

## ALPA UAL-MEC New Hire Mentor Program

**Men-tor:** *Noun* - an experienced and trusted adviser. *Verb* - advise or train.



Welcome to United Airlines and ALPA as an apprentice member. To help you through your probationary year, ALPA has made an entire committee available to you, the New-Hire Mentor Committee.

The purpose of the UAL-MEC New Hire Mentor Program is to allow experienced and knowledgeable volunteer line pilots to provide advice and guidance as needed to you in your probationary year. Learning to operate the company's aircraft safely is just the first step of becoming a United Airlines pilot. The goal is to help you develop the skills, resources and mindset to enable successful completion of the probationary year leading to "full-wing" status, and then also navigate the rest of your career at United.

You and your fellow pilots come from all sorts of background and experience and you may have questions about what ALPA is and what role it can, or will play in your new career at United. Some of you may have previous union experience prior; good or bad, some none at all.

***For your first year, you should simply know that ALPA consists of fellow United pilots using their collective strength and experience to look out for you.***

You should know that no matter what happens, big or small, ALPA volunteers can and should be contacted and can be counted on to help solve problems and protect your interest. Your first point of contact is your MENTOR.

Throughout your first year the Mentor program will normally include (but is not limited to) the following contacts that act like checkpoints during the first year:

- Phase 0, New-hire briefing at TK
- Phase 1, Initial mentor contact:
  - Contact between company indoctrination and sim training
  - As you are in training, this phase should be handled via phone/email/text
- Phase 2, before IOE:
  - Contact after final sim check and prior to IOE
  - It may be difficult to meet with you yet, so this may have to be done via phone/email/text
- Phase 3, after IOE:
  - Contact made after IOE and prior to first reserve days
  - Every effort should be made to have this contact accomplished in person if possible.
- Phase 4, three months on the line:
  - Contact approximately 3 months after completion of IOE
  - A phone call will determine if it is necessary to meet in person
- Phase 5, Prior to MV/LOE
  - Contact made 8 months after hire date and a month prior to MV/LOE
  - A phone call will determine if it is necessary to meet in person
- Phase 6, Completion of probationary year:
  - Contact made at end of probationary period
  - This is the celebratory phase. Every effort should be made to attend a local Council meeting with your mentor for the full-wing pin ceremony.

The last step of attending a local council meeting to receive full ALPA wings is important. First of all, it is traditional to do so, but also it is important as it signifies the point where you transition from just being concerned with your own situation and completion of probation, to that of a full ALPA member: concerned with your fellow pilots and your profession as well as being able to participate in the process as a voting member.

Communication, instruction, and advice received by your mentor should be with the mindset that a mentor is not only there to share past experiences and challenges but to guide you to self-sufficiency. A mentor should not complete tasks for you but guide you to the resources needed. Guidance from a mentor should be made in a professional manner while realizing that it reflects not only on the mentor but ALPA and United too. Mentor communication guidelines are as follows:

- Any type of communication with a you should be in a professional and constructive manner.
- Mentors are to provide information and guidance that is conservative and in accordance with FOM, FM, FAR's, and UPA.
- The mentor program is not a political platform for the mentor or you.

Perhaps one of the most important aspects of the mentor program for you is the assistance that is available when things go wrong. While on probation, the company is able to terminate your employment without cause, so this is not a good time to highlight yourself. Your job is governed by the same agreements and rules as all the United pilots, but in case of dispute or trouble, immediately ask your mentor to guide you to the proper ALPA experts to help resolve the situation for you.

## **Conclusion**

The ALPA UAL-MEC New Hire Mentor Program allows flexibility to meet individual requirements. Mentors should be pro-active but flexible in their approach while assisting you, as well as providing necessary resources.

This program can be greatly enhanced with feedback from line pilots, instructors, check airman, yourself, and your mentor. As United's pilot hiring requirements grow, we anticipate that the ALPA Mentor program will grow, mature, and become a cornerstone of the new hire experience at United Airlines.

We expect that you welcome your mentor, and that you make every effort to keep your meeting appointments, whether by phone or in person, accommodating your mentor's schedule. Your mentor is a volunteer spending his or her own free time to help you. If for some reason you have not been contacted by your new mentor in a reasonable time, or if you have any concerns or questions, please feel free to contact us:

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