LEGEND

All Sections of the Agreement remain "BOOK" unless otherwise indicated in the following document.

CLARIFICATION – Indicates the language is current policy, practice or understandings, Letters of Agreement which have been incorporated from Section 35, and Letters of Agreement which have not yet been inserted into the Contract.

AMENDED – Indicates language in the Agreement that has been changed, altering the meaning by adding and/or deleting words, sentences or Paragraphs.

NEW – Indicates new language.

DELETE – Indicates that an entire Section or Paragraph has been removed.

(*) - Indicates words, sentences, or paragraphs that have been deleted.

ITALICS – Indicates provisions to be discussed

Any language that has been clarified, amended, is new or has been moved is indicated by underlining.

SECTION 31 SAFETY AND HEALTH AND SECURITY

AMENDED 31.A.2.

2. The MEC Safety, Health and Security Chairperson or AFA qualified designee shall be allowed to attend UAL-FAA emergency evacuation demonstrations. The Company will seek the approval of the FAA, the respective government authority, and/or the manufacturer, to permit the attendance of the MEC Safety, Health and Security Chairperson/AFA designee at government required certification tests.

The MEC Safety, Health and Security Committee shall participate in evaluating Flight Attendant yearly recurrent and other training programs.

AMENDED 31.A.3.

Upon request, the Company shall review with the LEC President or designee copies of reports concerning occupational injuries (form 1845) and/or inflight incidents involving Flight Attendants. Copies of such reports shall be provided if requested, provided that any report that contains medical information must have the Flight Attendant's approval before being released.

The Company shall provide the MEC President/designee and the appropriate Local Council President(s)/designee copies of all Flight Attendant Safety Reports (FASRs).

NEW 31.A.5.

5. The Company shall provide the MEC President/designee with maintenance reports and records of equipment repair and/or equipment performance analysis reports upon request. The Company shall, upon request from the MEC President/designee, also provide samples of materials from airplanes, identified and suitably contained for testing, which may be related to Flight Attendant safety, health and security.

CLARIFICATION 31.B.6.

6. While the airplane is on the ground, Flight Attendants shall not be required to search for bombs or other suspicious or potentially dangerous items, remain on board during such a search, or subsequently perform a restoration of cabin furnishings.

AMENDED

E. Access to Secure Areas

31.E.

The Company will attempt to secure a security badge(s) and customs hologram(s) for MEC and LEC Safety, Health and Security Chairpersons, Local Council Presidents and EAP Chairpersons, that grant access equal to that of Onboard Service management at their respective domiciles for the exclusive purpose of dealing with health and safety incidents involving United Flight Attendants. Should the Company be unable to acquire such ID badge(s) in certain domiciles, the Company will make every effort to ensure escort access to secure areas, such as Customs and Immigration, when health and safety incidents involving United Flight Attendants occur.

AMENDED 31.G.

G. Cabin Air Quality

United Airlines will monitor aircraft environmental systems, and ensure these systems perform to FAA and appropriate air quality standards.

If Flight Attendants are scheduled to work an aircraft being operated with environmental systems which are deferred, they will be informed of the problem prior to its first flight and all flights thereafter, until the malfunction is repaired. Flight Attendant air quality and environmental complaints will be acknowledged by the Company within two (2) business days, and a response will be provided to the Flight Attendant within ten (10) business days, with a copy to the MEC President/designee.

The Company shall on a monthly basis provide the MEC Safety, Health and Security Committee Chairperson with any documentation regarding cabin air supply contamination, including air monitoring or wipe sampling data, aircraft maintenance logs, and pilot log book entries. In addition, the Company shall provide the MEC Safety, Health and Security Chairperson a copy of each report submitted in compliance with the FAA's Service Difficulty Reporting requirements for smoke/fume events.

NEW

H. Cabin Temperature

31.H.

The Company shall ensure that the target operative range for in-flight and ground operations is sixty-five (65) to seventy-five (75) degrees Fahrenheit. Operative temperature in flight shall not exceed eighty (80) degrees Fahrenheit, whether or not inflight entertainment (IFE) systems are operating. Operative temperature during ground operations shall not exceed eighty (80) degrees Fahrenheit if IFE systems are not present or are not operating, and eighty-five (85) degrees Fahrenheit if IFE systems are operating.

NEW 31.I.

I. Fatigue

The Company recognizes that Flight Attendant fatigue poses an unacceptable risk and threat to the safety, health and security of passengers, other crewmembers and oneself. Consequently, a Flight Attendant who feels that she/he is fatigued and may not be able to perform the full range of functions in case of an emergency shall immediately notify the Company. The Flight Attendant shall be relieved from the flight and shall not be subject to disciplinary action.

NEW 31.J.

J. Communicable Diseases

When the Company becomes aware that a Flight Attendant has possibly been exposed to a communicable disease during the course of her/his duties, the Company shall immediately notify the Flight Attendant, her/his Local Council President and the MEC Safety, Health and Security Chairperson. The Company shall provide screening and all appropriate vaccinations/treatments at no cost to the Flight Attendant at the medical facility of her/his choice. The Company shall bear all expenses for post-exposure medical evaluations, accredited laboratory testing and counseling services following exposure.

CLARIFICATION NEW

31.K.

K. Pesticides

The Company shall ensure that aircrafts are properly ventilated following pesticide application, that all surfaces are clean, dry and that the cabin is odor-free prior to Flight Attendant boarding. The Company shall instruct the Flight Attendants to deplane if the cabin is damp and/or odorous. In no event shall a Flight Attendant be required to board or work on under those circumstances. The Company shall put in place provisions to have aircrafts remain unoccupied and ventilated for twenty-four (24) hours following pesticide application. The Company shall conduct testing after each application to ensure that levels of residual pesticide pose no harm to Flight Attendants.

SECTION 32 SAVINGS CLAUSE

• BOOK

SECTION 33 BENEFITS

CLARIFICATION 33.A.1.b.

b. A Flight Attendant eligible for medical coverage may elect medical coverage on behalf of herself/himself and her/his eligible dependents. The Flight Attendant may elect to be covered for medical benefits under the Medical Preferred Provider Option ("Medical PPO") or an applicable Health Maintenance Organization (HMO), or she/he may elect not to be covered for medical benefits. A Flight Attendant who fails to make an election for Medical Benefit coverage, will be deemed to have waived coverage for her/himself and her/his eligible dependents. A Flight Attendant who fails to make an election during any succeeding Annual Benefit Open Enrollment will be enrolled in the last PPO or HMO coverage on record. Unless coverage was voluntarily waived, the Flight Attendant shall have coverage.

AMENDED NEW

33.A.1.c.

c. Upon returning to active status from any leave of absence (LOA) during which medical/dental was not continued, a Flight Attendant shall default to the coverage in place prior to the leave of absence. Under no circumstances shall the Flight Attendant have no coverage. The Flight Attendant shall then have thirty (30) days to make any election changes.

AMENDED NEW

33.A.1.d.

d. There shall be at least one HMO available for election in each State, and near each major Metropolitan area.

AMENDED

33.A.2.d.

d. The required contributions for each month of coverage under the Medical PPO will be a percentage of the total projected cost of the Medical PPO for such calendar year for the coverage tier elected. The percentage (*) is as follows:

<u>10%</u>

AMENDED 33.A.2.e.

e. The Total Monthly Cost of coverage as reflected in paragraph A.2.d. above on which the employee contribution is calculated will not increase by more than 7% per year. Employee contribution amounts will be rounded to the nearest penny. Any increase in the employee contribution for 2009 and beyond will not exceed 7% of the prior year's contribution rounded to the nearest penny. Under no circumstances shall Flight Attendants be required to pay more than 10% of the total projected cost of the Medical PPO for such calendar year for the coverage tier elected.

AMENDED 33.A.3.a.

a. Deductible: All covered medical expenses will be subject to a deductible in the amount of two hundred fifty dollars (\$250.00) per person per calendar year and five hundred dollars (\$500.00) per family per calendar year. The family deductible is reached when covered family members have, in aggregate, paid an amount equal to the family deductible, but in no event may one person satisfy more than the individual deductible amount.

A deductible which is satisfied in the last quarter of the year shall be considered as having satisfied the deductible for the next following year.

AMENDED 33.A.3.h.(4).

- (4.) Hospice Care: Services of an approved hospice organization and facilities for terminally ill employees and/or dependents with a life expectancy of six (6) months or less pursuant to a Medicare-approved hospice care program. These services shall be paid at 100% after the deductible (*). Eligible hospice care services include:
- part-time nursing care (Registered Nurse),
- physical, occupational and speech therapy,
- medical social services under the direction of a Licensed Physician,
- hospice services provided on an out-patient basis,
- part-time services of a home health aide,
- necessary medical supplies,
- laboratory services,
- pain relief treatment, including drugs, medicines and medical supplies,

- Licensed Physician's services, and
- (*) psychological, spiritual and bereavement counseling to surviving members of the terminally ill person's immediate family within one year of the employee's or dependent's death.

33.A.3.h.(5).

(5). Auditory: Expenses for hearing examinations, hearing aids and batteries for hearing aids up to \$25,000 per person per lifetime.

AMENDED NEW

33.A.3.h.(6).

(6). Expenses for services provided by a Naturopath, acupuncturist, massage therapist, chiropractor, Doctor of Chinese Medicine and traditional herbal medicine shall be covered procedures.

NEW

33.A.3.j.(4).

(4). All vaccines/immunizations recommended by the CDC and/or World Health Organization (WHO).

AMENDED

33.A.3.I.(2).

(2). Mail delivery of prescription drugs <u>must be</u> available <u>worldwide</u> for maintenance drugs (*). <u>The Flight Attendant's cost for the medication will be ten dollars (\$10.00) per prescription for up to a ninety (90) day supply. The use of the mail delivery of prescription drugs shall be optional.</u>

<u>(*)</u>

AMENDED

33.A.3.I. (3).

(3). (*) <u>Determination about medical necessity, clinically appropriate use of a drug, and similar determinations shall be at the discretion of the individual's physician.</u> (*)

AMENDED 33.A.3.m.(1).

(1). The definition of dependent child $(\underline{*})$ is a child who is related to you by blood or marriage or for whom you have legal guardianship $(\underline{*})$.

DELETE 33.A.3.o.

o. (<u>*</u>)

AMENDED 33.A.3.p.(1).

(1). Covered expenses for both out-patient <u>and in-patient</u> psychiatric and substance abuse treatment <u>shall be covered</u> <u>the same as any other medical procedure</u>.

AMENDED 33.A.3.p.(2).

(2). Coverage for in-patient psychiatric and substance abuse treatment received from an out-of-network provider is limited to 60 days per calendar year per person.

DELETE 33.A.3.q.

q. (<u>*</u>)

AMENDED 33.A.3.r.

r. <u>Coordination</u> of Benefits: The Medical PPO will apply <u>Coordination</u> of Benefits for employees with other group coverage (*).

AMENDED 33.A.3.v.(1).a.

a. Age <u>fifty (50) or older with ten (10) or more years of service</u>, or

DELETE 33.A.3.v.(1)f.

f. (<u>*</u>)

33.A.3.v.(3).

(3). Monthly Contribution for Pre-Medicare Medical PPO: A retired Flight Attendant or survivor electing to be covered for Pre-Medicare medical benefits will be required to make a monthly contribution for such coverage. The required contribution of each month of coverage under the Medical PPO will be based on a 4-tier structure (1 Adult, 2 Adults,1 Adult + Child(ren), and 2 Adults + Child(ren)). The required contribution for each month of coverage under the Medical PPO is equal to a percentage of the total projected costs of the Medical PPO, based on the Flight Attendant's years of service as follows:

Percentage of Cost
<u>40%</u>
<u>30%</u>
<u>20%</u>

AMENDED

33.A.3.v.(6).

(6). Monthly Contribution for Post-Medicare Coverage: Eligible individuals must pay a monthly contribution for the cost of Post-Medicare coverage. The monthly contribution is equal to 50% of the total projected cost of such post-Medicare coverage for the calendar year, per person, minus a Company contribution equal to \$90 per month per person covered.

AMENDED

33.B.2.d.

(d). The required contributions for each month of coverage under the Traditional Dental Plan will be a percentage of the total projected cost of the Traditional Dental Plan for such year for the coverage tier elected. The percentage (*) is as follows: 10%.

AMENDED

33.B.2.e

e. The total monthly cost of coverage as reflected in paragraph B.2.d. above on which the employee contribution is calculated will not increase by more than 7% per year. Employee contribution amounts will be rounded to the nearest penny. Any increase in the employee contribution for 2009 and beyond will not exceed 7% of the prior year's contribution rounded to the nearest penny.

Under no circumstances shall Flight Attendants be required to pay more than 10% of the total projected cost of the Dental Plan for such calendar year for the coverage tier elected.

AMENDED 33.B.3.

3. The benefits under the Traditional Dental Plan are as follows:

After the deductible has been satisfied, covered dental expenses will be paid as follows:

Preventative (Class I) Procedures at 100% Restorative (Class II) Procedures at 80% Major (Class III) Procedures at 50% Orthodontic (Class IV) Procedures at 50%

The deductible is \$50.00 per person per calendar year with a \$100 deductible per family per calendar year. The deductible amount will be waived for preventive procedures.

Payments will be based on reasonable and customary charges as determined by the Claims Administrator. Reasonable and customary shall be the amount up to which approximately 85% of the dentists in a specific geographic area charge for a specific dental procedure. "Approximately" shall be limited to a variance of not more than five (5) percentage points from the 85%.

Maximum Payment

Non-Orthodontia Treatment: \$3500 per person per calendar year

Orthodontia Treatment: \$5,000 per person per lifetime

Pre-treatment Review will be required for any non-emergency dental treatment that is expected to cost over \$200. Only the portion of the treatment that is approved will be considered for payment.

Retiree dental shall be made available on the same basis as Retiree medical. Post Medicare Retiree dental shall be the same as pre Medicare Retiree dental.

33.B.5.

5. (*) <u>Coordination</u> of Benefits: The Traditional Dental Plan will apply (*) <u>Coordination</u> of Benefits for employees with other group coverage. (*)

AMENDED

33.C.

C. COBRA

The Company will continue benefits in accordance with COBRA, as amended from time to time. Any period of time during which the Company continues to pay a portion of the cost of the coverage following a Qualifying Event will <u>not</u> be considered part of the COBRA continuation period.

AMENDED

33.E.3.

3. Benefit Amount

The Plan will pay a monthly benefit of <u>sixty five percent (65%)</u> of the employee's monthly salary on the date disability begins, reduced by any amount received from the following sources:

- a. Workers' compensation.
- b. (<u>*</u>)
- c. State disability benefits.

AMENDED

33.E.5.

5. Benefit Waiting Period

Benefits begin on the <u>120th</u> day of total disability provided employee is under a doctor's care.

DELETE

33.E.6.a.

a. (<u>*</u>)

DELETE

33.E.8.a.

a. (<u>*</u>)

33.E.10.

10. Employee Cost

(*) The Company will provide LTD coverage at no cost to the employee.

AMENDED

33.E.11

11. Receiving New Benefits

If an employee who was receiving benefits, returns to work for less than 90 days, and is again unable to work because of the same or related disability, benefits will immediately recommence; but if the employee returns to work for longer than 90 days or if the disability is from an unrelated cause, the disability will be considered a new disability and will be subject to a new 120 day waiting period.

AMENDED

33.F.2.

2. The current Company-paid life insurance will be <u>one</u> <u>hundred thousand dollars (\$100,000)</u> for all employees covered by the Agreement.

AMENDED

33.F.6.a.

a. Age <u>fifty (50) or</u> older with ten (10) or more years of service, or

NEW

33.H.

H. Short Term Disability

A Flight Attendant shall be paid 50% of her/his salary per week while disabled because of a non-work related accident or sickness. This benefit amount may be higher if dictated by Law.

Benefits begin on the first day in the event of an accident or the eighth day in the event of a sickness.

While a Flight Attendant does not have to be confined to a hospital to receive benefits, she/he must be certified by the Flight Attendant's Doctor.

Benefits shall continue until the end of the disability, at the end of 120 days, or until the Flight Attendant is no longer under a doctor's care, whichever comes first.

This benefit shall not be offset by any other disability plans, and may be collected in addition to sick leave.

The Company shall pay 100% of the premiums for the Short Term Disability Plan.

The Union and the Company shall jointly determine the Plan Carrier and contents of the Policy.

NEW 33.I.

I. Health Reimbursement Arrangement (HRA)

The Company will establish a Health Reimbursement Arrangement Plan (HRA) conforming to Internal Revenue regulations. Sufficient funds will be placed into this account, to provide the same medical coverage the Flight Attendants had prior to the demise of the Company. These funds will provide 75% of the premium cost, at the tier elected by the employee, on a monthly basis for 60 months or until the Flight Attendant is eligible for Medicare.

This HRA will be funded prior to payment of any other debt, and may not be set aside under any circumstances, including bankruptcy.

This will apply to all Flight Attendants and Flight Attendant Retirees at the time of the Company's ceasing to exist, in any fashion.

NEW 33.K.

K. Eye Care

The Company agrees not to withdraw from the current eye care/vision care program and shall extend the program to retirees.

ATTACHMENT A

Preventive Health Care and Immunization Guide for Children Birth - 18 Years These Preventative Care Office Visits and Procedures are covered at 100%

Preventive Services	Birth to 1 Year	1 thru 4 Years	5 thru 12 Years	13 thru 18 Years
Schedule of Office Preventive Visits Components of	 Within first 2 weeks 2 months 4 months Between 6-9 months Physical & 	 Annually (*) (*) • Physical &	 Annually (*) (*) • Physical &	Annually Physical &
Preventive Visits	medical history Height & weight Head circumference Ocular prophylaxis (typically given at birth) Hemoglobin blood test Preventive health counseling and education Dental health Subjective assessment of vision and hearing Development al screening Injury prevention	medical history Height & weight Preventive health counseling and education Dental health Vision screen 3-4 years Subjective assessment of hearing Developmental screening Blood pressure Injury prevention	medical history Height & weight Preventive health counseling and education Dental health Vision screen Hearing screen Blood pressure Injury prevention	medical history Height & weight Preventive health counseling and education Dental health Blood pressure Injury prevention

<u>(*</u>)

Preventive Health Care and Immunization Guide for Children Birth - 18 Years - continued

Vaccine	Birth	2 months	4 months	6 Months	12 months	15 thru 18 months	19 months thru 12 Years	12 thru <u>18</u> years
DtaP (Diphtheria, Tetanus, Acellular Pertussis) (*)		Х	X	X		X	X	Adult Td (Tetanus, Diphtheria) X (*)
OPV (Oral Polio Vaccine) (*)		Х	Х		6 to 15 month X		Х	
Hib (Haemophlus influenza b) (<u>*</u>)		Х	Х	X	12 to 15 X			
MMR (Measles, Mumps, Rubella) (*)					12 to 15 X			Booster between 11 th to 12 th year X
Varicella (Chicken Pox) (*)					12 to 18 X			Booster between 11 th to 12 th year X
HV (Hepatitis B) (*)	Х	2 to 4 r		6 to 18 months X			X	
Pneumococcal Vaccine				Once in Childhood				
Influenza Vaccine				Once in Childhood		Annually	Annually	
HPV Vaccine		Once in Childhood						

Preventive Health Care Guide for Adults These Preventative Care Office Visits and Procedures are covered at 100%

Preventive Services	Ages 19 thru 49	Ages 50 thru 54	Ages 55 and Over
Adult physical examination (*)	<u>Annually</u>	<u>Annually</u>	<u>Annually</u>
Blood pressure check (*)	<u>Annually</u>	<u>Annually</u>	<u>Annually</u>
Blood cholesterol (Total and HDL) (*)	<u>Annually</u>	<u>Annually</u>	<u>Annually</u>
Complete Blood Count (CBC) (*)	<u>Annually</u>	<u>Annually</u>	<u>Annually</u>
Chemistry Panel (*)	<u>Annually</u>	<u>Annually</u>	<u>Annually</u>
Hemoccult (*)	<u>Annually</u>	<u>Annually</u>	<u>Annually</u>
Flexible sigmoidoscopy or colonoscopy (*)	Starting at age 35 Annually	<u>Annually</u>	<u>Annually</u>
Vision Screening (*)	<u>Annually</u>	<u>Annually</u>	<u>Annually</u>
Tetanus-diphtheria (Td)vaccine (*)	Every 10 years	Every 10 years	Every 10 years
Influenza vaccine (*)	<u>Annually</u>	<u>Annually</u>	<u>Annually</u>
Pneumococcal vaccine (*)		Once in lifetime	Once in lifetime
Rubella (*)	Once in lifetime	Once in lifetime	Once in lifetime
Shingles vaccine	Once in lifetime	Once in lifetime	Once in lifetime
HPV Vaccine	<u>Once</u>		
Meningococcal	Once in lifetime	Once in lifetime	Once in lifetime
PSA	Annually	Annually	Annually
<u>Mammogram</u>	<u>Annually</u>	<u>Annually</u>	<u>Annually</u>

<u>(*</u>)

SECTION 34 RETIREMENT

AMENDED

34.B.2.

2. For purposes of calculating contributions pursuant to the Defined Contribution Program in the 401(k) Plan, Eligible Earnings shall include "Qualified Wages" which shall include base pay, holiday pay, sick pay, occupational pay, vacation pay, overrides, premiums, incentive, similar awards or allowances and profit sharing payments, but shall exclude expense reimbursement, pension payments and imputed income.

AMENDED

34.B.3.

3. Eligibility

A Flight Attendant shall become eligible to participate in the 401(k) Plan after she/he is an Employee as defined in Section 2.J. A Flight Attendant shall have the option to decline to participate in the 401(k) Plan and receive a cash payment in an amount equal to the Direct Company Contribution.

AMENDED

34.B.5.a.(1).

(1). (*) The Company will make the following Direct Contribution as a percentage of such Flight Attendant's Eligible Earnings:

(*) 6.0%

DELETE

34.B.5.a.(2).

2. (*)

AMENDED

34.B.7.

7. Company Matching Contributions

(*) The Company will make a Matching Contribution equal to one-hundred percent (100%) of the first six percent (6%) of Eligible Earnings that a Flight Attendant contributes to her/his 401(k) Plan account on an annual basis.

DELETE 34.B.7.a.

a. (<u>*</u>)

AMENDED 34.B.9.

9. Expenses of Plan

The Company will pay all associated fees of the 401(k) Plan including the brokerage link fee.

AMENDED 34.B.11.d.

d. The Company will offer to Flight Attendants the same investment options that are contained in the 401(k) Plan(s) for salaried, management and IAM represented employees <u>as well as T-bills and CD options if not included in the other plans.</u>

NEW 34.B.11.e.

e. The 401(k) Plan shall include a Roth IRA component.

NEW 34.B.11.f.

f. Flight Attendants shall have the option to select an annuity feature.

CLARIFICATION 34.D.

D. UK Group Stakeholder Plan

The equivalent defined contribution program for the eligible Flight Attendants based in LHR shall be referred to as the UK Group Stakeholder Plan. The UK Group Stakeholder Plan shall contain all the features and benefits as the Flight Attendants' Company established 401(k) Plan unless prohibited or unavailable because of local governmental or tax restrictions.

A Flight Attendant shall have the option to decline to participate in the UK Group Stakeholder Plan and receive a cash payment in an amount equal to the Direct Company Contribution.

SECTION 35 DURATION

To be discussed

The following Letters of Agreement shall be DELETED from Section 35.

Blue Ribbon Committee
Contract Dispute 2003-2009
Convertible Notes
Dispute Resolution
Domestic Legal Rest
Early Out
Increase Trip Trade Allocation
Reserve – PBS
Success Sharing
Supplemental Insurance
TED Commission
Vacation Allocation – Merge

The following Letters of Agreement have been incorporated in to the Collective Bargaining Agreement.

Mailbox Criteria Paycheck Mailing Visa Issues

The following Letters of Agreement have been AMENDED and shall be incorporated into Section 35.

Dispute Resolution, Attendance and Performance Management

The following current Agreements shall be incorporated in Section 35.

Expedited Arbitration
Hotel Standards
Hotels - Amenities Agreement
Hotels - Operating Charter
OSAP - Memorandum of Understanding

The following NEW Letters of Agreement shall be incorporated into Section 35.

Consolidation Protection Section 1113/1114 Bankruptcy Protection Successorship Trade with Open Flying Instant Award Vacation Donation