



DEPT. OF LABOR AND  
INDUSTRIAL RELATIONS  
DIRECTOR'S OFFICE

2021 SEP -1 PM 2: 31

Mandeep Grewal  
Vice President Customer Strategy Innovation and Catering

July 30, 2021

VIA ELECTRONIC MAIL

David Morihara  
WIOA Specialist/Statewide Rapid Response Coordinator  
Workforce Development Council  
830 Punchbowl Street, Room 417  
Honolulu, Hawaii 96813  
David.M.Morihara@hawaii.gov

Dear Mr. Morihara:

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.

Gate Gourmet, which is represented by UNITE HERE, the union who currently represents our United kitchen operation employees, will lead the menu planning and administration function as well as the kitchen at Daniel K. Inouye International Airport (HNL). 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. Gate Gourmet 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 Gate Gourmet.

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 Daniel K. Inouye International Airport, 129 Iako Place, Honolulu, Hawaii 96819 (101 affected employees). Consistent with these plans, employment separations from United are expected to begin on or about October 26, 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 Gate Gourmet 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](mailto:colleen.pape@united.com).

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

UNITED



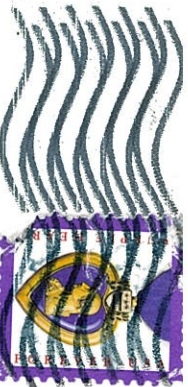
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Chicago, IL 60606

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David Morihara

WIOA Specialist/Statewide Rapid Response Coordinator

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830 Punchbowl Street - Rm 417

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