

the possibility that the Flight Attendant will be required to provide immediate payment for treatment; including arrangements which would require the Flight Attendant to later reimburse the Company for advancing payment on her/his behalf.

- 6. The Company will explore a corporate membership at a travelers or expatriate club which specializes in English-speaking membership in Delhi for the purpose of providing Flight Attendants on layover with membership services. The Company is committed to providing this service if such services are available and can be acquired at a cost no greater than that paid by other international airlines that provide their crews with such services in Delhi.
- 7. This letter shall apply to any other destination in India.
- 8. The Company and the Association will meet and confer to determine if this agreement is applicable to any other international city with comparable living standards and conditions.

Sincerely,

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

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 discussions leading to the 1996-2001 and 2001-2006 Agreement, the Company and the Union agreed to establish a dispute/issue resolution process that will provide an alternative to the grievance procedure. The Company and the Union recognize there are categories of issues which adversely affect Flight Attendants and may effectively be handled through this alternative means. Resolutions reached via this process shall not involve changes to the Flight Attendant Agreement and shall be on a non-precedent basis.

The parties will designate local representatives who will identify and categorize these issues. A working group of MEC members and Company management representatives, financed by the Company, will develop the structure of this program.

Sincerely,

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