

# Corporate Responsibility 2021 summary



## About this summary

This summary is an accompaniment to United's online 2021 Corporate Responsibility Report. [For the full report click here.](#) We hope this concise format helps you find the information you need. If you want to get in touch find us on Twitter at [@United](#)

## 2021 at a glance

**30**

Improvement in customer Net Promoter Score

**1st**

First airline to fly a passenger flight using 100% sustainable aviation fuel (SAF)

**80%**

Women and People of Color in Aviate Academy – the only pilot training academy run by a major US airline

**1st**

United's public commitments to purchasing sustainable aviation fuel are more than any other airline.

**52,000**

Employees provided with human trafficking awareness and reporting training since 2018

**200**

Aircraft orders for 200 Boeing 737 MAX, which are expected to have an 11% overall improvement in fuel efficiency

## Our purpose

Connecting people.  
Uniting the World

## A message from our CEO, Scott Kirby

When we set out our shared purpose, "Connecting People. Uniting the World.", we would never have predicted what the world was going to look like today. But if anything, the last two years have emphasized to us how important it is to work together, with purpose, partnership and pace to drive that connection.

**Investing in success.** The impact of the COVID-19 pandemic on the aviation industry over the last two years has been extraordinary. At United, we have opted for a different approach than many of our competitors. We recognized that it was important not just to survive the crisis, but also prepare to emerge from it stronger than ever. Over the last year, especially, we have accelerated preparations to become the leading global airline in the world.

**Supporting customers.** We have led the industry by overhauling our policies and strengthening our service culture to empower our people to take care of customers. We have eliminated – permanently – customer change fees. Using technology developed at United, we implemented Connection Saver, which saved thousands of customers' connections – while ensuring their connecting flights arrived on time. These, and many other changes, have led to Net Promoter Scores that have increased by almost 30 points over the last two years.

**Safety.** United was the first airline to require masks on airplanes. We were among the first large employers in America that required our people to get vaccinated. We were the only major US airline to run auxiliary power on airplanes to keep air flowing during enplaning and deplaning – a key factor in preventing the spread of COVID-19 onboard. Some of these decisions were controversial or costly, but it was the right thing to do.

**DEI.** We are the only US airline to own our own pilot training academy. It's training the next generation of young pilots and 80% of our first United Aviate Academy classes are women or people of color. We're launching a similar program for airplane maintenance technicians.

**Sustainability.** We are working to build the future of sustainable flight with our commitment to 100% green, becoming carbon neutral by 2050 without relying on traditional carbon offsets. Today, we've invested more in sustainable aviation fuel than any other airline.

**Force for good.** At United, we refused to use the most disruptive crisis in our history as an excuse. Instead, we have capitalized on opportunities to lead our industry by simply doing the right thing. We're committed to being a force for good – for our customers and the communities we serve.

**Scott Kirby**, CEO, United

## Our approach

Travel is both essential and transformative. It has the power to lift economies, advance society, open hearts and expand minds. Millions of passengers every year (and tons of freight) rely on United to connect them to the world. As one of the world's largest airlines we seek to use our scale to leave things better than we find them; to do better and to be better every day.



### Ethics and governance

Empowering and protecting people to make good decisions; ensuring the highest standards of safety, compliance and ethical behaviour.



### Environmental sustainability

Leading in sustainability by establishing an industry-leading target to go 100% green by 2050 and achieve net zero GHG emissions without relying on traditional carbon offsets, and, by 2035, reduce carbon intensity 50% compared to 2019.



### Supporting our people and communities

Empowering our world-class team to deliver for our customers and supporting global communities, including those in crisis; breaking down barriers to inclusion and diversity at all levels in the company and providing opportunities in our industry.

## Performance data

Here is a very short summary. Much more detailed data is available in our [corporate responsibility data pages here](#)

Financials	2021	2020	2019
Revenue	\$24,634m	\$15,355m	\$43,259m
Operating expense	\$25,656m	\$21,714m	\$38,958m
Share price at Dec. 31	\$44	\$43	\$88
Workforce			
Total employees	79,455	70,634	91,526
Labor union representation	84%	83%	83%
Female : Male ratio	36% : 64%	36% : 64%	-
Environment			
Direct (Scope 1) carbon emissions (metric tons CO <sub>2</sub> e)	Published H1 2022	15,490,070	34,413,790
Indirect (Scope 2) emissions (metric tons CO <sub>2</sub> e)	Published H1 2022	175,087	189,682
Other (Scope 3) emissions (metric tons CO <sub>2</sub> e)	Published H1 2022	4,280,317	7,471,298
Community			
Cash donations	\$4,665,000	\$3,695,727	\$12,190,600
Customer Contributions to Charity Miles Program (donated miles)	106,094,658	105,675,832	93,935,113

## More information



We hope our new approach gives you the information you need. If you want to get in touch find us on Twitter [@United](#)

