

# United Global Performance Commitment 2017

A PERFORMANCE COMMITMENT FOR THE COMPLETE TRAVEL PROCESS

## OUR COMMITMENT

The most comprehensive and competitive performance commitment industry-wide.

### 1 More On Time

United's on-time **arrival (A:00)** rate in 2017 will be better than that of either American or Delta.

### 2 Fewer Cancellations

United's completion factor in 2017 will be better than that of either American or Delta.

## NEW! 2017

### 3 Top-tier Baggage Delivery

United's mishandled baggage rate (MBR) in 2017 will be lower than that of either American or Delta.

### 4 #1 in Carbon Footprint

United will have a lower gross carbon footprint than both American and Delta in 2017.



We still believe on-time performance means within one minute of scheduled arrival time (A:00), not 14 minutes (A:14) like other carriers may. **Cancels are cancels, regardless of how or why they happened.**

However, we also know a trip that was otherwise a good experience is ruined if travelers arrive without their bags. For this reason, in 2017 **we're promising top-tier performance in baggage delivery**, striving to ensure that checked bags make a successful arrival along with your travelers.

It's also important to look to the future and our impact on the environment, and **we're proud to be one of the most environmentally friendly and innovative airlines in the world.** In our 2017 program we are backing this up with a one-of-a-kind guarantee to have a lower gross carbon footprint than American and Delta.

**At United, our performance commitment stands behind your today and your tomorrow. That's why we promise our valued corporate accounts more.**

# United Global Performance Commitment 2017

A PERFORMANCE COMMITMENT FOR THE COMPLETE TRAVEL PROCESS

## OUR PROMISE

If United fails to meet the goals of our 2017 Global Performance Commitment, a program that puts performance on the payroll, we will compensate eligible corporate accounts\* in the form of United Services Funds.

### OPERATIONAL



#1 or #2  
on-time  
arrivals



#1 or #2  
completion  
score

In 2017, both United's on-time arrival (A:00) rate and completion factor will be better than the A:00 rate of either American or Delta.

*A:00 rate measures the percentage of the relevant airline's scheduled flights that arrive on or prior to their respective scheduled arrival times.*

*Completion factor measures the percentage of the relevant airline's scheduled flights that are completed and not canceled.*

### MBR



Top-tier  
baggage  
delivery  
performance

In 2017, United's mishandled baggage rate (MBR) will be lower than the MBR rate of either American or Delta.

*MBR measured by the U.S. Department of Transportation (DOT) reports of mishandled checked baggage, including lost, pilfered, damaged and delayed baggage.*

### ENVIRONMENTAL



#1 in  
carbon  
footprint

In 2017, United's gross carbon footprint will be lower than both American and Delta, measured in gross carbon emissions.

*Gross carbon emissions are measured by carbon emissions per available seat-mile.*

## OUR STANDARD

Having the industry-leading commitment means measuring the complete picture:



Complete network



Mainline and Express



Uncontrollable cancellations



A:00 not A:14

See over page for complete terms and conditions.

# United 2017 Global Performance Commitment

## Terms and Conditions

At United®, we are committed to delivering excellence in every aspect of our business. We take pride in our service and operational performance with the goal of earning your business every day.

The United 2017 Global Performance Commitment ("GPC") presents companies with United corporate sales accounts that meet the criteria below (the "Corporate Accounts") with an incentive to choose United for their business travel needs.

*Certain details regarding the GPC are specified at the end of this document under the caption "Detailed Terms and Conditions."*

## Our Program

### Top-tier reliability

For the duration of the 2017 calendar year, United is committed to maintaining its operational reliability in comparison to American Airlines and Delta Air Lines (the "Competitors") by striving to meet at least one of the following operational goals:

1. United's A:00 Rate in 2017 will be better than the A:00 Rate of at least one of the Competitors.
2. United's Completion Factor in 2017 will be better than the Completion Factor of at least one of the Competitors.

The A:00 Rate measures the percentage of the relevant airline's scheduled flights that arrive at or prior to their respective scheduled arrival times during 2017. The Completion Factor measures the percentage of the relevant airline's scheduled flights that are completed and not canceled.

For the purposes of measuring United's and the Competitors' operational performance under this GPC, United will use metrics as reported by masFlight. Regional flights operated on behalf of United and each of the Competitors by such airline's regional carrier partners and international flights operated by such airline will be included in calculating the A:00 Rate and Completion Factor of United and each of the Competitors, respectively.

### New in 2017!

### Top-tier baggage performance

For the duration of the 2017 calendar year, United is committed to maintaining its baggage reliability in comparison to the Competitors by striving to meet the following goal:

- United's Mishandled Baggage Rate (MBR) in 2017 will be lower than the MBR of at least one of the Competitors.

MBR gives the rate of mishandled-baggage reports per 1,000 passengers by airline. The rate is based on the total number of reports each airline received from passengers concerning lost, damaged, delayed or pilfered baggage.

For the purposes of measuring United's and the Competitors' baggage performance under this GPC, United will use metrics as reported by the U.S Department of Transportation ("DOT"). DOT MBR measures domestic flight operations, defined as flights within or between the 50 states of the United States, the District of Columbia, the Commonwealth of Puerto Rico, the U.S. Virgin Islands, and the territories and possessions of the United States. Transborder operations are not included.

## Carbon footprint measurement

United is committed to operating an environmentally sustainable and responsible airline. As part of this commitment, in 2017 we strive to meet the following goal:

- United's gross carbon footprint in 2017 will be better than both of the Competitors.

Carbon footprint is defined as an airline's carbon output for mainline and regional operations measured in metric tons of carbon dioxide-equivalent emissions (CO<sub>2</sub>e), and then adjusted for each airline's size by dividing it by available seat-miles (ASMs). Gross carbon footprint does not include the purchase of carbon offsets and best captures actual emissions from an airline's aircraft and operations.

To measure United's and the Competitors' gross carbon footprint under this GPC, United will use Scope 1 emissions, Scope 2 emissions, and Scope 3 emissions for regional partners as reported and independently verified in each Competitor's Carbon Disclosure Project response or Corporate Responsibility Report (generally released mid-year after the program year) and ASMs as reported in each airline's financial statements. For the purpose of interim reporting, United will provide fuel efficiency metrics on a quarterly basis as provided in quarterly financial statements. Fuel contributes approximately 99% of the carbon footprint impact, and will be considered a proxy reporting metric for the purpose of this program.

## Compensation

### On-time performance (A:00) and Completion Factor

If United does not meet at least one of the operational goals (on-time performance and Completion Factor) enumerated above as measured for 2017, then United will credit eligible Corporate Accounts in the form of United Services Funds as set forth in the table below. The amount of United Services Funds credited to the Corporate Account will depend on the number of delayed flights or canceled flights experienced by such Corporate Account's Eligible Travelers (as defined under the applicable corporate travel discount agreement ("CSA")), during 2017. Delayed flights and canceled flights will be tracked via the Corporate Account's ticket designator code and/or tour code.

Number of 2017 Delayed or Canceled Flights Experienced by Eligible Travelers	United Services Funds Compensation Amount
Up to 500	\$1,000
501 to 1,000	\$2,500
1,001 to 2,500	\$7,500
2,501 to 5,000	\$15,000
5,001 to 15,000	\$50,000
15,001 to 35,000	\$110,000
Over 35,000	\$250,000

These United Services Funds will be credited to the eligible Corporate Accounts within 3 months of December 31, 2017. United Services Funds issued pursuant to this GPC will expire, if unused, on the earlier of (a) the second anniversary of their deposit date or (b) the termination or expiration of the Corporate Account's CSA.

### Mishandled baggage reports (MBR)

If United does not meet the mishandled baggage reports (MBR) commitment as measured for 2017, then United will credit eligible Corporate Accounts in the form of United Services Funds as set forth in the table below. The amount of United Services Funds credited to the Corporate Account will depend on total number of bags checked by such Corporate Account's Eligible Travelers (as defined under the applicable CSA during 2017). Checked bags will be tracked via the Corporate Account's ticket designator code and/or tour code.

Number of 2017 Checked Bags by Eligible Travelers	United Services Funds Compensation Amount
Up to 500	\$200
501 - 3,000	\$750
3,001 - 10,000	\$1,500
10,001 - 25,000	\$2,500
25,001 - 50,000	\$5,000
Over 50,000	\$20,000

These United Services Funds will be credited to the eligible Corporate Accounts within 3 months after DOT publishes the yearly 2017 MBR report. United Services Funds issued pursuant to this GPC will expire, if unused, on the earlier of (a) the second anniversary of their deposit date or (b) the termination or expiration of the Corporate Account's CSA.

### Carbon footprint

If United does not meet the carbon footprint commitment as measured for 2017, then United will credit eligible Corporate Accounts in the form of United Services Funds as set forth in the table below. The amount of United Services Funds credited to the Corporate Account will be determined by the total 2017 carbon footprint of the eligible corporate account (as defined under the applicable CSA), during 2017. Carbon footprint will be tracked via the Corporate Account's ticket designator code and/or tour code.

Total Carbon Footprint (CO <sub>2</sub> e) for Eligible Corporate Account	United Services Funds Compensation Amount
0 - 5,000	\$500
5,001 - 20,000	\$750
20,001 - 35,000	\$1,500
35,001 - 50,000	\$2,500
Over 50,000	\$5,000

These United Services Funds will be credited to the eligible Corporate Accounts within 3 months of the public release of United's Carbon Disclosure Project response or Corporate Responsibility Report and each of the Competitors' Carbon Disclosure Project responses or Corporate Responsibility Reports. United Services Funds issued pursuant to this GPC will expire, if unused, on the earlier of (a) the second anniversary of their deposit date or (b) the termination or expiration of the Corporate Account's CSA.

## Minimum Criteria for Participation

Only Corporate Accounts which meet the following criteria, together with the detailed terms and conditions below, are eligible to participate in the GPC:

- a. For all of 2017 and through the time when the United Services Funds are credited to the Corporate Account, the Corporate Account must hold a valid, active CSA with United that (i) includes one or more market share targets, (ii) for flights operated by United or by United Express® and (iii) for points of origin ("POO") and points of sale ("POS") in the United States and Canada.
- b. For all of 2017, the Corporate Account must have achieved at least a combined weighted average of 95% of all the market share targets of that Corporate Account for all United and any other participating joint venture airlines as contracted under such CSA. For purposes of this calculation, revenue goals will not be taken into consideration.
- c. For all of 2017 and through the time when the United Services Funds are credited to the Corporate Account, and except as otherwise provided in paragraph b. above with respect to market share targets, the Corporate Account must be in compliance with the applicable CSA, including but not limited to performance data requirements and confidentiality provisions.

## Detailed Terms and Conditions

In addition to the terms and conditions set forth above, the following terms and conditions also apply to the GPC:

- The GPC is a non-contractual value benefit available to select eligible Corporate Accounts and not to individual customers of United.
- Included in the calculation of the A:00 Rate and the Completion Factor are scheduled flights that are delayed or canceled due to factors outside of the airline's control, such as weather or air traffic control reasons.
- If United meets the: (1) operational goals (A:00 and completion factor); (2) mishandled baggage reports goal; and (3) carbon foot-print goal, then no United Services Funds will be credited to eligible Corporate Accounts under the GPC.
- All terms and conditions of the "United Services Funds Program Offerings – Corporate" apply. United Services Funds are not exchangeable for cash or to purchase other traveler amenities not included in the "United Services Funds Offerings – Corporate".
- The determination of whether United Services Funds are to be credited to an eligible Corporate Account pursuant to this GPC will be derived solely from United's records, and such determination shall be binding and conclusive.
- A Corporate Account's cargo is excluded from the GPC.
- Corporate Accounts that hold a United Corporate Preferred Agreement (i.e., CPA, CPA Plus), a United PassPlus agreement, or a United PerksPlus agreement are ineligible to participate in this GPC.
- The payment of any taxes, fees, and other charges of any type associated with the participation in this GPC and benefits provided hereunder and imposed on the Corporate Account or its employees and other participants is the responsibility of the eligible Corporate Account or such employees or participants.
- The participation of any Corporate Account in this GPC is solely at the discretion of United.
- United reserves the right to change any of the rules, benefits, qualification requirements and terms and conditions of this GPC at any time and without notice. United's interpretation of this GPC and its provisions shall be definitive and final. No eligible Corporate Account has an accrued or vested right to any United Services Funds under the GPC based on rules, benefits, qualification requirements or other terms and conditions in effect prior to any change to, or interpretation of, the GPC made by United.
- United reserves the right to terminate this GPC for any reason or for no reason at any time upon notice. If this GPC is terminated at any time, then United will nevertheless credit to each eligible Corporate Account an amount of United Services Funds determined by measuring the program components for the period beginning on January 1, 2017, through and including the end of the last complete month preceding the termination, and pro-rating each of the components and the corresponding amounts of United Services Funds in the table above under "Compensation," and by otherwise applying the rules, benefits, qualification requirements and terms and conditions in effect at the time of such termination.