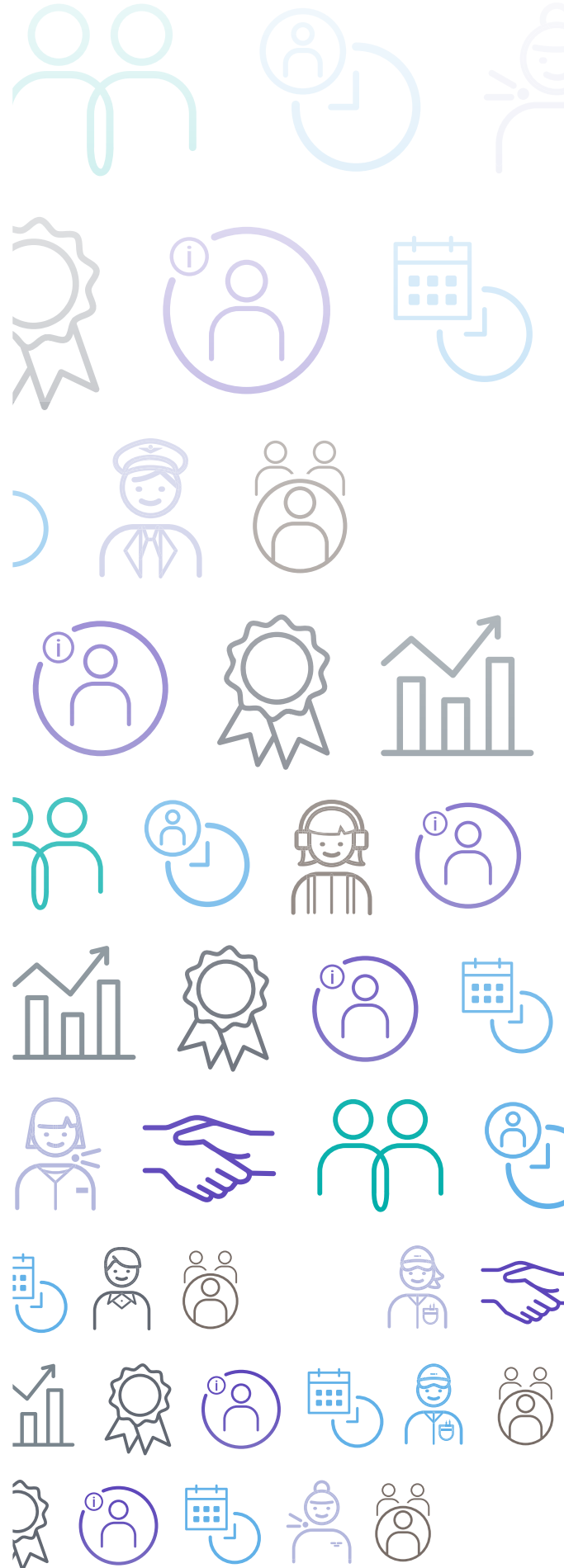


WORKING TOGETHER OCTOBER 2023

Working Together

Guidelines



Contents

Click to jump to a topic:

Introduction	iv
Section 1: Working together expectations	1
Communications	4
Vaccination Policy	5
External media guidelines.....	6
Face covering/mask policy	8
Facilities/adverse conditions.....	9
Notice of arrest or felony conviction	12
Promoting dignity and respect: harassment and discrimination.....	15
Protection against retaliation	17
Reporting offensive workplace behavior	19
Social media	21
Use of recording and/or video devices.....	28
Using information systems	30
Violence in the workplace.....	35
Workplace privacy	37
Section 2: Employee relations	39
Management and Administrative appeal.....	41
Company anti-drug and alcohol misuse.....	42
Confidential investigation and corrective action	44
Diversity, equity and inclusion	46
Fundraising.....	48
Gender transition guidelines.....	49
Solicitation	53
Tobacco in the Workplace	55
Reaffirmation of policy - anti-harassment.....	56
Section 3: Employee schedule	57
Bereavement leave addendum	58
Emergency time off.....	61
Flexible work arrangement	64
Holiday schedule.....	67
Meal and rest periods.....	69
Vacation	71
Working dependably	77

Section 4: Foster teamwork79

Employee referrals.....80
Employee social clubs.....81

Section 5: General employee information83

Cargo services.....84
Corporate badging.....88
Dress code guidelines for
non-uniformed employees93
Employee health services.....94
Environmental policy97
Record retention policy.....99
Retired employee status.....100
Safety policy.....104
United We Care employee relief fund.....105

Section 6: Leaves of absence106

Civic duty leave.....107
Family and medical leave (FML).....109
Fitness for duty.....112
Military leave.....113
Other leaves of absence117
Paid maternity leave.....119
Paid new parent leave.....122
Paid sick leave.....126
Unpaid medical leave.....130
Unpaid personal and educational leaves.....133
Working parents.....136

Section 7: Performance management139

Performance management process140

Section 8: Rewards and recognition148

Adoption assistance.....149
Employee assistance program151
FLSA safe harbor policy
(improper deductions from pay).....152
International SOS156
Overdue health and wellness benefits charges.....158
Overdue pass travel charges.....160

Overpayment restitution.....	162
Pass travel attire.....	163
Pass travel guidelines.....	165
Salary and vacation advances.....	175
Travel and expense.....	176
Verification of employment and wages.....	178
Section 9: Selection and placement	180
Company service credit and seniority.....	181
Non-U.S. citizen or permanent resident working in or applying for U.S.-based position	186
Referrals, Reporting Relationships, Posting and interview guidelines for management and administrative positions / U.S. New Hire Requirement.....	188
Section 10: Additional policies	192
United's Reasonable Accommodation Process	193
Religious accommodations.....	197
Revisions.....	198

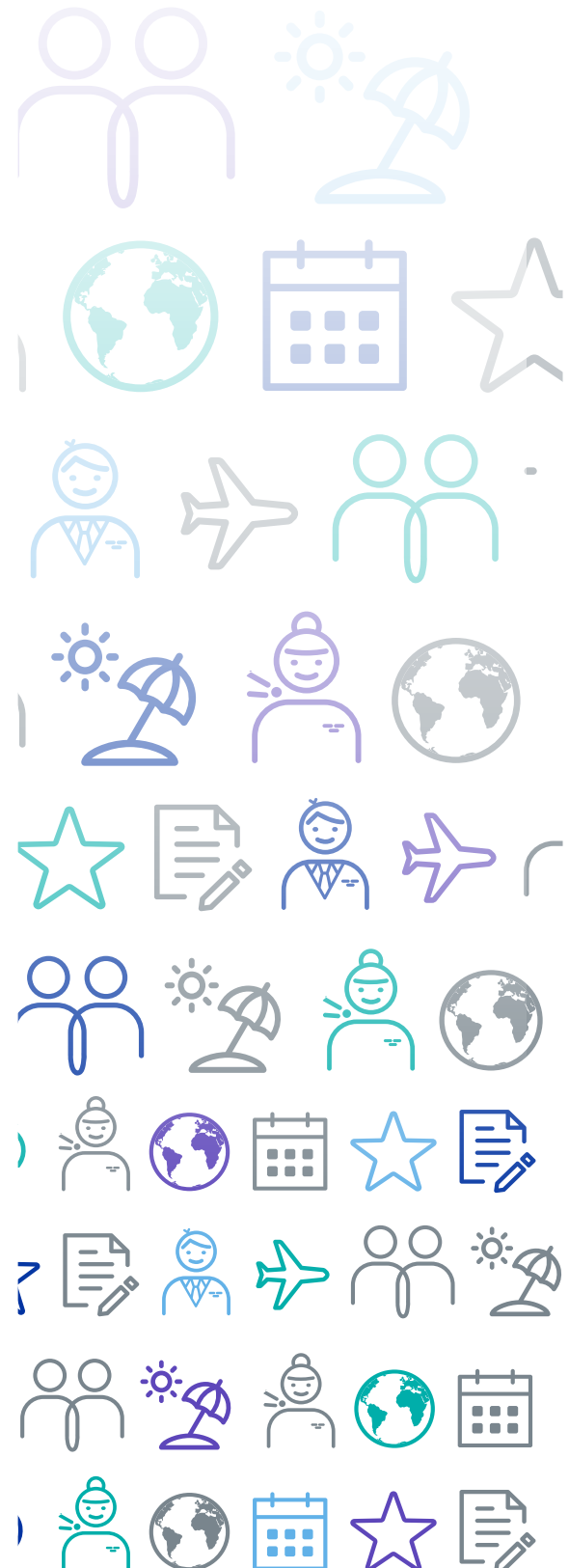
Using these guidelines

The goal of our *Working Together Guidelines* is to show our commitment to you and give you the tools you need to succeed at United.

The *Working Together Guidelines* apply to all employees, around the world, except where otherwise noted or addressed by collective bargaining agreements, division manuals, work rules or local international laws.

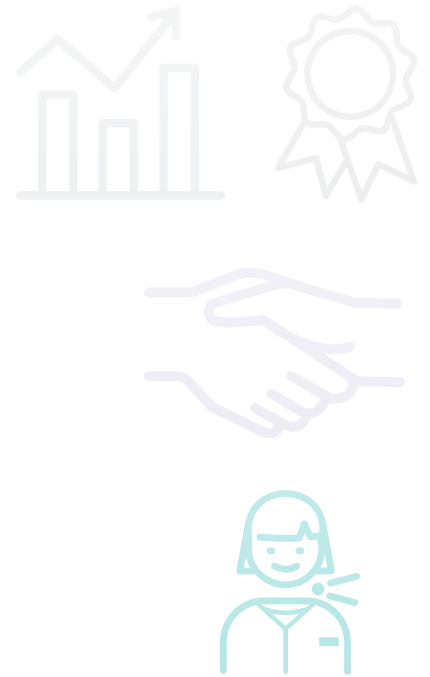
These guidelines will keep evolving and we'll occasionally publish updates.

For information beyond these guidelines, go to *Flying Together* and click the Employee Services tab.



Our leadership model

The Leadership Model supports our **core4**. Together, these standards should guide us every day and in every interaction. The Leadership Model isn't just for managers and people leaders – it's for every employee, as we all can show leadership in our work. When we follow these standards and hold each other accountable to them, everyone benefits.



Models character: We are safe and ethical in all that we do.



Delivers results: We strive to grow and win through results.

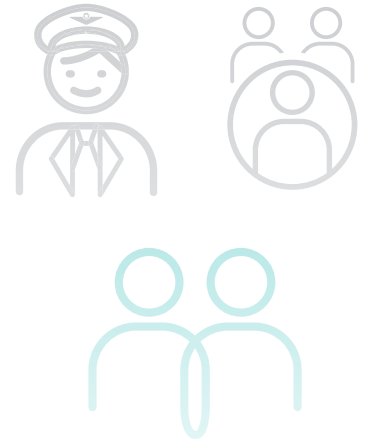


Thinks creatively: We contribute to United in meaningful and innovative ways.



Fosters teamwork: We're caring and fair, and we work together toward our goals.

What you need to know



United is an at-will employer. This means that an employee can end his or her employment at any time. It also means that United can modify or end an employee's employment at its discretion, without notice or cause. The *Working Together Guidelines (WTG)* are not meant to change the at-will employment relationship.

- These guidelines are not a contract of employment.
- United can change or remove these guidelines at any time. Check regularly for revisions and updates.
- An appropriate corporate or division officer needs to approve, in writing, any changes or additions to the *Working Together Guidelines*.
- If these guidelines conflict with any federal, state, local or international laws, the law prevails. If these guidelines conflict with benefit plan provisions or collective bargaining agreements, the benefit plan provisions or collective bargaining agreements prevail.
- If you do not follow these guidelines, it could result in disciplinary action, including termination of employment.

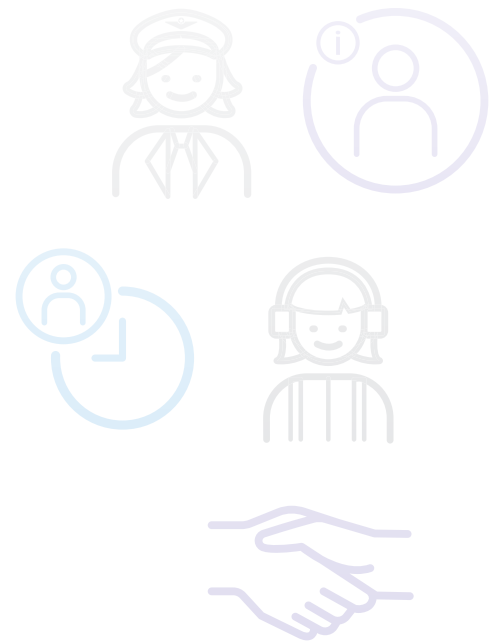
Note: The term “spouse” as used in the WTG and other company policies includes a same-sex spouse who an employee is legally married to under U.S. or non-U.S. law, no matter where the employee resides. United will comply with any tax laws or other requirements of a particular jurisdiction as they pertain to same-sex spouses.



Who are these guidelines for?

We are all responsible for knowing what's in the *Working Together Guidelines* and using them every day at United. These guidelines help to ensure everyone knows what is expected of all United employees.

If you have any questions or need support, your HR Partner can help.



1

Working together expectations

[Click to jump to a topic:](#)

[Communications](#)

[External media guidelines](#)

[Facilities/adverse conditions](#)

[Notice of arrest or felony conviction](#)

[Promoting dignity and respect:
harassment and discrimination](#)

[Protection against retaliation](#)

[Reporting offensive workplace behavior](#)

[Social media](#)

[Use of recording and/
or video devices](#)

[Using information systems](#)

[Violence in the workplace](#)

[Workplace privacy](#)



FEBRUARY 2023

Working Together
Guidelines



Working together expectations

United can only be successful if we all work together, caring for customers and each other. To accomplish that goal, United provides the following Working Together Expectations to explain what actions are expected of you and to communicate a clear understanding of what it means to be employed by United.

Dignity and respect

- We listen first. We value the feedback you receive from our customers, vendors and from other employees.
- We work to achieve a workplace free of discrimination and harassment on the basis of age, citizenship, color, disability, gender, gender identity, genetic information, national origin, pregnancy, race, religion, sexual orientation, or veteran status (or any other protected category under law) and to report concerns promptly until resolved.
- We treat everyone with respect.

Honesty

- We are truthful in all communications, whether verbal, written or electronic.
- We avoid conflicts of interest and the appearance of them.
- We maintain the confidentiality of company information and refrain from using such information for personal gain.
- We protect the property and resources of United and our team members, customers and others against theft, damage, or misuse.
- We refrain from the inappropriate use or possession of United property.



Professionalism

- We communicate and perform all duties in a safe, courteous, helpful, competent, dependable, and businesslike manner.
- We act in ways that reflect favorably upon the company, ourselves, and our coworkers.
- We are caring and refrain from aggressive or threatening behavior, whether through words or actions.
- We refrain from unauthorized solicitation of employees in the workplace, whether through communication or fundraising.
- We must fully cooperate in all company investigations.

Responsibility

- We use good judgment and open communication in all decisions.
- We work safely and quickly report any concerns up the leadership chain until they're resolved.
- We never gamble or bring weapons of any kind into the workplace.
- We follow our drug and alcohol policies and insist on a drug-free workplace.
- We are responsible corporate citizens and abide by local, state and federal laws.
- We work to minimize our impact on the environment.
- We work to ensure our own safety and well being and that of our fellow coworkers. If you are ill, avoid coming to work. Please stay home when you are sick and take the necessary time to care for yourself.

If you have questions about any of these expectations, talk to your manager or HR Partner.



Communications

Staying up-to-date on United

Open and honest communication is key, and we share information with you using our two primary company communication channels – *United Daily* and *Flying Together*. Additionally, your team communications and divisional newsletters help you learn about what's going on at United including awareness of our goals. That can make you even more successful as a United team member.

United Daily

Want the scoop on what's happening at United? Make sure to check your *United Daily* email every weekday. (The stories are also available on our *Flying Together* employee website.) From leadership messages to new product announcements, operational performance to financial results, *United Daily* keeps you informed. You'll even see fellow team members being recognized for their hard work and caring spirit.

Flying Together

Flying Together is your source for information about different United teams, policies and programs, as well as resources to support your day-to-day work. Right on the home page, you can see a dashboard of important operational performance metrics, catch up on the latest United News stories published within United and in the media, and see social media highlights. The Employee Services section provides links to find out about your benefits, career and development resources, ways to get involved at United, key policies and more. The News section includes key news sources like the *Wingspan* leadership blog and United's press releases. *Our Airline* highlights strategic initiatives, product information, our *Working Together Guidelines*, like the one that you're reading now, and department and location details.

And then, of course, there's an entire Travel section offering all you need to enjoy **one of the best parts of working at an airline!**





Vaccination Policy

United is committed to providing and maintaining a safe work environment. To ensure we are all doing our best to stay healthy, we encourage everyone to stay up to date with all available vaccines. If local health requirements or a specific division's policy (e.g., Inflight, Flight Ops) requires a particular type of vaccine, those local and/or divisional policies must be followed.

Consider the safety of vulnerable colleagues or customers by reviewing [CDC guidance](#) specific to age groups and immunocompromised people. Visit [vaccines.gov](https://www.vaccines.gov) to find a vaccine location near you.

Updated 1/1/23



External media guidelines

Lights, camera, action? What to do about outside media and public relations representatives

Media is a part of our everyday lives. And because our industry is so fascinating, it's only natural that people want to hear our stories – good or bad. Below are some guidelines you should follow if you are approached by a reporter or asked to speak on behalf of United.

Talking with media representatives

You need permission from our Media Relations team to discuss United, matters related to United or our industry with the media. If a member of the media approaches you asking for a comment and you don't have permission, please politely decline and direct them to our Media Relations department.

If you can be identified as a United employee, you shouldn't speak with the media without permission from our Media Relations department. Keep in mind that your company uniform or any article of clothing containing United branding could identify you as a United representative.

In some cases we do grant permission for our employees to talk to the media.

You've received permission. What happens next?

A Media Relations employee will consider the reporter's request and, if needed, will set up an appointment for an interview. Media Relations will also guide you through the process.



What about press releases from outside companies?

Sometimes outside companies, such as vendors and third-party companies, ask to use our name or logo in their press releases or other materials. Please contact Media Relations before permission is granted.

Speaking engagements

Congrats! It's exciting to receive an invitation to speak at a conference or event. If you are invited, please contact Media Relations for approval and guidance. Media Relations can also help with publicity requests for events.

Keep in mind

We're glad you're proud of United and you want to share your pride with others; however, please remember to contact our Media Relations experts before going on record.

Media Relations contact information

Phone: 872-825-8640

Email: media.relations@united.com



Face covering/ mask policy

Face covering/mask requirements

United carefully monitors the regulations, ordinances and guidance of the U.S. Centers for Disease Control and Prevention (CDC) and the TSA security directives.

As individual countries update local mask policies, local regulations should be followed. If local policies are more restrictive than United's policy discussed in this document, those locally established policies should be followed.

Face Covering

Wearing a face covering can help prevent the spread of the disease. We invite, but will not require, all employees to continue to wear a face mask when you leave your workstation or when you are unable to maintain six feet of social distance.

Approved face coverings/masks

If you're wearing a face covering or mask, you may wear a company-provided face covering (including reusable cotton face coverings and single use disposable masks) *or* an approved face covering of your own that is a solid color and does not have text or patterns.

- When using a personal face covering, employees should follow the same guidance as other accessories we sometimes wear with our customer-facing uniforms such as footwear, gloves, hosiery, etc. The face covering, or mask should be compliant with a professional public appearance and must be well maintained.
- As recommended by the CDC, bandanas and face shields should not be used in place of a face covering or mask.

Contact your local leadership to find out where you can pick up a face covering or mask if you wish to wear a mask but do not have your own.

Updated 4/19/22



Facilities/adverse conditions

What you need to know about an Adverse Conditions Day

We do business all over the world in different climates and cultures. Sometimes, severe weather or other events may force us to close one or more of our facilities to keep our employees and customers safe. When this happens you need to know what to do.

A few basics

When we close a facility due to severe weather or another potentially unsafe situation, we refer to it as an “Adverse Conditions Day.”

A facility is a functional unit rather than a physical location, although the two may be the same. For example, in Chicago we have reservations, headquarters, maintenance facilities and, of course, O’Hare. Each of these represent a facility. An Adverse Conditions Day may affect an individual facility or all of them.

Once we decide it’s necessary to announce an Adverse Conditions Day, we will let you know if your facility will remain open or closed. This may happen for an entire day or for certain shifts within a day.

If you are represented by a collective bargaining agreement, your collective bargaining agreement (CBA) will take precedence over this policy in the event of a clash in policy.



Declaring an Adverse Conditions Day

We leave the decision of declaring an Adverse Conditions Day to the most senior management official, or their designee, in each operational division. They will coordinate with the Chief Operating Officer (COO) or the Executive Vice President (EVP) of Human Resources and Labor Relations.

The management official will also determine if the facility is to remain open or closed.

Adverse Conditions Day – Facility Open

When you get this announcement, follow your department’s call-in steps or reach out to your manager for more information.

If your facility stays open, continue working, as long as you can do so safely. Stay alert for further communications from your manager or department.

Adverse Conditions Day – Facility Closed

If your facility closes, your manager and others will do everything possible to alert you prior to the start of your shift. Sometimes events are beyond our control and we may declare an Adverse Conditions Day – Facility Closed during your shift.

Some of our locations have more than one shift assigned to work. Our decision to close a facility may apply to one operating day or to only one shift. If you miss work due to a facility closure, we’ll pay you for up to one full shift you miss during the closure.

Your division head will decide when your facility can reopen. Other decisions include how everyone will handle make-up hours. Senior management will tell you everything when it’s practical to do so, and wherever local laws and collective bargaining agreements allow.

If you’re unable to work, we will treat it as an excused absence.



Keep in mind

Flight Operations and Inflight are not included in this policy. In the event of a severe adverse condition, their reporting obligations are handled by Crew Scheduling and their pay is governed by the terms of their collective bargaining agreements. In addition, other front-line workgroups who operate under separate collective bargaining agreements will be governed by those agreements when those agreements are in conflict with this policy.



Notice of arrest or felony conviction

Your responsibilities

While we hope you will never have to deal with this, if you're involved in criminal activity it could affect your job or our company operations. For the safety of our employees and customers, you must tell us about any arrests, legal proceeding or felony convictions as explained below. At United, we are all committed to open and honest communication.

What about an arrest record?

Don't worry. You may still be able to work for United, even if you have an arrest record. An arrest record does not automatically disqualify you from working here. We review these on a case-by-case basis. This is in keeping with what's required by federal, state and local governmental agencies.

We all must live up to the commitment

We all need to keep our workplace safe and secure. If you are involved in criminal activity, you may be risking your employment with us. We hope this never happens, but we take these cases very seriously, always putting safety first. Every employee is responsible for keeping their eligibility to work for United. We appreciate your honesty.

What could happen?

When we find that you've had an arrest or felony conviction, unfortunately we may have to take action in response. If you're convicted of a felony or are otherwise the subject of a criminal or civil legal proceeding, we may end your employment and you may become ineligible for rehire at United. This depends on the nature of the offense and the nature of your job duties.



Therefore, you must:

- Notify the company of a felony conviction within 24 hours
- Notify the company within 24 hours of any arrest, conviction or legal proceeding relating to a criminal offense that allegedly occurred in the workplace
- Notify the company within 24 hours of any arrest, conviction or legal proceeding that would affect your ability to perform your duties. By way of illustration, an arrest, conviction or legal proceeding could impact your ability to perform your duties in the following ways:
 - Preventing you from having or keeping license(s) or certification(s) you need to do your job
 - Preventing you from having or keeping local airport and company ID cards that allow access to secure areas based on job location, classification, and function
 - Preventing you from attending work, such as if the arrest/conviction results in you being incarcerated during work hours
 - Preventing you from working with or near certain individuals due to a restraining order or other similar restriction

If you are unsure whether any particular arrest, criminal charge legal proceeding or conviction could impact your ability to perform your duties, it is your responsibility to ask for additional guidance.

We must hear from you within 24 hours because these events will impact the duties of our people or our company operations. If you don't notify us within 24 hours, this could result in the immediate end of your employment. We believe in a secure, safe workplace and we hope you can continue to be part of our team.



How do I provide notice?

Notification can be made by contacting your manager or the ESC at 877-825-3729.

Note: This policy does not apply to flight attendants and pilots. These employees should refer to their own respective work group's policy on notice of arrests and convictions.

For questions about an arrest or conviction, contact the [Employee Service Center](#) at **877-825-3729**.





Promoting dignity and respect: harassment and discrimination

Do not fly here

We expect all our employees to treat each other with dignity and respect in every situation, including interactions with customers and service providers. Do your part to create a workplace where everyone feels comfortable and welcome.

Protection from harassment and discrimination

We're committed to creating a workplace free from harassment and discrimination (treating someone less favorably). We defend our employees from harassment and discrimination based on their age, citizenship, color, disability, gender, gender identity, genetic information, national origin, pregnancy, race, religion, sexual orientation, veteran status or any other protected characteristic under applicable law. While harassment and discrimination can include bullying and slurs, it can also be as simple as treating someone less favorably than someone else. It can also include conduct while off-duty that impacts the workplace.

Examples of offensive behavior that violate this policy include, but are not limited to: inappropriate jokes, teasing, epithets or slurs; unwelcomed physical contact or gestures; bullying; inappropriate comments or visual displays; threatening adverse employment action if sexual favors are not granted; unwelcomed sexual advances or propositions; continuing to express sexual



interest after being informed the interest is unwelcome; favoritism or perceived favoritism based upon sexual or romantic relationships; and displaying or distributing sexually suggestive or otherwise inappropriate pictures or objects (including, but not limited to, graphics, social media posting or messaging, emails or graffiti).

Any offensive behavior or discrimination (verbal, visual or physical) directed toward a person because of any protected characteristic violates this policy. Any disrespectful behavior or actions calculated to annoy, insult or ostracize employees can violate this policy.

Violating this policy

Disobeying this policy is serious. It will subject you to corrective action, including discipline or the loss of your job.

Are you an employee in New York or Chicago? Just go to ***Flying Together > Employee Services > (Policies) Working Together Guidelines > (Working together expectations)*** [Promoting dignity and respect NY](#) or [Promoting dignity and respect Chicago](#) and you will find the local policy on sexual harassment.



Protection against retaliation

Retaliation doesn't fly here – you're Safe to Say It

We realize that speaking up with a complaint may not be easy, but here at United, you don't have to worry about retaliation.

What is considered retaliation?

Retaliation involves a threat, an action or both, used to get back at someone for filing a complaint or participating in an investigation. Generally, the person retaliating intends to punish the person who filed the complaint or participated in the investigation. They may also intend to make others afraid to complain or participate in any investigation. Forms of retaliation include negative job actions, like discipline, demotion or shift reassignment, as well as verbal threats or threatening actions. It can also include more subtle actions, like excluding the person from meetings or activities where they should be included or showing favoritism for others.

Retaliation goes against all that we stand for at United, and we won't tolerate it. We'll take corrective action as needed, which might include discipline or even termination of employment.

What you should do about retaliation

If you believe someone has retaliated against you because you submitted a complaint about inappropriate behavior or because you participated in an investigation, we're here to help, but we need you to tell us. You can speak to your manager. If you aren't comfortable talking to your manager, contact your HR Business Partner or you can make a report to the Ethics & Compliance Office through one of the following channels:



- **Ethics and Compliance Helpline:** 1-800-461-9330 (within the United States). Employees outside the United States should visit the website listed below to find their local number.

Ethics and Compliance

- Hub: ethicsandcompliancehub.ual.com
- Email: ethics@united.com
- Mail: **HDQLD – Ethics and Compliance Office,
233 S. Wacker Drive, Chicago, IL 60606**

The Helpline is confidential and available 24/7 with multi-language capabilities. You can choose to use the Helpline anonymously in most locations.



Reporting offensive workplace behavior

If you encounter offensive workplace behavior, what should you do?

Reporting violations relating to offensive workplace behavior is an important part of being an employee at United. We're committed to a work environment free from discrimination, harassment and offensive behavior. See the Promoting Dignity and Respect: Harassment and Discrimination policy. We expect our employees to act on this policy by reporting violations. This helps us to investigate, address and correct any inappropriate behavior. If you are a supervisor, you are **required** to report incidents of offensive workplace behavior to Human Resources, the Employee Service Center or the Ethics and Compliance Hotline identified below.

If you feel you have been the victim of a crime, please contact local police.

Reporting offensive workplace behavior

We recognize the difficulty in experiencing and reporting this kind of behavior. If you believe you're the target of offensive behavior in your workplace, you may want to:

- Politely but firmly explain to the person how their actions or words have made you feel uncomfortable and ask them to stop the behavior
- Consider planning your conversation by asking for support from your leader or your HR Partner

Other steps you might take

If you aren't comfortable speaking directly with the individual causing the issue, or if the offensive behavior continues after you confront the person, you may report the offensive behavior to any member of management. You may also call the Employee Service Center (ESC). See "Important contacts," below.



If the problem was not resolved after you spoke to a supervisor or manager, or if your complaint involves your supervisor or manager, report your complaint to the next level of supervision. Contact your HR Partner or the Ethics and Compliance Helpline (see “Important contacts,” below).

- You may report your concerns directly to your HR Partner or the ESC at any time
- If you fear retaliation or believe you have experienced retaliation for reporting a complaint of discrimination or harassment for participating in an investigation, contact your HR Partner or the Ethics and Compliance Helpline (see “Important contacts,” below)
- Once we conclude our investigation into your report, we will inform you that we conducted an investigation and let you know how we addressed your report, consistent with our policies.

Reporting offensive workplace behavior anonymously

You can make a report to the Ethics and Compliance Office through one of the following channels:

- **Ethics and Compliance Helpline:** 1-800-461-9330 (within the United States). Employees outside the United States should visit the website listed below to find their local number.
- Web: ethicsandcompliancehub.ual.com
- Email: ethics@united.com
- Mail: **Ethics and Compliance Office,
233 S. Wacker Dr., Chicago, IL 60606**

The Helpline is confidential and available 24/7 with multi-language capabilities. You can choose to use the Helpline anonymously in most locations.

For questions about Reporting Offensive Workplace Behavior, please contact the [Employee Service Center](#).





Social Media

What about social media?

When we say “social media,” we mean all types of postings on the internet and mobile apps, including but not limited to text, photos, videos, audio, blogs and digital art.

For avoidance of doubt, this policy addresses all social media you participate in while you are on or off the job, including social media you use without a name, under an alias or in private groups.

United’s brand is recognized around the globe, and we’re mindful of the way people feel about flying us. As an employee, in any role or location, you are part of that image and can positively impact the experience customers have with our brand.

There are countless good things happening at United every day and it’s important that we all show the world these stories– posting about your experience on social media is the best behind the scenes access we can offer. We’re proud when employees share their passion and camaraderie with their followers.

Customers have come to know a high level of professionalism on board our aircraft and at the airport, so we expect all employees associating with United online to conduct themselves similarly. Because of that, we ask that you use good judgment by keeping the following guidelines in mind with respect to everything you post or are responsible for managing, e.g., moderator or admin for social media sites, regardless of whether that post directly references United:

- All pictures, videos or other digital content in United uniform must comply with United appearance/uniform standards.
- All pictures, videos or other digital content taken in uniform or on United property/equipment should be professional.



- Social media posts should not negatively impact United's image or brand or violate Company policies.
- Social media posts directly or not directly related to United should not be suggestive or contain sexual content, which includes nudity or partial nudity.
 - Please remember: It is not acceptable to have a picture of you associated with United in one post and then another picture being sexually suggestive in another.
- Social media posts should not link United or its brand to violent or graphic photos or websites.
- Social media posts should not violate or depict violations of safety rules, Standard Operating Procedures or other Company policies, even if it's a joke or meme.
- Social media posts should be respectful and not violent, defamatory or bullying in nature to anyone.
- Social media posts, both public and private, should not be discriminatory, harassing or offensive to persons based on race, ethnic heritage, national origin, sex, sexual orientation, age, physical or mental illness or disability, marital status, religion, employment status, housing status, union activities/affiliation or other characteristics that may be protected by applicable civil rights or labor laws as determined by United.
- Employees may not use the United uniform, brand or their affiliation with United to make money outside of their employment. Should you have questions about this, please consult with the Ethics & Compliance Office.
- Employees may not speak on behalf of United without express authorization from the Company. Be clear that your posts only reflect your views.



- Employees may not disclose United’s confidential business information including changes to schedules, new product offerings or other confidential information on social media accounts.
- Employees may not post in a negative or derogatory manner about United’s customers or other employees or violate their right to privacy. Examples include:
 - Complaining on social posts about a specific United customer or customers in general
 - Posting about a celebrity or other notable person being on a United flight or what they were like as a customer

If you have any concerns as to whether any social media content violates these guidelines, use good judgment and refrain from posting. Contact your HR partner or Ethics & Compliance if you have any questions regarding these guidelines.

Generally, United does not actively monitor employees’ personal social media accounts. However, there may be occasions when an employee’s personal social media activity may be viewed by individuals at United and their identity determined if the post is without a name or under a false name. If United is made aware of content on social media involving an employee that potentially violates these standards, we have the right to investigate and take appropriate action. We will take into account many factors, including but not limited to the type of posting, audience, impact to the brand and our corporate reputation and any previous counseling or coaching. Appropriate action can be anything from asking you to remove a certain post in minor cases to termination in cases of significant misjudgment.



A few more Do's

- **Use common sense and good judgment.** You are responsible for what you publish.
- **Be mindful.** Your use of social media should only have a positive effect on United's business interests and reputation. Stand proud and professional in your posts.
- **Be transparent.** If you are commenting on our products or services, make sure anyone reading your post knows that you work for us.
- **Be respectful.** Your promise to treat employees and customers with dignity and respect goes equally for social media. Check to see that your posts are dignified, respectful and honest.
- **Be cautious.** If you have any doubts about your post, stop and ask for help. This applies especially for posts about our business policies or if you are generally unsure whether your post will violate our social media policy.
- Managers, consider what is appropriate when it comes to sending "friend" or "connection" requests. Ask yourself: Do these requests truly have a company business purpose? When in doubt, do what is best for United. We will never act against an employee who rejects a "friend" or "connection" request from any other employee.
- Remember to protect any confidential business information. This includes content from internal tools, presentations, emails or articles that the company shares internally. What information is okay to share? Talk it over with your supervisor, the Ethics & Compliance Office or Corporate Communications before posting.



... And Don'ts

- Don't let personal use of social media get in the way of the time you are supposed to spend on work. Limit social media to break time and the time you spend away from work.

Although we all impact the reputation of United, avoid making posts that sound like you speak on behalf of United. Make sure your posts clearly state that your views are yours alone; you speak only for yourself. Steer clear of using or registering usernames or sites with the name "United," "UA," or "UAL." Stay away from our trademarked images, such as logos, as part of your profile or header photos. In general, avoid giving any impression that your posts come from United.

For the sake of security, please avoid using your company email address to register for social media sites.

What else should you know about social media at United?

Some employees have job duties where we expect them to take part in social media on our behalf. We give these employees company-approved guidelines and trainings, so any posts, accounts or pages conducting any form of business or representing United should only be managed by these individuals.

United's Corporate Communications department does occasionally collaborate with employees who may be referred to as "influencers." In general, this social media content is created voluntarily and is not considered an endorsement by the company or an official job duty.



Privacy and security when using social media

For the sake of everyone's security, please keep names, addresses and other personal information about our team members and customers confidential. Legal and Corporate Communications approval is required before posting customer or employee names, addresses or other information about them, and only designated employees will be authorized.

Complaints

Don't let complaints become a part of your social media activity. If you feel United should investigate something, avoid posting negative remarks and instead call, email or meet in person with management and HR. You can also use the Ethics & Compliance Helpline or email address.

You can make a report to the Ethics & Compliance Office through one of the following channels:

- Ethics & Compliance Helpline: 1-800-461-9330 (within the United States). Employees outside the United States should visit the website listed below to find their local number.
- Web: ethicsandcompliancehub.ual.com
- Email: ethics@united.com
- Mail: Ethics & Compliance Office, 233 S. Wacker Dr., Chicago, IL 60606



Compliance

When you take part in social media, we expect you to follow all company policies, including the Information Security Policy, the Code of Ethics and Business Conduct and any policies in our Working Together Guidelines, which includes Communications, Using Information Systems, Social Media and External Media Guidelines, as well as our uniform standards (if showing yourself or other United employees in uniform).

If you misuse or abuse our information services or fail to follow this policy, we may have to take corrective action up to and including termination.

Now and then we may adjust this policy, so please check it occasionally for updates.





Use of recording and/or video devices

For the record, photographing and recording people is usually not okay

There are times when making an audio or video recording of your team members may seem like a good idea. Out of respect for United confidentiality and people's privacy and safety, we don't allow team members to take photographs, record conversations, events, or meetings with other employees or customers – even if everyone being recorded knows about and agrees to the photograph or recording.

There are limited exceptions where audio and video recordings are authorized by the Company:

- Photos and videos being used to celebrate an event, honor an individual or team for your own or United social media are allowed as long as these are used with Core4 in mind, consistent with our Social Media Policy and your fellow employees do not object.
- Recording calls with Reservations and Customer Care employees about customer issues. (The phone system always tells customers that the call may be recorded.)
- Operations control calls
- Calls between the flight crew and the Scheduling department
- Employee calls to the Employee Service Center, Benefits Service Center, Employee Travel Center and the Takeoff: Learning help desk
- Company authorized, specifically identified meetings where employees and leaders are using the information for training or to provide business updates (i.e. Townhall or training session for archive)



- Sometimes you may notice employees or agency partners making official audio, taking a photograph or video recordings of employees on the job and/or customers. The people who are taking these photographs or making these recordings are familiar with the guidelines and have permission to photograph or record, and in most cases the employees and customers have signed legal releases so we can use the content in company communications.
- In other certain cases, supervisory or management employees have the right to take pictures or make video recordings to document workplace rule violations.

Please remember, no other photographs or recordings (whether by video, phone, online or other means) are allowed.

Want to know if it's okay to take a photo or record/without sound in a particular situation? Get in touch with your supervisor or your HR Partner.

Note: State and local laws apply relating to audio and video recordings of employees and customers.



Using information systems

Being connected and staying social: Do's and don'ts

Like your friends and team members, you probably own many of the latest devices and technology. You're also communicating in many ways, whether you're sending a text message, an email or posting an update on your social media. Here at United, you'll have access to our information systems as well. So, let's go over what's okay to do on our systems.

What are information systems?

Information systems include the devices and applications you may use while doing your job, such as:



Company-issued desktop and laptop computers



Mobile devices such as Apple iPhone®, Microsoft Surface®, etc.



Internet and intranet access



Email



Telephones, voicemail and fax machines



Other electronic storage and communication devices owned, leased or paid for by the company



All electronic communications sent or received for company business, regardless of whether the company's equipment is used



Any third-party service, such as cell phone, text messaging or instant messaging services, where the company is the subscriber or the company pays directly or indirectly by reimbursing an employee



Do's and don'ts

It's okay to occasionally use our information systems or your own device while at work if what you do lines up with our policies and expectations. Perhaps you need to use your company-provided phone to make a doctor's appointment or would like to use your work laptop during your break to find a great hotel for your upcoming vacation. Go for it! But please limit the time spent doing this during your work day, especially once your break is over.

Practical tips:

- Avoid unsafe or illegal activities, like answering a work-related email while driving. Don't worry; your response can wait.
- Only use company-approved software. This keeps you and United safe.
- Do you have a side job, need to post a personal ad or ask for money for your own gain? Things like that should only be done during non-work hours.
- While we hope you'll choose to stay at United, we understand that some employees may choose to search for a new job. Please avoid doing so during your worktime with us.
- Just like you might dislike it if someone made comments about you that could hurt your reputation, avoid posting comments that could hurt our company's reputation.

Important: We don't allow employees to use our information systems to gamble while on the job. The same goes for activities that jeopardize our company due to personal conflicts of interest.

- When it comes to software, unless IT Security has given you an okay, stay away from commercial or public domain software, shareware or freeware when you are using our equipment and services on the job.



Activities we prohibit

Employees are trusted to refrain from using the company's information systems for:

- Sending, receiving, storing, accessing, printing or distributing:
 - Copyrighted materials (including articles and software) that violate copyright laws
 - Trade secrets or other company or third-party confidential information, such as credit card numbers, social security numbers or customer or employee data, that violates company policy or non-disclosure agreements
 - Proprietary data
 - Offensive or harassing statements or language, including any criticism of others based on any protected category – for example, age, citizenship, color, disability, gender, gender identity, national origin, race, religion, sexual orientation or veteran status
 - Sexually-oriented messages or images
- Operating a business, taking business opportunities that belong to the company, soliciting money for personal gain, sending personal advertisements or searching for jobs outside United
- Sending chain letters, virus warnings and hoaxes or conducting other “re-mailing” activities
- Gambling
- Engaging in any activity that violates local, state or federal laws
- Engaging in activities that create a conflict of interest, go against company policies or interfere with United's business operations
- Accessing or operating any commercial or public domain software, shareware or freeware, unless prior approval is obtained from Information Technology



Sending, receiving, storing, accessing, printing or distributing: What to avoid

Keep in mind that sending, receiving, storing, accessing, printing or distributing content has limits at work. This includes copyrighted materials (software, as well as content) because of copyright laws and a company's private, trademarked data, trade secrets or another company's confidential information.

There is no tolerance for storing or passing along insulting or harassing language, content that criticizes others based on protected categories such as age, national origin, etc., and sexually-oriented content and pictures. Any questions? Our Promoting Dignity and Respect: Harassment and Discrimination policy will give you more details.

Privacy and security matter

You are responsible for all your use of information systems, so help us keep security a top priority.

United owns all information created or obtained on the job. United monitors all information created, obtained, stored or passed while using our information systems. We also monitor all activity involving our information systems. As needed, we may let any third party know about any such information or behavior. Please note that your use of personal email accounts or other personal accounts while using our information systems may be monitored, and you shouldn't have any expectations of privacy.

With security comes the question of privacy. When it comes to using United's information services or equipment, protecting you is very important. Protect your email and internet access password by keeping this information private.

Please report any misuse of information services to Human Resources or the Ethics and Compliance Office.



What you should know when using information systems

We support your use of information services for communications about company business and to manage your regular duties at work. Just be sure to follow all company policies in our *Working Together Guidelines*, including Communications and External Media Guidelines, along with the Information Security Policy and the Code of Ethics and Business Conduct.

Now and then we may adjust this policy, so please check it occasionally for updates.





Violence in the workplace

What to know, what to do

United Airlines wants you to feel safe and secure. We're committed to a workplace that's free from threats, threatening conduct, or any acts of aggression or violence. Such behaviors will not be tolerated.

What to know: A firm commitment

We mean what we say about our commitment. We believe all employees have a fundamental right to be safe and secure in the workplace. Any form of violence or threat of violence is unacceptable. This includes violence and threats of violence toward our employees, non-employees and customers.

Employees who violate this policy may be subject to disciplinary action up to and including termination.

What to do

Even though we firmly believe in a violence-free workplace, violence or threats of violence may happen that impact our workplaces, employees, or customers - on the ground, in the air, in off-site workplaces, in other work-related locations (e.g., parking lots, crew layovers and company-sponsored events), in non-work locations or via social media.

If this happens to you, your coworkers, vendors, contractors or customers and you are in imminent danger, call the police and then, when safe to do so, contact your manager and Corporate Security at 847-700-4643. If you are not in imminent danger, contact your manager and Corporate Security immediately.



What about firearms or other weapons?

Other than those who are Federal Flight Deck Officers that are operating in accordance with the rules of that program, weapons aren't allowed in our workplace. This includes, but is not limited to:

- Firearms
- Knives with blades over 4"
- Explosives
- Ammunition
- Tasers
- Batons

We don't allow anyone to have firearms or other weapons on our premises or property, unless you are a Federal Flight Deck Officer and are transporting your duty weapon in accordance with the rules of that program, even if you have a license or permit to own or carry a firearm or other weapon, while on our premises or property. Firearms or other weapons also are not allowed on company owned or operated parking lots, unless allowed by state or local law. In addition, employees must adhere to all airport security program requirements. The same goes for Company vehicles or when doing Company business – firearms or other weapons are not allowed.

If you see anyone breaking this policy, you should let your manager and Corporate Security know.

You'll find more information by going to ***Flying Together > Our Airline > (Departments) View all > (Operations Support) Corporate Security > [Corporate Investigations](#)***.

If you bring a firearm, weapon, explosives or ammunition to our workplace you may risk disciplinary action. **You could lose your job.**





Workplace privacy

We take everyone's safety and security very seriously. That's why we ask you to do your part to keep our people, customers, vendors, property and company safe.

Take a look at what this means for you.

Searches

To keep our airline safe, we reserve the right to conduct searches when we determine it's necessary. Sometimes we will let you know when we'll be conducting a search. Other times we may not notify you or ask you for consent. These searches may happen at any time before, during and after work hours.

Search areas could include, but are not limited to:

- Our facilities
- Computers
- Vehicles
- Offices
- Desks
- Lockers
- Any of the contents of these locations
- Our information systems and equipment

We understand that a search may take a lot of time or even upset you, but we appreciate your cooperation. If we ask to search any areas mentioned above and you fail to cooperate, you may face disciplinary action. You could even lose your job.

Cameras

We have cameras in our workplace to keep everyone safe and secure on the job.



Company Vehicles

To maintain a safe operation, we track the locations of United vehicles and equipment.

Where can you expect privacy?

Of course, we keep restrooms and rooms for changing clothes private. No cameras are installed in these areas.

Keep in mind

Use good judgment about your personal items at work. Only bring into or keep at work what you would be proud to display to your manager/supervisor or coworker.

2

Employee relations

[Click to jump to a topic:](#)

[Administrative appeal](#)

[Company anti-drug and alcohol misuse](#)

[Confidential investigation and corrective action](#)

[Diversity, equity and inclusion](#)

[Fundraising](#)

[Gender transition guidelines](#)

[Solicitation](#)

[Working smoke-free](#)



JULY 2023

Working Together
Guidelines



Ethics and compliance

At United, we're committed to integrity, ethics and compliance in everything we do – and it's a commitment we take very seriously. In addition to following the **core4**, our commitment means that we make ethical business decisions, protect our assets, comply with laws and policies, and treat each other with dignity and respect.

Our Ethics and Compliance principles apply to all our employees equally. For more information about United's Ethics and Compliance principles, go to ***Flying Together > Our Airline > (Departments) View all > (Corporate) [Ethics and Compliance Office](#)***.



Management and Administrative appeal

What you should know about the appeal process

Our success depends on strong working relationships between employees and leaders. Sometimes, though, conflicts arise that result in disciplinary action or even termination. We designed the appeal process to give you a way to resolve employment-related conflicts. If you believe you've experienced inappropriate use of our policies or you think inappropriate corrective action has happened to you, including termination from United, you may want to consider our appeal process.

What happens next

- Submit a written request for an appeal to your divisional leaders within 14 business days of the disciplinary action or termination.
- Send a copy of your request to your HR Partner.
- Your divisional leaders, or those acting on their behalf, will consider the decision and your position, and they may support the decision, make some changes or reverse the decision.
- Within 10 business days of your appeal request, you'll get a letter informing you of the divisional leaders' response. Their decision is final.

Based on your office location and if you are in an operational role, there may be additional information regarding the appeal process for your office. You need to reach out to your manager or your HR Partner for information on the appeal process for your office.

Employees covered by collective bargaining agreements or handbook appeal procedures are governed by the appeal procedures for those workgroups.

The above appeal process will not apply in cases reviewed by the **Corrective Action Committee or the Discipline Review Panel.**





Company anti-drug and alcohol misuse

Supporting a drug- and alcohol-free workplace

Our people's safety, health and well-being is one of our top priorities. When it comes to providing a safe workplace, especially at an airline, drugs and alcohol just don't belong. Being under the influence on the job puts our employees, customers and vendors – not to mention you – in danger. We've built a reputation of being a safe airline. Let's all work together to keep it that way.

None. Zero. Zip. Zilch.

Basically, that's the deal about drugs. Employees on company premises or working on behalf of United are prohibited from using, possessing, being under the influence, etc. of illegal drugs, including marijuana. United considers marijuana to be an illegal substance.

As for alcohol, consuming it in work areas at company facilities and office buildings while on duty is prohibited. This includes company events or meetings, held during or outside of business hours, that take place on company-owned or leased work areas, except where alcohol is served at a United-sponsored event.

Alcohol at company events

As mentioned above, alcohol is not allowed at work, but there are times when alcohol is served at United-sponsored events. (The EVP of HR and Labor Relations has to approve that.) Whether you're at a meeting, a banquet, a happy hour or any other company-sponsored event, at any location, where alcohol is served, safety and caring should come first. That means not consuming so much that you put yourself or your colleagues (or others) in danger, or that you disrupt the event and ruin it for the group.



Getting help or information

Drug and alcohol abuse can be harmful to nearly every aspect of your life, including your physical and mental health and your personal and professional relationships. If you think you might have a problem with drugs or alcohol, or even if you just want to make sure the situation doesn't get that far, we're here to help you. No judgment, just caring.

For more information on treatment for drug and alcohol dependency or additional resources that United offers, please reach out through our new expanded Employee Assistance Program, "Work/Life Solutions," at 866-324-4327 or United's internal Employee Assistance Program by going to ***Flying Together > Employee Services > (My Rewards) View all > (Quick links) Employee Assistance Program.***

More about drug and alcohol policies and programs

For more details, including an explanation of our policy on marijuana, see our complete Drug and Alcohol Policies and Programs page by going to ***Flying Together > Our Airline > (Departments) View all > (Operations Support) Corporate Safety > In This Section > Drug and Alcohol Policies and Programs.***



Confidential investigation and corrective action

You're Safe to say it – and we'll take action where it's needed

At United, it's always safe to speak up truthfully and respectfully. If you tell us about an issue or complaint that needs to be investigated, what you say won't be shared except with those who need to know as part of the investigation.

Confidentiality is a two-way street

When you're part of a confidential investigation, we need you to keep the information and discussions about the investigation to yourself – both while the investigation is underway and after it's completed. We ask you to trust us to investigate each complaint thoroughly and confidentially, and we trust you to respect confidentiality, too. The only exception is that you're allowed to report alleged misconduct to any federal or state government agency or self-regulatory organization. You can also participate in any investigation or proceeding they're conducting.

Fair but firm

We want you to say something if you see or experience actions that you think are wrong, so we can make sure to stop any misconduct that goes on at United. There are some behaviors, outlined in our various policies and *Working Together Guidelines*, that we just can't tolerate in



our workplace. If we find that a United employee has done something that goes against our policies, we'll take corrective action as needed to stop the behavior and keep it from happening again. We take this seriously, and while we never want to have to resort to consequences like disciplinary action or terminating someone's employment, we'll do it if necessary to protect the safety and well-being of our employees, our customers and our airline.



Diversity, equity and inclusion

We are United

How do diversity, equity and inclusion make us uniquely United? You're part of a company where we consider our great variety of ideas, experiences, cultures and lifestyles to be one of the best things about us. And as an airline that serves the world, we recognize that the diversity of our incredible family of employees helps us offer the greatest experience to our customers.

By *Working Together* and treating each other with dignity and respect, we're creating an inclusive workplace where everyone is part of the team. And to continue building that culture, we have diversity initiatives that help us attract, develop and retain a qualified, creative and effective workforce.

Equal Employment Opportunity (EEO)

In keeping with our commitment to diversity, equity and inclusion, as well as our compliance with local, state and federal laws, we provide equal opportunities for employment to all employees and applicants without regard to age, citizenship, color, disability, gender, gender identity, genetic information, national origin, pregnancy, race, religion, sexual orientation, veterans status or any other protected category under applicable law.

In all that we do, from hiring to offering promotions, we provide equal opportunities for employment. Our leaders are dedicated to supporting this policy as well and you can find EEO communications from our CEO, Scott, and our Human Resources and Labor Relations EVP, Kate, on *Flying Together*. See our Reaffirmation of Anti-Harassment Policy and Reaffirmation of Equal Employment Opportunity Policy.



Affirmative action

We're a federal contractor, meaning we enter into contracts with the federal government to provide them with our services. In order to be eligible to do that, we meet the legal requirements of affirmative action for women, minorities, individuals with disabilities and veterans.

We also invite applicants and employees to self-identify if they are veterans or have disabilities. This not only lets us make sure that we're compliant with affirmative action requirements, but it also helps us foster our diverse and inclusive workplace. If you'd like to let us know that you're a veteran or have a disability, you can self-identify by going to ***Flying Together > Employee Services > (Tools and Resources) My Info/Manager's Toolbox > Personal Details > Veteran Status*** and/or ***Disability***.

You can make a report to the Ethics and Compliance Office through one of the following channels:

- **Ethics and Compliance Helpline:** 1-800-461-9330 (within the United States). Employees outside the United States should visit the website listed below to find their local number.
- Web: ethicsandcompliancehub.ual.com
- Email: ethics@united.com
- Mail: **Ethics and Compliance Office,
233 S. Wacker Dr., Chicago, IL 60606**

Reasonable accommodations

We understand that if you have a disability, you may need certain reasonable accommodations in order to apply for a job or to do your job safely. We also recognize that some employees may need reasonable accommodations based on religious beliefs and practices. Let us know if you may need an accommodation, and we'll work with you to support your needs. Contact the Employee Service Center at 877-UAL-ESC9 (877-825-3729) toll-free within the United States or 847-825-3729 worldwide.



Fundraising

Supporting causes through fundraising

United has a long history of supporting community and nonprofit organizations that fit with our company values, and we sometimes take part in fundraising activities for certain carefully selected organizations. We're proud of the fact that many of our employees take the time to support the groups they're passionate about, as well.

We always want to make sure that any fundraising activities happening on behalf of United or on company property are handled fairly and consistently, and that they align with our policies – like our Code of Ethics and Business Conduct – as well as federal, state and local laws. It's also important to make sure any fundraising tied to United will not benefit organizations that are religious in nature or discriminate or limit membership based on race, gender, sexual orientation, beliefs, class or cultural considerations.

Interested in bringing a fundraiser to United?

If you want to do any fundraising at United that's not being organized by the Global Community Engagement team, you'll need to get approval first from your manager, Corporate Real Estate and Global Community Engagement. That applies even if it's for a registered 501(c)(3) nonprofit or an organization that we already partner with. And keep in mind that any type of political fundraising needs to be managed by the Government Affairs team.

If you have any questions about our fundraising policy, contact the ESC through ***Flying Together > Employee Services > (Tools and Resources) [Help Hub](#)*** or by calling 877-UAL-ESC9 (877-825-3729) toll-free within the United States or 847-825-3729 worldwide.



Gender transition guidelines

What to know if you're planning a gender transition

If you're planning a gender transition, or supporting an employee through a transition, you may have questions. We're here to support you.

We are one United family

First of all, you're part of our United family. Our rich diversity of ideas, experiences, cultures and lifestyles supports a workplace where you and fellow employees can be yourselves while you support our great company. We believe in dignity and respect for everyone who works for us and we do everything possible to ensure a workplace where everyone feels appreciated.

Definitions

As you and your manager talk about your gender transition, the following definitions may help.

Transgender "Transgender" is an umbrella term for people whose gender identity and/or gender expression are different from cultural expectations based on the sex they were assigned at birth. Being transgender does not imply any specific sexual orientation. Therefore, transgender people may identify as straight, gay, lesbian, bisexual, etc.

Gender identity "Gender identity" refers to a person's innate, psychological identification as male or female, which may or may not match the person's physical traits or designated sex at birth.



Physical transitioning “Physical transitioning” refers to the medical treatments or process through which a person modifies their physical traits, gender identity or both. Some aspects of transition, such as sex-reassignment surgery and hormone therapy, are generally conducted under medical supervision.

Social transitioning “Social transitioning” refers to a process of socially aligning one’s gender with the internal sense of self (for example, changes in name and pronoun, use of restroom, participation in activities like sports teams). Someone who undergoes a gender transition may not necessarily go through all of what’s involved in a physical or social transition, yet can still be considered transitioned.

Guidelines for your transition

We understand that the process of transitioning is different for everyone. Below you will find some guidelines that we have established to help open lines of communication and set expectations between the employee and the company.

TELLING YOUR SUPERVISOR

We encourage you to talk to your supervisor as soon as possible about your plans to transition. It’s important to talk about your needs and how your supervisor and fellow employees can support you throughout the process. Be sure to address any concerns that you or team members may have.

We recognize this is a sensitive matter. Please feel free to inform your supervisor in a way that is most comfortable to you. This could be an email, a one-on-one conversation or including another person like your HR Partner or close friend.

APPEARANCE STANDARDS

It’s also important to talk to your supervisor or HR Partner about your dress code expectations. Please keep in mind, all our employees should present themselves in a neat and professional manner. If you are in the process of transitioning, we welcome you to dress according to your current gender identity and comply with our appearance and uniform standards.



Once you have transitioned, what you wear should still follow United's dress code for your work location or position. It should also comply with the appearance and uniform standards of your chosen gender identity.

RESTROOM ACCESS

During your pre-transition discussion, we also encourage you to discuss restroom and locker room access. We want you to be comfortable in using the facilities that match your gender identity.

Guidelines for management

First discussions

If one of your team members or another employee tells you they plan to go through a gender transition, be open-minded as you discuss the employee's plans, needs and concerns. We encourage you to increase your knowledge and understanding of the subject. Ask Human Resources for advice and assistance as you work together to support the transitioning employee.

Discuss and agree on a plan for the transition.

Some helpful topics are:

- Informing team members about the transition. What is most comfortable for the employee?
- Agreeing on the timing to begin the transition. Does the employee expect to take time off for medical reasons?
- Using a new name. Does the employee plan to use a new name?
- Asking about pronouns for the employee. What pronoun does the employee prefer? This is an important step in an employee's transition.



Your leadership can go a long way toward helping everyone support the employee's gender transition.

Keep in mind that employee records and work-related documents will stay under the transitioning employee's legal name until the person makes a legal change. A transitioning employee is responsible for handling a legal name change.

Addressing employees' concerns about a transition

The transitioning of a team member may bring some questions or concerns from fellow employees. You can help address these by having proactive conversations with the employee who plans to transition and your HR Partner. By talking about what the transitioning employee prefers, and creating a plan, there's a greater chance of handling the situation in a healthy, sensitive way.

At the same time, it's important to remind all employees of our *Working Together Guidelines*, including dignity toward each other and respect for gender identity, and that we expect everyone to stand by our equal employment opportunity policy. Any employee who fails to follow our *Working Together Guidelines* may be subject to disciplinary action, up to and including end of employment.

OTHER DETAILS FOR MANAGEMENT

We expect all of our employees to be treated equally. All employees are expected to follow the *Working Together Guidelines*.

If you have any questions or concerns, please contact your HR Partner.



Solicitation

What you should know before you ask for donations, or display or pass out info

Perhaps you are trying to help your children raise money for their school or sports club, or you are trying to recruit members for your school board or city council. Solicitation, whether through fundraising or communication, is a part of life. Some of us enjoy it, some don't. We want to make our work environment as comfortable as possible, so we ask that you get permission before soliciting your work family.

What everyone needs to know

We provide bulletin boards in locker rooms and break rooms to share information about the company, your work and our approved charities or partners. If you wish to post something on the bulletin boards please work with your local management for approval.

What union members need to know

We provide dedicated space for our unions to post information about union events, activities, contact info or other union details. While we allow our respective unions to approve the information in their dedicated space, the material must use language that follows our commitment to a fair, diverse, violence-free workplace where everyone treats each other with dignity and respect.

You'll need our approval to use company bulletin boards for union-related material.

We understand that sometimes workgroups disagree about which union is the one for them. When there is a recognized formal dispute between unions, we allow other labor groups to display information in the spaces we've set aside for unions.



Sometimes you may want to talk to or distribute information and material to another employee about a union. It's fine to do this as long as you're outside your work space and working time, such as on a rest break, during lunch or close to the start or finish of your work time. It should be clear the employee is okay with talking to you. And the Company only permits this so long as there is no impact on employee rest, customer service, operations or safety.

Positive space or space-available travel is not authorized for union organizing activities.

If your job keeps you out of contact with the public, you may wear union buttons or pins we approve of, with the union logo or name, as long as the pins or buttons are safe to wear and without a health risk. If your job puts you in contact with the public, follow the uniform guidelines for your work group.

Want to ask for approval to display union info?

No problem – just get in touch with your local management team or your HR Partner.

What non-union employees need to know

You also need approval from us. This goes for using our bulletin boards for displays, passing around info and asking fellow employees for donations.

Once you've gotten our permission, it's okay to pass out info or other content while you're on our property. This includes flyers, newsletters or other info, as long as you're outside your work space and working time, such as on a rest break, during lunch or close to the start or finish of your workday. It's best to do this in a way that has the least interruption for other employees, customer service and our business dealings or safety.

You may be able to enter other workplaces, maybe because of your security badge or for another reason. Please ask for donations or pass out info only at workplaces where you usually would be during your workday.

Want more details? No problem – just get in touch with your local management team or your HR Partner.



Tobacco in the Workplace

Our safe and healthy workplace

We're making sure you have a safe and healthy workplace, whether it's from cigarettes, chewing tobacco, or electronic smoking devices. For those who do need to take a smoke break, there are outdoor areas set aside for that purpose.

Chewing tobacco is not allowed

- While at your desk
- In company vehicles

Contact your leader for authorized areas.

By working together, we strive to maintain a clean, safe workplace that ensures the safety, welfare and health of our employees and customers.

Are you tobacco-free? Good news! If you (or your spouse/partner) are tobacco-free and covered by a medical plan we sponsor, we offer wellness credits. Contact the United Airlines Benefits Center (UABC) at 800-651-1007 for more information.

If you want to become tobacco-free, that's good news, too! We offer tobacco cessation programs at no cost to you. **Just call Work/Life Solutions at 866-324-4327.**





Reaffirmation of policy – anti-harassment

*Harassment and discrimination
do not fly here*

Simply put, there is no place for harassment or discrimination at United. We are committed to facilitating a safe environment for our employees, partners and customers.

[Read Kate Gebo's letter](#)

3

Employee schedule

[Click to jump to a topic:](#)

[Bereavement leave addendum](#)

[Emergency time off](#)

[Flexible work arrangement](#)

[Holiday schedule](#)

[Meal and rest periods](#)

[Vacation](#)

[Working dependably](#)



JULY 2023

Working Together
Guidelines



Bereavement Leave Addendum

State/local bereavement leave addendum for 2023

California

Effective January 1, 2023

Bereavement leave

Employees who have been employed for at least 30 days before the start of leave are eligible for 5 workdays of unpaid bereavement leave for the death of a family member. The days of bereavement leave need not be consecutive. For purposes of this policy, “family member” includes a spouse or registered domestic partner, child, parent, sibling, grandparent, grandchild, or parent-in-law.

Bereavement leave must be completed within 3 months of the date of death of the family member. Employees may use accrued but unused vacation, sick leave, or paid time off available to substitute for any unpaid bereavement leave.

Employees must request bereavement leave as far in advance as reasonably possible. Employees shall, upon request, provide reasonable documentation to substantiate the need for bereavement leave within 30 days of the first day of the leave, which may include a death certificate, published obituary, or other written verification of death, burial, or memorial services.

This policy does not replace, amend, or supplement any terms or conditions of employment stated in any collective bargaining agreement. Wherever this policy differs from the terms expressed in the applicable collective bargaining agreement, the specific terms of the collective bargaining agreement shall control.



Illinois

Effective January 1, 2023

Bereavement leave

Employees who have been employed for at least 12 months, worked at least 1,250 hours over the past 12 months, and work at a location where the Company employs 50 or more employees within 75 miles, are eligible for up to a maximum of 2 weeks (10 workdays) of unpaid bereavement leave for the following qualifying reasons:

- Attend the funeral or alternative to a funeral of a family member;
- Make arrangements necessitated by the death of a family member;
- Grieve the death of a family member; or
- Be absent from work due to a miscarriage, an unsuccessful round of intrauterine insemination or of an assisted reproductive technology procedure, a failed adoption match or an adoption that is not finalized because it is contested by another party, a failed surrogacy agreement, a diagnosis that negatively impacts pregnancy or fertility, or a stillbirth.

For purposes of this policy, “family member” includes a spouse or registered domestic partner, child, stepchild, parent, sibling, grandparent, grandchild, parent-in-law, or stepparent.

Bereavement leave must be completed within 60 days of the date on which the employee received notice of the qualifying reason. Employees may use accrued but unused vacation, sick leave, or paid time off available to substitute for any unpaid bereavement leave.

In the event of the death of more than one family member in a 12-month period, an employee is eligible up to a total of 6 weeks of bereavement leave during the 12-month period. However, employees may not take unpaid leave that exceeds unpaid leave allowed under, or is in addition to the unpaid leave permitted by, the federal Family and Medical Leave Act.



Employees must request bereavement leave with at least 48 hours' advance notice unless providing such notice is not reasonable and practicable. Employees shall, upon request, provide reasonable documentation to substantiate the need for bereavement leave.

This policy does not replace, amend, or supplement any terms or conditions of employment stated in any collective bargaining agreement. Wherever this policy differs from the terms expressed in the applicable collective bargaining agreement, the specific terms of the collective bargaining agreement shall control.

If you have questions about emergency time off, contact the [Employee Service Center](#) at 877-825-3729.





Emergency time off

For a death or critical illness in your family

Sometimes a death or critical illness in your family means you need time off from your job. We know this can be a difficult time and that you may need to fully devote yourself right away. We're here to help by giving you time off with pay.

When can I take emergency time off?

You're able to take emergency time off in situations such as:

- Death in your immediate family
- Critical illness in your immediate family
- Death in your spouse's or domestic partner's immediate family
- Critical illness in your spouse's or domestic partner's immediate family
- Miscarriage or medical pregnancy termination procedure by you, your spouse or your partner

Should one of the above situations occur, you can take emergency time off within 30 days of the situation.

Who's my immediate family?

We include the following people as part of your immediate family:

- Husband/wife/domestic partner (as recognized by your local or state government, or as recognized by United)
- Child (natural children, stepchildren, adopted children or children for whom you have legal guardianship)



- Parent (natural parents, stepparents or in-laws)
- Brother or sister (natural siblings, stepsiblings or in-laws)
- Grandparents (natural grandparents, stepgrandparents or in-laws)
- Grandchildren
- Any other relatives living with you

How much paid time off can I receive?

When there's a death or critical illness in your immediate family or your spouse's/domestic partner's immediate family, your supervisor/manager can approve up to five (5) consecutive days off with pay.

When a relative other than an immediate family member dies, your supervisor/manager can approve up to one (1) full day off with pay.

You may take up to two (2) instances of emergency time off for each family member while you're employed with us.

Qualifying for and using emergency time off

- You may need to provide documentation to qualify for emergency time off
- If your emergency time off is during one of our official holidays, we'll apply the personal emergency days to the days surrounding the holiday. See Holiday Schedule for a list of United's official holidays.
- If you're on vacation when your personal emergency happens, you should use personal emergency days instead of vacation time off
- We don't grant emergency time off if you're absent from work on sick leave
- We don't grant emergency time off if you're on any type of leave of absence
- This policy is subject to local law



State and Local Bereavement Leave

California

Illinois

Note: In the event a policy conflicts with any collective bargaining agreement (CBA) or divisional employee handbook, the terms of the CBA or divisional employee handbook will take precedence over this published policy.

If you have questions about emergency time off, contact the [Employee Service Center](#) at 877-825-3729.





Flexible work arrangement

Maybe a flexible work arrangement works best for you

If you're like most people, you lead a busy life with a lot of demands on your time. That's why you may want to create a flexible work arrangement. Along with your manager's agreement, this variation in scheduling helps to ease your stress about juggling personal and work responsibilities. It may also help you keep regular and predictable attendance.

What options would you have? What's your eligibility?

Please talk to your manager about the possibility of your position being eligible for a flexible work arrangement. The chart below describes each type of flexible work arrangement and lists what we require for you to be eligible. If possible, discuss the options below to see what works best for both you and your manager.

Type of flexible work arrangement	Description	Eligibility
Compressed workweek	Compress standard workweek into fewer than five full days a week	Employees are eligible to request a flexible work arrangement if: <ul style="list-style-type: none"> ▪ Their department offers flexible work arrangement option(s) ▪ They are in good standing ▪ They are a regular full-time exempt or non-exempt employee ▪ Their work schedule is not determined by a shift bid ▪ A non-traditional work schedule is compatible with responsibilities and will not compromise customer service or operation
Alternate schedules/flex-time	Maintain presence in office during department "core hours" and vary arrival or departure times	
Telecommuting	Work from home or from a remote office site one or two days a week	
Hoteling	Spend three or more days per week working from home or remote location; hoteling space provided when in the office	
Ad hoc	Notify supervisor as soon as practical when cannot come to the office, need additional time to arrive or an early departure	
		Based on leader discretion



The process

- Make sure you qualify for a flexible work arrangement. Read “Eligibility” in the chart above.
- Review the types of flexible work arrangements in the chart. Which type best fits the scheduling you need?
- Talk with your manager. He or she will help you find out if your job function and standard schedule will let you have a flexible work arrangement.

Are you thinking about a flex-time or telecommuting option? Your manager can find more details by going to ***Flying Together > Our Airline > (Departments) View all > (Corporate) Human Resources > (Resources) HR Sharepoint site > (Tools) Supervisor Checklist > (Absence Management) [Flex Work](#)***.

Department leaders will review requests and advise you of their decision.

What planning goes into flexible work arrangements?

When department leaders design schedules, they’re making every effort to stick to service levels and operational effectiveness. It’s like fitting your piece – your job and schedule – into a giant puzzle of every other employee’s jobs and schedules. Plus, department leaders must consider the most effective way that every department should run. They also have to support a balance for every employee between work and family life. Whew! It’s complicated, but we’re a great company with great teams and leadership.

Keep in mind

While we’ll try to help you rearrange your schedule, we may not be able to accommodate your request.

We understand that sometimes you may need to take time off to care for a child or other dependent. However, a flexible work arrangement can’t replace time off to care for a dependent.



Flexible work arrangements can be discontinued at the discretion of your manager, or you could be asked to work outside of the agreement between you and your manager with little notice. We ask that you are flexible with us and cooperate when we need you.

A job change may cause a change in a flexible work arrangement. If you have a flexible work arrangement and your job changes – you accept a different position or you transfer to another work area – you will need your new leader to approve any existing flexible work arrangement you may have. Your participation in a flexible work arrangement doesn't automatically carry from one position or leader to another.

Some states such as California may have special rules before a flexible work schedule can be implemented. Leaders should consult with HR and Legal to ensure that their schedules comply with those state laws.

If you have questions about flexible work arrangements, contact department leadership or your HR Partner.





Holiday schedule

Holiday reminders for you

Holidays are a special part of anyone’s schedule – a time to gather with family and friends, honor extraordinary events and heroes or just have some well-deserved time away from work. At United, we recognize the value you place on holidays.

Our official holidays

U.S.-based and Guam regular full- or part-time management and administrative employees receive the following eight paid holidays:

- New Year’s Day
- Martin Luther King Jr. Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day
- One floating holiday

Holiday policies

- **Full-time employees** receive eight paid holidays per year.
- **Part-time employees** who work rotational schedules receive holiday benefits according to the number of hours worked.
- Holidays are paid at your regular rate of pay.
- Remember to include all holidays taken in your regular timekeeping; this helps us maintain complete and accurate payroll records for you.



Management and administrative employees who do not observe a traditional Monday through Friday workweek, and employees who are covered by a collective bargaining agreement (CBA) or local work rules, should refer to their specific operational policies or CBA for policies regarding the use, scheduling or pay related to holidays.

Holiday FAQs

What happens if a holiday falls on the weekend?

When a holiday falls on a Saturday, we observe it the Friday before. When a holiday falls on a Sunday, we observe it the following Monday.

What if a holiday falls during my vacation time?

How is it counted?

We'll count the holiday as one of your eight official holidays. We won't deduct it from your allotted vacation time.

What's a floating holiday?

We give you one additional holiday as part of your eight paid holidays, which you can schedule at your choosing with your supervisor's approval. You must take your floating holiday by the end of each calendar year. We don't pay for or carry over floating holidays into the next year, unless state law requires us to do so.

What happens if I want to celebrate a holiday that is not on the official holiday list?

For employees who want to take a day off for a time that's not reflected under our official holiday list, employees can use a vacation day or if the employee has a floating holiday, that is another option that can be used.

If you have any questions about your holidays, please contact the [Employee Service Center](#).



Meal and rest periods

Having a meal, getting a rest break

We are all at our best when we've taken proper time to eat and rest during our workday. That's why we make sure all of our employees have time to do so, including you.

Management employees

If you're a management employee, talk with your manager about a meal and rest time that works well within the overall schedule.

Administrative employee

If you're an administrative employee, your meal or rest break is according to the number of hours in your workday.

If you work more than 4.5 hours, you will receive a 30-minute unpaid meal break during your workday. Every effort will be made to ensure that your meal break is scheduled toward the middle of your shift.

If you work more than 6 hours, you will also receive two 15-minute paid rest breaks during your workday, in addition to your 30-minute unpaid meal break.

Are you a part-time employee? If you are and you work more than 3.5 hours in a workday, you will get one 15-minute paid rest period.

California, New York or Washington employees

Do you work in California, New York or Washington? Those states have special details about meals and rest periods. Just click below to find out more information:



California: ***Flying Together > Employee Services > (Policies) Working Together Guidelines > (Employee schedule)*** [Meal and Rest Periods California](#)

New York: ***Flying Together > Employee Services > (Policies) Working Together Guidelines > (Employee schedule)*** [Meal and Rest Periods New York](#)

Washington: ***Flying Together > Employee Services > (Policies) Working Together Guidelines > (Employee schedule)*** [Meal and Rest Periods Washington](#)

Note: If a policy clashes with any collective bargaining agreement, the collective bargaining agreement will overrule the policy unless otherwise provided by state law.



Vacation

What you need to know before you plan your vacation

We all need time away from work in order to relax and recharge our batteries. If you have questions about your vacation, this is the best place for you to start. If you have additional questions after reading this, please check in with your leader, the Employee Service Center or your HR Business Partner.

Do these policies apply to you?

These vacation policies apply to U.S. - and GUM-based management and administrative employees (M&A) classified as a regular or temporary United employee (on United's payroll), whether full or part-time status. M&A employees based outside the U.S. or GUM should contact their local HR Partner for information specific to their location. Front-line employees who are covered by a collective bargaining agreement (CBA) or local work rules should refer to their specific work agreements for policies regarding vacation.

Benefits are based on a 40-hour workweek. Employees who are part-time or who work rotational schedules receive vacation benefits proportional to their hours worked.

How do we earn vacation hours?

Starting in 2023, all M&A employees will accrue vacation during the same year that it is meant to be used (rather than during the year prior). Every month, you'll accrue a set number of vacation hours to be used in the same year. In order to accrue vacation, you must be an active employee on the 15th of the month. There may be exceptions to these rules as noted below or as required by state or local law.

You'll be able to use vacation time before it has been accrued (up to that year's maximum).



How much vacation time am I eligible for?

Employees accrue vacation based on their years of service with the company as follows:

YEARS OF SERVICE	0 - 4	5 - 9	10 - 16	17+
Hours accrued per month	6.67	10.0	13.33	16.67
Total vacation available per year	80 hours or 2 weeks	120 hours or 3 weeks	160 hours or 4 weeks	200 hours or 5 weeks

During your first year with United, you're immediately eligible to begin to accrue and use vacation time on a pro rata basis. How much is accrued depends on the month and date of hire. A new hire will need to start on or before the 15th during their first month to be eligible for the accrual. For example, full-time employees hired on April 14 will accrue 6.67 hours every month through the end of the year. This means these employees will have approximately 64 hours (8 days) of vacation during their first year. Full-time employees hired on November 25 will accrue approximately 8 hours of vacation or 1 day of vacation. See the table below for additional details.

HIRED ON OR BEFORE:	Eligible days of vacation during the first year	HIRED ON OR BEFORE:	Eligible days of vacation during the first year	HIRED ON OR BEFORE:	Eligible days of vacation during the first year
January 15	80 hours (10 days)	May 15	56 hours (7 days)	September 15	24 hours (3 days)
February 15	72 hours (9 days)	June 15	48 hours (6 days)	October 15	24 hours (3 days)
March 15	64 hours (8 days)	July 15	40 hours (5 days)	November 15	16 hours (2 days)
April 15	64 hours (8 days)	August 15	32 hours (4 days)	December 15	8 hours (1 day)

When you advance from one vacation service milestone bracket to the next, you're immediately eligible to accrue vacation at the higher rate.



For example, if a full-time employee celebrates five years of service on July 1, the accrual will be adjusted from 6.67 hours per month to 10.0 hours. At the end of the year, the full-time employee will have accrued a total of 100 hours of vacation, or approximately 12.5 days.

Using and documenting your vacation time

The majority of M&A employees have the flexibility to take vacation time in either full or half-day increments, depending on the needs of the organization and at the discretion of local management. Employees who work rotational schedules should check with their manager or HR Partner if there are questions on how vacation time is allocated for rotational schedules.

Employees are required to document all time away from work (e.g. vacation, personal holiday, sick time) in the appropriate time and attendance system for their workgroup, within one week after the absence was taken. Additionally, leaders are responsible for actively managing the vacation usage of their team and ensuring that all available time is used and properly recorded. Employees who do not document their absence from work in a timely manner will not be able to participate in the vacation buy program.

Carryover and maximum vacation allotment

The expectation and hope is that all employees will plan and use their vacation during the allotted year. Employees are permitted to carryover vacation; however, it is limited to 40 hours and requires the approval of the employee's manager (subject to applicable state law). Approved carryover can be used at any time during the following year. Time that is not approved to be carried over will be removed from the employee's vacation balance, subject to applicable state law.



Both leaders and employees will need to follow an attestation process to request and document any potential carryover vacation (you will formally state that you have unused vacation days). Employees and their managers must be in alignment regarding any unused vacation time prior to the opening of the attestation tool.

Additionally, employees are limited to a maximum of six weeks or 240 hours of accrued vacation during the year. Included in this cap is regular/accrued vacation, approved carryover and purchased vacation (deferred holidays for select operational M&A employees are not included in this total). Once an employee has 240 hours of vacation in their bank, they will no longer accrue additional vacation time.

Employees can purchase additional vacation

Eligible employees can purchase additional vacation hours. Full-time employees can purchase 40 hours and part-time employees are limited to 20 hours. However, these amounts may be adjusted down if the employee is near the maximum amount of vacation allowed. Elections must be made during the appropriate enrollment period, which is generally near the end of the year, prior to the year in which the vacation hours are to be used. Employees must track their time in the appropriate system for their workgroup in order to be eligible. Audits of time systems may be performed.

Note: You must use all of your regular, accrued vacation first before you can access your purchased vacation. Purchased time cannot be carried over from one year to the next and must either be used or paid out due to Federal tax guidelines. Employees can request a refund of any unused, purchased vacation (subject to approval) during the attestation process.



Employees who separate from the company or go on an unpaid leave of absence

If you leave United in good standing and you've accrued more vacation than has been used, you will receive payment at your final rate of pay for any accrued unused vacation time, subject to applicable state law. "Good standing" includes retirement or resignation with proper notice, involuntary layoff or early out. Good standing does not include discharge or resignation without proper notice and those who leave due to cause will not receive payment for any unused, accrued vacation time, except where this is required by state law.

However, if an employee separates and has used more vacation than you accrued, United reserves the right to recover any vacation time that has been paid out but not yet accrued, subject to applicable state law.

When an employee takes an unpaid leave of absence, they are placed on inactive status. This means you cannot accrue vacation time for the duration of your leave. You may choose to schedule any vacation time that has been accrued prior to beginning your leave. If you elect to not use your accrued vacation prior to the start of your leave, you will be paid for this time at the end of the year. When you return from your leave (subject to the leave of absence requirements), you will begin to accrue vacation based on your years of service.



If you return to United after separating

Your vacation accrual rate will be determined by your adjusted service date, which is determined by the Company Service Credit and Seniority policy.

Employees based in California and Colorado can carryover any unused vacation from one year to the next. California employees are capped at the greater of 1.5 times their annual allotment OR 240 hours. Colorado employees are capped at the greater of 1 times their annual allotment or 240 hours.

Once employees located in either of these two states hit their respective maximum, their accrual will stop.

If one of these employees is at the maximum amount of vacation allowed and transfers to a new position based outside of their state, their balance will follow with them. However, they will no longer accrue any additional vacation until their balance falls below the cap for their originating state.



Working dependably

Achieving excellence in attendance

Everyone at United aims for excellence in attendance. No matter your position, our business thrives on our on-time performance every day. And we rely on your regular, predictable attendance to help us reach our goals.

Expectations

- Keep your attendance regular. Arrive at work at the time and on the day you are scheduled.
- Keep your attendance predictable. This helps your colleagues and supervisor feel confident about your presence, which reinforces work planning today and tomorrow.
- Recognize the impact of attendance on your job performance. Excellence in attendance can boost our view of you as a dependable part of our success – known for being on time all the time.

Guidelines

We understand that sometimes life happens and you may be late for work or unable to come. What should you do?

- If you can't report to work at your scheduled start time, contact your supervisor before the scheduled start time or as soon as possible.
- If you can't contact your supervisor about lateness or absence, have someone do this on your behalf.



Remember your role plays a part in everyone's success at United. Do whatever you can to make regular, predictable attendance part of your role. An irregular, unpredictable attendance level gets in the way of your job performance and our overall success. If your attendance level becomes unacceptable, your supervisor will discuss expectations and potential consequences for failing to reach and keep an acceptable level of dependable attendance.

Where applicable, employees should refer to their work group's attendance program or absence management policy for further information.

For questions about your attendance, contact the [Employee Service Center](#).



4

Foster teamwork

[Click to jump to a topic:](#)

[Employee referrals](#)

[Employee social clubs](#)



4

AUGUST 2019

Working Together
Guidelines



Employee referrals

Referring someone to work for us

You, as an employee of our company, are our greatest asset. We value your hard work and dedication to making United a great place to work. You understand our values and know what it takes to be part of our United family – and we recognize that much of our best and brightest talent is referred to us by our employees.

What you should do

If you know someone who would like to work at United, and you think they have what it takes, please refer them to us. You can easily share positions they might be interested in by visiting united.jobs, selecting a position and selecting the email or social media options under the “Share This Job” section. We encourage you to talk to the individual to see if they meet the minimum job requirements for the position and if their skills and background would be beneficial. If you both agree the position is a good fit, you can encourage the individual to include your name in the “Employee Referral” section of the application.

Thank you for helping us grow our talent pool.





Employee social clubs

When Working Together includes socializing together

Did you know we have a wide variety of employee clubs? You'll find a United social club for almost any topic or activity you can imagine, from reading or chess to music or running, for home chefs, introverts or retirees. You name it and the club may be listed on *Flying Together*. We leave official affiliation and sponsorship out of the picture. Still, through these clubs you may learn more about hobbies and interests, get acquainted with others in your United family and have fun!

Joining a social, athletic, cultural or activity club can also mean a lot to our company. Clubs encourage our Working Together culture, our sense of teamwork and our fellowship with one another. Everyone benefits from participating in one or more of our employee social clubs.

What kind of benefits come with membership?

Besides fun and adventure, you'll have some special benefits with membership. Each of these clubs gets to use the United name and brand, and is listed on *Flying Together*. Clubs may also use our facilities and systems, including our email service. They also receive offers for discounts on purchases through the United Shop.

What do we require?

We expect the employee social clubs to join us in honoring our Working Together philosophy. This means welcoming and including everyone at United as a possible member.

We also expect the clubs to honor our commitment to integrity. Club leaders and members are required to handle club business ethically and truthfully, in alignment with all local and national laws.



Social clubs are intended to be self-directed and self-governed; the company will offer guidance as required and update social club page content as needed.

Each club will have access to the United name and brand and must work with the Brand team for approval of use.

What about funding and other support?

The members of employee social clubs pay for each club's activities and other expenses. For example, if you're part of a cooking club, the members may prepare and eat meals together. Everyone pitches in and pays for the ingredients. These and other club activities happen on your personal time.

If you wish to travel for club activities, including club leadership activities, you may do so using your leisure travel passes.

Want to start a social club?

Ready to flex your leadership skills and help grow our list of clubs? Check out the list of social clubs on *Flying Together* to see if your idea brings something new for your fellow employees. Remember, any club we agree to list will include the United name. Keep in mind our requirements (see above), and then let us know your idea by contacting Employee.Engagement@United.com.

We'd love to hear from you.

5

General employee information

Click to jump to a topic:

[Cargo services](#)

[Corporate badging](#)

[Dress code guidelines for non-uniformed employees](#)

[Employee health services](#)

[Environmental policy](#)

[Record retention policy](#)

[Retired employee status](#)

[Safety policy](#)

[United We Care employee relief fund](#)



SEPTEMBER 2022

Working Together
Guidelines



Cargo services

Our policies

Are you transferring to another city and need cargo services for your belongings? Did you buy some great stuff while on vacation and want to ship it home? Do you have a family member's remains, and you want to transport your precious cargo with us? If your shipping questions focus on personal goods or human remains, you'll find answers here.

Shipping pets

United Cargo PetSafe service remains suspended. As such, United Cargo is unable to accommodate pet shipments for active employees or retirees.

Shipping personal goods

If you're an active employee, you can ship personal goods at reduced rates. See "Non-transferring employees" and "Transferring employees" below for more details.

- To ship at reduced rates, you must meet federal security requirements: a minimum of 1-year service with United or a successful fingerprint-based criminal history records check.
- Employees' family members are not able to use the employee rates.
- You must present your United ID badge at the cargo facility or origin airport.

Non-transferring employees

- If you're an active employee who meets federal security requirements (see above), you can ship personal goods at 75% off the published cargo rates on United flights to and from cities within the 50 U.S. states, Guam and Puerto Rico. Eligible employees can also use QuickPak for shipments at 75% off published rates.



- There is no discount on shipping to/from international points, on trucking services or on other fees for your shipment, such as security, fuel, customs or storage charges.

Transferring employees

- If you're an active employee transferring to a new location for your job and you meet federal security requirements (see above), you can ship personal goods with COMAT for free.
- The weight limit for these shipments is 750 lbs. for transfers within the U.S. and Puerto Rico and 1,000 lbs. for international transfers.
- You should check with the United Cargo Customer Contact Center at 800-822-2746 about the type of aircraft serving your route and the available cargo space before making a request for this service.
- You must complete the United Airlines Personal COMAT Shipping Authorization form, located online at *Flying Together* and found through the search tool.
- You must get approval for the shipment from a Director or above, or from a General Manager if you're at the airport.

Conditions for shipping personal goods

For extra peace of mind about your shipment, contact your homeowner's or renter's insurance representative about buying a rider. United is not liable for loss, damage, spoilage or mortality. Keep in mind that you must pack your goods well enough that they stay protected during the flight. This is something we require from all customers. We can't accept your items if they are unpacked.

Also important to note:

- We'll take your shipment as space is available, after all revenue cargo and United material shipments.
- There may be blackout dates.
- We can't accept automobiles.



- You can't use our reduced rate shipping for any private business venture or personal gain.
- You're responsible for all taxes, surcharges or other fees (such as storage) as shown in the Domestic Rules and the TACT (International) Rules posted at unitedcargo.com

You must pick up your shipment within 48 hours after it arrives. If you don't, there will be storage charges. We aren't responsible for storing shipments after 48 hours of arrival.

Contact the United Cargo facility in the departure city or the Cargo Customer Contact Center for information about shipping requirements, place of delivery and other arrangements.

Shipping human remains

Any employee or spouse/registered domestic partner may transport the human remains of an eligible person on United flights.

There's no cost to ship the remains of:

- A retiree
- An employee
- An employee's:
 - Spouse/registered domestic partner
 - Pass-eligible dependents
 - Siblings
 - Parents
 - Grandparents
 - Grandchildren
 - Spouse's/registered domestic partner's parents
 - Any dependents living in the same household

In order to ship the remains, you'll need to coordinate with a funeral home.

Human Remains service applies to casketed or cremated remains.



Note: Employees may use company cargo services (air freight only) to ship personal goods, and human remains. In the event a policy conflicts with any collective bargaining agreement (CBA), the terms of the CBA will apply over this published policy.

For more information on shipping human remains, contact the **TrustUA Desk at 855-822-2737.**





Corporate badging

Your questions answered

United issues all active employees a corporate United badge in an effort to connect you to the company, and to maintain the safety and integrity of our airline. And, as an added bonus, showing your badge at other businesses may entitle you to discounts! We also provide corporate badges to eligible suppliers and United retirees upon request.

All United corporate badges have a similar design; however, some badges have particular designations based on your position, retiree status or participation in a United-recognized program (see “Badge types”). We issue some badges to comply with federal and security regulations, which allow us to identify colleagues and their roles and functions at United. This helps us to work together more effectively and efficiently while fostering a safe work environment.

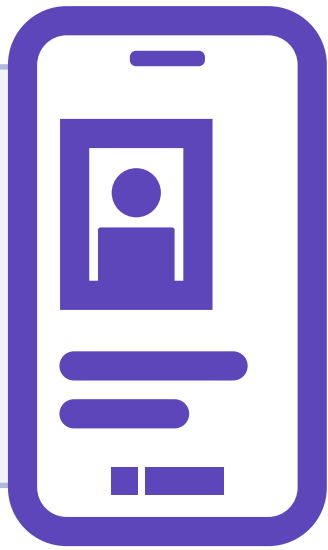
Each of us is responsible for keeping our own badge(s) safe.

Please note that company-issued badges are considered United’s property and need to be returned when requested or if you leave the company.

Badge types

We have three main types of employee badges:

- 1. Non-regulated badges
- 2. Regulated badges
- 3. Retiree ID





1. The **non-regulated badge** provides visual identification as well as system and building access. This type may also allow you to participate in third-party discount programs.
 - A. **Standard** – This is the official company ID for all employees at all locations.
 - Badge validity – This is valid 59 months from date of issue.
 - Members of the Emergency Response Team may have a color block with “E.R.T” located under the badge expiration date.
 - B. **Supplier** – If you’re a contingent worker at a United facility, you may be eligible to receive a “Supplier” badge. “Supplier” will display on the top of the badge along with the company name at the bottom of the badge. Contingent workers who work in a secure airport location must meet the requirements defined in FAR 1544.229 to receive a badge that allows access to sterile areas of the airport.
 - Badge validity – This is valid 12 months from date of issue.
2. The **regulated badge** provides the benefits of the non-regulated badge, plus it meets the specifications of, and is regulated by, the Transportation Security Administration (TSA). Regulated badges also meet the guidelines defined in United Airlines’ ID Media Plan.
 - A. **CREW** – Pilots and flight attendants wear this badge. To be eligible for a CREW badge you must meet the requirements defined in FAR 1544.231.¹ “CREW” will display on the front of the badge to the right of your picture.
 - Badge validity – This is valid 23 months from date of issue.
 - Pilots who are Check Airman will have a “CAM” designator.
 - Members of the Emergency Response Team may have a color block with “E.R.T” located under the badge expiration date.



3. Retiree ID – You earned it! Qualified retired employees are eligible to order a retiree ID. While this badge isn't required for travel on United, you may utilize this badge to use those well-earned discounts for travel on other airlines, car rentals, cruise lines and other participating companies that may require a retiree badge to get discounts. You may order a retiree badge by visiting [Help Hub](#). The Retiree ID costs \$35 and doesn't expire.

Badge policies

When you're hired, you will receive a United Airlines employee badge.

Please proudly display your badge to comply with division and work location rules. While some work areas don't have specific badge guidelines, we ask that you display your badge while at work and question others who are not displaying a company badge. Encourage all your colleagues to do the same so everyone can feel confident in our security measures.

Badge renewal

Badge renewals are processed in the same month in which the badge expires. If you are in a location that processes badges, simply visit the badge office and they'll swap the old badge for a new one. If your location does not have a badging office, your renewed badge will be sent to your local management, where they'll swap the expired badge for the new one. If the expired badge can't be swapped for the new badge, see "Lost or stolen badges."



Lost or stolen badges

Sometimes bad things happen to good employees. If you lose your badge please complete a lost badge form by going to [Help Hub](#) to request a replacement badge. There will be a nominal fee associated with this request, which we will deduct from your paycheck. If your badge is stolen, we will replace it at no charge if you are able to provide us with a police report.

Moving or transferring

Contact the badging office or ask local management at your new location to ensure that your badge will grant you the appropriate access, where applicable.

Leave of absence

If you're taking an administrative or extended leave with an identified, approved return date, you can keep your employee badge. If you don't have an approved return date, your badge will be collected from you before your leave begins. The same applies to employees taking a leave as the result of disciplinary action.

Parking badges

Location-specific parking badges may be produced as long as the badges do not suggest an affiliation with United Airlines, don't contain "United" or "United Airlines" and don't refer to our brand or logo.

Collecting badges: helpful information for people leaders

When you collect employee badges on their last day of employment or after a one-for-one swap, you should take the badges to your local corporate badging office or local management office.

Your local office needs to send the badges to:

United Airlines – Corporate Badging
609 Main St, 19th Floor, HSCBG
Houston, TX 77002



¹FAR 1544.231 Applies to each flight crew member for each aircraft operator. Each individual covered in this scope must meet the training and position requirements to perform the Pilot or Flight Attendant role, and must successfully clear a fingerprint-based criminal history records check (“CHRC”) that does not disclose that he or she has a disqualifying criminal offense.



Dress code guidelines for non-uniformed employees

How to dress for success if you don't wear a uniform

What you wear is important. Think business casual when you get ready for work – casual clothing that's suitable for your local office, looks neat and professional and helps you put your best foot forward.

Do's

- Clean, wrinkle-free clothing
- Clothes that fit you appropriately
- Clean shoes or boots in good condition and, when appropriate, sneakers or gym shoes

Don'ts

- Form-fitting tops, pants, dresses and shorts
- Revealing clothing that shows your undergarments or midriff or is otherwise inappropriate
- Sleepwear, underwear or swimwear worn as regular clothes
- Clothing with offensive or derogatory images or words
- Clothing with tears or holes
- Leggings worn as pants

Depending on where you're based, these guidelines might vary. **Maintaining a neat, professional appearance on the job helps you do your job more effectively and projects a professional image to colleagues and our customers.** If you have any questions, please reach out to your HR Partner.





Employee health services

Need prompt care for an illness or work-related injury? Our medical clinics can help.

At United we offer on-site and off-site clinics for your medical needs. These clinics are for all employees, regardless if you are covered by a United-sponsored benefit plan, or you were injured or fell ill while working.

On-site medical clinics

Our on-site clinics, staffed by Premise Health, will treat your work-related injury or illness at no charge. And if you have a minor, non-work-related illness or injury, there may be no charge for that, either. You'll also get non-formulary medications for immediate care.

Our on-site medical clinics offer you the following free services:

- Occupational injury
- Exams we say you must have
- Acute care (personal illness)
- Pre-employment exams
- Travel immunizations
- OSHA audiometric testing (hearing tests)
- X-rays
- Physical therapy
- Formulary pharmacy (non-narcotics)



Do you work at Newark, George Bush or O'Hare Airports? Good news! We have on-site Premise Health clinics at these locations. Even if you work elsewhere, you can still go to one of these three clinics. Just stop in and show your active United employee badge.

If you work in Guam, we have a Premise Health clinic there, too. That clinic offers full provider service for GUM-based employees and their dependents with minimal charge.

Off-site medical clinics

Now and then, you may need to go to an off-site clinic. Usually these are Concentra Health Services clinics. You can visit them for on-the-job injury care and United-required exams. Here's some more good news, in spite of the worry you may feel: United pays for these services.

You can use off-site Concentra clinics for tests and exams such as:

- Occupational injury/workers' compensation exams
- Exams we say you must have
- Physical evaluations requested by OPCMD
- OSHA testing (Hex chrom, audiometric)
- Pre-employment exams
- Travel immunization

Do you work someplace where there are no nearby Concentra clinics? Don't worry, we've got that covered. We've made it possible for you to use a local clinic for medical service. In fact, most of our authorized off-site clinics are conveniently located within 10 miles of any airport we service. Just look for the authorized clinic for each station by going to ***Flying Together > Our Airline > (Departments) View all > (Operations Support) Corporate Safety > In This Section > Worker's Compensation and Managed Care > [United Authorized Clinics.](#)***



Working together for health and wellness

We recognize that health care involves more than just care for injury and illness. That's why we're committed to overall wellness for you and your family. Our advocates are happy to discuss your concerns and guide you toward the path to better health.

Want to know more information about our Medical Managed Care and Clinic Operation Services, or any of our other health care programs? Just visit the Corporate Safety Division home page on *Flying Together*.



Environmental policy

*Leading the way
with our commitment
to the environment*

At United, we take caring about the environment to new heights, aiming to be the most eco-friendly airline on the planet. We're committed to leading commercial aviation as an environmentally sustainable and responsible airline, taking actions today that shape a more sustainable future in the air and on the ground. And with our many Eco-Skies® initiatives, we're already a leader in our industry.

Goals of our environmental policy:

- Obey environmental laws and regulations in the United States and all the countries we serve.
- Find ways to reduce our overall impact on the environment.
- Enable our airline to meet goals for revenue, costs, performance metrics and more.

Our environmental commitment:

- Increase fuel efficiency and reduce emissions from our aircraft, vehicles and facilities.
- Use environmentally responsible and cost-efficient alternative fuels, and contribute to finding new and better ways to produce them.
- Improve the sustainability of our products and facilities, and responsibly manage the waste generated from our business.
- Work together with our employees, customers, business partners, suppliers, airports, governments and non-governmental organizations to strengthen accountability for protecting the environment while also achieving business goals.



What are we doing to meet our environmental commitment?

The environment belongs to all of us, and it's our responsibility to care for it. We can all find ways to help reduce our impact on the environment, no matter what area of the business we're in. And there are so many ways that we can reduce our impact – in the air and on the ground, and even with our business partners and across our communities.

Here are some of the ways that you can contribute:

1. We're stating the obvious here, but you should obey laws and regulations relating to environmental issues, and adhere to the standards and procedures set by United.
2. Wherever possible, make a conscious effort to incorporate environmental considerations into your business decisions. Think outside the box about even small ways to make a difference.
3. Make sure that when you work with our suppliers, service providers and business partners, they understand our environmental commitment and do what they can to support it.
4. If you're involved in a public or governmental inquiry about environmental concerns, provide any information or responses promptly.
5. Find ways to improve our environmental performance year over year. If you have suggestions for areas of the business that you're not directly involved in, feel free to reach out to the Environmental Affairs team.
6. Provide the appropriate teams with information you have about our performance relating to environmental metrics, like a measurement of our progress in reducing our environmental impact.

So, what have you done for the environment today?

For more details about United's environmental programs, go to ***Flying Together > Our Airline > (Departments) View all > (Corporate) [Environmental Affairs](#)***.



Record retention policy

Keeping up with our record keeping

In order to run a safe and reliable airline, and to abide by local and federal laws, we need to retain and maintain our records. As you can probably imagine, we have quite a few records that we are required to keep. Each record has different retention periods and rules surrounding its maintenance.

You can learn more about our record keeping by viewing our full policy by going to ***Flying Together > Our Airline > (Departments) View all > (Corporate) Legal > In This Section > Policies > [Record Retention Policy](#)***.



Retired employee status

Considering retirement?

Here's what you need to know

Whether you're making financial plans, considering a career change or you just want to know more about this important topic, here are some facts to keep you updated on retirement, United-style.

Eligible for retired employee status?

As a regular full- or part-time employee, you may be eligible for retired employee status. At United, this status may bring you a number of benefits and programs, including:

- Medical benefits
- Income benefits
- Travel privileges

Your eligibility for these and other privileges and benefits depends on your age and years of employment with us. First, you'll need to let your supervisor know that you're ready to take off on a new adventure – retirement. Then, just show him or her that you meet all the conditions in the chart below.

If you're covered by a collective bargaining agreement, you may be able to retire before you reach the requirements listed below.



Eligibility for retired employee status

Employees who meet the following criteria:

	50+	55	60	65
Minimum age	50	55	60	65
Minimum service	20 years of service	10 years of service	10 years of service	5 years of service
Employment status	Active (or) leave of absence	Active (or) leave of absence	Active (or) leave of absence	Active (or) leave of absence
Meet minimum eligibility requirements:	<i>Retiree travel, retiree plaque</i>	<i>Retiree travel, retiree plaque</i>	<i>Retiree travel, retiree plaque, retiree medical</i>	<i>Retiree travel, retiree plaque</i>

Retirement status and travel

Perhaps the most exciting benefit of retiring from United is travel. We don't blame you – it's what we love to do. Just imagine, you may enjoy traveling anywhere our network of routes can take you. Take a look at the chart above to see what travel privileges you're eligible for. For example, you get retiree travel privileges if you're at least 50 and have at least 20 years of service at United.

Need more details? All the terms of retiree travel privileges can be found in our Retiree Pass Travel Program on [Flying Together > Travel > \(Programs & policies\) Retiree pass travel](#).

Other important info

Your retirement date is the first day after the last day of active service with us. When you retire from the company, you will not be permitted to extend your last day of active service by using any accrued vacation beyond your last day worked. You will be paid out any remaining vacation owed to you as part of the separation process.

Are you a temporary or seasonal employee at United? If you become a regular full-time employee you become



eligible for our retirement programs and benefits for retirees. Here's some really good news: Once you make the change to regular full-time, we'll count your time as a temporary employee when we calculate your retirement status.

Retirement and leaves of absence

You can retire from all leaves of absence, except those based on furlough.

If you have retired, but decide you want to return to the United family, there must be a 12-month separation period before you can return. This is based on various state and federal tax requirements.

In addition, when you're placed on a leave of absence, you may not be eligible to accrue seniority. If you plan to retire while on a leave of absence, we'll base your retiree travel eligibility on your age and years of service when you started the leave.

Years of service at United

How long you've been working at United is part of what you need to know about your retirement. We total the number of years you've worked for us. Then we subtract your seniority date from the date you're due to leave us. Need more details?

Check out the Company Service Credit and Seniority policy. If you're a union employee, your collective bargaining agreement has helpful information.

As a retiree, your medical and income benefits as well as travel privileges may vary by age and years of employment with us.

Please keep in mind that although you may meet the requirements listed in the chart above, United reserves the right to change or end programs in its sole discretion. The terms of retiree medical and income benefits are governed by plan documents and, in some cases, collective bargaining agreements. Also, eligibility for other programs are subject to the rules that govern the specific program and may be changed or ended at United's discretion.



As you can see, planning for retirement takes a lot of consideration. We want to help. If you have questions, please contact the [Employee Service Center](#) at 877-825-3729.

Note:
[Retirement Checklist and Summary](#) is available to you now.





Safety policy

Safety is number one

Safety has always been a priority for United. We care about the well-being of our employees, our partners and our customers, and we always want to make sure we're doing everything we can to keep people safe. We've established safety as the first and most fundamental principle in our **core4** to help all of our employees keep it top of mind at all times and remember that nothing else is more important.

Each of us plays a part in running a safe airline. By putting safety first – following all standards and regulations, respecting and reinforcing safety programs, and paying attention to safety at all times – every one of us can make a difference.

Sustaining a positive safety culture

We want to make sure that we create and maintain a positive safety culture at United, a culture where everyone takes health and safety seriously and makes them a priority. To do that, we all need to:

1. Understand and follow company safety rules, regulations, policies and procedures
2. Immediately report any unsafe conditions, injuries and/or equipment damages to your supervisor or another leader, or through the corporate safety reporting system
3. Be careful, and protect yourself and your fellow employees from injury – wherever you are, whether you're on the job or not

If you have any questions about the safety policy or how to support a positive safety culture at United, visit the Safety Management System (SMS) section by going to ***Flying Together > Our Airline > (Departments) View all > (Operations Support) Corporate Safety > (Quick links) SMS*** or write to sms@united.com. To report or share any safety concerns please visit asap.ual.com or use the safety reporting link at the bottom of the *Flying Together* home page ("How do I?").



United We Care employee relief fund

United We Care (UWC) is a nonprofit, tax exempt 501(c) (3) charitable organization. UWC provides confidential, timely, short-term crisis relief to those in the United Family needing basic assistance unavailable through other resources. Employees, retirees and eligible individuals who have experienced a significant crisis beyond the individual's control, and which threatens health and welfare, may submit an application to the fund (restrictions apply).

United We Care is supported by charitable contributions and is not a benefit of United Airlines.

For more information about United We Care, including eligibility requirements and the application process, go to ***Flying Together > Employee Services > (Get involved)*** [United We Care.](#)



6

Leaves of absence

[Click to jump to a topic:](#)

[Civic duty leave](#)

[Family and medical leave \(FML\)](#)

[Fitness for duty](#)

[Military leave](#)

[Other leaves of absence](#)

[Paid maternity leave](#)

[Paid new parent leave](#)

[Paid sick leave](#)

[Unpaid medical leave](#)

[Unpaid personal and educational leaves](#)

[Working parents](#)



JUNE 2023

Working Together
Guidelines



Civic duty leave

Doing your civic duty

We support our employees in carrying out their responsibilities as citizens, whether that involves voting, serving on a jury or serving as a witness in court. All United employees are eligible for time off for those duties.

State laws may apply to civic duty leave.

Requesting time off

For court: If you're summoned to appear in court as a possible juror or witness, show the summons to your manager as soon as possible, and at least 24 hours before the start of the shift that you'll miss all or part of.

For voting: In most states, polls open and close at hours that allow most of us to vote outside of our work shifts. But if this isn't the case for you, talk to your manager at least 24 hours ahead of the time you need to take off. We want all of our employees to make their voices heard in elections.

Pay during leave

For court: You'll be paid at your regular rate if you're selected for jury duty or called as a witness at United's request. You'll also get to keep the small payment you receive for jury duty. Make sure to hold on to all paperwork from your court service, especially the appearance certification, so you can give a copy to your manager. If you serve as a witness and it's not at United's request, you will not be paid for your time in court unless you take a vacation day. If you choose to take unpaid time off to serve as a witness, you'll need to give your manager documentation confirming that you were called as a witness.



The length of court cases and the way jurors and witnesses are scheduled can vary, so you may not be needed the whole time. You should plan to report to work as scheduled anytime you don't have to be in court – including partial days or days when you're on standby.

For voting: You'll be paid at your regular rate for the time you take to vote, up to two hours (or, in unusual circumstances, a maximum of four hours), if you're unable to vote before or after your scheduled work hours.

Note: If this policy conflicts with any collective bargaining agreement, the terms of the CBA will override this published policy.



Family and medical leave (FML)

A special leave of absence for you and your family

Sometimes life happens and you may need time off from work for special reasons. We understand your needs and we're here to help.

Please note that this policy applies only to the federal Family and Medical Leave (FML). For more information regarding state and local FMLs, check with your HR Partner or your supervisor.

Eligibility

To qualify for FML you must have a qualifying reason, such as:

- Serious illness of you or your spouse/partner, child or parent
- Birth/adoption or foster care of a child
- Supporting an injured or ill member of the armed forces

You must also meet the criteria below

- You have worked for us for more than 1 year
- You worked for at least 1,250 hours during the 12 months before the date that the leave is due to begin

Processing your FML request

When you apply for FML, our [Employee Service Center](#) (ESC) usually handles the process. They will review your case and guide you through all of your questions. In addition to the ESC, we recommend that you visit [Help Hub](#), where you can get information, forms and answers to your questions. Simply enter "FML" in the "Search" field.



FML length

You can either take up to 12 or 26 workweeks of unpaid leave, depending on your situation.

Up to 12 weeks of leave is granted for:

- Serious illness of your spouse/partner, child or parent
- Birth/adoption or foster care of a child
- Family member on military service who has a qualifying exigency and is being called to active duty in a foreign country

Up to 26 weeks of unpaid leave is granted for:

- Care for or support of an injured or ill member of the armed forces

In general, you may take FML as a block of time or intermittently, whichever fits the situation you're facing. We count the number of weeks in your FML by measuring backward from the date you start using it.

Your FML responsibilities

We understand that situations that require FML can be stressful and challenging and we are here to support you during this difficult time. We ask that you help us by letting us know when you are, or believe you may be, qualified for FML. If your FML is foreseeable, we ask that you give us at least 30 days advanced notice to help plan for your absence. If your need for a FML is unexpected, please follow your department's call-in steps.

The work you do is important to us. Please plan medical treatments or make appointments for health care with as little interruption to your regular work schedule as possible.



Continuation of your benefits

Don't worry. While you're on FML, your medical coverage continues as before. If you are not receiving payment for your FML, please ensure that you make arrangements to pay your benefit costs that are deducted from your paycheck.

You will continue to accrue vacation and sick time while using paid FML, but not during unpaid FML.

You will continue to accrue seniority for up to 12 weeks.

Your return to work

Please give us a reasonable notice of when you can return to work. If you return to work before you have used up the 12 workweeks of FML, you will return to your same job or an equivalent position. If you return after the 12 workweeks are over, you may seek a similar position that you're qualified to hold as long as there's a vacancy. However, we may not fill some positions that have seniority bidding until the next bidding cycle. Please keep in mind, too, that you may be sent to a medical examination before you return to work.

Note: *If this policy clashes with any collective bargaining agreement (CBA), the terms of the CBA overrule this policy.*

For information on whether your FML qualifies for paid or unpaid time off, **please visit [Help Hub](#).**





Fitness for duty

What is Fitness for Duty?

A Fitness for Duty happens when you have been taken out of service because your supervisor is concerned that you may pose a risk to yourself or others due to observed behaviors. It may also happen if an incident has occurred while working. Whatever the reason, a fitness for duty examination may be required.

What is a fitness for duty examination?

Fitness for duty examinations relate to “observed behaviors” or incidents that have occurred while working. If we feel your work-related actions carry possible risks or harm to yourself or others, you may be required to attend and complete a fitness for duty exam.

A fitness for duty examination will help us decide if you are able to continue to safely perform your essential job functions.

What is the process?

Your supervisor will start the process by contacting Human Resources, who will determine what next steps should be taken before returning to work.

Safety first

Keep in mind, safety is our highest **core4** value, and we need to ensure that you, your fellow coworkers and our customers are safe.

Our United Medical Department is here to assist you should you have any concerns during this process.





Military leave

The facts about your military leave

Thank you for your service! We are here to support you during your leave.

Who is eligible?

You are eligible for military leave if you are a member of the uniformed services of the United States of America, which includes the:

- Army and Army Reserves
- Navy and Navy Reserves
- Marine Corps and Marine Corps Reserves
- Air Force and Air Force Reserves
- Coast Guard and Coast Guard Reserves
- Army National Guard and Air National Guard
- Corps of the Public Health Service

You're eligible for military leave if you're on active duty in the military, active duty for training, initial active duty for training, inactive duty or full-time National Guard duty.

Letting us know about your upcoming military service

Whenever possible, you must provide advance notice to your supervisor before taking time off for military service. Once notified, your supervisor will send notification for applicable leave, along with effective date, to the Employee Service Center (ESC). The ESC will manage the leave, send written notification and make the appropriate updates to your employment



status. The company may contact the military officer who issues the orders, notice or induction information, or other appropriate military personnel, to verify the authenticity and duration of the military service. Employees absent from work for military service will be required to submit the same paperwork and application materials required from employees taking other similar types of leave to maintain eligibility for benefit programs.

What about pay during military leave?

You will not receive pay while absent on military leave. If you have accrued vacation time, you may use it to receive pay during military leave.

Length of leave

You are eligible to take military leave for up to five years of cumulative military service while employed by United or affiliated companies. Certain types of military service, as provided by law, do not count toward this five-year cumulative limit.

Continuation of your health care benefits

Domestic and Guam-based management and administrative employees taking a military leave will retain active medical coverage for 12 months when monthly premiums payments are continued. You will need to contact the United Airlines Benefit Center (UABC) or refer to your medical summary plan description to confirm their medical coverage. COBRA will then be offered on the first of the next month.

If you do not elect COBRA, you will not have medical coverage while on military leave. For additional information, contact the UABC at 800-651-1007.

Vacation and sick accruals

When you are absent from work on military leave, you retain your accrued vacation time and sick time. You also have the option to use your accrued vacation time to receive pay from United during your military leave.



Travel privileges

You will be able to continue pass travel on United while on your five-year military leave. Other Airline pass travel will not be permitted.

Seniority

If an employee with reemployment rights under the law is reinstated, company and classification seniority dates are retained and, upon reinstatement, seniority is granted for the period of absence. Seniority may be lost if an employee fails to return to work within the time periods established by law or is otherwise ineligible. Seniority rights may be affected by furloughs or terminations that would have affected the employee's seniority date if he or she had not been absent to perform military service.

Return to work

In general, your military leave of absence is guaranteed a return to the position you would have held had you remained continuously employed, provided the following conditions are met:

- You provide advance written or verbal notice of the military service
- You have performed five years or less of cumulative military service while employed by United and its affiliated companies (subject to extension for certain types of military service)
- You return to work or apply for reemployment following military service within the timeframes provided by the Uniformed Services Employment and Reemployment Rights Act (USERRA)
- You have not been separated from service with a disqualifying discharge or under other than honorable conditions



In order to be reemployed by United after your leave and retain benefits, please provide your military documentation as identified in USERRA when you return to work to show that your completed military service meets the above conditions.

Please keep in mind that if you fail to return to work within the time period provided by law, or if you are otherwise ineligible based on criteria found in USERRA, you may not be reemployed.





Other leaves of absence

Taking time off for other situations

We realize that sometimes you may need to take time off for something other than an illness. We will do our best to support you and will provide as much time off as possible. In some cases, we will also pay you during your time off.

Donating blood?

That's so generous and you may be saving a life. Thank you! All employees may request time off to do this. Just talk with your manager and give as much advance notice as possible. This will help your manager plan scheduling needs. You may also have to give your manager some paperwork to show how you used the time off.

Sometimes United sponsors blood donation drives at some work sites. So keep your eye out for emails or bulletins that will let you know when these drives are happening. Then, just get your supervisor's okay to donate on your workday, and we will pay you for the time you spend at the company-sponsored blood drive.

If the drive is not sponsored by United, we still really appreciate your contribution. But in those cases, you won't be paid for your time off unless your state's laws say otherwise. Your HR Partner will be able to provide you with more details.

How long can I take off for a blood donation?

You may take up to three (3) unpaid hours within a year for a blood donation leave. Some states' laws allow for a longer leave. If you work in a state with this kind of law, the law will take priority over our policy.



Leaves for victims of domestic violence or sexual assault

If you or a family member has experienced domestic violence or sexual assault, we want you to know that we're here to support you. If you are in need of an accommodation or any type of leave to assist you during this difficult time, please reach out to the Employee Service Center (through Help Hub or by phone at 1-877-825-3729 Monday through Friday, 8 a.m. to 5 p.m. CT) or contact your HR partner.

The first step is to talk to your manager, even if it's hard to do. Always remember, they are there to help. You may need to bring in paperwork from a doctor or the police to support your time off.

Once you've done this, we'll work together to figure out the length of your leave. Sometimes, state law and collective bargaining agreements can also affect this type of leave.

Your pay

During this time, we want you to be able to focus on recovery. We'll explore all options to help you, whether it's looking to your accrued vacation time or checking to see if you qualify for pay through the Family Medical Leave Act (FMLA). Additionally, you may be paid through a collective bargaining agreement you belong to, or because of your state's laws.

Remember, your HR Partner is willing to assist you. All you need to do is reach out to them.

Note: In the event a policy clashes with any collective bargaining agreement, the terms of the collective bargaining agreement will overrule this policy.



Paid maternity leave

United is happy to offer Paid Maternity Leave to mothers who have recently given birth. Our Paid Maternity Leave program is effective for births on or after May 1, 2019, and provides up to eight weeks of paid time off for eligible birth mothers who are medically recovering from delivering a child.* Once the mother is medically cleared to return to work or has used up her bank of sick days, she may be eligible for the Paid New Parent Leave program.

If the terms of these guidelines conflict with any applicable federal, state or local law, the law will prevail. For questions about Paid Maternity Leave, contact the [Employee Service Center](#) at 877-825-3729.

***“Birth mother”** refers to any employee who delivers a child. **“Deliver”** refers to either a natural or Caesarean delivery that results in a birth (live or stillborn) or a miscarriage.

Eligibility

Birth mothers are eligible for Paid Maternity Leave if they:

- Are a non-represented employee
- Have 12 months of continuous service at the time of delivery
- Reside in the United States or Guam
- Are not on a temporary upgrade status to a non-represented position

This includes birth mothers who are acting as surrogates for other parents. Any employee who wants to participate in this leave needs to coordinate their absence and time off with the [Employee Service Center](#) and their manager. Participation is allowed once every 12 rolling months.



Duration and pay

Up to eight weeks (40 business days) of paid leave is provided at 100% of the employee's regular base rate of pay, as long as there is medical documentation to support the need for the time off. The length of time needed to medically recover depends partly on the type of delivery – usually six weeks for a natural delivery and eight weeks for a Caesarean delivery. (Additional time off for the pregnancy, delivery and/or recovery will be provided in accordance with applicable federal and state law and company policy.)

If the birth mother prefers, she can use sick time instead of Paid Maternity Leave. By making this choice, any income she receives from her sick bank will be considered when calculating any retirement contributions or profit-sharing payouts.

If a birth mother has medical needs that require recovery time beyond the eight weeks provided by Paid Maternity Leave, she will be paid out of her sick bank. If she doesn't have enough sick time, she may choose to use Paid New Parent Leave or take the time off without pay, consistent with our policies and other applicable federal, state or local laws. (See the Paid New Parent Leave policy for more information.)

If the employee is unable to work before her delivery (for example, if she is prescribed bed rest), then she will need to use her sick bank to be paid during that time. She should apply for Family Medical Leave (FML) if available, or can use other state-provided benefits, if eligible. She'll need to provide medical documentation to support the absence.

Timing of leave

Paid Maternity Leave starts on the day of delivery and continues for up to eight consecutive weeks, with supporting medical documentation. Paid Maternity Leave must be used as a single block of time and not intermittently, unless otherwise required by local law.



If you would like to take Paid Maternity Leave, you should contact the [Employee Service Center](#) and give your manager as much notice as possible – at least 30 days before the date when you expect to start Paid Maternity Leave, subject to local law.

Employees can take Paid Maternity Leave once every rolling 12 months. The 12 months are calculated from the last day of the previous leave.

Paid Maternity Leave and Paid New Parent Leave

Paid New Parent Leave is available for a birth mother once she either uses up her Paid Maternity Leave (and sick time, as applicable) or is medically cleared to return to work and wishes to use the Paid New Parent Leave benefit.

Only birth mothers are eligible for the Paid Maternity Leave program. Both birth mothers and other new parents (such as fathers, domestic partners and adoptive parents) are eligible for the Paid New Parent Leave program.

Coordination with other leave programs

Where permitted, Paid Maternity Leave will run concurrently with any federal, state and local leaves, including leave under the Family Medical Leave Act (FMLA).

Refer to the FMLA policy for more information. Additional time may be available under federal, state or local laws.





Paid new parent leave

The Paid New Parent Leave program is effective for births on or after May 1, 2019. It provides up to six weeks of partially or fully paid time off for employees – mothers and fathers – who welcome a new child by birth or adoption. Employees who are birth mothers can take this time off after Paid Maternity Leave.

Paid New Parent Leave is available for use within the 12 months after the child's birth or adoption. If the terms of these guidelines conflict with any applicable federal, state or local law, the law will prevail.

For questions about Paid New Parent Leave, contact the [Employee Service Center](#) at 877-825-3729.

Eligibility

New parents are eligible for Paid New Parent Leave if they:

- Are a non-represented employee
- Have 12 months of continuous service at the time of the delivery or adoption
- Reside in the United States or Guam
- Are not on a temporary upgrade status to a non-represented position

You can participate in the program once every 12 rolling months, with the 12 months calculated from the last day of the previous leave. If both parents are employees of United, each may take part in the Paid New Parent Leave program. An employee who gives birth as a surrogate may be eligible for Paid Maternity Leave, but is not eligible for Paid New Parent Leave. Any employee who wants to take Paid New Parent Leave must coordinate their absence and time off with the Employee Service Center (ESC) and their manager.



Duration and pay



A total of up to six weeks of full or partially paid leave is offered to all participating employees. It's broken down into [two three-week phases](#).

Phase 1

Weeks 1, 2 and 3 of the leave are paid at

100%

of the employee's regular base rate.

Phase 2

Weeks 4, 5 and 6 of the leave are paid at

50%

of the employee's regular base rate.

During phase 2, employees can choose one of the two options below for how they'd like to be paid:

Option 1: Use vacation time for the remaining **50%** of their pay to maintain **100%** of their regular base rate.

Option 2: Choose to receive **50%** of their regular base rate of pay without using vacation.

Or, employees can choose to return to work earlier and not use the entire six weeks.

Eligible employees can use as much or as little of the available Paid New Parent Leave as they want, but they should decide and communicate the length of the leave to the ESC before taking their leave if possible (or as soon as possible afterward). Employees must use their Paid New Parent Leave in one full block of time. Using it in smaller blocks of time is not allowed, unless required by local law.

In most situations, birth mothers will have access to up to 12-14 weeks of paid time-off (a combination of Paid Maternity Leave and Paid New Parent Leave), depending on their health care provider's certification of the necessary recovery period after the birth. The 12 weeks could be made up of six weeks of Paid Maternity Leave and six weeks of Paid New Parent Leave. The 14 weeks could be made up of eight weeks of Paid Maternity Leave and six weeks of Paid New Parent Leave.



Any income provided through Paid New Parent Leave will not be considered as eligible earnings when calculating profit-sharing or retirement contributions such as the 401(k) match or direct contribution. Also, it will be subject to all regular pay deductions (medical, dental, vision, FSA, life insurance, etc.) and any needed deductions for travel privileges, such as taxes and fees.

Timing of leave

A birth mother can choose to participate in Paid New Parent Leave after she has been medically cleared to return to work or if she has used up her sick time balance while still medically recovering from delivery.

An employee who is a new parent, but not the birth mother (fathers, spouses, domestic partners and adoptive parents) can participate in Paid New Parent Leave immediately after the baby is born or the child is placed, or anytime within the 12 months after the birth or adoption. An employee must take Paid New Parent Leave in a single block of time (unless otherwise required by local law). All Paid New Parent Leave must be completely used before the child is one year old or within one year after the child was adopted. If the leave is not used immediately after the birth or adoption, then the employee will need to let their manager know and give the ESC as much notice as possible – at least 30 days – before the first day of the leave, subject to local law.

Combining with other leave programs

Upon the birth of the child, a birth mother may use Paid Maternity Leave or her sick leave during her post-partum convalescence period and while medically unable to work (see Paid Maternity Leave). Once she either uses her Paid Maternity Leave (and sick time, as applicable) or is medically cleared and wants to stay on leave for a longer period of time, she can begin Paid New Parent Leave.



Once Paid New Parent Leave ends, the employee can either use vacation or take unpaid leave for the duration of an approved Family Medical Leave Act (FMLA) leave or state leave (additional paid family leave benefits may be available through the state). Where permitted, Paid New Parent Leave will run concurrently with any federal, state and local leaves, including leave under the FMLA. Refer to the Family Medical Leave policy for more information.

Additional time

If an employee wants additional time off, he or she can apply for a Personal Leave of Absence. Refer to the Unpaid Personal and Educational Leaves policy for more information. Additional time may be available under federal, state or local law.

If you have any questions about your Paid New Parent Leave, please contact the Employee Service Center through [Help Hub](#) or by phone at 877-825-3729 (within the United States) or 847-825-3729 (from outside the United States).



Paid sick leave

It pays to know about paid sick leave

Your health is important to us. Sometimes situations occur where you need to take time off for injury or illness of you or a family member. We are happy to offer paid sick leave to those who qualify to help you focus on getting better. For your own safety and well being, and that of your fellow coworkers, if you are ill, avoid coming to work. Please stay home when you are sick and take the necessary time to care for yourself.

Please note: If this policy differs from any collective bargaining agreement, the collective bargaining agreement will overrule this policy.

Who's eligible?

If you're a full- or part-time non-probationary employee based in the U.S. or Guam, you're covered.

If an immediate family member is injured or ill, you may use up to five days of accrued sick leave every rolling 12 months to care for them. For example, if the first day you begin using sick leave to care for a dependent is April 1, you can use your remaining four days to care for a dependent any time during the next 12 months as long as it's by March 31 of the following year.

What about other uses of paid sick leave?

Paid sick leave is for use when you or a family member are injured or ill, and it should not be used for routine or periodic exams or check-ups.

When your employment ends you will not be paid out for accrued sick time that wasn't used.

Unless your work rules say otherwise, your use of paid sick leave is subject to our policies and expectations.



Giving notice, getting paid

Your team is counting on you, so please give as much advance notice of your absence as possible to allow your team to plan. Simply follow your local call-in steps for reporting your absence prior to your work start time.

And of course, while you're on paid sick leave, you will receive your pay.

Are medical documents needed?

We may ask you to provide medical documentation of your injury or illness to support your paid sick leave. The [Employee Service Center](#) (ESC) can assist you with any questions or concerns regarding your absence.

We recommend talking with the ESC before returning to ensure that you have everything you need for a smooth transition back to work. You may have to get a doctor's certification and/or attend a medical evaluation before you can return. See "Returning to work," below, and Fitness for Duty in this handbook for details.

How long can paid sick leave last without losing pay?

Your paid sick leave begins on the first day you give notice of your absence and ends just before the day and time you report back to work. How long it lasts depends partly on how much paid sick leave you've accrued and whether you're a full-time or part-time employee.

- If you're a full-time employee, you may accrue up to 1,000 hours of paid sick leave, at a rate of 8 hours per month of active service. So, for example, if you've worked full time for us for 12 months, you may have accrued 96 hours (12 X 8) of paid sick leave if you haven't been absent.
- If you're a part-time employee, you may accrue up to 500 hours of paid sick leave, at a rate of 5 hours per month of active service. So, for example, if you've worked part time for us for 12 months, you may have accrued 60 hours (12 X 5) of paid sick leave if you haven't been absent.



What about accruals for vacation, sick time and seniority?

Good news! When you're on paid sick leave you continue to accrue vacation and sick time.

Meanwhile, you keep your seniority and it continues to accrue throughout your paid sick leave.

What about outside employment?

Typically, we expect that if you're too sick to work for us, you're too sick to work at all. But if there are circumstances where you can work for another employer, get written permission from your direct supervisor prior to working during your absence.

Sometimes your absence may be covered by the Family and Medical Leave (FML) Act. If the reason for the paid sick leave meets the FML eligibility criteria your leave is counted toward your 12-workweeks entitlement during a rolling 12-month period.

Returning to work

Naturally, this is important. Let's look at some of the questions employees usually ask about returning to work.

Will I get my old job back? We understand you'd like things to return to normal as soon as you return. We will make every effort to return you to your former job or a very similar job. In general, if you are able to return to work within 90 days – or another reasonable time period if the law requires this – we can return you to the position you left or a very similar position.

What if I'm able to return to work after the 90-day period? If you are able to come back to work after 90 days have passed and your old job is still vacant and available, we'll return you to that position.

What if I'm able to return to work and my old job has been filled? If your old job has been filled, we'll talk to you about other job possibilities at United. Meanwhile, we'll put you on an unpaid personal leave of absence for a limited period of time.



At any time during this personal leave, you may apply for a similar position with us if there's a vacancy, as long as bidding seniority allows you to and you're qualified for the position. If you haven't been placed into a new position at the end of your personal leave, we'll unfortunately need to end your employment at United. Of course, we don't want this to happen and will do our best to keep you on our team.



Unpaid medical leave

What you need to know

Has an injury or illness made you unable to work and you are out of paid sick time? If you are completely unable to work due to illness or injury, or if the injury or illness has you partly restricted from working, unpaid medical leave may be the choice for you.

NOTE

If a policy conflicts with any collective bargaining agreement, the terms of the collective bargaining agreement will overrule the published policy.

Who is eligible?

Unpaid medical leave is for you if you are ineligible for the Transitional Duty Program, injured or ill, and have used up your available sick or occupational injury bank accruals.

Applying and getting approved

When you request unpaid medical leave, give as much notice as possible to allow your supervisor and teammates to make accommodation for your absence. Your unpaid leave status will start 17 days after you have used up all paid sick time.

You may be required to provide us with an absence certificate from your doctor before we OK the leave. During your leave we may periodically ask for copies of medical reports or exams that confirm that you are unable to return to work. You can fax absence certificates to United Medical at 847-700-2600 or submit them via Help Hub.

Pay during leave

Unfortunately, you will receive no pay while you are absent on unpaid medical leave.



Length of leave

As long as our Medical Department receives your medical reports and approves the absence, an unpaid medical leave is the shortest of the two possible times below:

1. The amount of time a doctor confirms you are unable to work, or
2. A period of time equal to your total length of service (not to exceed three years)

If the reason for the unpaid sick leave meets the Family Medical Leave eligibility criteria, your leave is counted toward your 12-workweeks entitlement during a rolling 12-month period.

In extenuating circumstances, you may request more time for an unpaid medical leave. To ask for more time, you need to apply 30 to 60 days before your leave is over. United Medical will review your request and work with Human Resources to determine if an extension is appropriate. Please keep in mind that it's really important to work with Human Resources regarding the length of your unpaid medical leave. If you fail to return to work before you have used up the maximum time for your leave, including any extension, your job with us could end. We would hate to see that happen to you.

Continuation of your benefits

As long as you are a domestic or Guam-based management and administrative employee, active medical coverage will continue while you are on unpaid medical leave. However, you will be responsible for paying your part of the medical coverage.

For questions about medical coverage, contact the United Airlines Benefits Center (UABC) at 800-651-1007.

NOTE

If a policy conflicts with any collective bargaining agreement, the terms of the collective bargaining agreement will overrule the published policy.



Vacation and sick time accruals

Good news! You get to keep the vacation and sick time accruals you earned before you went on leave. If you work more than one-half of the calendar year before your unpaid medical leave began, you will earn more vacation and sick accruals for the first month of your leave. After that first month, you do not continue to accrue during the rest of your leave. Before your leave starts you may use earned, current year vacation that you accumulated.

What about outside employment?

Typically, we expect that if you're too sick to work for us, you're too sick to work at all. But if there are circumstances where you can work for another employer, get written permission from your direct supervisor prior to working during your absence.

Seniority

Here's more good news! Your seniority with us stays in place and continues to build throughout your unpaid medical leave.

Return to work

We love to see our employees return back to work. If you return within a 90-day period, or other time period the law requires, you will return to your previous position or a similar position. We'll do our best to keep this job protection period in place for you.

If you return to work after 90 days and the job is no longer available, you may seek a similar position you are qualified for when a vacancy comes up or when bidding seniority allows. We consider each employee's situation as we figure out the most suitable job protection period.

Note: *You may have to get a doctor's certification before you can return to work.*



Unpaid personal and educational leaves

Taking personal/educational time off

Thinking about taking personal time off, perhaps to attend school? You may have a number of personal reasons for considering a leave of absence – including, but not limited to, educational purposes. Personal leave is available to you. We encourage you to review the following information before considering a leave.

Eligibility

If you have had six months of continuous employment with United, you're eligible for an unpaid personal and/or educational leave.

Application and approval

Talk to your supervisor about your request for a personal/educational leave. Please give as much notice as is practical before you intend to begin your leave. Our approval of your request is subject to operational needs. If your supervisor approves your request, they will notify the Employee Service Center (ESC) and provide the effective date of the leave. The ESC will send you written approval of your request and update your employee status.

Pay during your leave

You won't receive pay while you're absent on an approved personal/educational leave.



Length of leave

Your leave may continue for up to one year or your length of service, whichever is shorter. We may give you an extension of your leave for up to an additional six months or your length of service, whichever is shorter. If the reason for your unpaid personal leave is a condition covered by the Family and Medical Leave (FML) Act, the length of leave is counted toward the FML entitlement of 12 workweeks per rolling 12-month period.

Educational leaves

If you leave to attend school, you need to be enrolled in, or have applied and been accepted to, an accredited college, university or trade school. Also, you need to take a full workload of courses each semester without a break between your leave and academic terms. For example, if you are starting in the fall semester or term you wouldn't be able to take the summer off. This also applies to breaks between academic semesters or terms once the leave has started.

Vacation and sick accruals

You'll keep your earned vacation and sick accruals while you're on an approved personal/educational leave. If your leave starts after the first half of the month, you will earn vacation and sick accruals for that month. You won't accrue additional vacation and sick time for the rest of the leave.

Travel privileges

We don't allow pass travel for you or your eligible pass riders while you're on unpaid personal or educational leave.

Continuation of benefits

Medical coverage does not continue during your leave. Active medical coverage will continue through the end of the month your leave begins. After your medical coverage ends you will have the option of enrolling in COBRA. If you choose not to elect COBRA, you won't have medical coverage while on leave.



Medical coverage varies by work groups for this type of unpaid leave of absence.

Contact the United Airlines Benefits Center (UABC) or refer to your medical summary plan description to confirm your medical coverage.

Outside employment

If you want to work another job while on an unpaid personal or unpaid educational leave from United, you must receive your direct supervisor's written permission before the outside employment begins.

Seniority

On the 91st day of your unpaid personal or unpaid educational leave, we will adjust your Company Service, Pay Seniority and Bid/Craft/Classification Seniority for the remaining period of inactive service.

Return to Work

When it's almost time to return to work from your unpaid personal/educational leave, contact your HR Partner for more details on the procedure you should follow. If the position is no longer available, we encourage you to seek a competitive position for which you're qualified, as long as a vacancy allows you to do so.

Unfortunately, if there are no available openings or else you have not been accepted for another position by the end of your unpaid personal or unpaid educational leave, you will be separated from employment at United.

Note: In the event of policy conflicts with any collective bargaining agreement (CBA), the terms of the CBA will take precedence over the published policy.



Working parents

When working parents need a leave of absence

Like many of us, if you're a working mom or dad, sometimes you may need time off to care for your children. So whether you are the parent or guardian, we want you to know the facts for taking a Working Parent Leave.

Working Parent Leave defined

Working Parent Leave of Absence is, of course, for working parents. Those who qualify include pregnant women, new parents with infants, nursing moms and parents involved with their children's school activities. You'll find the details for each of these situations in this guideline.

We'll also provide information regarding your pay while you are on a Working Parent Leave and what to do if you need additional time off.

Leaves of absence for pregnant women

As a pregnant woman working for us, you can use leave of absence benefits to cover healthcare for you and for your newborn. If you have multiple births such as twins or triplets, you will receive the same amount of time as though you had a single child birth. See the Paid Maternity Leave program for additional information.



FMLA

If you are eligible for Family and Medical Leave (FML) you are covered by the Family and Medical Leave Act (FMLA). Under this act you may be able to get up to 12 weeks of unpaid leave for:

- The birth of your child
- Caring for your health before and after the birth
- Caring for your newborn
- Baby bonding

Keep in mind that this is 12 weeks of unpaid leave. You can find the full FML policy in the *Working Together Guidelines on Flying Together*.

As long as we consider you a new mother or new parent, Paid Maternity Leave and Paid New Parent Leave are available. These types of leaves can run alongside any local, state and federal leaves, including FML.

Need more information? Contact the Employee Service Center (ESC) at 877-825-3729. Additionally, please refer to Paid Maternity Leave and/or Paid New Parent Leave for more information.

Another option is to apply for a personal leave. You can find policy details under Unpaid Medical Leave and Unpaid Personal and Educational Leaves.

Make sure you keep your newborn's birth certificate handy. We may ask for a copy for our records.

If these guidelines clash with any federal or state laws, the laws win out. **The ESC can provide you with more details.**





Nursing moms

If you are a nursing mom who needs time to express milk during your workday, we respect that choice and will support you to the best of our abilities. Work with your supervisor to determine a schedule that works for the both of you. We will also assist you with finding a private space to complete this important task.

Leaves for school activities

If you have kids in school who are in grades pre-K through 12, whether in public, private or home-based schools, Working Parent Leave allows for time off from work to attend their school activities. For meetings such as parent-teacher conferences, assembly programs, special education or other issues, teachers expect you to be there. And we know you want to be there, too!

We ask that you make every effort to schedule these activities outside of your working hours; however, we understand that isn't always possible. You may take up to 18 hours in a school year, in increments of three hours or less, up to six hours a month. If you are a part-time employee your eligible hours will be prorated based on the number of hours you are scheduled.

If you'd like to use this leave, please send a written request (email, for example) to your supervisor at least one week in advance. If you are unable to provide a week's notice please notify your supervisor at your earliest opportunity. Your supervisor, or delegate, will approve your needs based on the needs of the operation. If approved, you'll receive a written approval.

7

Performance management

Click to jump to a topic:

[Performance management process](#)



AUGUST 2019

Working Together
Guidelines



Performance management process

Effective performance management drives goals and delivers results

Our success is due to the hard work by employees like you, every shift, every day. Like any successful company we continually strive to improve. We know our employees do too, as they tell us receiving regular and timely feedback is important to their growth. So, in order to ensure company success and to help you grow, we have a performance management process in place.

What is performance management?

Performance management is our process to connect employees to the company's overall goals and values. It's also an approach to hold us all accountable for continuously improving ourselves and our great company.

Performance management is not a separate, stand-alone process. Leaders and employees should regularly work together to make direct, clear connections from performance management to the day-to-day business of operating United.

What does the process involve?

In general, the process of performance management includes a few steps: planning, mid-year check-in, and year-end rating and review. These elements help leaders and employees identify what they specifically will do to perform their roles, how they will do them and in what time frame. These specifics also allow everyone to check progress, resolve any performance-related issues and take steps to improve performance.



This process contributes to effective performance management and allows you to take an active, purposeful role in our overall achievements.

What you can do throughout the year

There are specific things you can do to participate in performance management. As you think about your role as an employee and member of your team at United, consider planning, mid-year check-in, year-end rating and review, and ongoing steps as important elements.

PLANNING

This step in the performance management process helps you and your manager set the direction for the upcoming year.

- At the beginning of the year, meet with your manager to discuss department goals.
- Find ways to support the department goals and write them down. Remember to include ways that you will measure goal effectiveness.
- Meet with your manager to finalize your goals.

MID-YEAR CHECK-IN

This step in the performance management process ensures that both you and your manager are on the right path.

- Review your goals.
- Complete your self-assessment.
- Meet with your manager to review your self-assessment and the progress you have made on your goals.

YEAR-END RATING AND REVIEW

This step in the performance management process reviews the year and everything that you accomplished.

- Provide your goal accomplishments.
- Complete your self-assessment. This gives you an opportunity to share all of the good work that you completed throughout the year. It's also an opportunity to identify your strengths and areas that you'd like to develop.



- Share your self-assessment with your manager.

Your manager will schedule your year-end review conversation.

ONGOING STEPS

As you progress through the performance management process during the year, continually monitor your own performance.

- Ask yourself what else you could do to meet any goals left on the list you made during your planning meeting with your manager.
- Identify roadblocks that might prevent you from meeting your and your team's goals.
- Contact your manager about any support you need.
- Talk to your manager about your career goals and aspirations.

Make sure you include the ongoing steps you're taking into your mid-year and year-end self-assessments.

PERFORMANCE IMPROVEMENT PLAN (PIP)

Sometimes there is a difference between what is expected of you and how you perform. Perhaps your manager has informed you at either the mid-year check-in or year-end rating and review that you aren't meeting performance expectations. In that case, your manager may work with you to develop a formal plan that maps out a path to successful performance. We refer to this plan as a Performance Improvement Plan (PIP).

You'll be expected to meet the requirements outlined in the PIP within a specified time frame. Consider what you can do to meet the requirements. What steps can you take to improve your performance? At this point, if you don't meet the requirements of the PIP you could be terminated from your job. This could also happen if you partially meet performance expectations at year-end for two years in a row, or at your leader's discretion.



Performance improvement process: What leaders need to consider

In addition to the performance rating and review process, which addresses specific job-related performance, you may use the performance improvement process to address other concerns related to employee performance and conduct.

Use your good judgment and available resources, such as HR Partners, for advice on preparing performance improvement documentation, and to facilitate the performance improvement process as you determine the performance improvement option necessary.

During the performance improvement process, you'll need to consider an employee's previous performance improvement history, and the length of time since you or another manager worked with the employee to make previous performance improvement attempts.

Options for resolving performance issues

In some cases, leaders may decide that one of the following two options are most appropriate to use:

- Requiring an employee to consult the Employee Assistance Program (EAP) and having the employee complete any necessary treatment as a condition of continued employment
- Accelerating discipline up to and including termination of employment if the severity of an incident warrants it; with this option, leaders bypass a performance improvement option

In other cases, leaders should consider the following options to resolve an employee's performance-related issues. While this may not become the case with every employee in need of corrective action, these options for resolution are basically in sequence.

Note:

Leaders – you play an important role in our performance management process. This section provides **guidelines for your success.**





Coaching for improvement/ informal counseling

Coaching is an ongoing process meant to ensure that employees understand the expectations for their performance and get help in achieving expected results. Managers/leaders coach or informal counsel when an employee's performance doesn't meet acceptable levels.

Steps:

- During these meetings, there is first a conversation about the employee's own assessments to reinforce the earlier view of their perceived role on the team and in the company.
- Then the focus is on closing the gap between what the employee actually did on the job and what the employee should do to meet expectations.
- Taking notes about the counseling/coaching session(s) may help to document it.

The overall goals of informal counseling and coaching for improvement are to make an employee aware of problems, establish clear expectations and encourage an improvement of performance.

Verbal warning

A verbal warning is a step of discipline indicating an employee's performance has fallen below acceptable levels and requires correction.

Steps:

- The manager/leader meets with the employee to discuss the employee's gap in performance, what is expected of the employee in the future and timelines to meet an acceptable level of performance.
- The leader should put a memo, letter or other documentation about this meeting and the verbal warning in the employee's work location file. For a documentation template, go to ***Flying Together > Employee Services > (My Career) Performance Management > Resources > Performance Improvement Process > (Performance Improvement process: Documents & templates)*** [Documented Verbal Warning](#).



Written warning

A manager/leader may give an employee a written warning for more serious performance issues, or if an employee's performance does not improve as outlined in a verbal warning. A written warning indicates that an employee's performance is below acceptable levels and must be corrected.

Steps:

- The manager/leader meets with the employee to discuss the employee's performance record. Also discussed are the specific actions required to correct the unacceptable performance.
- During the meeting, the employee must commit to meeting expectations for improvement of performance, and the leader must advise the employee of the consequences for failing to do so.
- The leader should include a formal memo or letter stating the level of discipline in place in the employee's work location file.

Termination warning letter

A termination warning letter makes clear that any further instance of unacceptable performance will result in the employee's termination from United. The termination warning letter indicates that an employee's performance is below acceptable levels and must be corrected or employment may be terminated.

Steps:

- The manager/leader meets with the employee to discuss the employee's performance record and the specific actions necessary to correct the unacceptable performance.
- During the meeting, the employee must commit to meeting expectations for improvement of performance, and the leader must advise the employee of the consequences for failing to do so.



- The manager/leader puts a letter explaining the termination warning and the steps required to improve performance in the employee's work location file.

Employees with active termination warning letters are ineligible for voluntary transfer to another position at United. Exceptions require approval from Human Resources.

Disciplinary suspensions

Suspensions are done in consultation with Human Resources and handled on a case-by-case basis. In appropriate cases, we may suspend an employee without pay to reconsider the employee's commitment to performance improvement. The length of suspension should be appropriate to the offense committed given the employee's work record (including prior discipline).

Investigative suspensions

We may withhold an employee from service, with pay, pending the investigation of performance issues.

Termination of employment

Termination will occur when the performance improvement process is unsuccessful or when the severity of an incident justifies immediate termination. The decision to terminate an employee's employment will be made in consultation with Human Resources.

In addition to disciplinary termination, the company may discharge employees at will.



Documentation of the performance improvement process

All documentation of the performance improvement process will remain in an employee's work location file for 18 months of active service. When the 18 months have ended, the employee can request in writing that the documentation be removed. If the employee's leader agrees that no further performance issues have arisen in the 18-month period, the documentation can be removed.

The exception for the removal is if the documentation involves a violation of our prohibition against discrimination or harassment. In that case, we will not remove documentation from the employee's work location file.

Employees covered by division work rules or collective bargaining agreements may have a different performance improvement process. Please check the work rules in your workgroup.

For more information on our performance management philosophy and process, go to ***Flying Together > Employee Services > (My Career) [Performance Management](#)***.



Rewards and recognition

Compensation/benefits/
payroll/travel

Click to jump to a topic:

[Adoption assistance](#)

[Employee assistance program](#)

[FLSA safe harbor policy \(improper deductions from pay\)](#)

[International SOS](#)

[Overdue health and wellness benefits charges](#)

[Overdue pass travel charges](#)

[Overpayment restitution](#)

[Pass travel attire](#)

[Pass travel guidelines](#)

[Salary and vacation advances](#)

[Travel and expense](#)

[Verification of employment and wages](#)



NOVEMBER 2022

Working Together
Guidelines



Adoption assistance

*When you choose to adopt,
we're here to help*

Have you made, or do you plan to make, the special decision to adopt a child? It's a big step – with cost and travel considerations – and we're here to provide assistance.

If you're a full- or part-time employee and you've completed one full year (as defined by your workgroup), you're eligible for adoption assistance benefits. Adopted children must be under age 18 and not be a child of the employee's spouse or qualified domestic partner, unless the child is born or placed to both you and your spouse/qualified domestic partner at the same time.

Taking leave for an adoption

Employees who are adopting a child may be able to participate in the Paid New Parent Leave program. Please see the Paid New Parent Leave policy for more information. Eligible employees can also request Family Medical Leave (FML) for time off for the adopted child's placement and care.

Adoption expenses and travel assistance

- We will reimburse you for eligible adoption-related expenses of up to \$2,000 per adopted child (up to \$4,000 in your lifetime).
- If you and your spouse/qualified domestic partner both work for United, both of you may use the Adoption Assistance program. However, the maximum amount for reimbursement stays the same: \$2,000 per adopted child and \$4,000 in your lifetime.



- We will reimburse you for eligible adoption-related expenses once the adoption is legally finalized.
- You need to file for reimbursement within one year of the finalized adoption to qualify for the adoption assistance benefit.

Please visit [Help Hub](#) for reimbursement information and a list of eligible adoption expenses.

Sometimes the travel aspect of an adoption is also a challenge. We can assist you with complex routings and space-available interline travel to help you in the process.

Questions about travel assistance or the Adoption Assistance policy overall can be directed through the Employee Service Center at 877-UAL-ESC9 (877-825-3729).

For the travel assistance benefit, follow the prompts to Employee Travel Center.

For info about our Adoption Assistance policy overall, select the prompt for HR Operations.

Note: If a policy above conflicts with any Collective Bargaining Agreement (CBA), the terms of the CBA take precedence over this published policy.



Employee assistance program

When you or your family members need extra support

United's Employee Assistance Program (EAP) is here to help you and your family members through life's challenges. Whether you're struggling to balance your job with your many other responsibilities, you're experiencing mental health issues, you find yourself misusing drugs or alcohol, or stress or difficult life situations are weighing on you, our EAP representatives care about your well-being and are ready to help.

What the EAP offers

When you talk to an EAP team member, they'll help you assess your needs, and they can provide referrals to mental health professionals or programs, if necessary. Team members will then follow up with you periodically to see how you're doing. The EAP also offers assistance to managers (all levels) to help determine if an employee might need a referral.

In addition, the EAP is responsible for managing United employees' participation in drug and alcohol rehabilitation programs and can provide professional evaluations relating to substance abuse.

You can trust the EAP

It's your choice if you want to reach out to the EAP. The services they provide are free of charge, and they're confidential as long as no one's safety is at risk and maintaining confidentiality won't break any laws.

If you feel like you need some support, we hope you'll give the EAP a chance to help. For more information and contact details, go to ***Flying Together > Employee Services > (My Rewards) View all > (Quick links) Employee assistance program.***



FLSA safe harbor policy (improper deductions from pay)

FLSA and your pay

Your pay: Adding up the facts

We want to make sure you're paid completely and accurately with all of the proper deductions. It's important that you record your time worked correctly, review your paycheck promptly and report any errors as soon as possible.

The federal basis for your pay

To make sure we're accurately paying our employees, we comply with the Fair Labor Standards Act (FLSA). This federal law sets a federal minimum wage, provides overtime pay rates and requires us to accurately pay you for all the regular and overtime hours you work.

Some employees are exempt from these requirements. Sections 13(a)1 and 13(a)17 of the FLSA allow certain exceptions because of specific job duties and salary. If we have classified your job as that of an exempt employee and you're paid on a salary basis, FLSA does not allow certain deductions from your paycheck. Make sure you know if you're an exempt or non-exempt employee.

Are you an exempt employee?

If you're an exempt salaried employee your salary – which may change during salary review periods, for example – is a set amount. We don't reduce your pay based on the quality or quantity of the work you do.

Keep in mind, though, that United can make allowable deductions from exempt employees' salary. Here are some examples of allowable deductions:



- If you're absent from work for one or more full days for personal reasons other than sickness or disability
- If the deduction for sickness or disability is made according to a plan, policy or practice of providing compensation for salary lost due to illness
- If the deduction is made for unpaid disciplinary suspension of one or more full days due to workplace conduct infractions
- Weeks in which you take unpaid leave under the Family and Medical Leave Act
- Penalties we impose for breaking safety rules of major significance
- Deductions for your portion of health, dental or life insurance premiums
- State, federal or local taxes
- Social Security
- Voluntary contributions to a 401(k) or pension plan

During your first or last week of work for us, you may not receive your full salary.

On the other hand, we're not allowed to reduce an exempt employee's salary for any of these reasons:

- Partial day absences for personal reasons, sickness or disability
- Absences due to your facility being closed on a scheduled work day
- Absences for jury duty, attendance as a witness or military leave in any week in which you performed any work
- Any other deductions prohibited by state or federal law



Are you a non-exempt employee?

The FLSA applies to non-exempt employees, too. In addition to setting a federal minimum wage for hours worked, FLSA requires that we provide an overtime pay rate for you at time and one-half for all hours worked over 40 hours in a work week.

We pay you for all regular and overtime hours you work. If you're eligible for overtime pay or extra pay – including pay due to you under a collective bargaining agreement – our timekeeping system(s) must accurately record these hours. We can't include "off-the-clock" work in these systems. Make sure you confirm that your reported number of hours is complete and accurate.

Submit your completed time-card report right away, whether manually or electronically, and according to the rules. Then, when you get your paycheck, make sure that you've been paid correctly for all regular and overtime hours you worked in a workweek.

Check your pay stub

While we aim for 100 percent accuracy with every employee's paycheck, mistakes occasionally happen. If you notice an error in your pay – either improper deductions or overpayment – let us know. We'll look into it right away and if we find an error we'll right the wrong. For details see "Reporting errors: Actions to take," below. We take errors and violation of our deductions policy seriously.

Falsifying a time card or altering a colleague's time card is a serious violation of our policy. This includes any employee or manager who instructs a colleague to incorrectly or falsely report hours worked or to under- or over-report hours worked. An employee who conceals any falsification of time records also violates our policy.

When you make sure there are no errors in your pay stub you help us maintain our pay policy.



Reporting errors: Actions to take

If you believe we have made an improper deduction in your pay or have overpaid you, report this information. You may take these steps:

- Contact your direct supervisor
- Contact the Payroll Care Center at 877-825-3729 or go to ***Flying Together > Employee Services > (Tools and Resources) Help Hub > Employee Services > Employee Services Home > [Pay](#)***

You can make a report to the Ethics and Compliance Office through one of the following channels:

- **Ethics and Compliance Helpline:** 1-800-461-9330 (within the United States). Employees outside the United States should visit the website listed below to find their local number.
- Web: ethicsandcompliancehub.ual.com
- Email: ethics@united.com
- Mail: **Ethics and Compliance Office,
233 S. Wacker Dr., Chicago, IL 60606**

We promptly and fully investigate reports of improper deductions or overpayment. In addition to collecting an overpayment from you or reimbursing you for any improper deductions, we may take corrective action. If necessary, this action may include filing a lawsuit to recollect an overpayment or discharge of any colleague who violates our policy on improper deductions. We also prohibit retaliation against any employees who report alleged violations of this policy or who cooperate in our investigation of these reports.

We're committed to ensuring all of our employees receive complete and accurate paychecks.





International SOS

To keep employees safe and healthy while traveling outside their home country, United partners with International SOS.

International SOS provides security and medical assistance in emergency and non-emergency situations 24 hours day, seven days a week, for employees traveling on business. Limited services also are available for employees, retirees and eligible pass riders (including enrolled friends) traveling for leisure.

Employees working outside their home country should **always** contact International SOS by phone **before** going directly to a health care provider. This ensures that International SOS will provide assistance with everything from finding a qualified health care provider, receiving a prescription and facilitating medical payment (if required) to simply answering general medical or security concerns.

We recommend downloading the International SOS Membership app. To download, search for “International SOS” in the app store on your smartphone. Our membership number is 11BYCA000027.

Program features include:

- Access to the [International SOS website](#) for real-time travel and health information
- Answers to any general medical or security questions
- Referrals and help with finding nearby, reliable medical and dental services, including qualified health care providers
- Arranging ground transportation and accommodations, including making arrangements for family members who are traveling with you
- Dispatching prescription medication
- Outpatient case management



- Assistance with documentation for insurance claim forms – note that International SOS is **not** an insurance company
- Translation and interpreter services
- Referrals for legal services

Please note that International SOS isn't an insurance company. It should not be used in lieu of traveler insurance or home country health care that can be applied.

For more information and to print your International SOS membership card, please visit the International SOS site by going to ***Flying Together > Travel > (Top hits) Travel homepage > In this section > Preparing for travel > MedAire and International SOS > MedAire and International SOS go here > [International SOS](#)***.

If calling from:	Call Assistance Center in:	At this number:
U.S. or Canada	Philadelphia, PA	800-523-6586 Call collect: 215-942-8226
Mexico or South and Central America	Philadelphia, PA	Call collect: 00-1-215-942-8226
Europe, CIS, Africa or the Middle East	London	Call collect: 44-208-762-8008
Asia, Australia or the Pacific Rim	Singapore	Call collect: 65-6338-7800

For questions about this document, contact the [Employee Service Center](#).



Overdue health and wellness benefits charges

We know how stressful it can be if you find that one of your paychecks didn't have enough funds to cover the benefits premiums that you owe, and we understand that this can happen from time to time based on unpaid absences or unplanned deductions. That's why we allow a grace period and a threshold for the dollar amount of uncollected premiums before requiring payment out of pocket. And when this type of situation comes up, we want to help you get it sorted out.

When do overdue premiums need to be paid?

When health and welfare premiums can't be deducted from your paycheck, they're considered overdue. You'll need to pay your premiums (rather than having them deducted) when two things happen: you have \$750 or more in overdue premiums, and your premiums have gone uncollected for two months.

If these two conditions haven't been met – for example, you only owe \$400 after two months of uncollected premiums – we'll deduct the overdue amount from your next paycheck (or multiple paychecks, as needed), or you'll continue to accumulate overdue premiums until you've reached \$750 and two months of uncollected premiums. United complies with all state law limits regarding deductions.

What happens if payment is required?

We have an easy process to help you pay your overdue premiums. You'll receive a notice by mail at the address we have on file for you with instructions for making a payment. If you have questions, use the contact information provided on the notice.



Update your contact information

Please make sure you keep all of your contact details updated in our system, in case we need to get in touch with you about overdue premiums or other important information. You can go to ***Flying Together > Employee Services > (Tools and Resources) My Info/Manager's Toolbox > [Personal Details](#)*** to make any edits.

What this process covers

The information in this section of the *Working Together Guidelines* is only for benefits like medical, dental and vision and doesn't include deductions you may have set up for FSA or HSA. That's because the Internal Revenue Service (IRS) regulates FSA and HSA and has a different collection process. If you have questions about this process, please reach out to the United Airlines Benefits Center (UABC) at 800-651-1001. The UABC is open Monday through Friday from 7 a.m. to 7 p.m. (CT).

Overdue premiums for voluntary benefits

On July 1, 2019, we rolled out new voluntary benefits. Employees will receive notifications after missing three premium deductions on how to repay any missed premiums.



Overdue pass travel charges

Are you behind on paying for your pass travel charges? Here's what you need to know

Oops! Did you or one of your dependents take a fabulous trip that left you coming up short on your paycheck? If you have pass travel charges in excess of \$400 USD (equivalent in non-USD locations) that cannot be deducted from your check within 60 days, you are considered overdue. We've compiled some information below to explain our process and to help rectify the situation so you can continue to travel.

The process and timeline

When you travel you have the option of deducting pass travel charges directly from your paycheck. We automatically take care of this behind the scenes so you have the option not to use your debit or credit card. If you find yourself in a situation where you owe more than \$400 USD and we haven't been able to deduct it from your check within 60 days, we will inform you and your supervisor/manager.

- **Employee notification** – You will receive an email and a letter explaining how much you owe and provide you with repayment options. Your Manager and HR Partner will also receive a copy of the email about the overage. You will be responsible for paying your balance within 14 days. Your travel privileges may be suspended if you do not pay in time.

It's important to note there could be situations where employees can also owe United money for insurance or wage garnishment. In these situations, payments will apply to these balances first. Once they are paid off, additional payments will go to the pass travel balance.



What else may happen?

While we don't want this to happen, employees who fail to pay within 14 days could have their travel privileges suspended until their balance is paid in full.

Employees who continue to have problems with overdue pass travel charges may lose the option to have their pass travel charges deducted from their paycheck. This is up to the manager and HR Partner, or both, to decide.

We want to ensure that you maintain your privilege to travel.

If you need help or have any questions, please contact the [Employee Travel Center \(ETC\)](#) at 877-825-3729.





Overpayment restitution

Our Payroll Services work hard to ensure that you're paid on time and accurately. But occasionally there are processing or paperwork errors and an employee is overpaid. If a manager or direct supervisor knows that an employee was overpaid, the manager or supervisor is responsible for letting Payroll know and for making sure that Payroll corrects the overpayment. If you're aware that you, personally, were overpaid, you're responsible for reporting it to Payroll or a supervisor.

If Payroll Services finds out about an overpayment, Payroll or station management will let the employee know and give him or her an Overpayment Notification Letter that includes:

- The reason or details behind the overpayment
- The amount of overpayment
- The date(s) when the overpayment occurred

When there's an overpayment, the employee must repay the extra amount, no matter how the overpayment happened (subject to applicable state and local laws). An employee who is overpaid can repay the extra amount:

- With a cashier's check or money order
- With a credit card
- In installments as outlined by United (consistent with applicable state and local laws)
- Through payroll deduction (with the employee's written permission if required by applicable state and local laws)

If you're aware of an overpayment and don't repay it, you may have your pass travel suspended or receive disciplinary action, up to and including termination. United may also pursue repayment through a collection agency or other methods. This also applies to employees who leave United before repaying in full – United may continue to pursue repayment after their departure, in accordance with applicable laws.



Pass travel attire

What should I wear when traveling?

All set for that trip? Before you decide what you will wear on the plane, check out these tips for you and your pass riders.

Represent us when you travel

Remember that as a team member, early out participant or retiree, you represent United whenever you travel. Of course, we want you to be comfortable, but please wear clothing that is neat and professional. The following is a relaxed dress code all of our employees can use when traveling on United flights, in all classes of service, systemwide.

Do's

Be neat, clean, well-groomed and show good taste. Make sure what you have on is respectful of everyone, including team members, fellow pass riders and our customers.

And yes, you can wear your favorite jeans (clean, without holes or tears). Shorts are welcome, too, as long as they are no more than three inches above the knee.

Don'ts

You may want to dress more casually when flying than you do at work. That is understandable. Just stay away from the items below when on the plane or at the airport:

- Revealing clothing that shows your midriff or undergarments or is otherwise inappropriate (cropped tops, see-through shirts, etc.)
- Sleepwear, underwear or swimwear that is worn as regular clothes
- Mini-skirts



- Shorts that are more than three inches above your knee when you're standing up
- Clothes with tears or holes
- Bare feet
- Leggings worn as pants
- Clothes with any derogatory images or words
- Form-fitting tops, pants or dresses
- Beach-type, rubber flip-flops

Note: There could be inappropriate articles of clothing that are not included in this list. Please use your best judgment.

What should pass riders wear?

Remember that your pass riders represent you. We also expect them to follow the “Do’s” and “Don’ts,” above. You are responsible for making sure that anyone traveling on your travel privileges understands and complies with the dress code.

Keep in mind

If you or your pass rider is dressed inappropriately, we could ask the individual(s) to change prior to boarding the plane. Boarding could be denied if unable to comply, even at a connecting airport.

Once the plane takes off, please refrain from changing into an article of clothing that could be on the “Don’t” list.

We hope these guidelines help you make suitable clothing choices for you and your pass riders to wear while on the plane. It’s not a complete list, just some tips you can use as you get ready for your trip.

Any questions?
Get in touch with
your supervisor
or the [Employee
Travel Center](#).





Pass travel guidelines

What you and your pass riders need to know about pass travel

We all know travel privileges are fun and exciting, and they're an important part of the rewards offered to us as United employees. To help make sure that United employees, early-out participants and retirees can continue to enjoy pass travel, we need everyone to know and stick to the guidelines. We expect you to read and understand these guidelines, explain them to your pass riders and always keep them in mind when using your travel privileges.

What do we mean by pass riders or pass travelers?

A pass rider or pass traveler is any individual using pass travel privileges. Pass riders include the employee, early-out participant or retiree and their eligible spouse/ domestic partner, enrolled friend(s), parents, children and (if applicable) buddy pass riders, or anyone else eligible to use an employee's travel privileges. Survivors of deceased employees and retirees may also be eligible for pass travel.

Employee travel profile

Each individual who is eligible for pass travel can only have one active pass travel profile at a given time. If you held retirement status and returned to active status, you are only able to travel on your active employee status. If you are a surviving spouse who has active or retiree pass travel and is on your spouse's or domestic partner's travel profile, you will retain the travel profile that gives you the best travel privileges.



Active employees are allowed to travel on another employee's privileges, as long as they qualify. For example, if you are married to another United employee you are able to travel under your spouse's profile, as well as your own.

Responsibility

Please read the pass travel guidelines carefully. As we mentioned, you're responsible for understanding the Pass Travel Policy, as well as making sure your pass riders understand the rules that apply to them.

Misuse of pass travel privileges – by you or your pass riders – could mean big problems for you, including disciplinary action and/or suspension or termination of your travel privileges. Employees can even lose their jobs based on abuse of pass travel privileges.

Here are a few examples of misuse or abuse of pass travel:

- Giving enrolled friend status or buddy passes to someone who isn't your own close friend or family member, or asking a colleague to do so
- Accepting payment for pass travel, beyond being reimbursed for the taxes, fees and imputed income for the travel
- Exchanging pass travel for goods, services or favors through negotiating, bartering or trading
- Using pass travel as a bargaining tool in your divorce settlement
- Providing pass travel privileges to current employees who are under disciplinary investigation or former employees who were under disciplinary investigation when their employment ended (they're not eligible for any type of pass travel)
- Providing travel passes to individuals who are traveling for business or personal gain



- Engaging in activities or conduct which is unlawful, derogatory, creates a conflict of interest, goes against company policies, or interferes with United's business operations

It's important to remember that you're responsible for all pass travel transactions, including service fees and taxes, for you and your pass riders, as well as maintaining confidentiality of information found on United's intranet site and safeguarding your *Flying Together* password. Sharing your login credentials is prohibited. If you want your pass riders to be able to book and manage their own pass travel, you'll need to set each of them up with their own employeeRES login.

The golden rule

When traveling (and anytime, really), treat others the way you would like to be treated, or the way you'd want a friend or family member to be treated – whichever is better! We should all show caring for our fellow employees and fellow travelers. Whether you're at the airport, on the plane, on the phone or using email or social media, and even if you're in a hurry, stressed out or frustrated, please make sure you behave professionally and treat your fellow employees and customers with dignity and respect. (Hopefully that goes without saying!) And your pass riders should do the same.

This is so important to our values and culture as a company that if someone tells us about a situation where there was bad behavior by a pass traveler, we'll look into the situation and may decide to take action. Taking action could mean suspending the pass travel privileges of the employee, early-out participant or retiree – even if it was one of their pass riders who behaved badly. For extra bad behavior, we might even need to revoke travel privileges. We don't want to do that, so please be considerate and make sure your pass riders are, too!



Social smarts

Always remember that social media platforms like Instagram, Facebook, TikTok, Twitter and YouTube are public forums, and when engaging with them, we always need to be respectful. As a team member, retiree or anyone with pass travel privileges, there are some key things you should remember whenever you use social media.

- Use common sense and good judgment. You are responsible not only for what you post about United or other airlines on any public forum, including social media, but also what your pass riders post about their pass travel. All postings must follow all company policies.
- Be mindful. For the sake of yourself and your fellow employees, the use of social media should contribute positively to United's business interests and reputation.
- Be transparent. If you are commenting on our products or services or sharing about globe-trotting using your pass travel privileges, make sure anyone reading your posting knows that you currently work or used to work for United. Be careful not to give the impression that your posts are expressing the opinions of United or coming from United.

COMPLAINTS

Keep complaints out of your social media activity. (That's a good rule of thumb anyway!) If you feel we should investigate something pass travel related, avoid posting negative remarks online, and instead contact an Employee Travel team member through Help Hub or seek guidance from your leadership.

COMPLIANCE

We act in ways that reflect favorably upon the company, ourselves, and our coworkers.

You may be asked to limit your posts to personal, non-company subjects or remove your posting entirely.



Keep in mind, sometimes further steps may become necessary if you are not compliant with the guidelines given in this policy, and we may have to take corrective action. You could even lose your job and/or your eligibility for rehire or lose all pass travel privileges.

Booking or managing revenue reservations

Employees and pass riders are not allowed to book or manage revenue reservations for friends or family members unless it's part of their job duties. If you're allowed to book or manage revenue reservations, you'll need to follow all fare and booking rules.

Multiple bookings

Keep in mind that any confirmed reservation or positive space booking takes away a seat that could be sold, so it's important that you only book a confirmed or positive space reservation when you genuinely intend to use it. Holding a confirmed reservation (a revenue/myUADiscount/mileage award ticket on United or United Express or a revenue/mileage award ticket on another airline) along with a positive space or space available booking, for the same day and the same destination or a nearby destination, is not allowed. Holding more than one positive space booking for the same business trip is also not allowed. Once you've bought a ticket, you're not allowed to cancel the confirmed reservation and change back to a space available listing (even a ZED or reciprocal agreement listing) for the same day and the same destination or a nearby destination.

Commuting

Some of our team members commute between cities, traveling regularly between their home and their United or United Express work location. Employees who are commuting may only use space available leisure travel or myUADiscount tickets, not positive space travel. Once you buy a myUADiscount ticket, you're not allowed to



cancel the confirmed reservation and change back to a space available listing on the same day and/or for the same trip. The ability to use pass travel privileges to commute is okay for employees; however, it's not allowed for eligible pass riders.

Flight delays and cancellations

When a flight you're pass traveling on is delayed or canceled, you'll automatically be moved to the standby list for the next available flight on the same routing, even if it's the next day or multiple days out. For customers on purchased or mileage tickets in these situations, depending on the length of the delay or the amount of time until departure for their rebooked flight, United may provide a meal voucher, a hotel room and/or a reservation on another airline. These accommodations are only offered to customers who paid for their tickets or used miles; unfortunately, because of the number of pass travelers we have and the resources required to take care of our paying customers, we aren't able to provide these types of accommodations for pass travelers.

Travel privileges are for leisure travel

Travel privileges, such as space available passes, positive space passes and myUADiscount tickets, can only be used for leisure purposes, not for business or personal gain. This applies to all pass riders. When we say "for business or personal gain," that includes traveling to pick up something of value, such as money or property; promoting a business or selling a personal item or a product or service; getting to a job (other than your job with United); or taking part in union organizing or political campaigning.

Here are a few examples of travel for business or personal gain that wouldn't be allowed:

- Your mom hosts in-home jewelry parties and is going to a convention organized by the direct-sales company



- Your brother is traveling to a writers' workshop to develop his professional skills
- Your daughter won a prize in a contest and is picking it up in a different state
- You breed and sell Chihuahuas and you're delivering a puppy across the country

Pass travel audits

In order to make sure that pass travel is only used for leisure purposes, we occasionally audit employees' and other pass riders' pass travel. It's a good idea to keep copies of any documentation that shows your travel was for leisure only, especially if you or your pass riders travel frequently for leisure.

Traveling while on sick leave

In general, if you're too sick to work, we assume that you're also too sick for leisure travel – using your pass travel privileges or anyone else's. If you think you're in a situation where leisure travel should be allowed, or you're wondering what you should do, reach out to your leader before booking your trip.

If you decide to take a trip while on sick leave and it seems inappropriate, we may investigate. And if we find that there was a misuse of your privileges, we may take disciplinary measures. In the worst-case scenario, your job could be at risk. It's always safest to check with your leader beforehand.

Pass travel suspension

An employee, early-out participant or retiree whose pass travel privileges have been suspended is not eligible to use any flight privileges (his or her own or another United employee's), myUADiscount or other airline travel.



TSA security screening

Like all air travelers, when traveling using leisure space available travel or positive space business travel you must go through a TSA security checkpoint before boarding the aircraft. There are exceptions listed below for those who qualify.

NON-CREWMEMBER EMPLOYEES:

All non-crewmember employees must enter the sterile area through a TSA checkpoint with all belongings intended to be brought into the cabin. If you plan to take a flight after working at the airport you must rescreen, with your belongings, if you departed the sterile area and entered the Security Restricted Area, SIDA, public or secure area.

Note: Each airport could have a different definition of the sterile area. Please check with local management to determine if you need to rescreen. Remember the phrase, “When in doubt, go back out” to help remind you to rescreen if you are unsure.

CREWMEMBERS:

When traveling on duty – meaning you are working the flight or deadheading – you need to enter through the TSA passenger or Known Crew Member (KCM) checkpoint to gain access to the sterile area. The only exception to this requirement is if you have a SIDA badge for the airport in which you may enter the sterile area in accordance with SIDA badge access points.

If you are commuting or traveling using your leisure space available travel, you must enter the sterile area through a TSA passenger or KCM checkpoint with all belongings that you intend to bring into the cabin. You must remain in the sterile, secure, Security Restricted Area or SIDA area prior to boarding. If you leave these areas, you must rescreen with all of your belongings. If you are traveling internationally, you must screen through a TSA passenger checkpoint, not KCM.

Any misuse, abuse or other unauthorized use of pass travel privileges will result in disciplinary action up to and including full-fare reimbursement and termination of employment.





TECH OPS/IT EMPLOYEES TRAVELING ON ASSIGNMENT:

Technicians must enter the sterile area through a TSA checkpoint, with all belongings intended to be brought into the cabin. You must stay in the sterile area prior to boarding. If you depart, you will need to rescreen.

Tools and supplies can be collected planeside as baggage, COMAT or cargo as long as it's in accordance with the GMM and/or local security policies.

Please note that violating any of these rules could result in discipline by United and/or TSA-enforcement against you or United. TSA civil penalty enforcement rules and information can be found here:

<https://www.tsa.gov/travel/civil-enforcement>

Definitions

Secured Area - A portion of an airport, specified in the airport security program, in which certain security measures in 49 CFR Part 1542 are carried out. This area is where aircraft operators and air carriers that have a security program under 49 CFR Part 1544 or 1546 enplane and deplane passengers and sort and load baggage, as well as any adjacent areas not separated by adequate security measures.

Security Identification Display Area (SIDA) - A portion of an airport within the United States, specified in the airport security program, in which security measures are carried out. This area includes the secured area and may include other areas of the airport.

Security Restricted Area - Airside areas of a non-U.S. airport where access is controlled to ensure security of civil aviation. Such areas normally include all passenger departure areas between the screening checkpoint and the aircraft, the ramp, baggage make-up areas, cargo sheds, mail centers, airside catering and aircraft-cleaning premises.



Sterile Area - A portion of an airport, defined in the airport security program, that provides passengers access to boarding aircraft and to which the access generally is controlled by TSA or by an aircraft operator under 49 CFR 1544 or an air carrier under 49 CFR part 1546, through the screening of persons and property.

Disclaimer

United's pass travel policy is a privilege and not a right of employment, nor a vested right of any kind. The company may, at its sole discretion, take action, which may include suspension and cancellation of pass travel privileges, for conduct/actions deemed detrimental to United and/or any of its subsidiaries, business partners and successors, or to any of our employees.

The terms of the policy are subject to modification or termination, in whole or in part, by the company at any time and for any reason.





Salary and vacation advances

We understand that situations in your life may occur where a salary or vacation advance could be useful. But, unfortunately, we do not provide salary or vacation advances unless they are covered by a collective bargaining agreement.

If you are experiencing a hardship, you may qualify for United We Care. For more information on United We Care, including eligibility requirements and the application process, go to ***Flying Together > Employee Services > (Get Involved) [United We Care](#)***.

If you have any questions, please contact the [Employee Service Center](#) at **877-825-3729**.





Travel and expense

Do you travel for company business? Do you incur costs on behalf of United? If so, our Travel and Expense policy has the information you need to ensure that we reimburse you for eligible expenses.

Our Travel and Expense policy applies to all United employees. If your division has its own policy, or if you are covered by a collective bargaining agreement, you should follow your respective policy.

Travel expenses

We want you to be comfortable when you travel; however, we also need to ensure that we are being responsible with our spending. We are able to help reduce overall travel costs through the negotiated rates with hotel and car rental companies.

What about meetings, corporate training and other events?

If you are organizing a work-related meeting and you need facilities like hotels, conference space, etc., our Corporate Travel department will help you with your reservations. Corporate Travel will ask for bids from area hotels, conference centers and other spaces. They will compare proposals and make recommendations to improve cost savings and negotiate the contract.

Please use the Meeting Request Form if your meeting/event satisfies any of the following conditions:

- A block of ten (10) or more hotel rooms cumulatively
- A block of hotel rooms (no minimum or maximum) with meeting space, food and beverage
- Meeting space only (with or without food and beverage)



Looking for the form? Go to **Flying Together > Our Airline > (Departments) View all > (Corporate) Procurement > (Quick Links) [Meeting Request Form](#)**.

What about holiday parties?

We don't fund holiday parties. You'll find more details in the complete version of our Travel and Expense policy in *Flying Together* under "non-refundable expenses."

For complete information – including a list of expenses we cover and how you can get reimbursed – please read the complete Travel and Expense policy by going to **Flying Together > Employee Services > (Policies) [Travel and expense policy](#)**.





Verification of employment and wages

What to do when someone wants to check your job and pay

Now and then you may need to provide employment verification for government purposes, to obtain a loan or to look for a new job. We make it easy for you to prove your employment with us through a service called The Work Number®.

The Work Number is a 24-hour automated service that can provide verification within minutes of your employment status and dates of service. It may also provide salary information, but only if you give permission. Verifiers can access the service online or by calling the toll-free phone number.

What info can the verifier receive?

The following info is available:

- Street address where you work
- Your Social Security number
- Status of your employment with us
- Date that we hired you
- Number of years you have worked for us
- Your job title
- Your rate of pay (only with your permission – see below)
- Your yearly salary (only with your permission – see below)



How to contact The Work Number

To start the process, go online to [The Work Number](#).
Or call toll-free at 800-367-5690.

How to confirm employment or wages or both

Verifier will need:

- United employer code: 10209*
- Your Social Security number
- Salary Key (if applicable, see next section)

**Note: United and Continental payroll systems were consolidated on January 1, 2015. All current employees at that time, and their employment history, are included in the United employer code: 10209.*

Verifiers needing salary information prior to January 1, 2015 for subsidiary Continental employees should use "Continental Airlines - Historical Pay Data" employer code: 10775.

Verifying salary information

We will only provide your salary information with your permission. Most major verifiers (mortgage companies, bank, etc.) will use your signature on their forms as consent. Smaller verifiers (apartment landlords, used car companies, etc.) may require you to create a Salary Key through The Work Number website or by calling 800-367-5690.

What about other references?

We only use The Work Number to confirm your employment. United does not provide work references.

9

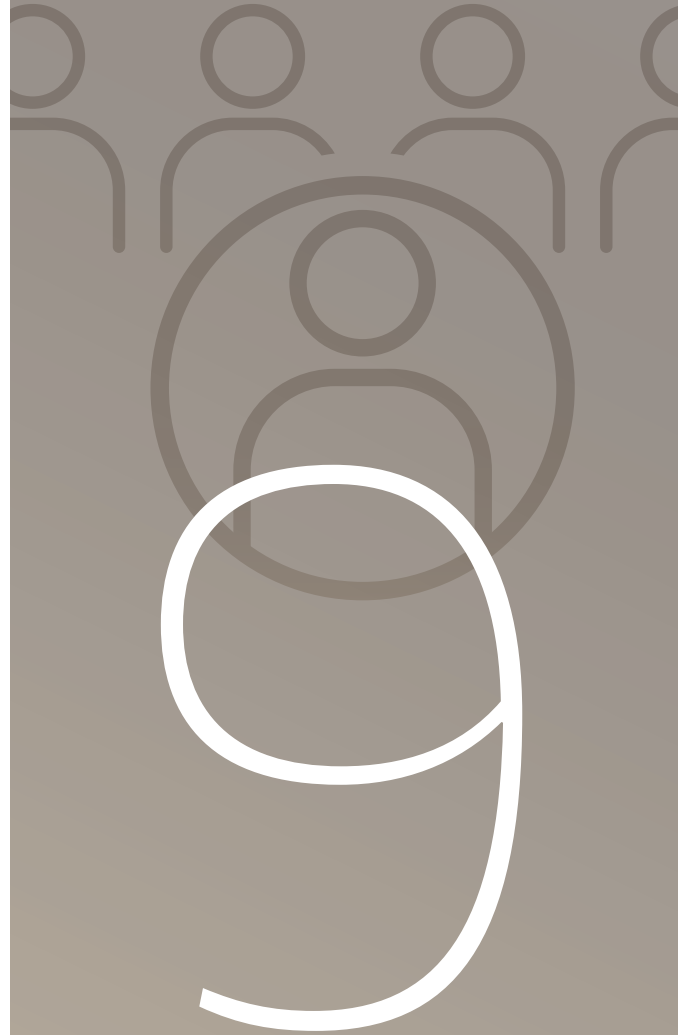
Selection and placement

Click to jump to a topic:

[Company service credit and seniority](#)

[Non-U.S. citizen or permanent resident working in or applying for U.S.-based position](#)

[Referrals, reporting relationships, posting and interview guidelines for management and administrative positions](#)



OCTOBER 2023

Working Together
Guidelines



Company service credit and seniority

As an employee your seniority matters. Not only is it a testament to your tenure at United, but it also affords some privileges. The information in this policy pertains to management and administrative employees. If you are an employee that is represented by a collective bargaining agreement (CBA), please refer to your CBA for information regarding your seniority.

Company service date

For most employees the company service date, commonly referred to as seniority, will be the first day they started with United. There can be situations where United will adjust the service date due to inactive service or leaves of absence. Contact the [Employee Service Center](#) (ESC) at 877-825-3729 if you have any questions.

Service credit

RETURNING EMPLOYEES: YOUR CREDIT FOR COMPANY SERVICE AND SENIORITY

Past service credit:

If you return to the United family after voluntarily ending your employment with us, you will receive past service credit provided you meet the following criteria:

- You left in good standing, meaning that you are eligible to be rehired.
- Your time away from United was not longer than your original time employed.
- You were away for no longer than 12 months, or 24 months if you retired.



If you are rehired, but don't meet the qualifications listed above, your company service date will not be adjusted.

The following scenarios do not qualify for a past service credit, due to not being eligible for rehire:

- Participating in an Early Out plan
- Separation for cause

Calculating your adjusted company service date

If you're eligible to receive credit for past company service, we calculate your adjusted company service date based on your prior company service date minus the period of separation. Credit for past company service is applicable only in determining:

- Vacation accruals
- Pass travel
- Years of Service recognition programs

Reductions in Force (management and administrative employees)

If you were affected by a Reduction in Force (RIF), you are eligible to receive past service credit:

- If the effective date of re-employment is within 24 months of the separation date resulting from the RIF
- If your company service date is less than 24 months, your time away from United may not be longer than your original time employed

We will also restore any sick bank hours that were unused before separation.



Retirees

Retirees who return from retirement may be eligible for a service credit. For the purposes of this policy, a retiree is any employee who resigns and receives any benefit of retirement, including rollover, distribution, payments or travel pursuant to a pension plan, retiree medical program or retiree pass travel program.

The following conditions must be met:

- You left in good standing, meaning that you are eligible to be rehired.
- 12 months have passed since your retirement from United.
- If you left the company as part of a RIF, you may receive past service credit (see “Reductions in Force,” above).

Upon your return, please contact the Employee Travel Center to determine your travel program status.

Subsidiary service

If you transfer or end employment with us and begin employment with a subsidiary of the company, and there's no break in service between your employment at United and a subsidiary, you will receive company service credit for the employment period with the subsidiary only for the following:

- Current year accrual and vacation accrual rates for use in future years
- Pass travel
- Service recognition programs

If the subsidiary is no longer a subsidiary of United, you will keep your service credit as long as:

1. You are re-employed with United within 24 months of the date the subsidiary ceases to be a subsidiary, and
2. You have not been with the subsidiary for longer than you were originally employed by United.



Applying service credit and seniority rules

While in most cases your company seniority date indicates how long you have been with the company, we also have different types of seniority that may be used to determine items such as when you can use vacation, what shift you work, etc. Each workgroup has their own set of rules for usage of the different seniority types, so please be sure to talk to your supervisor or the ESC if you have additional questions.

When it comes to any benefit-related matter – including, but not limited to, retirement and pension plans, health and welfare plans, or other benefits the company provides – we determine your service dates or adjusted company service dates only as they're provided in the applicable plan documents.

In some instances, the following seniority types may also be applicable. See your supervisor to determine if these seniority types apply to you.

Pay seniority (where applicable)

Pay seniority is used to determine the rate of pay an employee receives. In some workgroups the more tenure you have the more pay you receive. Pay seniority can also be used to determine the amount of vacation, sick and occupational injury accruals you receive.

- Workgroup policies and length of service within a job classification determine pay seniority.
- Workgroup guidelines determine pay seniority if an employee transfers from one workgroup to another.
- Pay seniority may be adjusted for periods of inactive service and periods you worked within certain other employee groups.
- Each workgroup has their own set of rules for this usage, so please be sure to talk to your supervisor or the ESC if you have additional questions.



Bid, craft or classification seniority (where applicable)

Bid, craft or classification seniority is the seniority used when bidding for certain shifts, vacation time, overtime, reduction in force and recalls from furlough. Each workgroup has their own set of rules for this usage, so please be sure to talk to your supervisor or the ESC if you have additional questions.

- If it applies, bid seniority begins on the date you're placed on the payroll or the date you transfer into another craft or classification, depending on the applicable rules of the workgroup.
- Bid seniority may be adjusted for periods of inactive service and periods you worked within certain other employee groups.

Note: Except as otherwise stated in (1) this document, (2) specific division work rules or (3) employee benefit plan documents, adjusting past company service credit for former employees who voluntarily ended their employment will not affect pay and bid seniority.

If your new division's work rules don't allow for you to transfer pay and bid seniority, **your new division's rules** control this document's conditions.





Non-U.S. citizen or permanent resident working in or applying for U.S.-based position

Jobs in the United States for non-U.S. citizens

United has a few guidelines and requirements for recruiting, selecting, retaining and transferring employees who are not U.S. citizens or permanent residents of the United States for jobs within the United States. United fully supports and complies with immigration laws and regulations.

Hiring employees from outside the United States

If a U.S.-based position is posted, and we don't receive any applicants who are authorized to work in the United States and who meet the minimum qualifications of the position, then we will consider candidates who need sponsorship.

Applying for jobs within United as a foreign national

United employees who are not U.S. citizens or permanent residents of the United States will need to notify their HR Partner prior to applying for a U.S.-based role.

Applying for permanent residency

If an employee wants to apply for permanent residency, they'll need to meet the following criteria before starting the process:



- The employee must have worked for United for at least one year.
- The employee must be in good standing and performing at an acceptable level of expectation, or better.

The hiring manager may also require the employee to agree, in writing, to stay with United for at least two years after being granted permanent residency.

Note that time and travel for getting any necessary visa stamps and documentation are the responsibility of the employee.





Referrals, Reporting Relationships, Posting and interview guidelines for management and administrative positions / U.S. New Hire Requirement

Posting job openings and applying for jobs

We encourage career development and mobility at United. Taking on a new role is a great way to grow, develop and learn new skills, and having well-rounded employees is good for our airline. Whether you're a hiring manager posting a position that you need to fill or an employee looking to change roles at United, there are some simple guidelines to follow to make sure the process is handled fairly and appropriately.

Job posting guidelines

When a manager or supervisor posts a management and administrative position at the Director level 2 or lower, it needs to stay open internally for at least two business days. Job openings can be posted internally and externally at the same time. For Director and Managing Director positions, the hiring manager can request the role to not be posted with approval from their department VP and the VP HR & Employee Engagement.



We may make an exception in the case of organizational restructuring or career-ladder promotions (for example, from analyst to senior analyst) that were identified by the hiring manager and HR Partner before there was a vacancy.

Referrals & Reporting Relationship

United does not prohibit more than one family member or friend from being employed by United, nor does United prohibit close personal relationships.

However, United does prohibit:

- Managing a family member or someone with whom an individual has a close personal relationship
- Having a family member or someone with whom an individual has a close personal relationship anywhere within their span of control, influence, or responsibility
- When an employee makes a referral, the employee cannot be a part of the recruiting and hiring process. The employee is responsible for removing themselves from the hiring and recruiting process and notifying the recruiting team.

Additional information may be found in our company's Code of Ethics and Business Conduct which can be accessed via [Flying Together>Employee Services>Code of Ethics and Business Conduct](#).

Reposting a position

If a job is filled and then becomes vacant again within 45 days, the hiring manager can decide not to repost the position. All qualified candidates who were in the applicant pool can be considered if the job remains the same level, description and location, and reports to the same hiring manager. If any additional candidates are being considered, then the job must be reposted.



Searching for available jobs

You can find all active internal job postings through Flying Together > Employee Services > (My Career) Job Search. You can also set up a job alert email subscription which will notify you of jobs specific to your area of interest, location, position, etc.

Eligibility for posted jobs

Excited to apply for a posted position? Here is what to do:

- You must have been in your current position for at least 12 months (or have been an intern within the past 12 months). Your current Managing Director must make an exception for you to apply for a new role.
- Effective January 1, 2023: Flight Operations and Inflight Crew Schedulers only: Due to the critical nature of the operation, there may be occasions when employees on these teams may be required to remain in the role for 18 months before they are eligible for another role posted internally. Your current VP must make an exception for you to apply for a new role. If you were demoted due to recent reorganization, you are not required to meet this 18-month requirement.
- You must meet the minimum qualifications of the job, so make sure to read the job description carefully.
- You must be in good standing for attendance, performance and conduct to apply for a new role.
- Should you require a work visa for the role you are applying for, please speak to your HR Partner to verify eligibility.
- You will be asked to complete a job profile which will be used for your application. Your profile and resume are an important reflection of your work, and you should keep them updated when you are applying for a role. It is also really important to discuss your interest with your leader. When you apply for a role, your leader will automatically get an email notifying them of your application.



Preparing for an interview

Your career development is important, and you should talk to your current leader about development opportunities regularly. It's important to discuss your interest in open roles before applying. Please note your manager will be notified via an email when you apply.

When heading to your interview, you may want to bring printouts of your two most recent performance reviews, your resume and samples of work. These can be a great way to show off your skills and abilities to a hiring manager. Interviews may be conducted via Teams or phone. If you're required to travel for your interview, your department will reimburse you for reasonable travel expenses.

Feedback on your interview

Interviewing can be challenging, and most people have areas where they can improve. To help with your growth and development, the hiring manager should provide specific feedback about why you were or weren't selected for a particular role that you interviewed for.

You should receive that feedback within five days after an offer is accepted, and before the hiring decision is announced.

Determining a start date

If you're a current employee hired into a new role on a different team, the hiring manager and your current manager should work together to determine your official start date and how you'll transition from one role to the other. The start date is usually two weeks after you accept the offer, but it may be extended to three weeks if there's operational support that needs to be covered.

10

Additional Policies

Click to jump to a topic:

[United's Reasonable Accommodation Process](#)

[Religious Accommodations](#)



MARCH 2023

Working Together
Guidelines



United's Reasonable Accommodation Process for Employees

As part of our ongoing commitment to providing equal employment opportunity for individuals with disabilities, restrictions or limitations, United will work with those employees to identify and provide reasonable accommodations in order to enable them access to positions and to safely perform the essential functions of their position. This process is known as the Reasonable Accommodation Process or "RAP". RAP is the interactive process where United works with employees who, in order to perform their jobs or participate in the interview process, may be in need of an accommodation due to a medical condition or restriction. This includes employees who may have restrictions or limitations due to pregnancy or a pregnancy-related condition.

If an employee is having difficulty performing some aspect of his or her current job due to a medical condition or restriction, the employee should think about RAP. To initiate the RAP process, an employee should reach out to his or her Supervisor, HR Partner, or the Employee Service Center at 877-825-3729. There is no need to disclose the nature of the medical condition. The employee need only advise one of the above groups that he or she is having difficulty or anticipates having some difficulty performing some aspect of their job and would like to begin the RAP process.

Once the employee has requested the RAP process, they will be referred to a RAP Specialist who will work with them through the entire RAP process. They will explain



the RAP process to the employee and send out the initial RAP packet to them which includes a Work Restriction Form to be completed by the treating physician for them to indicate the specific restrictions that are related to the medical condition and the duration of the restrictions.

This information should be faxed directly to the United Medical Department (OPCMD) at 847-700-2600 for the nurses to review. Once OPCMD personnel have reviewed the employee's information and restrictions submitted from the medical provider and any follow up questions or requests for clarification have been addressed by the employee and their physician, OPCMD will document the specific restrictions, parameters and their duration on a form called "Assessment of Functional Capability" or AFC. The AFC is the basis for discussion during the RAP meeting. Restrictions will be reviewed and verified with the employee by OPCMD prior to scheduling the RAP meeting. Once validated the AFC will be forwarded to the RAP Specialist who will assist with scheduling the employee's RAP session. If an employee disagrees with the restrictions on the AFC, the employee will have the opportunity to have further discussion with their medical provider responsible for the original submission of restrictions to United and may supplement additional medical information and clarification for additional review.

Once an AFC is finalized and signed by the employee, the RAP meeting will be scheduled. The RAP Specialist will schedule the meeting and notify local management, the HR Partner and the employee of the date, time and location of the RAP meeting. In attendance at the RAP meeting are the RAP Specialist who facilitates the meeting along with the employee, supervisor/manager with knowledge of the employee's current position and day to day duties, the local HR Partner, and in some instances a worker's compensation Representative, (if an occupational injury is involved imposing restrictions).



During the RAP meeting, the employee's medical restrictions are reviewed and discussed in an effort to identify any reasonable accommodation that will enable the employee to perform the essential functions of the employee's current position.

Please note that an accommodation is not reasonable if it creates an undue hardship. It is not a reasonable accommodation to eliminate an essential job function, supersede seniority, violate a collective bargaining agreement (CBA) or well - established policy or work rule, create a position, or reassign essential job functions to others.

Depending on the circumstances and the operational needs of a department, "A Reasonable Accommodation" is a modification or adjustment to the job or work environment that would permit an otherwise qualified individual to perform the essential functions of their current position effectively (or transfer to another position which they can perform with their restrictions.) It may involve (but is not limited to): providing leave of absence, modifying a work area or equipment, adjusting hours, reassignment within current classification, transfer to a vacant position, providing additional equipment, or providing additional breaks. An employee may also self-accommodate through the bid process and bid into an area consistent with his or her medical restrictions.

In instances where an accommodation in the employee's current role is not possible (consequently the employee is unable to continue working in his or her regular position or perform their essential job functions), and reassignment to a position within the employee's classification is not possible, the HR Partner will counsel and instruct the employee during the RAP meeting on how to locate positions outside the employee's department or classification. Specifically, an employee who is disabled and unable to continue working in his or her current position due to medical restrictions,



should be counseled by their HR Partner on seeking a reassignment to a lateral or lower level vacant position and instruct them on how to work through the job transfer process.

In instances when a disabled employee applies for a vacant lateral or lower level position, that is consistent with the employee's restrictions, and the employee is minimally qualified for the position, including successfully completing and passing any required interview process, he or she will be awarded the transfer.

United's RAP process is designed to be an interactive ongoing process between the employee and the Company through their local management/supervisor, their HR Partner, WC Steff Representative if an occupational case is involved and the RAP Specialist.

This means if an employee's restrictions change in any way at any time in the future following the RAP meeting, or a position opens up that was previously unavailable, the employee and Company should meet again and reengage in the interactive discussion. The employee will contact the RAP Specialist who will again coordinate, schedule and facilitate another RAP meeting to continue further discussion around the new restrictions.

If at any time an employee has any questions, concerns or is interested in a RAP session, the employee should contact his or her HR Partner or the RAP Specialist at the Employee Service Center at 877-825-3729 to begin or continue the process.



Religious Reasonable Accommodation Process

United's Reasonable Accommodation Process for Religious Requests for Employees

Employees have the right to request a reasonable accommodation to their job responsibilities which conflict with their sincerely held religious beliefs. If an employee is having difficulty performing some aspect of his or her current job because it conflicts with their sincerely held religious belief, the employee should think about the Reasonable Accommodation Process (RAP). To initiate the RAP process, an employee should submit a request through HelpHub. The employee can also reach out to his or her supervisor, HR Partner, or the Employee Service Center at 877-825-3729 who will direct them to HelpHub. The employee need only advise one of the above groups that he or she is having difficulty or anticipates having some difficulty performing some aspect of their job because it conflicts with a religious belief and would like to begin the RAP process.

The religious RAP request will be reviewed and discussed with the employee to determine if the company can provide a reasonable accommodation. Please note that an accommodation is not reasonable if it creates an undue hardship. It is not a reasonable accommodation to eliminate an essential job function, supersede seniority, create a position, or reassign essential job functions to others.

Revisions

AUGUST 2019

Working Together
Guidelines

Revisions

2/2014	Added Fitness for Duty
	Updated link: Travel and Expense Policy
	Updated Rewards and Recognition
	Updated Communications
	Updated Declaring an Adverse Condition Day
5/2014	Updated phone: Employee Compliance Department
	Updated Cargo Services
	Updated Paid Sick Leave
	Adoption Assistance
6/2014	Removed words "the Recruiting Department" from Diversity Initiatives, Reasonable Accommodations
	Removed the words "the Recruiting Department"
	Updated Cargo Services
	Updated Paid Sick Leave
	Updated note replace the words "All About Me" with "My Info"
	Updated Paid Sick Leave, Return to Work
	Updated Overpayment Restitution
	Added TSA note
	Renamed Policy to Revised Facilities/Adverse Conditions
	Updated Revised Facilities/Adverse Conditions
2/2015	Added Non-Discrimination Based on Citizenship Status
	Updated Paid Sick Leave
	Updated Pass Travel Guidelines
9/2015	Updated Pass Travel Guidelines
	Updated Premium Pay Policies for Management and Administrative Employees
	Updated Vacation
12/2015	Updated Posting and Interview Guidelines for Management and Administrative Positions
1/2016	Updated Administrative Appeals
	Updated Company Service Credit and Seniority
4/2016	Updated Pass Travel Attire
	Updated Gender Transition Guidelines
	Updated Company Service Credit and Seniority
5/2016	Updated Company Service Credit and Seniority
	Updated Flexible Work Arrangement
	Updated Violence in the Workplace
	Updated Adoption Assistance
	Updated Cargo Services
	Updated Civic Duty Leave

Updated Communications

Updated Company Anti-Drug and Alcohol Misuse

Updated Company Service Credit and Seniority

Updated Confidential Investigation and Corrective Action

Updated Diversity Initiatives

Updated Dress Code Guidelines for Non-Uniformed Employees

Updated Emergency Time Off for a Death in the Family or a Critical Illness

Updated Employee Assistance Program

Updated Employee Corporate Badging

Updated Employee Health Services

Updated Employee Referrals

Updated Employee Social Clubs

Updated Environmental Policy

Updated External Media Guidelines

Updated Facilities/Adverse Conditions

Updated Family and Medical Leave (FML)

Updated Fitness for Duty

Updated Flexible Work Arrangement

Updated FLSA Safe Harbor Policy (Improper deductions from pay)

Updated Fundraising

Updated Holiday Schedule

Updated Immigration Guidelines for U.S.-based positions

Updated International SOS

Updated Management Appeals

Updated Meal and Rest Period

Updated Military Leave

Updated Notice of Arrest or Felony Conviction

Updated Other Leaves of Absence

Updated Overpayment Restitution

Updated Paid Sick Leave

Updated Pass Travel Guidelines

Updated Performance Management Process

Updated Posting and Interview Guidelines for Management and Administrative Positions

Updated Prevent Alcohol Misuse and Drug Use in the Workplace

Updated Promoting Dignity and Respect: Harassment and Discrimination Do Not Fly Here

Updated Protection Against Retaliation

Updated Record Retention Policy

Updated Reporting Offensive Workplace Behavior: Employees' Responsibilities

Updated Rewards and Recognition: Perfect Attendance Recognition Program

Updated Safety Policy

Updated Solicitation

Updated Travel and Expense

	Updated United We Care Employee Relief Fund
	Updated Unpaid Medical Leave
	Updated Unpaid Personal Leave and Educational Leave
	Updated Use of Recording and/or Video Devices
	Updated Using Information Systems and Social Networking
	Updated Verification of Employment and Wages
	Updated Violence in the Work Place
	Updated Working Dependably
	Updated Working Parents
	Updated Working Smoke-Free
	Updated Workplace Privacy
6/2016	Updated Gender Transition Guidelines
	Updated Added Retired Employee Status
7/2016	Updated Premium Pay Policies for Management and Administrative Employees
	Updated Overdue Pass Travel and Health & Wellness Benefits Charges
9/2016	Updated Retired Employee Status
	Added Salary - Vacation Advances
11/2016	Updated Administrative Appeals
	Updated Company Service Credit and Seniority
	Updated Emergency Time Off for a Death in the Family or Critical Illness
	Updated Employee Referrals
	Updated Employee Social Clubs
	Updated Immigration Policy for U.S.-based Positions
	Updated Management Appeals
	Updated Non-Discrimination Based on Citizenship Status
	Updated Perfect Attendance Program
	Updated Posting and Interviewing Guidelines for Management and Administrative positions
	Updated Premium Pay Policies for Management and Administrative Employees
	Updated United We Care Employee Relief Fund
	Updated Vacation
12/2016	Added Company Anti-Drug and Alcohol Misuse
	Updated Adoption Assistance
	Updated Emergency Time Off for a Death in the Family or a Critical Illness or Vacation
	Updated Health & Wellness Benefits Charges
	Updated Overdue Pass Travel Charges
	Updated Posting and Interview guidelines for M&A
	Updated Premium Pay Policies for Management and Administrative Employees
	Updated Using Information Systems and Social Networking
	Updated Vacation
	Updated Your Guide to United's Employee Experience

2/2017	Updated Fundraising
	Updated Overdue Pass Travel
	Updated Paid Sick Leave
	Updated Premium Pay for Management and Administrative Employees
	Updated Protection Against Retaliation
	Updated Reporting Offensive Workplace Behavior: Employees' Responsibilities
	Updated Vacation
	Updated Working Together Expectations
6/2017	Updated Employee Health Services
	Updated Working Smoke-Free
	Updated Diversity Initiatives
	Updated Working Dependably
	Updated Fitness for Duty
7/2017	Updated Pass Travel Guidelines
	Updated Working Together Expectations
11/2017	Updated Environmental Policy
	Updated Holiday Schedule
	Updated Travel and Expense
	Updated Verification of Employment and Wages
12/2017	Updated Family and Medical Leave
	Updated Management Appeals
	Updated Working Parents Leave
4/2018	Updated Diversity Initiatives
	Updated Employee Assistance Program
	Updated Employee Corporate Badging
	Updated Employee Health Services
	Updated Environmental_Policy
	Updated Flexible Work Arrangement
	Updated Gender Transition Guidelines
	Updated Immigration Guidelines for U.S.-based Positions
	Updated Overdue Health and Benefits
	Updated Premium Pay Policies for Management
	Updated Record Retention Policy
	Updated Retired Employee Status
	Updated Travel and Expense
	Updated Working Smoke-Free
	Updated Adverse Conditions
	Updated Dress Code Guidelines
	Updated Unpaid Personal Leave and Educational Leave
	Updated Military Leave
	Updated Civic Leave

5/2018	Updated Administrative Appeals
	Updated Adoption Assistance
	Updated Cargo Services
	Updated Service Credit & Seniority
	Updated Using Information Systems
	Updated Violence in the Workplace
	Updated Paid Sick Leave
	Updated Use of Recording and or Video Devices
	Updated Family Medical Leave (FML) Policy
	Updated United We Care Employee Relief Fund
Updated Performance Management Process	
6/2018	Updated Unpaid Personal Leave and Educational Leave
	Updated Performance Management Process
8/2018	Updated Diversity Initiatives
12/2018	Updated Cargo Services
	Updated Civic Duty Leave
	Updated Emergency Time Off
	Updated Military Leave
	Updated Promoting Dignity and Respect: Harassment and Discrimination Do Not Fly Here
	Updated Solicitation
	Updated Travel and Expense Policy
	Updated Unpaid Medical Leave
	Updated Working Parents Leave
Updated Your Guide to United's Employee Experience	
2/2019	Updated Retired Employee Status
	Updated Management Appeals
	Updated Administrative Appeals
4/2019	Updated Working Parents Leave
	Added Paid Maternity Leave
	Added Paid New Parent Leave
5/2019	Updated Working Parents Leave
	Updated Paid Maternity Leave
	Updated Paid New Parent Leave
	Updated Posting and Interview Guidelines for Management and Administrative Positions
6/2019	Updated Posting and Interview Guidelines for Management and Administrative Positions
8/2019	Updated Communications
	Updated External Media Guidelines
	Updated Facilities/Adverse Conditions
	Updated Notice of Arrest or Felony Conviction
	Updated Promoting Dignity and Respect: Harassment and Discrimination

Updated Protection Against Retaliation

Updated Reporting Offensive Workplace Behavior

Updated Use of Recording and/or Video Devices

Updated Using Information Systems and Social Networking

Updated Violence in the Workplace

Updated Workplace Privacy

Updated Administrative Appeal

Updated Company Anti-Drug and Alcohol Misuse

Updated Confidential Investigation and Corrective Action

Updated Diversity and Inclusion

Updated Fundraising

Updated Gender Transition Guidelines

Updated Management Appeal

Merged Non-Discrimination Based on Citizenship Status into Diversity and Inclusion

Updated Solicitation

Updated Working Smoke-Free

Updated Emergency Time Off

Updated Flexible Work Arrangement

Updated Holiday Schedule

Updated Meal and Rest Periods

Updated Vacation

Updated Working Dependably

Updated Employee Referrals

Updated Employee Social Clubs

Updated Cargo Services

Updated Corporate Badging

Updated Dress Code Guidelines for Non-Uniformed Employees

Updated Employee Health Services

Updated Environmental Policy

Updated Record Retention Policy

Updated Retired Employee Status

Updated Safety Policy

Updated United We Care Employee Relief Fund

Updated Civic Duty Leave

Updated Family and Medical Leave (FML)

Updated Fitness for Duty

Updated Military Leave

Updated Other Leaves of Absence

Updated Paid Maternity Leave

Updated Paid New Parent Leave

Updated Paid Sick Leave

Updated Unpaid Medical Leave

	Updated Unpaid Personal and Educational Leaves
	Updated Working Parents
	Updated Performance Management Process
	Updated Adoption Assistance
	Updated Employee Assistance Program
	Updated FLSA Safe Harbor Policy (Improper Deductions from Pay)
	Updated International SOS
	Updated Overdue Health and Wellness Benefits Charges
	Updated Overdue Pass Travel Charges
	Updated Overpayment Restitution
	Updated Pass Travel Attire
	Updated Pass Travel Guidelines
	Updated Perfect Attendance Program
	Removed temporarily Premium Pay Policies for Management and Administrative Domestic and Guam Employees for correction and clarity
	Updated Salary and Vacation Advances
	Updated Travel and Expense
	Updated Verification of Employment and Wages
	Updated Company Service Credit and Seniority
	Updated Non-U.S. Citizen or Permanent Resident Working in or Applying for U.S.-Based Position
	Updated Posting and Interview Guidelines for Management and Administrative Positions
9/2019	Updated Company Service Credit and Seniority
	Updated Civic Duty Leave
11/2019	Updated Protection Against Retaliation
	Updated Reporting Offensive Behavior
2/2020	Updated Using Information Systems and Social Networking
3/2020	Updated Promoting Dignity and Respect: Harassment and Discrimination Do Not Fly Here
	Updated Reporting Offensive Behavior
4/2020	Updated Other Leaves of Absence
5/2020	Updated Pass Travel Attire
5/2020	Updated Vacation
7/2020	Updated Face covering/mask policy
9/2020	Updated Posting and interview guidelines for management and administrative positions
10/2020	Updated Pass Travel Attire
11/2020	Updated Face covering/mask policy
12/2020	Updated Administrative & Management Appeal
12/2020	Updated United We Care employee relief fund
12/2020	Updated Vacation

1/2021	Updated Face covering/mask policy
1/2021	Updated Diversity, equity and inclusion
2/2021	Updated Face covering/mask policy
2/2021	Updated Use of recording and/or video devices
2/2021	Updated Face covering/mask policy
3/2021	Updated Face covering/mask policy
3/2021	Updated Management and Administrative appeal
4/2021	Updated Pass Travel guidelines
	Updated FLSA Safe Harbor policy
	Updated Diversity, equity and inclusion policy
	Updated Reporting Offensive Workplace behavior
	Updated Using Information Systems and Social Networking
5/2021	Updated Face covering/mask policy
	Updated Working Together Expectations
	Updated Paid Sick Leave
6/2021	Updated Posting and interview guidelines for management and administrative positions
	Updated Face covering/mask policy
	Updated Posting and interview guidelines for management and administrative positions / U.S. New Hire Requirement
8/2021	Updated COVID-19 Vaccination Policy
	Updated Corporate badging
	Updated Face covering/mask policy
	Updated COVID-19 Vaccination Policy
11/2021	Updated Face covering/mask policy
1/2022	Updated Face covering/mask policy
	Updated COVID-19 Vaccination Policy
2/2022	Updated Reaffirmation of policy – anti-harassment
	Updated Face covering/mask policy
3/2022	Updated Workplace privacy policy
	Updated Face covering/mask policy
5/2022	Updated Face covering/mask policy
	Updated Pass travel attire
	Updated Retired employee status policy
	Updated Vacation policy

6/2022	Updated Paid Maternity Parent Leave
	Updated Paid New Parent Leave
	Updated Vacation policy
9/2022	Updated Cargo services
10/2022	Updated Violence in the workplace
	Updated Vacation policy
	Updated Promoting Dignity and Respect: Harassment and Discrimination
11/2022	Updated Violence in the workplace
	Updated Working smoke-free
	Updated Vacation policy
	Updated Notice of arrest or felony conviction
	Updated Travel and expense
12/2022	Updated Notice of arrest or felony conviction
	Updated COVID-19 Vaccination policy
1/2023	Updated Vaccination policy
	Updated Posting and interview guidelines for management and administrative positions
	Updated Tobacco in the Workplace
2/2023	Updated Protection Against Retaliation
	Updated Reporting Offensive Workplace behavior
3/2023	New Additional Policies section
	New Religious Accommodations
	Protection against retaliation
	New Religious Accommodations
4/2023	Updated Notice of arrest or felony conviction
	Updated Promoting dignity and respect
	Updated Using information systems
	New Social Media
	New Bereavementleave adendum
	Updated Emergency time off
	Updated Tobacco in the Workplace
	Updated Vacation policy
6/2023	Updated Vacation policy
	Updated Paid Sick Leave
	Updated Referrals, reporting relationships, posting and interview guidelines for management and administrative positions

7/2023	Updated Gender Transition Guidelines
	Updated Holiday Schedule
10/2023	Updated Referrals, reporting relationships, posting and interview guidelines for management and administrative positions
