

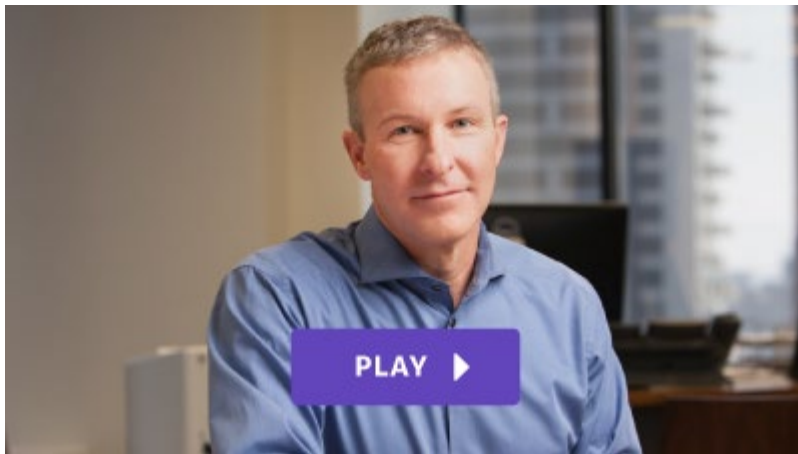


Introducing United CleanPlus: A New Standard of Cleanliness and Safety

Today, we're introducing **United CleanPlus, our commitment to putting health and safety** at the forefront of the entire customer experience, with the **goal of delivering an industry-leading standard of cleanliness.**

United CleanPlus brings together a most trusted brand in surface disinfection - **Clorox** - and the country's top medical experts - **Cleveland Clinic** - to inform and guide our new cleaning, safety and social distancing protocols. By establishing collaborations with world-renowned leaders in surface disinfection and health like Clorox and Cleveland Clinic, **our customers can travel with more confidence knowing that the airline's protocols have been informed by trusted experts.**

Learn more about United CleanPlus and our commitment to you from **our new CEO, Scott Kirby.**



Clorox

Clorox is working closely with us to **enhance our cleaning program, redefine disinfection procedures and equip customers with amenities** at select locations that help support a healthier and safer environment throughout their travel journey. **Clorox products will first roll out at our hub airports in Chicago and Denver** and will be used in the gate and terminal areas, with additional locations to follow.

The Cleveland Clinic

The United CleanPlus commitment goes far beyond disinfection. **We consulted with experts at Cleveland Clinic to provide guidance on our policies and procedures** – from mandatory face coverings, to touchless kiosks in select locations for baggage check-in, to social distancing – and **ensure they meet or exceed industry standards**. Medical experts from the Cleveland Clinic will also **advise on new technologies, training development and quality assurance programming**. As scientists learn more about how to fight coronavirus, Cleveland Clinic experts will **help us use those discoveries to quickly implement new ways to keep customers safe**.

The United CleanPlus commitment to customers is already happening throughout the travel journey across our network in a number of ways – **explore how it's happening by clicking the 2-page infographic and Learn More links below**.



We remain passionate about connecting the world safely

United CleanPlus™ is our commitment to delivering industry-leading* cleanliness, plus putting health and safety at the forefront of your journey. Teaming up with Clorox, we are redefining our cleaning and disinfection procedures, and over the coming months, we'll roll out Clorox products across our U.S. airports to help support a healthy and safe environment throughout your travel journey.

At the airport



- 1 Implementing temperature checks for employees and flight attendants working at hub airports
- 2 Installing sneeze guards at check-in and gate podiums
- 3 Temporarily shutting down select self-service kiosks
- 4 Promoting social distancing with floor signs to help customers stand 6 feet apart
- 5 Introducing touchless kiosks to pay for bags and print bag tags
- 6 Disinfecting high-touch areas such as door handles, handrails, elevator buttons, telephones and computers
- 7 Providing hand sanitizer and disinfectant wipes
- 8 Allowing customers to self-scan boarding passes

*Among the four major U.S. airlines

[Learn more about United CleanPlus](#)