

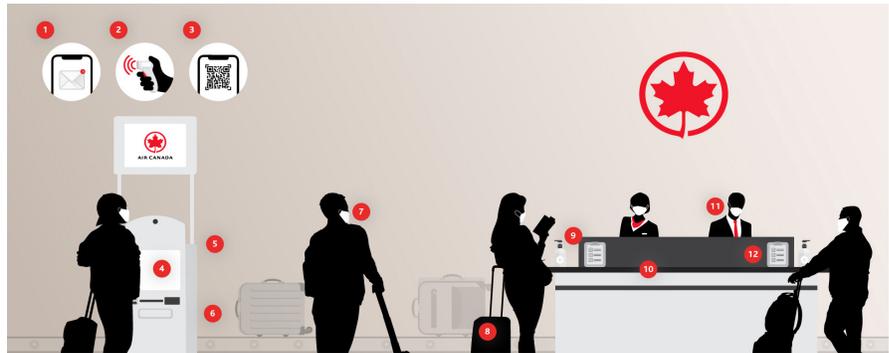


# INTRODUCING AIR CANADA CLEAN CARE+

To ensure your travellers can fly with peace of mind, we've introduced an industry-leading program committed to end-to-end health and safety protocols. Using new biosafety standards and enhancing preventive measures, we've elevated the steps we're taking to keep your travellers safe throughout their journey with us, because we believe in putting safety first, always.

## CHECK-IN

Health screening questions and pre-flight infrared temperature checks for customers, as well as the disinfection of frequently touched surfaces like check-in counters and kiosks are just some of the measures we've implemented for your travellers' safety.



- 1 As of July 1, a **notification email** will be sent out prior to check-in if a traveller's flight is reaching capacity in Economy Class. This will enable your traveller to explore other options if they prefer more space onboard.
- 2 As a preventative measure, passenger **temperatures** will be taken without contact.
- 3 **Virtual queuing** in place of physical lineups will minimize wait times and contact at select counters.
- 4 For select journeys, your travellers can print bag tags and easily check their bags by scanning their boarding pass at our **TouchFree Bag Check**.
- 5 For the safety of everyone, our **check-in kiosks** are regularly cleaned.
- 6 Touch-free check-in at select airports includes our seamless **TouchFree Bag Check** service. Your travellers indicate the number of checked bags during mobile check-in, print their bag tags from dedicated kiosks, then drop off their bags at the **TouchFree Bag Check**.
- 7 For your travellers' safety, all customers are required to wear protective **face coverings**.
- 8 **Carry-on baggage** compliance will be measured by new technology, at select airports, and enforced prior to security to limit physical interaction throughout the rest of your travellers' journey.
- 9 **Hand sanitizer** dispensers have been placed around the airport for personal use.
- 10 All of our **check-in counters** are thoroughly sanitized throughout the day.
- 11 All of our employees wear **face coverings**, with other optional PPE (personal protective equipment) items available such as **gloves**.
- 12 We'll ask your travellers a few **health questions** before they board to make sure they're safe to fly.

## BOARDING

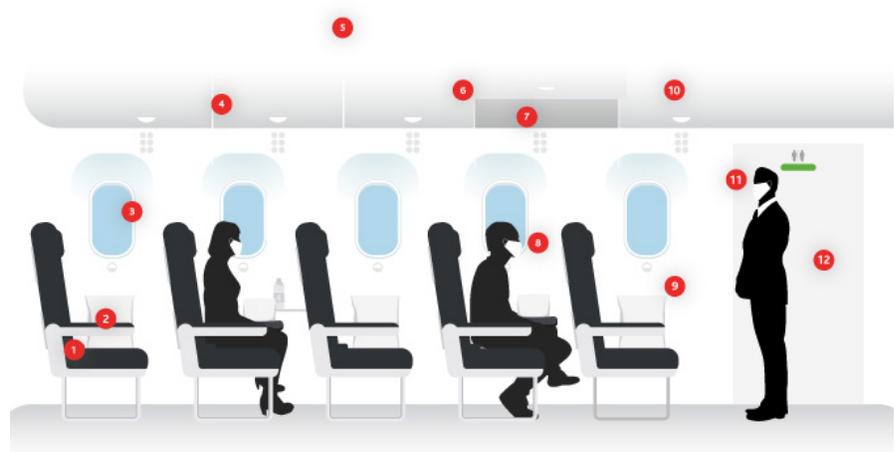
Ongoing cleaning of our gate areas, regular health screening questions for all customers, as well as mandatory face coverings for all employees and customers are steps designed to protect your travellers, and everyone on board.



- 1 For your travellers' safety, we're asking all customers to wear protective **face coverings**.
- 2 As of July 1, **gate announcements** will be made to advise Economy Class travellers if their flight is reaching capacity. This will enable your travellers to explore other options if they prefer more space on board.
- 3 All of our **gate counters** are cleaned regularly for your travellers' convenience.
- 4 All of our employees wear **face coverings**, with other optional PPE items available such as **gloves**.
- 5 Our **boarding process** has changed to minimize contact and ensure appropriate physical distancing.
- 6 As a precaution, your travellers may be asked a few **health-related questions** before boarding.

## ON BOARD

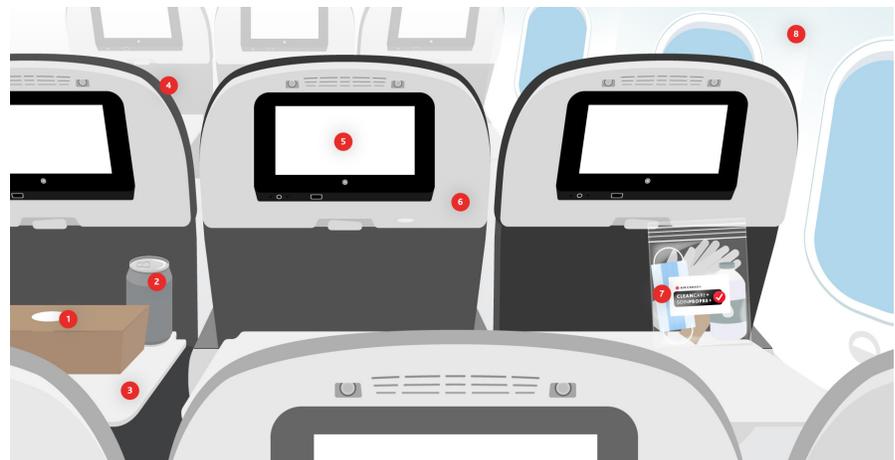
All high-touch areas are sanitized with a hospital-grade disinfectant before every flight and each time an aircraft overnights it receives a thorough cleaning. Additional preventive measures like mandatory face coverings, and adjusted onboard service are also in place to better protect passengers and employees.



- 1 For your travellers' safety, all **seat belt buckles and seat controls** are sanitized inside and out.
- 2 We properly wipe and sanitize each **armrest** for your clients' health and comfort.
- 3 We're sanitizing **cabin windows and shades** to help your travellers enjoy the view.
- 4 **Light switches and air circulation controls** are properly sanitized to keep your travellers safe.
- 5 Our crew sanitizes all **ceiling areas** when an aircraft overnights.
- 6 When an aircraft overnights, we sanitize the **inside of each overhead bin** to keep your travellers' luggage clean.
- 7 Your travellers can fly with peace of mind, knowing our HEPA filtration systems capture 99.9% of airborne particles, and continually refreshes cabin air.
- 8 For yourtravellers' safety, we're asking all customers to wear **protective face coverings**.
- 9 **Pillows and blankets** provided are wrapped and sealed.
- 10 We sanitize each **overhead bin handle**.
- 11 Our employees now wear **face coverings** throughout the flight, with other PPE items available.
- 12 We use a disinfectant in the regular cleaning of our **lavatories**, and **antiseptic wipes** will also be available for your travellers' use in lavatories.

## ON BOARD

All high-touch areas are sanitized with a hospital-grade disinfectant before every flight and each time an aircraft overnights it receives a thorough cleaning.



- 1 On flights where complimentary meals are offered, **pre-packaged meals** will be provided for your travellers' safety, with an antiseptic wipe included in the meal box.
- 2 **Bar service** will be combined with meal service to minimize contact.
- 3 We're sanitizing all **tray tables** before boarding for your travellers' safety.
- 4 We're rigorously grooming all **headrest covers**.
- 5 We sanitize your travellers' **personal screen** and all surfaces of the **in-flight entertainment area**.
- 6 We're introducing an **electrostatic disinfectant sprayer** as part of our sanitization procedures.
- 7 We're enhancing our disposable **Customer Care Kits** to include a complimentary mask, gloves, bottled water, hand sanitizer, disinfecting wipes, headset, and, on flights within North America, snack.
- 8 We're wiping down **sidewalls** for your travellers' peace of mind each time an aircraft overnights.



Voted Best Airline  
in North America

A STAR ALLIANCE MEMBER



AIR CANADA  
FOR CORPORATE