

# 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 selected information set out below and presented in the greenhouse gas (GHG) emissions and other information listed in Appendix 1, included in United’s 2024 CDP Climate Change Questionnaire.

## Engagement summary

Whether the 2023 data for the following selected disclosures are fairly presented in the Report, in all material respects, in accordance with the reporting criteria.

### GHG Emissions

- Total Scope 1 GHG emissions [metric tonnes CO<sub>2</sub>e] from mainline jet fuel combustion, ground support equipment (GSE) fuel combustion, stationary source fuel combustion
- Total Scope 2 (location-based and market-based) GHG emissions [metric tonnes CO<sub>2</sub>e] from purchased electricity and steam
- Total Scope 3 GHG emissions [metric tonnes CO<sub>2</sub>e] 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

Whether the following metrics and information for 2023 which United will disclose in its 2024 CDP Climate Change Questionnaire are fairly presented in accordance with the Reporting Criteria:

### Intensity metrics

- Scope 1 and 2 (market-based) GHG emissions per Revenue [metric tonnes CO<sub>2</sub>e / million USD]\*
- Scope 1, 2 and 3 (Capacity Purchase Agreement Regional Partners only) GHG emissions per Revenue [metric tonnes CO<sub>2</sub>e / million USD]\*
- Scope 1, 2 and 3 (Category 4 only) GHG emissions per Consolidated Available Seat Mile (ASM) [metric tonnes CO<sub>2</sub>e / million ASM]
- Scope 1, 2 and 3 (Category 4 only) GHG emissions per Consolidated Revenue Passenger Mile (RPM) [metric tonnes CO<sub>2</sub>e / million RPM]
- Scope 1 and 2 (market-based) and 3 (Categories 3 & 4 only) GHG emissions per Revenue Tonne-Kilometre (RTK) [metric tonnes CO<sub>2</sub>e / million RTK]

\* ERM CVS did not independently assure revenue but relied on reported in the 10-K filing.

Year-over-Year (2023 vs 2022) change in [%]:

- Total Scope 1 GHG emissions
- Total Scope 2 (location-based) GHG emissions
- Total Scope 2 (market-based) GHG emissions
- Total Scope 1 and Total Scope 2 (location-based) GHG emissions
- Total Scope 1 and Total Scope 2 (market-based) GHG emissions
- Total Scope 1 and Total Scope 3 GHG emissions

Our assurance engagement does not extend to information in respect of earlier reports or to any other information included in the Report.

### Reporting period

2023 (1st January 2023 to 31st December 2023)

<b>Reporting criteria</b>	<p>United's 2023 GHG Footprint Protocol, aligned with ISO 14064-1, <i>Specification with guidance at the organization level for quantification and reporting of greenhouse gas emissions and removals</i>.</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 Assurance 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 Report's 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 Report's.</p> <p>ERM CVS' responsibility is to provide a conclusion 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, as described below, nothing has come to our attention to indicate that the 2023 data and information for the disclosures listed under 'Scope' above are not fairly presented in the Report, in all material respects, in accordance with the reporting criteria.

### Our assurance activities

Considering the level of assurance and our assessment of the risk of material misstatement of the Report a multi-disciplinary team of sustainability and assurance specialists performed a range of procedures that included, but was not restricted to, the following:

- Evaluating the appropriateness of the reporting criteria for the Report's;
- Performing an analysis of the external environment, including a media search, to identify sustainability risks and issues in the reporting period that may be relevant to the assurance scope;
- Interviewing relevant staff to understand and evaluate the management systems and processes (including internal review and control processes) used for collecting and reporting the selected disclosures;
- Obtaining an understanding of the procedures performed by the internal audit department;
- Conducting a review at corporate level of a sample of qualitative and quantitative evidence supporting the reported information;
- Conducting an analytical review of the year-end data submitted by all locations included in the consolidated 2023 group data for the selected disclosures which included testing the completeness and mathematical accuracy of conversions and calculations, and consolidation in line with the stated reporting boundary;
- Evaluating the conversion and emission factors and assumptions used; and
- Reviewing the presentation of information relevant to the scope of our work in the Report to ensure consistency with our findings.

### 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.

### **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.

### **Other Matters - 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 2023.



Heather I. Moore  
Partner, Corporate Assurance  
Malvern, PA

2024, April 11

On behalf of:

ERM Certification & Verification Services Incorporated  
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ERM CVS

**Appendix 1: Assured 2023 GHG emissions data and other information included in United's 2024 CDP Climate Change Questionnaire.**

	Unit of measure	Amount
Scope 1 GHG emissions*	Metric tonnes CO <sub>2</sub> e	38,138,662
Scope 2 GHG emissions (location-based)**	Metric tonnes CO <sub>2</sub> e	160,340
Scope 2 GHG emissions (market-based)**	Metric tonnes CO <sub>2</sub> e	143,991
Scope 3 GHG emissions***	Metric tonnes CO <sub>2</sub> e	13,074,061
Scope 1 and 2 (market-based) GHG emissions per Revenue	Metric tonnes CO <sub>2</sub> e / million USD	\$713
Scope 1, 2 (market-based) and 3 GHG emissions per Revenue	Metric tonnes CO <sub>2</sub> e / million USD	\$956
Scope 1, 2 and 3 (Category 4 only) GHG emissions per Consolidated ASM	Metric tonnes CO <sub>2</sub> e / million ASM	149.3
Scope 1, 2 and 3 (Category 4 only) GHG emissions per Consolidated RPM	Metric tonnes CO <sub>2</sub> e / million RPM	178.0
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	1,099.0
Year-over-year change in Total Scope 1 emissions (2023 vs 2022)	%	25.5%
Year-over-year change in Total Scope 2 (location-based) emissions (2023 vs 2022)	%	-3.8%
Year-over-year change in Total Scope 2 (market-based) emissions (2023 vs 2022)	%	-3.5%
Year-over-year change in Total Scope 1 and Total Scope 2 (location-based) emissions (2023 vs 2022)	%	25.3%
Year-over-year change in Total Scope 1 and Total Scope 2 (market-based) emissions (2023 vs 2022)	%	25.3%
Year-over-year change in Total Scope 1 and Total Scope 3 (CPA Regional Partners only) emissions (2023 vs 2022)	%	21.9%

\* **Scope 1 Direct GHG emissions** from mainline jet fuel combustion, ground support equipment (GSE) fuel combustion, stationary source fuel combustion. Emissions from refrigerants are excluded from the inventory as these are deemed a non-material source of emissions.

\*\* **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)