

**Transfer and Relocation Program
For IBT-Represented Employees Transferring at Company Request**

Table of Contents

Introduction

Maximum Cost Payable by United

A Note to Transferees Regarding this Booklet

Initiating Your Move

Complete a Transfer and Moving Information Form
Request Home Purchase Assistance

Reporting to Your New Assignment

Travel to Your New Location
Temporary Living Expenses
Reporting Expenses

Moving to Your New Residence

Moving Your Household Goods
Insurance of Your Goods
Moving Estimates/Schedules
Packing and Loading
Delivery at Your New Home
Reporting Damaged or Lost Goods
COMAT Shipment of Personal Effects
Storage
Moving Mobile Homes

Other Expenses

Miscellaneous Expenses
Terminating Your Lease
Income Tax Liability

POLICY INTERPRETATION

Introduction

United is committed to helping you make a successful transition to your new assignment. Our Relocation Program has been designed with that objective in mind. United's Relocation Program does not cover every possible expense you may encounter, but it enables you to move to your new work location with minimum expense and inconvenience. Please keep in mind the following features of the program as you consider your move:

- Only a move from your old job location to your new job location will be covered by this policy. United considers your job location to be the place where your work is centered, i.e., where you report to work or are otherwise required to "base" your work.
- Your shipment of household goods must be completed and in your new home within 90 days of your transfer effective date to qualify as a covered expense.
- The terms "homeowner" and "renter" as used in this booklet refer to your status with respect to your principal residence at your old job location. For example, if your job location changes from Chicago to Denver, your status will be based on your home in Chicago.
- The term "homeowner" refers to the owner of a single-family residence, co-op, condominium, townhouse or mobile home.
- This policy will provide services to a new residence within 50 miles of your new place of work only.

Please read this booklet carefully and discuss it with your family. Understanding the policy and how it works is key to making a smooth move. These services are available for 90 days from your effective date of transfer unless otherwise specified.

Brookfield Global Relocation Services (BGRS) will be your primary sources of information and assistance. Feel free to call them whenever you need any help with your relocation.

Maximum Cost Payable by United

The maximum total cost payable by United for your move shall not exceed twelve thousand dollars (\$12,000). This includes all of the assistance outlined in this booklet, except for applicable tax assistance ("gross-up"). Any move-related expenses that exceed this amount will be your responsibility.

United wants to make sure you get the best value out of your relocation package. In an effort to assist you in achieving this within the \$12,000 cost cap, your BGRS Relocation Consultant will advise you on strategies and steps to manage your move most efficiently. Please note that it may be necessary therefore for BGRS to delay or withhold reimbursement of expenses or modify delivery of certain services in an effort to manage to this maximum amount. You can speak with your Relocation Consultant in more detail about this.

A Note to Transferees Regarding This Booklet

This booklet outlines basic policies and broad categories of expenses for which employees may claim reimbursement under the collective bargaining agreement between United Airlines and the International Brotherhood of Teamsters (IBT). It does not attempt to anticipate and address every situation and circumstance which may arise over time within a widely diversified workforce whose members may have vastly differing lifestyles and living arrangements. In some instances, interpretation may be

necessary. When a situation arises that you feel is not adequately addressed in the booklet, it is your responsibility to bring this to the attention of your BGRS Relocation Consultant for clarification or interpretation **before incurring an expense**. You must obtain approval prior to incurring any specific expense not described in this policy that you intend to submit for reimbursement; **United is not obligated to reimburse you for expenses you incur without prior approval.**

Final authority for interpretation of the relocation policy rests with Human Resources and Labor Relations. Managers and supervisors of transferees who need assistance answering their employees' relocation questions should consult their BGRS Consultant.

Initiating Your Move

Complete a Transfer and Moving Information Form

To begin, you will complete the relocation request in Help Hub. The information will be verified and sent to BGRS, who will assign a relocation specialist to reach out to you. This process may take several business days.

Request Home Purchase Assistance

If you plan to purchase a home, assistance with area counseling and home-finding services at your new location is available through BGRS. If you are interested, please contact your BGRS Consultant for details. Services include:

- A personal counselor to assist you through the home purchase process;
- Information regarding housing availability and costs, commuting distance and alternatives, quality of schools and school districts, state/local taxes, climate, recreational opportunities as well as any additional information you may request; and
- Appointments with qualified real estate agents in your new location to provide you with an area orientation and assistance with house hunting and purchasing your new home.

Reporting to Your New Assignment

Travel to Your New Location

You may fly or drive to your new location.

If you drive to your new location, United will reimburse you at the current company business policy rate (\$0.575 per mile as of 6/1/2020) based on driving the most direct route. Contact your BGRS Relocation Consultant if you have questions about determining the most direct route. This mileage reimbursement is intended to address driving costs such as fuel, tolls and wear and tear on your vehicle, thus those costs will not be reimbursed separately.

If you and/or your family drive to your new location, United will reimburse mileage costs for up to two vehicles. Reasonable en-route expenses, such as the actual and reasonable cost of meals up to \$60 per day for you as the employee and up to \$40 per day per immediate family member with you with appropriate receipts, or up to \$20 per person per day with no meal receipts required and lodging up to a total cost of \$120/night for the employee and spouse plus an additional \$50 dollars per night for each child up to four children, will be reimbursed for one trip to your new job location. United will reimburse these expenses for each day that you drive an average of at least 400 miles to a maximum of seven days. Divide the total distance by 400 to determine the days allowed.

You should utilize regular days off to the best extent possible to minimize time away from work. If you drive to your new location, you will be paid eight hours of straight-time pay for those days based on a driving rate of 400 miles per day. Make sure you reach an agreement with your new manager before you travel about travel days. Pay will be administered by the business office in your new location.

If you fly to your new location, you will fly space available. There is no provision for positive space travel to your new work location.

Temporary Living Expenses

Once you have arrived at your new job location and while you are in temporary living, United will reimburse the actual and reasonable cost of meals up to \$60 per day for you as the employee and up to \$40 per day per immediate family member with you with appropriate receipts, or up to \$20 per person per day with no meal receipts required and lodging up to a total cost of \$120/night for the employee and spouse plus an additional \$50 dollars per night for each child up to four children, will be reimbursed for up to seven (7) nights in your new job location. In some locations, BGRS may be able to coordinate the direct billing of your temporary lodging, saving you the need to pay out-of-pocket and submit for reimbursement. This service is not guaranteed and will be provided only if available. **Note that the cost of direct bill hotels may be significantly higher than hotels you can find on your own.** You will need to decide for your specific situation if direct billing or cost management is more important to you.

Car rental, tolls, taxis, non-meal tips, long distance or cell phone charges, and meals while on a return trip are examples of expenses that are not covered and will not be reimbursed.

Reporting Expenses

You should report your expenses promptly via the BGRS ReloAccess system and submit your receipts as directed by the website. Receipts are required for all expenses except meals claimed for less than \$20 per day per person.

Moving to Your New Residence

Moving Your Household Goods

BGRS will coordinate a virtual or in-person survey of your household goods to estimate the necessary packing materials, loading time and cost. Based on this estimate, your Relocation Consultant will assign a moving company that will contact you to arrange for the shipment of your household goods. These costs are subject to the \$12,000 maximum cost cap.

United will pay for the following services associated with moving normal household goods:

- Normal packing and necessary materials provided by the movers;
- Transportation of up to 36,000 pounds of household goods to your new location;
- One extra pick up at point of origin or one extra delivery at destination, each within a 50-mile radius;
- Normal appliance services, including wiring and plumbing modifications at the point of connection required for disconnection and reconnection of your appliances;
- Storage at your destination for up to 60 days, if necessary;
- Warehouse handling;
- One warehouse access to household goods in storage if needed;
- Delivery to your new residence;
- Normal unpacking and removal of packing materials;
- TV antenna removal and installation (this does not include removal and installation in fringe areas where a special mast-type antenna or other special installations are used);
- Disassembly and re-assembly of cable TV service if moved from former residence;
- Disassembly and re-assembly of children's swing sets (not set in concrete); and
- Disassembly and re-assembly of a pool table.

United will not pay for the following services:

- U-Haul, self-move, or employee-contracted moving services—unless the written estimated cost is less than the estimate provided by BGRS
- Exclusive use of the moving van or expedited service;
- Partial delivery of household goods from the warehouse;
- Housecleaning or maid service at either your former location or new primary residence;
- Removal or installation of wall-to-wall carpeting, draperies and/or rods, waterbeds (unless drained and prepared for shipment), electrical fixtures, water softeners or similar items;
- Expenses for additional wiring or plumbing, removal or movement of any existing utility service, and replacement or repair of existing utility systems or appliances;
- Packing or transportation of boats, trailers, camping and utility trailers, motorcycles (United will, however, pay to move a motorcycle in lieu of an automobile), jet skis, snowmobiles, lumber, bricks, cement, cordwood, airplanes or airplane parts, household pets (paid by employee, with reimbursement under the miscellaneous expense allowance if available), plants or any perishable items, or items which are not considered part of normal household goods or personal effects;
- Hobby/woodworking equipment or machine tools that are oversized and/or that require special moving services;
- Packing or transportation of automobiles included with your household goods;
- Waiting time, overtime, weekend or holiday service provided by the moving company;
- Disassembly or re-assembly of children's playhouses, portable swimming pools, hot tubs, utility sheds, fencing or items of a similar nature;
- Removal, replacement or repair of any portion of your fixed house; and
- Delivery to a point that is not your new job location, as defined as being within 50 miles of your new work location.

Insurance of Your Household Goods

United Airlines will provide, through its designated moving company, full replacement value insurance on your normal household goods. The amount of any insurance settlement is not to exceed \$7.00 per pound multiplied by your shipment weight to a maximum total amount of \$125,000. For example, the maximum insurance settlement for a shipment of 10,000 pounds cannot exceed \$70,000. Items of excess valuation such as artwork and antiques may require the purchase of additional valuation coverage. Coin or stamp collections, jewelry and currency are excluded from this insurance coverage. Please consult with your designated mover if you have any questions regarding insurance coverage. You must declare any high-value items to your designated mover.

Moving Estimates/Schedules

BGRS will coordinate a virtual or (if you prefer) an in-person survey of your household goods to estimate the necessary packing materials, loading time and cost for your move. Your Relocation Consultant will then assign a moving company based on the results of this survey. Please advise the moving company of any unusual items you plan to move, fragile items requiring careful handling and items which will remain at the location. You are responsible to ensure that your estimate includes all of your possessions you intend to ship, including garage, storage facilities, closets, basements, attics, etc. The mover's estimate can only be as accurate as they can understand the volume and weight of things to move. If you add items to your shipment that were not included in the estimate, your costs may exceed the estimate and thus may exceed your cost cap.

You should try to arrange packing/loading/unloading/unpacking days with the moving company that best meet your schedule. United will not pay an additional cost for waiting time, overtime, weekend or holiday service. If it becomes necessary to change your move date, please advise the moving company at least 48 hours in advance to make arrangements for alternate dates.

Packing and Loading

The moving company assumes full responsibility for all articles they pack and will not be responsible for damage to any items you pack, unless the damage is caused by their obvious negligence. The packing will be done professionally by the moving company, using new materials.

- Dangerous items such as flammable gases and liquids or perishable items such as plants or food should not be packed or shipped.
- Do not ship important documents, jewelry, money or other irreplaceable items.
- Do not pack your uniform, employee identification badges, or passport.
- You or your representative must be present when your household goods are loaded for shipment.

The moving van driver will take inventory of all items to be moved, accurately marking the contents of the boxes and noting the condition of your household goods. Sign and keep a copy of the inventory list. You will need the inventory list should you claim any damage or loss.

Delivery at Your New Home

Upon delivery, the driver and moving crew will unload and unpack your household goods.

Helpful Tips for Safe Delivery of Household Goods:

- Check the goods delivered against the inventory list made by the moving van driver at the time of loading. It is your responsibility to account for all items listed, noting any damage or loss, and to verify that all items to be moved were loaded.
- It is to your advantage to have the moving crew unpack your household goods, as it places responsibility for safe delivery of fragile articles with the moving company. United will not pay for deferred unpacking. You should sign and date the moving company's form for only the actual and total amount unpacked, as United will be charged accordingly. Do not sign a blank form.
- The moving crew should remove packing materials that you do not want to keep. United will not pay for deferred removal of packing materials.
- You and the moving van driver should check for any property damage that may have occurred to your primary residence after your household goods were unloaded from the moving van and record any damage on the inventory list.
- If you have your goods in storage, you should advise the moving company at least two weeks in advance of the date that you want your stored goods delivered. This will help to ensure your desired delivery date is met.

Reporting Damaged or Lost Goods

If there are any damaged or missing household items, follow these steps:

1. Inform the driver that the loss or damage did occur.
2. The moving van driver must note any damage or loss on the inventory list.
3. Keep a copy of the inventory list, noting the missing items or type of damage and the item number(s) affected. You and the driver should both sign and date the inventory list.
4. Request Proof of Loss and Damage forms immediately from the moving company at your destination.
5. Complete the Proof of Loss and Damage forms and return them to the moving company, indicating the item numbers of the missing or damaged articles and the extent of the damage. Do not send your copy of the inventory list.

COMAT Shipment of Personal Effects

You may request one shipment (up to 750 pounds) of personal effects as space available Company material (COMAT) on Company aircraft. Please contact the cargo office at 1-800-822-2746 or cargo@united.com to inquire about the COMAT process. Split shipments are not allowed.

Personal effects being shipped COMAT are subject to these requirements:

- Each individual piece must be marked and labelled with the name, address, and phone number of the shipper and consignee. United Cargo is unable to assist with packaging, transport, or

delivery services. All cargo must be dropped off / picked up by the shipper at an operational air freight facility as a complete and total shipment. Additionally, all pieces tendered for shipping must be packaged to withstand normal handling, and completely covered/protected from the elements.

- Many household items have additional packaging or permitting requirements in order to be shipped by air. Examples of these items are: perishable goods or seafood, firearms, electronics or items with lithium batteries, cosmetics, alcohol or tobacco, aerosols, and items containing or previously containing flammable liquid or gas.
- International shipping requires additional clearance and processing. United Cargo can direct you to a customs broker who will arrange for clearances on your behalf (for an additional fee). United Cargo does not offer any clearance services.
- All COMAT shipments must be accompanied by an authorization form and be within allowable weight thresholds. Any amount in excess of the weight threshold may be shipped with all expenses borne by the employee, with payment due at time of tender. Shipments not retrieved within 48 hours of arrival at destination may be subjected to storage charges.

Your shipment is subject to the same packing, size, and weight restrictions as all other air freight. Valuable, perishable, or time-critical items should not be sent COMAT. For safety reasons, dangerous goods may not be packed along with household items as part of the COMAT authorization when moving. Restricted articles include, but are not limited to: acids, matches, lighter fluid, paints, flammable solids such as flares, flammable liquids such as paint and lacquer thinners, corrosive materials such as wet cell batteries, explosives such as fireworks or black powder, compressed gases, fire extinguishers, poisons and irritating or incapacitating sprays. Firearms can be sent COMAT provided they are unloaded and declared. Call your air freight office if you have any questions.

Your COMAT shipment is not automatically covered by Company insurance and any loss and/or damage claims will not be processed. You must purchase insurance at the air freight office prior to your shipment. The reasonable cost of this insurance will be reimbursed if submitted as a miscellaneous expense with a receipt to BGRS.

Storage

If needed, United will authorize up to 60 days of storage provided by your designated household goods mover at your new job location. Advise your mover at least 15 days before you want your stored goods removed.

Moving Mobile Homes

United will consider, with prior approval, moving a mobile home if it is your primary residence. This will be in lieu of shipping your household goods. BGRS will make arrangements after you receive approval from your manager and Human Resources.

You are responsible for making sure that your mobile home is in road-worthy condition. If modifications to your mobile home are needed to facilitate its transportation or to comply with state or local laws, United will not be responsible for the cost. You are also liable for any necessary en route repairs to your mobile home. You will also be responsible for any costs associated with shipping your home in excess of the total cost cap mentioned above.

Other Expenses

Miscellaneous Expenses

As part of the \$12,000 move cost cap, United will reimburse miscellaneous move-related expenses which shall include items such as vehicle registration, application fees, non-refundable deposits, cable

hook-up, cancellation fees, rental car while personal car is in transit, shipment of pets, shipment of automobile and other similar expenses. Check with your BGRS consultant to confirm reimbursement eligibility of expenses not included in the list above. **United is not obligated to reimburse you for expenses you incur without prior approval.**

Terminating Your Lease (for renters only)

If you are currently renting, United will reimburse the expense associated with terminating your lease, but only if you follow these steps:

- Do not advise your landlord that United will assume your lease obligation.
- Obtain the best possible settlement. The final termination arrangements should be in writing and signed by your landlord.
- Final lease termination expense details must be provided, in writing, by your landlord. Your landlord should include in this letter verification of the amount of your monthly rent, the date of your most recent payment, detailed description of any penalties or lost deposits, and verification that your apartment is vacant.
- Reimbursement is limited to the equivalent of two months' rent.

Income Tax Liability

Reimbursement of moving expenses is considered taxable income. The Company is required to report these expenses to the IRS as income to you. United will "gross up" your income (i.e., pay the federal and FICA tax obligations for you) associated with approved moving expenses. "Gross-up" calculations will be determined by using your United income only and will not reflect income from outside sources. Your "gross-up" payment is meant to offset your federal tax liability based on your United income and does not necessarily preclude any personal federal tax liability resulting from your company-paid moving expenses. The Company does not gross-up your income for state income tax obligations. This tax gross-up is NOT part of the \$12,000 cost cap.

POLICY INTERPRETATION

This Policy is meant as an outline of your relocation benefits. It should be assumed that services not expressly stated in this document are not provided by the company. Please study this policy carefully and consult with your Relocation Consultant should you have questions regarding your particular situation. You must obtain *approval prior to incurring* any specific expense not described in this policy that you intend to submit for reimbursement; **United is not obligated to reimburse you for expenses you incur without prior approval.** Ultimately, WHQHR/WHQLR will determine the interpretation of the policy and will obtain appropriate approval for exceptions. Employees who receive benefits in contradiction to the policy are expected to reimburse the company for the assistance received in error.