

# We remain passionate about connecting the world safely

United CleanPlus<sup>SM</sup> is our commitment to putting health and safety at the forefront of your journey, with the goal of delivering an industry-leading standard of cleanliness. We're teaming up with Clorox to redefine our cleaning and disinfection procedures, and over the coming months, we'll roll out Clorox products across our U.S. airports, starting in select locations, to help support a healthy and safe environment throughout your travel experience.

## 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 check-in for customers with bags
- 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

## On our aircraft



- 1** Providing individual hand sanitizer wipes for customers
- 2** Requiring all customers and employees to wear a face covering and providing disposable face coverings for customers who need them
- 3** Temporarily removing onboard items like pillows, blankets and inflight magazines
- 4** Disinfecting high-touch areas, like tray tables and armrests, before boarding
- 5** Reducing contact between flight attendants and customers during snack and beverage service
- 6** Ensuring aircraft cleaning standards meet or exceed CDC guidelines
- 7** Applying social distancing to seating procedures when possible, including:
  - Limiting middle seat usage
  - Moving customers seated closely together
  - Boarding from back to front by row after pre-boarding
  - Boarding in smaller groups
  - De-planing in groups of five rows at a time to reduce crowding
- 8** Using electrostatic spraying to disinfect aircraft, to be completed on all flights by mid-June
- 9** Using state-of-the-art, hospital-grade, high-efficiency (HEPA) filters to circulate air and remove up to 99.7% of airborne particles

Developed in conjunction with



We're working closely with the experts at Cleveland Clinic to advise us on enhancing our cleaning and disinfection protocols for the safety of our employees and customers. Visit [Cleveland Clinic's website](#) to learn more about COVID-19.