

Partner and Supplier Guiding Principles



Integrity is at the core of everything we do at United. By complying with laws and policies, we are able deliver a clean, safe, reliable and competitive product that creates a memorable travel experience for our customers.

United is committed to working with business partners, vendors, suppliers and third parties who share our commitment to integrity. These Partner and Supplier Guiding Principles summarize the minimum ethics and business conduct expectations for you and your business. Please make your employees aware of these Principles and contact the United Ethics and Compliance Office if you have any questions or concerns.

Connecting integrity to everything you do

You hold yourself to the highest standards and make ethical decisions in every aspect of your job.

You abide by all laws and regulations that apply to you around the world. You lead by example and encourage open and constructive communication.

Anti-corruption

You never directly or indirectly offer, authorize or promise to make a payment or give anything of value to any US or non-US government official in order to influence a business decision or gain an improper business advantage.

You do not provide or accept anything of value to/from a government official on behalf of United unless you have approval from the United Ethics and Compliance Office.

Business gifts and entertainment

You do not allow business gifts or entertainment to impact objectivity or influence judgment in connection with your work with United. In line with this, business gifts and entertainment: must comply with applicable laws and regulations; must be modest; must be infrequent; must not be solicited; and must not be given/received if you are currently, or soon to be, involved in or responsible for negotiations with United.

You do not provide or accept business gifts or entertainment on behalf of United unless you have approval from the United Ethics and Compliance Office.

You do not accept cash gifts, tips or gift cards in connection with your work with United.

Conflicts of interest

You avoid personal and financial conflicts that might interfere with the best interests of United, and disclose situations or activities that might be perceived as a conflict of interest.

Company information and assets

You maintain the privacy and security of United customer and employee personal information.

You safeguard United's physical, financial and intellectual property.

Build a great place to work

You provide equal opportunity to all employees and applicants, and work to achieve a workplace free of discrimination and harassment. You create and maintain a professional atmosphere in which every individual is valued and treated with dignity and respect.

You support, respect and conduct business in a manner consistent with internationally proclaimed human rights and are not complicit in human rights abuses.


Speak up!

You always speak up and report any situation that seems illegal or unethical. You can contact the United Ethics and Compliance Office with any concerns related to United, its employees or suppliers.


You never retaliate against those who file reports about illegal or unethical behavior or participate in an investigation.

You can make a report to the Ethics and Compliance Office 24/7 in your preferred language:

 ethicsandcompliancehub.ual.com

 1-866-921-6714 (Individuals outside the United States should visit the Ethics and Compliance Hub to find their local number)

 ethics@united.com

 HDQLD - Ethics and Compliance Office
233 S. Wacker Drive, Chicago, IL 60606

You can choose remain anonymous when you make a report. Please note that if you choose to do so, it is important that you provide sufficient detail so we can address your concern.