

FLIGHT ATTENDANT

Effective December 2008

LEAVES OF ABSENCE PACKET

 **UNITED**

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Note: The following leave information is not covered in this packet:

Family Medical Leave, Occupational Injury Medical Leave – Can be found on SkyNet
LHR Maternity Leave -Obtained in the LHRSW domicile only
FRA Maternity Leave – Obtained in the FRASW domicile only

Please refer to SkyNet for the most current LOA packet

PRIOR TO LEAVE OF ABSENCE (LOA)

Review LOA Policy Packet

Review the General Policies and applicable Leave of Absence section in this packet. If you require additional clarification regarding the information contained in the packet please contact the assigned FASC Supervisor for your domicile.

Complete Request Form

To request an Educational, Military, Parental, Paternal or Personal Leave, complete the applicable request form found via SkyNet/Onboard Service Home/Flight Attendant Service Center/LOA Homepage.

Turn in Company Property

As you commence your Leave of Absence, you will be required to turn in the following: (1) your local issued parking permit/badge to your domicile, (2) your duty free key to your domicile, (3) if your leave exceeds ninety (90) days your TSA Crewmember Badge to the FASC. (NOTE: The only exception would be if you are commencing a Military Leave of Absence you are not required to surrender your TSA Crewmember Badge). For further TSA Crewmember Badge return instructions contact the FASC at 1-800-FLT-LINE option 4, 4.

EDUCATIONAL LEAVE OF ABSENCE

Qualifications and Conditions for Leave of Absence

Per Section 23.A. of the Collective Bargaining Agreement when the requirements of the service permit, Flight Attendants shall be granted an Educational Leave of Absence. You will not be considered for an Educational Leave unless you have completed your probationary period and have a satisfactory work and attendance record. Throughout your leave, you must take at least twelve (12) credit hours per semester or the equivalent of a full course load. You must also provide your transcripts to the FASC each semester as continuous proof of your educational status. You must immediately notify the FASC of any change to your education status after your leave has been approved.

Length of Leave of Absence

Educational Leaves are granted for a period not in excess of one hundred eighty (180) days. Such period may be extended for additional periods not to exceed ninety (90) days each.

FASC Communication during Leave of Absence

You will receive written notification of the approval or the denial of your requested Educational Leave. This will be the only form of written communication sent to you by the FASC for the duration of your leave.

Transfer on File

If awarded a domicile transfer, you will be required to decline the transfer or terminate your leave and return to active status to accept the transfer. (Note: Return to active status includes: clearing Company Medical (OPCMD), attending any required training and completing a contractual work assignment in your current domicile.) Should you decline your transfer, it will be removed from your file with no penalty. Any non response to your transfer award will inhibit your ability to request a transfer for three (3) months. Upon return from your Educational Leave, you may resubmit a transfer bid to the domicile of your choice.

Seniority Accrual

Per the current Collective Bargaining Agreement, your seniority will accrue for the first 270 consecutive days of your leave. Company, SW, Pay and Date of Employment Seniority will be adjusted upon your return from leave. All leaves begin and end when the schedule month begins or ends. Any number of days over the 270 consecutive days will cause your seniority to be adjusted by that number of days.

Employee Pleasure Travel

Effective the date of leave, you will be eligible for ninety (90) days extended non-revenue space available (NRSA) pleasure travel on United and United Express. Travel must be completed within the ninety (90) day period. Travel privileges include your travel eligibles and companions. Performance Incentive Program segments may be used during the ninety (90) days or until the expiration date, whichever is sooner. Your pleasure travel privileges also include non-revenue positive space (NRPS) emergency travel and Discount 20. Interline and BP-10 travel is not available to employees on a Leave of Absence including all reciprocal agreements.

Insurance

You will have the opportunity to continue your Medical, Dental and/or Vision coverage (insurance benefits) for up to eighteen (18) months (known as COBRA coverage) by paying the full cost of your coverage plus a 2% administrative fee. You will receive detailed information from the United Benefits Service Center (UBSC), within forty-five (45) days of the start of your Educational Leave.

If you did not elect COBRA while on Educational Leave, your insurance benefits will be automatically cancelled on the last day of the month in which your leave begins. However, if your leave begins on the first day of the month, your insurance benefits will be cancelled effective the last day of the previous month. You will receive an enrollment packet upon your return to work. You will have thirty (30) days from the date on your Personal Enrollment sheet to enroll for benefits.

If you elected at least one COBRA benefit while on your leave, you must contact UBSC within thirty (30) days of your return to work to reinstate benefits waived while on leave.

Regardless of your choice to elect COBRA or discontinue insurance coverage during your leave, should your return to work occur during or after the Annual Enrollment Period, you will receive an enrollment packet upon your return to work from the UBSC. You will have thirty (30) days from the date on your Personal Enrollment sheet in which to make changes to your benefits.

Should you have a “qualifying event” such as a divorce, a spouse losing medical coverage from his or her employer, having a baby, etc. you will have thirty (30) days from the date of the event in which to enroll for eligible coverage. Questions can be directed to the UBSC at 1-888-825-0188.

Company paid Basic Life Insurance and Accidental Death and Dismemberment Insurance continue for the entire period of your Educational Leave.

MATERNITY LEAVE OF ABSENCE

Qualifications and Conditions for Leave of Absence

As soon as you become aware of your pregnancy contact the FASC. You will be unable to fly and placed on DNF status until your physician completes the Medical Certificate for Pregnant Flight Attendant (found in **Appendix A**) and faxes it to the FASC at 847-364-2445. If unable to fly or you elect not to fly you may continue utilizing your sick bank or be placed on leave of absence.

Please note: LHR and FRA based Flight Attendants are required to obtain Maternity packets and information in their respective domiciles.

Post Notification/Pre-Delivery

With your doctor's certification, you may fly up to and including your 31st week of pregnancy. However, a pregnant Flight Attendant must provide an updated written medical certification of her ability to continue safely flying in advance of her 28th and 30th weeks of pregnancy. The required update forms (found in **Appendix B**) must be faxed to the FASC at 847-364-2445 prior to the first scheduled ID of your 28th and 30th week of pregnancy. Failure to do so will result in removal from service until the form is received.

1. If your doctor certifies that you should not fly for a specific period of time but may be able to fly at a later date, you can elect to be placed on an illness leave of absence and/or draw from your sick leave bank and then return to active status at a later date**. You must notify the FASC via FLT-Line option 4, 4 of your election when you submit the certification form.

**FML/FMLA will run concurrently with Maternity Leave of any duration when taken prior to the 31st week of pregnancy through ninety (90) days after the actual delivery date.

2. All appearance regulations must be followed during your pregnancy. You may order a loaner maternity uniform. Please allow four (4) weeks for delivery. If needed, you will be required to purchase a winter coat. The coat must be similar in style and color to the current Flight Attendant regulation coat and must be Company approved.

Availability of Reasonable Accommodation Process (RAP)

If you are domiciled in CA, HI, or WA (or any other jurisdiction that recognizes pregnancy as a disability), you are eligible to participate in RAP during your pregnancy. You will be eligible if: (1) your doctor certifies that you either cannot fly or cannot meet the essential functions of the Flight Attendant position for the remainder of your pregnancy; OR (2) you have reached the 31st week of your pregnancy. Your situation will be considered on an individual basis. If you are domiciled in any of the above-listed states (or one that recognizes pregnancy as a disability) and become interested in participating in RAP during your pregnancy, please contact the FASC.

Maternity Sick Leave

If you have sick leave time left in your bank when you begin your Maternity Leave, you will be placed on maternity sick leave. You can remain on maternity sick leave until you exhaust your sick leave bank, until the 42nd day following the birth of your child, OR until

you elect to be placed on a Maternity Leave. Because you will remain an active employee while on this status, your benefits are not impacted.

During this period, you may choose from the following Flight Time Credit options by selecting the corresponding "Long Term Leave Option" listed on the bid screen as follows:

Flight Time Credit	Long Term Leave Option
65 hour minimum	MIN
97 hour maximum	MAX
100 hour maximum	MAX 2
Value of your Line Award (Paper Bid)	BID

Should you choose to paper bid, use the bid screen (accessed via LOFBID in Unimatic) to select from the available lines at your location. When you display your bid card while you are on a Leave of Absence or Extended Illness Status, you should see an asterisk (*) in front of your name. This asterisk indicates that will not be awarded an actual Line of Flying. Rather, you are establishing the basis for your pay in the month for which you are bidding. If the asterisk does not appear, you will be awarded a schedule as you normally would.

When bidding for a paper award, fill out the bid screen as you normally would. During the award of schedules, you will be paid based on what you have bid and what your seniority would normally hold. Should your bid be insufficient, you will be assigned based on the lowest numbered line available at your seniority and will be paid the value (projection) of that line. If you hold a premium position, you will be paid the premium pay that applies for the line to which you were assigned.

If you are ONSL for the entire month, you may contact Flight Time Records at the Flight Attendant Service Center to change your pay option. However, if you wish to increase time above the value of your awarded schedule, premium pay will be for the value of the line to which you are assigned.

Maternity Leave of Absence

Once the Medical Certificate for Pregnant Flight Attendant is submitted and processed a Maternity Leave of Absence is available to a Flight Attendant: (1) whose sick bank is exhausted, or (2) chooses to be placed on Maternity Leave of Absence, and /or (3) through the 90th day following the birth of the child. Benefits while on this status are the same as the benefits beginning on page 16 in the Non-Occupational Medical Leave of Absence section of this packet. A Flight Attendant may be transitioned to a Non-Occupational Medical Leave of Absence if she is medically unable to return to work upon the expiration of the 90 day period following the birth.

Following Delivery

Advise the FASC of delivery or termination of pregnancy as soon as possible. A Family Status Change must be completed within thirty (30) days of date of birth to add your new dependent(s) to your personnel records. You can contact the United Benefits Service Center (UBSC) at 1-888-825-0188 or complete the change on-line at www.ualbenefits.com. Please be prepared to present a Birth Certificate or Social Security Card (provided you have a Social Security Card for your newborn) if requested by the UBSC.

A Flight Attendant's status options depend on the amount of time that has passed since the birth of the child.

1 – 42 days following birth

Without any certification that you are medically ill, you may remain on Maternity Sick Leave and draw from your sick leave bank. If no sick leave bank is available, you will be placed on Maternity Leave of Absence status 17 days following the day you exhaust your sick leave bank. If you exhausted your sick leave bank in advance of the birth, you will be on Maternity Leave for this entire period. Additionally, Family Medical Leave will run concurrently with Maternity Leave effective the date of delivery if you have the required qualifying hours for FML/FMLA and if you have not exceeded your allotted use of FML/FMLA.

43 – 90 days following birth

You may remain or be placed on Maternity Leave/Non-Occupational Medical Leave of Absence status. No sick leave payments will be made during this period unless you demonstrate that you are medically ill and unable to work. Additionally, Family Medical Leave will run concurrently with Maternity Leave effective the date of delivery if you have the required qualifying hours for FML/FMLA and if you have not exceeded your allotted use of FML/FMLA.

91 – 180 days following birth

- a) If you are unable to return to work due to the health of your newborn, you will need to request a Personal Leave of Absence. Please refer to page 19 of the Personal Leave of Absence section for request information and applicable benefits. If you are approved for a Personal Leave, you will be contacted by the Flight Attendant Service Center with a recalculated return to work date.
- b) If you are medically unable to return to work during this period, you will either continue to receive your available sick leave pay or continue your Non-Occupational Medical Leave of Absence status. Medical documentation (Absence Certificate) will be required from your treating physician in either case. Non-Occupational Leaves of Absence must be authorized by United Medical (OPCMD).

181 days and beyond

- a) If you are unable to return to work due to the health of your newborn, the Company will evaluate your request for additional time off as a Personal Leave request. See Personal Leave section for further details.
- b) If you are medically unable to return to work during this period, you may continue to draw from any available sick leave pay or continue your Non-Occupational Medical Leave of Absence status with proper medical documentation (Absence Certificate).

Length of Leave of Absence

Maternity Leave of Absence is available through the ninetieth (90th) day following the birth of the child. You may remain on a Non-Occupational Medical Leave of Absence if you are medically unable to return upon expiration of the ninety (90) day period following the birth. At that time, you will be expected to comply with the conditions of a Non-Occupational Medical Leave of Absence.

FASC Communication during Leave of Absence

Upon receipt of the Medical Certification for Pregnant Flight Attendant Form, you will receive a letter with written instructions from the FASC advising you of the specifics of your Maternity Leave. This will be the only form of written communication sent to you by the FASC for the duration of your leave.

Transfer on File

If a transfer is awarded during your Leave and you are unable to clear OPCMD and report to your new domicile, your transfer will be rescinded without penalty. Transfer requests are not subject to cancellation and will remain on file until the transfer request is either accepted or cancelled by you. Transfers processed after a return to active service from any Leave of Absence will be processed in accordance with the language in Section 22.A.2 of the Collective Bargaining Agreement.

Employee Pleasure Travel

Effective the date of leave, you will be eligible for non-revenue space available (NRSA) pleasure travel on United and United Express for the duration of your Maternity Leave. Travel privileges include all travel eligibles and companions. Performance Incentive Program segments may be used during your Maternity Leave or by the expiration date, whichever is sooner. Your pleasure travel privileges also include approved non-revenue positive space (NRPS), emergency travel and Discount 20. Interline and BP-10 travel is not available to employees on a Leave of Absence including all reciprocal agreements.

Insurance

Your Medical, Dental, and/or Vision Insurance will continue for you and your dependents (if applicable) throughout your Maternity Leave, provided you pay your employee contributions. You will be responsible to pay the monthly amount that is normally deducted from your paycheck. You will receive a notification letter from the United Benefits Service Center (UBSC) with payment details. (Note: If you fail to pay for your coverage by the invoice due date during your leave, your coverage will be terminated and cannot be reinstated until one of the following criteria is met: (1) you return to active status or (2) the January 1 following the Annual Enrollment period).

If you opt not to continue coverage while on your Maternity Leave, your insurance benefits prior to your leave will be reinstated when you return to active status. Furthermore, if you return to work during or after the Annual Enrollment Period, you will have thirty (30) days from the date on your Personal Enrollment sheet in which to make changes to your benefits.

Should you have a "qualifying event" such as a divorce, a spouse losing medical coverage from his or her employer, having a baby, etc. while on leave, you will have thirty (30) days from the date of the event in which to enroll for eligible coverage. Questions can be directed to the UBSC at 1-888-825-0188.

Company paid Basic Life Insurance and Accidental Death and Dismemberment Insurance continues for the entire period of your Maternity Leave.

Obtain Medical Clearance

Following a Maternity Leave, you must fax an Absence Certificate completed by your physician clearing you to return to work to OPCMD before you are allowed to attend training and/or are returned to active status.

If you choose to visit a Concentra Medical Center or affiliate, where applicable, in lieu of submitting medical documentation, you will need to call United Medical (OPCMD) at (847) 700-4461 or email OPCMD at OPCMD@united.com to request an Authorization for Examination Form. OPCMD will help in determining which authorized center is nearest your domicile or primary UG100address. Once the location is determined, you will need to take all applicable medical documentation from your treating physician with you to this visit. Once clearance is received at the FASC you will be contacted regarding TSA mandates and/or training requirements.

If you are unable to return to work after your pregnancy due to your own medical condition, you will be required to provide OPCMD with a completed Absence Certificate from your treating physician giving diagnosis of your illness or injury, treatment received and the date of your release to return to work. In certain instances, OPCMD may disagree with your physician's assessment of your fitness to return to work. In this event, you may appeal the Company's determination under the Medical Arbitration provisions of Section 20.D of the Agreement.

MILITARY LEAVE OF ABSENCE

Qualifications and Conditions for Leave of Absence

Submit a Military request form found on SkyNet. You must then fax a copy of your Military orders to the FASC at 847-364-2445 no later than fourteen (14) days after submitting your request.

Length of Leave of Absence

A Military Leave is granted for the length of service in the armed forces, plus additional time allowed for returning to work, in accordance with Federal Laws. The leave begins on the thirty first (31st) day of your absence from work. Normally the maximum time allowed is five (5) years and ninety (90) days, unless a greater period is otherwise provided by law.

FASC Communication during Leave of Absence

You will receive written notification from the FASC of the approval of your Military Leave request prior to the commencement of your Military Leave. This will be the only form of written communication sent to you by the FASC for the duration of your leave.

Transfer on File

If it is anticipated that you will be on your Military Leave of Absence for an extended length of time, please review your transfer requests on file to ensure the bids are accurate. This review is important, because if you are on a Military Leave at the time your transfer is awarded, it will be accepted on your behalf. Upon return from your Military LOA, you will return to work at your new domicile.

Seniority Accrual

You will retain and accrue seniority only during the period in which you are reporting for Military duty plus ninety (90) days, not to exceed five (5) years plus the ninety (90) days, unless otherwise provided by law.

Employee Pleasure Travel

Effective the date of leave, you will be eligible for non-revenue space available (NRSA) pleasure travel on United and United Express for the duration of the leave. Travel privileges include your travel eligibles and companions. Performance Incentive Program segments may be used during your Military Leave or by the expiration date, whichever is sooner. Your pleasure travel privileges also include approved non-revenue positive space (NRPS) emergency travel and Discount 20. Interline and BP-10 travel is not available to employees on a Leave of Absence including all reciprocal agreements.

On a Military Leave of Absence, travel privileges are not to be used if travel expenses are reimbursed by the government.

Insurance

You will have the opportunity to continue your Medical, Dental and/or Vision coverage (insurance benefits) for up to twenty-four (24) months (known as COBRA coverage) by paying the full cost of your coverage plus a 2% administrative fee. The first three (3) months will be subsidized by United and the remaining twenty-one (21) months will be billed at the

full cost of your coverage. You will receive detailed information from the United Benefits Service Center (UBSC), within forty-five (45) days of the start of your Military Leave.

If you did not elect COBRA while on Military Leave, your insurance benefits will be automatically cancelled on the last day of the month in which your leave begins. However, if your leave begins on the first day of the month, your insurance benefits will be cancelled effective the last day of the previous month. You will receive an enrollment packet upon your return to work. You will have thirty (30) days from the date on your Personal Enrollment sheet to enroll for benefits.

If you elected at least one COBRA benefit while on your leave, you must contact UBSC within thirty (30) days of your return to work to reinstate benefits waived while on leave.

Regardless of your choice to elect COBRA or discontinue insurance coverage during your leave, should your return to work occur during or after the Annual Enrollment Period, you will receive an enrollment packet upon your return to work from the UBSC. You will have thirty (30) days from the date on your Personal Enrollment sheet in which to make changes to your benefits.

Should you have a “qualifying event” such as a divorce, a spouse losing medical coverage from his or her employer, having a baby, etc. you will have thirty (30) days from the date of the event in which to enroll for eligible coverage. Questions can be directed to the UBSC at 1-888-825-0188.

Company paid Basic Life Insurance and Accidental Death and Dismemberment Insurance continues for the entire period of the Military Leave.

NON-OCCUPATIONAL MEDICAL LEAVE OF ABSENCE

Qualifications and Conditions for Leave of Absence

You will automatically be placed on a Medical Leave for illness or injury on the 17th day after exhaustion of all applicable sick leave hours. (A sample of a Sick Bank Exhaustion Letter can be found in **Appendix C**) In addition, you may request to be placed on Medical Leave prior to exhausting sick leave hours. Except where it is not consistent with the FML policy, an "Absence Certificate" (found in **Appendix D**) must be provided to Company Medical (OPCMD) at your expense. Information must include medical facts, general treatment plan, office visits and work status. OPCMD will review the medical information and either approve or deny the continuation of the LOA. Because medical reports are confidential, you will need to ensure that they are faxed directly to OPCMD at 847-700-2600.

Length of Leave of Absence

Per the Collective Bargaining Agreement the maximum time allowed for a Non-Occupational Medical LOA is three (3) years.

FASC Communication during Leave of Absence

Until you are cleared to return to work, your assigned Supervisor at the Flight Attendant Service Center (FASC) will be managing your leave of absence versus your Home Domicile Supervisor. To contact your FASC supervisor call 1-800-FLT-LINE option 4, 4. During this time you are expected to remain under a physician's care, as well as provide OPCMD follow up documentation at intervals indicated according to your treatment plan to continue on an authorized Medical LOA status. You will receive medical follow up directive letters from the FASC based on the medical information submitted by your treating physician to OPCMD. (A sample Medical Follow-up Letter can be found in **Appendix E**) If, however, OPCMD deems your medical documentation insufficient you will be receiving an "Insufficient Medical Information Letter" along with another Absence Certificate and the Review of Medical Documentation Form from OPCMD explaining what is required to substantiate your continued absence or your return to work. (See sample Insufficient Medical Information Letter in **Appendix F**)

Availability of Reasonable Accommodation Process (RAP)

If you are suffering from a disability that is long-term (90 days or longer) and would like to pursue the possibility of reasonable accommodation any time prior to the expiration of the three (3) year period, you should contact the FASC. You will be required to submit an updated Absence Certificate to OPCMD. After OPCMD has a clear understanding of your limitations or restrictions an Assessment of Functional Capabilities (AFC) will be completed and the FASC will contact you to set up an appointment with HR to discuss any possible accommodations.

Transfer on File

If a transfer is awarded during your LOA and you are unable to clear OPCMD and report to your new domicile, your transfer will be rescinded without penalty. Transfer requests are not subject to cancellation and will remain on file until the transfer request is either accepted or cancelled by you. Transfers processed after a return to active service from any Leave of

Absence will be processed in accordance with the language in Section 22.A.2 of the Collective Bargaining Agreement.

Seniority Accrual

Per the current Collective Bargaining Agreement, Section 23.C. while on a Non-Occupational Medical Leave of Absence a Flight Attendant shall retain and accrue seniority for a period not to exceed three (3) years. That provision provides that if you are unable to return to active status within the three (3) year maximum allowance, your name will be removed from the Flight Attendant seniority list and you will be administratively separated from the Company.

Update Company Medical (OPCMD) Regarding your Condition

While Company Medical is centrally located at OPCMD, Concentra Medical Centers, or affiliates, are considered the contracted arm of Company Medical with facilities located throughout the country. Medical information provided by your treating physician must be submitted on an Absence Certificate and faxed to OPCMD at 847-700-2600.

The Company reserves the right to require medical reports or a medical examination at regular intervals. You will be expected to provide information and/or a report from your treating physician to OPCMD as requested during your leave. The cost of your treating physician's report or examination is at your expense. Transportation will not be provided unless you are instructed to report to a specific Concentra location under the direction of OPCMD.

If you are a Domestic Based Flight Attendant and choose to visit Concentra Medical Centers or affiliate, where applicable, in lieu of submitting medical documentation, you will need to call United Medical (OPCMD) at 847-700-4461 or email United Medical at OPCMD@united.com to request an Authorization for Examination Form. United Medical will help in determining which authorized center is nearest to your domicile or primary UG100address. Once the location is determined, you will need to take all applicable medical documentation from your treating physician with you to this visit.

If your primary UG100address is located in the United States, and you are an International Based Flight Attendant in FRA, HKG, LHR or NRT, and choose to visit Concentra Medical Centers or affiliate, where applicable, please refer to the above paragraph. There is no positive space travel available or expense reimbursement with this option.

If your primary UG100address is located in an International location and you are an International Based Flight Attendant you will need to make the following arrangements:

- Contact United Medical (OPCMD) at 847-700-4461 or email United Medical at OPCMD@united.com to request an Authorization for Examination Form. United Medical will help determine which authorized gateway center is nearest your domicile or primary UG100address.
- Once the location is determined, you will need to take all applicable medical documentation from you treating physician with you to this visit.

- Make positive space (BP-3) travel from your Domicile. Contact the FASC via 1-800-FLT-LINE (1-800-358-5463) option 4, 4 with your appointment date, travel arrangements and record locator number.
- Submit for reimbursement your hotel, meal and ground transportation expenses where applicable, to your domicile.

Employee Pleasure Travel

Effective the date of leave, you will be eligible for non-revenue space available (NRSA) pleasure travel on United and United Express for the duration of the leave. Travel privileges include your travel eligibles and companions. Performance Incentive Program segments may be used during your Medical Leave of Absence or by the expiration date, whichever is sooner. Your pleasure travel privileges also include approved non-revenue positive space (NRPS) emergency travel and Discount 20. Interline and BP-10 travel is not available to employees on a Leave of Absence including all reciprocal agreements.

Insurance

Your Medical, Dental, and/or Vision Insurance will continue for you and your dependents (if applicable) throughout your Non-Occupational Medical Leave, provided you pay your employee contributions. You will be responsible to pay the monthly amount that is normally deducted from your paycheck. You will receive a notification letter from the United Benefits Service Center (UBSC) with payment details. (Note: If you fail to pay for your coverage by the invoice due date during your leave, your coverage will be terminated and cannot be reinstated until one of the following criteria is met: (1) you return to active status or (2) the January 1 following the Annual Enrollment period).

If you opt not to continue coverage while on your Non-Occupational Leave, your insurance benefits prior to your leave will be reinstated when you return to active status. Furthermore, if you return to work during or after the Annual Enrollment Period, you will have thirty (30) days from the date of your Personal Enrollment sheet in which to make changes to your benefits.

Should you have a "qualifying event" such as a divorce, a spouse losing medical coverage from his or her employer, having a baby, etc. while on leave, you will have thirty (30) days from the date of the event in which to enroll for eligible coverage. Questions can be directed to the UBSC at 1-888-825-0188.

Company paid Basic Life Insurance and Accidental Death and Dismemberment Insurance continues for the entire period of the Non-Occupational Medical Leave.

Obtain Medical Clearance

Following a Non-Occupational Medical Leave you must be cleared by OPCMD before you are allowed to attend training and/or are returned to active status. (Note: You will continue to report to the FASC until you have cleared OPCMD, completed any required training, and either stand one day of reserve or worked your first scheduled assignment if a line holder.)

If OPCMD requires you to visit Concentra to obtain clearance to return to work, it is your responsibility to contact Company Medical (OPCMD) at 847-700-4461 or by email at OPCMD@united.com to request an Authorization for Examination Form. United Medical will help in determining which authorized center is nearest to your domicile or primary

UG100address. Once the location is determined, you will need to take all applicable medical documentation from your treating physician with you to this visit. After Concentra's assessment, their findings will be faxed to OPCMD who will then advise the FASC of your RTW status. Once clearance is received at the FASC you will be contacted regarding TSA mandates and/or training requirements.

You may also be required to provide OPCMD with a statement and supporting documentation from your treating physician giving diagnosis of your illness or injury, treatment received and the date of your release to return to work. In certain instances, OPCMD may disagree with your physician's assessment of your fitness to return to work. In this event, you may appeal the Company's determination under the Medical Arbitration provisions of Section 20.D of the Agreement.

PARENTAL LEAVE OF ABSENCE

Qualifications and Conditions for Leave of Absence

You may request a Parental Leave through SkyNet if an adopted child has been legally placed in your care. After submitting the request, fax legal documentation supporting the adoption of the child to the FASC at 847-364-2445 no later than fourteen (14) days prior to your requested leave of absence commencement date.

Length of Leave of Absence

Parental Leaves are granted for a period not to exceed three (3) months from the date of adoption. The leave must be used for a continuous block of time.

FASC Communication during Leave of Absence

After your documents have been reviewed and approved, you will receive written instructions from the FASC advising you of the specifics of your Parental Leave. This will be the only form of written communication sent to you by the FASC for the duration of your Parental Leave.

PATERNAL LEAVE OF ABSENCE

Qualifications and Conditions for Leave of Absence

If you are a male Flight Attendant and wish to stay at home with your newborn baby, you may request a Paternal Leave of Absence through SkyNet. Submit the request and fax the hospital documentation that supports a live birth to the FASC at 847-364-2445 as soon as possible but no later than fourteen (14) days from the date of delivery.

Length of Leave of Absence

Paternal Leaves are granted for a maximum of thirty (30) days from the date of delivery of the newborn.

FASC Communication during Leave of Absence

After your documents have been reviewed and approved, you will receive written instructions from the FASC advising you of the specifics of your Paternal Leave. This will be the only form of written communication sent to you by the FASC for the duration of your Paternal Leave.

PERSONAL LEAVE OF ABSENCE

Qualifications and Conditions for Leave of Absence

Complete and submit the Personal Leave request form found on SkyNet/Onboard Service Home/Flight Attendant Service Center/LOA Homepage. In order to provide the two (2) weeks notice as required in Section 23.A. of the Collective Bargaining Agreement (CBA), you must send documentation to support your request to the FASC at 847-364-2445 no later than fifteen (15) business days prior to your requested leave commencement date. Your request along with your documentation will be reviewed. Based on the operational needs of the Company, the request will either be approved or denied. Once approved, the Company may terminate or shorten the leave, consistent with the provision 23.A. of the CBA.

Length of Leave of Absence

A Personal Leave should be requested by the Flight Attendant schedule month(s) and shall be granted for a period not in excess of one hundred eighty (180) days. Such period may be extended for additional periods not to exceed ninety (90) days each.

FASC Communication during Leave of Absence

You will receive written notification from the FASC regarding the approval/denial of your request. This will be the only form of written communication sent to you by the FASC for the duration of your Personal Leave.

Transfer on File

If awarded a domicile transfer, you will be required to decline the transfer or terminate your leave and return to active status to accept the transfer. (Note: Return to active status includes: clearing Company Medical (OPCMD), attending any required training and completing a contractual work assignment in your current domicile.) Should you decline your transfer, it will be removed from your file with no penalty. Any non response to your transfer award will inhibit your ability to request a transfer for three (3) months. Upon return from your Personal Leave, you may resubmit a transfer bid to the domicile of your choice.

ANP in Conjunction with a Personal Leave of Absence

Any ANP, whether taken in a block of time or trip-by-trip, which adjoins a Personal Leave of Absence is treated as an extension to the Personal Leave.

If a 30-day ANP precedes a Personal Leave, the effective date of the leave is retroactive to the start of the ANP.

Seniority Accrual

Per the current Collective Bargaining Agreement, your seniority will accrue for the first 180 days of your Personal LOA. The 180 days will be counted in consecutive days. If there is a break in your Personal Leave, the 180 day countdown would begin again.

Employee Pleasure Travel

Effective the date of leave, you will be eligible for ninety (90) days non-revenue space available (NRSA) pleasure travel on United and United Express. Travel must be completed within the ninety (90) day period. Travel privileges include your travel eligibles and

companions. Performance Incentive Program segments may be used during the ninety (90) days or by the expiration date, whichever is sooner. Your pleasure travel privileges also include non-revenue positive space (NRPS) emergency travel and Discount 20. Interline and BP-10 travel is not available to employees on a Leave of Absence including all reciprocal agreements.

Insurance

You will have the opportunity to continue your Medical, Dental and/or Vision coverage (insurance benefits) for up to eighteen (18) months (known as COBRA coverage) by paying the full cost of your coverage plus a 2% administrative fee. You will receive detailed information from the United Benefits Service Center (UBSC), within forty-five (45) days of the start of your Personal Leave.

If you did not elect COBRA while on Personal Leave, your insurance benefits will be automatically cancelled on the last day of the month in which your leave begins. However, if your leave begins on the first day of the month, your insurance benefits will be cancelled effective the last day of the previous month. You will receive an enrollment packet upon your return to work. You will have thirty (30) days from the date on your Personal Enrollment sheet to enroll for benefits.

If you elected at least one COBRA benefit while on your leave, you must contact UBSC within thirty (30) days of your return to work to reinstate benefits waived while on leave.

Regardless of your choice to elect COBRA or discontinue insurance coverage during your leave, should your return to work occur during or after the Annual Enrollment Period, you will receive an enrollment packet upon your return to work from the UBSC. You will have thirty (30) days from the date on your personal enrollment sheet in which to make changes to your benefits.

Should you have a "qualifying event" such as a divorce, a spouse losing medical coverage from his or her employer, having a baby, etc. you will have thirty (30) days from the date of the event in which to enroll for eligible coverage. Questions can be directed to the UBSC at 1-888-825-0188.

Company paid Basic Life Insurance and Accidental Death and Dismemberment Insurance continues for a maximum of 180 days for Personal Leave provided that you pay the cost of the premium.

Obtain Medical Clearance

Following a Personal Leave over sixty (60) days, you must be cleared by OPCMD before returning to active status. It is your responsibility to complete the enclosed Statement of Health (found in **Appendix G**) and fax to OPCMD at 847-700-2600 a minimum of fifteen (15) days prior to your scheduled return to work date. OPCMD will review your form and will either clear you to return to work or will contact you for additional information. You may contact the FASC two business days after submission to verify receipt and work status.

If you are unable to return from your Personal Leave due to your own medical condition, you will remain on Personal Leave status with all benefits remaining as stated in this section (insurance, pass travel) with the exception of seniority accrual. Your seniority will accrue as outlined in Section 23.C. of the Agreement under Medical Leave for a period not to exceed

three (3) years. The three (3) year period will commence on the day first day you are medically unable to return to work following your Personal Leave.

SPECIAL LEAVE OF ABSENCE

Qualifications and Conditions for Leave of Absence

When Special Leaves are being offered by the Company make your request through the LOAREQ screen in Unimatic. You may submit multiple requests on the LOAREQ screen. The needs of the operation will determine the award process. In addition, you may cancel your request on the LOAREQ screen before your Special Leave is awarded.

Application for a Special Leave of Absence

Request for a Special Leave is made through LOAREQ Screen in FAIS in Unimatic.

Type: LOAREQ/File # (enter).

FILE # LAST NAME FI DOM
LOAREQ/ -----/-----/-----/-----/-----

Attachmate Accessory Manager - [UNIPROHOST3]

File Edit View Tools Session Options Window Help

LOAREQ/012345/ / / /LHR

1.*REQUEST YOUR LEAVES IN ORDER OF PREFERENCE*

TYPE/START DATE/END DATE

#1. ./ .-.-.-./ .-.-.-./

#2. ./ .-.-.-./ .-.-.-./

#3. ./ .-.-.-./ .-.-.-./

#4. ./ .-.-.-./ .-.-.-./

2.CHECK IF AN EXTENSION OF CURRENT LOA:

CAUTION:SENIORITY AND BENEFITS MAY BE AFFECTED BY TAKING A LEAVE OF ABSENCE.IT IS IMPORTANT TO REVIEW ALL COMPANY REGS. REGARDING LOAS.A CHECK LIST IS AVAILABLE ON SKYNET.

3.CHECK HERE IF YOU WILL ACCEPT A PORTION OF ANY REQUEST:

4.CHECK HERE IF YOU HAVE READ THE TERMS OF THIS LOA LOCATED IN THE CURRENT LOA PACKET ON SKYNET. INCL. SURRENDERING OF TSA CREW MEMBER BADGE WITHIN 90 DAYS OF COMMENCING LOA: _

Pg=1 Row= 1 Col= 41 POLL

Session has been established

start

Inbox - Microsoft Out... ServiceCenter - [Incl... Attachmate Accessor... LOA PACKETS Document1 - Microsof...

12:36 PM

Type: SP= Special Start Date/End Date: enter desired dates.

1. Special Leave requests must be for a minimum of 2 schedule months and must begin and end on schedule month start and end dates.

- a. Requests to extend any non-medical related leaves must be requested for complete schedule months, not days.
- b. If multiple requests are made and leave dates do not overlap, more than one leave may be awarded. (i.e. Leave Request #1 Jan-Mar and Leave Request #2 April-June. Both requests may be awarded since dates do not overlap).

2. If an extension is requested, type an "X" in the LOA extension box.

3. Type an "X" if you will accept a portion of any request.

4. Type an "X" to acknowledge you have read the Special LOA section.

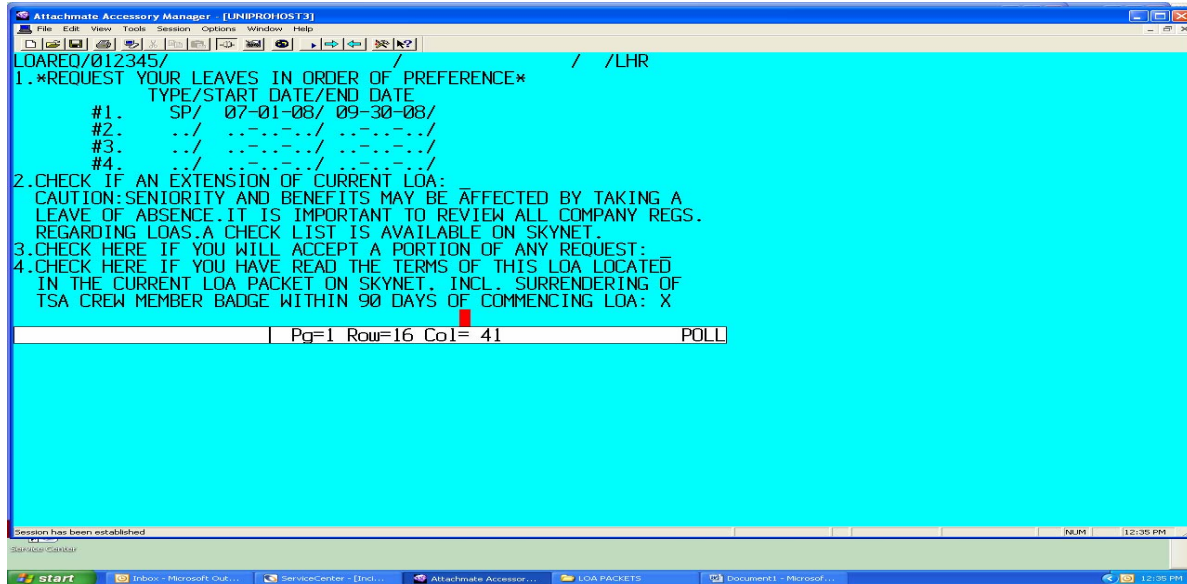
Removing a Special Leave of Absence Request

Display LOAREQ screen in Unimatic.

In Unimatic, type LOAREQ (enter)

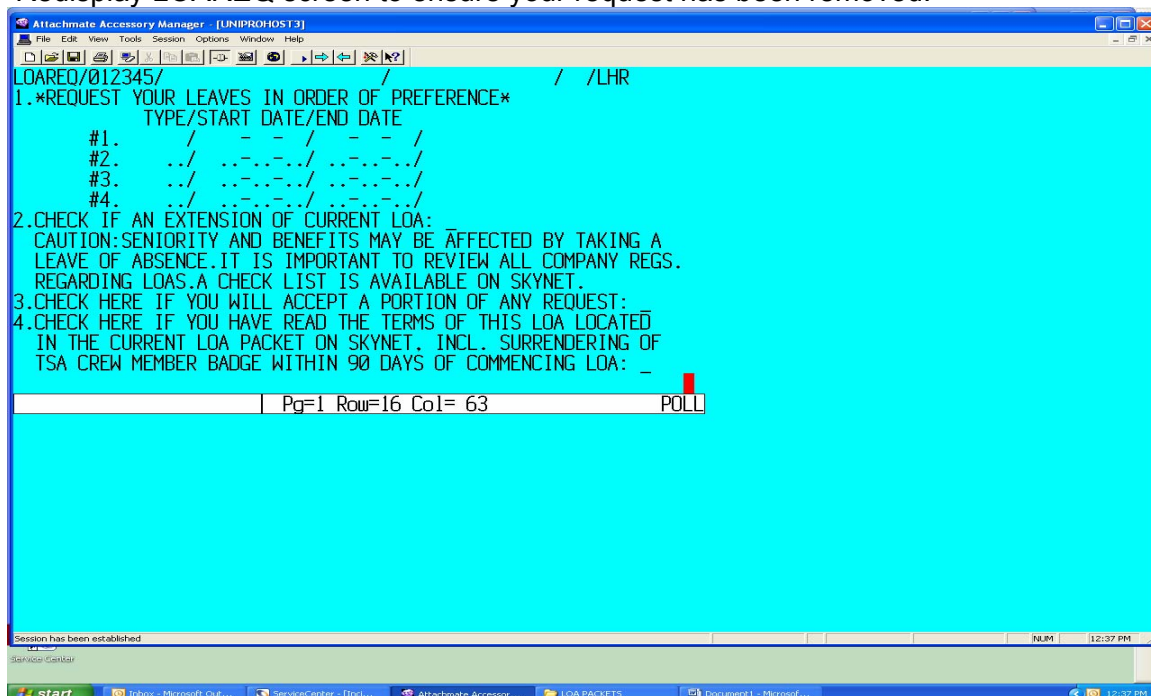
FILE # LAST NAME FI DOM

LOAREQ/ -----/-----/-----/-----/-----



Using spacebar, space over type of leave (SP) and start and end date of the leave(s) of absence you desire to remove. Be sure to leave all slashes (/) and dashes (-) arrow to the bottom of the screen and enter.

Redisplay LOAREQ screen to ensure your request has been removed.



Award Process

Special Leaves are awarded on a domicile by domicile basis in SW seniority order by Worldwide Flight Attendant Scheduling and Support at the Operations Center (OPC) formerly known as WHQ from longest to shortest duration when more than one length of leave is offered.

If only a portion of your original request is awarded, you may submit another request for the unawarded portion. (Once awarded, the leave request is no longer on file). You will be notified regarding whether or not your leave was awarded through a posting in the domicile.

Length of Leave of Absence

Special Leave of Absence must be requested for a minimum of two (2) scheduled months up to a maximum of two (2) years.

Extending Your Leave

Requests for extensions of Special Leave must be submitted using the LOAREQ screen. Such requests will be considered during the normal award process.

FASC Communication during Leave of Absence

You will receive a letter from the FASC regarding the approval/denial of your Special Leave request. This will be the only form of written communication sent to you by the FASC for the duration of your Special Leave.

Transfer on File

A Special Leave of Absence cannot be rescinded to accept a transfer award. If you have a request on file and are awarded with an effective date prior to the end of your Special Leave you will not be eligible to accept the transfer.

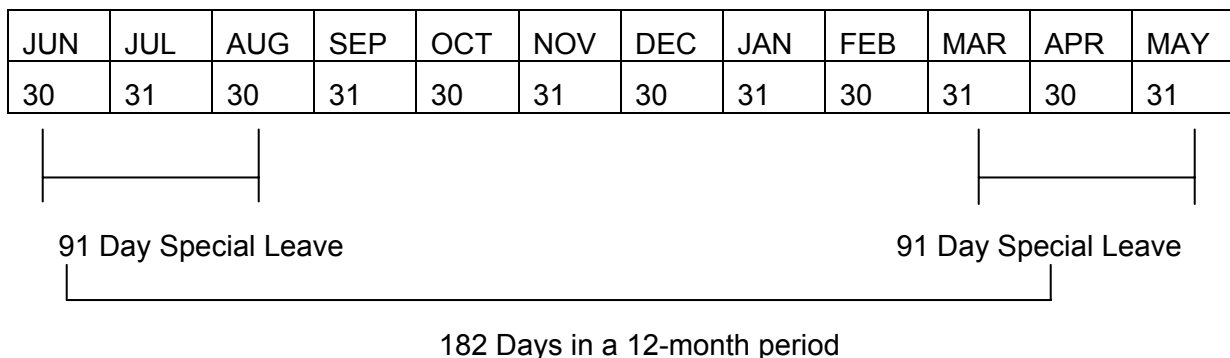
ANP in Conjunction with a Special Leave of Absence

Any ANP which adjoins a Special Leave of Absence is treated as an extension to the leave.

If a 30-day ANP precedes a Special Leave, the effective date of the leave is retroactive to the start of the ANP.

Seniority Accrual

Per the current Collective Bargaining Agreement, your seniority will accrue for the first 180 days of your special LOA. The 180 days will be counted in any rolling 12-month period.



Seniority adjustment = 2 days

- Any number of days over the 180 days will cause your seniority to be adjusted by that number of days.
- Company, classification, pay and date of employment seniority will be adjusted in accordance with the above chart upon return from a leave.

Employee Pleasure Travel

Effective the date of leave, you will be eligible for ninety (90) days non-revenue space available (NRSA) pleasure travel on United and United Express. Travel must be completed within the ninety (90) day period. Travel privileges include your travel eligibles and companions. Performance Incentive Program segments may be used during the ninety (90) days or by the expiration date, whichever is sooner. Your pleasure travel privileges also include non-revenue positive space (NRPS) emergency travel and Discount 20. Interline and BP-10 travel is not available to employees on a Leave of Absence.

Insurance

You will have the opportunity to continue your Medical, Dental and/or Vision coverage (insurance benefits) for up to eighteen (18) months (known as COBRA coverage) by paying the full cost of your coverage plus a 2% administrative fee. You will receive detailed information from the United Benefits Service Center (UBSC), within forty-five (45) days of the start of your Special Leave.

If you did not elect COBRA while on Special Leave, your insurance benefits will be automatically cancelled on the last day of the month in which your leave begins. However, if your leave begins on the first day of the month, your insurance benefits will be cancelled effective the last day of the previous month. You will receive an enrollment packet upon your return to work. You will have thirty (30) days from the date on your Personal Enrollment sheet to enroll for benefits.

If you elected at least one COBRA benefit while on your leave, you must contact UBSC within thirty (30) days of your return to work to reinstate benefits waived while on leave.

Regardless of your choice to elect COBRA or discontinue insurance coverage during your leave, should your return to work occur during or after the Annual Enrollment Period, you will receive an enrollment packet upon your return to work from the UBSC. You will have thirty (30) days from the date on your Personal Enrollment sheet in which to make changes to your benefits.

Should you have a "qualifying event" such as a divorce, a spouse losing medical coverage from his or her employer, having a baby, etc. you will have thirty (30) days from the date of the event in which to enroll for eligible coverage. Questions can be directed to the UBSC at 1-888-825-0188.

Company paid basic life insurance and accidental death and dismemberment insurance continues for a maximum of 180 days for Special Leave provided that you pay the cost of the premium.

Obtain Medical Clearance

Following a Special Leave of Absence over sixty (60) days, you must be cleared by OPCMD before returning to active status. It is your responsibility to complete the Statement of Health (found in **Appendix G**) and fax to OPCMD at 847-700-2600 for a minimum of fifteen (15) days prior to your scheduled return to work date. OPCMD will review your form and will either clear you to return to work or will contact you for additional information. You may contact the FASC two business days after submission to verify receipt and work status.

If you are unable to return from your Special Leave due to your own medical condition, you will remain on Special Leave status with all benefits remaining as stated in this section (insurance, pass travel) with the exception of seniority accrual. Your seniority will accrue as outlined in Section 23.C. of the Agreement under Medical Leave for a period not to exceed three (3) years. The three (3) year period will commence on the day first day you are medically unable to return to work following your Special Leave.

Early Return from Special Leave of Absence

Special Leaves are typically not rescinded after they have been awarded. There may, however, be unanticipated personal hardships which warrant canceling or modifying the award. If there is a need to cancel or change your leave, regardless of whether it has already commenced, submit a written request to the Flight Attendant Service Center Manager of Administration. Indicate the leave dates awarded and detail the reason(s) for the request. Provide any available documentation which supports the request. Your request, the reasons provided, and the needs of the operation will be taken into consideration when determining if your request will be granted (Per Section 23.B.)

GENERAL POLICIES

Probation

Per Section 17 B.2. of the CBA: A Flight Attendant who is absent due to illness or injury for a period of fourteen (14) consecutive days shall have her/his period of probation extended by the number of days in excess of the first fourteen (14) days.

Outside Employment

With the exception of a Maternity or Education Leave of Absence, per Section 23 K. of the Collective Bargaining Agreement, a Flight Attendant may not engage in gainful employment for someone other than the Company without prior permission in writing from the Company. To obtain an approval, submit a written request to your assigned FASC Supervisor with the name, address and phone number of the employer detailing your new job responsibilities. Your Supervisor will evaluate your request to ensure there is no conflict of interest between your new job and your employment with United Airlines (this also includes self-employment and consulting services). If you are on a Medical Leave of Absence, your FASC Supervisor will consult with OPCMD to ensure that any outside employment will not impede your recovery or exacerbate your illness/injury. You will receive a written response to your request.

Uniforms

While on inactive leave status, you will not be eligible to accrue uniform points or order any uniform items from Brookhurst. You will, however, become eligible to order uniform items sixty (60) days prior to your return. Uniform points are based on the previous year's active flying. If you did not fly during the previous year, you will not have any uniform points. Any items needed to complete your uniform will be purchased at your expense. However, if you only worked a portion of the previous year, your point allotment will be prorated accordingly.

Union Dues

Per the AFA-CWA Constitution and Bylaws in effect at the time of the issuance of this packet, Flight Attendants on Leave of Absence are obligated to pay union dues for the first three (3) months of leave. The AFA-CWA Constitution and Bylaws controlling the duration of this obligation could be subject to change in the future. If you have any further questions concerning dues, please contact your Local Union Representative.

Credit Union

You may continue membership in the Credit Union while on LOA. You should speak to a Credit Union representative to discuss any loan obligations. You may contact the Credit Union directly at Telecenter: (800) 328-1935 or call the Self-Service Telephone: (773) 462-2100 or (800) 482-5328. As a reminder, physical access to the Credit Union office at some locations may require a personal escort.

Leave Status Change

You will not be able to transition from an inactive Leave of Absence with unpaid benefits (i.e. Personal or Special) to an inactive Leave of Absence with paid benefits (i.e. Medical, Maternity) without clearing OPCMD and returning to active status by completing a work assignment. This also applies to calling on sick leave subsequent to any inactive Leave of Absence. You will not receive paid sick time and will remain on the inactive leave status.

DURING LEAVE OF ABSENCE

Update Company of Personal Information Changes

While on leave, you are obligated to promptly advise the FASC of any change of status, including name, address or phone number. Name changes should be directed to your FASC LOA Supervisor. You are required to provide a copy of your passport (with name change) plus supporting legal documentation to the FASC. This must be done prior to your return to work.

You are also responsible for reporting any changes that would affect the eligibility of family members for travel or insurance/HMO benefits for as long as the benefits continue under the terms and conditions of the leave. For life events such as birth, marriage, divorce, etc., contact the United Benefits Service Center (UBSC) at 888-825-0188.

Regularly Check Mailbox

It is your responsibility to make arrangements to obtain the contents of your Company mailbox. If you are no longer in possession of your TSA Crewmember Badge, you should contact your domicile to arrange for an escort into the office.

Attend Emergency Training While on Leave of Absence

You are permitted to attend emergency training (RET/RQL) while on leave provided your leave is a Personal, Maternity, Military or Special Leave of Absence. If you have been out longer than thirty (30) days you must submit a Criminal History Record Check (CHRC) to the FASC at 847-364-2445.; if out longer than sixty (60) days, you must also obtain medical clearance through submitting a Statement of Health to OPCMD at 847-700-2600; and if you have been out longer than ninety-one (91) days you will be scheduled for Emergency Training either in DEN or SFO as those are the only two locations that do not require a TSA Crewmember Badge for training.

TSA Badge Return Policy

Per the Flight Attendant Operations Manual (FAOM) Section 1.60.3, by TSA mandate and Company policy, crewmembers with a change to their active status must return their UA-issued TSA Crewmember Badge no later than ninety (90) days following the effective leave date. Refer to Leaves of Absence packet page 4 or SkyNet for instructions on the return of your TSA Crewmember Badge.

BENEFITS

This section summarizes how your Leave of Absence status may affect your benefits. Although United expects to continue to offer these benefits, the Company reserves the right to modify, reduce, change or terminate any or all parts of the benefit(s) plan(s). This summary is not meant to supersede any plan documents which may govern these benefits. In case of conflict between a summary of the plan and an actual plan, the actual plan controls. This is all subject to the terms of the Collective Bargaining Agreement.

Travel

Interline and BP10 travel is not available to employees on a Leave of Absence.

For Educational, Personal or Special Leaves - You are responsible to pay any service charges, taxes and fees by the invoice due date to maintain the 90 days of travel while on leave.

Please Note: Non payment of travel fees by the invoice due date applies as follows:

- First failure to pay - Travel privileges will be reinstated when the service charges, taxes and fees are paid in full along with an administrative reinstatement fee of \$100.
- Second failure to pay - Travel privileges will be reinstated only after payment is received in full of all outstanding service charges, taxes, and fees along with an administrative reinstatement fee of \$100; and you return to active status.

Questions regarding travel eligibility for dependents may be referred to the United Benefits Service Center at 1-888-825-0188.

Authorization Process

All Flight Attendants must complete a one time authorization process either on-line via SkyNet or via telephone using the People Access Line (PAL) at 1-888-PAL-LINE (1-888-725-5463). During the process you will be asked to accept or decline: (1) payroll deduction of pleasure travel charges; and (2) United's travel policy. If you accept, you and any travel eligible(s) and/or companions you choose to designate will be able to use your space-available pleasure travel privileges. If you decline, you will forfeit pleasure travel privileges for yourself and all travel eligibles and companions until you change your election and your election is processed.

Cabin Jump Seat Authority

You are not eligible for cabin jump seat authority travel on United while on Leave of Absence.

Vacation Pay

Your vacation in the year following your LOA will be reduced by 1/12th for each thirty (30) days of LOA, or major portion thereof (16 days or more), on a prorated basis. If you are on LOA during annual vacation bidding, October – December, and plan to return the following year, you should submit a vacation bid. (Be sure to put a “key word” into the computer to allow another Flight Attendant or Bid Service to bid for you.) The vacation bid package is placed in all Flight Attendant mailboxes. This is the only notification of vacation bidding you

will receive. Vacation left open and vacated primary vacation days will be posted for bid in the next interim bid process. If there are fewer than five (5) workdays prior to the next interim bid process, the vacated and open days will be posted in the following month. If your vacation period falls during your LOA period, you will be paid at the rate of 2.6 hours per vacation day approximately forty-five (45) days after the scheduled vacation.

Sick Leave

No sick-leave payments are made, and no sick-leave credit hours accrue while on Leave of Absence. Your sick leave balance, if any, will remain intact. Per Company policy, if you are on a LOA status, you will be unable to revert to a paid sick leave status until you return to active status provided you have sick leave hours.

Insurance

All Leaves of Absence:

If you participate in the Group Universal Life (GUL) insurance plan, you may continue your coverage on a direct bill basis with thirty-one (31) days from the effective date of your Leave of Absence by paying the premiums directly to the insurance carrier. MetLife will send you information regarding your portability options. If you do not hear from MetLife within twenty-one (21) days of the effective date of your leave, contact MetLife at 800-GET MET8 (1-800-438-6388) to check on the status of your options letter.

If you and/or your spouse or domestic partner participate in the Group Universal Life (GUL) insurance plan, you may continue your coverage on an individual basis within forty-five (45) days (31 days for Special, Personal, and Maternity LOA) from the effective date of your LOA by paying the premiums directly to the insurance carrier. If you are enrolled, MetLife will send a Portability Options letter directly to you advising of the various options for continuing the GUL coverage. If you do not receive the letter or have questions, please call MetLife at 1-800-GET-MET8 (1-800-438-6388).

As of the effective date of your leave, you are no longer eligible to participate in the 24-hour Personal Accident Insurance plan and coverage is suspended until you return to work.

If enrolled in the long-term care insurance plan, for which you have payroll deductions, coverage may be continued on a direct-bill basis. Contact CNA at 1-800-339-9527 to provide them with your current home address and to request to be placed on direct-bill status. You can also contact CNA with questions about your coverage.

401(k) Savings Plan

During your Leave of Absence, employee deferral contributions and/or employer contributions to your 401(k) Plan account will only be made if you receive eligible earnings as defined under the 401(k) Plan. Upon return from LOA, your contributions will resume automatically once you receive eligible earnings.

If you are on a Non-Military Leave of Absence and have an existing 401(k) loan, your loan payments will be suspended* for the length of your leave up to a maximum of twelve (12) months. After you return to work, any outstanding loan balance will be re-amortized over the remaining original term of your loan.

If your Non-Military Leave of Absence lasts more than twelve (12) months, you will receive a letter from Fidelity notifying you that you must pay the amounts that were deferred during the first twelve months of your leave in order to bring the loan back into current status. If you do not make the specified payment by the designated date, the outstanding loan balance will be considered a taxable distribution and may be subject to an IRS tax penalty. You must also continue to make your monthly loan payments for the duration of your leave until you either return from leave (at which time payroll deduction will resume) or your loan is paid in full.

If you are on a Military Leave and have an existing 401(k) loan, your loan payments will be suspended* for the length of your leave. After you return to work, your outstanding loan balance will be re-amortized and the term of your loan will be extended by the length of your military leave.

To obtain a loan payoff balance at any time or to learn how to make manual loan payments, visit the 401(k) Plan website at www.401k.com. You can also contact the Fidelity Service Center for United Airlines at 1-800-245-9034.

* Please note: If you have previously had a 401(k) Plan loan default (meaning that, due to non-payment, your outstanding loan balance was reported to the IRS as a taxable distribution), you are not eligible to have loan payments suspended. Therefore, you need to make manual payments according to your loan amortization schedule. If you choose not to make manual payments, your loan will default (the outstanding loan balance will be reported to the IRS as a taxable distribution and may be subject to an IRS tax penalty) at the end of the calendar quarter following the calendar quarter in which you first failed to make a scheduled payment.

Resignation from Leave of Absence

If you have at least twenty (20) years of Company seniority and you choose to resign, you may be required to give the Company at least six (6) months advance notice to be eligible to receive the following pass benefits:

- Seven (7) North America including Hawaii SA passes per year with service charge (7 passes total to be used by employee and/or eligibles)
- One (1) Outside of North America excluding Hawaii SA pass per year with service charge (1 pass each for employee and eligibles)

These passes are in lieu of any pass benefits you may have been entitled to under Company policy had you early retired when eligible. Those eligible to use the pass benefits would be the employee, spouse, and dependent children as defined in Company policy.

Retirement from Leave of Absence

Retiree Medical Benefits applicable to Flight Attendants who retire on or after July 1, 2003.

1. Eligibility: A Flight Attendant (and her/his eligible dependents and survivors) will be eligible for retiree medical benefits if the Flight Attendant, at retirement, meets one of the following:

Either

- a. Age fifty-five (55) or older with ten (10) or more years of service, or

- b. On May 1, 2003 was age fifty (50) or older with ten (10) or more years of service, and
- c. In both cases above, retires from active status, voluntary furlough, or Medical Leave of Absence, and
- d. Continues to make required contributions.

OR

- e. Employment is terminated, by exhausting the full period of Medical Leave of Absence; and
- f. Years of service are equal to or greater than 25 years; and
- g. Employee is collecting Social Security Disability Benefits; and
- h. Continues to make required contributions.

At least sixty (60) days prior to the end of your three (3) year Medical Leave of Absence, if you are collecting Social Security Disability Benefits contact your FASC Supervisor to review your eligibility for retirement status or your eligibility for retiree medical benefits. You must present the Notice of Award letter from the Social Security Administration to receive the retiree medical benefit if you are not eligible for retiree status.

Contact the Pension Benefit Guaranty Corporation (PBGC) for all information regarding the pension plans. Visit the PBGC on the internet at www.pbgc.gov or call toll-free 1-800-400-7242 and refer to PBGC case number 19962800 for the United Airlines Flight Attendant Defined Benefit Pension Plan. The PBGC strongly recommends that you request an estimate before applying for your pension benefits. An estimate will provide you with information about the amount of your benefit for each possible form of benefit available to you on the date you want your benefits to start. To initiate the pension payment process, contact the PBGC and apply to begin receiving your pension benefit. United recommends that employees submit their application to begin receiving their pension benefit at least four months before the desired date of the first pension payment.

If you are eligible to retire and you retire while on a Non Medical Leave of Absence, you will be ineligible to receive retiree benefits. However, if you return to active status for two (2) months following your Non Medical Leave of Absence you may retire with full benefits.

Governmental Unemployment/Disability Benefits

Depending upon the state/country/city in which you live, you may be entitled to state/country/city unemployment or disability benefits while on a Maternity and/or Non-Occupational Medical Leave of Absence.

RETURN FROM LEAVE OF ABSENCE

If you are on a Non-Occupational Medical Leave of Absence, please contact the Flight Attendant Service Center (FASC) thirty (30) days prior to your estimated return to work date to begin the return to work process.

You are expected to return to work as soon as you are physically able to do so. You will not be returned to active status or awarded a flight schedule without confirmation that all of the below-listed conditions have been met for return from LOA beginning with obtaining medical clearance.

If you are on a Personal or Special Leave of Absence, please contact the FASC a minimum of thirty (30) days prior to your return to work date to begin processing your return. You will not be returned to active status or awarded a flight schedule without confirmation from the FASC that all return to work requirements are met.

If you are on a Military LOA, please contact the FASC thirty (30) days prior to your estimated return to work date to begin processing your return. You will be provided the time off required by law after the expiration of your military service period as follows.

If your Military LOA is:

- 30 days or less you must return to work no later than the beginning of the first full regularly scheduled work period on the first full calendar day following: (1) the completion of military service; and (2) your return to your residence; and (3) an eight (8) hour rest period.
- 31-180 days you must return to work within fourteen (14) days of your return from service.
- More than 180 days you must return to work within ninety (90) days of your return from service.

The Company will consider extension of your leave if circumstances outside your control prevent you from returning to work before your Military LOA expires. You will not be returned to active status or a Flight Attendant schedule without confirmation that all conditions for return to work have been met. You will be returned to your assigned domicile, provided that you return to work on or before the expiration date of your leave.

Upon return, you must present documentation to the FASC which states that you have satisfactorily completed your period of military service.

Obtain TSA Fingerprint Clearance

If your Leave of Absence exceeds one (1) year and your fingerprint clearance is more than a year old, your fingerprints must be resubmitted before your return to work or training. If your last fingerprint submission was in a format which would allow for United to resubmit the prints on your behalf, United will take such action. If your prints are not in an appropriate format for resubmission, you will be contacted by the FASC and directed on how to proceed to resubmit your fingerprints. No action is required on your part for resubmission of your prints unless you are advised otherwise.

If the clearance process does require you to have your fingerprints retaken, the FASC will advise you of the United sponsored fingerprint facilities. Two (2) forms of government issued identification will be required (i.e. passport, driver's license, certified birth certificate, or social security card) when prints are taken. The FASC will also advise you when your fingerprint clearance is received, and you will then become eligible to receive your TSA Crewmember badge. If you are required to attend the Refresher Meeting or Service Requalification Training your badge will be issued at that time. If any clearance issues appear during the resubmission process, you will be contacted by the FASC with additional instructions.

Submit Criminal History Record Check - Continued Disclosure Statement and Consent *

In accordance with Code of Federal Regulations, if the duration of your leave is thirty-one (31) days or more, you must complete the Criminal History Record Check (CHRC) (found in **Appendix H**) and fax the form to the FASC at 847-364-2445. Your TSA Crewmember Badge cannot be provided to you until we are in receipt of your signed CHRC. Therefore, you will be unable to attend training or meetings until this step is completed.

- Submission of the CHRC is an acknowledgment of your continued obligation to notify United Airlines within twenty-four (24) hours if you are convicted of any of the 36 felonies identified by the TSA that would make you ineligible for Security Identification Display Area (SIDA) access.

* The CHRC must be signed and submitted no more than thirty (30) days prior to your return to work. If you do not come back to work within the thirty (30) days, you will need to resubmit another CHRC.

Update Passport/Visas

You are required to carry a valid Passport and necessary Visas on all flight assignments. If you have not already done so, you are instructed to obtain a Passport or renew any expired Passport prior to your return to work. Any necessary Visas can be obtained or renewed once you are cleared to return to work from your leave. You will need to ensure Passport/Visa information is on file with the Company prior to your first scheduled work assignment.

- The TSA requires that your name on your passport is identical to the name on Company information such as flight departure records and declarations.

Update Your Flight Attendant Operations Manual (FAOM)

Prior to your attendance at training or your first flight assignment, you are required to have your FAOM up-to-date, (inserting all revisions and bulletins placed in your mailbox during your leave). If you wish to purchase a new manual, use the order form found in the forms section at the domicile, or call the FAOM Coordinator at (847) 700-1160. Allow fourteen (14) working days for delivery. Your manual will be inspected upon return to training and/or flying to ensure that it is current and in compliance with FAR 121.137.

Comply With All Necessary Training Requirements

As provided in Section 23 J. of the CBA if you have been on Leave of Absence in excess of twelve (12) months you may not return to active status until you have successfully

completed all necessary training. Once you are ready to return to work you will need to complete the following to return to active status: **(1)** receive medical clearance from OPCMD; **(2)** sign and fax a CHRC form to the FASC; **(3)** once the CHRC is received, a fingerprint check will be required for any Service Training requirements; **(4)** if you require Refresher Flight Attendant Meeting or Service Requalification Training your TSA Crewmember Badge will be issued at this training; and **(5)** have an up-to-date FAOM. If the Company is unable to provide you with a date for training to begin within sixty (60) days of the date you notified the Company of your desire to be trained, you will be entitled to a sixty-five (65) hour minimum guarantee (prorated) commencing with the sixty-first (61st) day until the commencement of training. If you return from leave and the delay in training is due to your unavailability this would not apply.

Flight Attendants on an Educational Leave, Maternity Leave without any medical complications, Personal or Special Leave for less than twelve (12) months who do not give the required advance notification to permit the scheduling of training will not return to pay status until all the required training is completed.

Service Training

The FASC determines your service training requirements by referencing your last day flown. If you have not flown in:

- 12 months to less than 36 months – You will be required to attend the one (1) day Refresher Flight Attendant Meeting (RFM04) at WHQIT (Training Center). You must attend this meeting prior to attending any other training programs (RET, RQL, AED, Initial). During the Refresher Flight Attendant Meeting, you will receive pertinent information regarding Onboard Service policies, procedures and initiatives such as Buy On Board, as well as your TSA Crewmember badge. If you do not have an up-to-date FAOM, you may purchase one at your RFM class.
- 36 months to less than 60 months – You will be required to attend the three (3) day Service Requalification Training (SVCRQL) at WHQIT. During Service Requalification Training, you will receive detailed pertinent information regarding Onboard Service policies, procedures and initiatives such as Buy-on-Board, etc., as well as your TSA Crewmember Badge, and FAOM.
- Over 60 months – You will be required to attend the six (6) weeks and four (4) days of Initial Training if you have not flown for over five years from your last day worked. The training will be conducted at WHQIT.

Emergency Training

In order to remain active, you must annually complete Recurrent Emergency Training (RET). The Emergency Training, which you will be required to attend before being returned to active duty, depends on the length of time that you were absent.

- **If you return from your leave of absence within your regular annual training requirement**, then you will need to attend the one (1) day Recurrent Emergency Training (RET). RET is an annual requirement with which all Flight Attendants (including those returning from LOA) must comply to maintain qualifications. The training base month is found on the RETREC training screen to the right of the RET MONTH field. There is required pre-work for RET and prerequisites (found on SkyNet under your Learning Plan), which must be accomplished at least twenty-four

(24) hours prior to attending RET. You will be unable to attend training until all the required pre-work and prerequisites are completed.

- **If your leave exceeds your “grace” month and up to 36 months after your “grace” month**, then you will need to attend the three (3) day Requalification Emergency Training (RQL). RQL training currently consists of one day of AED training, one day of requalification training and one day of RET training. Your RET month will determine which RQL training class you may attend. There is required pre-work and prerequisites for RQL, which must be accomplished at least four-eight (48) hours prior to attending. You will be unable to attend training until the pre-work and prerequisites are completed
- **If your leave is greater than 36 months plus one (1) day from your “grace” month up to 60 months**, then you will need to attend the six (6) day Initial Emergency Training (EMR6) class. EMR6 currently consists of AED, First Aid and Initial Emergency Procedures. The logistics for the EMR6 class will be clarified specific to the individual class dates.

Based upon your return to work date, you will be scheduled in the first available training class.

Miscellaneous Additional Training

You are required to be equipment, service, and ditching qualified on all aircraft your domicile flies. Due to corporate initiatives and regulation requirements additional training may be required once you return.

Uniform and Appearance

You are required to return to work with a complete uniform and will need to complete an appearance check in uniform with a Supervisor of Onboard Service prior to the departure of your first trip. Alterations/replacements are your responsibility. Additionally, if you have an outstanding balance on uniform items the payments will be suspended while on LOA and reinstated upon return to active status.

Bid for Schedule

All Flight Attendants are encouraged to submit a bid. The bid packages are available online at: <http://airline.compuserve.com/ual/default.asp> and require an AOL login just like Unimatic from home. To obtain a free logon go onto AOL.com and type the keyword is ualcrew. You will only be awarded a line of flying if all of the following criteria are met.

1. Medical clearance has been received and processed by the FASC prior to 5 pm Central Time on the day preceding the award.
2. Your clearance to RTW confirms a date prior to the first day of the schedule month and
3. You are fully qualified to fly or if training is required, have enrolled in a class and training will be completed prior to the first day of the next schedule month

If you were entitled to a line of flying award and you did not submit a bid, you will be assigned a line of flying based on the lowest numbered line available at your seniority.

If the end date of your leave is the first day of the schedule month or later and, if relevant, your medical clearance has been confirmed, you must contact the Advanced Schedule Planner for your domicile at 1-800-FLT-LINE (1-800-358-5463) option 4, 5 to have a line constructed.

If the end date of your LOA is **prior** to the first day of the schedule month and, if relevant, you have received clearance from OPCMD and you are fully qualified to fly, you will be awarded a line of flying, whether you submit a bid or not.

If you are required to obtain a medical clearance from OPCMD prior to your first scheduled work day and are unable to do so, you will be removed from schedule (DNF).

Failure to Return from Leave of Absence

Failure to return to active duty before the termination of your three (3) year Non-Occupational Medical Leave of Absence will result in your administrative separation from the Company.

You are expected to return to work at the end of any approved Leave of Absence. Failure to return may result in disciplinary action up to and including discharge.

If you resign from the Company while on a Leave of Absence, eligibility for pass travel or reduced fare travel benefits as an active employee will cease on your resignation date. If you are contemplating resignation and you have twenty (20) years of Company seniority, you may be eligible for the Resignation Special Pass Benefit outlined in the Side Letter Section of the Collective Bargaining Agreement.



Appendix A

UNITED

Medical Certification for Pregnant Flight Attendant

Dear Doctor:

With appropriate medical certification, a United Airlines Flight Attendant may continue to work as a Flight Attendant through the 31st week of pregnancy. We require an initial medical certification upon notification of pregnancy and follow-up certifications at the 28th and 30th weeks.

The certification asks you to attest to the Flight Attendant's ability to safely perform the duties of the Flight Attendant position. To assist you in this evaluation, a copy of the current job description for the Flight Attendant position is attached.

Initial Certification of Pregnancy

This is to certify that _____ is under my care for pregnancy.
The expected date of delivery is _ _ / _ _ / _ _ . Based on my examination of her, and my review of the job description for the Flight Attendant position:

☐ She is **able**

☐ She is **NOT** able

to safely perform the essential functions of the Flight Attendant position.

File Number: _____

Signature of Health Care Provider/Title This signature certifies that this form was completed by the Health Care Provider	Date
Printed or Typed Name of Health Care Provider	Type of Practice
Address	Telephone Number
Health Care Provider's Office Hours: Appointment Hours: (To be completed by Health Care Provider)	

Please fax to: **United Airlines at (847) 364-2445**



Appendix B

28th Week Certification of Pregnancy

This is to certify that _____ is under my care for pregnancy.
The expected date of delivery is _ _ / _ _ / _ _ . Based on my examination of her, and my review of the job description for the Flight Attendant position:

☐ She is **able**

☐ She is **NOT** able

to safely perform the essential functions of the Flight Attendant position.

File Number: _____

Signature of Health Care Provider/Title This signature certifies that this form was completed by the Health Care Provider	Date
Printed or Typed Name of Health Care Provider	Type of Practice
Address	Telephone Number

Health Care Provider's Office Hours:

Appointment Hours:

(To be completed by Health Care Provider)

Note: This form must be faxed to the FASC at 847-364-2445.

30th Week Certification of Pregnancy

This is to certify that _____ is under my care for pregnancy.
The expected date of delivery is _ _ / _ _ / _ _ . Based on my examination of her, and my review of the job description for the Flight Attendant position:

☐ She is **able**

☐ She is **NOT** able

to safely perform the essential functions of the Flight Attendant position.

File Number: _____

Signature of Health Care Provider/Title This signature certifies that this form was completed by the Health Care Provider	Date
Printed or Typed Name of Health Care Provider	Type of Practice
Address	Telephone Number

Health Care Provider's Office Hours:

Appointment Hours:

(To be completed by Health Care Provider)

Note: This form must be faxed to the FASC at 847-364-2445.



Appendix C



Sick Bank Exhaustion Letter

Dear «FA_First_Name»,

We are sorry to hear about your illness and look forward to having you back to work. Your health and welfare are very important to us. Our records indicate your personal sick leave bank (which you have been utilizing) depleted on SB depleted date. If you remain medically unable to return to work, in accordance with Section 23.C of the Collective Bargaining Agreement, you will be placed on a Non-Occupational Medical Leave of Absence L5 eff date.

If you call off sick leave and complete a scheduled work assignment prior to «L5_Eff_date», you may disregard the following instructions; however, if you have been on sick leave for more than six (6) calendar days you are still required to substantiate your absence from work. For an absence that exceeds six (6) calendar days, send a completed absence certificate to (847) 700-2600 as instructed on 1-800-FLT-LINE.

Please be advised you are instructed to have the enclosed Absence Certificate completed by your treating physician and faxed to United Medical (OPCMD) at (847) 700-2600 OR visit a Concentra Medical Center or affiliate, where applicable, no later than «Abs_Cert_Date» for verification of your continued absence.

If you choose to visit a Concentra Medical Center or affiliate, where applicable, in lieu of submitting medical documentation, you will need to call United Medical (OPCMD) at (847) 700-4461 or email OPCMD at OPCMD@united.com to request an Authorization for Examination Form. OPCMD will help in determining which authorized center is nearest your domicile or primary UG100address. Once the location is determined, you will need to take all applicable medical documentation from your treating physician with you to this visit.

For International Based Flight Attendants:

If your primary UG100address is located in the United States, and you are an International Based Flight Attendant in FRA, HKG, LHR or NRT, and choose to visit Concentra Medical Centers or affiliate, where applicable, please refer to the above paragraph. There is no positive space travel available or expense reimbursement with this option.

If your primary UG100address is located in an international location and you are an International Based Flight Attendant you will need to make the following arrangements:

- Contact United Medical (OPCMD) at (847) 700-4461 or email United Medical at OPCMD@united.com to request an Authorization for Examination Form. United Medical will help determine which authorized gateway center is nearest your domicile or primary UG100address.
- Once the location is determined, you will need to take all applicable medical documentation from you treating physician with you to this visit.
- Make positive space (BP-3) travel from your Domicile. Contact the FASC via 1-800-FLT-LINE (1-800-358-5463) option 4, 4 with your appointment date, travel arrangements and record locator number.
- Submit for reimbursement your hotel, meal and ground transportation expenses where applicable, to your domicile.

If you choose to visit a Concentra Medical Center or affiliate, where applicable, allow sufficient time to complete your visit to ensure the compliance date is met.

*****Please note: Your failure to comply with substantiating your absence with the appropriate medical documentation by the above deadline WILL result in the remainder of your existing schedule(s) being changed to DNF status.**

You may contact the FASC at 1-800 FLT-LINE (1-800-358-5463) option 4, 4 after two business days of submission to verify that your documents have been received and processed.

Until you are cleared to return to work, the Flight Attendant Service Center (FASC) will be managing your leave of absence versus your Home Domicile Supervisor. During this time you are expected to remain under a physician's care, as well as provide OPCMD with regular medical updates as instructed in this letter and in future correspondence.

Per the Flight Attendant Operations Manual (FAOM) Section 1.60.3, by TSA mandate and Company policy, crewmembers with a change to their active status must return their UA-issued TSA Crewmember Badge no later than 90 days following their effective leave date.

Therefore, you are instructed to return your blue UA-issued TSA Crewmember Badge, in a sealed envelope post marked no later than 90 days following your effective leave date, per the steps below:

- Cut the badge diagonally across the photograph area.
- If your permanent residence is in a domestic location, mail your badge via a trackable method (i.e. USPS, FEDEX, etc.) **OR** if you would like a pre-paid FedEx envelope, please contact the FASC and ask to be connected to our FedEx coordinator, Debbie Andriano.
- ****If your permanent residence is in an international location or in a location not served by Federal Express or live in an International location, mail your badge via a trackable method (i.e. DHL, UPS, etc.) to :**

**United Airlines World Headquarters
Attn: OPCUN- Badging
1200 E. Algonquin Road
Elk Grove Village, IL 60007**

***You are required to return your badge via a trackable shipping method and will be reimbursed upon your return to active status and the completion of your first flight assignment, when you submit an Employee Expense Form and receipt to your domicile.*

You must return any other company property (e.g. Airport issued badge, parking decals/permits, and duty free keys) to your domicile.

In order to ensure that you understand the seriousness of the above instructions, be advised that this letter serves as a directive to you. The consequences of your failure to comply with one or more of the above written instructions may result in disciplinary action up to and including discharge.

The enclosed *Leaves of Absence Packet* which contains a non-controlling summary of benefits affected by your leave status should be read very carefully. Additionally, you will find information regarding the Reasonable Accommodation Program (RAP), outside employment guidelines and seniority accrual. *As Company policies, requirements, and Government mandates may be added or changed, throughout your leave of absence, please refer to the most current Leaves of Absence Packet which can be found on SkyNet/SkyNetLite.*

If you have any questions, please contact the FASC at 1-800 FLT-LINE (1-800-358-5463) option 4, 4.

Sincerely,

Supervisor- Flight Attendant Service Center

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Appendix D

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Absence Certificate

TO BE COMPLETED BY EMPLOYEE – ALL AREAS MUST BE COMPLETED

☐ Airport Operations

Patient's Name: _____

☐ Flight Attendant

☐ Salary & Management

FN: _____ Dept. Code: _____

☐ United Services

☐ Mechanics

Supervisor's Name: _____

☐ Reservations

☐ Pilots

Supervisor's Phone: _____

In most cases, employees are not authorized to be absent from work solely for medical appointments. Employees must make medical appointments outside of work hours; appointments scheduled during work periods may be made only if needed medical care is not available outside the employee's work hours.

TO BE COMPLETED BY HEALTH CARE PROVIDER - ALL AREAS MUST BE COMPLETED.

TO UNITED MEDICAL:

The United Airlines employee stated above has been or will be absent from work. Below is information you need in order to substantiate eligibility for sick pay, assess his/her eligibility to be absent from work, and/or his/her ability to return to work with or without medical restrictions. I have provided the following detailed information with dates as appropriate:

DIAGNOSIS/MEDICAL FACTS SUPPORTING THE NEED TO BE OFF WORK:

GENERAL TREATMENT PLAN:

PAST OFFICE VISITS FOR CONDITION: _____

WORK STATUS: (Check all areas that apply)

☐ UNABLE TO WORK FROM _____ TO _____

☐ ABLE TO PERFORM REGULAR DUTIES ON: _____

☐ ABLE TO PERFORM RESTRICTED WORK FROM _____ TO _____

SPECIFIC WORK RESTRICTIONS (Such as reduced hours and/or specific activity limitations)

☐ NEXT RE-EXAM/APPOINTMENT IS: _____

HEALTH CARE PROVIDER'S PRINTED NAME:

HEALTH CARE PROVIDER SIGNATURE:

TYPE OF PRACTICE: _____ DATE: _____

ADDRESS: _____

PHONE NUMBER: _____ FAX NUMBER: _____

Please fax to: **United Airlines Medical Offices (847) 700-2600**



Appendix E



Medical Follow-Up Letter

Dear «FA_First_Name»,

Thank you for your recent medical documentation. United Medical (OPCMD) has authorized your medical incapacity to work based on the medical information provided by your treating physician until «L5_EXT_to».

If you are unable to return to work, please complete one of the following no later than Comply By date.

- Have the enclosed Absence Certificate completed by your treating physician and faxed to OPCMD at (847) 700-2600 for verification of your continued absence.

OR

- If you choose to visit a Concentra Medical Center or affiliate, where applicable, in lieu of submitting medical documentation, you will need to call United Medical (OPCMD) at (847) 700-4461 or email OPCMD at OPCMD@united.com to request an Authorization for Examination Form. OPCMD will help in determining which authorized center is nearest your domicile or primary UG100address. Once the location is determined, you will need to take all applicable medical documentation from your treating physician with you to this visit.

For International Based Flight Attendants:

If your primary UG100address is located in the United States, and you are an International Based Flight Attendant in FRA, HKG, LHR or NRT, and choose to visit Concentra Medical Centers or affiliate, where applicable, please refer to the above paragraph. There is no positive space travel available or expense reimbursement with this option.

If your primary UG100address is located in an international location and you are an International Based Flight Attendant you will need to make the following arrangements:

- Contact United Medical (OPCMD) at (847) 700-4461 or email United Medical at OPCMD@united.com to request an Authorization for Examination Form. United Medical will help determine which authorized gateway center is nearest your domicile or primary UG100address.
- Once the location is determined, you will need to take all applicable medical documentation from your treating physician with you to this visit.
- Make positive space (BP-3) travel from your Domicile. Contact the FASC via 1-800-FLT-LINE (1-800-358-5463) option 4, 4 with your appointment date, travel arrangements and record locator number.
- Submit for reimbursement your hotel, meal and ground transportation expenses where applicable, to your domicile.

If you choose to visit a Concentra Medical Center or affiliate, where applicable, allow sufficient time to complete your visit to ensure the compliance date is met.

You may contact the FASC at 1-800 FLT-LINE (1-800-358-5463) option 4, 4 after two business days of submission to verify that your documents have been received and processed.

In order to ensure that you understand the seriousness of the above instructions, be advised that this letter serves as a directive to you. The consequences of your failure to comply with one or more of the above written instructions may result in disciplinary action up to and including discharge.

If your medical limitations are long-term, you are invited to participate in the Company's Reasonable Accommodation Process (RAP). The sole purpose of RAP is to engage you in a dialogue regarding long-term

medical limitations and to determine whether there are reasonable accommodation options available that are consistent with those limitations.

The first step to beginning the RAP process is to contact 1-800 FLT-LINE (1-800-358-5463) option 4, 4 and ask to be connected to me. If OPCMD has not yet confirmed that your restrictions are long-term, you may be required to undergo an Assessment of Functional Capabilities (AFC) in advance of the RAP review.

Although you may have received a LOA packet at the start of your leave, please refer to the most current Leaves of Absence Packet which can be found on SkyNet/SkyNet Lite.

If you have any questions, please contact the FASC at 1-800-FLT-LINE (1-800-358-5463) option 4, 4.

Sincerely,

Supervisor- Flight Attendant Service Center



Appendix F



Insufficient Medical Information Letter

Dear «FA_First_Name»,

Thank you for the medical information regarding your current absence. Unfortunately the medical information provided from your treating physician was insufficient. United Medical (OPCMD) has indicated on the enclosed Medical Status Form (enclosed) what additional information is required to substantiate your absence. Please complete one of the following no later than «COMPLY_BY DATE».

- Have the enclosed Absence Certificate completed with the above required information by your treating physician and faxed to OPCMD at (847) 700-2600 for verification of your absence.
(OR)
- *If you are instructed on the enclosed Medical Status Form or choose to visit a Concentra Medical Center, or affiliate, you will need to call OPCMD at 847-700-4461 to request an Authorization for Examination Form. You will need to take all applicable medical documentation from your treating physician with you to this visit.*

If you are a Domestic Based Flight Attendant and choose to visit Concentra Medical or affiliate, where applicable, in lieu of submitting medical documentation, you will need to call United Medical (OPCMD) at (847) 700-4461 or email United Medical at OPCMD@united.com to request an Authorization for Examination Form. United Medical will help in determining which authorized center is nearest your domicile or primary UG100address. Once the location is determined, you will need to take all applicable medical documentation from your treating physician with you to this visit.

For International Based Flight Attendants to visit Concentra Medical:

If your primary UG100address is located in the United States, and you are an International Based Flight Attendant in FRA, HKG, LHR or NRT, and choose to visit Concentra Medical Centers or affiliate, where applicable, please refer to the above paragraph. There is no positive space travel available or expense reimbursement with this option.

If your primary UG100address is located in an international location and you are an International Based Flight Attendant you will need to make the following arrangements:

- Contact United Medical (OPCMD) at (847) 700-4461 or email United Medical at OPCMD@united.com to request an Authorization for Examination Form. United Medical will help determine which authorized gateway center is nearest your domicile or primary UG100address.
- Once the location is determined, you will need to take all applicable medical documentation from your treating physician with you to this visit.
- Make positive space (BP-3) travel from your Domicile. Contact the FASC via 1-800-FLT-LINE (1-800-358-5463) option 4, 4 with your appointment date, travel arrangements and record locator number.
- Submit for reimbursement your hotel, meal and ground transportation expenses where applicable, to your domicile.

You may contact the FASC at 1-800 FLT-LINE (1-800-358-5463) option 4, 4 after two business days of submission to verify that your documents have been received and processed.

In order to ensure that you understand the seriousness of the above instructions, be advised that this letter serves as a directive to you. The consequences of your failure to comply with one or more of the above written instructions may result in disciplinary action up to and including discharge.

If you have any questions, please contact the FASC at 1-800-FLT-LINE (1-800-358-5463) option 4, 4.

Sincerely,

Supervisor- Flight Attendant Service Center

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Appendix G

STATEMENT OF HEALTH

Name (First, Middle, Last): _____
(Print)

File Number: _____ LOA Return Date: M____D____Y____

Domicile: _____ SW Phone contact: _____

I am medically able to return to work with no restriction on: M____D____Y____

Agree_____	Disagree_____
------------	---------------

If you **agree** that you are medically able to return to work without restrictions check the appropriate box, sign and fax this form to WHQUN at **847-364-2445**.

If you **disagree** that you are medically able to return to work (with or without restrictions) check the appropriate box, sign and fax this form along with a completed Absence Certificate from your treating physician to OPCMD at 847-700-2600 no later than your scheduled return to work date.

Signature: _____ Date: _____

Retain a copy for your personal records.

If you believe you need a reasonable accommodation (RAP) for a disability which would not allow you to perform the essential functions of the flight attendant job responsibilities, please contact the FASC at 1-800-FLT-LINE and ask to speak with your assigned supervisor to participate in RAP.



Appendix H

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CRIMINAL HISTORY RECORD CHECK

CONTINUED DISCLOSURE STATEMENT AND CONSENT

Completion of this form is required for all Flight Attendants returning to A1 active status after any leave of absence/furlough in excess of 31 consecutive days (excluding military LOA). The returning Flight Attendant is solely responsible to prepare and fax the signed copy to 1-847-364-2445. Failure to comply will result in a Line of Flying diagnostic code preventing future flight assignments (unpaid) and disciplinary action, up to and including discharge.

In accordance with Code of Federal Regulations, Title 49, Part 1544.229, employees of airlines, vendors or/and contractors that require unescorted Security Identification Display Area (SIDA) access must obtain authorization for such clearance from the Transportation Security Administration. You previously obtained this clearance by completing a Criminal History Record Check (CHRC) through submission of your fingerprints and supporting documentation. Individuals who have been convicted (see below for definitions of conviction) or have been found not guilty by reason of insanity to any of the following criminal offenses are not granted SIDA badges for unescorted airport access:

(1) Forgery of certificates, false marking of aircraft, and other aircraft registration violation; 49 U.S.C. 46306. (2) Interference with air navigation; 49 U.S.C. 46308. (3) Improper transportation of a hazardous material; 49 U.S.C. 46312. (4) Aircraft piracy; 49 U.S.C. 46502. (5) Interference with flight crew members or Flight Attendants; 49 U.S.C. 46504. (6) Commission of certain crimes aboard aircraft in flight; 49 U.S.C. 46506. (7) Carrying a weapon or explosive aboard aircraft; 49 U.S.C. 46505. (8) Conveying false information and threats; 49 U.S.C. 46507. (9) Aircraft piracy outside the special aircraft jurisdiction of the United States; 49 U.S.C. 46502(b). (10) Lighting violations involving transporting controlled substances; 49 U.S.C. 46315. (11) Unlawful entry into an aircraft or airport area that serves air carriers or foreign air carriers contrary to established security requirements; 49 U.S.C. 46314. (12) Destruction of an aircraft or aircraft facility; 18 U.S.C. 32. (13) Murder. (14) Assault with intent to murder. (15) Espionage. (16) Sedition. (17) Kidnapping or hostage taking. (18) Treason.	(19) Rape or aggravated sexual abuse. (20) Unlawful possession, use, sale, distribution, or manufacture of an explosive or weapon. (21) Extortion. (22) Armed or felony unarmed robbery. (23) Distribution of, or intent to distribute, a controlled substance. (24) Felony arson. (25) Felony involving a threat. (26) Felony involving -- (i) Willful destruction of property; (ii) Importation or manufacture of a controlled substance; (iii) Burglary; (iv) Theft; (v) Dishonesty, fraud, or misrepresentation; (vi) Possession or distribution of stolen property; (vii) Aggravated assault; (viii) Bribery; or (ix) Illegal possession of a controlled substance punishable by a maximum term of imprisonment of more than 1 year. (27) Violence at international airports; 18 U.S.C. 37. (28) Conspiracy or attempt to commit any of the criminal acts listed in this paragraph (d).
---	--

By signing this form below I acknowledge that, although I previously cleared the Criminal History Record Check (CHRC) by submitting my fingerprints and supporting documentation, I am continually obligated to disclose to United Airlines, within 24 hours, if I am convicted (see below for definition of conviction) or am found guilty by reason of insanity the disqualifying criminal offenses listed above from 12/6/91 up through the date of this application. You have a conviction if you pled guilty, pled nolo contendere, are currently serving probation or have served probation, or are currently participating or have participated in either a pretrial diversion or deferred adjudication process for any of the disqualifying criminal offenses.

I hereby also acknowledge I have read and understand this application. My signature below authorizes any further CHRC activities (background check, supply documentation or fingerprint resubmission) required to obtain and/or retain SIDA access authority.

If I am an employee domiciled at an international location, I acknowledge that I previously signed a Fingerprint Authorization that permitted United Airlines to take my fingerprints and undergo a CHRC. I further acknowledge that it is Company policy to keep information about employees confidential within the limits imposed by law, the results of the CHRC are confidential and access is limited to WHQSE and Company representatives who are required to know. I understand that my fingerprints if re-submitted, will be transmitted and processed in the United States.

The information I have provided on this application is true, complete and correct to the best of my knowledge and belief and is provided in good faith. I understand that a knowing and willful false statement on this application can be punished by fine or imprisonment (section 1001 of Title 18 United States Code).

Print your name: _____ File No. _____ Domicile: _____ SW
Signature: _____ Scheduled date of return ____/____/____ Today's date ____/____/____
(mm / dd / yy) (mm / dd / yy)

Completion directions:

Review and complete all form sections no later than 14 days prior to scheduled end of leave of absence
Fax to WHQUN –Flight Attendant Service Center at **1-847-364-2445**.



Appendix I

Description of Flight Attendant Job Duties

Overall Duties and Work Environment

Provides high quality customer service to passengers based on market specification and individual needs. This includes, but is not limited to, enroute cabin service and/or ground cabin service to delayed or canceled passengers.

Reads, interprets, demonstrates and provides safety briefings to passengers. Communicates and ensures compliance with company and government safety and security rules and procedures. Required to manage crew and passengers in any potential onboard event, including medical emergencies, assessment of security threats and a variety of difficult situations. Oversees cabin to ensure cockpit access is prevented by unauthorized personnel. Provides leadership, direction, and assistance to passengers and other crew members in stressful, emergency or evacuation situations.

Works in an environment subject to varying climatic conditions and air pressures, turbulence-induced variable positive and negative G loads, changing work locales, variable hours and shifts and working conditions, moderate noise levels, dim lighting, confining spaces and frequent contact with others. May be exposed to radiation levels of three to six millisieverts (mSB) per year at altitude, dry air ranging from 4% to 15% humidity, and ambient altitudes ranging from 4,000 to 8,500 feet. The frequent air pressure changes could predispose certain employees to ear and/or sinus barotraumas.

Specific Duties and Abilities

Proactively assists passengers with stowage (i.e., floor to above shoulder level) of carry-on bags, garments and other belongings. Serves or sells food, beverages and various other amenities in accordance with service standards. Picks up trash, keeps cabin and lavatories tidy. Provides assistance, which could include cardiopulmonary resuscitation, to ill or incapacitated passengers.

Operates mechanical and safety equipment such as oxygen systems, aircraft doors, evacuation slides, fire extinguishers, life rafts, galley equipment, communication and audio/visual equipment and lighting systems. Handles cash and credit transactions for liquor, audio equipment and other sales. Uses computers, including navigation within Windows environments and data entry and retrieval of information using company operated systems. Reads, comprehends, updates and uses technical or specialized information.

Interacts in a professional and friendly manner with clients, coworkers and customers of diverse backgrounds. Works with other crewmembers on a team to ensure all services meet company standards. Takes responsibility and is accountable for commitments and assignments.

Presents a professional image, including a neat, well-groomed appearance as described in United Company Regulations 30-5.

Must be able to speak in a clear, concise, and organized manner, loudly enough to be heard in an emergency. Ability to speak and understand English fluently. Proficiency in a second language highly desirable. Ability to hear all types and ranges of sound. Must meet hearing

and vision requirements as established by the Federal Aviation Administration and the airline.

Ability to use time efficiently and productively. Ability to demonstrate assertiveness and influence, when appropriate. Ability to resolve difficult, emotionally charged or confrontational issues while maintaining composure and focusing on customer needs. Ability to make decisions with little or no supervision, or in the face of rapidly changing events, stress, emergencies or crises. Ability to demonstrate flexibility and adjust easily to new conditions, changing needs and priorities.

Must complete Initial Flight Attendant Training, including Emergency Procedures and annual recurrent emergency training. May be required to complete other training as well.

Physical Requirements

Flight Attendants are required to be able to perform a combination of physical activities in the course of their work day. The types and combination of physical activities that are required may vary from day to day, depending upon job tasks assigned. Some of those activities include the following:

Works in aircraft aisles and galleys for periods of up to fourteen (14) hours or more, performing duties which require standing, walking, climbing, stooping, crouching, squatting, kneeling, reaching, twisting and bending. Such duties may be compromised by unpredictable events such as air turbulence.

Pushes or pulls movable carts. Ergonomic studies show that the initial push/pull force (force required to put a beverage or food cart in motion, at a flat angle) is 29 pounds of force. On a 4 degree angle, the estimated required force is 45 pounds.

Frequently required to use force up to 25 lbs. to lift, push, or pull objects, such as beverage stowage bins. Occasionally required to use 25 to 55 lbs. of force to lift, push, or pull objects. At times, required to use forces greater than 55 lbs. to lift, push, or pull objects. Some of these push, pull, or lifting forces must be performed with the arms at or above shoulder level, such as in the case of closing or opening overhead bins.

Ability to perform tasks that require overall body coordination/balance. Vertical reach of at least 82 inches (2.08 meters) and maximum height of 76 inches.

Education

High school graduate or GED.

Additional Qualifications

Qualifications: Must be able to complete company physical assessing capability to meet Flight Attendant essential functions with or without a reasonable accommodation, drug tests, background checks, the required initial and emergency procedures for Flight Attendants and other pre-employment checks required to obtain SIDA access. Must possess valid passport prior to attending training with thirty (30) months validity remaining prior to expiration.

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Appendix J

BENEFITS WHILE ON A LEAVE OF ABSENCE – Reference Chart

	Sick Leave Accrual	Travel Privileges UA UAX	1 - Other 2 - Companion	Vacation Accrual	Seniority Accrual	401(k)	Insurance Medical	Dental	Vision	Company Paid Life and Accidental Death & Dismemberment
Non-Occupational Medical LOA	No	Yes*	1 – No 2 – Yes	No**	3 Years	No	Yes+	Yes+	Yes	Yes
Maternity LOA	No	Yes*	1 – No 2 – Yes	No**	3 Years	No	Yes+	Yes+	Yes	Yes
Personal LOA	No	90 Days ***	1 – No 2 – Yes	No	180 Consecutive Days ****	No	Max of 18 months if you pay full cost	Max of 18 Months if you pay full cost	Max of 18 Months	Max of 180 days if you pay premium
Special LOA	No	90 Days ***	1 – No 2 – Yes	No	180 Days in a rolling calendar month ****	No	Max of 18 months if you pay full cost	Max of 18 Months if you pay full cost	Max of 18 Months	Max of 180 days if you pay premium
Educational LOA	No	90 Days ***	1 – No 2 – Yes	No	270 Days	No	Max of 18 months if you pay full cost	Max of 18 Months if you pay full cost	Max of 18 Months	Max of 180 days if you pay premium
Military LOA	No	Yes*	1 – No 2 – Yes	No	See FA Agreement Section 23.F.	No	First 3 months at employee cost & an additional 21 months at full cost	First 3 months at employee cost & an additional 21 months at full cost	Max of 24 Months	Max of 180 days if you pay premium

- * Travel privileges on UA and United Express only for duration of leave
- ** Vacation continues to accrue only if medical leave is due to occupational injury or illness
- *** Travel on UA and United Express must be completed within 90 days from effective date of leave
- **** Company, SW, Pay and date of employment seniority will be adjusted after 180 days
- + Medical continues if you pay the monthly employee contribution.

Note: Two consecutive 30-day ANP periods revert to a Personal Leave of Absence. Additionally, any ANP which adjoins a LOA is treated as an extension of the LOA. If a 30-day ANP precedes a Special Leave; the effective date of the leave is retroactive to the start of the ANP. This may affect seniority, employee pass travel and insurance.

The above chart summarizes how LOA status affects benefits. Although United expects to continue to offer these benefits, the Company reserves the right to modify, reduce, change or terminate all or any part of any of these benefit plans (subject to the terms of your AFA collective bargaining agreement). This summary chart is not meant to supersede any plan documents which govern these benefits. In case of conflict, the actual plan documents always control.



Appendix K

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Leave of Absence Return To Work Checklist

Flight Attendants must contact the FASC at least 30 days prior to return to work date. The following actions must be completed in order to return to work as scheduled.

<u>Flight Attendant Functions</u>	<u>Date Accomplished</u>
Company Medical Clearance (Send medical clearance to OPCMD at least 30 days prior to return)	
Complete Criminal History Record Check Continued Disclosure (Form attached in this booklet; complete and fax to FASC at 847- 364-2445)	
Uniform Requirements	
Ensure Passport is current & Obtain Required Visa(s) (prior to return)	
Procure Security Identification Display Area (SIDA) Badge/Parking Badge	
Ensure FAOM is up-to-date	
Appearance Check with Domicile Supervisor (In complete uniform prior to first trip)	
Review numbers in FDUG/FDEM (for accuracy)	
Return to Work Briefing (at Domicile)	



Appendix L

Resource Reference List

- ❖ Bid packet online: <http://airline.compuserve.com/ual/default.asp>
- ❖ Company Medical (OPCMD) – 847-700-2600 (FAX)
(All Medical documentation **excluding** Family Leave paperwork and ESF forms)
- ❖ CNA – 1-800-339-9527
(Long-Term Care Insurance Plan)
- ❖ Credit Union at Self-Service Telephone – 773-462-2100 or 1-800-482-5328
- ❖ Credit Union at Telecenter – 1-800-328-1935
- ❖ FAOM Coordinator – 847-700-1160
(To order a new FAOM prior to training)
- ❖ Flight Attendant Service Center (FASC) – 1-800-FLT-LINE (1-800-358-5463) –
Option 4, 4
- ❖ Flight Attendant Service Center (FASC) – 847-364-2445 (FAX)
(Military Orders, Maternity Pregnancy Certificate and CHRC form)
- ❖ Fidelity – 1-800-245-9034 or www.401k.com
- ❖ MetLife – 1-800-Get-Met8 (1-800-438-6388)
(Group Universal Life Insurance Plan)
- ❖ Pension Benefit Guaranty Corporation (PBGC) 1-800-400-7242
(Refer to case #19962800)
- ❖ Retirement Service Center – 1-800-482-5236
- ❖ United Benefits Service Center (UBSC) – 1-888-825-0188
(Insurance, travel eligibility, COBRA, medical or dental benefits)

This booklet can be obtained through SkyNet:
Onboard Service Home page / Flight Attendant Service Center tab / LOA Homepage



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