

## Independent Limited Assurance Report to United Airlines, Inc.

ERM Certification & Verification Services Incorporated (ERM CVS) was engaged by United Airlines Inc. (United) to provide limited assurance in relation to the greenhouse gas (GHG) emissions and other information listed in Appendix 1, overleaf, included in United's 2023 CDP Climate Change Questionnaire.

Engagement Summary	
<b>Scope</b>	<p>Whether the consolidated corporate GHG emissions data for United's global operations for the period 1<sup>st</sup> January – 31<sup>st</sup> December 2022 are, in all material respects, fairly presented in accordance with the reporting criteria. The GHG inventory, reported on an operational control basis, other than where indicated, and covering emissions of CO<sub>2</sub>, N<sub>2</sub>O and CH<sub>4</sub>, includes:</p> <ul style="list-style-type: none"> <li>• Total Scope 1 Direct GHG emissions from mainline jet fuel combustion, ground support equipment (GSE) fuel combustion, stationary source fuel combustion</li> <li>• Total Scope 2 Indirect GHG emissions (location-based and market-based) from purchased electricity and steam</li> <li>• Total Scope 3 Other indirect GHG emissions from the following categories: Category 3: Fuel- and Energy-related Activities, Category 4: Upstream Transportation and Distribution, Category 7: Employee Commuting, Category 14: Franchises, Category 15: Investments (equity share basis)</li> </ul> <p>Whether the following information included in United's CDP Climate Change Questionnaire for the year ended 31<sup>st</sup> December 2022 is, in all material respects, fairly presented in accordance with the reporting criteria:</p> <ul style="list-style-type: none"> <li>• GHG Emissions Intensity <ul style="list-style-type: none"> <li>○ Scope 1 and 2 GHG emissions per Revenue</li> <li>○ Scope 1, 2 and 3 GHG emissions per Revenue</li> <li>○ Scope 1, 2 and 3 (Category 4 only) GHG emissions per Consolidated Available Seat-Mile (ASM)</li> <li>○ Scope 1, 2 and 3 (Category 4 only) GHG emissions per Consolidated Revenue Passenger-Mile (RPM)</li> <li>○ Scope 1, 2 and 3 (Categories 3 and 4 only) GHG emissions per Revenue Tonne-Kilometre (RTK)</li> </ul> </li> <li>• Year-over-year change in Total GHG Emissions (2022 vs. 2021) <ul style="list-style-type: none"> <li>○ Total Scope 1</li> <li>○ Total Scope 2 (location-based)</li> <li>○ Total Scope 2 (market-based)</li> <li>○ Total Scope 1 and Total Scope 2 (location-based)</li> <li>○ Total Scope 1 and Total Scope 2 (market-based)</li> <li>○ Total Scope 1 and Total Scope 3 (CPA Regional Partners only)</li> </ul> </li> </ul>
<b>Reporting period</b>	1 <sup>st</sup> January – 31 <sup>st</sup> December 2022
<b>Reporting criteria</b>	<p>ISO 14064-1: Specification with guidance at the organization level for quantification and reporting of greenhouse gas emissions and removals</p> <p>United Airlines - 2022 Greenhouse Gas Footprint Protocol</p>
<b>Assurance standard and level of assurance</b>	<p>We performed a limited assurance engagement, in accordance with the International Standard on Assurance Engagements ISAE 3000 (Revised) 'Assurance Engagements other than Audits or Reviews of Historical Financial Information' and in accordance with ISAE3410 for Greenhouse Gas data issued by the International Auditing and Standards Board and ISO 14064:3 for Greenhouse Gas data.</p> <p>The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for a reasonable assurance engagement and consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.</p>
<b>Respective responsibilities</b>	<p>United is responsible for preparing the CDP Climate Change Questionnaire and for the collection and presentation of the information within it, and for the designing, implementing, and maintaining of internal controls relevant to the preparation and presentation of the CDP Climate Change Questionnaire.</p> <p>ERM CVS' responsibility is to provide conclusions to United on the agreed scope based on our engagement terms with United, the assurance activities performed and exercising our professional judgement.</p>

### Our conclusion

Based on our activities, nothing has come to our attention to indicate that the GHG emissions data for the year ended 31<sup>st</sup> December 2022 and the other information shown in Appendix 1, are not fairly presented, in all material respects, with the reporting criteria.

### Our assurance activities

We planned and performed our work to obtain all the information and explanations that we believe were necessary to provide a basis for our assurance conclusions. A team of GHG and assurance specialists performed the following activities:

- Evaluating the appropriateness of the reporting criteria for the GHG emissions.
- Interviews with relevant staff to understand United's internal reporting processes, including the use of its GHG calculation spreadsheet and Footprint Protocol, and its various internal data management and reporting systems tracking fuel usage, passengers, and employees.
- Interviews with relevant staff to understand and evaluate the data management systems and processes (including data collection and internal review processes) used for collecting and reporting the data.
- A review of the calculations undertaken, including the conversion factors and emission factors used.
- Interviews with key personnel and review of relevant systems and documentation related to the calculation of United's GHG emissions, and review the consolidation of the global GHG emissions data.
- A review of samples of evidence for the underlying data on which the GHG emissions are based, including data submitted by United's partners for the equity-share Scope 3 emissions.

### The limitations of our engagement

The reliability of the assured information is subject to inherent uncertainties, given the available methods for determining, calculating or estimating the underlying information. It is important to understand our assurance conclusions in this context.

The narrative text of the CDP Climate Change Questionnaire is excluded from ERM CVS' scope of work.

For the Revenue, ASM, RPM and RTK figures used in the calculations of the GHG Emissions Intensities listed under 'Scope', above, we have not independently verified these figures. Our work in relation to these figures was limited to confirming consistency with data in United's Form 10-K for the year ended 31<sup>st</sup> December 2022 and other information provided by United.

Unless otherwise noted, the Scope 2 GHG emissions for the year ended 31<sup>st</sup> December 2022 used in the calculations of the GHG Emissions Intensities listed under 'Scope', above, relate to market-based emissions. We have confirmed the accuracy of the calculations of these GHG Emissions Intensities applying the market-based Scope 2 GHG emissions figures.

#### **Our independence, integrity and quality control**

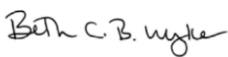
ERM CVS is an independent certification and verification body accredited by UKAS to ISO 17021:2015. Accordingly we maintain a comprehensive system of quality control, including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements. Our quality management system is at least as demanding as the relevant sections of ISQM-1 and ISQM-2 (2022).

ERM CVS applies a Code of Conduct and related policies to ensure that its employees maintain integrity, objectivity, professional competence and high ethical standards in their work. Our processes are designed and implemented to ensure that the work we undertake is objective, impartial and free from bias and conflict of interest. Our certified management system covers independence and ethical requirements that are at least as demanding as the relevant sections of the IESBA Code relating to assurance engagements.

ERM CVS has extensive experience in conducting assurance on environmental, social, ethical and health and safety information, systems and processes, and provides no consultancy related services to United in any respect.

#### **Our Observations**

Based on the work outlined above, we have provided United's management with a separate, confidential report detailing our assessment of its GHG emissions data for the year ended 31<sup>st</sup> December 2022.



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July 25, 2023

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**Appendix 1: Assured 2022 GHG emissions data and other information included in United’s 2023 CDP Climate Change Questionnaire.**

	Unit of measure	Amount
Scope 1 GHG emissions*	Metric tonnes CO <sub>2</sub> e	30,400,715
Scope 2 GHG emissions (location-based)**	Metric tonnes CO <sub>2</sub> e	166,757
Scope 2 GHG emissions (market-based)**	Metric tonnes CO <sub>2</sub> e	149,252
Scope 3 GHG emissions***	Metric tonnes CO <sub>2</sub> e	13,343,676
Scope 1 and 2 (market-based) GHG emissions per Revenue	Metric tonnes CO <sub>2</sub> e / million USD	680
Scope 1, 2 (market-based) and 3 GHG emissions per Revenue	Metric tonnes CO <sub>2</sub> e / million USD	976
Scope 1, 2 and 3 (Category 4 only) GHG emissions per Consolidated ASM	Metric tonnes CO <sub>2</sub> e / million ASM	145.8
Scope 1, 2 and 3 (Category 4 only) GHG emissions per Consolidated RPM	Metric tonnes CO <sub>2</sub> e / million RPM	174.7
Scope 1, 2 (market-based) and 3 (Categories 3 and 4 only) GHG emissions per Consolidated RTK	Metric tonnes CO <sub>2</sub> e / million RTK	1,097.7
Year-over-year change in Total Scope 1 emissions (2022 vs 2021)	%	42.3%
Year-over-year change in Total Scope 2 (location-based) emissions (2022 vs 2021)	%	-9.0%
Year-over-year change in Total Scope 2 (market-based) emissions (2022 vs 2021)	%	-7.2%
Year-over-year change in Total Scope 1 and Total Scope 2 (location-based) emissions (2022 vs 2021)	%	41.8%
Year-over-year change in Total Scope 1 and Total Scope 2 (market-based) emissions (2022 vs 2021)	%	41.9%
Year-over-year change in Total Scope 1 and Total Scope 3 (CPA Regional Partners only) emissions (2022 vs 2021)	%	32.1%

\* **Scope 1 Direct GHG emissions** from mainline jet fuel combustion, ground support equipment (GSE) fuel combustion, stationary source fuel combustion

\*\* **Scope 2 Indirect GHG emissions (location-based & market-based)** from purchased electricity and steam

\*\*\* **Scope 3 Other indirect GHG Emissions** from Fuel Production; Upstream transportation and distribution, which includes regional jet fuel and GSE fuel combustion; Employee commuting; Franchises; Investments (equity share basis)