



October 29, 2020

SENT VIA EMAIL AND USPS

Ms. Carol Tomé
UPS Chief Executive Officer
55 Glenlake Parkway, NE
Atlanta, GA 30328-3474

Dear Ms. Tomé:

This is UPS A300 Captain Robert Travis, and President of the Independent Pilots Association ("IPA") the union representing UPS's 3,000 professional airline pilots who fly worldwide for the Company.

Yesterday, I closely followed the UPS quarterly earnings call, and I agree with your concern that COVID-19 has the potential to disrupt UPS operations should we see a spike in cases, specifically as you mentioned on the call, among UPS pilots.

As I am sure you have been briefed, the UPS pilot group is indeed experiencing a significant increase in the number of pilots testing positive for the virus. In the absence of effective, timely action on the Company's part, our concern is that the spread of the virus could have a significant impact on UPS operations.

Our concerns and recommendations have been made to the appropriate levels of management, but, to date, these recommendations seem to be languishing under excessive study followed by inaction.

Specifically, in summary form, the IPA is calling on UPS to:

Greatly Expand Crewmember Access to COVID-19 Testing. Since the beginning of the pandemic, the IPA has encouraged UPS to offer all pilots the opportunity to be tested prior to going to work, and upon completing flight assignments on their way home.

As you can imagine, UPS pilots spend many hours confined together in small aircraft spaces, not only in the U.S., but equally during long flights to and from Asia, Europe, and the world, both as part of the operating crew and as jumpseaters. In these conditions, social distancing is virtually impossible.

While, at our urging, the Company has offered limited testing, what is being offered currently is woefully inadequate, and leaves the pilot group exposed to the rampant transmission of the virus while at work.

Ms. Carol Tomé, UPS Chief Executive Officer
October 29, 2020
Page 2

Greatly Improve Pilot Contact Tracing. UPS efforts in effectively and uniformly tracing those pilots having had direct exposure to others testing positive for the virus are, from our perspective, deeply flawed. Although we have repeatedly asked, management is unable to articulate objective standards used in determining which pilots are asked to quarantine and which are not.

For example, if a crewmember (later found to be positive) is a jumpseater on our smallest airplane, the B-757, for a period of many hours where the operating crew works in the same small enclosed space as the jumpseater, will the entire crew then be subject to quarantine, or released to continue subsequent flights potentially infecting many others? Eight months into the pandemic, UPS airline management has yet to decide.

Recently, a UPS pilot six months into her pregnancy jumpseated from Asia back to the US. While in flight, the pilot's COVID test results came back as positive. After initially telling the entire crew that they would be quarantined as a result, the Company reversed course, and subsequently determined that the crew would not be subject to quarantine even though they had shared the confined flight deck area for 12 hours with the positive pilot. This is just one of many examples.

The widespread perception among UPS pilots is that the Company's contact tracing efforts are flawed, inconsistent, and more geared to keeping flights moving rather than basing quarantine decisions on objective medical standards. At a minimum, the Company's actions in this regard lack transparency, and therefore generate no confidence among pilots that UPS is acting in the best interest of their health and safety.

Has the Company hired an outside vendor to conduct contact tracing as some cases may indicate? Again, management has been unable to confirm or deny this basic fact.

Support Pilots Who Become Sick or Hospitalized Internationally. While we can point to cases where airline management has been very supportive, we currently have an asymptomatic pilot testing positive who is now hospitalized in Hong Kong against his will. The UPS pilot now shares a room with an individual just three feet away who is suffering from COVID, and is in the process of being placed on a ventilator.

Our pilot has asked to return to the U.S. as soon as possible. In a standing agreement with the IPA, the Company has committed "to use all available UPS resources" in gaining permission of the foreign government" to allow for the pilot's return and "cost will not be a limiting factor in securing necessary, timely transportation."

Ms. Tomé, can you assist the IPA in helping this pilot to be expeditiously returned home? Admittedly, chartering a specialized medical evacuation flight would be expensive, but the pilot group that UPS relies on to deliver significant profits to the Company needs to have full confidence that UPS will do whatever is necessary to come to their assistance when needed.

Ms. Carol Tomé, UPS Chief Executive Officer
October 29, 2020
Page 3

Finally, unprecedented times call for unprecedented actions. UPS pilots daily move a significant portion of commerce on which the US and world economy depends. When there is a vaccine, it will be those same pilots that form an important link in the logistical chain to deliver the vaccine. It is therefore critically important, as you implied yesterday, that the pilot group be kept safe and healthy.

To this end, the IPA requests that you personally oversee the steps necessary to ensure that UPS airline management address the three concerns outlined above. In the absence of immediate action on the part of UPS, the concerns you voiced on yesterday's earnings call could very well materialize.

Respectfully,

A handwritten signature in black ink, appearing to read "RW Travis", with a long horizontal flourish extending to the right.

Captain Robert Travis,
IPA President

Cc: Brendan Canavan, President UPS Airlines
Houston Mills, Vice President Flight Operations
Jim Wells, Vice President UPS Corporate Labor Relations
John Veentjer, Vice President of Labor Relations