).**
All data that is necessary and pertinent to the claim being considered by the Retirement Board; and

**29.I.1.d.(13).(c).(2).**
Such other data as is necessary and pertinent to the discharge of the duties of the Retirement Board as described herein.

**29.I.1.d.(13).(d). LIABILITY**
The Retirement Board and any members thereof shall be entitled to rely upon the correctness of any information furnished by the Company and the Union. Neither the Retirement Board nor any of its members, nor the Union, nor any officers or other representatives of the Union, nor the Company, nor any Officers or other representatives of the Company, shall be liable because of any act or failure to act on the part of the Retirement Board, or any of its members, except that nothing herein shall be deemed to relieve any such individual from liability for their own fraud or bad faith.

**29.I.1.d.(13).(e). INDEMNITY**
The Company as to employer members and alternate employer members of the Retirement Board; the Union as to employee members and alternate employee members of the Retirement Board; shall indemnify, save and hold harmless such members, respectively, from any and all loss, costs, damage or expense which such members or any of them may incur or sustain, arising out of the discharge of the responsibilities under the Retirement Programs of the Retirement Board, except to the extent that the same shall result from the gross negligence or willful misconduct upon the part of such member or members.

**29.I.1.d.(14). AMENDMENTS**
The Company will provide the Union an opportunity to discuss and comment on any proposed amendment to any provision of any 401(k) plan in which Flight Attendants participate at least thirty (30) days prior to implementation. The Company will consider and act in good faith on any such comments. No such amendment shall reduce the contribution rates set forth in Paragraphs I.1.a., I.1.b. or I.1.c. above or the rights and features set forth in this Paragraph I.1.d. without the written consent of the Union.

**29.I.1.d.(15). DISPUTE RESOLUTION**
A grievance filed by the Union alleging a violation of this Paragraph I.1. shall, at the request of either party, bypass the initial steps of the grievance process and shall be submitted and heard on an expedited basis directly before the System Board of Adjustment sitting with a neutral arbitrator and shall be heard no later than thirty (30) days following the submission to the System Board and decided no later than thirty (30) days after the conclusion of such hearing, unless the parties agree otherwise in writing. This Paragraph shall not apply to disputes covered by the Retirement Board.

**29.I.2. PENSION BENEFITS**

**29.I.2.a. CARP**

**29.I.2.a.(1).**
Flight Attendants who immediately prior to August 28, 2016, were covered by the subsidiary-Continental collective bargaining agreement and participating in the Continental Retirement Plan (CARP) shall continue to participate in CARP.

**29.I.2.a.(2).**
Flight Attendants shall receive “Credited Service”, as defined in CARP, for service performed prior to 1984. No such credit shall be given for any period with respect to which the Flight Attendant accrued benefits under any other retirement plan qualified under section 401(a) of the Internal Revenue Code.

**29.I.2.b. NPP**
Flight Attendants employed by Continental Micronesia, Inc. immediately prior to August 28, 2016, who are participating in the IAM National Pension Plan (the “NPP”) shall continue to participate therein to the extent allowed by the NPP at the following hourly contribution rates:

| Effective Date | Through 12/31/16 | 1/1/2017 | 1/1/2018 | 1/1/2019 | 1/1/2020 | 1/1/2021 |
|---|---|---|---|---|---|---|
| Hourly Contribution Rate | $1.00 | $1.70 | $1.70 | $1.75 | $1.80 | $1.85 |

The applicable hourly contribution rate shall be made for each hour that such employees are entitled to receive pay under this Agreement multiplied by one point eight nine one (1.891).

**29.I.2.c. COMPANY TRANSFERS AND BASE CHANGES**
Company transfers into the Flight Attendant group and Base changes with respect to CARP and the NPP shall be governed by Paragraphs 29.I.1.c.(2). and 29.I.1.c.(3). above respectively.

**29.I.3. INTERNATIONAL FLIGHT ATTENDANTS**
Certain Flight Attendants may be ineligible to participate in any 401(k) plan described in Paragraph I.1. above, because it is established pursuant to the United States Internal Revenue Code or the Guam tax code. The Company will seek to establish similar tax deferred arrangements where it is economically and legally possible, in international locations where the Company has Flight Attendant Domiciles. The Company shall be under no obligation to establish a tax deferred arrangement if it is impossible or impracticable to do so. Where such plans cannot be economically or legally established, the Company will make a cash payment to each ineligible Flight Attendant in an amount equal to the maximum Company contribution described in Paragraph I.1. above that the Company would have made to the Flight Attendant's account in the applicable 401(k) plan (taking into account the Flight Attendant's years of service, if applicable). Such cash payments will not be included for the purposes of determining the Flight Attendant's compensation under any employee benefit plan maintained by the Company. The Company shall continue to offer the UK Group Stakeholder Plan on materially the same terms as were in effect immediately prior to the Effective Date of this Agreement but will increase the contribution rate as required above.

**29.J. COMPANY-WIDE PROGRAMS**
Except as otherwise expressly provided herein, covered Flight Attendants shall be eligible to participate in other Company-wide programs on the terms and conditions established in such programs for participation by Flight Attendants covered under this Agreement. These programs will not be altered or diminished for Flight Attendants covered under this Agreement unless done so on a Company-wide basis. Before any changes are made, the Company will notify the Union in writing in advance of the effective date of such change(s). Upon request by the Union, the Company will meet to explain the change(s).

Other Company-wide programs presently include:

Pass Travel Programs
On-Time Bonus Programs
Customer Satisfaction Bonus Program
Voluntary Personal Accident Insurance

## APPENDIX A – PLAN DESIGNS FOR REQUIRED MEDICAL

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Annual Deductions | $300 single/ $600 family | $600 single/ $1200 family | $200 single/ $400 family | $2500 single only/ $5000 true family deductible* | | $250 single/ $500 family | |
| HSA Seed Amount (pro-rated per paycheck) | NA | | NA | $750 single / $1500 family | | NA | |
| Medical Annual Out-of-Pocket (OOP) Limits | $2000 single/ $4000 family | $4000 single/ $8000 family | $1,500 single/ $3,000 family | $3000 single only $6000 true family maximum* (includes deductible and coinsurance)) | $6000 single only $12000 true family maximum* (includes deductible and coinsurance) | $1,500 single/ $3,000 family | |
| Cross Application Out-of-Network Deductibles and OOP to In-Network | Yes | | NA | Yes | Yes | Single deductible and OOP Limit for In-Network and Out-of-Network | |
| Office Visit PCP | $25 co-pay | Covered at 60% after deductible | $25 co-pay | Covered at 95% after deductible | Covered at 60% after deductible | Covered at 80% after deductible | Covered at 60% after deductible |
| Office Visit Specialist | $40 co-pay | | $40 co-pay | | | | |
| Preventive Services (comprehensive array; See Appendix C) | 100% preventive | | 100% preventive | 100% preventive | | 100% preventive | |
| Laboratory, x-ray and diagnostic testing | Covered at 80% after deductible | | Included w/ office visit | Covered at 95% after deductible | Covered at 60% after deductible | Covered at 80% after deductible | Covered at 60% after deductible |
| Hospital/ Inpatient | | | Covered at 90% after deductible | | | | |
| Outpatient Facilities / Surgical | | | Covered at 90% after deductible | | | | |
| Urgent Care Center | $50 | | $50 co-pay | | | | |
| Emergency Room | $200 flat co-pay, waived if admitted | | $200 co-pay, waived if admitted | | | Covered at 80% after deductible | |
| Prescription Drug Out of Pocket Limit (2016 - as adjusted annually per Affordable Care Act limits) | $4,850 single/ $9,700 family | | $5,350 single/ $10,700 family | Consolidated with medical out of pocket maximum | | Retail: Consolidated with medical out of pocket maximum Mail Order: $5,350 single/ $10,700 family | |

| | | | | |
|---|---|---|---|---|
| Retail Generic Drugs | $10 co-pay Mandatory Mail – Limit 3 retail fills for maintenance drugs | $10 co-pay Mandatory Mail – Limit 3 retail fills for maintenance drugs | Covered at 100% after deductible | Covered at 80% after deductible. Mandatory Mail – Limit 3 retail fills for maintenance drugs |
| Retail Brand Preferred Drugs | $30 co-pay Mandatory Mail – Limit 3 retail fills for maintenance drugs- only if less expensive than retail | $30 co-pay Mandatory Mail – Limit 3 retail fills for maintenance drugs- only if less expensive than retail | Covered at 95% after deductible | Covered at 80% after deductible. Mandatory Mail – Limit 3 retail fills for maintenance drugs |
| Retail Brand Non-Preferred Drugs | $50 co-pay Mandatory Mail – Limit 3 retail fills for maintenance drugs - only if less expensive than retail | $50 co-pay Mandatory Mail – Limit 3 retail fills for maintenance drugs - only if less expensive than retail | Covered at 95% after deductible | |
| Retail Drug Supply Limit | 30 day supply | 30 day supply | 30 day supply | 30 day supply |
| Mail Order Generic Drugs | $25 co-pay | $25 co-pay | Covered at 100% after deductible (plan provides coverage for drugs that are allowed to be covered pre-deductible) | $30 co-pay (2016 rate - subject to 7% annual increase) |
| Mail Order Brand Preferred Drugs | $75 co-pay | $75 co-pay | Covered at 95% after deductible | $95 co-pay (2016 rate - subject to 7% annual increase) |
| Mail Order Brand Non-preferred | $125 co-pay | $125 co-pay | Covered at 95% after deductible | |
| Mail Order Drug Supply Limit | 90 day supply | 90 day supply | 90 day supply | 90 day supply |

## APPENDIX B – PLAN DESIGN FOR CORE DENTAL PLAN

| | | |
|---|---|---|
| Annual Deductibles | | |
| Individual | $50 | $50 |
| Family (2 members of family must each satisfy individual deductible) | $100 | $100 |
| Annual Benefit Maximum | $2,000 | $2,000 |
| Orthodontics Lifetime Maximum | $2,000 | $2,000 |
| Office Visit Copay | $0 | $0 |
| PREVENTIVE SERVICES and DIAGNOSTIC SERVICES | | |
| Dental cleaning, Topical Application of Fluoride, Sealants and Space Maintainers | 100% Covered frequency may apply to these services | 100% Covered frequency may apply to these services |
| MINOR RESTORATIVE SERVICES | | |
| Fillings, Endodontics, Periodontics, Oral Surgery | Covered up to 80%; after deductible | Covered up to 80%; after deductible; Subject to reasonable and customary limits |
| MAJOR RESTORATIVE AND PROSTHODONTICS | | |
| Initial placement of Dentures or Bridges to one or more natural teeth which are lost while covered by the Plan. Inlays and Crowns (Porcelain or Stainless Steel) | Covered up to 50%; after deductible; frequency may apply to these services | Covered up to 50% after deductible; Subject to reasonable and customary limits; frequency may apply to these services |
| ORTHODONTICS | | |
| Exams, X-Rays, Models, Appliances (Adult and Child) | Covered up to 50%; after deductible; frequency may apply to these services | Covered up to 50% after deductible; Subject to reasonable and customary limits; frequency may apply to these services |

## APPENDIX C – PREVENTATIVE SERVICES

**Preventive Exams and Screenings – Adult Male**

| | |
|---|---|
| Physical Exam | 100% annually |
| Prostate-Specific Antigen (PSA) | 100% annually |
| Lipid Panel | 100% annually |
| Glucose Testing | 100% annually |
| Colorectal Screening | 100% annually |
| Complete Blood Count (CBC) | 100% annually |

**Immunizations – Adult Male**

| | |
|---|---|
| Tetanus Injections (with or without diphtheria) | 100% as often as recommended by physician |
| Meningitis | 100% |
| Herpes Zoster | 100% |
| Influenza Vaccine | 100% annually |
| Human Papillomavirus (HPV) | 100% |
| Pneumococcal Vaccine | 100% |
| Travel Vaccinations | 100% as often as recommended by physician |
| Measles, Mumps, Rubella (MMR) for Adults | 100% |

**Preventive Exams and Screenings – Adult**

| | |
|---|---|
| Female Physical Exams | 100%, one general and one well-woman exam annually |
| Lipid Panel | 100% annually |
| Glucose Testing | 100% annually |
| Colorectal Screening | 100% annually |
| Chlamydia Infection Screening | 100% annually |
| Mammogram | 100% annually |
| Bone Density | 100% annually |
| Pap Test | 100% annually |
| Complete Blood Count (CBC) | 100% annually |

**Immunizations – Adult Female**

| | |
|---|---|
| Tetanus Injections (with or without diphtheria) | 100% as often as recommended by physician |
| Meningitis | 100% |
| Herpes Zoster | 100% |
| Influenza Vaccine | 100% annually |
| Human Papillomavirus (HPV) | 100% |
| Pneumococcal Vaccine | 100% |
| Travel Vaccinations | 100% as often as recommended by physician |
| Measles, Mumps, Rubella (MMR) for Adults | 100% |

**Preventive Exams and Screenings – Children Birth to 18**

*(Covered as Well-Child Care)*

| | |
|---|---|
| Office Visits; Examinations | 100%, as often as recommended by physician up to age 2, annually as of |

Includes:

- Physical and medical history
- Height and weight
- Head circumference (<1 year)
- Ocular prophylaxis (at birth)
- Hemoglobin (<1 year)
- Preventive health counseling, injury prevention and education
- Dental health
- Subjective assessment of vision and hearing 0–4 years)
- Vision and hearing screen (4–18 years)
- Developmental screening (up to 4 years)
- Blood pressure (>1 year)
- Administration of immunizations as indicated below

**Immunizations – Children Birth to 18**

*(Covered as Well-Child Care)*

| | |
|---|---|
| Hepatitis B Series | 100%, as often as recommended by physician |
| Hepatitis A Series | 100%, as often as recommended by physician |
| Diptheria/Tetanus/Pertussis (DTaP) | 100%, as often as recommended by physician |
| Adult Tetanus/Diphtheria (Td) | 100%, as often as recommended by physician |
| Haemophilus Influenza (Hib) Series | 100%, as often as recommended by physician |
| Influenza Vaccine | 100%, as often as recommended by physician |
| Rotavirus | 100%, as often as recommended by physician |
| Polio Series (IPV) | 100%, as often as recommended by physician |
| Pneumococcal Conjugate (PCV) | 100%, as often as recommended by physician |
| Measles/Mumps/Rubella (MMR) | 100%, as often as recommended by physician |
| Chickenpox Vaccine (VZV) | 100%, as often as recommended by physician |
| Human Papillomavirus (HPV) | 100% |
| Travel Vaccinations | 100% as often as recommended by physician |

# SECTION 30
# UNION ACTIVITIES

## 30.A. BULLETIN BOARDS

**30.A.1.**
The Union shall have the ability to maintain an electronic bulletin board (maximum dimensions 50" screen) at all Flight Attendant Domiciles and co-terminals. The bulletin board shall be marked "Union" and the Union and the Company shall determine the location of the bulletin boards by mutual agreement. The Union shall provide the hardware and software necessary to operate the electronic bulletin board and the Company shall install the electronic bulletin board and supply the necessary connectivity. In the event the Union chooses not to use an electronic bulletin board or it is not possible to install an electronic bulletin board, the Company shall provide the Union with a glass enclosed (maximum dimensions 3'x 5'), lockable bulletin board labeled "Union" and keys shall be issued to the LEC President and the Base Director/Base Manager.

**30.A.2.**
The bulletin boards are for all Union materials.

**30.A.3.**
The Company retains the right to remove any objectionable information contained on any Union bulletin board. The Company will not remove or delete material from these bulletin boards or turn off the electronic bulletin board before it has made a reasonable effort to contact the LEC President, the LEC Vice President, or the LEC Secretary, or designees. The Company retains the right to have immediate and ongoing access to all forms of bulletin boards in order to exercise its rights under this Paragraph.

**30.A.4.**
In the event of a dispute over the removal or deletion of an item or an electronic bulletin board being turned off, the matter shall immediately be reviewed by the Vice President, Labor Relations or designee and the MEC President or designee. Bulletin board postings may not contain derogatory remarks about any Company personnel.

**30.A.5.**
The following criteria shall be used when reviewing bulletin board postings: factual, non-inflammatory and not derogatory of the Company or its representatives.

## 30.B. LOCKED BOXES
Locked boxes marked "Union" will be provided by the Company at all Domiciles and co-terminals in a location reasonably accessible to Flight Attendants.

## 30.C. UNION PIN
Flight Attendants shall be permitted to wear the official Union pin on a place visible on all Flight Attendant uniforms. The Company reserves the right to designate the location where the official Union pin may be worn.

## 30.D. UNION ACTIVITIES WHILE ON DUTY
Flight Attendants while on duty, shall not engage in Union activities unless provided for in this Agreement.

## 30.E. TRANSPORTATION

**30.E.1.**
Up to forty (40) officials designated by the AFA MEC President shall be furnished non-revenue, positive space (NRPS) transportation when on approved Union business. Such passes shall be Company business passes at PS4B level (self-book, fee waived). Other Flight Attendants on approved Union business shall be provided passes at a PS5B level (fee waived).

**30.E.2.**
The Union shall be given no less favorable consideration than any other labor organization in regard to transportation for approved Union business.

## 30.F. RELEASES
The Company shall honor all requests of the Union for release of Flight Attendants for Union business consistent with the needs of the service. If a Union release will cause a Reserve to be unable to be assigned on their other days during that block of days of availability, the Reserve will be placed on Union release for the day(s) requested and for all other days in their reserve block. If the Reserve (i) is available for assignment on the availability days preceding/following the requested Union release and (ii) there is a trip operating on those days to which they could be assigned, (whether actually assigned or not), the Union may request to have the non-requested released days converted back to reserve availability days.

## 30.G. MEC INFORMATION
The Company shall provide the MEC President or designee with the following:

**30.G.1.**
A monthly list of all Flight Attendants who illegally exceed the monthly flight time limitations and the hours they have flown, upon request of the MEC President.

**30.G.2.**
A list of all names and addresses of furloughed Flight Attendants.

**30.G.3.**
A list of all names and addresses of recalled Flight Attendants.

**30.G.4.**
A copy of each monthly flying schedule, including any additional pairings built after the bid packet is finalized, and all reserve move-up lines.

**30.G.5.**
A copy of the current System Seniority List twice a year.

**30.G.6.**
A current address list of all Flight Attendants at Company cost.

**30.G.7.**
On a weekly basis, the number of Flight Attendants drafted daily, as defined in Section 2.I., and the flights and dates involved.

**30.G.8.**
The number of charters and International Charters by Domicile and the number of hours on a monthly basis.

**30.G.9.**
A quarterly list of all transfer requests on file.

**30.G.10.**
Each January and July, a list of all Flight Attendants who are or have been on Company business assignment. Such list will include the nature and duration of the assignment(s).

**30.G.11. SPECIAL TDY INFORMATION**

**30.G.11.a.**
The names and file numbers of people accepting the assignment as well as the location of such assignments.

**30.G.11.b.**
Copies of reserve lines of flying.

**30.G.12.**
A copy of the daily United Daily or equivalent.

**30.G.13.**
Upon request, the Senior Vice President-Inflight Service or designee will review with the MEC President or designee, the monthly Domicile and System Flight Attendant Utilization Report, and the Domicile and System Monthly Flight Attendant costs, as well as the annual summary for each.

**30.G.14.**
The names of Flight Attendants displaced, on a monthly basis and the names of the Management and Union employees who displaced.

**30.G.15.**
Upon request, the parameters and documentation used to establish the foreign currency exchange rates for Flight Attendant paychecks.

**30.G.16.**
Such information shall be provided via automated means, whenever possible.

**30.G.17.**
Access to secured lines, Master Schedule, Pay Register, Work History, and Work Record will be granted to individuals holding a position as MEC President, Vice President, Secretary-Treasurer, MEC Grievance Chairperson and MEC Grievance Representatives. Access to secured lines, Master Schedule and Pay Register will be granted to other MEC Committee Chairs or MEC Committee Members as may be designated by the MEC President. Such access may not be transferred to a designee and will end when the individual leaves office.

**30.G.18.**
The Company shall maintain records of the movement of pairings between Domiciles and shall provide the information to the MEC President on a
monthly basis.

**30.H. LEC INFORMATION**
The Company shall provide each LEC President with the following:

**30.H.1.**
A monthly list of all Flight Attendant telephone numbers.

**30.H.2.**
Relief and reserve move-up lines of flying each month.

**30.H.3.**
A list of transfers in and out, new hires and terminations and leaves of absence (the date of commencement and duration) on a monthly basis.

**30.H.4.**
A copy of all bid awards. Copies of Flight Attendants' computer bid screens, including relief bids, shall be maintained by the Company for a minimum of one hundred twenty (120) days.

**30.H.5.**
A list of all address and telephone number changes monthly.

**30.H.6.**
On a weekly basis, the number of Flight Attendants drafted daily, as defined in Section 2.I., and the flights and dates involved.

**30.H.7.**
A copy of the Domicile seniority list.

**30.H.8.**
A monthly list of all flight segments with the number of positions understaffed.

**30.H.9.**
A copy of the current System Seniority List.

**30.H.10.**
TDY bid notices and the names of all Flight Attendants who are awarded positions in the TDY.

**30.H.11.**
Such information shall be provided via automated means, whenever possible.

**30.H.12.**
Access to secured lines, Master Schedule and Pay Register, will be granted to individuals holding a position as LEC Officers, Local Grievance Representatives and any such LEC Committee Chairs or Committee Members as may be designated by the LEC President. Such access may not be transferred to a designee and will end when the individual leaves office.

**30.I. UNIFORM FIRE TESTING**
Material used in future Flight Attendant uniforms shall conform with Class I standards of the Federal Flammability Standards Act, Public Law 88, Section 4.a. The Company will provide the results of such tests to the Union prior to manufacturing.

**30.J. UNIFORM CHANGES**
The MEC President or designee shall be given advance notice in writing of the Company's intent to change or update the uniform and/or accessories or any

portion thereof. Subsequent to such notification, the MEC President or designee shall be invited and shall meet with the Company throughout the planning and changeover process, and shall be afforded the opportunity to make recommendations. In the event the Union and the Company disagree with regard to color, fabric, uniform items or accessories, the Union shall be given the opportunity to review their recommendations with the Senior Vice President-Inflight Service prior to making a final decision.

## 30.K. UNION SCHEDULE COMMITTEES

### 30.K.1. CENTRAL SCHEDULE COMMITTEE

**30.K.1.a.**
The Company and the Union Central Schedule Committee will meet every month or more frequently if necessary. The purpose of these meetings will be to review flying assigned to and lines constructed for both Domestic and International Flying.

**30.K.1.b.**
Upon request by the Central Schedule Committee, the Company will meet to discuss Reserve assignments into days off. The meeting shall include but not be limited to a review of data regarding such assignments, including assignments into the second or more day off, and steps to reduce the frequency of such assignments.

**30.K.1.c.**
For meetings which involve reviewing the flying assigned to the Domiciles or construction of lines of flying, the Union will pay for hotel, transportation, meal expenses and the flight pay loss. When additional meetings involving scheduling issues are requested by the Company, all costs will be borne by the Company.

### 30.K.2. LOCAL SCHEDULE COMMITTEE

**30.K.2.a.**
A Union Local Schedule Committee shall be established at each Domicile. The function and purpose of this Committee shall be to consult with and make recommendations to the Company consistent with the provisions of the Agreement as to the manner in which monthly flying schedules are made up for preferencing by Flight Attendants. The Committee will normally be given at least three (3) days for Domestic and at least three (3) days for International each month, to review the pairings assigned to that Domicile for the subsequent month and to make such recommendations to the Company as to the preparation of the lines of flying. If circumstances preclude giving the full three (3) days, the Committee will be given as many days as possible to prepare its recommendations. If the manner in which the monthly flying schedules are made up does not require an increase in the number of Flight Attendants at the Domicile, lower the utilization of Flight Attendants or unreasonably worsen the working conditions of the junior Flight Attendants, the monthly schedules may be constructed to allow a choice of working conditions for Flight Attendant preferencing.

**30.K.2.b.**
The Local Scheduling Committee will construct reserve lines consistent with Section 8.I.1.j.

**30.K.2.c.**
The Local Scheduling Committee will recommend the days to be restored for reserve lines which have more than minimum days off consistent with Section 8.I.1.k.

**30.K.3.**
The Local Schedule Committee will utilize the Company's line construction program (AFLYER) to produce the monthly lines of flying. If access to the line construction program is temporarily unavailable, the Local Schedule Committee will indicate its preference as to the grouping and sequencing of pairings in the lines of flying and reserve days off lines to Crew Scheduling and their recommendations shall be reviewed and utilized in accordance with Paragraph 30.K.2.a. of this Section in the development of the final monthly flying assignment. If it is possible through this computer program to balance time in the lines of flying, the Local Schedule Committee will be given a copy of the lines as they appear both prior to and following such balancing. The Committee shall then be given at least three (3) days to review the lines of flying and to make recommendations to Crew Scheduling for changes it desires to the grouping and sequencing in the lines.

**30.L. MEETING WITH UNION**
Upon request, the Company shall meet with the Union concerning matters relating to Flight Attendants.

**30.M. UNION OFFICE SPACE**
The Company will make every effort to provide the Union with office space at Domicile locations. Such space will be noncontiguous to the Inflight Service office. If space owned or leased by the Company can be made available, it shall be provided at no cost to the Union. Otherwise, the Company shall assist the Union in obtaining space and related costs will be borne by the Union. The Union will be given no less favorable consideration than any other labor organization in regard to the continued availability of space for union offices on Company property. The Company shall also provide a Company intranet terminal with an associated printer at the MEC and LEC offices. This terminal will be authorized mode 46 or equivalent access. The Company will retain ownership and perform all required maintenance of the equipment. Additionally an internal Company telephone line shall be provided at the LEC offices and all associated costs shall be borne by the Union.

**30.N. NEW HIRE TRAINING**
The Company shall allot two (2) hours per new hire class at the Flight Attendant training location for a representative of the Union to address each class of trainees. The Union will provide the Company an agenda for such presentation. The Company will notify the Union of the date and time for the presentation at least seven (7) days in advance. A Company representative may be present.

**30.O. UNION FLIGHT PAY LOSS**

**30.O.1.**
The Company will assume the cost of ten (10) hours of credited flight time per month for each one hundred (100) United Flight Attendants on the System Seniority List for use by Local Council Presidents or designees. Such credited time shall be distributed by the by the MEC President/designee for Local Councils to conduct Union business.

**30.O.2.**
In addition, the Company will assume the cost of three and a half (3.5) hours of credited flight time per month for each one hundred (100) United Flight Attendants on the System Seniority List to be administered by the Master Executive Council President for the purpose of conducting Union business for United Flight Attendants. It is understood that this time will not be used for the purpose of contract negotiations or for a System Board Member.

**30.O.3.**
Upon request, the Senior Vice President-Inflight Service may authorize additional flight pay loss for issues of mutual interest.

**30.O.4.**
The Union shall reimburse the Company for any additional flight pay loss above the amounts specified above, plus an override which shall not exceed thirty percent (30%).

## 30.P. UNION HOTEL COMMITTEE TRANSPORTATION

**30.P.1.**
Any offline transportation approved by the Company shall be NRPS status or via normal passenger positive space ticketing if available. When offline NRPS transportation is not available and off-line travel is necessary to complete hotel inspections for new destinations to be served by the Company, the Company shall book the necessary off-line transportation for AFA inspectors. On Union requested inspections, if the Union approves the offline transportation routing, the Union shall bear the expense of such transportation for AFA inspectors.

**30.P.2.**
The Company will reimburse the Union for reasonable hotel, meal, and travel expenses (excluding off-line air travel that may be approved by the Union) for Hotel Committee inspectors when inspecting hotels. On Union requested inspections, the Union shall bear the expenses for hotel, meal and travel expenses.

# SECTION 31
# UNION SECURITY AND CHECK-OFF

## 31.A. UNION SECURITY

**31.A.1.**
Each employee now or hereafter employed as a Flight Attendant covered by this Agreement shall, as a condition of continued employment within sixty (60) days following the beginning of such employment or the effective date of this Agreement, whichever is later become a member of the Union, and shall maintain membership in good standing (as described below) in the Union so long as this Section remains in effect, or in the alternative, render to the Union a monthly sum equivalent to the standard monthly dues required of the Union members ("Service Fees"); provided, that such condition shall not apply with respect to any employee to whom such membership is not available upon the same terms and conditions as generally applicable to any other member of their occupation or with respect to any employee to whom membership is denied or terminated for any reason other than the failure of the employee to tender the initiation and reinstatement fees, assessments, and monthly dues uniformly required of other employees in their occupation as a condition of acquiring or retaining membership.

**31.A.2.**
For the purpose of this Agreement, "membership in good standing" in the Union shall consist of the payment by the employee of initiation fees (except in case of authorized and permissible transfers from other Councils of the Union) uniformly required of other employees of like status, plus the payment of dues (as hereinafter described) for each calendar month, plus the payment of such assessment(s), within prescribed time limits, as may be levied in accordance with the procedures set forth in the Union's "Constitution and Bylaws "

**31.A.3.**
If an employee, who is required to become a member of the Union, or, in the alternative, render to the Union a monthly Service Fees, as provided in this Section, does not become a member of the Union within the time limits specified in this Section for employees in their occupation covered by this Agreement, or, in the alternative, render to the Union a monthly Service Fees, the Union shall notify the appropriate Company Vice President with a copy to the employee, that such employee has failed to become a member of the Union or, in the alternative, render to the Union a monthly Service Fees, as required by this Section and is, therefore, to be discharged The Company shall then promptly notify the employee involved that they are to be discharged from the service of the Company and shall promptly take proper steps to discharge said employee.

**31.A.4.**
When an employee holding seniority under the Agreement leaves and then returns to the coverage of the Agreement from a position in which they were not covered, they must assume their obligation to the Union within seven (7) calendar days after return. Failure to comply will cause the employee to be discharged. If an employee covered by this Agreement becomes delinquent by more than two (2) calendar months in the payment of monthly dues or Service Fees, including assessments, the Union shall notify the employee in writing, certified mail, return receipt requested, with a copy to the appropriate Company Vice President that said employee is delinquent in the payment of monthly

membership dues or Service Fees, as specified herein and, accordingly, will be subject to discharge as an employee of the Company. Such letter shall also notify the employee that they must remit the required payment within seven (7) days from receipt of such notice or be subject to discharge by the Company.

**31.A.5.**
If such employee still remains delinquent in the payment of dues or Service Fees, after receipt of said notice, the Union shall notify, in writing the appropriate Company Vice President with a copy to the employee, that the employee has failed to remit payment of dues or Service Fees within the grace period allowed herein and is, therefore, to be discharged. The Company shall then promptly notify the employee involved that they are to be discharged from the service of the Company, and shall promptly take the proper steps to discharge the employee.

**31.A.6.**
The Company will, within three (3) working days after the receipt of notice from the Union, discharge any employee who is not in good standing in the Union as required in the preceding Paragraph, subject to the provisions of Paragraph 31.A.7. below.

**31.A.7.**
An employee terminated at the request of the Union as per this Section and under this Agreement shall be deemed to have been discharged for cause and the Company shall not be liable for any wages or pay claims of any type from such employee. In the event of a court judgment to the effect that the discharge was improper, the Union hereby agrees to hold the Company harmless and will reimburse the Company for any cost whatsoever involved.

**31.A.8.**
In any event it is agreed that the Company will not be required to terminate any employee, in compliance with this Section, prior to thirty (30) days from the Union's notification to the Company to do so, in order that the Company be able to hire a suitable replacement for the employee in question.

**31.B. DUES CHECK-OFF**

**31.B.1.**
During the life of this Agreement, the Company will deduct from the pay of each member of the Union and remit to the Union monthly membership dues uniformly levied in accordance with the Constitution and Bylaws of the Union, provided such member of the Union voluntarily executes the agreed form, which is hereunder included in this Agreement to be known as the "Check- Off Form", which shall be prepared and furnished by the Union.

**31.B.2.**
The Company will not be required to deduct monthly membership dues from the pay of employees covered by this Agreement unless: (1) the Company has received a Check-Off Form, and (2) the dues for the employee conform to the applicable dues for employees of their occupation at their point on the system.

**31.B.3.**
The Union agrees that it shall indemnify and hold the Company harmless from and against any liability whatsoever for compliance with dues check-off procedures provided in this Agreement.

**ASSOCIATION OF FLIGHT ATTENDANTS-CWA AFL-CIO**
**AND**
**UNITED AIR LINES, INC.**
**AUTHORIZATION FOR CHECK-OFF OF**
**INITIATION FEE AND UNION DUES**

I hereby authorize the Company to deduct from my first paycheck of the month the amount equivalent to 50% of the initiation fee as established and levied in accordance with the Constitution and Bylaws of the Association of Flight Attendants-CWA ("Union") and to pay such amount directly to the designated officer of the Union.

Additionally, I authorize the Company to deduct from the second paycheck of the month the amount equivalent to 50% of the initiation fee as established and levied in accordance with the Constitution and Bylaws of the Union and to pay such amount directly to the designated officer of the Union.

I further authorize the Company to deduct the amount equivalent to the monthly dues as established and levied in accordance with the Constitution and Bylaws of the Union and to pay such amount directly to the designated officer of the Union. Dues shall be deducted from the second paycheck of the next month and every month thereafter.

Separate and apart from all deductions for initiation fees and dues referenced herein, I also direct the Company to deduct from the second paycheck of each month an additional amount, equal to one month's dues, for the purpose of satisfying any current or future dues arrears obligation and to pay such amount directly to the designated officer of the Union. Such arrears deduction shall continue until the entire dues arrearage is satisfied.

I agree that this authorization shall be irrevocable for a period of one year from the date of execution and thereafter may only be revoked by sending written notice to the International Secretary-Treasurer of the Association of Flight Attendants via certified mail, return receipt requested. Dues deductions will then cease within 60 days of the receipt of the revocation by the International Secretary-Treasurer.

Contributions or gifts to the Association of Flight Attendants-CWA are not tax deductible as charitable contributions for Federal income tax purposes. However, they may be tax deductible under other provisions of the Internal Revenue Code.

Please complete and return to:

| | |
|---|---|
| _____ | _____ |
| Employee Number | Previous AFA Council |
| _____ | _____ |
| Initiation Fee | Monthly Dues |
| _____ | _____ |
| Employee Signature | Date |
| _____ | _____ |
| Employee Name (please print) | Station/Location |

_____

Home Address

| | | |
|---|---|---|
| _____ | _____ | _____ |
| City | State | Zip |

Please complete and return to:
Association of Flight Attendants – CWA, AFL-CIO
518 C Street NE, Washington, DC 2002
20001.2797

For AFA International Use Only
Initial Fee Waiver: _____ Yes _____ No
Amount in Arrears: _____
As of: _____

## SECTION 32
## DURATION

This Agreement shall become effective on May 31, 2026, and shall continue in full force and effect through and including May 31, 2031, on which date this Agreement shall renew itself in its entirety and on each succeeding May 31st thereafter, unless written notice of intended change is served in accordance with Title 1, Section 6 of the Railway Labor Act, as amended, by either party hereto at least thirty (30) but not more than three hundred and sixty five (365) days prior to May 31, 2031, or any year thereafter. The parties shall commence direct negotiations with respect to such notice no later than thirty (30) days following the delivery of such notice.

**FOR THE FLIGHT ATTENDANTS IN THE SERVICE OF UNITED AIRLINES, INC.:**

/s/_____
Sara Nelson, President
Association of Flight Attendants-CWA, AFL-CIO

/s/_____
Ken Diaz, President
United MEC

/s/_____
Melinda Beal, Chairperson
AFA Negotiations Committee

/s/_____
Christopher Bruton, Member
AFA Negotiations Committee

/s/_____
Randy Hatfield, Member
AFA Negotiations Committee

**FOR UNITED AIRLINES, INC.:**

/s/_____
Nathan W. Lopp
Vice President –
Labor Relations

/s/_____
Dean Whittaker
Vice President –
Inflight Operations

/s/_____
Michielle Sego-Johnson
Vice President –
Inflight Services & Catering Ops

/s/_____
Robert T. Krabbe
Managing Director –
Inflight & Intl. Labor Relations

/s/_____
Jillian Fox
Director –
Inflight Crew Scheduling

/s/_____
W. Jason Silber
Senior Manager –
Crew Schedule Planning

**LETTER OF AGREEMENT**
**BETWEEN**
**UNITED AIRLINES, INC.**
**AND**
**THE FLIGHT ATTENDANTS**
**IN THE SERVICE OF**
**UNITED AIRLINES, INC.**
**AS REPRESENTED BY**
**ASSOCIATION OF FLIGHT ATTENDANTS-CWA, AFL-CIO**

This Letter of Agreement is made and entered into in accordance with the Railway Labor Act by and between United Airlines, Inc. (the "Company") and the Association of Flight Attendants – CWA, AFL- CIO (the "Union").

WITNESSETH:

It is mutually agreed:

A. The Company agrees to deduct a monthly contribution to the Association of Flight Attendant Political Action Committee (referred to herein as "FLIGHT-PAC") from the pay of each Flight Attendant who voluntarily authorizes such contributions on the form provided for that purpose by the Union (referred to herein as "Check-Off Forms").

B. The language of the Check-Off Forms shall be as shown on Exhibit A, attached hereto.

C. All Check-Off Forms will be submitted through the President of the Master Executive Council of the Union, who will forward the original signed copy to United Airlines, Inc., Houston Support Center, 609 Main Street, HSCPZ 16th Floor, Houston, Texas, 77002. A properly executed Check-Off Form, filed before and received by the Payroll Section of the Accounting Department, Houston, Texas, prior to the 10th of any month will become effective the 1st of the month following its receipt. Illegible or improperly executed forms will be returned to the President of the Master Executive Council of the Union.

D. Any notice of revocation as set forth in the Check-Off Form must be in writing, signed by the employee and delivered by certified mail, addressed to United Airlines, Inc., Houston Support Center, 609 Main Street, HSCPZ 16th Floor, Houston, Texas, 77002, with a copy to the President of the Master Executive Council. Check-Off Forms and notices so received by the Company will be stamp-dated on the date received and will constitute notice to the Company of the date received and not when mailed. Such notices received by HSCPZ and stamp-dated by the 10th of any month will become effective the 1st of the following month.

E. Deduction of a Flight Attendant's contribution shall be made each month provided there is a sufficient balance due the Flight Attendant at the time after all other deductions authorized by the Flight Attendant or required by law (including money claims of the Company and the Credit Union) have been satisfied. Within a reasonable time after the second regular paycheck issued each month, the Company will remit to (Fund ) a check in payment of all contributions collected for that

month pursuant to outstanding and unrevoked Check-Off Forms, together with a list of the names of those Flight Attendants for whom contributions were deducted and the amount deducted for each such Flight Attendant.

F. A Flight Attendant who has executed a Check-Off Form and (1) who resigns from the Company; (2) who is laid off; or is (3) otherwise terminated from the employ of the Company shall be deemed to have automatically revoked their assignment as of the date of such action and if they (1) is rehired; (2) is recalled; or (3) reemployed, further deductions of (Fund) contributions will be made only upon execution and receipt of another Check-Off Form.

G. It will be the Union's responsibility to verify apparent errors in deduction of (Fund) contributions before contacting the Company Payroll Accounting Manager.

H. United Airlines, Inc., shall be held harmless and indemnified by the Union for any claims which may be made by the Flight Attendant or Flight Attendants by virtue of the wrongful application and misapplication of any of the terms of this Letter of Agreement.

I. The parties to this Letter of Agreement hereby agree that it shall run concurrently with the 2026-2031 Agreement, and shall be concurrently subject to the provisions pertaining to duration and amendment contained therein.

The parties hereto have signed this Letter of Agreement this 31st day of May, 2026.

| **FOR THE FLIGHT ATTENDANTS IN THE SERVICE OF UNITED AIRLINES, INC.:** | **FOR UNITED AIRLINES, INC.:** |
|---|---|
| /s/_____<br>Sara Nelson, President<br>Association of Flight Attendants-CWA, AFL-CIO | /s/_____<br>Nathan W. Lopp<br>Vice President –<br>Labor Relations |
| /s/_____<br>Ken Diaz, President<br>United MEC | /s/_____<br>Dean Whittaker<br>Vice President –<br>Inflight Operations |
| /s/_____<br>Melinda Beal, Chairperson<br>AFA Negotiations Committee | /s/_____<br>Michielle Sego-Johnson<br>Vice President –<br>Inflight Services & Catering Ops |
| /s/_____<br>Christopher Bruton, Member<br>AFA Negotiations Committee | /s/_____<br>Robert T. Krabbe<br>Managing Director –<br>Inflight & Intl. Labor Relations |
| /s/_____<br>Randy Hatfield, Member<br>AFA Negotiations Committee | /s/_____<br>Jillian Fox<br>Director –<br>Inflight Crew Scheduling |
| | /s/_____<br>W. Jason Silber<br>Senior Manager –<br>Crew Schedule Planning |

**LETTER OF AGREEMENT**
**BETWEEN**
**UNITED AIRLINES, INC.**
**AND**
**THE FLIGHT ATTENDANTS**
**IN THE SERVICE OF**
**UNITED AIRLINES, INC.**
**AS REPRESENTED BY**
**ASSOCIATION OF FLIGHT ATTENDANTS-CWA, AFL-CIO**

This Letter of Agreement is made and entered into in accordance with the Railway Labor Act by and between United Airlines, Inc. (the "Company") and the Association of Flight Attendants - CWA, AFL-CIO (the "Union").

WHEREAS during the negotiations between the Company and the Union (collectively, the "parties") leading to the 2016 – 2021 Agreement (the "Agreement"), the Company committed to extend transportation to Union staff as a professional courtesy.

NOW THEREFORE, the parties to this Letter of Agreement hereby agree as follows:

1. The MEC President will be issued six (6) free NRPS PS5B, or its future equivalent, tickets per year to be used by Union employees when traveling on Union business related to United Airlines.

2. The Senior Vice President – Inflight Service or the Director Labor Relations - Inflight may provide additional tickets to the extent deemed appropriate by such officials.

3. The parties to this Letter of Agreement hereby agree that it shall run concurrently with the 2026-2031 Agreement, and shall be concurrently subject to the provisions pertaining to duration and amendment contained therein.

The parties hereto have signed this Letter of Agreement this 31st day of May, 2026.

**FOR THE FLIGHT ATTENDANTS IN THE SERVICE OF UNITED AIRLINES, INC.:**

/s/_____
Sara Nelson, President
Association of Flight Attendants-CWA, AFL-CIO

/s/_____
Ken Diaz, President
United MEC

/s/_____
Melinda Beal, Chairperson
AFA Negotiations Committee

/s/_____
Christopher Bruton, Member
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/s/_____
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**FOR UNITED AIRLINES, INC.:**

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Vice President –
Labor Relations

/s/_____
Dean Whittaker
Vice President –
Inflight Operations

/s/_____
Michielle Sego-Johnson
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Senior Manager –
Crew Schedule Planning

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This Letter of Agreement is made and entered into in accordance with the Railway Labor Act by and between United Airlines, Inc. (the "Company") and the Association of Flight Attendants – CWA, AFLCIO (the "Union").

WHEREAS during the negotiations between the Company and the Union (collectively, the "parties") leading to the 2016 – 2021 Agreement (the "Agreement"), the parties agreed upon terms regarding Flight Attendant participation in the Continental Retirement Plan.

NOW THEREFORE, the parties to this Letter of Agreement hereby agree on the following terms regarding Flight Attendant participation in the Continental Retirement Plan.

1. Flight Attendants who immediately prior to the Effective Date of the Agreement, were covered by the subsidiary-Continental collective bargaining agreement and participating in the Continental Retirement Plan (CARP) shall continue to participate in CARP.

2. Flight Attendants will retain the right to obtain a lump sum distribution from CARP in accordance with its plan provisions.

3. In the event the Company terminates or freezes CARP with respect to participating Flight Attendants, the Company shall begin making contributions to the IAM National Pension Plan (NPP) on behalf of each affected Flight Attendant.

4. The contribution referenced in item 3 above shall be in an amount equal to $1.60 for each hour that such Flight Attendants are entitled to receive pay under the Agreement multiplied by one point eight nine one (1.891), to the maximum specified by the IAM plan, for the remaining term of the Agreement.

5. The parties to this Letter of Agreement hereby agree that it shall run concurrently with the 2026-2031 Agreement, and shall be concurrently subject to the provisions pertaining to duration and amendment contained therein.

The parties hereto have signed this Letter of Agreement 31st day of May, 2026.

**FOR THE FLIGHT ATTENDANTS IN THE SERVICE OF UNITED AIRLINES, INC.:**

/s/_____
Sara Nelson, President
Association of Flight Attendants-CWA, AFL-CIO

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Ken Diaz, President
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Melinda Beal, Chairperson
AFA Negotiations Committee

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Vice President –
Labor Relations

/s/_____
Dean Whittaker
Vice President –
Inflight Operations

/s/_____
Michielle Sego-Johnson
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Robert T. Krabbe
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Inflight & Intl. Labor Relations

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This Letter of Agreement is made and entered into in accordance with the Railway Labor Act by and between United Airlines, Inc. (the "Company") and the Association of Flight Attendants – CWA, AFLCIO (the "Union").

WHEREAS during the negotiations between the Company and the Union (collectively, the "parties") leading to the 2016 – 2021 Agreement (the "Agreement"), the parties agreed upon terms for further discussions regarding development of a cost-neutral defined benefit plan for Flight Attendants.

NOW THEREFORE, the parties to this Letter of Agreement hereby agree on the following terms for further discussions regarding development of a cost-neutral defined benefit plan for Flight Attendants.

1. The Company and the Union shall meet and agree regarding whether developing a new cost-neutral defined benefit plan for Flight Attendants is practical.

2. Neither party shall be under any obligation to agree to the implementation of such a defined benefit plan.

3. The parties to this Letter of Agreement hereby agree that it shall run concurrently with the 2026-2031 Agreement, and shall be concurrently subject to the provisions pertaining to duration and amendment contained therein.

The parties hereto have signed this Letter of Agreement 31st day of May, 2026.

**FOR THE FLIGHT ATTENDANTS IN THE SERVICE OF UNITED AIRLINES, INC.:**

/s/_____
Sara Nelson, President
Association of Flight Attendants-CWA, AFL-CIO

/s/_____
Ken Diaz, President
United MEC

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Melinda Beal, Chairperson
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**FOR UNITED AIRLINES, INC.:**

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This Letter of Agreement is made and entered into in accordance with the Railway Labor Act by and between United Airlines, Inc. (the "Company") and the Association of Flight Attendants – CWA, AFL-CIO (the "Union").

During the negotiations between the Company and the Union (collectively, the "parties") leading to the 2016 – 2021 Agreement (the "Agreement"), the parties agreed to following:

Subject to other legal obligations, the Company will make reasonable efforts to fill Flight Attendant vacancies with those individuals who satisfy United's hiring standards, who have previously worked for carriers, represented by the Union, and who are no longer working for those carriers for economic reasons such as lay-offs or the shutdown of that carrier.

The parties to this Letter of Agreement hereby agree that it shall run concurrently with the 2026-2031 Agreement, and shall be concurrently subject to the provisions pertaining to duration and amendment contained therein.

The parties hereto have signed this Letter of Agreement 31st day of May, 2026.

**FOR THE FLIGHT ATTENDANTS IN THE SERVICE OF UNITED AIRLINES, INC.:**

/s/_____
Sara Nelson, President
Association of Flight Attendants-CWA, AFL-CIO

/s/_____
Ken Diaz, President
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This Letter of Agreement is made and entered into in accordance with the Railway Labor Act by and between United Airlines, Inc. (the "Company") and the Association of Flight Attendants – CWA, AFL- CIO (the "Union").

WHEREAS during the negotiations between the Company and the Union (collectively, the "parties") leading to the 2016-2021 Agreement (the "Agreement"), the parties agreed to address currency exchange rates for International Domicile Flight Attendant compensation.

NOW THEREFORE, the parties to this Letter of Agreement hereby agree as follows:

1. Whenever necessary, the following floor exchange rates will be utilized for Flight Attendant compensation purposes:

Domicile To $1 US

LHRSW .56 Pound Sterling

2. The purpose of these floor exchange rates is to insure a minimum compensation level for Flight Attendants based at the International Domicile(s). If on the day payroll is calculated the actual exchange rate for any of the listed location(s) exceeds the floor rate, the higher rate will be utilized. On a semi-annual basis, the Company and the Association will review the use of these floor exchange rate(s) for the prior year, to determine whether an adjustment is necessary. The Company will provide the Association with a monthly recap by Domicile of the actual exchange rate(s) used for each pay period.

3. If substantial fluctuation in any of the above listed currency (ies) occurs as a result of political or governmental changes, the parties will immediately meet to discuss whether an adjustment is appropriate. The Union's recommendations will be considered in any final decision.

4. In the event the Company establishes any additional International Domicile(s), the parties shall meet and agree on additional floor exchange rate(s). For Germany, Hong Kong and Japan, the floor exchange rates shall be no less favorable than those in effect as of August 28, 2016.

The parties to this Letter of Agreement hereby agree that it shall run concurrently with the 2026-2031 Agreement, and shall be concurrently subject to the provisions pertaining to duration and amendment contained therein.

The parties hereto have signed this Letter of Agreement this 31st day of May, 2026.

**FOR THE FLIGHT ATTENDANTS IN THE SERVICE OF UNITED AIRLINES, INC.:**

/s/_____
Sara Nelson, President
Association of Flight Attendants-CWA, AFL-CIO

/s/_____
Ken Diaz, President
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This Letter of Agreement is made and entered into in accordance with the Railway Labor Act by and between United Airlines, Inc. (the "Company") and the Association of Flight Attendants - CWA, AFL-CIO (the "Union").

WHEREAS during the negotiations between the Company and the Union (collectively, the "parties") leading to the 2016 – 2021 Agreement (the "Agreement"), the parties agreed upon an orderly process to resolve issues regarding the employment of foreign national flight attendants,

NOW THEREFORE, the parties to this Letter of Agreement hereby agree as follows:

1. "Foreign Nationals" as used in this Letter of Agreement shall mean an employee of United Airlines, not a United States citizen, who performs inflight service on designated United Airlines flights, and whose name does not appear on the Flight Attendant System Seniority List.

The maximum number of such employees and the exclusive route segments over which they may be utilized shall be as provided in this Letter of Agreement.

2. Foreign Nationals shall operate only on flights within or between China, Hong Kong, Indonesia, Japan, Korea, Malaysia, the Philippines, Taiwan and Thailand. Notwithstanding the above, the Company will schedule Flight Attendants on the System Seniority list to Hong Kong, Seoul and Tokyo in each schedule month the Company flies to those cities. In addition, Flight Attendants on the System Seniority List will be scheduled in each month to any city in the above countries which the Company operates into more than four (4) days a week.

3. Foreign Nationals will not be on the Flight Attendant System Seniority List and will not be covered by or subject to the terms and conditions of the Basic Flight Attendant Agreement.

4. The total number of Foreign Nationals shall not exceed one and one-half (1 ½) per cent of the total number of Flight Attendants on the Flight Attendant System Seniority List.

5. For the duration of this Letter of Agreement no Flight Attendant represented by the Union will be furloughed until all Foreign Nationals are furloughed or terminated. In the event a Flight Attendant is furloughed as permitted by this Paragraph, no Foreign National shall be assigned to any flight segment as provided by this Letter of Agreement before such furloughed Flight Attendant has been offered recall.

6. No Foreign National(s) shall be permitted to operate on any aircraft staffed by a Flight Attendant(s) represented by the Union. For purposes of this Paragraph, deadheading shall not be considered a working status. This does not preclude the Union from protesting safety concerns.

7. Training of Foreign Nationals may not be provided through Section 3.C. or Sections 14.E.6. and 14.E.8. of the Basic Agreement.

8. Foreign Nationals shall wear a uniform distinctly different from the Flight Attendant uniform.

9. The Company shall provide the MEC President with a monthly accounting of the number of Foreign Nationals employed, the pairings to be flown by Foreign Nationals and the number of Foreign Nationals assigned to those pairings. The Company will also provide payroll summary which includes the total gross salary paid to Foreign Nationals and the names of the individuals paid.

10. The parties to this Letter of Agreement hereby agree that it shall run concurrently with the 2026-2031 Agreement, and shall be concurrently subject to the provisions pertaining to duration and amendment contained therein.

The parties hereto have signed this Letter of Agreement this 31st day of May, 2026.

**FOR THE FLIGHT ATTENDANTS IN THE SERVICE OF UNITED AIRLINES, INC.:**

/s/_____
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Association of Flight Attendants-CWA, AFL-CIO

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Ken Diaz, President
United MEC

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Melinda Beal, Chairperson
AFA Negotiations Committee

/s/_____
Christopher Bruton, Member
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**FOR UNITED AIRLINES, INC.:**

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Nathan W. Lopp
Vice President –
Labor Relations

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Dean Whittaker
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Inflight Operations

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Michielle Sego-Johnson
Vice President –
Inflight Services & Catering Ops

/s/_____
Robert T. Krabbe
Managing Director –
Inflight & Intl. Labor Relations

/s/_____
Jillian Fox
Director –
Inflight Crew Scheduling

/s/_____
W. Jason Silber
Senior Manager –
Crew Schedule Planning

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This Letter of Agreement is made and entered into in accordance with the Railway Labor Act by and between United Airlines, Inc. (the "Company") and the Association of Flight Attendants – CWA, AFL-CIO (the "Union").

WHEREAS during the negotiations between the Company and the Union (collectively, the "parties") leading to the 2016 – 2021 Agreement (the "Agreement"), the parties agreed upon layover hotel guidelines and a process for hotel selection.

NOW THEREFORE, the parties to this Letter of Agreement hereby agree on the following terms:

**WHQPP/AFA PROCESS DOCUMENT**

1. MONTHLY MEETING

   A conference call or a joint meeting between WHQPP and AFA will be held once a month to discuss cities needing visits and outstanding hotel issues based on agenda provided to WHQPP no less than 72 hours prior to meeting. Both WHQPP and AFA can request a joint site inspection. Either party requesting such shall provide justification for the request. If the justification is based on complaints, it must be a "reasonable level" of complaints.

2. SOURCING
   a. The Company will create a list of hotels to be sent Requests for Proposals (RFPs) and send to AFA.
   b. The Company will consider variable sourcing RFPs (i.e.: 10.40 fin case hotel may wish to bid on Flight Attendants-only)
   c. The RFP shall include a statement informing hotels that bids for less than the requested room volume may be considered.
   d. AFA may provide additional hotels and the Company will include these in the RFP process, however, the AFA agrees not to include luxury (ex. Ritz-Carlton, Four Seasons, Mandarin Oriental, etc.), high end lifestyle/boutique or all inclusive hotels for RFP. The Company will send AFA a final list of all hotels which have been sent RFPs.
   e. Upon conclusion of RFP process, and prior to conferring on site inspections, under paragraph 3, below, Company shall provide AFA with list of responses, including returned questionnaires.

3. LIST OF HOTELS TO BE INSPECTED

The parties shall confer as to which properties shall be considered for site inspection.

4. AFA TO BE PROVIDED INSPECTION LIST PRIOR TO INSPECTION

A written list of prospective properties to be inspected will be provided to AFA for their review 10 days ahead of the inspection. The list must contain, at a minimum, the hotel name, address and phone number.

5. The Company will be the primary direct contact and official voice of UA to the hotels regarding sourcing, soliciting bids, selection process, and contract administration. AFA's communication with hotels should not be restricted from fact-finding, but will be coordinated with the Company. AFA shall not contact hotels to affect negotiations from the time of receiving an inspection list from the Company until the end of negotiations.

6. HOTEL EVALUATION FORM TO BE COMPLETED PRIOR TO INSPECTION

WHQPP will provide the "Crew Hotel Inspection Questionnaire" as completed by the hotel in advance of the proposed final hotel inspection list. It is expected that numerous services, available items, and general information should be available and annotated on the form in advance.

7. HOTEL SELECTION

A consensus should be reached on hotel selections. If a consensus is not reached the Hotel Dispute Process can be invoked by either party.

8. INSPECTION CURRENCY

Any jointly approved property, regular or overflow, where United Flight Attendants stay, shall be considered to maintain its inspection currency for 12 months from the last time Flight Attendants used the facility, or longer by mutual consent. However, it is understood there may be instances where a change in hotel brand and/or management company or other significant changes could require an additional inspection earlier than 12 months.

9. OVERFLOW USAGE

Properties that WHQPP and AFA jointly inspect and approve, but are not chosen by WHQPP for primary usage are approved for limited overflow use. WHQPP will determine the number of properties to be designated for overflow purposes on a city-by-city basis. AFA and WHQPP will then agree to the order of preference to be followed for overflow usage and this order will

be reflected in the hotel computer CCS display. The parties understand that in irregular operations in the interest of obtaining hotel rooms as quickly as possible, this preferred order may not be honored. The inspection currency shall be the same with these facilities as with the primary facility.

10. DISPUTE RESOLUTION

It is agreed that hotel/transportation decision disagreements will be resolved in the following manner:

a. The WHQPP Director and AFA MEC Hotel Chairperson or designee will jointly prepare and agree upon standards and procedures to be followed for the selection of hotels, transportation and crew lounge facilities.

b. Each MEC Hotel Chairperson or designee and WHQPP Director will have responsibility for dispute resolution and to seek a resolution acceptable to both parties.

c. Failing a mutually agreeable solution, the dispute may then be processed to the Senior VP Inflight Services.

d. If the dispute is still not resolved, it may be submitted directly to expedited arbitration in accordance Section 24.R Expedited Arbitration.

e. The Expedited Arbitration hearing will take place at the disputed hotel and the System Board will be permitted to review the hotel, its location, facilities and the surrounding area before rendering its decision.

f. AFA Site Inspection Evaluations must be revised to show the hotel as approved if the disqualification criterion is resolved.

FA HOTEL STANDARDS – Required unless mutual agreement

1. Guaranteed non-smoking rooms. Smoking room provided upon request, based on availability.

2. Minimum bed size North American “full” or “double” (interchangeable) size (54’ X 75’ – 137cm X 190.5cm) or its regional equivalent. Fresh linen and cleaning services before each use.

3. ATM on property or within reasonable walking distance. In-room phone activation and room access without credit card. No service charge associated with toll free (i.e. 800) calls. May require credit imprint for signing privileges to cover incidentals.

4. Business class hotel. Regular maintenance and cleaning performed to keep it in a tenantable condition.

5. Whenever possible, rooms in close proximity to each other. Rooms will be quiet and away from elevators, ice/vending machines, housekeeping closets and construction/renovation noise.

6. Complimentary WIFI in guest rooms. (Hardwire if no WIFI for guests)

7. In compliance with all local fire codes and life safety standards, minimum of smoke/heat detector in each room, hard-wired with a form of backup (e.g., battery, generator, etc.).

8. Restaurant on premises, providing breakfast, lunch and dinner (pantry food does not meet this requirement).

a. Outside of restaurant hours of operation at least one food option (e.g., room service, lounge menu, hotel market, bistro, pantry, shop, etc.) and/or food delivery options should be available.

9. Effective individual, self-controllable A/C and/or heat as applicable.

10. Safe, clean, quiet and secure environment. All hotel entry/egress points (i.e. public, employee, loading/receiving entrances and fire safety exits) locked (e.g. key card authorization requirement) or actively monitored at all times. No direct access to guestrooms from parking garages. All public access restricted and monitored by hotel staff 2300-0600 or dedicated security staff available. Between 2300-0600, public access shall not be left unrestricted or unattended by hotel staff.

11. AFA has the right to do unannounced visits to hotels based on complaints, which shall be shared in advance with the Company. The AFA Hotel and Transportation Chairperson/designee shall advise the Director of Corporate Travel and Procurement a minimum of seventy-two (72) hours before visit. The Company shall not contact the hotel prior to such visit.

12. FA Hotel Selection/Retention Guidelines for consideration

- Sprinkler system
- Generator on site
- Peepholes
- Dedicated trained security personnel 24/7
- Windows that open
- Showers and bathtubs
- Food and beverage discounts
- Fitness Center with complimentary access
- HVAC/fan systems not restricted by motion sensors
- In-room refrigerator
- Microwave upon request

The parties hereto have signed this Letter of Agreement this 31st day of May, 2026.

**FOR THE FLIGHT ATTENDANTS IN THE SERVICE OF UNITED AIRLINES, INC.:**

/s/_____
Sara Nelson, President
Association of Flight Attendants-CWA, AFL-CIO

/s/_____
Ken Diaz, President
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**AS REPRESENTED BY**
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This Letter of Agreement is made and entered into in accordance with the Railway Labor Act by and between United Airlines, Inc. (the "Company") and the Association of Flight Attendants – CWA, AFL-CIO (the "Union").

WHEREAS, the Company and the Union are parties to the 2026-2031 collective bargaining agreement ("the Agreement"), which will set forth and combine rates of pay, rules and working conditions of the Flight Attendant group, and

WHEREAS, the parties desire that the Agreement be completely implemented as soon as possible consistent with the limitations imposed by technical restrictions that cannot be dealt with by the Date of Signing of the Agreement ("DOS"), and

WHEREAS, the Agreement contains numerous provisions that will require substantial programming to place into effect, and

WHEREAS, the parties wish to set forth the process, sequence, and timeline by which the provisions of the Agreement will be implemented,

NOW THEREFORE, the parties hereto agree as follows:

A. General

1. This Implementation Agreement contains the full understandings and complete agreement of the parties regarding the implementation of the terms of the Agreement.

2. Any disputes regarding this Implementation Agreement that the Joint Implementation Team is unable to resolve shall be referred to the MEC President and the Vice President of Inflight and if the matter still cannot be resolved, to the dispute Implementation Agreement resolution procedure identified in Paragraph D of this Implementation Agreement.

3. This Implementation Agreement will be effective on the date of signing. The individual provisions of this Implementation Agreement shall not become permanent, but shall sunset when implementation of the Agreement is accomplished.

4. The earliest implementation of the Agreement is desired by both parties, and they pledge to work diligently towards that goal. The parties acknowledge that by its nature, predicting implementation is imprecise, and recognize that technology and operational imperatives can affect any implementation schedule. It is the parties' intention and desire that all implementation dates and targets be met as planned. However, if technology allows, earlier implementation shall occur.

B. Joint Implementation Team

1. The parties shall establish a Joint Implementation Team ("JIT") consisting of six members (three Union members and three Company members). This team will determine what changes need to be made in order to implement the scheduling provisions and comply with the intent of the Agreement. Additionally, the JIT will resolve any scheduling issues that arise due to implementation that are not covered by the Agreement. This team will meet as needed during the implementation period. The three Union members will be provided flight pay loss by the Company; such flight pay loss shall not be counted against the flight pay loss credit provided to the Union in accordance with Paragraph P. of the Agreement, Section 30 (Union Activities).

2. The JIT shall have responsibility for the timely and effective implementation of the Agreement. To satisfy its responsibility for timely and effective implementation the JIT shall have active ongoing involvement in development of systems integration and processes and the decisions relating thereto, including adjustments to the implementation schedule as contemplated by paragraph A.4., above.

3. The JIT shall have authority to set its own schedule, meeting as often, in such locations, and for as long as it deems necessary to complete the Agreement implementation. It may also utilize the services of such subject matter experts from the Union and the Company as it deems necessary or advisable. If the JIT agrees Union subject matter experts are required, their flight pay loss will be provided by the Company. Such flight pay loss shall not be counted against the flight pay loss credit provided to the Union in accordance with Paragraph P. of the Agreement, Section 30 (Union Activities).

4. The JIT shall work as a collaborative team. To that end, JIT decisions regarding the implementation schedule and the manner of implementation shall be by mutual agreement of the JIT members. The Union JIT members shall report directly to the MEC President.

5. The JIT shall oversee and monitor all Flight Attendant scheduling and related aspects of implementation, as well as any other elements of the Agreement that the Company and the Union choose to refer to the JIT. The JIT shall have authority to establish and amend all timelines for implementation by mutual agreement.

In the event there is an impasse over the implementation schedule or any other aspect of implementation, the matter shall be referred to the MEC President and the Senior V.P. of Inflight for resolution. In the event the matter cannot be resolved within thirty (30) days from the initial impasse it can be referred by either party to the mediation/arbitration process established in Paragraph D of this Letter of Agreement. The parties will attempt to identify all unresolved issues so that only one mediation/arbitration process with respect to implementation is required. If the matter is referred to arbitration, the arbitration panel shall have the authority to establish and amend timelines and to provide relief to any party harmed by delay in implementation including any Flight Attendant or group of Flight Attendant affected by the unresolved issues, regardless of whether the individual Flight Attendant(s) can demonstrate a specific harm related to the delay.

6. The JIT shall have access to the areas of the Company and the Union, and

information and data needed for such oversight, provided it does not interfere with the ongoing operation and provided that appropriate confidentiality agreements have been executed for access to confidential or sensitive information and data.

7. The JIT shall be responsible for compiling information to be published to the Flight Attendants explaining the terms of the new Agreement and their implementation.

8. The JIT shall report on the progress of the implementation and on their activities in support thereof to the MEC President and the Senior Vice President, Inflight no less than once per month until the MEC President and the Senior Vice President agree that monthly reports are no longer necessary. The JIT may, at the request of the MEC President, hold informational meetings with Flight Attendants to discuss the timing and progress of implementation.

C. Implementation Status Review

Every quarter after DOS, the Parties will convene an implementation status review meeting to review and discuss the implementation process relative to the implementation dates. Included in the meetings will be representatives from Labor, Inflight and ~~IT~~ DT from the Company and from the union members of the implementation team as well as others involved in the implementation process. The Managing Director of Labor Relations shall attend on behalf of the Company and the MEC President shall attend on behalf of AFA. If the parties cannot agree on specific solutions to address delayed implementation, the matter will be referred to Paragraph D, below.

D. Mediation/Arbitration Process

1. Not later than sixty (60) days after Date of Signing, the parties will select a neutral mediator/arbitrator (the "neutral") to mediate and/or arbitrate any unresolved issue(s). The parties will bear equally the neutral's compensation and expenses.

2. Mediated Negotiations

a. The parties will engage in negotiations mediated by the neutral as to all identified issues for a minimum of three (3) days and a maximum of five (5) days.

b. These mediated negotiations will commence at a mutually agreed upon date and location.

c. If the parties are unable to reach an agreement through mediated negotiations, each party's proposals shall be submitted to the neutral.

3. Arbitration

a. The neutral will take oral and written evidence in support of and in opposition to these respective proposals.

b. The neutral may award the proposal of either party as to an open issue (if the issue has not been resolved before the award), or may award a compromise

between the proposals of the parties. The neutral's award should conform to the terms and intent of the Agreement as closely as possible.

c. The neutral will not award a proposal that modifies the rates, rules and working conditions specified in the Agreement.

d. The neutral may provide additional relief to the Association or any Flight Attendant or group of Flight Attendants affected by the unresolved issues, regardless of whether the individual Flight Attendant(s) can demonstrate a specific harm related to the delay.

e. If the neutral determines that the positions of both parties on an open issue modifies the terms of the Agreement, the neutral will so advise the parties, explaining the basis of the determination, and the parties will then submit revised proposals.

f. Arbitration hearings before the neutral will be conducted at a mutually agreed upon time and will be transcribed if the parties agree.

g. The neutral's award as to an open issue will be final and binding.

E. Implementation Plan

For purposes of this Letter of Agreement, the effective date of the Agreement will be the beginning of the first full Bid Period following the date of signing.

The attached document identifies those provisions that shall be effective upon the first day of the Bid Period in which date of signing of the Agreement occurs and those provisions which will be implemented thereafter. Until a provision is implemented, Flight Attendants will continue operating under the provisions of the 2016-2021 Agreement, or as may otherwise be agreed by the Company and the Union.

The parties to this Letter of Agreement hereby agree that it shall run concurrently with the 2026-2031 Agreement, and shall be concurrently subject to the provisions pertaining to duration and amendment contained therein.

The parties hereto have signed this Letter of Agreement this 31st day of May, 2026.

FOR THE FLIGHT ATTENDANTS IN THE SERVICE OF UNITED AIRLINES, INC. FOR UNITED AIR LINES, INC

**FOR THE FLIGHT ATTENDANTS IN THE SERVICE OF UNITED AIRLINES, INC.:**

/s/_____
Sara Nelson, President
Association of Flight Attendants-CWA, AFL-CIO

/s/_____
Ken Diaz, President
United MEC

/s/_____
Melinda Beal, Chairperson
AFA Negotiations Committee

/s/_____
Christopher Bruton, Member
AFA Negotiations Committee

/s/_____
Randy Hatfield, Member
AFA Negotiations Committee

**FOR UNITED AIRLINES, INC.:**

/s/_____
Nathan W. Lopp
Vice President –
Labor Relations

/s/_____
Dean Whittaker
Vice President –
Inflight Operations

/s/_____
Michielle Sego-Johnson
Vice President –
Inflight Services & Catering Ops

/s/_____
Robert T. Krabbe
Managing Director –
Inflight & Intl. Labor Relations

/s/_____
Jillian Fox
Director –
Inflight Crew Scheduling

/s/_____
W. Jason Silber
Senior Manager –
Crew Schedule Planning

Implementation Timeline

1. Provisions of the 2026-2031 Agreement will be implemented on a schedule as specified below, subject to the terms of paragraphs A.4., B.2. and B.5., above. Appendix A contains a list of provisions to be implemented on Date of Signing. Appendix B contains projected implementation dates for provisions which will require additional time to program and implement.

2. Certain other provisions will require a period of time administratively to implement and will be implemented as soon as possible after DOS as determined by the JIT. Any provisions of the Agreement not specified below will be implemented on a schedule determined by the JIT.

3. Any items that are specified below as “DOS+” will be analyzed by JIT, along with the Digital Technology team from the Company, to develop accurate implementation timelines.

4. The JIT will develop and publish projected implementation timelines for such items within 90 days of DOS along with any updated timelines for the list below, subject to the terms of paragraphs A.4., B.2. and B.5., above.

## Appendix A: Contract Items: DOS Completion

| Section | Contract Location | Section Name | Topic | Completion |
|---|---|---|---|---|
| 2 | 2.Q. | Definitions | Additional Holiday Halloween (US) / Boxing Day (UK) | DOS |
| 3 | 3.D.1. | General | Distribution of Agreement | DOS |
| 3 | 3.D.1.a. | General | Posting Agreement Link on Company Website (LINK) | DOS |
| 3 | 3.J. | General | Emergencies | DOS |
| 3 | 3.R.2. | General | Monthly parking charges increase | DOS |
| 4 | 4.A./4.B. | Compensation | Wage Rates (WF/PF/ Incentive) | DOS |
| 4 | 4.E. | Compensation | Drafting Pay | DOS |
| 4 | 4.F. | Compensation | Drug Test Compensation | DOS |
| 4 | 4.G. | Compensation | Galley Pay | DOS |
| 4 | 4.H.1. | Compensation | International Purser Pay - Increase to $10. | DOS |
| 4 | 4.H.2. | Compensation | Purser Pay – Non Designated<br>All Narrowbody: 48 Contiguous and Canada: $2/ Mexico, Caribbean, Central America, Alaska and Hawaii:$3. All Widebody: $4.<br>(For full increases see Appendix B.) | DOS |
| 4 | 4.H.3. | Compensation | International Purser Pay- Non Qualified | DOS |
| 4 | 4.H.5. | Compensation | International Purser Pay - Purser premium pay for vacation | DOS |
| 4 | 4.K.1. | Compensation | Language Qualified pay increase to $3.75 | DOS |
| 4 | 4.Q.2. | Compensation | Short Crew Pay Rate increase | DOS |
| 4 | 4.S. | Compensation | Boarding Pay | DOS |
| 5 | 5.A.1.a. | Expenses, Transportation and Lodging | Domestic Per Diem $ Increase to $2.97 | DOS |
| 5 | 5.A.1.b. | Expenses, Transportation and Lodging | International Per Diem $ Increase to $3.54 | DOS |
| 5 | 5.A.1.d. | Expenses, Transportation and Lodging | Per Diem increase: Increase $0.10 in August 27 and every 2 years thereafter | DOS |

| Section | Contract Location | Section Name | Topic | Completion |
|---|---|---|---|---|
| 5 | 5.B.8. | Expenses, Transportation and Lodging | Hotels - CCS display changes | To be determined by Joint Implementation Team (JIT) |
| 5 | 5.C.1. | Expenses, Transportation and Lodging | Hotel Gainshare reimbursement | DOS |
| 5 | 5.D.2.a. | Expenses, Transportation and Lodging | Increase cab reimbursement to $20 | DOS |
| 5 | 5.D.3.a. | Expenses Transportation and Lodging | Reserve Return Transportation | DOS |
| 6 | 6.E. | Minimum Pay and Credit | Drafting Pay | DOS |
| 6 | 6.N.1. | Minimum Pay and Credit | LIP Pay Purpose | DOS |
| 7 | 7.H.5. | Scheduling | Section 7, Scheduling: Trip Trades | DOS |
| 7 | 7.H.14.a. | Scheduling | Trip Trade Pools | DOS |
| 7 | 7.Q.4.a.<br>7.Q.4.d.<br>7.Q.4.f. | Scheduling | Reassignment Parameters - pay increase from $15 to $20 | DOS |
| 9 | 9.D.2.a.(1). | Special Qualifications | 2 Years to become an International Purser | DOS |
| 10 | 10.B.1. | AMC Operation | Mobility Command AMC CRAF override | DOS |
| 10 | 10.B.1.a. | AMC Operation | Aeromedical pay | DOS |
| 10 | 10.C. | AMC Operation | Mobility Command - Increased death benefits | DOS |
| 10 | 10.C.1. | AMC Operation | Mobility Command - Personal life insurance protection | DOS |
| 10 | 10.D. | AMC Operation | Mobility Command - Increased Permanent Total Disability | DOS |
| 10 | 10.I.1.b. | AMC Operation | CRAF size consultation | DOS |
| 10 | 10.I.1.c. | AMC Operation | CRAF insufficient volunteers | DOS |
| 10 | 10.I.1.d. | AMC Operation | LQ positions | DOS |
| 10 | 10.I.1.e. | AMC Operation | Purser positions insufficient volunteers | DOS |
| 10 | 10.I.1.g. | AMC Operation | CRAF list removal | DOS |
| 10 | 10.I.2.c. | AMC Operation | Track CRAF refusal | DOS |

| Section | Contract Location | Section Name | Topic | Completion |
|---|---|---|---|---|
| 10 | 10.I.2.d. | AMC Operation | Drafting order/volunteer list order | DOS |
| 10 | 10.I.2.e. | AMC Operation | NRPS travel for those operating a CRAF | DOS |
| 10 | 10.I.3.b. | AMC Operation | Report time increase | DOS |
| 10 | 10.I.4. | AMC Operation | Lineholder coverage | DOS |
| 10 | 10.I.4. | AMC Operation | dropped pairings coverage | DOS |
| 11 | 11.B.5. | Training & General Meetings | FAs given priority rescheduling for cancellations / IRROPS | DOS |
| 11 | 11.C.1. | Training & General Meetings | Per diem expenses | DOS |
| 11 | 11.D.6.a. | Training & General Meetings | Grace month | DOS |
| 12 | 12.C.2. | Vacations | Vacation Timeline | DOS |
| 12 | 12.C.7. | Vacations | A Flight Attendant will bid for vacation in the domicile they are projected to be active in as of the first day of the January bid period of the upcoming vacation year | DOS |
| 12 | 12.D.1. | Vacations | Vacation Buyback | DOS |
| 12 | 12.D.4. | Vacations | Vacation buy back payment rate | DOS |
| 12 | 12.E. | Vacations | Optional Flex Vacation Program | DOS |
| 12 | 12.F.7. | Vacations | Overlapping vacation bids | DOS |
| 13 | 13.D.11. | Sick Leave | Sick Leave Accrual Continuation | DOS |
| 15 | 15.A.8. | Leaves of Absence | Return to work line of flying | DOS |
| 15 | 15.E.7. | Leaves of Absence | Occupational injury | DOS |
| 15 | 15.F.4.d. | Leaves of Absence | Maternity Leave -Paid | DOS |
| 15 | 15.G. | Leaves of Absence | Parental Leave-Paid | DOS |
| 15 | 15.G. | Leaves of Absence | Parental not in conjunction with birth | DOS |
| 15 | 15.H.1. | Leaves of Absence | Absence Adoption-Paid | DOS |
| 16 | 16.C.3. | Job Share and Partnership Flying Programs | Line division | DOS |

| Section | Contract Location | Section Name | Topic | Completion |
|---|---|---|---|---|
| 17 | 17.G.1. 17.G.2.b. | Filling of Vacancies | Vacancies COMAT | DOS |
| 17 | 17.K.2. | Filling of Vacancies | Vacancies Recall | DOS |
| 19 | 19.A.4. | Safety, Health, and Security | Crisis Center Observation Room Elimination | DOS |
| 19 | 19.A.4. | Safety, Health, and Security | MEC Safety Chairperson access to Irregular Ops Reports | DOS |
| 19 | 19.B.1.c.(8). (a). | Safety, Health, and Security | Provision to MEC Safety Chairperson the Inflight services emergency manual | DOS |
| 19 | 19.B.5.a. | Safety, Health, and Security | PS travel to new site if they cannot make the flight (Foreign Country Accident) | DOS |
| 19 | 19.B.5.b. | Safety, Health, and Security | AFA can designate 2 addl. Reps to go to location on next flight (Foreign Country Accident) | DOS |
| 19 | 19.F.1. | Safety, Health, and Security | Company shall meet 1x per month on Health, Safety & Security | DOS |
| 19 | 19.I. | Safety, Health, and Security | Pandemic | DOS |
| 22 | 22.C.1. | Personnel Files | Written Compliment | DOS |
| 23 | 23.A.2. | Investigation & Grievances | 48 hour notice needed before investigative meeting | DOS |
| 23 | 23.E.8. | Investigation & Grievances | Quarterly meetings with company and union for setting/withdrawing outstanding grievances | DOS |
| 24 | 24.B.1. | System Board of Adjustment | Increase number of arbitrators from 11 to 13 | DOS |
| 24 | 24.F.1. | System Board of Adjustment | Scheduled Hearing | DOS |
| 25 | 25.B.1. | Uniforms | UA now pays for 1st uniform, cost of small suitcase, cost of large suitcase | DOS |
| 25 | 25.C.1.a.(1). | Uniforms | 2 Jackets instead of 1 jacket and trousers | DOS |
| 25 | 25.C.1.a.(3). | Uniforms | 2 bottoms instead of 1 bottom | DOS |
| 26 | 26.C.1. | Moving Expenses | Expense cap raised to $20,500 | DOS |

| Section | Contract Location | Section Name | Topic | Completion |
|---|---|---|---|---|
| 28 | 28.E.3.b. | Commuter Program | No hotel room in case of not wanting to being assigned to a pairing scheduled to terminate the day after the original pairing was scheduled to terminate | DOS |
| 29 | 29.F.2. | Benefits | Retiree medical extended | DOS |
| 29 | 29.I.1.a.(2). | Benefits | Benefits Matching | DOS |
| 29 | 29.I.1.b.(1).<br>29.I.1.b.(2).<br>29.I.1.b.(3).<br>29.I.1.b.(4). | Benefits | Increased match calculation | DOS |
| 30 | 30.G.17. | Union Activities | Enhanced CCS access at MEC level | DOS |
| 30 | 30.H.12. | Union Activities | Enhanced CCS access at LEC level | DOS |
| LOA | LOA 8 | Letter of Agreement | Hotel Standards | DOS |
| LOA | LOA 20 | Letter of Agreement | LOA to conduct joint grievance training | DOS |
| LOA | LOA 20 | Letter of Agreement | Provides recurrent grievance training | DOS |
| LOA | LOA 21 | Letter of Agreement | Added Letter of Agreement (LOA) on Safety Investigations | DOS |

## Appendix B: DOS+ Implementation

| Section | Contract Location | Section Name | Topic | DOS Completion |
|---|---|---|---|---|
| 3 | 3.DD. | General | Pairings date/time notation | June 2027 Bid Period |
| 4 | 4.H.2. | Compensation | Trained / Untrained international definition | To be determined by Joint Implementation Team (JIT) |
| 4 | 4.H.2.a.(3). | Compensation | Monthly guarantee adjustment | To be determined by Joint Implementation Team (JIT) |
| 4 | 4.H.5.a. | Compensation | International Purser Pay - eligibility for purser pay on vacation | To be determined by Joint Implementation Team (JIT) |
| 4 | 4.H.5.a.(1). | Compensation | International Purser Pay - eligibility for purser pay on vacation | To be determined by Joint Implementation Team (JIT) |
| 4 | 4.K.3.a. | Compensation | LQ vacation pay | To be determined by Joint Implementation Team (JIT) |
| 4 | 4.K.3.a.(1). | Compensation | LQ vacation pay | To be determined by Joint Implementation Team (JIT) |
| 4 | 4.L.2. | Compensation | LIP pay for ground holding time | December 27 Bid Period |
| 4 | 4.T. | Compensation | Sit Pay | Jan 2027 |
| 4 | 4.V. | Compensation | Vacation Pay increase | Jan 2031 Bid Period |
| 5 | 5.A.1.a. | Expenses, Transportation and Lodging | Domestic Per Diem definition | June 2027 Bid Period |
| 5 | 5.A.1.b. | Expenses, Transportation and Lodging | International Per Diem definition | June 2027 Bid Period |
| 5 | 5.B.6. | Expenses, Transportation and Lodging | Hotels - 17 hours | Jan 2027 Bid Period |

| Section | Contract Location | Section Name | Topic | DOS Completion |
|---|---|---|---|---|
| 6 | 6.P.2.b.(1). | Minimum Pay and Credit | Hours of Service and Contractual Legalities: New - volunteer reduce calendar | Sep 2027 Bid Period |
| 6 | 6.P.2.b.(2). | Minimum Pay and Credit | Month to month line adjustments | Sep 2027 Bid Period |
| 6 | 6.R.1. | Minimum Pay and Credit | Change in 19:00-0459 - scheduled moved to 11:00 and actual stayed the same at 13:00 | Dec 2026 Bid Period |
| 6 | 6.R.1.c. | Minimum Pay and Credit | Flight time | Dec 2026 Bid Period |
| 6 | 6.R.1.c. | Minimum Pay and Credit | Red-Eye Turn Duty Rules | Oct 2027 |
| 6 | 6.R.1.e.(2). | Minimum Pay and Credit | Before Red-Eye Turn Restrictions | Dec 2027 |
| 6 | 6.R.1.e.(3). | Minimum Pay and Credit | Rescheduled to deadhead | Oct 2027 |
| 6 | 6.V.4. | Minimum Pay and Credit | Upon returning from a pairing of more than five (5) days, a Reserve Flight Attendant shall be guaranteed twenty-four (24) hours regardless of the amount of flight time in the last duty period, unless Paragraph 3 or 4 above, as applicable, provides for greater rest. | Sep 2027 Bid Period |
| 6 | 6.W.1.b. | Minimum Pay and Credit | Upon returning from a Pairing of more than five (5) days, a Reserve Flight Attendant shall be guaranteed twenty-four (24) hours regardless of the amount of flight time in the last duty period | Sep 2027 Bid Period |
| 6 | 6.V.1.a. | Minimum Pay and Credit | US Mainland to Japan Time change | March 2027 Bid Period |
| 7 | 7.B.5.b. | Scheduling | A Flight Attendant who successfully completes International Purser qualification training and periodic recurrent training may be awarded an International Purser position in the bid award process in seniority order in accordance with Paragraphs 7.B.5.b.(1). and 7.B.5.b.(2). below. | To be determined by Joint Implementation Team (JIT) |

| Section | Contract Location | Section Name | Topic | DOS Completion |
|---|---|---|---|---|
| 7 | 7.B.5.b.(1). | Scheduling | Flight Attendants designated as International Purser Qualified may bid on any Flight Attendant position and all positions will be filled in seniority order, except that only those International Purser qualified will be eligible to be awarded an International Purser position. | To be determined by Joint Implementation Team (JIT) |
| 7 | 7.B.5.b.(2). | Scheduling | Following the award process, if designated International Purser lines of flying remain open, International Purser Qualified Flight Attendants shall be assigned in inverse order of seniority to these International Purser lines. | To be determined by Joint Implementation Team (JIT) |
| 7 | 7.E.7.e. | Scheduling | Section 7, Scheduling: Month to Month Line Adjustments - Self Adjust | To be determined by Joint Implementation Team (JIT) |
| 7 | Seniority Trip Trade | Scheduling | Seniority based trade run discontinued. | Jul 2026 Bid Period |
| 7 | 7.H.14. | Scheduling | Trip Trades – one-day pairing origination date | January 2027 |
| 7 | 7.H.17. | Scheduling | Section 7, Scheduling: Trip Trades | Mar 2026 Bid Period |
| 7 | 7.I.1. | Scheduling | Section 7, Scheduling: Out of Base Trades Open Time 2000 | Dec 2026 Bid Period |
| 7 | 7.I.2. | Scheduling | Section 7, Scheduling: Out of Base Trades Advertised | Dec 2026 Bid Period |
| 7 | 7.I.5. | Scheduling | Section 7, Scheduling: Trip Trades | Sep 2026 Bid Period |

| Section | Contract Location | Section Name | Topic | DOS Completion |
|---|---|---|---|---|
| 7 | 7.J.1.b. | Scheduling | IP Trading | To be determined by Joint Implementation Team (JIT) |
| 7 | 7.K.2. | Scheduling | LQ Trading | To be determined by Joint Implementation Team (JIT) |
| 7 | Sub-Bases | Scheduling | Section 7, Scheduling: Deleted portion sub-bases | To be determined by Joint Implementation Team (JIT) |
| 7 | 7.L. | Scheduling | Personal Drops | To be determined by Joint Implementation Team (JIT) |
| 7 | 7.Q. | Scheduling | Loss of Flight Time | To be determined by Joint Implementation Team (JIT) |
|  | 7.Q.4.a.<br>7.Q.4.d.<br>7.Q.4.f.<br>7.Q.4.g. | Scheduling | Reassignment Pay – International | Dec 2026 Bid Period |
| 7 | 7.Q. | Scheduling | Notiflyer and CCS Push Notifications | To be determined by Joint Implementation Team (JIT) |
| 7 | 7.Q.5.j.(1). | Scheduling | Schedule Change Acknowledgment | Dec 2027 |
| 7 | 7.Q.5.j.(2) | Scheduling | Schedule Change Acknowledgment during sit | Dec 2027 |
| 7 | 7.W.3.a. | Scheduling | Connection Time | Sep 2026 Bid Period |
| 7 | 7.W.3.b. | Scheduling | Connection Time | Sep 2026 Bid Period |
| 7 | 7.X. | Scheduling | Notification | Sept 2027 |

| Section | Contract Location | Section Name | Topic | DOS Completion |
|---|---|---|---|---|
| 8 | 8.B | Reserve | Move up line requests | To be determined by Joint Implementation Team (JIT) |
| 8 | 8.C.1. | Reserve | Reserve ordering | To be determined by Joint Implementation Team (JIT) |
| 8 | 8.C.3. | Reserve | Reserve ordering | To be determined by Joint Implementation Team (JIT) |
| 8 | 8.C.4. | Reserve | International Purser & Language Qualified Reserve ordering | To be determined by Joint Implementation Team (JIT) |
| 8 | 8.D.2.a. | Reserve | Reserve Preferencing - Day Classifications | To be determined by Joint Implementation Team (JIT) |
| 8 | 8.D.9.c. | Reserve | Reserve Assignments – Special Qual Pairing assignment if no special qual RSVs – goes to order of assignment | To be determined by Joint Implementation Team (JIT) |
| 8 | 8.G.4 | Reserve | Reserve Availability Periods | To be determined by Joint Implementation Team (JIT) |
| 8 | 8.H.10. | Reserve | Open Time Pick Up for First RSV day | To be determined by Joint Implementation Team (JIT) |
| 8 | 8.N.7.a. | Reserve | Pre-board assignment – to incl pairing info and position | Dec 2027 |
| 8 | 8.O.3. | Reserve | Reserve Time (CCS) to include standby positions | To be determined by Joint Implementation Team (JIT) |
| 8 | 8.O.7.(a). | Reserve | Reserve Assignment Contact - option to receive text message in lieu of phone calls | Dec 2027 |

| Section | Contract Location | Section Name | Topic | DOS Completion |
|---|---|---|---|---|
| 9 | 9.D.4.b.(2). | Special Quals | International Purser performance review | Dec 2026 Bid Period |
| 11 | 11.B.1. | Training & General Meetings | FAs paid for all training deadhead after lifting 5-hour cap | Dec 2026 Bid Period |
| 11 | 11.C.4. | Training & General Meetings | Additional Day | Dec 2027 Bid Period |
| 11 | 11.C.4.a. | Training & General Meetings | Ineligible for Next Pairing | Dec 2026 Bid Period |
| 11 | 11.D.4. | Training & General Meetings | Same rest requirements as operating pairings at and after trainings | Dec 2026 Bid Period |
| 11 | 11.D.6. | Training & General Meetings | Pick up window for required trainings/ meetings before “shall be assigned” changed to last day of month prior to designated month | Sept 2026 Bid Period |
| 11 | 11.D.6. | Training & General Meetings | CQ Training attendance | Dec 2026 Bid Period |
| 11 | 11.D.7. | Training & General Meetings | Pick up training/general dates at other bases | Dec 2027 Bid Period |
| 11 | 11.E.2. | Training & General Meetings | Reserves trade on first or last days | Dec 2026 Bid Period |
| 12 | 12.B.4. | Vacations | Vacation 401k | June 2027 |
| 12 | 12.I.4. | Vacations | Operational Fly Through - WF/PF | March 2027 |
| 12 | 12.I.4.a. | Vacations | Operational Fly Through– June, July, August | March 2027 |
| 13 | 13.A.2. | Sick Leave | Sick Bank increase max accrual | Sep 2027 Bid Period |
| 17 | 17.A. (all) | Filling of Vacancies | Transfer process required to publish language (announce) | Dec 2027 Bid Period |
| 21 | 21.B.4.b.(13). | Drug & Alcohol Testing | LTD plan waiting period waived | Oct 2026 Bid Period |
| 22 | 22.D.4. | Personnel Files | Approved occupational absences will not generate attendance points | Dec 2026 Bid Period |
| 22 | 22.E.2.a.(2). | Personnel Files | Decrease Performance Warning 2 duration from 18 months to 12 months | Dec 2026 Bid Period |

| Section | Contract Location | Section Name | Topic | DOS Completion |
|---|---|---|---|---|
| 22 | 22.G. | Personnel Files | Counseling comes out after 1 year instead of 2 years | Dec 2026 Bid Period |
| 25 | 25.C.5. | Uniforms | Access to uniform points once they are cleared as opposed to when returned | Dec 2026 Bid Period |
| 25 | 25.L | Uniforms | Company will replace 1 of each purser component each calendar year | Nov 26 Bid Period |
| 28 | 28.B.4.b.(2) | Commuter Program | FA able to utilize offline flights to qualify. | Aug 2026 Bid Period |
| 29 | 29.A.2.g. | Benefits | Credit threshold for employer Subsidy for health care benefits | Tracking to start October 2026 for Benefits year 2028 |
| LOA | LOA 23 | LOA | One-Time Payment | Sep 15, 2026 |

**LETTER OF AGREEMENT**
**BETWEEN**
**UNITED AIRLINES, INC.**
**AND**
**THE FLIGHT ATTENDANTS**
**IN THE SERVICE OF**
**UNITED AIRLINES, INC.**
**AS REPRESENTED BY**
**ASSOCIATION OF FLIGHT ATTENDANTS-CWA, AFL-CIO**

This Letter of Agreement is made and entered into in accordance with the Railway Labor Act by and between United Airlines, Inc. (the "Company") and the Association of Flight Attendants – CWA, AFLCIO (the "Union").

WHEREAS during the negotiations between the Company and the Union (collectively, the "parties") leading to the 2016 – 2021 Agreement (the "Agreement"), the parties agreed upon an orderly process to resolve issues raised by the use of new technology that affects Flight Attendant duties,

NOW THEREFORE, the parties to this Letter of Agreement hereby agree as follows:

In the event that the use of new technology will result in material changes to the duties performed by Flight Attendants during the term of the Agreement, the parties will promptly meet for the purpose of agreeing upon the method and particulars of the implementation of the new technology.

The parties to this Letter of Agreement hereby agree that it shall run concurrently with the 2026-2031 Agreement, and shall be concurrently subject to the provisions pertaining to duration and amendment contained therein.
.

The parties hereto have signed this Letter of Agreement this 31st day of May, 2026.

**FOR THE FLIGHT ATTENDANTS IN THE SERVICE OF UNITED AIRLINES, INC.:**

/s/_____
Sara Nelson, President
Association of Flight Attendants-CWA, AFL-CIO

/s/_____
Ken Diaz, President
United MEC

/s/_____
Melinda Beal, Chairperson
AFA Negotiations Committee

/s/_____
Christopher Bruton, Member
AFA Negotiations Committee

/s/_____
Randy Hatfield, Member
AFA Negotiations Committee

**FOR UNITED AIRLINES, INC.:**

/s/_____
Nathan W. Lopp
Vice President –
Labor Relations

/s/_____
Dean Whittaker
Vice President –
Inflight Operations

/s/_____
Michielle Sego-Johnson
Vice President –
Inflight Services & Catering Ops

/s/_____
Robert T. Krabbe
Managing Director –
Inflight & Intl. Labor Relations

/s/_____
Jillian Fox
Director –
Inflight Crew Scheduling

/s/_____
W. Jason Silber
Senior Manager –
Crew Schedule Planning

**LETTER OF AGREEMENT**
**BETWEEN**
**UNITED AIRLINES, INC.**
**AND**
**THE FLIGHT ATTENDANTS**
**IN THE SERVICE OF**
**UNITED AIRLINES, INC.**
**AS REPRESENTED BY**
**ASSOCIATION OF FLIGHT ATTENDANTS-CWA, AFL-CIO**

This Letter of Agreement is made and entered into in accordance with the Railway Labor Act by and between United Airlines, Inc. (the "Company") and the Association of Flight Attendants – CWA, AFL-CIO (the "Union").

During the negotiations between the Company and the Union (collectively, the "parties") leading to the 2016 – 2021 Agreement (the "Agreement"), the parties agreed to following:

At least twice a year, the Company will meet with the Union to mutually determine whether jetway trading will be expanded to other international locations.

The parties to this Letter of Agreement hereby agree that it shall run concurrently with the 2026-2031 Agreement, and shall be concurrently subject to the provisions pertaining to duration and amendment contained therein.

The parties hereto have signed this Letter of Agreement this 31st day of May, 2026.

**FOR THE FLIGHT ATTENDANTS IN THE SERVICE OF UNITED AIRLINES, INC.:**

/s/_____
Sara Nelson, President
Association of Flight Attendants-CWA, AFL-CIO

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**LETTER OF AGREEMENT**
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**THE FLIGHT ATTENDANTS**
**IN THE SERVICE OF**
**UNITED AIRLINES, INC.**
**AS REPRESENTED BY**
**ASSOCIATION OF FLIGHT ATTENDANTS-CWA, AFL-CIO**

This Letter of Agreement is made and entered into in accordance with the Railway Labor Act by and between United Airlines, Inc. (the "Company") and the Association of Flight Attendants – CWA, AFL-CIO (the "Union").

*W I T N E S S E T H:*

Whereas, the Company and the Association have entered into a Joint Collective Bargaining Agreement (the "JCBA"); and

Whereas, the Company and the Union wish to state the agreement they have reached with respect to the annual rate setting process applicable to the Flight Attendants' medical, dental and prescription drug programs;

Now, Therefore, the Company and the Union mutually agree as follows, effective on the effective date of the Collective Bargaining Agreement:

I. **The following provisions apply to Medical rate setting under Section 29.B.4.:**

**A.** In the implementation of the provisions of Section 29.B.4. of the Collective Bargaining Agreement, the determination of the Required Monthly Contributions for years after the One-time Cost Share Reset as defined in the last sentence of Section 29.B.4.c.(1)., the Company and the Union will annually follow the procedures set forth in this Letter of Agreement, subject to any transitional rules in the Collective Bargaining Agreement that override the terms of this Letter of Agreement.

**B. Contributions For Calendar Years After One-time Cost Share Reset for Flight Attendants in Active Service**. For each calendar year, the Required Monthly Contribution in a Core Medical Option, the Traditional Medical PPO Option or the Select Regional Medical Plans shall not exceed 20% of the actuarially-determined "Total Projected Cost" of the Option or Plan for such calendar year, for each Coverage Tier, subject to the adjustments, limitations and permitted variances hereinafter set forth. Total Projected Cost shall be determined in accordance with Paragraph I.D. below and the Experience True-up to correct for deviations of actual from projected cost as provided in Paragraph I.E. below. The rate of Required Monthly Contributions is subject to the permitted deviation and the limitation on maximum year-over-year increases in Required Monthly Contributions provided in Paragraph I.F. below.

**C.** Definitions. For purposes of Paragraphs I.A. through I.G. the following terms will have the meanings ascribed to them:

**(1)** "**Claims Experience**": For purposes of determining Total Projected Cost of any self-insured medical plan or program in which active employees of the Company and/or pre- Medicare retirees of the Company are eligible to participate, the term "Claims Experience" means the per-capita rate of actual claims paid and incurred plus unpaid claim liability during the Experience Period by all active employees of the Company and pre-Medicare retired employees of the Company, enrolled in a domestic medical plan (U.S. and territories) including employees enrolled in the medical plans set forth in Sections 29.B.1.b. and 29.B.1.c. For any insured plan or the insured portion of any plan, "Claims Experience" is 85% of the most recent available gross premium rate. Total Projected Cost of any medical program offered to Medicare-eligible retired employees of the Company will be determined as a separate risk pool.

**(2)** "**Costs of Administration**": For self-insured plans or programs, and for the self-insured component of any hybrid plan or program, "Costs of Administration" means the actual charges of any third-party claims administrator, pharmacy benefits manager, behavioral health manager, disease management/smoking cessation vendor, and wellness vendor including any "load" or other charge for administration of the wellness initiatives. For fully-insured plans or programs, and for the insured components of any hybrid plan or program, "Costs of Administration" shall be a maximum of 15% of the gross premium paid. "Costs of Administration" include any excise tax relating to medical plans imposed upon the Company pursuant to Section 49801 of the Internal Revenue Code of 1986, as amended by Section 9001 of the Patient Protection and Affordable Care Act of 2010, Public Law 111.148 (the "Excise Tax"). "Costs of Administration" does not include any other cost, fee, charge or expense of the Company in connection with maintaining the plan or program, including, without limitation, any charge or expense of any third-party vendor (other than the vendors listed in the first sentence of this subparagraph) or for wages or benefits of Company employees providing ancillary, administrative, record keeping or other support services for the plan or program. Should the Company pursue a re-insurance (stop-loss) coverage, the expected net cost of coverage, which is calculated as gross premium minus expected recoveries, will be included in the costs of administration. For purposes of determining Total Projected Costs, Costs of Administration for fully-insured and self-insured options are pooled and applied as a level percentage of Total Projected Cost.

**(3)** "**Determination Year**": The year prior to the Rating Year, during which the Company Actuary determines Total Projected Cost and contribution rates to be effective during the Rating Year.

**(4)** "**Experience Period**": The "Experience Period" is a period of 24 consecutive months divided into historical segments of 12 consecutive calendar months each and given equal weight

assuming consistent experience.

**(5)** "**Look-Back Year**": The year immediately preceding the Determination Year.

**(6)** "**Margin**": "Margin" refers to any intentional difference between a measure or quantity as used and the same measure or quantity reflecting "best estimate" assumptions. Margins may be implicit (derived using modified assumptions or elements) or explicit (derived by modifying the end result).

**(7)** "**Offsets**": "Offsets" shall include discounts and manufacturer, vendor and other rebates and payments, together with any other amounts determined by the Company Actuary as being properly treated as an offset to costs. Government subsidies received by the Company, such as subsidies under the federal Medicare Part D Retiree Drug Subsidy Program administered by the Centers for Medicare and Medicaid Services ("CMS") pursuant to the Medicare Prescription Drug Improvement and Modernization Act of 2003, Public Law 108.173, shall be applied as offsets at such time as any Excise Tax becomes includible in Costs of Administration.

**(8)** "**Rating Year**": The "Rating Year" is the year for which total costs are being projected, and in which the contribution rates being established, by the methodology provided in this paragraph I, will be charged to Flight Attendants.

**(9)** "**Total Projected Cost**": "Total Projected Cost" means the Claims Experience for the Experience Period, drawn from all health care programs offered by the Company during the Experience Period, across all Coverage Tiers, adjusted for differences in plan design between the Experience Period and the Rating Year, normalized using relative values, consolidated, trended to reflect reasonably anticipated changes in health costs, and actuarially projected to the Rating Year, subject to such other adjustments, if any, as are determined by the Company Actuary to be actuarially appropriate, plus expected Costs of Administration, less Offsets, without explicit or implicit Margin. Rates per unit of coverage in the Core Medical Options and Traditional Medical PPO shall be derived from Total Projected Cost. True-up amounts in accordance with Paragraph E are separately determined amounts and are not part of Claims Experience or Total Projected Cost.

**D. Determination of Total Projected Cost and Rates Per Unit of Coverage**. The methodology and procedure the parties will follow each Determination Year to determine Total Projected Cost for the Rating Year, and to derive from Total Projected Cost the rates of contribution for each Core Medical Option and the Traditional Medical PPO (including the prescription drug component of such Core Medical Option and the Traditional Medical PPO) and Coverage Tier for the Rating Year, will be as set forth herein.

**E. Experience True-Up**. In each Determination Year, actual costs

incurred in the Look-Back Year are compared to the Total Projected Cost for the Look-Back Year to determine if adjustment is required under the following rules:

**(1)** Adjustment for Deviations of Actual Enrollment from Expected Enrollment. The Total Projected Cost that was used to set contribution rates for the Look-Back Year shall be adjusted to correct for deviation of actual enrollments in the various medical plans, options and programs from the anticipated enrollments originally used to determine Total Projected Costs for the Look-Back Year ("Enrollment-adjusted Total Projected Costs").

**(2) Gains and Losses**. Historical gains and losses (the difference between the Enrollment-adjusted Total Projected Costs and actual incurred costs for the Look-Back Year) are identified and quantified.

**(3) Amortization of Gains and Losses**. For any Look-Back Year in which there are gains or losses, the portion of such gain or loss shall be halved and applied per capita to Flight Attendants in Active Service and retired Flight Attendants in the Before-Medicare Medical Benefits without interest to decrease (in the case of gains) or increase (in the case of losses) the Total Projected Cost levelly over two Rating Years beginning with the Rating Year immediately following the Determination Year in which the True-Up calculation is made. For example, the first true-up Determination Year hereunder will be 2018, with 2017 as the first Look-Back Year and, if an adjustment is required because 2017 gains or losses were ±1%, one-half of one percent (0.5%) of the enrollment-adjusted Total Projected Cost for the Look-Back Year (which is half of such excess gain or loss) would be applied to adjust Total Projected Costs for the 2019 Rating Year, and the remaining excess gain or loss for 2017 as remeasured in 2019 Determination Year would be applied to adjust Total Projected Costs for the 2020 Rating Year. Due to additional runout claims, the second year amortization of the excess 2017 gain or loss may not exactly match the first year amortization. Amortization schedules will be maintained so that, for each Rating Year after 2019, the accumulated net amortizable gain or loss required to be taken into account in that Rating Year shall be subtracted from, or added to, Total Projected Cost for purposes of determining contributions.

**(4) Aggregate Contribution Adjustments**. Required contributions for non-retired Employees for coverage under all medical plans offered by the Company excluding the Core HDHP option, shall be subject to the further limitation that the Company shall pay not less than 80% in the aggregate of the Enrollment-adjusted Total Projected Cost of all medical plans offered by the Company to its employees, provided "employees" for this purpose means in addition to Flight Attendants any other workgroups that subscribed to all of the Flight Attendant medical plan offerings and contributions, in accordance with the following:

a. Each year beginning with 2020, Enrollment-adjusted Total Projected Costs (excluding Total Projected Costs

for the Core HDHP Option), shall be compared to the aggregate contributions, using year-to-date data through October, for coverage under all medical plan options offered by the Company, excluding the Core HDHP.

b. The contributions for all Company-offered medical options (excluding the HDHP) will be normalized to reflect the assumed level of participation in the wellness credits. This provision will not be used to subvert the basic Aggregate 80%/20% Contribution Limit.

c. If aggregate employee contributions (excluding the Core HDHP Option) are 20% or less of the Enrollment-adjusted Total Projected Costs (excluding Total Projected Costs for the Core HDHP Option), no adjustment will be made. However, if aggregate employee contributions (excluding the Core HDHP Option) exceed 20% of Enrollment-adjusted Total Projected Costs (excluding Total Projected Costs for the Core HDHP Option), an aggregate contribution adjustment, for the full year, equal to the excess, on a level percentage basis, will be made to employees by the end of the plan year. Such adjustment does not apply to the employees enrolled in the Core HDHP Option, nor those who have left the plan prior to the aggregate contribution adjustment.

**F. Limitation on Year-Over-Year Increases in Required Monthly Contributions for Flight Attendants in Active Service.** Any increase in the Required Monthly Contribution for the Core Medical Options, Traditional PPO Medical Plan and Select Regional Medical Plans, from one calendar year to the next, will not exceed 9.25% of the prior year's contribution (except that this percentage will vary for the individual Flight Attendant after taking into account credits and surcharges), rounded to the nearest penny, consistent with the Core Option and Traditional PPO Medical Plan 80%/20% Limit, in accordance with the following:

(1) In no event will the Participant's contribution by Coverage Tier on a composite basis exceed the lesser of: (A) 20% of Total Projected Cost, with an upward variation tolerance of 0.1%, such variance permitted, not as a matter of routine, but in order to accommodate rounding, or (B) 109.25% of the prior year's contribution by Coverage Tier on a composite basis. Composites for the purposes of this Paragraph combine the separate rates for tobacco users and those Flight Attendants who incur spousal surcharges into an overall rate.

(2) The limitations provided in this Paragraph I.F.(2) will be applied after all computations and adjustments described in Paragraphs I.D. and I.E. above have been carried out.

**G. Determination of Total Projected Cost for Retiree Medical Benefits**. For purposes of determining the Total Projected Cost for Before- and After-Medicare Medical benefits for all retired Flight Attendants (other than pre-7/1/03 sUA retired Flight Attendants) the

procedures described in Paragraphs I.D. through I.F. will apply, except that, for Flight Attendants retiring on or after the effective date of the Agreement, wellness credits and spousal surcharges will be included for Before-Medicare Medical Benefit Coverage and excluded for After-Medicare Medical Benefit coverage.

II. **The following provisions apply to Dental rate setting under Section 29.C.4.:**

**A.** In the implementation of the provisions of Section 29.C.4. of the Collective Bargaining Agreement, the determination of the Required Monthly Contributions for years after the One-time Cost Share Reset, the Company and the Union will annually follow the procedures set forth below.

**B. Contributions For Calendar Years After One-time Cost Share Reset**. For each calendar year, the Required Monthly Contribution in the Core Dental Option shall not exceed 20% of the actuarially-determined "Total Projected Cost" of the Coverage Tier elected for such calendar year, subject to the adjustments, limitations and permitted variances hereinafter set forth. Total Projected Cost shall be determined in accordance with Paragraph II.D. below. The rate of required contributions is subject to the permitted deviation and the limitation on maximum year-over-year increases in Required Monthly Contributions provided in Paragraph II.E. below.

**C. Definitions**. For purposes of Paragraphs II.D. through II.E., the definitions in Paragraph I.C. shall apply, except as follows:

**(1) "Claims Experience":** For purposes of determining Total Projected Cost of any self-insured dental plans or programs in which active employees of the Company are eligible to participate, the term "Claims Experience" means the actual claims paid and incurred plus unpaid claim liability during the Experience Period by all active employees of the Company. In the event the Company offers an insured plan, excluding dental HMOs, such plan or the insured portion of any plan, "Claims Experience" is 85% of the most recent available gross premium.

**(2) "Costs of Administration":** For self-insured plans or programs, and for the self-insured component of any hybrid plan or program, "Costs of Administration" means the actual charges of any third-party claims administrator. For fully-insured plans or programs, and for the insured components of any hybrid plan or program, "Costs of Administration" shall be 15% of the gross premium paid. "Costs of Administration" include any excise tax relating to dental plans imposed upon the Company pursuant to Section 49801 of the Internal Revenue Code of 1986, as amended by Section 9001 of the Patient Protection and Affordable Care Act of 2010, Public Law

111.148 (the "Excise Tax"). "Costs of Administration" does not include any other cost, fee, charge or expense of the Company in connection with maintaining the plan or program, including, without limitation, any charge or expense of any third-party vendor (other than the vendors listed in the first sentence of this Paragraph) or for wages or benefits of Company employees providing ancillary, administrative, record-keeping or other support services for the plan or program.

**(3) "Offsets":** "Offsets" shall include discounts and manufacturer, vendor and other rebates and payments, together with any other amounts determined by the Company Actuary as being properly treated as an offset to costs.

**(4) "Total Projected Cost":** "Total Projected Cost" means the Claims Experience for the Experience Period, drawn from all dental care programs, excluding dental HMOs (insured or self-insured), offered by the Company during the Experience Period, across all Coverage Tiers, adjusted for changes in plan design from the Experience Period to the Rating Year, normalized using relative values, consolidated, trended to reflect reasonably anticipated changes in dental costs, and actuarially projected to the Rating Year, subject to such other adjustments, if any, as are determined by the Company Actuary to be actuarially appropriate, plus Costs of Administration, less Offsets, without explicit or implicit Margin. Rates per unit of coverage in the Core Dental Option shall be derived from Total Projected Cost.

D. **Determination of Total Projected Cost and Rates Per Unit of Coverage**. The methodology and procedure the parties will follow each Determination Year to determine Total Projected Cost for the Rating Year, and to derive from Total Projected Cost the rates of contribution for the Core Dental Option and Coverage Tier for the Rating Year, will be as set forth herein.

E. **Limitation on Year-Over-Year Increases in Required Monthly Contributions**. Any increase in the Required Monthly Contribution for the Core Dental Option, from one calendar year to the next, will not exceed 9.25% of the prior year's contribution, rounded to the nearest penny. In no event will the Participant's contribution by Coverage Tier exceed the lesser of: (A) 20% of Total Projected Cost, with an upward variation tolerance of 0.1%, such variance permitted, not as a matter of routine, but in order to accommodate rounding, or (B) 109.25% of the prior year's contribution by Coverage Tier.

III. **The following General Provisions apply to Medical and Dental rate setting:**

**A. Annual Rate-Setting and Aggregate Contribution Adjustments Schedule.** The parties shall adhere to the following timeline each year, unless otherwise agreed:

| By This Date | Action to Be Taken |
|---|---|
| September 1 | Company shall provide to AFA:<br>- All final Methodology Documents<br>- Rate charts for<br>• Actives<br>• Post-7/1/2003, Pre-65 retirees |
| | Company shall provide to AFA:<br>- Rate charts for<br>• Pre-7/1/2003, Pre-65 retirees<br>• All post-65 retirees including Medicare HMOs |
| October 31 | Company shall provide Aggregate Contribution Adjustment data and calculations to AFA (Medical only) |
| November 15 | AFA shall provide the Company with written notice of final agreement or disagreement on Aggregate Contribution Adjustments (Medical only) |

**B. Rate Setting and True-Up Disputes.** Any final determination in an arbitration filed by the Air Line Pilots Association under its Rate Setting Letter of Agreement shall be applied to Flight Attendants under this Agreement, as applicable.

**C. Definition of Company.** Notwithstanding anything herein to the contrary, for purposes of this Letter of Agreement the terms “United Airlines” and “Company” include Continental Micronesia, Inc. and any other affiliate of such entities which sponsors any medical or dental plan referred to herein.

This Letter of Agreement will be effective on the Effective Date of the Collective Bargaining Agreement and will remain in full force and effect concurrent with the provisions of Section 29, Benefits .

The parties hereto have signed this Letter of Agreement this 31st day of May, 2026.

**FOR THE FLIGHT ATTENDANTS IN THE SERVICE OF UNITED AIRLINES, INC.:**

/s/_____
Sara Nelson, President
Association of Flight Attendants-CWA, AFL-CIO

/s/_____
Ken Diaz, President
United MEC

/s/_____
Melinda Beal, Chairperson
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**LETTER OF AGREEMENT**
**BETWEEN**
**UNITED AIRLINES, INC.**
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**THE FLIGHT ATTENDANTS**
**IN THE SERVICE OF**
**UNITED AIRLINES, INC.**
**AS REPRESENTED BY**
**ASSOCIATION OF FLIGHT ATTENDANTS-CWA, AFL-CIO**

This Letter of Agreement is made and entered into in accordance with the Railway Labor Act by and between United Airlines, Inc. (the "Company") and the Association of Flight Attendants – CWA, AFLCIO (the "Union").

WHEREAS during the negotiations between the Company and the Union (collectively, the "parties") leading to the 2016 – 2021 Agreement (the "Agreement"), the parties recognized that there are certain issues specifically related to the International Domiciles.

THEREFORE the parties to this Letter of Agreement hereby agree as follows regarding International Domiciles.

1. The Company is committed to providing access to information and resources to timely resolve Flight Attendant concerns regarding insurance, payroll or other benefit issues. Staff who provide assistance will understand that there are time zone issues and cultural differences that should be respected.

2. Documents submitted by the Flight Attendants such as receipts and reports from non-Flight Attendants, e.g. doctors or lawyers, may be written in languages other than English, and the Company will bear the cost of translation. Flight Attendant reports shall be written in English.

3. Subject to the terms of Section 29 of the Contract, it is the goal to ensure that benefits provided in the Contract are applicable to all Flight Attendants. When benefits in the Contract are inapplicable to Flight Attendants in International Domiciles, the Company shall pursue available options that would provide comparable benefits. The benefits will include, but not be limited to: tax deferral or savings alternatives similar to 401(k) Plans, Medical/Dental Plans, Social Security/Pension Plans.

4. When vacancies are posted for International Domiciles, the Company will include an informational packet detailing information about the nation/city, immigration requirements, the tax information related to working out of the International Domicile, and other information helpful to the Flight Attendant's potential relocation.

5. Should United open an additional International Domicile(s), representatives of the Company and the Union will meet to address the issues set forth in above Paragraph 4, as well as the taxation information and tax reporting relationships between the relevant countries and any issues specific to the country, prior to the opening of the International Domicile. United must do everything within its power to assist Flight Attendants in getting the necessary visas and immigration approvals needed to exercise their seniority in the transfer process.

6. The parties to this Letter of Agreement hereby agree that it shall run concurrently with the 2026-2031 Agreement, and shall be concurrently subject to the provisions pertaining to duration and amendment contained therein.

The parties hereto have signed this Letter of Agreement this 31st day of May, 2026.

**FOR THE FLIGHT ATTENDANTS IN THE SERVICE OF UNITED AIRLINES, INC.:**

/s/_____
Sara Nelson, President
Association of Flight Attendants-CWA, AFL-CIO

/s/_____
Ken Diaz, President
United MEC

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Melinda Beal, Chairperson
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Crew Schedule Planning

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**IN THE SERVICE OF**
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**AS REPRESENTED BY**
**ASSOCIATION OF FLIGHT ATTENDANTS-CWA, AFL-CIO**

This Letter of Agreement is made and entered into in accordance with the Railway Labor Act by and between United Airlines, Inc. (the "Company") and the Association of Flight Attendants – CWA, AFLCIO (the "Union").

WHEREAS during the negotiations between the Company and the Union (collectively, the "parties") leading to the 2016 – 2021 Agreement (the "Agreement"), the parties agreed upon terms for Flight Attendants who will rotate on Reserve in Bases as set forth in Section 8.A.

NOW THEREFORE, the parties to this Letter of Agreement hereby agree on the following terms regarding Reserve Rotation.

1. A Reserve pool shall be established at each Base or applicable sub-Base to provide Reserve coverage according to each Base's (or sub-Base's) Reserve quota in the following manner:

a. With the exception of the top twenty-five per cent (25%) of each Base, who are exempt from Reserve rotation, every Flight Attendant will be designated either "A" or "B" for identification. Such letter designation does not necessarily place a Flight Attendant within the Reserve rotation. All Reserve quotas will be assigned from the junior most Flight Attendant upward.

b. Where an International Purser sub-Base exists, International Pursers will be designated for Reserve rotation within their sub-Base according to the formula in Paragraph a. above.

    i. International Pursers who opt out pursuant to Section 9.D.3.f. will carry with them the designator assigned within the sub-Base;

    ii. When the Company offers opt outs in excess of 2% in accordance with Section 9.D.3.f., it may bypass International Purser(s) in their designated Reserve rotation month who are requesting to opt out in seniority order if necessary to ensure adequate Reserve coverage within the sub-Base.

c. At each Base (or sub-Base), the most junior Flight Attendants will serve on Reserve in accordance with their designated letter in the following month:

| "A" | "B" |
|---|---|
| January | February |
| March | April |
| May | June |
| July | August |
| September | October |
| November | December |

d. Notwithstanding Paragraphs 1.a. and b. above, all Flight Attendants will serve on continuous Reserve status for five (5) years or until such time as their seniority allows them to be awarded a line of flying. After such five (5) year period, they shall be designated "A" or "B" and will serve on Reserve status in accordance with their seniority and group designation.

e. Any Flight Attendant who preferences Reserve will be awarded the Reserve line according to their seniority. If a Lineholder on A/B rotation does preference a Reserve assignment during their Lineholder month, it will not affect their assignment to Reserve the following month.

f. A designated Reserve shall not, by virtue of their seniority, force a designated Lineholder into Reserve status.

1. During the month prior to the bidding of vacations, the "A/B" letter designations will be revised at each Base for the following year to be effective from February through January.
2. A Flight Attendant who transfers into a Base covered by A/B rotation, shall be designated by the Company as "A" or "B" unless they fall within the top twenty-five per cent (25%) of their new Domicile on the effective date of the transfer.
3. During the year, should any Base experience a significant imbalance in the relative seniority of the senior Reserves in each group, the MEC President or designee and the WHQSK Manager of Advance Scheduling Operations/designee, by mutual agreement shall take appropriate action to restore a proper balance.
4. In any given month, the most senior designated Reserves and the most junior Lineholders of the same letter should preference both schedule and Reserve positions.
5. A Flight Attendant shall be allowed to trade their Reserve rotation "A" designation for "B" or vice versa, provided the trade is with another Flight Attendant considered as coming within the Reserve rotation. Once accomplished, however, the Flight Attendant may not trade back to their original letter designation for the balance of the bid year unless action is taken pursuant to Paragraph 4. above.
6. The parties to this Letter of Agreement hereby agree that it

shall run concurrently with the 2026-2031 Agreement, and shall be concurrently subject to the provisions pertaining to duration and amendment contained therein.

The parties hereto have signed this Letter of Agreement this 31st day of May, 2026.

**FOR THE FLIGHT ATTENDANTS IN THE SERVICE OF UNITED AIRLINES, INC.:**

/s/_____
Sara Nelson, President
Association of Flight Attendants-CWA, AFL-CIO

/s/_____
Ken Diaz, President
United MEC

/s/_____
Melinda Beal, Chairperson
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/s/_____
Christopher Bruton, Member
AFA Negotiations Committee

/s/_____
Randy Hatfield, Member
AFA Negotiations Committee

**FOR UNITED AIRLINES, INC.:**

/s/_____
Nathan W. Lopp
Vice President –
Labor Relations

/s/_____
Dean Whittaker
Vice President –
Inflight Operations

/s/_____
Michielle Sego-Johnson
Vice President –
Inflight Services & Catering Ops

/s/_____
Robert T. Krabbe
Managing Director –
Inflight & Intl. Labor Relations

/s/_____
Jillian Fox
Director –
Inflight Crew Scheduling

/s/_____
W. Jason Silber
Senior Manager –
Crew Schedule Planning

**LETTER OF AGREEMENT**
**BETWEEN**
**UNITED AIRLINES, INC.**
**AND**
**THE FLIGHT ATTENDANTS**
**IN THE SERVICE OF**
**UNITED AIRLINES, INC.**
**AS REPRESENTED BY**
**ASSOCIATION OF FLIGHT ATTENDANTS-CWA, AFL-CIO**

This Letter of Agreement is made and entered into in accordance with the Railway Labor Act by and between United Airlines, Inc. (the "Company") and the Association of Flight Attendants – CWA, AFLCIO (the "Union").

WHEREAS during the negotiations between the Company and the Union (collectively, the "parties") leading to the 2016 – 2021 Agreement (the "Agreement"), the parties agreed upon terms for the establishment of Flight Attendant satellite bases ("Satellite Bases"),

NOW THEREFORE, the parties to this Letter of Agreement hereby agree that the Satellite Bases may be established as follows:

A. The Company may establish Satellite Bases that will be considered sub-Bases of the existing Flight Attendant Bases ("geographical Bases").

1. The Company may establish special qualifications for bid within each Satellite Base to include Flight Service Leader and Language Qualified Flight Attendants, based on the needs of the service.

2. Flying within each Satellite Base shall be bid and awarded separate from the geographical Base of which each Satellite Base is a sub-Base.

B. The Company will staff Satellite Bases by first accepting voluntary transfers in seniority order in accordance with Section 17 (Filling of Vacancies) of the Agreement. Remaining vacancies will be offered and awarded, in seniority order, to Flight Attendants affected by Base reductions within any geographic Bases, or by new hires.

C. In the event of a reduction-in-force at any Satellite Base, Flight Attendants staffed within such Base through the award of a vacancy, but excluding new hires, shall have preference over any voluntary transfers then on file to return to the geographic Base from which they originally transferred.

The parties to this Letter of Agreement hereby agree that it shall run concurrently with the 2026-2031 Agreement, and shall be concurrently subject to the provisions pertaining to duration and amendment contained therein.

The parties hereto have signed this Letter of Agreement this 31st day of May, 2026.

**FOR THE FLIGHT ATTENDANTS IN THE SERVICE OF UNITED AIRLINES, INC.:**

/s/_____
Sara Nelson, President
Association of Flight Attendants-CWA, AFL-CIO

/s/_____
Ken Diaz, President
United MEC

/s/_____
Melinda Beal, Chairperson
AFA Negotiations Committee

/s/_____
Christopher Bruton, Member
AFA Negotiations Committee

/s/_____
Randy Hatfield, Member
AFA Negotiations Committee

**FOR UNITED AIRLINES, INC.:**

/s/_____
Nathan W. Lopp
Vice President –
Labor Relations

/s/_____
Dean Whittaker
Vice President –
Inflight Operations

/s/_____
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Vice President –
Inflight Services & Catering Ops

/s/_____
Robert T. Krabbe
Managing Director –
Inflight & Intl. Labor Relations

/s/_____
Jillian Fox
Director –
Inflight Crew Scheduling

/s/_____
W. Jason Silber
Senior Manager –
Crew Schedule Planning

**LETTER OF AGREEMENT**
**BETWEEN**
**UNITED AIRLINES, INC.**
**AND**
**THE FLIGHT ATTENDANTS**
**IN THE SERVICE OF**
**UNITED AIRLINES, INC.**
**AS REPRESENTED BY**
**ASSOCIATION OF FLIGHT ATTENDANTS-CWA, AFL-CIO**

This Letter of Agreement is made and entered into in accordance with the Railway Labor Act by and between United Airlines, Inc. (the "Company") and the Association of Flight Attendants – CWA, AFL-CIO (the "Union").

WHEREAS during the negotiations between the Company and the Union (collectively, the "parties") leading to the 2016 – 2021 Agreement (the "Agreement"), the parties agreed upon an orderly process to resolve issues regarding the scope of Flight Attendant bargaining unit and duties,

NOW THEREFORE, the parties to this Letter of Agreement hereby agree as follows:

1. Except as specifically provided in the Foreign National Letter of Agreement, neither UAL, Inc., United Airlines, nor a successor, assign, or subsidiary thereof (hereinafter referred to as the "Company"), will, if such entity has a controlling interest, whether acting individually or jointly with any of the above entities, conduct any commercial flight operations of the type historically performed by United Airlines Flight Attendants, unless it performs such work with Flight Attendants on the United Airlines System Seniority List. Such flying shall be performed in accordance with the terms and conditions of the existing agreement or any other applicable agreement or agreements between the Company and the Union.

2. Without limiting the foregoing, the Company agrees not to establish or purchase an alter-ego airline in whole or in part.

3. Notwithstanding Paragraph 1. above, to the extent permitted by law, the Company will recognize the Union as the exclusive bargaining representative for the Flight Attendants on any commuter airline (primary 135 carrier) which it establishes or purchases in whole or in significant part. Upon recognition, the Union and the Company agree to negotiate in a timely fashion a competitive agreement no less favorable than area standard contracts for similar flying operations.

4. In addition to the protections provided in Section 1 and in this Letter of Agreement 16, all flights operated by Pilots covered by the United Airlines/ALPA collective bargaining agreement ("United Pilot Agreement") and which require Flight Attendants will be staffed with United Flight Attendants covered by this Agreement.

5. United Express Flying
   a. The Company may create or acquire a controlling interest in and Control of a regional carrier conducting United

Express Flying, as the terms Control and United Express Flying are defined in the United Airlines/ALPA collective bargaining agreement ("United Pilot Agreement") at Section 1, as it may be amended. As an exception to Paragraph 1, above, flights of such United Express carrier may be staffed by Flight Attendants of such carrier unless the flights are operated by United Pilots covered by the United Pilot Agreement in which case they will be staffed by United Flight Attendants covered by this Agreement.

b. All protections and limitations regarding United Express Flying provided in Section 1 of the United Pilot Agreement, as it may be amended, shall apply to Flight Attendants covered by this Agreement.

6. The parties to this Letter of Agreement hereby agree that it shall run concurrently with the 2026-2031 Agreement, and shall be

The parties hereto have signed this Letter of Agreement this 31st day of May, 2026.

**FOR THE FLIGHT ATTENDANTS IN THE SERVICE OF UNITED AIRLINES, INC.:**

/s/_____
Sara Nelson, President
Association of Flight Attendants-CWA, AFL-CIO

/s/_____
Ken Diaz, President
United MEC

/s/_____
Melinda Beal, Chairperson
AFA Negotiations Committee

/s/_____
Christopher Bruton, Member
AFA Negotiations Committee

/s/_____
Randy Hatfield, Member
AFA Negotiations Committee

**FOR UNITED AIRLINES, INC.:**

/s/_____
Nathan W. Lopp
Vice President –
Labor Relations

/s/_____
Dean Whittaker
Vice President –
Inflight Operations

/s/_____
Michielle Sego-Johnson
Vice President –
Inflight Services & Catering Ops

/s/_____
Robert T. Krabbe
Managing Director –
Inflight & Intl. Labor Relations

/s/_____
Jillian Fox
Director –
Inflight Crew Scheduling

/s/_____
W. Jason Silber
Senior Manager –
Crew Schedule Planning

# LETTER OF AGREEMENT
# BETWEEN
# UNITED AIRLINES, INC.
# AND
# THE FLIGHT ATTENDANTS IN THE SERVICE OF
# UNITED AIRLINES, INC.
# AS REPRESENTED BY
# ASSOCIATION OF FLIGHT ATTENDANTS-CWA, AFL-CIO

This Letter of Agreement is made and entered into in accordance with the Railway Labor Act by and between United Airlines, Inc . (the "Company") and the Association of Flight Attendants – CWA, AFL- CIO (the "Union").

WHEREAS during the negotiations between the Company and the Union (collectively, the "parties") leading to the successor Agreement to the 2016 – 2021 Agreement (the "Agreement"), the parties agreed upon language in Section 25.D. related to the use of uniform points for the replacement of uniform items; and

WHEREAS the parties recognize that the Company is currently in the process to issue a new uniform to its uniformed employees, including its Flight Attendants;

NOW THEREFORE, the parties to this Letter of Agreement hereby agree as follows:

1. The terms of the November 30, 2016 letter regarding implementation as it relates to Uniforms will remain in effect through the implementation of the new uniform, currently projected to be April, 2025, subject to the terms of paragraph 4, below.

2. Uniform points issued in 2025 under paragraph 1, above, will be converted into new points under Section 25.D.5.a. at the rate of 4.18 new points per one (1) old point, upon implementation of the new uniform. Those points may then be used for the purchase of items under the new uniform program at the rate of one dollar per point.

3. Beginning in January of the year following implementation of the new uniform, Flight Attendants will receive the point allotment provided for in Section 25.D.5.a. of the successor Agreement, provided it has been ratified by that date.

4. The cost of the individual uniform items shall be published in Appendix A of this Letter of Agreement;

The cost of the individual uniform items may not increase from the costs listed in Appendix A through ratification of the next amended agreement following the successor Agreement that is currently being negotiated.

5. The Parties also agree that with the implementation of the new uniform, the Company will be responsible for the cost of the new hire uniform going forward.

6. The list of uniforms items in Appendix A may be amended to add/remove uniform items;

The parties hereto have signed this Letter of Agreement this 31st day of May, 2026.

**FOR THE FLIGHT ATTENDANTS IN THE SERVICE OF UNITED AIRLINES, INC.:**

/s/_____
Sara Nelson, President
Association of Flight Attendants-CWA, AFL-CIO

/s/_____
Ken Diaz, President
United MEC

/s/_____
Melinda Beal, Chairperson
AFA Negotiations Committee

/s/_____
Christopher Bruton, Member
AFA Negotiations Committee

/s/_____
Randy Hatfield, Member
AFA Negotiations Committee

**FOR UNITED AIRLINES, INC.:**

/s/_____
Nathan W. Lopp
Vice President –
Labor Relations

/s/_____
Dean Whittaker
Vice President –
Inflight Operations

/s/_____
Michielle Sego-Johnson
Vice President –
Inflight Services & Catering Ops

/s/_____
Robert T. Krabbe
Managing Director –
Inflight & Intl. Labor Relations

/s/_____
Jillian Fox
Director –
Inflight Crew Scheduling

/s/_____
W. Jason Silber
Senior Manager –
Crew Schedule Planning

| Category | Garment | Cost |
|---|---|---|
| Men’s | Tech coat | $114.00 |
| Women’s | winter hat | $23.00 |
| Women’s | scarf (narrow) | $14.00 |
| Men’s | Apron | $26.00 |
| Women’s | Pants (tapered) | $72.00 |
| Women’s | vest | $68.00 |
| Men’s | Hand tie | $16.50 |
| Women’s | Tech coat | $117.00 |
| Men’s | Sweater zip | $68.00 |
| Women’s | Pants (straight leg) | $74.00 |
| Men’s | Winter scarf | $38.00 |
| Women’s | SS blazer | $114.00 |
| Women’s | scarf (wide) | $19.50 |
| Men’s | Blazer | $132.00 |
| Men’s | Pants | $70.00 |
| Men’s | Clip tie | $21.50 |
| Men’s | Wool coat | $200.00 |
| Men’s | Winter hat | $23.00 |
| Men’s | Pocket square | $17.50 |
| Men’s | Gloves | $46.00 |
| Women’s | Blazer | $124.00 |
| Womens | Pants (boot cut) | $78.00 |
| Women’s | skirt | $72.00 |
| Women’s | Blouse LS | $44.00 |
| Women’s | SS vneck blouse | $48.00 |
| Women’s | Woven dress | $100.00 |
| Women’s | soft dress | $82.00 |
| Women’s | Wool coat | $198.00 |
| Women’s | Puffer | $78.00 |
| Women’s | Purse | $98.00 |
| Women’s | gloves | $45.00 |
| Men’s | Sweater mockneck | $60.00 |
| Men’s | Vest | $68.00 |
| Women’s | Blouse SS | $42.00 |
| Women’s | Sweater mockneck | $60.00 |

| Category | Garment | Cost |
|---|---|---|
| Men’s | Shirt - LS | $46.00 |
| Men’s | Shirts - SS | $44.00 |
| Men’s | Belt | $23.00 |
| Women’s | Cardigan | $64.00 |
| Women’s | winter scarf | $38.00 |
| Women’s | Belt | $23.00 |
| Women’s | Ruana | $58.00 |
| Women’s | Apron | $26.00 |

**LETTER OF AGREEMENT**
**BETWEEN**
**UNITED AIRLINES, INC.**
**AND**
**THE FLIGHT ATTENDANTS**
**IN THE SERVICE OF**
**UNITED AIRLINES, INC.**
**AS REPRESENTED BY**
**ASSOCIATION OF FLIGHT ATTENDANTS-CWA, AFL-CIO**

This Letter of Agreement is made and entered into in accordance with the Railway Labor Act by and between United Airlines, Inc. (the "Company") and the Association of Flight Attendants – CWA, AFL-CIO (the "Union").

The parties, hereby agree as follows:

Prior to the amendable date of this collective bargaining agreement between the Company and AFA, the Company shall not furlough any employee who appears on the United Flight Attendant System Seniority List(s) with a Flight Attendant seniority bid date of March 24, 2026 or earlier.

The Company shall be excused from compliance with the provisions of this Letter of Agreement above in the event that a circumstance over which the Company does not have control is the continuing cause of such non-compliance. Circumstances beyond the Company's control shall be: an act of nature; an ongoing labor dispute; grounding or repossession of a substantial number of the Company's aircraft by a government agency or a court order; loss or destruction of the Company's aircraft; involuntary reduction in flying operations due either to governmental action(s)/requirement(s) or to a decrease in available fuel supply or other critical materials for the Company's operation; revocation of the Company's operating certificate(s); war emergency; a terrorist act; or a substantial delay in the delivery of aircraft scheduled for delivery, provided that one of these listed occurrences has a material and substantial impact on the Company.

Agreed and entered into this 31st day of May, 2026.

**FOR THE FLIGHT ATTENDANTS IN THE SERVICE OF UNITED AIRLINES, INC.:**

/s/_____
Sara Nelson, President
Association of Flight Attendants-CWA, AFL-CIO

/s/_____
Ken Diaz, President
United MEC

/s/_____
Melinda Beal, Chairperson
AFA Negotiations Committee

/s/_____
Christopher Bruton, Member
AFA Negotiations Committee

/s/_____
Randy Hatfield, Member
AFA Negotiations Committee

**FOR UNITED AIRLINES, INC.:**

/s/_____
Nathan W. Lopp
Vice President –
Labor Relations

/s/_____
Dean Whittaker
Vice President –
Inflight Operations

/s/_____
Michielle Sego-Johnson
Vice President –
Inflight Services & Catering Ops

/s/_____
Robert T. Krabbe
Managing Director –
Inflight & Intl. Labor Relations

/s/_____
Jillian Fox
Director –
Inflight Crew Scheduling

/s/_____
W. Jason Silber
Senior Manager –
Crew Schedule Planning

**LETTER OF AGREEMENT**
**BETWEEN**
**UNITED AIRLINES, INC.**
**AND**
**THE FLIGHT ATTENDANTS IN THE SERVICE OF**
**UNITED AIRLINES, INC.**
**AS REPRESENTED BY**
**ASSOCIATION OF FLIGHT ATTENDANTS-CWA, AFL-CIO**

This Letter of Agreement is made and entered into in accordance with the Railway Labor Act by and between United Airlines, Inc. (the "Company") and the Association of Flight Attendants – CWA, AFL - CIO (the "Union").

WHEREAS during the negotiations between the Company and the Union (collectively, the "parties") leading to the 2026-2031 Agreement (the "Agreement"), the parties agreed upon terms electronic communications; and

WHEREAS the parties recognize that improvements to electronic communication that reduce phone calls between the Company and Flight Attendants are in our mutual best interest; and

WHEREAS the parties desire to have on-going discussions about improvements to electronic communications;

NOW THEREFORE, the parties enter into this Letter of Agreement to continue discussions on electronic communications to develop, improve and implement those electronic communications on the following terms:

1. Within six (6) months of the ratification of this Agreement, the parties will meet to discuss how to improve electronic communications. The parties will work together to develop new or existing technology to more efficiently and timely notify Flight Attendants of delays, cancellations, rescheduling of pairings and changes to Flight Attendant schedules;

2. Notification will be on a system developed by the Company with input from the Union. Flight Attendants will be able to access messages on the Link or equivalent device. In addition, at the Flight Attendant's option, the communications may be accessed on the Flight Attendant's personal device provided appropriate security requirements are met. The aim is to develop a system which will have two-way communication which will include the ability of the Flight Attendant to respond to targeted communications.

3. Options for electronic notifications will include automated voice calls (Notiflyer or equivalent), text messages, or communication through other new and/or more efficient electronic communications which may be developed by the Company for the purposes stated in paragraph 1, above.

4. All electronic notifications will be stored and made available according to the terms of Section 3.F., Crew Communications.

5. The aim of this Letter of Agreement is for the parties to work cooperatively to develop and implement more efficient electronic

communications, however, nothing in this Letter of Agreement shall limit the Company's ability to continue to introduce new and/or more efficient electronic communications for the purposes stated in paragraph 1, above, which are consistent with the terms of this Agreement.

6. The parties will meet on an ongoing basis to discuss improvements to electronic communication and to identify additional areas for electronic notification in addition to those already provided for in this Agreement.

7. This Letter of Agreement shall run concurrently with the terms of the Agreement.

The parties hereto have signed this Letter of Agreement this 31st day of May, 2026.

**FOR THE FLIGHT ATTENDANTS IN THE SERVICE OF UNITED AIRLINES, INC.:**

/s/_____
Sara Nelson, President
Association of Flight Attendants-CWA, AFL-CIO

/s/_____
Ken Diaz, President
United MEC

/s/_____
Melinda Beal, Chairperson
AFA Negotiations Committee

/s/_____
Christopher Bruton, Member
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/s/_____
Randy Hatfield, Member
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**FOR UNITED AIRLINES, INC.:**

/s/_____
Nathan W. Lopp
Vice President –
Labor Relations

/s/_____
Dean Whittaker
Vice President –
Inflight Operations

/s/_____
Michielle Sego-Johnson
Vice President –
Inflight Services & Catering Ops

/s/_____
Robert T. Krabbe
Managing Director –
Inflight & Intl. Labor Relations

/s/_____
Jillian Fox
Director –
Inflight Crew Scheduling

/s/_____
W. Jason Silber
Senior Manager –
Crew Schedule Planning

**LETTER OF AGREEMENT**
**BETWEEN**
**UNITED AIRLINES, INC.**
**AND**
**THE FLIGHT ATTENDANTS IN THE SERVICE OF**
**UNITED AIRLINES, INC.**
**AS REPRESENTED BY**
**ASSOCIATION OF FLIGHT ATTENDANTS-CWA, AFL-CIO**

This Letter of Agreement is made and entered into in accordance with the Railway Labor Act by and between United Airlines. Inc . (the "Company") and the Association of Flight Attendants - CWA. AFL- CIO (the "Union").

WHEREAS during the negotiations between the Company and the Union (collectively. the "parties") leading to the 2026 - 2031 Agreement (the "Agreement"), the parties agreed upon terms for the handling of disputes between the parties over the application and administration of the Agreement: and

WHEREAS the parties agree that there is a mutual interest in their respective representatives being trained on the agreed upon process for the handling of disputes under the Agreement;
NOW THEREFORE, the parties to this Letter of Agreement hereby agree as follows:

1. Within nine (9) months of the ratification of the Agreement the Company and the Union will develop and conduct joint grievance training on the agreed upon process for the handling of disputes under the Agreement;

2. Thereafter, the parties will conduct annual joint grievance training for individuals who have not yet been trained on the agreed upon process for the handling of disputes under the Agreement. In the event additional joint grievance training is necessary the parties will conduct such joint training as needed;

3. The parties will also conduct ioint recurrent grievance training every two (2) years as a refresher course for those representatives who have previously completed joint grievance training;

4. Union and Company representatives will be trained in interest-based dispute resolution and the process for the handling of disputes under the Agreement. Attendance at, and completion of, the training will be required for any representative from either party who will participate in the grievance process, including but not limited to the filing, responding, discussing or settling of grievances;

5. Newly elected and newly appointed representatives will be temporarily approved to file. respond. discuss and settle grievances from the time they are elected/appointed until the next ioint training is conducted pursuant to paragraph 2., above;

6. The Company and the Union will maintain internal records of individuals who are trained in the process for the handling of disputes under the Agreement to ensure their representatives receive the

required initial training as well as the recurrent training.

7. The cost of conducting the joint training shall be borne equally by the parties with regard to development. facilities and presentation of the training. Each party shall be responsible for their representatives' individual expenses;

8. Not earlier than one hundred and eighty (180) days after the completion of the initial joint grievance training referenced in paragraph one (1) above. either party may cancel this Letter of Agreement with a minimum of sixty (60) days written notice to the other party.

The parties hereto have signed this Letter of Agreement this 31st day of May, 2026.

**FOR THE FLIGHT ATTENDANTS IN THE SERVICE OF UNITED AIRLINES, INC.:**

/s/_____
Sara Nelson, President
Association of Flight Attendants-CWA, AFL-CIO

/s/_____
Ken Diaz, President
United MEC

/s/_____
Melinda Beal, Chairperson
AFA Negotiations Committee

/s/_____
Christopher Bruton, Member
AFA Negotiations Committee

/s/_____
Randy Hatfield, Member
AFA Negotiations Committee

**FOR UNITED AIRLINES, INC.:**

/s/_____
Nathan W. Lopp
Vice President –
Labor Relations

/s/_____
Dean Whittaker
Vice President –
Inflight Operations

/s/_____
Michielle Sego-Johnson
Vice President –
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/s/_____
Robert T. Krabbe
Managing Director –
Inflight & Intl. Labor Relations

/s/_____
Jillian Fox
Director –
Inflight Crew Scheduling

/s/_____
W. Jason Silber
Senior Manager –
Crew Schedule Planning

**THE LETTER OF AGREEMENT**
**BETWEEN UNITED AIR LINES, INC.**
**AND**
**THE FLIGHT ATTENDANTS**
**IN THE SERVICE OF UNITED AIR LINES, INC.**
**AS REPRESENTED BY**
**THE ASSOCIATION OF FLIGHT ATTENDANTS**

This Letter Of Agreement is made and entered into in accordance with the Railway Labor Act by and between United Airlines, Inc. (the "Company") and the Association of Flight Attendants - CWA, AFL-CIO (the "Union").

WHEREAS The Company and the Union are committed to a culture focused on the safe operation of every flight, every day; and

WHEREAS The Company and the Union recognize that from time to time safety incidents may occur; and

WHEREAS The Company and the Union are committed to working collaboratively for a shared safety purpose; and

WHEREAS When these incidents occur, The Company and the Union will thoroughly investigate these incidents as warranted in a timely manner to understand what happened and why it happened, and take corrective actions, if necessary, to prevent a future occurrence,

NOW THEREFORE, the parties to this Letter of Agreement hereby establish the following protocols for conducting investigations designed to ensure the Company and the Union:

- Obtain all information required by UA, FAA, NTSB and foreign government agencies
- Establish a standardized de-briefing procedure
- Define roles and responsibilities
- Sets consistent expectations as to investigation process

**Roles and Responsibilities**

**Aviation Safety Department**
The Aviation Safety Department is responsible to monitor flight operations to assess events and determine if a United Flight Safety Investigation will be launched. Aviation Safety then conducts a thorough, independent investigation of these accidents/incidents and serves as United's focal point and Party Coordinator to the NTSB and technical advisor to the NTSB for foreign accident investigative authorities.

Aviation Safety shall have the primary responsibility to determine if a Flight Safety Investigation (FSI) is warranted. If an investigation is warranted, Aviation Safety shall serve as the Investigator in Charge (IIC), coordinating the investigation according to these established protocols. Aviation Safety shall also be responsible for briefing the NTSB or foreign government agencies, as necessary; shall prepare a written Flight Safety Investigation report, including recommendations about how to avoid future incidents of the type investigated. When the focus of an investigation includes flight attendants or Inflight personnel, Aviation Safety shall also be responsible to review the draft investigation report with the Inflight Division and the AFA MEC Safety

Chairperson or designee; however, such review will not delay timely submission of the final report and Aviation Safety is solely responsible for the final content of the Flight Safety Investigation report.

The purpose of a Flight Safety Investigation is to identify and communicate hazards/threats, mitigate risk, prevent accidents, and promote safety awareness to the operating divisions and employees of United Airlines in support of the United Safety Management System (SMS) in support of United's compliance with 14 CFR Part 5 'Safety Management Systems'. The information contained within shall not be used for disciplinary or punitive actions unless such information indicates criminal activity, substance abuse, use of a controlled substance, intentional falsification or intentional disregard for safety.

Should Aviation Safety determine an investigation is not required, that determination will not prevent Inflight Services from conducting its own investigation.
In the event of a government investigation, this process is subject to change as required by law, regulation, court order, or legally binding directives of responsible government agencies.

**Inflight Services Division**
Inflight Services is responsible for the day-to-day management of United's flight attendants, establishment of in-flight procedures, development of safety and emergency procedures, and training of flight attendants. As such, Inflight Safety will be responsible to: participate in, and provide support to, any investigation deemed warranted by Aviation Safety; participate as a working group member to any NTSB Survival Factors investigation, at the discretion of the NTSB; make recommendations with regard to corrective actions; review the final report; respond to Hazard Identifications, conduct as necessary hazard identifications regarding issues related to Inflight Services, make any necessary changes to procedures and training in order to seek to avoid a future incident of the type investigated, and notify Aviation Safety of corrective actions or changes implemented. With input from AFA, Inflight Services shall also be solely responsible for determining if individual flight attendant corrective action is required.

Should Aviation Safety determine that an investigation is not required, Inflight Services will review the incident and conduct any necessary investigation according to its own investigative procedures. If Inflight Services determines an investigation is warranted, Inflight Safety will partner with the Union MEC Safety Chair or designee in the debrief of flight attendants. The information pertinent to the safety operations of the flight attendants obtained through the investigation shall not be used for disciplinary actions unless such information indicates criminal activity, substance abuse, use of a controlled substance, intentional falsification or intentional disregard for safety.

Inflight Safety, in coordination with the Inflight Duty Manager and base management, is responsible for making arrangements relating to crew disposition, such as removing a crew from assigned flying, assessing the crew's emotional state, coordinating EAP support, etc.

Inflight Safety and/or Inflight base management shall also be responsible to take appropriate systemic corrective action based on the recommendations from Inflight Services leadership following review of the Flight Safety I nvestigation report.

**Association of Flight Attendants**
The Association of Flight Attendants ("the Union") is the legal bargaining representative for United Airlines flight attendants. As such, the Union will be responsible to participate in, and provide support to, any investigation deemed warranted by Aviation Safety; apply for NTSB Party status and participate as a working group member to any NTSB Survival Factors investigation, at the discretion of the NTSB; make recommendations with regard to corrective actions; and review the final Flight Safety Investigation report.

Should Aviation Safety determine that an investigation is not required, Inflight Services will review the incident and conduct any necessary investigation according to its own investigative procedures. If Inflight Services determines an investigation is warranted, Inflight Safety will partner with the Union MEC Safety Chair or designee in the debrief of flight attendants. At the conclusion of an investigation, Inflight Safety will consider the input of the union as part of the hazard identification process.

**Investigation of Accidents/Incidents - Flight Attendant Debriefing**
In the event of an accident/incident, the Director of System Network Control (NOC) is responsible for notifying Aviation Safety and Inflight Safety of events involving cabin safety (e.g. turbulence injuries, cabin fires, etc.). The Company shall promptly notify the Union in accordance with 19.B.1 of the JCBA.

When Aviation Safety determines that an investigation is warranted, Inflight Safety will coordinate with base management and/or the Inflight Duty Manager to arrange for the flight attendants involved and the Union to participate in the debriefing, either face-to-face or via telephonic conference call, at a time and date specified by Aviation and Inflight Safety, and in coordination with AFA.

The Flight Safety Investigation flight attendant debriefing will be led by the Aviation Safety Investigator in Charge (IIC), assisted by a representative from Inflight Safety and the Union MEC Safety Chair or designee. Other subject matter experts may also attend at the request of the IIC, Inflight Services or the Union, but attendees must be approved by the IIC.

The flight attendant debriefing will be conducted as a fact-finding meeting, with crewmembers providing their recollection of events as a means of understanding what occurred. The flight attendants will also be encouraged to identify methods to prevent a recurrence of the accident/incident. While preferable to conduct a single crew de-briefing, additional de-briefings may be conducted if deemed necessary.

Upon the conclusion of the investigation, Inflight Safety, the flight attendants involved and the Union shall be informed that the investigation has been concluded.

A copy of the final Flight Safety Investigation report will be provided to Inflight Safety and the Union MEC Safety Chair or designee. Inflight Safety will brief the Senior Vice PresidenWice President of Inflight Services on the final investigation. The Union MEC Safety Chair will brief the MEC President or designee on the final investigation. Distribution of Flight Safety Investigation reports is limited to the Union MEC Safety Chair and Vice-Chairperson(s), Inflight Safety, the Senior Vice PresidenWice President of Inflight and the MEC President or designee.

Distribution to any other individual or group is strictly prohibited without the express written consent of the Managing Director of Aviation Safety.

The parties hereto have signed this Letter of Agreement this 31st day of May, 2026.

**FOR THE FLIGHT ATTENDANTS IN THE SERVICE OF UNITED AIRLINES, INC.:**

/s/_____
Sara Nelson, President
Association of Flight Attendants-CWA, AFL-CIO

/s/_____
Ken Diaz, President
United MEC

/s/_____
Melinda Beal, Chairperson
AFA Negotiations Committee

/s/_____
Christopher Bruton, Member
AFA Negotiations Committee

/s/_____
Randy Hatfield, Member
AFA Negotiations Committee

**FOR UNITED AIRLINES, INC.:**

/s/_____
Nathan W. Lopp
Vice President –
Labor Relations

/s/_____
Dean Whittaker
Vice President –
Inflight Operations

/s/_____
Michielle Sego-Johnson
Vice President –
Inflight Services & Catering Ops

/s/_____
Robert T. Krabbe
Managing Director –
Inflight & Intl. Labor Relations

/s/_____
Jillian Fox
Director –
Inflight Crew Scheduling

/s/_____
W. Jason Silber
Senior Manager –
Crew Schedule Planning

**THE LETTER OF AGREEMENT**
**between UNITED AIR LINES, INC.**
**and**
**THE FLIGHT ATTENDANTS**
**in the service of UNITED AIR LINES, INC.**
**as represented by**
**THE ASSOCIATION of FLIGHT ATTENDANTS**

This Letter of Agreement is made and entered into in accordance with the Railway Labor Act by and between United Airlines. Inc. (the "Company") and the Association of Flight Attendants - CWA. AFL-CIO (the "Union").

WHEREAS during the negotiations between the Company and the Union (collectively, the "parties") leading to the 2026-2031 Agreement (the "Agreement"), the parties agreed upon terms for notifying the Union of certain incidents; and

WHEREAS the parties recognize that the timely notification of these incidents is important to creating a cooperative safety environment for our Flight Attendants: and

WHEREAS the parties desire to memorialize the list of incidents that require notification and the manner in which that notification must take place;

NOW THEREFORE, the parties to this Letter of Agreement hereby agree as follows:

1. The Inflight Service Emergency Manual (currently known as Accident/Incident Response Procedures or future equivalent) will be amended to include the incidents listed below and the method of communication.

2. The following incidents shall require notification via phone to the United Master Executive Council Safety, Health and Security Chair designee, pursuant to the terms of Section 19.8.1. of the Agreement:

a. Crash
b. Hijacking
c. Threat level 3 or 4
d. Threat level 2 directed toward the Flight Attendant
e. Turbulence with Aircraft damage or serious injury
f. Aircraft Cabin preparation for evacuation
g. Evacuation
h. Sabotage Threat (Specific Threat requiring Aircraft search. FBI or Diversion)
i. Passenger Death
j. Fire
k. Depressurization
l. Flight Attendant illness or injury requiring hospital trip or EMS.
m. ISD
n. Passenger restraint
o. Political Unrest - Immediate Crew Movement
p. Terrorist Event- Layover or Base location
q. Natural Disaster

3. The following incidents shall require notification via email to the United Master Executive Council Safety, Health and Security Chair designee pursuant to the terms of Section 19.B. of the Agreement:

a. Flight Attendant ENSL or illness requiring general medical care
b. Severe Turbulence without Aircraft damage or serious injury
c. Threat Level 1
d. Flight Attendant Injury layover or inflight
e. Threat level 2 not directed toward the Flight Attendant
f. Passenger Serious Illness – CPR, AED or Divert
g. Political Unrest - non immediate movement
h. Crew Safety/Security Event

4. This list may be modified as necessary upon mutual agreement of the parties.

The parties to this Letter of Agreement hereby agree that it shall run concurrently with the 2026 - 2031 Agreement. and shall be subject to the provisions pertaining to duration and amendment therein.

The parties hereto have signed this Letter of Agreement this 31st day of May, 2026.

| **FOR THE FLIGHT ATTENDANTS IN THE SERVICE OF UNITED AIRLINES, INC.:** | **FOR UNITED AIRLINES, INC.:** |
|---|---|
| /s/_____<br>Sara Nelson, President<br>Association of Flight Attendants-CWA, AFL-CIO | /s/_____<br>Nathan W. Lopp<br>Vice President –<br>Labor Relations |
| /s/_____<br>Ken Diaz, President<br>United MEC | /s/_____<br>Dean Whittaker<br>Vice President –<br>Inflight Operations |
| /s/_____<br>Melinda Beal, Chairperson<br>AFA Negotiations Committee | /s/_____<br>Michielle Sego-Johnson<br>Vice President –<br>Inflight Services & Catering Ops |
| /s/_____<br>Christopher Bruton, Member<br>AFA Negotiations Committee | /s/_____<br>Robert T. Krabbe<br>Managing Director –<br>Inflight & Intl. Labor Relations |

/s/_____
Randy Hatfield, Member
AFA Negotiations Committee

/s/_____
Jillian Fox
Director –
Inflight Crew Scheduling

/s/_____
W. Jason Silber
Senior Manager –
Crew Schedule Planning

**THE LETTER OF AGREEMENT**
**between UNITED AIR LINES, INC.**
**and**
**THE FLIGHT ATTENDANTS**
**in the service of UNITED AIR LINES, INC.**
**as represented by**
**THE ASSOCIATION of FLIGHT ATTENDANTS**

THIS LETTER OF AGREEMENT is made and entered into in accordance with the provisions of Title II of the Railway Labor Act, as amended, by and between UNITED AIRLINES, INC. (hereinafter referred to as "the Company" or "United") and the FLIGHT ATTENDANTS in the service of UNITED AIRLINES, INC., as represented by the ASSOCIATION OF FLIGHT ATTENDANTS (hereinafter referred to as "the Association" or "AFA").

WHEREAS, the Company and the Association have reached agreement on amendments to the United Flight Attendant Agreement ("CBA", or, as amended, "CBA26"), and

WHEREAS, the parties have agreed that eligible United Flight Attendants will receive a One-time Payment following the ratification of the parties' tentative agreement for CBA26, and

WHEREAS, the parties wish to establish the means by which this One-time Payment will be implemented,

NOW THEREFORE, the parties agree as follows:

A. Applicable Definitions

1. "One-time Payment" as used herein means the payment to an Eligible Flight Attendant computed based on the terms contained in this Letter of Agreement.

2. "Relevant Period" as used herein means any time during the September 2021 Bid Period through the December, 2021 Bid Period, the bid years 2022, 2023, 2024, and 2025, and the period of time from the January 2026 Bid Period through the May 2026 Bid Period.

3. "Eligible Flight Attendant" as used herein means an individual in the role of "Flight Attendant", as defined by Section 2.N. of the Agreement as of March 24, 2026 who was active in the service of United Airlines as a "Flight Attendant" during the Relevant Period, and who is employed as a "Flight Attendant" on the date of the One-time Payment.

4. In addition, any individual who is initially assigned to the United Airlines Flight Attendant System Seniority list on or after March 24, 2026, who was active in the service of United Airlines as a "Flight Attendant" during the Relevant Period, and who is employed as a "Flight Attendant" on the date of the One-time Payment will be considered an "Eligible Flight Attendant" for purpose of the One-time Payment.

5. A discharged Flight Attendant who has a grievance pending as of

the date of the One-time Payment will receive the One-time Payment if they are reinstated to employment by an award of the United Airlines Flight Attendant System Board of Adjustment and that System Board directs the One-time Payment as part of the award.

6. "Eligible Earnings" as used herein means Profit Sharing eligible earnings of an Eligible Flight Attendant as defined in the Company Profit Sharing plan.

B. The One-time Payment to Eligible Flight Attendants will be computed as the sum of the following:

1. 4% of Eligible Earnings for bid periods Sept.1, 2021 through Dec. 31, 2021;
2. 4% of Eligible Earnings for bid year 2022;
3. 4% of Eligible Earnings for bid year 2023;
4. 4 % of Eligible Earnings for bid year 2024;
5. 22 % of Eligible Earnings for bid year 2025; and
6. 25% of Eligible Earnings for the January 2026 through the May, 2026 Bid Periods.

C. United will pay the One Time Payment to all Eligible Flight Attendants as a single supplemental payment no later than September 15, 2026. Applicable federal, state, and local taxes will be withheld from the single payment at the applicable withholding rates.

D. For an otherwise Eligible Flight Attendant who died or dies prior to the final payment date, the One-time Payment (or any remaining portion thereof) will be paid to such Flight Attendant's estate.

E. The parties agree to meet and confer regarding any matters that arise regarding the payments or benefits to be paid pursuant to the terms of this Letter of Agreement.

This Letter of Agreement shall become effective on May 31, 2026 and will remain in effect concurrent with Section 32, Duration of the Basic Agreement.

IN WITNESS WHEREOF, the parties hereto have signed this Agreement this 31st day of May, 2026.

**FOR THE FLIGHT ATTENDANTS IN THE SERVICE OF UNITED AIRLINES, INC.:**

/s/_____
Sara Nelson, President
Association of Flight Attendants-CWA, AFL-CIO

/s/_____
Ken Diaz, President
United MEC

/s/_____
Melinda Beal, Chairperson
AFA Negotiations Committee

/s/_____
Christopher Bruton, Member
AFA Negotiations Committee

/s/_____
Randy Hatfield, Member
AFA Negotiations Committee

**FOR UNITED AIRLINES, INC.:**

/s/_____
Nathan W. Lopp
Vice President –
Labor Relations

/s/_____
Dean Whittaker
Vice President –
Inflight Operations

/s/_____
Michielle Sego-Johnson
Vice President –
Inflight Services & Catering Ops

/s/_____
Robert T. Krabbe
Managing Director –
Inflight & Intl. Labor Relations

/s/_____
Jillian Fox
Director –
Inflight Crew Scheduling

/s/_____
W. Jason Silber
Senior Manager –
Crew Schedule Planning

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