



Agreement in Principle

Between The IAMAW & United Airlines



Summary of Key Changes

Insourcing, Protecting Full-Time Opportunities, Improved Job Security, and Industry-Best Wages

The new Agreement in Principle insources Passenger Service Work at MIA and COS.

The AIP vastly improves job security with guaranteed employment for those hired on or before June 3, 2019. Introduces part-time limits, which protects full-time opportunities. Even with the new full-time protections, no part-time worker will be forced into a full-time position.

Protecting Full-Time opportunities

There are currently 6275 full-time employees covered under the PCE Agreement system-wide, which includes Reservations. To maintain a 58% part-time cap throughout the system, the company must maintain the 6275 full-time jobs. If they fall below the 6275 headcount, that cap reverts back to the Date of Signing percentage of 48%.

Two-Year Contract Extension

This will extend the current agreement by two years, starting from the Date of Ratification, allowing us to open full negotiations 12 months prior to the amendable date.

Ratification Payment

The Union has negotiated a \$45 million dollar Ratification Payment to be paid out within 30 days of ratification.

Guaranteed Employment: 6/3/2019

The new agreement provides guaranteed employment for any employee hired on or before June 3, 2019. Any employee hired after that date retains the right to exercise their seniority to maintain employment on the system during a reduction in force.

Commitment to Hire

The company will hire an additional 350 Contact Center agents in 2023. For the first time, it will be contractually-mandated that IAM Members will perform 50% of the total calls, plus Customer Care Cases onshore, which includes the following specialty desks: CEO, WAS, VIP, GSE, GPW, and RPC.

Lead Testing

A lead test will be created and agreed upon by both the company and union. To pass the test, a score of 70% or higher is needed.

Those who pass will join a lead pool, and new lead vacancies will be filled from this pool based on seniority.

| Seniority | Current | Date of Ratification | DOR + 1 Year | DOR + 2 Years |
|------------------|---------|----------------------|--------------|---------------|
| Less than 1 year | \$15.18 | \$18.51 | \$19.06 | \$19.64 |
| 1 - 2 years | \$16.11 | \$18.81 | \$19.37 | \$19.96 |
| 2 - 3 years | \$16.97 | \$19.47 | \$20.05 | \$20.66 |
| 3 - 4 years | \$18.09 | \$20.35 | \$20.96 | \$21.59 |
| 4 - 5 years | \$19.44 | \$21.45 | \$22.09 | \$22.76 |
| 5 - 6 years | \$20.98 | \$23.10 | \$23.79 | \$24.51 |
| 6 - 7 years | \$22.61 | \$24.25 | \$24.98 | \$25.73 |
| 7 - 8 years | \$24.14 | \$25.59 | \$26.36 | \$27.15 |
| 8 - 9 years | \$25.55 | \$27.08 | \$27.89 | \$28.73 |
| 9 - 10 years | \$27.35 | \$28.99 | \$29.86 | \$30.76 |
| 10 - 11 years | \$30.69 | \$34.56 | \$35.60 | \$36.66 |
| 11 + years | \$32.97 | \$35.29 | \$36.35 | \$37.44 |

PLUS

Remote Reservation monthly Stipend Increase to \$90

PLUS

Lead Pay Increases by 72% to \$3.00

PLUS

Specialty Pay Increase to \$1.50 per hour.



RESERVATIONS