Volunteerism is an important part of who we are at United Airlines. Whether as individuals or as teams, we give our time, talents and energy to help those around us. While our volunteer efforts take on different forms and are dedicated to different causes, all of our actions work toward the same goal – to make a positive difference and strengthen the places where we live and work.

Every day, the employees at United build our Working Together culture based on dignity, respect and direct, open and honest communication with each other and our customers. At United, we go beyond getting you to your destination, and are committed to giving back. It’s an important part of who we are.

United Airlines, Inc. Legal Department recognizes the importance of good corporate citizenship and supporting the Company’s policy of actively contributing to the communities where our customers and employees live and work. We demonstrate our support by volunteering our time and efforts to provide pro bono legal service and community service to those in need. The attorneys, paralegals and staff at United are humbled to be chosen for the American Bar Association’s 2015 Pro Bono Publico Award. We recognize that we stand in great company with the other honorees, and we are grateful to share a passion for pro bono service with such esteemed individuals and organizations.

The need for pro bono legal service and community service is overwhelming. The need has been identified as acute not only on a national level, but also on state and local levels. Various studies have shown that despite increasing efforts, the majority of individuals living at or below the poverty level do not have access to needed legal services, and that means they do not have access to justice. United believes that access to justice should be available to all regardless of one’s income or social status. The purpose of the Legal Department’s Pro Bono & Community Service Program is to promote pro bono opportunities to all Legal Department employees to do what they can to improve access to justice for those in need.

We are a global airline, flying to over 370 airports across six continents, and our more than 84,000 employees reside in every U.S. state and in many countries around the world. Our global employees bring with them a broad range of backgrounds and cultures and the melting pot of our talented people is our greatest asset. It allows us to find innovative and creative ways to give back. Pro bono activity is a great way we can promote some of our core values like diversity, inclusion and community involvement.

United is honored to receive this award, but we wish to thank the true unsung heroes—those working at legal aid organizations with whom we partner in providing pro bono and community services—that make this work possible. These individuals and the associated organizations not only provide us the needed training and assistance, but more importantly are the inspiration – and for that, we are grateful.

In particular, we are thankful to:

❖ the individuals at Cabrini Green Legal Aid who assist us with helping the underprivileged seek employment and opportunities without discrimination;
❖ the Center for Disability & Elder Law who provide the support that allows us to relieve seniors of the stress of not knowing whether their desires will be honored when they are unable to speak for themselves;
❖ Chicago Coalition for the Homeless – Law Project and Baker & McKenzie who teamed with us to develop the Homeless Youth Legal Issues and Options Handbook – Illinois for the thousands of homeless youth and those who support them;
❖ Chicago Metropolitan Battered Women’s Network who facilitate our court reform efforts for victims of domestic violence;
❖ Equip for Equality who coordinates our legal advice and provides assistance to parents of disabled children navigating the child’s educational needs and rights;
❖ Ladder Up who supports our tax preparation work for those in need;
❖ the National Immigrant Justice Center who contributes in countless ways to allow us to provide legal protection to individuals and families fleeing life endangerment, torture, abuse and abandonment.

To all the individuals at these organizations and the many others doing similar work to improve access to justice for those in need, we are honored to accept this award on your behalf.