

Making Lasting Connections

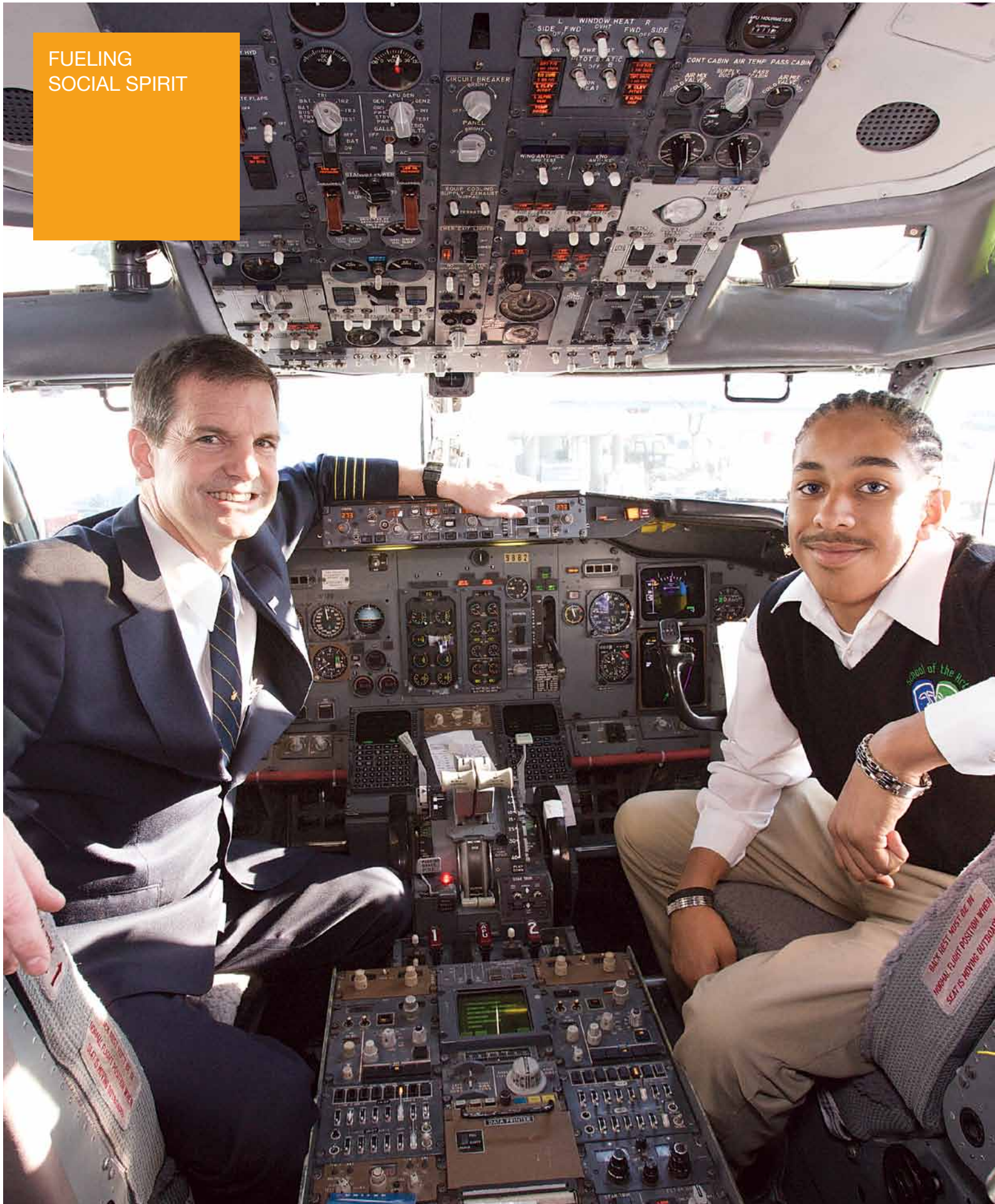
2009–2010 Corporate Responsibility Report

 **UNITED**

Every
Action
Counts.™



FUELING
SOCIAL SPIRIT



First to Help in Haiti

When a 7.0 magnitude earthquake struck Haiti and devastated an island already struggling with an overwhelming number of impoverished communities, we were there to help. On the day the earthquake hit, our team began formulating a highly coordinated relief plan involving many of our employees. The team worked tirelessly to identify and use key assets—planes, flight crews, non-profit partnerships, corporate partnerships—leveraging our global reach.

We became the first U.S. commercial airline to fly relief missions into Haiti. Our seven missions delivered more than 150,000 pounds of food, water and necessary medical supplies. We partnered with more than 25 non-profit agencies to transport medical personnel along with supplies to bring much needed relief. The amount of supplies we transported, including those of relief workers—some with up to 55 bags—was unprecedented and broke all cargo records for the company.

Because Haiti's Port-Au-Prince is not a city normally served by United, and the military's U.S. Southern Command tightly controlled flight schedules in and out of the damaged airport, just getting on the ground was a major challenge. Flying in necessitated regular contact with the military and since there were no parallel taxiways, our pilots had to land and turn around at the end of the runway, taxi midway back and pull off on a narrow taxiway.

In addition to bringing supplies into the ravaged country, we also worked with the State Department and U.S. Customs and Border Patrol to evacuate Haitian Americans, U.S. citizens and other individuals to the United States. On the ground, medical personnel who were brought to Haiti on United relief flights got to work immediately. When United delivered Dr. Dan Ivankovich's team to Port-Au-Prince, they helped Sacred Heart Hospital re-establish its fracture care, amputation and wound care capabilities.

Along with Dr. Colleen O'Connell of Handicapped International, Dr. Ivankovich also found 50 patients in Port-Au-Prince with spinal cord injuries. "I could not have made it down there without the series of flights United offered and the support of the staff," Dr. Ivankovich says. "They accommodated everything we needed; we kept adding on more supplies and everyone kept saying, 'No problem.'"

On the ground, our employees escorted Haitian orphans to their new parents in Colorado, completing adoptions that had been long in the making. Finally, at home in the U.S., our longtime partner, the American Red Cross, played a critical role, making it easy for employees and customers to donate Mileage Plus® miles and cash support relief efforts through the organization via our website.

In the face of a disaster of this magnitude, our goal was to respond and have a positive impact on the lives of those in peril.

Delivering Nets, Fighting Malaria in Ghana

Serving a new destination not only adds economical value to the local community, it also provides us the opportunity to help address critical needs in the area. This year, United launched service into the African continent through Accra, Ghana.

While malaria has been brought under control or even eliminated in many parts of Asia, Europe and the Americas, in Africa, increasing drug resistance and struggling health systems mean that cases of the disease have increased over the last three decades. Infections worldwide now number around 250 million a year, with nearly a million deaths. Most of those deaths are among young children in Africa.

Experts agree that to control malaria and to ultimately ensure that families can live malaria-free, the use of chemically treated mosquito bed nets is vital. Treated nets are twice as effective as the untreated variety at preventing infection.

To help, we used our inaugural flight into Accra to make a difference—partnering with Malaria No More and ExxonMobil to distribute more than 1,000 chemically treated mosquito nets to families at a children's hospital just outside the capitol city.

By partnering with Malaria No More we join them in their ambitious goal of eliminating malaria deaths in Africa by 2015.



FIRST TO RESPOND

United was the first commercial airline to respond to the Haiti earthquake relief effort with 7 relief missions to transport people and supplies.

- 2,250 Hygiene Kits
- 5,700 Water Filtration Bottles
- 15,900 Pounds of Food
- 19,000 Pounds of Water
- 14,000 Pounds of Medical Supplies
- 3,000 Pounds of Communications and Construction Equipment
- 1,000 Tents

ORPHAN EVACUATION

A special United B757 brought 30 orphans, who were in the final stages of adoption when the devastating earthquake struck Haiti, to their new families in Denver, Colorado.

Governor Bill Ritter requested the flight, and in a thank you note said, "There are few opportunities to create such a direct and lasting impact on people in need. With your support we were able to provide immediate relief to these children, allow them to escape the devastation of Haiti for a new home and new life here in Colorado."

A WELCOMED SIGHT

U.S. State Department Deputy Consul General Paul Mayer said during Haitian earthquake relief efforts: "To look up and see a United B757—I can't tell you how welcome of a sight that was."

The United team took care of us and could be counted on as a friend and a partner. We all shed tears at the magnitude of what we have to leave, the desperation of the people that are still there. What United has done for American citizens and for the State Department has been incredible."

