

United Airlines: Attracting and Retaining a Diverse Workforce in Technical Operations



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Recruiting
28, February 2020

United Airlines: The Need for Talent

There is a critical need for talent. More specifically in the Aircraft Maintenance Technician space:

TECHNICAL OPERATIONS

Industries by Share for Aircraft mechanics & service technicians

183k

2018 WORKFORCE
± 10,482

-5.46%

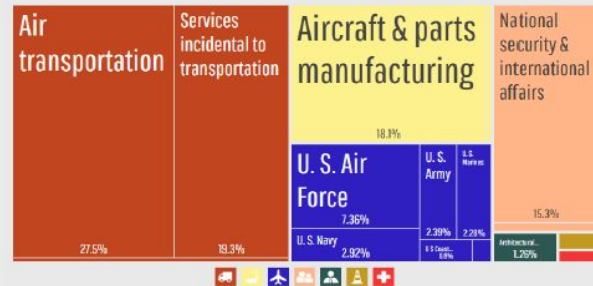
1 YEAR GROWTH
± 6.47%

The number of people employed as Aircraft mechanics & service technicians has been declining at a rate of -5.46%, from 193,031 people in 2017 to 182,501 people in 2018.

This graphic shows the share of Aircraft mechanics & service technicians employed by various industries. [Air transportation](#) employs the largest share of Aircraft mechanics & service technicians at 26.4%, followed by [Services incidental to transportation](#) with 18.6% and [Aircraft & parts manufacturing](#) with 17.4%.

Data provided by the [Census Bureau ACS PUMS 1-Year Estimate](#).

Total: 175,620



FLIGHT OPERATIONS

Industries by Share for Aircraft pilots & flight engineers

186k

2018 WORKFORCE
± 10,594

13.2%

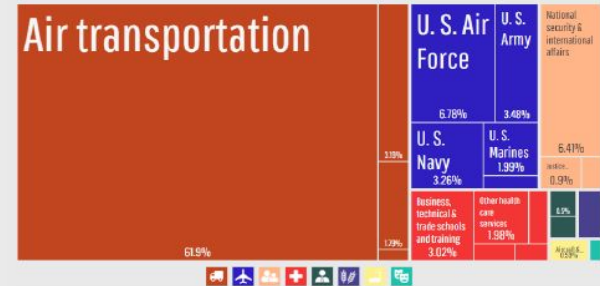
1 YEAR GROWTH
± 7.33%

The number of people employed as Aircraft pilots & flight engineers has been growing at a rate of 13.2%, from 164,737 people in 2017 to 186,435 people in 2018.

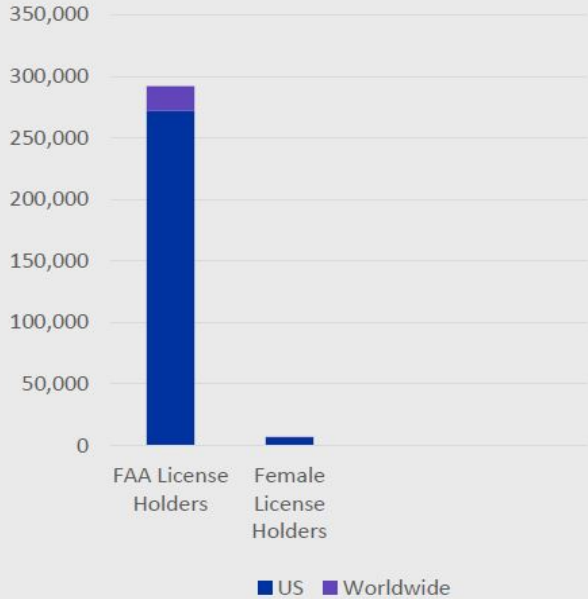
This graphic shows the share of Aircraft pilots & flight engineers employed by various industries. [Air transportation](#) employs the largest share of Aircraft pilots & flight engineers at 58.8%, followed by [U. S. Air Force](#) with 6.44% and [National security & international affairs](#) with 6.09%.

Data provided by the [Census Bureau ACS PUMS 1-Year Estimate](#).

Total: 177,019



A&P Licenses



LICENSE DEMOGRAPHICS

A&P licenses issued in 2018*: 6,710

- Active licenses decreased 11.2% over past 10 years
- New licenses issued declined 14.8% over past 10 years
- Female licenses holders increased 2.1% over past 10 years

**2019 data not yet available*

EDUCATIONAL INSTITUTIONS

- FAA Part 147 A&P School capacity approximately 50,000 seats
- Current enrollment approximately 25,000 students

Diversity Driven Recruiting Initiatives:



Women

- Women In Aviation International- WIA
- AWAM- Association for Women in Aviation Maintenance
- Society of Women Engineers



Minorities

- Organization of Black Aerospace Professionals
- National Society of Black Engineers
- Society of Hispanic Engineers



Military

- Student Veterans of America
- RTAG
- Camo2Commerce



Community Involvement

- Presence at educational institutions with a diverse student population
- Partner with local groups in Chicago and SFO to provide awareness of careers in aviation

United's Commitment to Diversity

We recognize that our employees have been shaped by a variety of backgrounds, experiences, cultures and values.

Business Resource Groups (BRG's)

- **LGBTA (Lesbian, Gay, Bisexual, Transgender and Allies), "EQUAL"**
- **Next Generation, "Gen Trend"**
- **Women, "uIMPACT"**
- **Multi-cultural, "UNITE"**
- **Veterans, "United for Veterans"**
- **Disability, "Bridge"**

Goals of our BRG's

- **Enhance diverse representation of leaders so that we look much like our customers**
- **Advance United's goals for inclusion and increase awareness and understanding of cultural issues and opportunities**
- **Provide insights to business leaders to help give us a competitive advantage**
- **Support the company's reputation by being connected and active in the community**
- **Develop a culture of relationships that encourages people of all backgrounds to participate in Business Resource Group activities**