



Mandeep Grewal
Vice President Customer Strategy Innovation and Catering

July 30, 2021

VIA ELECTRONIC MAIL

Breeyn Handberg
Rapid Response Program Manager
Office of Workforce Development
4020 East Fifth Ave
Columbus, Ohio 43219
breeyn.handberg@jfs.ohio.gov

Dear Ms. Handberg:

In January, we noted that the COVID crisis had forced us to re-examine every aspect of our business, including catering. We advised that United Airlines, Inc. (“United”) would explore the option of transitioning our in-house kitchen operations and menu design and administration function to a third-party supplier. After a comprehensive six-month review, we made a decision to move forward with a combination of three outside suppliers. You should know that this was a decision that we put a lot of thought and consideration into – at the end of the day, we wanted to proceed in a way that allowed us to protect the vast majority of jobs for our United catering employees, and also put United on a path towards further developing world class kitchen capabilities by investing in solutions to significantly improve our customers’ onboard experience.

Sky Cafe will lead the kitchen at Cleveland Hopkins International Airport (CLE). This third-party supplier will be a key partner with United and will innovate our processes, products, equipment and facilities in addition to exemplifying our core4 values. Sky Cafe has committed to offer employment to United’s frontline catering operations kitchen employees who remain in good standing, providing job security for our valued employees. The supplier has also expressed interest in hiring kitchen management and administrative employees in good standing, subject to an interview. Details of the exact offers will be provided to the employees by Sky Cafe.

This letter is intended to fulfill any notice requirements which may be imposed under the Worker Adjustment and Retraining Notification Act (“WARN Act”) and/or state law. By providing this information, United does not concede that this statute applies or that notice otherwise is required. United plans to transition the in-house catering operation work to a third-party supplier at Cleveland Hopkins International Airport, 5970 Cargo Road, Cleveland, Ohio 44135 (45 affected employees). Consistent with these plans, employment separations from United are expected to begin on or about October 12, 2021 or during the 14-day period beginning on that date. We expect this transition to be permanent. Catering Operations employees do not have bumping rights.

One of the most important considerations for us during this process was to protect the careers of our existing catering employees. We are confident that a large percentage of our employees will receive offers to join Sky Cafe and look forward to our valued employees continuing to work in this capacity.

If you have any questions or desire additional information from the Company, please contact Colleen Pape, Manager ESC Operations, at 847-700-4978 or colleen.pape@united.com.

Received August 2, 2021 at 7:30 am

Sincerely,

A handwritten signature in black ink, appearing to read 'Mandeep Grewal', with a stylized flourish at the end.

Mandeep Grewal
Vice President Customer Strategy Innovation and Catering