



June 15, 2023

Dear Supervisor Chan,

I hope this letter finds you well. I am writing to express my strong support for the Lease and Use Agreement on the Budget and Finance Committee today. As manager of state and local government affairs at United Airlines, I am confident in the leases to a positive contribution to San Francisco International Airport (SFO) and the City and County of San Francisco.

United Airlines has a proven track record of success and has established itself as a reputable and responsible business in the aviation industry. This negotiated lease and its reinforcement of shared SFO and United Airlines commitment to safety, operational excellence, and customer satisfaction is unparalleled. Through our partnership and our operational and growth needs, SFO has consistently demonstrated professionalism, adherence to regulations, and a proactive approach to addressing any concerns or issues that may arise.

Furthermore, I believe that United's premiere presence at SFO will bring numerous benefits to both the airport and the local community. The proposed lease aligns with the airport's goals and objectives, and their business model will undoubtedly contribute to the economic growth of the area. By attracting more visitors, creating job opportunities, and fostering innovation, United is pleased to lead an exemplary aviation partner and will have a positive impact on the airport's overall development.

Additionally, United has expressed a strong commitment to environmental stewardship. We have implemented sustainable practices and initiatives within our operations to minimize our carbon footprint. This dedication to environmental responsibility aligns perfectly with the airport's efforts to promote sustainability and reduce its impact on the surrounding ecosystem.

I would also like to highlight the significant investment that United intends to make in terms of infrastructure improvements, upgrades, and increasing our workforce. These investments will not only enhance our operations but also contribute to the overall development and modernization of the airport. Such improvements will ultimately benefit all stakeholders, including other tenants, passengers, labor, and the airport authority itself.

In conclusion, I wholeheartedly support the Lease and Use Agreement as a favorable lease at SFO. Our exceptional reputation, commitment to safety, contributions to the local economy, focus on environmental sustainability, and planned infrastructure investments make us an ideal partner for the airport. I am confident that our presence will have a positive impact and help elevate the airport's standing within the aviation industry both nationally and internationally.

Thank you for considering this letter of support. If you require any additional information or would like to discuss this matter further, please do not hesitate to contact me at papia.gambelin@united.com.

I look forward to a favorable resolution regarding the lease approval.

Sincerely,

DocuSigned by:


Papia Gambelin

Cc: Supervisor Rafael Mandelman
Supervisor Asha Safai