



A message from  
**CEO Scott Kirby**

The devastating impact of the COVID-19 pandemic has had an impact on almost every aspect of our business, but it has not reduced our commitment to building the greatest airline in aviation history. The desire to quickly adapt to the changing needs of our customers presented us with a unique opportunity to look for new and innovative ways to safely serve our customers and will ultimately help us bounce back stronger than ever.

Throughout these unprecedented times, our commitment to our communities has been unwavering and builds on our shared purpose of “Connecting People. Uniting the World.” and drives each decision we make. This is why this past year, we have taken important steps to do the right thing for our employees, our customers, the communities where we live and fly, and of course, for our planet. In this report, you’ll find dozens of examples where we have put our values into action – but I wanted to underscore two of them.

## **Hired new executive to centralize and drive our commitment to diversity, equity & inclusion**

Our shared purpose at its core is about bringing people together, that’s why we are committed to creating a more diverse, equitable, and inclusive workplace. At the start of 2020, we named Jessica Kimbrough as our diversity, equity, and inclusion officer to elevate the important work we are already doing in this space. And when it comes to our people, we are developing a more strategic approach to hire, develop and advance employees that reflect the diversity of the communities we serve and are keeping ourselves accountable by measuring our outcomes.

This commitment also extends to our relationships with our business suppliers and non-profit partners. As a global company, we know the impact we can have on local communities around the world and by working with partners of all backgrounds and sizes we can truly make a difference.

## **Announced historic commitment to be 100% green by 2050**

Doing the right thing also includes our relationship with our planet and the choices we make now to help mitigate the impacts of climate change. Since our aircraft run on fossil fuels, we recognize our role in contributing to climate change as well as our responsibility to solve it. There is no one-size-fits-all solution to reducing the industry’s impact on the earth. That’s why United is taking aggressive and meaningful steps to help reduce our carbon emissions footprint.

In December of 2020, we announced our industry-leading commitment to go 100% green by reducing our carbon emissions 100% by 2050 by investing in sequestration and other emerging technologies – instead of relying on traditional carbon offsets. We are dedicated to continuing to find effective and scalable solutions that have a tangible impact.

We emerged from 2020 more agile and more committed to educated and thoughtful decisions for our customers, employees, partners, and planet. As we recover from the pandemic, there is more we can – and must – do to advance our values, so that we can fulfill our big ambitions for United's future.

A handwritten signature in black ink, appearing to read 'Scott Kirby', with a stylized, cursive script.

Scott Kirby