

October 2, 1997

Mr. Kevin D. Lum, President
UAL/AFA Master Executive Council
Association of Flight Attendants
6400 Shafer Court, Suite 250
Rosemont, IL 60018

Dear Mr. Lum:

In the discussions leading to the 1996-2001 and 2001-2006 Agreement, the Company and the Association have agreed to establish a "Blue Ribbon Passenger Service Committee" for the purpose of researching and establishing the following:

- Determining passenger perception of United as an airline, current service levels and any other passenger service issues that are deemed appropriate.
- Designing and developing policies and procedures, including training programs, that address and enhance the areas necessary to improve passenger service and increase passenger satisfaction levels.
- Designing and implementing policies, procedures and equipment necessary to improve the Flight Attendant work environment to ensure that passenger service satisfaction goals can be achieved.

The Company and the Association will each appoint individuals to the Committee.

The Company shall bear the cost of any flight pay loss and Flight Attendant expenses that result from participation on the Committee.

The Committee will prepare a report indicating the results of any research, its recommendations for any changes to current policies and procedures, necessary training, equipment changes and/or modifications and the time required for implementation. The report will be shared between the parties.

The Committee may be reconvened, at any time, to address any further issues that may arise.

Sincerely,

/s/ Sara Fields
Sara Fields
Senior Vice President
Onboard Service

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Mr. Kevin Lum, President
UAL/AFA Master Executive Council
Association of Flight Attendants
6400 Shafer Court, Suite 250
Rosemont, IL 60018

Dear Mr. Lum:

As the result of discussions leading to the 1996-2001 and 2001-2006 Agreement, it is agreed by the parties that neither the Company nor the Union shall file a Section 6 notice to amend Section 4.R.2. to expand authorization of Cabin Jumpseat to other than United Airlines employees during the term of the next two (2) contracts.

Sincerely,

/s/ Sara Fields
Sara Fields
Senior Vice President
Onboard Service