



Sam Risoli
Senior Vice President
Inflight Services

March 11, 2013

To United Flight Attendants:

I want to update you on recent news from the U.S. Transportation Security Administration (TSA) regarding its proposed passenger security screening practices. We all were concerned when we heard last week that the TSA will be modifying its Prohibited Items List to allow small knives on board aircraft effective April 25. The TSA did not consult with airlines before announcing this change, which was unusual.

We are always focused on maintaining a safe environment for our co-workers and customers and, when necessary, managing threatening behavior in the cabin. Unfortunately, the TSA approach will allow more sharp objects into our work environment, which is a change that has generated a great deal of concern. United is opposed to this change and is informing the TSA that we disagree with this aspect of their proposed screening procedures.

The TSA makes its decisions based on information it has about real-world risks. Moreover, multiple layers of security are in place in virtually every aspect of the aviation system. The TSA is trying to put its resources where it feels it can make the most impact. While we agree with the principle of risk-based threat management, we can't agree with every TSA decision that results from it.

United will continue to closely monitor how the TSA goes forward with its plan following its announcement last week. We will update you on what we hear back from the TSA and others in the industry. For the time being, the TSA Prohibited Items List has not changed, and our procedures are not changing.

Thank you for all you are doing for our customers, both with respect to safety and service. I sincerely appreciate your professionalism and commitment to being the best each and every day. I am proud to work with you.

All my best,

A handwritten signature in black ink that reads "Sam".

Sam Risoli

233 South Wacker Drive, 23rd Floor-WHQSW, Chicago, IL 60606

A STAR ALLIANCE MEMBER The Star Alliance logo, which is a stylized four-pointed star with rounded ends, composed of smaller stars.