

Corporate Responsibility Metrics (mainline operations only)

	Category	Metric	Data	
Our Business (as of July 31, 2009)	Workforce Overview	Total Employees	47,921	
		Public Contract Employees / Ramp and Stores / Security Officers / Food Service Employees / Maintenance Instructors / Fleet / Technical Instructors (IAM)*	15,093	
			Flight Attendants (AFA)*	13,478
			Salaried and Management	8,314
			Pilots (ALPA)*	5,948
			Mechanics and Related (IBT)*	4,696
			Engineers (IFPTE)*	225
			Dispatchers (PAFCA)*	167
		Workforce Diversity	Women	20,958 (43.7%)
			Ethnic Minority	17,512 (36.5%)
	Labor Relations	Labor Union Representation	39,607 (82.7%)	
Our Environment (as of Dec. 31, 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 NOx 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 customers 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		
Our Communities (as of Dec. 31, 2008)	Community Investments and Sponsorships	Contributions to United Partners and Causes	\$11,994,120	
		United In-Kind Travel (retail value)	\$ 4,381,752	
			United Airlines Foundation (cash donation)	\$ 1,145,475
			Employee Contributions	\$ 2,103,759
			Customer and Business Contributions	\$ 4,363,134
Volunteerism – Corporate Community Engagement	Total Volunteer Hours	13,313		
	Total Number of Volunteers	2,747		

* Union representation