

Sept. 2, 2020

Important update on involuntary furloughs

For the past several months, we have kept you updated about the devastating impact the COVID-19 pandemic has had on travel demand and on our business. Our leadership team has also been direct, honest and consistent about our plan to save our company, protect the long-term future of our employees and bounce back quickly when customer demand returns. Here are just a few components of the plan that we've put into action:

- Aggressive cost-cutting, including the reduction of executive salaries
- Realistic network planning based on real-time traveler data
- Creative, proactive debt-raising to boost our liquidity

We've also introduced a host of voluntary leave, early retirement and reduced hours programs, which tens of thousands of our employees have participated in to date.

In our plan to offset the impact of COVID-19 on our operation, involuntary furloughs were always a last resort.

That's why, even when we issued 36,000 [WARN notices on July 8](#), we said that we would do everything in our power to decrease that number "...through increased participation in new and existing voluntary programs, as well as continued discussions with our union partners about creative ways to help reduce furloughs."

Over the past several weeks, together with our union partners, we have introduced new, creative voluntary options for our IAM, AFA, IBT and PAFCA employees, and participation in those programs has saved jobs. You can read a full summary of the creative solutions we've put in place so far [here](#), and our efforts to explore other voluntary options will continue.

But unfortunately, all of our efforts so far to cut costs, raise debt and introduce voluntary options have not been enough to avoid involuntary furloughs entirely. Today, each of our operations leaders communicated directly with their teams to share the heart-wrenching news that approximately 16,000 United employees will be notified of an involuntary furlough effective as early as October 1. This includes 1,400 Management and Administrative (M&A) employees who have already been told their jobs will be eliminated at the end of this month.

Here is a breakdown by group:

Group	Approximate Number of Employment Losses
Airport Operations	2,260
Catering Operations	320
Contact Centers	430
Flight Operations	2,850
Inflight Services	6,920
Management and Administrative	1,400
Network Operations Center (NOC)	180
Technical Operations	2,010
TOTAL	16,370

The pandemic has drawn us in deeper and lasted longer than almost any expert predicted, and in an environment where travel demand is so depressed, United cannot continue with staffing levels that significantly exceed the schedule we fly. Sadly, we don't expect demand to return to anything resembling normal until there is a widely available treatment or vaccine.

The CARES Act

As you know, Congress is negotiating another stimulus bill to address the economic impact of COVID-19. That legislation may include an extension to the Payroll Support Program, and our union partners, along with our own leadership team, have mounted a strong campaign in support of that. To be clear, an extension would be the one thing that would prevent involuntary furloughs on October 1 and hopefully delay any potential impact on employees until early 2021. Many of you have participated in an effort to write to your representatives and advocate for an extension. If you haven't and you'd still like to lend your voice, [click here to take action](#).

As each of our operations leaders shared in today's email messages to their teams, today's announcement of involuntary furloughs is an outcome that no one wanted. And it is sad and awful that we have to say goodbye for now to so many of our friends and colleagues. But to each and every person impacted by today's news, we want you to know that you are still a part of our United family. We look forward to welcoming you back once this crisis is over, should you choose to return.

Looking for information on your work group?

All letters sent from the operational leaders are now posted in their department activity streams on Flying Together.