

Environmental Responsibility Overview

We believe that protecting our environment is a shared responsibility, and we are working across our industry to minimize our impact by addressing CO₂ emissions and exploring energy alternatives. As a company, we look across our own operations for new ways to conserve fuel, recycle more materials and produce less waste. Our programs help protect the environment and can improve the company's financial health and sustainability by reducing costs and emissions. Our 2008-2009 corporate responsibility report, *Every Action Counts*, highlights many of our actions to reduce our impact on the environment. This overview provides additional detail to complement our annual report found online at www.united.com/corporateresponsibility.

Our Environmental Commitment

Commitment to Environmental Responsibility

In support of our commitment to take meaningful and sustainable actions to reduce our impact on the environment, we have established an Environmental Responsibility Commitment statement, which outlines our commitment to:

- promoting responsible government and industry policies;
- taking cost-effective measures to improve air quality and generate less waste;
- enabling key stakeholders to take environmentally responsible actions; and
- engaging stakeholders and communities in our environmental initiatives.

Additional information on our commitment statement can be found at www.united.com/environment.

Environmental Goals

We support aviation industry efforts to establish and achieve shared goals to reduce our collective impact on the environment. Within the United States, the Air Transport Association (ATA) established an industry target of 30% fuel efficiency improvement by 2025. The International Air Transport Association (IATA) established an industry target of 25% reduction by 2020. To date, U.S. airlines have saved 2.7 billion metric tons of CO₂ emissions as a result of an approximately 110% improvement in fuel efficiency from 1978 through 2008.

The climate change dialogue continues both domestically and internationally. We actively engage and participate in industry efforts to establish new industry climate change goals and emission reduction targets.

We are in the process of evaluating and establishing specific environmental goals for our company.

Environmental Performance

Monitoring Our Performance

We launched a comprehensive environmental footprint data collection and analysis initiative in 2008 that captured foundational environmental data across our operations. As a result, year over year performance information is not yet available. Performance information on overall fuel usage for our mainline operations and CO₂ emissions is available for prior years. We also provide comprehensive fuel use and aircraft load data to the U.S. Department of Transportation, Bureau of Transportation Statistics.

Environmental Metrics and Data

We monitor our performance on key environmental factors identified in the table below. In 2010, we will be expanding our footprint with the inclusion of water data.

Metric	Data (2008)
Global Air Quality	
Global CO₂ Emissions (Scope 1 and 2 Only) - (metric tons)	21,395,556
Scope 1 Emissions (metric tons)	21,108,426
Aircraft (jet fuel)	20,889,054
Facilities (natural gas combustion)	136,546
Vehicles (diesel, gasoline, CNG, LPG)	82,825
Scope 2 Emissions (metric tons)	287,131
Upstream Electricity Generation	287,131
Intensity ratio (Scope 1 CO₂e / 1000 RTM)	1.6331
Local Air Quality	
Global NO_x Emissions (Scope 1) - (tons)	13,444
Aircraft (jet fuel)	9,377
Vehicles (diesel, gasoline, CNG, LPG)	3,754
Facilities (natural gas combustion)	313
Noise	
Compliance Level	Stage 3
Waste Management	
Waste (tons)	39,953
Direct (created by employees or customers and under United control)	26,567
Recycle Equivalent	10,719
Landfill Equivalent	15,848
Indirect (created by employees or customer but not under United control - managed by others such as airports)	13,386
Recycle Equivalent	906
Landfill Equivalent	12,480
Fuel Consumption and Efficiency	
Aircraft (gallons of Jet fuel)	2,182,438,458
Revenue Ton Miles (RTM)	12,927,331,281
Gallons / RTM	0.169
Ground equipment (gallons or gasoline gallon equivalent)	8,466,627

Environmental Accountability

Governance

We have board- and corporate-level committees that oversee the company's environmental strategies and performance. The Public Responsibility Committee (PRC) of the Board of Directors reviews the company's policies and positioning with respect to social responsibility, public policy and the environment. We have also established two management committees:

- **Executive Council (EC)** – chaired by the CEO, meets bi-weekly and establishes the company's business strategy and reviews performance against strategic and operating plans, including environmental responsibility programs.
- **Environmental Responsibility Council (ERC)** – composed of senior officers of the company, meets quarterly and oversees the development of environmental policies, positions and programs to reduce our impact on the environment.

Environmental Reporting

We are committed to sharing with our stakeholders our commitments, progress, and achievements on the environment.

- **Annual Corporate Responsibility Report and Website** – Our annual corporate responsibility report provides an overview of our environmental efforts and is complemented by additional information on our website.
- **Carbon Disclosure Project (CDP)** – Beginning in 2006, we annually participate in the CDP, and in 2008 began annually participating in its Supply Chain Program.
- **External Requests** – We work individually with our stakeholders - corporate customers, investors, airports, NGOs, etc. – to address their specific information and reporting needs.

Environmental Safety and Compliance

We maintain an Environmental Management System (EMS) across our network which supports, monitors and coordinates all our activities to comply with local environmental ordinances and regulations enforced by the Environmental Protection Agency (EPA) and other governing agencies. Our EMS is built on ISO 14001 standards but is not certified.

We have a dedicated team of corporate environmental professionals that conduct formal compliance assessments, audit our environmental performance, recommend corrective actions, manage impact reduction projects and provide ongoing training and guidance in support of station Environmental Coordinators.

Environmental Initiatives

Flight Operations

Initiative	Description	Status (as of October 2009)
Alternative Fuels for Aircraft	We are exploring synthetic and biofuels as alternatives to our petroleum-based jet fuel. We collaborate with the ATA and the Commercial Aviation Alternative Fuels Initiative (CAAFI) to identify viable alternatives to petroleum-based fuel.	<p>Between 1990 and 2008, we achieved a 32% improvement in our fuel efficiency (gallons per revenue ton mile)</p> <p>1 billion pounds of fuel were saved by our fuel conservation initiatives from 2004 through 2008</p>
Flight Planning	Careful flight planning saves time, costs and conserves fuel by flying the most efficient route between cities, and optimizes for many factors such as winds aloft, turbulence, optimum cruise speeds and altitudes. In 2009, we began the transition to a state-of-the-art flight planning system initially for our B747 fleet which will eventually be incorporated across all aircraft in 2010.	
Weight Reduction	An aircraft weight management program is in place, which includes the removal of unnecessary equipment (e.g. Sky Radios, trash compactors, ovens); optimized transport of onboard potable water; and improved fuel planning.	
Tailored Arrivals	Employs state-of-the-art Air Traffic Control (ATC) to aircraft datalink technology to provide optimum flight paths through complex airspace structures, relieving controller workload while allowing our pilots to fly the most efficient descent profiles at congested airports.	
Continuous Descent Approach	A procedure that saves fuel through a more steady and gradual approach during descent, often starting at cruise altitude when permitted by ATC.	
Single Engine Taxi	During arrivals and departures, we promote taxiing aircraft with a single engine.	
Auxiliary Power	Reducing use of aircraft auxiliary power units (APUs) when alternative and more efficient sources of power are available including depowering the aircraft when possible.	
Polar Flights	Flying direct over the North Pole region, instead of trans-Pacific routes, saves fuel and increases passenger capacity on our North America-Asia routes. Since 1999, we have flown more than 10,000 polar flights.	

Industry Collaboration

Industry Climate Change Agenda

We partner with the federal government and other industry stakeholders to collectively develop a comprehensive plan that will achieve long-term benefits to our environment. We participate with the ATA and the IATA to advance aviation-specific efforts on climate change. We also share best practices and experiences within our STAR Alliance.

We believe that success will require major advancements in energy and technology and significant government investment in infrastructure and alternative fuel production. Our priorities are:

- **Next Generation Air Transportation System (NextGen)** – Transforming air traffic control from a ground-based to a satellite-based system would enable efficient flight planning.
- **Single European Sky** – Implementation would significantly reduce aviation fuel burn and greenhouse gasses (GHGs).
- **Synthetic and biofuels** – Working with the Commercial Aviation Alternative Fuels Initiative (CAAFI) to identify near- and longer-term alternatives to petroleum-based fuels.

Industry GHG Environmental Impact

The aviation sector accounts for 3% of global GHG emissions. In the U.S., aviation accounts for 2% of GHG emissions. From 1978 through 2008, U.S. airlines saved 2.7 billion metric tons of CO₂ emissions as a result of an approximately 110% improvement in fuel efficiency.

ASPIRE

We are sharing best practices and working across our industry to develop and test technologies that will improve our environmental performance. In 2008, we were the first U.S. airline to conduct an Asia and South Pacific Initiative to Reduce Emissions (ASPIRE) flight, which combined existing aircraft technology with new techniques to improve navigation and fuel consumption. The ASPIRE flight, from Australia to San Francisco, tapped the combined expertise of our pilots and flight operations professionals to demonstrate the potential impact these advanced methods could have on the environment—resulting in 1,564 gallons of fuel saved and 32,656 pounds of CO₂ emissions avoided.

Environmental Initiatives (continued)

Fleet Fuel Efficiency

Fuel burn from our aircraft represents more than 95% of our GHG emissions footprint. The fuel efficiency initiatives that we have implemented across our fleet are comprehensive. We will continue to improve their implementation across our fleet to achieve further benefits. However, the most significant lever to improve our fuel efficiency and reduce our carbon emissions will be driven by the commercial availability of cleaner, cost-competitive, alternative jet fuels. Further improvement can be achieved from fleet replacement which will result in near-term gains that will lessen as new aircraft age, and through NextGen which is expected to deliver 10-15% improvement for the industry. Achieving significant improvements in fuel efficiency requires aviation industry and government action on NextGen, the energy industry to make significant progress in the availability and viability of alternative jet fuel, and to a lesser extent actions that we can directly make across our operations – much as we are already doing today.

Fleet Improvements

Initiative	Description	Status (as of October 2009)
Fleet Replacement	We are evaluating options to replace part of our fleet with new, more fuel efficient aircraft, which will reduce the average fleet age, increase fuel efficiency, and reduce our impact on the environment.	Currently being evaluated
Fleet Retirement	By the end of 2009, we will retire 100 of our oldest and least fuel-efficient aircraft.	Retired our full Boeing 737 fleet and retiring six 747s
Winglet Modifications	Vertical extensions added to the wingtips that improve our aircraft's fuel efficiency and cruising range.	Boeing 747s and Airbus have winglets or wingtip fins. We are in the process of modifying our 757s.

Partnerships

Carbon Offset Program

Our carbon offset program enables our customers to offset the carbon footprint associated with their air travel by making tax-deductible charitable contributions to the nonprofit organization Sustainable Travel International (STI) for the purchase of independently reviewed and verified carbon offsets. Our carbon calculator provides customers with an accurate calculation of the carbon footprint specific to their United travel itinerary.

For more information on our carbon offset program, visit www.united.com/carbonoffset.

NGO Partnerships

We partnered with a number of non-governmental organizations in support of environmental initiatives, including:

- **Conservation International (CI)** – We have had an ongoing partnership with CI since 1998. CI is dedicated to protecting and preserving natural resources. Our partnership includes joint efforts to develop our environmental responsibility commitments, support of CI’s mission to protect forests, and participation in CI’s Business and Biodiversity Council.
- **Sustainable Travel International** – In 2009, we partnered with STI to develop a customized carbon calculator and carbon offset program for our customers. Customers can offset the carbon emissions associated with their travel by purchasing independently reviewed and certified international reforestation and renewable energy offsets through STI.
- **Carbon Disclosure Project (CDP)** – The CDP facilitates a dialogue between shareholders and corporations to address issues regarding climate change. Beginning in 2006, we annually participate in the CDP and are the first U.S. carrier to fully participate.

Environmental Responsibility Contact

For all matters concerning corporate responsibility, including environmental responsibility and sustainability, please contact:

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For more information on our environmental program, please visit www.united.com/corporateresponsibility.

Environmental Initiatives (continued)

Ground Operations

Initiative	Description	Status (as of October 2009)
Alternative Fuels for GSE	We are committed to identifying and purchasing alternative fuels for our GSE fleet. We actively participate in collective industry and independent discussions with suppliers.	Agreement for renewable synthetic diesel fuel for GSE at Los Angeles International Airport (LAX)
Engine Cleaning	We use Pratt & Whitney’s patented “EcoPower” system to clean our jet engines to enable them to operate more efficiently.	Expected savings of 3 million gallons of jet fuel annually and reduction of CO₂ emissions by 28,000 metric tons per year
Alternatively-Fueled or Zero-Emission Ground Support Equipment (GSE)	We use Alternative Fuel Vehicles (AFVs) that run on electric, propane and natural gas. GSEs include equipment and vehicles used to service our aircraft, such as belt loaders, aircraft push-back tractors and baggage tractors.	1,797 alternatively fueled and electric zero-emission vehicles or nearly 25% of our entire GSE fleet of vehicles
Ground Power	We connect aircraft to available ground power sources while planes are stationed at the gate to avoid using fuel through Auxiliary Power Units on the aircraft.	100% of our gates have ground power available
Tow Tractors	We promote the use of tractors rather than aircraft engines to move planes between gates and maintenance facilities.	Policy promoted across our operations

Onboard and Facilities

Initiative	Description	Status (as of October 2009)
Onboard Recycling	We recycle cans and bottles onboard our aircraft at several stations. We are designing a program to expand recycling on domestic routes.	Evaluating an onboard program for all domestic routes
Facility Waste Minimization (Recycling and Reduction)	We responsibly dispose of waste generated in our facilities and are committed to improving our performance in recycling and reducing waste generation.	Expanded contracts with our vendors to improve recycling availability
Facility Energy Reduction	We incorporate green principles into facility designs to reduce energy use. We are incorporating such principles into designs for certain new facilities.	Initial build-out of our headquarters achieved Silver LEED certification
Environmentally Preferred Purchasing	We are beginning to include environmental implications and costs in procurement decisions.	Launched supplier guidelines and survey; incorporating in certain contracts