

# Workforce

Workforce data including labor relations and employee demographics

## Workforce numbers

	2022	2021	2020
<b>Total employees</b>	<b>92,795</b>	<b>79,455</b>	<b>70,634</b>
Flight Attendants	23,065	21,696	16,432
Management and administrative, including international employees, food service employees (2017, 2016 <sup>1</sup> ) and other	14,489	12,420	12,225
Passenger Service	16,129	11,036	9,245
Fleet Service	15,088	12,573	11,346
Pilots	13,831	12,223	11,822
Technicians and related Flight Simulator Technicians	8,499	7,884	6,477
Catering Operations <sup>2</sup>		40	1,935
Storekeeper Employees	965	900	653
Dispatchers	393	389	259
Fleet Tech Instructors Food Service Employees <sup>3</sup> Load Planners Maintenance Instructors Security Officers	336	294	240

## Labor relations

	2022	2021	2020
Labor union representation	84%	84%	83%

## Women & diverse-owned spending

	2022	2021	2020
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Billion Dollar Roundtable qualified spending with women & diverse-owned businesses	\$172m	\$79m	-
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## United's 2022 U.S. demographic data<sup>4</sup>

### Sharing our U.S. diversity representation data

We recognize that this journey is a long haul and that we must commit to sustained action to become the world's most inclusive airline. Sharing our U.S. diversity representation data and committing to more transparency with our demographics on an annual basis is a critical, foundational step forward in that journey. In order to hold ourselves accountable for change and to build understanding and trust, we must track and share our progress.

	2022	2021	2020
<b>Company-wide</b>			
<b>Race and ethnicity</b>			
Asian	12.3%	12.3%	11.7%
American Indian/Alaska Native	0.4%	0.4%	0.4%
Black/African American	14.5%	13.4%	13.0%
Hispanic/Latino	17.3%	15.8%	14.2%
Hawaiian/Pacific Island	2.5%	2.3%	2.3%
Not disclosed	1.8%	1.0%	0.6%
Two or more races	2.0%	1.9%	1.5%
White	49.1%	52.8%	56.3%
<b>Gender diversity</b>			
Females	39.4%	38.5%	36.0%
Male	60.9%	61.5%	64.0%
<b>Frontline</b>			
<b>Race and ethnicity</b>			
Asian	11.9%	11.9%	11.0%
American Indian/Alaska Native	0.4%	0.5%	0.5%
Black/African American	14.9%	13.8%	13.5%
Hispanic/Latino	17.8%	16.2%	14.5%

Hawaiian/Pacific Island	2.6%	2.4%	2.5%
Not disclosed	1.8%	1.0%	0.5%
Two or more races	2.0%	1.9%	1.5%
White	48.5%	52.3%	56.0%
<b>Gender diversity</b>			
Female	39.2%	38.2%	35.2%
Male	60.8%	61.8%	64.8%
<b>Professional / Supervisory (L9-L5)</b>			
<b>Race and ethnicity</b>			
Asian	13.2%	13.0%	13.7%
American Indian/Alaska Native	0.4%	0.3%	0.2%
Black/African American	13.6%	12.8%	12.7%
Hispanic/Latino	17.3%	15.7%	15.2%
Hawaiian/Pacific Island	2.1%	2.1%	2.1%
Not disclosed	1.5%	1.5%	0.9%
Two or more races	2.1%	1.9%	1.8%
White	49.3%	52.7%	53.7%
<b>Gender diversity</b>			
Female	44.3%	42.8%	43.9%
Male	55.7%	57.2%	56.1%
<b>Senior Professional / Leaders (L4-L2)</b>			
<b>Race and ethnicity</b>			
Asian	19.4%	19.4%	19.5%
American Indian/Alaska Native	0.2%	0.2%	0.2%
Black/African American	7.1%	6.4%	6.3%
Hispanic/Latino	9.2%	8.5%	8.3%
Hawaiian/Pacific Island	0.9%	0.9%	0.9%
Not disclosed	1.7%	1.0%	0.5%
Two or more races	1.3%	1.5%	1.3%
White	60.1%	62.2%	63.0%

<b>Gender diversity</b>			
Female	36.0%	36.3%	35.7%
Male	64.0%	63.7%	64.3%
<b>Senior Leaders (MD/Officers)</b>			
<b>Race and ethnicity</b>			
Asian	7.80%	6.00%	5.70%
American Indian/Alaska Native	0.40%	0.40%	0.90%
Black/African American	5.70%	6.90%	5.70%
Hispanic/Latino	4.90%	5.20%	5.30%
Hawaiian/Pacific Island	0.40%	0.40%	0.40%
Not disclosed	1.20%	1.30%	1.30%
Two or more races	2.00%	1.70%	0.90%
White	77.50%	78.00%	79.80%
<b>Gender diversity</b>			
Female	32.80%	34.10%	32.90%
Male	67.20%	65.90%	67.10%

1. Catering Operations employees unionized as of Oct. 23, 2018
2. Food service employees included for 2017 and 2016.
3. Food service employees included for 2015.
4. Diversity representation data is for U.S. mainline workforce only. Diversity tracking is prohibited by law in some international locations. Numbers may not add up due to rounding.