

International
Association of
Machinists and
Aerospace Workers



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Office of the General Vice President

GL-2 Transportation

July 14, 2008

Dear IAM Flight Attendant,

On June 18, 2008, a meeting took place in Washington, D.C., with staff from the IAM Transportation Department, General Chairpersons from District Lodge 142 and the officers of Local Lodges 2339N, 2339H and 2339C. From this meeting came a unified commitment to critically and candidly evaluate the IAM's servicing of Continental Airlines Flight Attendants and develop programs to enhance the representation we provide.

This was followed by one-on-one discussions I had with Flight Attendants the week of June 23rd to hear your suggestions on how the IAM can better represent Flight Attendants. Some of the initial steps we are taking are outlined below.

Increased Availability/Visibility

Crew rooms in EWR and IAH will be staffed with IAM representatives seven days a week. An IAM representative will be available in the CLE base five days a week. A staffing schedule will be posted on the IAM bulletin board in each crew room so you will know who will be available and when they are working. Contact phone numbers will also be posted.

Improved Communication

The IAM will distribute printed communications to Flight Attendants bi-weekly, at a minimum. The content of these communications will focus on Flight Attendant-specific issues. Additionally, District 142 will soon begin mailing a quarterly (at a minimum) newsletter to each member's home.

IAM representatives in all bases will be distributing cards to sign up for our Merger Watch email bulletins. The Merger Watch contains updates on the status of airline consolidations, alliances, the IAM's fight to protect our members and our solutions to the industry's never-ending turmoil. Past updates are available at www.goiam.org/mergers. It is important for Flight Attendants to complete and return the Merger Watch cards so you can receive important information directly from your Union quickly.

Additionally, the IAM's Flight Attendant website, www.iamdl142.org/fa, has been completely redesigned and updated. I encourage you to visit the site often and sign up for weekly email updates.

Letter to IAM Flight Attendants
July 14, 2008
Page 2

Feedback

We will shortly launch a Flight Attendant survey so you can provide honest and anonymous feedback and suggestions to your union. Members make our union strong, and your ideas and evaluations will help us better represent Flight Attendants.

Furthermore, we are soliciting volunteers for a Flight Attendant Working Group from among the membership to discuss and make recommendations on ways the IAM can better represent you and your coworkers. Any member interested in being considered to join the group can email my office at cfa@iamaw.org with their name, base, seniority date, home address and phone number. We are seeking members from all bases and varying seniority levels to provide a broad representation of the membership.

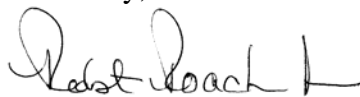
The cfa@iamaw.org email address can also be used to communicate any suggestions or recommendations directly to your International Union. Similarly, I hope you take advantage of anonymous suggestion boxes that will soon be available in each crew room so your opinions can be heard.

Our Commitment

The Machinists Union is committed to providing Continental Flight Attendants with superior representation, constant availability to members and the most effective communication possible. IAM representatives who fail to help us achieve that goal will be held accountable.

I have spoken to many flight attendants in the last few months. I must convey my sincere gratitude for your thoughts and suggestions. I want all IAM Flight Attendants to know that your Union cares about you and we will demonstrate that every day by every means available.

Sincerely,



Robert Roach, Jr.
GENERAL VICE PRESIDENT

RR/tlm

cc: Executive Council
Trans. HQ Staff
Higginbotham
Supplee
Siegel