



**Inflight Services—Administration**

September 15, 2014

Dear Flight Attendant,

Pursuant to Section 21 of the sUA Flight Attendant Agreement, you are being recalled from your voluntary furlough effective December 1, 2014. Although we recognize that you will now be returning from your voluntary furlough earlier than expected, this recall is necessary due to the offer of an Enhanced Early Out Program for Flight Attendants.

**You must notify the Company by certified mail of your intention to return to active service or to decline recall within fourteen (14) days after receipt of this notice. If you are unable to return on December 1, 2014 due to medical reasons, you must still notify the Company of your intention to return.**

**Following your official acceptance of the recall via your returned Recall Notification Letter (enclosed) by Certified Mail, there will be four additional actions for you to complete in preparation for your return to work.**

**NOTE:**

If you are planning to participate in the 2014 Flight Attendant Enhanced Early Out Program, do not begin the return to work process outlined below until after the award has been posted and you have determined if you have been awarded an early out. If you are awarded an early out, you will not need to complete the return to work process.

The first return-to-work action relates to the criminal history record check and badging; the second to your medical clearance; the third to the scheduling of training and lastly, providing a copy of your full legal name as currently displayed on your passport, birth certificate or marriage certificate. Although it may seem early to begin preparing for your return, these processes need to be accomplished within the following time parameters to ensure your successful return to work on December 1, 2014. Please carefully review this letter and the *Voluntary Furlough packet* prior to your return. You may view the packet on Flying Together via the Inflight Service>Crew Scheduling site.

If you have been on a combination of leave status and voluntary furlough status for more than 12 months or you have been on a voluntary furlough for 12 months or more, you will **not** receive any training pay.

In an effort to comply with a new Federal mandate, we recently completed a process that audited and centralized all Form I-9's for all domestic U.S.-payroll employees. The I-9 Form establishes an individual's identity and legal authorization to work in the United States. United is required to maintain a valid I-9 for every U.S. employee hired after November 6, 1986. If you were hired after that date, as part of your new hire employee orientation, you would have completed a paper I-9 and presented supporting documents to substantiate your employment eligibility during your new-hire orientation.

The new law, called E-Verify, requires United to match the information on your I-9 to the Federal government's Social Security and the Department of Homeland Security's databases to confirm that records exist to support that you are entitled to work in the U.S. If there are discrepancies when the data is compared, you are required to resolve these differences.

The Clearance team will contact all employees who need to complete a new I-9 and provide the Company with your supporting documents prior to training.

### **Return to Work Requirements**

There are a number of clearance requirements that might be necessary for your return to work, including:

- Short Form (Returning Employees from Furlough)
- DOT Drug Screen Information Sheet
- DOT Authorization for Release 40.25
- DOT Self-Disclosure
- DOT Medical Questionnaire
- Fingerprint Information Sheet (CHRC Form)
  - Copies of 2 Forms of ID's

Staffing Administration will contact you to begin the return to work process as soon as it is known that you are accepting the recall or not. If you have questions about the background process, please contact Staffing Administration at 713-324-5309. If you have questions related to the badging process, please call 872-825-3481 for assistance.

### **Medical Clearance**

If you are unable to return on December 1, 2014 due to your own medical condition, you must substantiate your medical condition by faxing a completed absence certificate from your treating physician to Company Medical (OPCMD) at 847-700-2600 no later than December 1, 2014. Your treating physician must provide OPCMD with your medical facts or restrictions to support your inability to return, treatment plan, dates of office visits, prognosis and expected return to work date. Failure to substantiate your medical condition by the above deadline will be considered your failure to return to service per Section 21 F. of the sUA Flight Attendant Agreement and you will be separated from United Airlines at that time.

### **Training/Meeting Qualifications**

You may need to attend and complete requalification training prior to your return to work. We are planning on delivering training the entire month of December 2014.

Starting on November 13, 2014 you can call FLT-LINE options 4/2 for advisement of your particular training needs and the available classes for which you can volunteer. If you do not call to volunteer by 23:59 (central) on November 16, 2014, you will be assigned a training date for December, on November 17, 2014 (starting at 08:30 central).

Pre-work for training must be completed 48 hours prior to the first day of training. For detailed pre-work requirements, go to Flying Together. From the Flying Together homepage, click on Inflight Services > Training and Qualifications > Continuing Qualification Materials. This packet will include all required e-learning pre-work and important information you will need to prepare for prior attending training.

Please call FLT-LINE options 4/2 if you have any questions regarding the pre-work e-learning courses.

### **Passport/Visa/Flying Qualification Update**

**You are also responsible for ensuring your passport and all applicable work visas are valid prior to your return from furlough.** Please ensure the validation dates on your passport and applicable visas (i.e. C1/D, PRC) have not expired. **You are also responsible for updating your passport information in the FAINFO screen in Unimatic. It may be necessary for crewmembers to interview at U.S. Consulate offices in order to renew their C1/D visas. If the consulate conducts these interviews by appointment only, an immediate opening may not be available, so please plan accordingly.** For crew visa and passport information go to the Inflight Service homepage on Flying Together. The information is located in the Policies and Procedures link. If you have additional questions, contact your local HR representative or base coordinator.

The TSA requires company information to reflect your current full legal name (including middle name, if applicable) exactly as represented on your passport. This information is needed to ensure flight departure records, declarations, and your TSA crewmember badges are identical. All flight attendants must be in possession of a passport due to company regulations.

If your name on your passport has changed due to marriage, divorce, etc., you must fax a copy of your updated passport to the Flight Attendant Support Team (FAST). When faxing your updated passport, include only the full legal name and photograph page, as well as any accompanying name amendment pages. In addition, please hand-write the full legal name and passport number across the bottom of the photocopy prior to faxing, as these transmittals are sometimes difficult to read. Fax copies to FAST-WHQUN at 847-700-9533 no later than 10-31-14. If there are specific questions regarding this requirement please contact FLT-LINE opt.4/7.

### **Company Materials**

To obtain a parking permit, contact your Base Coordinator.

### **Flight Attendant Manuals and Flight Attendant Announcement Booklets**

As part of the merger, the Flight Attendant Operations Manual (FAOM) was updated effective November 30, 2011, with harmonized regulatory and safety procedures. In addition, the Announcements chapter of the FAOM has been removed and replaced with the Flight Attendant Announcement Booklet. The Flight Attendant Announcement Booklet is now a required duty item. Flight attendants are required to carry the current FAOM in the company-issued binder with the current Flight Attendant Announcement Booklet at all times while on duty.

### **Obtaining Your Manuals**

You are responsible for verifying your correct address is on file with United by October 13. Manuals will be shipped early-November via express delivery to the address on file. Undeliverable manuals will be sent to your base for pick-up. Express delivery does not deliver to P.O. Box addresses. If you have a P.O. Box on file, your manual will be sent to your base for pick-up.

The Inflight Services Flight Attendant Policies and Procedures Manual should be obtained from your base.

## **Flashlights**

Subsidiary United bases have discontinued penlight provisioning. You will need to ensure you have a personal flashlight. All flight attendants are required to have and keep accessible; a personal flashlight in working order while performing assigned duties.

## **List of Effective Pages Worksheet**

Inflight Services Training has introduced an LEP Worksheet as part of the required pre-work for Continuing Qualification training (CQ), formerly RET, as well as Requalification Training (RQL). The LEP Worksheet is designed to walk you through the entire process of a full manual audit. This new tool replaces the FAOM audits conducted by instructors at each training location. Completing the worksheet is also a mandatory prerequisite for attending Continuing Qualification (CQ) and Requalification Training (RQL).

Remember to obtain replacement pages for any missing or incorrect pages, if needed. Replacement pages may be requested via the FAOM Replacement Page Order Form on Flying Together. From the Inflight Services department page, click on the "FAOM" link in the left side menu, then the "Replacement Pages" link under the "Flight Attendant Operations Manual – FAOM" section. Be sure to photocopy the correct page and insert in your FAOM while waiting for the replacement page. Your base staff can provide a copy of the current page for photocopying.

After you have audited your FAOM and completed the LEP Worksheet, take both to your base supervisor who will initial your completed worksheet. If you do not have a completed LEP Worksheet initialed by a supervisor and your FAOM and Flight Attendant Announcement Booklet with you, you will not be able to attend CQ or Requalification Training.

To obtain the LEP Worksheet:

- On Flying Together>Departments select "Inflight Services"
- On the Inflight Services department page, click on "Training and Qualifications" in the left menu
- Click on CQ (Continuing Qualification)
- Click on and print the FAOM LEP Worksheet
- Follow the instructions on the FAOM LEP Worksheet
- Replace any missing or incorrect pages. Remove any outdated pages and tabs from FAOM
- Take your completed FAOM LEP Worksheet, up-to-date FAOM and current Flight Attendant Announcement Booklet to your supervisor
- Your supervisor will initial the LEP Worksheet
- Bring the completed, supervisor-initialed FAOM LEP Worksheet, up-to-date FAOM, and current Flight Attendant Announcement Booklet with you to CQ or Requalification training.
- To obtain information on FAOM items currently in effect, go to Flying Together > Inflight Services Department Page, click on "FAOM" in the left menu.

If you currently have an FAOM with an effective date prior to November 30, 2011, you must destroy it. Please see the FAOM for instructions regarding disposal of out-of-date pages. Possession of previous versions of the FAOM is considered non-compliant. Also note, you must use only the United-issued FAOM binder.

**Schedule Bidding**

Since you will attend training in December, you will not bid for, nor be awarded, a December line of flying during the normal bid process in November. Once you have completed December training, you will need to contact Crew Schedule Planning via FLT-LINE, option 5, to build a line of flying for the remainder of December. If you are not scheduled to complete necessary training by December 29, you will not be awarded a January line of flying. If you need to reset your Unimatic password, contact the Flight Attendant Support Team at FLT-LINE options 4/4 between 0700-2300 Central Time, 7 days a week.


**Updated Uniform Orders**

Specific instructions including ordering uniforms and point balances (if applicable) will be communicated once you notify the company of your intent to return to active service.

You must comply with the procedures outlined in this letter. Failure to do so may result in your separation from the Company. If you have additional questions, you may contact the Flight Attendant Support Team (FAST) toll-free through FLT-LINE option 4/4 between the hours of 0700-2300 Central Time, seven days a week, or e-mail your question to [FA-Furlough-Recall@united.com](mailto:FA-Furlough-Recall@united.com) .

Welcome back.

Sincerely,



Craig Lister  
Senior Manager, Inflight Administration