

## RELIGIOUS

From: HR Communications

Subject: Update on your request for reasonable accommodation

Dear United employee:

Thank you for your submission regarding a religious exemption to our employee vaccination requirement. We are working hard to ensure the safety of our employees and customers while accommodating those employees who have sincerely held religious beliefs. Each submission for accommodation will be reviewed individually and will comply with any applicable collective bargaining agreement. We expect to inform you if your submission was approved or denied in the next two weeks.

In determining the appropriate accommodations, we will take many factors into account including an employee's work requirements and the metrics that illustrate the state of the COVID pandemic in the US. Right now, [the seven-day average](#) of daily COVID deaths is the highest since March and is likely to rise into the fall as more people are hospitalized. COVID infections are up 20% with new cases rising in almost every part of the country. There are [close to 100,000 people in the hospital](#), and [an average of 1,500 people](#) are dying from COVID every day. All these statistics apply almost exclusively to the unvaccinated. Notably, each of these metrics has worsened since our August 6 vaccine requirement announcement.

### **If your request for accommodation is denied:**

If your submission is denied, you are required to get fully vaccinated within five weeks from the date of your denial notice and get your first shot by September 27. **If you do not get your first shot by September 27, or do not get fully vaccinated within five weeks from the date of your denial notice, you will be separated from the company.** Separations will follow the provisions of either your collective bargaining agreement or the M&A process as applicable.

### **If your request for accommodation is approved:**

**Given our focus on safety and the steep increases in COVID infections, hospitalizations and deaths, all employees whose request is approved will be placed on temporary, unpaid personal leave on October 2 while specific safety measures for unvaccinated employees are instituted.** Given the dire statistics listed above, we can no longer allow unvaccinated people back into the workplace until we better understand how they might interact with our customers and their vaccinated co-workers.

Since we know employee work environments and the extent of employee and customer interaction differs from role to role, we expect approvals and specific safety measures will generally fall into three categories:

**Operational customer-facing roles** (e.g. - Pilots, Flight Attendants, Customer Service Agents and their M&A support teams): if you work in one of these roles that routinely includes personal interactions with a large volume of people, you will be put on temporary, unpaid personal leave effective October 2. Once the pandemic meaningfully recedes, you will be welcomed back to the team on active status, which may include other, safety-related workplace measures that do not exist today.

Given the large number of people who work at and travel through our operation daily, we need to do everything we can to ensure their safety. As we said when we introduced our vaccination policy, everyone is safer when everyone is vaccinated.

Read more about personal leaves on [Help Hub](#).

**Operational non-customer facing roles** (e.g. - Technicians, RSEs, Dispatchers, and all other frontline and M&A support roles that do not require customer interaction): if you work in one of these roles that require fewer interactions with customers and employees and your work can be more closely monitored, you will be required to undergo weekly COVID-19 testing, wear a mask at all times (whether masks are federally mandated or not) including outdoors.

You will be put on temporary, unpaid personal leave effective October 2, while United develops and implements these safety protocols for the variety of work areas and locations across the system. You will be approved to return to your location and work area once these new testing and safety procedures are in place. While we expect to provide an update regarding the timing for return from temporary, unpaid personal leave by mid-October, your official return to work date might be significantly later.

Any violation of the safety protocols made as part of this accommodation will mean discipline up to and including termination in accordance with your CBA. In addition, the accommodation and safety protocols will be re-evaluated on an on-going basis - and for as long as the pandemic lasts - to ensure everyone's safety.

Read more about personal leaves on [Help Hub](#).

**Non-operational M&A roles:** You will be put on a temporary, unpaid leave of absence effective October 2 while United determines what safety protocols (like masking and testing) are applicable, including whether your role requires you to come into the office. Violation of the safety protocols will mean discipline up to and including termination. The accommodation and safety protocols will be re-evaluated on an on-going basis based on job requirements and the state of the pandemic.

An update regarding the timing for return from personal leave will be provided in mid-October.

### **Safety is our highest priority**

Our highest priority through the pandemic – and the sole reason we instituted a vaccine requirement for every U.S. employee at United Airlines – has been to keep people safe. The good news is that a large majority of our employees have already either uploaded their vaccination records to Flying Together or told their manager they plan to get their shot on or before September 27. In fact, more than half of our employees who were unvaccinated on the day we announced the requirement are now vaccinated. We're also encouraged by the enthusiastic support and messages of appreciation that we've received from thousands of employees and customers about our vaccination policy, and we will continue to be aggressive in protecting the health of everyone who shows up to work at our airline.

### **For additional questions**

If your personal circumstances have changed since you submitted your accommodation request, you can visit [Help Hub](#) to cancel your request. As a reminder, [here's where you can go](#) to upload your vaccine information.

If you withdraw your RAP request, you are required to get fully vaccinated within five weeks and get your first shot by September 27. Any employee on a personal leave of absence who later decides to complete the vaccination requirement can request a return to active status.

If you have questions about personal leave or reasonable accommodations, please visit [Help Hub](#).

Sincerely,

Kirk Limacher  
Vice President, HR Services

## MEDICAL

From: HR Communications

Subject: Update on your request for reasonable accommodation

Dear United employee:

Thank you for your submission regarding a medical exemption to our employee vaccination requirement. Each submission for accommodation will be reviewed individually and will comply with any applicable collective bargaining agreement. We expect to inform you if your submission was approved or denied in the next two weeks.

In determining the appropriate accommodations, we will take many factors into account including an employee's work requirements and the metrics that illustrate the state of the COVID pandemic in the US. Right now, [the seven-day average](#) of daily COVID deaths is the highest since March and is likely to rise into the fall as more people are hospitalized. COVID infections are up 20% with new cases rising in almost every part of the country. There are [close to 100,000 people in the hospital](#), and [an average of 1,500 people](#) are dying from COVID every day. All these statistics apply almost exclusively to the unvaccinated. Notably, each of these metrics has worsened since our August 6 vaccine requirement announcement.

### **If your request for accommodation is denied:**

If your submission is denied, you are required to get fully vaccinated within five weeks from the date of your denial notice and get your first shot by September 27. **If you do not get your first shot by September 27, or do not get fully vaccinated within five weeks from the date of your denial notice, you will be separated from the company.** Separations will follow the provisions of either your collective bargaining agreement or the M&A process as applicable.

### **If your request for accommodation is approved:**

**Given our focus on safety and the steep increases in COVID infections, hospitalizations and deaths, all employees whose request is approved will be placed on temporary, medical leave on October 2 while specific safety measures for unvaccinated employees are instituted.** Given the dire statistics listed above, we can no longer allow unvaccinated people back into the workplace until we better understand how they might interact with our customers and their vaccinated co-workers.

Since we know employee work environments and the extent of employee and customer interaction differs from role to role, we expect approvals and specific safety measures will generally fall into three categories:

**Operational customer-facing roles** (e.g. - Pilots, Flight Attendants, Customer Service Agents and their M&A support teams): If you work in one of these roles

that routinely includes personal interactions with a large volume of people, you will be put on temporary, medical leave effective October 2. Once the pandemic meaningfully recedes, you will be welcomed back to the team on active status, which may include other, safety-related workplace measures that do not exist today.

Given the large number of people who work at and travel through our operation daily, we need to do everything we can to ensure their safety. As we said when we introduced our vaccination policy, everyone is safer when everyone is vaccinated.

Read more about medical leaves on [Help Hub](#).

**Operational non-customer facing roles** (e.g. - Technicians, RSEs, Dispatchers, and all other frontline and M&A support roles that do not require customer interaction): If you work in one of these roles that require fewer interactions with customers and employees and your work can be more closely monitored, you will be required to undergo weekly COVID-19 testing, wear a mask at all times (whether masks are federally mandated or not) including outdoors.

You will be put on temporary, medical leave effective October 2, while United develops and implements these safety protocols for the variety of work areas and locations across the system. You will be approved to return to your location and work area once these new testing and safety procedures are in place. While we expect to provide an update regarding the timing for return from temporary, medical leave by mid-October, your official return to work date might be significantly later.

Any violation of the safety protocols made as part of this accommodation will mean discipline up to and including termination in accordance with your CBA. In addition, the accommodation and safety protocols will be re-evaluated on an on-going basis - and for as long as the pandemic lasts - to ensure everyone's safety.

Read more about medical leaves on [Help Hub](#).

**Non-operational M&A roles:** You will be put on a temporary, medical leave of absence effective October 2 while United determines what safety protocols (like masking and testing) are applicable, including whether your role requires you to come into the office. Violation of the safety protocols will mean discipline up to and including termination. The accommodation and safety protocols will be re-evaluated on an on-going basis based on job requirements and the state of the pandemic.

An update regarding the timing for return from medical leave will be provided in mid-October.

## **Safety is our highest priority**

Our highest priority through the pandemic – and the sole reason we instituted a vaccine requirement for every U.S. employee at United Airlines – has been to keep people safe. The good news is that a large majority of our employees have already either uploaded their vaccination records to Flying Together or told their manager they plan to get their shot on or before September 27. In fact, more than half of our employees who were unvaccinated on the day we announced the requirement are now vaccinated. We're also encouraged by the enthusiastic support and messages of appreciation that we've received from thousands of employees and customers about our vaccination policy, and we will continue to be aggressive in protecting the health of everyone who shows up to work at our airline.

## **For additional questions**

If your personal circumstances have changed since you submitted your accommodation request, you can visit [Help Hub](#) to cancel your request. As a reminder, [here's where you can go](#) to upload your vaccine information.

If you withdraw your RAP request, you are required to get fully vaccinated within five weeks and get your first shot by September 27. Any employee on a medical leave of absence who later decides to complete the vaccination requirement can request a return to active status.

If you have questions about medical leave or reasonable accommodations, please visit [Help Hub](#).

Sincerely,

Kirk Limacher  
Vice President, HR Services