



Fact sheets

Workforce

Workforce numbers

	2020	2019	2018
Total employees	70,634	91,526	88,590
Flight Attendants	16,432	24,277	23,193
Management and administrative, including international employees, food service employees (2017, 2016) ¹ and other	12,225	15,662	15,047
Passenger Service	9,245	12,114	11,932
Fleet Service	11,346	13,808	13,077
Pilots	11,822	12,260	11,742
Technicians and related Flight Simulator Technicians	6,477	9,124	9,236

	2020	2019	2018
Catering Operations ²	1,935	2,577	2,668
Storekeeper Employees	653	991	1,012
Dispatchers	259	412	399
Fleet Tech Instructors	240	301	284
Food Service Employees (2015) ³			
Load Planners			
Maintenance Instructors			
Security Officers			

Labor relations

	2020	2019	2018
Labor union representation	83%	83%	83%

United's 2020 U.S. demographic data*

Sharing our U.S. diversity representation data

We recognize that this journey is a long haul and that we must commit to sustained action to become the world's most inclusive airline. Sharing our U.S. diversity representation data and committing to more transparency with our demographics on an annual basis is a critical, foundational step forward in that journey. In order to hold ourselves accountable for change and to build understanding and trust, we must track and share our progress.

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2020

Company-wide

Race and ethnicity

Asian	12%
American Indian/Alaska Native	0%
Black/African American	13%
Hispanic/Latino	14%
Hawaiian/Pacific Island	2%
Not disclosed	1%
Two or more races	2%
White	56%

Gender diversity

Female	36%
Male	64%

Frontline

Race and ethnicity

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	2020
Asian	11%
American Indian/Alaska Native	0%
Black/African American	13%
Hispanic/Latino	15%
Hawaiian/Pacific Island	2%
Not disclosed	1%
Two or more races	2%
White	56%

Gender diversity

Female	35%
Male	65%

Professional / Supervisory (L9-L5)

Race and ethnicity

Asian	14%
American Indian/Alaska Native	0%

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	2020
Black/African American	13%
Hispanic/Latino	15%
Hawaiian/Pacific Island	2%
Not disclosed	1%
Two or more races	2%
White	54%

Gender diversity

Female	44%
Male	56%

Senior Professional / Leaders (L4-L2)

Race and ethnicity

Asian	20%
American Indian/Alaska Native	0%
Black/African American	6%
Hispanic/Latino	8%

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2020

Hawaiian/Pacific Island	1%
Not disclosed	1%
Two or more races	1%
White	63%

Gender diversity

Female	36%
Male	64%

Senior Leaders (MD/Officers)

Race and ethnicity

Asian	6%
American Indian/Alaska Native	1%
Black/African American	6%
Hispanic/Latino	5%
Hawaiian/Pacific Island	0%
Not disclosed	1%

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2020	
Two or more races	1%
White	80%
Gender diversity	
Female	33%
Male	67%
*Diversity representation data is for U.S. mainline workforce only. Diversity tracking is prohibited by law in some international locations. Numbers may not add up due to rounding.	

1. Catering Operations employees unionized as of Oct. 23, 2018
2. Food service employees included for 2017 and 2016.
3. Food service employees included for 2015.