

October 2, 1997

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

Dear Mr. Lum:

This letter will confirm the agreement between the Company and the Union during the course of negotiations, that the unique problems of our commuting Flight Attendants will be dealt with under a general set of guidelines.

The following sets forth the rules concerning Flight Attendants that live in other cities and commute to their work assignments:

1. When traveling to her/his assignment, the Flight Attendant shall exercise prudent judgment, including awareness of weather and other factors affecting travel, so as to allow adequate time for completion of all pre-flight activities associated with the scheduled assignment. Specifically, if commuting by air, the Flight Attendant must have a minimum of a primary and secondary flight (on and/or off line), both of which are scheduled to arrive prior to report time and the initial scheduled flight.
2. If, for any reason, the Flight Attendant is unable to commute via the primary flight, the Flight Attendant will inform Onboard Scheduling as soon as possible that she/he is planning to utilize the secondary flight. The contact should be as detailed as possible, so Onboard Scheduling has as complete a picture of the situation as is practical. If, for any reason, the Flight Attendant is unable to commute via the secondary flight, she/he will inform Onboard Scheduling as soon as possible that she/he is unable to cover her/his assignment.
3. When Onboard Scheduling is informed by a Flight Attendant that the ability to cover an assignment is in question, Onboard Scheduling will determine the appropriate action to ensure schedule integrity. If the decision is made to cover the assignment with another Flight Attendant, Onboard Scheduling will inform the originally scheduled Flight Attendant of the planned action and also determine if, where, when and how Onboard Scheduling will utilize the originally scheduled Flight Attendant.

4. Onboard Scheduling or Onboard management may authorize higher priority Jumpseat or must-ride authority, including off line, if necessary to maintain schedule integrity.
5. If Onboard Scheduling is unable to utilize the Flight Attendant for her/his scheduled flight and is unable to utilize her/him on another flight, she/he will be placed on DNF status.
6. Managers and Onboard Service Supervisors will manage these commuting issues with reasonableness and fairness.

Sincerely,

/s/ Sara Fields

Sara Fields
 Senior Vice President
 Onboard Service