



# AIR LINE PILOTS ASSOCIATION INTERNATIONAL

THE WORLD'S LARGEST PILOTS UNION • WWW.ALPA.ORG

535 Herndon Parkway • PO Box 1169 • Herndon, VA 20172-1169 • 703-689-2270 • 888-FLY-ALPA

August 31, 2012

Mr. Jeff Smisek  
President and CEO  
United Airlines and Continental Airlines  
The United Building  
77 West Wacker Drive  
Chicago, IL 60601

Dear Mr. Smisek:

Safety is paramount to the successful operation of United Airlines and to the financial success of the corporation. An airline that is unsafe, on any level, is unacceptable. There is simply too much at risk – most notably the lives and well-being of crew and passengers. On that point, we think there is no dispute. That is why we are very concerned with the company's recent reversal on the issue of cockpit safety, and the elimination of secondary barriers as a critical component in protecting the cockpit. Further, we are deeply troubled by the company's suggestion that pilots bear the cost of proper cockpit safety equipment necessary to protect themselves and passengers.

The events of 9/11 showed us that there are significant threats to aviation that should not, that cannot, be ignored. Well before 9/11, the National Transportation Safety Board (NTSB) recommended that airlines upgrade cockpit doors to better protect the safety of pilots, but those recommendations were not implemented by the industry.

Following the tragedy of September 11, United Airlines re-evaluated the NTSB recommendations and made a commitment to protecting the cockpits so that 9/11 could never happen again. United management established a goal to install "*secondary security barriers...on all aircraft*" and in doing so, set the example for the industry.

That commitment was the right thing to do for the safety of our country – and for the safety of pilots in the cockpit. We must retain the lessons learned from 9/11 and remain vigilant to continued threats, including taking all steps necessary to advance the goals of safety. Yet now, United management seems to have forgotten about its commitment to safety and the importance of cockpit protections to the airline, the industry and the nation. Safety is paramount and an airline that is unsafe, on any level, is unacceptable.

United Airlines has as one of its stated priorities the safety of its passengers and employees. To achieve this, United Airlines has a responsibility to do everything possible to keep passengers

and employees safe in the air. This includes the continued commitment to secondary barriers on all United aircraft.

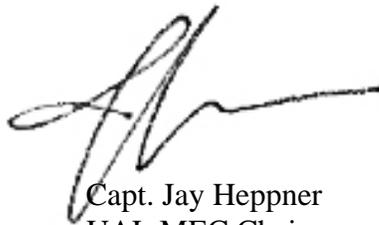
On behalf of the more than 12,000 pilots and United Continental Holdings, Inc. crews that come to work every day with one goal – to get passengers to and from their destination safely – and on behalf of our passengers who rely on us to do so, we are asking you to remember the lessons of 9/11. Stop choosing to put passenger and employee safety at risk by removing secondary barriers that protect the cockpit and shifting responsibility to pilots for the money needed to fund measures for protecting the cockpit. If safety is a top priority, then stop stripping United planes of the one safety measure that guarantees that the cockpit is protected. United employees, customers and shareholders deserve no less.

With the Labor Day holiday upon us, and millions of Americans set to fly around the country on United Airlines throughout the year, we would like a response and a renewed commitment to secondary barriers as a necessary component of airline safety by Labor Day, Monday, Sept. 3, 2012. We believe this would be an important step towards reassuring employees, customers and shareholders that management at the new United is putting policies in place that will fulfill the promise of the world's best airline. We believe there is no better place to emphasize that promise than with safety, certainly one area that everyone is concerned about.

Sincerely,



Capt. Jay Pierce  
CAL MEC Chairman  
Air Line Pilots Association, Int'l



Capt. Jay Heppner  
UAL MEC Chairman  
Air Line Pilots Association, Int'l

cc: Capt. Lee Moak, Air Line Pilots Association, Int'l