

**United Airlines Earns 100 Percent Score on Human Rights Campaign Foundation's Annual Scorecard on LGBTQ Workplace Equality**  
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**United recognized for industry-leading LGBTQ inclusive initiatives**

CHICAGO, March 28, 2019 /PRNewswire/ -- United Airlines today announced that for the eighth consecutive year, it has received a perfect score of 100 percent on the 2019 Corporate Equality Index (CEI), a premier benchmarking survey and report on corporate policies and practices related to LGBTQ workplace equality, administered by the Human Rights Campaign (HRC) Foundation.

"United is proud to receive this recognition as it speaks to our focus on building a more inclusive and caring workplace and customer experience," said Human Resources and Labor Relations executive vice president Executive Vice President Kate Gebo. "We believe that advocating for inclusion is at the heart of connecting people and uniting the world, and United is determined to continue working with organizations such as the Human Rights Campaign to help champion LGBTQ inclusion."

"The top-scoring companies on this year's CEI are not only establishing policies that affirm and include employees here in the United States, they are applying these policies to their global operations and impacting millions of people beyond our shores," said HRC President Chad Griffin.

The 2019 CEI evaluates LGBTQ-related policies and practices including non-discrimination workplace protections, domestic partner benefits, transgender-inclusive health care benefits, competency programs and public engagement with the LGBTQ community. United's efforts in satisfying all of the CEI's criteria results in a 100 percent score and the designation as a Best Place to Work for LGBTQ Equality.

United has worked with the [Human Rights Campaign](#) on its training initiatives including teaching employees about preferred pronouns and the persistence of gender norms and other steps to make United an inclusive space for both customers and employees. The airline's latest efforts include developing comprehensive training modules and exercises to continue employee education on how to be a better ally in both the workplace and to customers. Over the past year, United has also opened more LGBTQ Business Resource Groups across the country, reaching more employees.

This recognition follows the airline's recent announcement that United became the first U.S. airline to offer non-binary gender options throughout all booking channels in addition to providing the option to select the title "Mx." during booking and in a MileagePlus customer profile. United customers and employees have the option to identify themselves as M(male), F(female), U(undisclosed) or X(unspecified), corresponding with what is indicated on their passports or identification.

Alongside partner organizations, customers and employees, United will continue working to build the world's most inclusive airline. For more information on United's commitment to diversity and inclusion, visit <https://hub.united.com/diversity-inclusion-fact-sheet/>.

**Every customer. Every flight. Every day.**

In 2019, United is focusing more than ever on its commitment to its customers, looking at every aspect of its business to ensure that the carrier keeps customers' best interests at the heart of its service. In addition to today's announcement, United recently released a re-imagined version of the most downloaded app in the airline industry and made DIRECTV free for every passenger on 211 aircraft, offering more than 100 channels on seat back monitors on more than 30,000 seats. The multimillion-dollar investment in improving inflight entertainment options will benefit the more than 29 million people expected to fly United's DIRECTV-enabled planes this year.

**About United**

United's shared purpose is "Connecting People. Uniting the World." We are more focused than ever on our commitment to customers through a series of innovations and improvements designed to help build a great experience: Every customer. Every flight. Every day. Together, United Airlines and United Express operate approximately 4,800 flights a day to 353 airports across five continents. In 2018, United and United Express

operated more than 1.7 million flights carrying more than 158 million customers. United is proud to have the world's most comprehensive route network, including U.S. mainland hubs in Chicago, Denver, Houston, Los Angeles, New York/Newark, San Francisco and Washington, D.C. United operates 770 mainline aircraft and the airline's United Express carriers operate 559 regional aircraft. United is a founding member of Star Alliance, which provides service to 193 countries via 28 member airlines. For more information, visit [united.com](http://united.com), follow @United on Twitter and Instagram or connect on Facebook. The common stock of United's parent, United Continental Holdings, Inc., is traded on the Nasdaq under the symbol "UAL".



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