

January 9, 1978

Ms. V. Diane Robertson, Chairperson
UAL/AFA Master Executive Council
Association of Flight Attendants
1400 East Touhy Avenue
Des Plaines, IL 60018

Dear Ms. Robertson:

This will confirm that in the event the dumbwaiter on the B-747 is inoperative, Flight Attendants will not be required to stock the upstairs lounge, but will provide required service to the passengers using that facility.

Sincerely,

/s/ Sheldon J. Best
Sheldon J. Best
Vice President
Inflight Services

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

LETTER OF UNDERSTANDING - SPECIAL ASSIGNMENT

Dear Mr. Lum:

In the application of Section 4.Q., Special Assignment, the parties agree that a Flight Attendant who is on Special Assignment status for a schedule month shall have the entire thirty days (thirty one days, if appropriate) counted as Special Assignment for the purpose of calculating the accrual of Special Assignment days under the one hundred eighty day maximum allowable with continued seniority accrual.

In instances where Special Assignment is for less than a full schedule month the number of days will be determined by multiplying the percentage of the Flight Attendant's hours for that month which are certified as Special Assignment by the number of days in that schedule month.

Sincerely,

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