

# Workforce

Workforce data including labor relations and employee demographics

## Workforce numbers

	2023	2022	2021
Total employees	103,218	92,795	79,455
Flight Attendants	25,803	23,065	21,696
Management and administrative, including international employees, food service employees and other	17,496	14,489	12,420
Passenger Service	16,837	16,129	11,036
Fleet Service	15,624	15,088	12,573
Pilots	15,445	13,831	12,223
Technicians and related Flight Simulator Technicians	9,752	8,499	7,884
Catering Operations			40
Storekeeper Employees	1,216	965	900
Dispatchers	500	393	389
Fleet Tech Instructors			
Food Service Employees			
Load Planners			
Maintenance Instructors			
Security Officers	545	336	294
Technical Operations Maintenance Controllers			
Technical Operations Maintenance Planners			

## Labor relations

	2023	2022	2021
Labor union representation	83%	84%	84%

## Women & diverse-owned spending

	2023	2022	2021
Billion Dollar Roundtable qualified spending with women & diverse-owned businesses	\$497m	\$172m	\$79m

## United's 2023 U.S. demographic data<sup>1</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.

	2023	2022	2021
<b>Company-wide</b>			
<b>Race and ethnicity</b>			
American Indian/Alaska Native	0.4%	0.4%	0.4%
Asian	12.4%	12.3%	12.3%
Black/African American	14.8%	14.5%	13.4%
Hawaiian/Pacific Island	2.9%	2.5%	2.3%
Hispanic/Latino	17.8%	17.3%	15.8%
Not disclosed	1.2%	1.8%	1.0%
Two or more races	1.9%	2.0%	1.9%
White	48.5%	49.1%	52.8%
<b>Gender diversity</b>			
Females	39.2%	39.4%	38.5%
Male	60.8%	60.9%	61.5%
<b>Frontline</b>			
<b>Race and ethnicity</b>			
American Indian/Alaska Native	0.5%	0.4%	0.5%
Asian	12.0%	11.9%	11.9%
Black/African American	15.1%	14.9%	13.8%
Hawaiian/Pacific Island	3.1%	2.6%	2.4%
Hispanic/Latino	18.2%	17.8%	16.2%
Not disclosed	1.1%	1.8%	1.0%
Two or more races	1.9%	2.0%	1.9%
White	48.1%	48.5%	52.3%
<b>Gender diversity</b>			
Female	38.8%	39.2%	38.2%
Male	61.2%	60.8%	61.8%
<b>Professional / Supervisory (L9-L5)</b>			
<b>Race and ethnicity</b>			
American Indian/Alaska Native	0.4%	0.4%	0.3%
Asian	13.8%	13.2%	13.0%
Black/African American	15.0%	13.6%	12.8%
Hawaiian/Pacific Island	2.1%	2.1%	2.1%
Hispanic/Latino	18.6%	17.3%	15.7%
Not disclosed	1.4%	1.5%	1.5%
Two or more races	2.0%	2.1%	1.9%
White	46.8%	49.3%	52.7%

Gender diversity			
Female	45.2%	44.3%	42.8%
Male	54.8%	55.7%	57.2%
<b>Senior Professional / Leaders (L4-L2)</b>			
<b>Race and ethnicity</b>			
American Indian/Alaska Native	0.3%	0.2%	0.2%
Asian	19.3%	19.4%	19.4%
Black/African American	8.1%	7.1%	6.4%
Hawaiian/Pacific Island	0.9%	0.9%	0.9%
Hispanic/Latino	9.5%	9.2%	8.5%
Not disclosed	1.2%	1.7%	1.0%
Two or more races	1.3%	1.3%	1.5%
White	59.3%	60.1%	62.2%
<b>Gender diversity</b>			
Female	35.6%	36.0%	36.3%
Male	64.4%	64.0%	63.7%
<b>Senior Leaders (MD/Officers)</b>			
<b>Race and ethnicity</b>			
American Indian/Alaska Native	0.40%	0.40%	0.40%
Asian	9.00%	7.80%	6.00%
Black/African American	6.00%	5.70%	6.90%
Hawaiian/Pacific Island	0.40%	0.40%	0.40%
Hispanic/Latino	6.40%	4.90%	5.20%
Not disclosed	1.10%	1.20%	1.30%
Two or more races	1.90%	2.00%	1.70%
White	74.90%	77.50%	78.00%
<b>Gender diversity</b>			
Female	34.10%	32.80%	34.10%
Male	65.90%	67.20%	65.90%

1. 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.