

LETTER OF AGREEMENT
BETWEEN
UNITED AIRLINES, INC.
AND
THE FLIGHT ATTENDANTS IN THE SERVICE OF
UNITED AIRLINES, INC.
AS REPRESENTED BY
THE ASSOCIATION OF FLIGHT ATTENDANTS-CWA, AFL-CIO

This Letter of Agreement is made and entered into in accordance with the Railway Labor Act by and among United Airlines, Inc. ("United" or "the Company") and the Flight Attendants in the service of United as represented by the Association of Flight Attendants-CWA, AFL-CIO ("AFA" or "the Association").

WHEREAS, the Company and the Association agreed to specific terms in Section 3.DD.1 and 3.DD.2 of the Joint Collective Bargaining Agreement ("JCBA") regarding on-board crew rest; and

WHEREAS, the Company and the Association recognize that the JCBA does not provide for soft blocked seats; and

WHEREAS, the Company and the Association recognize that the JCBA does not provide for crew rest on segments greater than 7:00 and less than 8:00 that depart between 0400 and 2059; and

WHEREAS, it is the parties desire to provide crew rest flights between Honolulu, Hawaii (HNL) and Chicago, Illinois (ORD), Honolulu, Hawaii (HNL) and Houston, Texas (IAH) and Maui, Hawaii (OGG) and Chicago, IL (ORD);

NOW THEREFORE, the parties have agreed to the following terms:

1. Crews operating scheduled, flights over the routings HNL – ORD, HNL – IAH and OGG – ORD will be provided a minimum of thirty minutes (:30) of crew rest;
2. Designated crew rest seats will be soft blocked for the use of Flight Attendants on the routes indicated in paragraph 1, above;
3. If crew bunks are provided on the aircraft, no seats will be soft blocked and crew rest will be provided in the crew bunks;
4. "Soft blocked" means that the seats will not be available for passenger selection, however they may be used by Customer Service to accommodate both revenue and non-revenue customers, including both NRPS and NRSA pass riders;

5. In the event the designated crew rest seats are needed to accommodate customers, pursuant to paragraph 4., above, crew rest will be provided utilizing a jumpseat, consistent with Inflight Policy regarding crew rest on jumpseats;
6. The terms of this Letter of Agreement shall not set either practice or precedent with regard to the application of any provision of the JCBA.

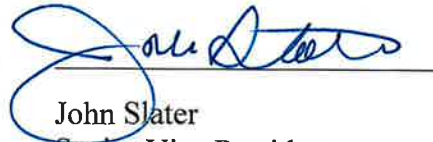
ACCEPTED AND AGREED ON THIS 15th DAY OF JULY, 2019:

FOR THE ASSOCIATION OF FLIGHT
ATTENDANTS – CWA, AFL-CIO



Ken Diaz
United MEC President

FOR UNITED AIRLINES, INC.



John Slater
Senior Vice President
Inflight Services