

May 1, 2003

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

Dear Mr. Davidowitch,

During the negotiations between the Company and the Association leading to the Restructuring Agreement, dated May 1, 2003, the Company and the Union discussed the Company's policies regarding Flight Attendant dependability infractions. Please be advised that I have distributed to Onboard Service management personnel the following clarifications and guidelines to the Company's Prudent Commuter Policy and the Personal Emergency Policy.

The Personal Emergency Policy will be communicated to Flight Attendants system-wide.

Sincerely,

/s/Charles L. Ahmes
Charles L. Ahmes
Managing Director
Onboard Service

To Onboard Service Management Personnel

Prudent Commuter Policy Clarification

This letter provides clarification to the Prudent Commuter Sideletter in the AFA Agreement as follows:

Flight Attendants who encounter unexpected circumstances or conditions that cause them to miss a schedule obligation should immediately advise Onboard Scheduling. The Flight Attendant will then be contacted by a supervisor who will evaluate the situation based on:

1. The steps the Flight Attendant took to ensure schedule integrity.
2. How much control the Flight Attendant had over the circumstances or conditions.
3. Whether circumstances or conditions were unusual and extraordinary versus predictable situations.
4. How and when Onboard Scheduling was advised.

To Onboard Service Management Personnel

Personal Emergency Absences Policy Guidelines

A personal emergency is an unplanned event, which is impossible to anticipate and would reasonably prevent an employee from reporting to work. When discussing or investigating personal emergency absences to determine if they should be excused, the following should be considered:

- How much control did the Flight Attendant have over the circumstances which gave rise to the absence?
- Was the absence appropriate to the situation? (i.e., would you or any reasonable person have missed work under the same circumstances?)
- Could the Flight Attendant have made advance arrangements to avoid the absence? (e.g., back-up child care, schedule trade, ANP/PTO/DAT; alternative transportation, etc.)
- Is it likely that such absences will continue as a result of the Flight Attendant's personal situation? Would a leave of absence and/or a referral to EAP be appropriate?

If the absence has been determined to be an excused personal emergency:

- The absence and the reason for it are recorded in the Flight Attendant's Work History.
- The incident and any reference to it are not included in future counseling, initial discussions or any discipline.
- Emergency time off due to death in the immediate family (Section 4T of the Agreement and Series 15.7.5) is excused and without loss of pay for up to three consecutive days. Such absences are not included in counseling, initial discussions or discipline for dependability.

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Mr. Gregory E. Davidowitch, President
UAL/AFA Master Executive Council
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Rosemont, IL 60018

Dear Mr. Davidowitch:

Following the discussions leading to the 2003-2009 Restructuring Agreement, the Company's opinion was that three provisions of the Agreement remained intact, and the Association disagreed. In order to avoid delay in distribution of the new Agreement, the parties agreed that should it become necessary to utilize any of these provisions as written herein, the Company will provide advance notice to the Association. The disagreement on the applicability of this language shall be submitted to binding arbitration. It is further agreed that each Section shall be submitted to a different Arbitrator.

The disputed provisions of the Agreement are highlighted below and read as follows:

Section 7.I.

4. Maximum Duty Time

- a. A Flight Attendant shall not be scheduled to be on duty in excess of the following limitations, except that with the concurrence of the Union Local Schedule Committee, a Flight Attendant may be scheduled on duty up to fourteen and one-half (14 1/2) hours.

For Duty Period Starting	Scheduled	Actual
<u>0500-1859</u>	13	14 1/2
<u>1900-0459</u>	*11 1/2	13