

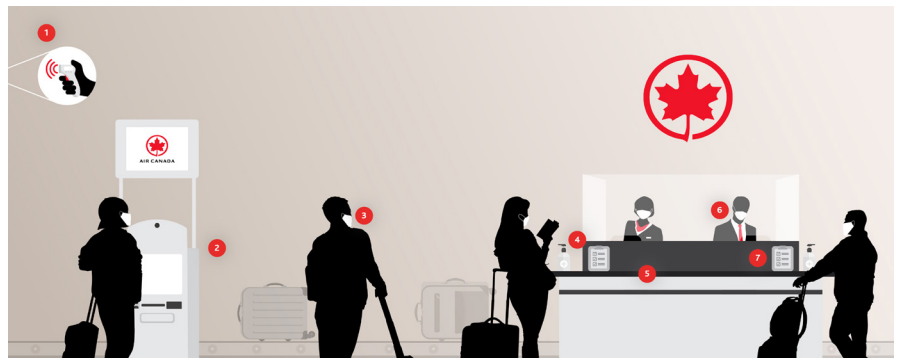


INTRODUCING AIR CANADA CLEANCARE+

To ensure your clients can fly with confidence, we are introducing an industry-leading program committed to end-to-end health and safety protocols. Using new biosecurity standards and enhancing preventive measures, we are elevating the steps we're taking to keep your clients safe throughout their travel with us, because we believe in putting safety first, always.

CHECK-IN

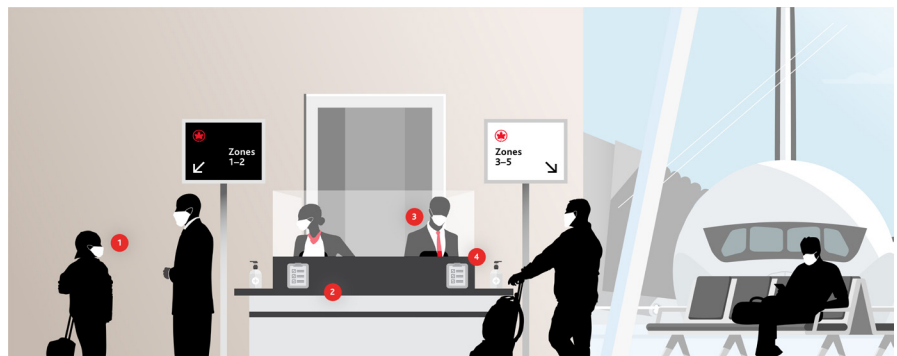
Health screening questions and pre-flight infrared temperature checks for customers, as well as the disinfection of frequently touched areas such as check-in counters and kiosks are just some of the measures implemented for your clients' safety.



- 1 As a preventative measure, your clients' **temperature** will be taken without contact.
- 2 For the safety of everyone, our **check-in kiosks** are regularly cleaned.
- 3 For your clients' safety, all customers are required to wear protective **face coverings**.
- 4 **Hand sanitizer** dispensers have been placed around the airport for personal use.
- 5 All of our **check-in counters** are thoroughly sanitized throughout the day.
- 6 All of our employees wear **face coverings**, with other optional PPE (personal protective equipment) items available such as **gloves**.
- 7 We'll ask your clients a few **health questions** before boarding to make sure they are 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 clients, and everyone on board.



- 1 For your clients' safety, we're asking all customers to wear **protective face coverings**.
- 2 All of our **gate counters** are cleaned regularly for your convenience.
- 3 All of our employees wear **face coverings**, with other optional PPE items available such as **gloves**.
- 4 As a precaution, your clients may be asked a few **health-related questions** before boarding.

ON BOARD

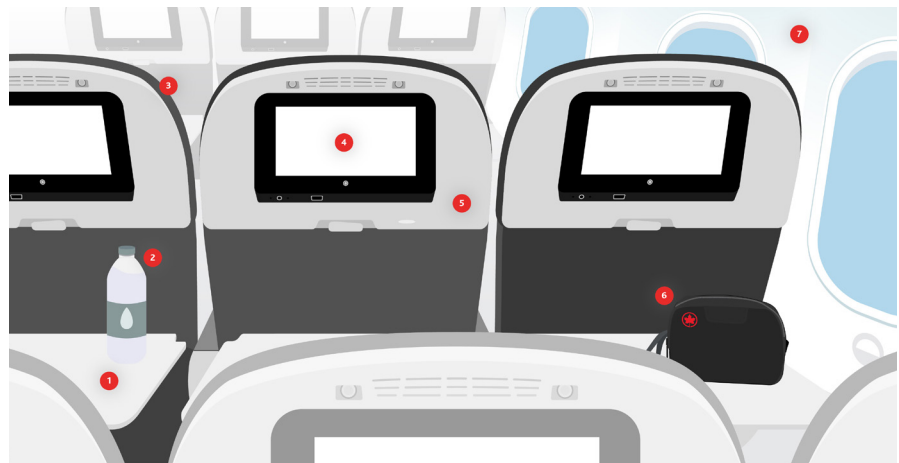
Additional preventive measures like blocking the adjacent seat in Economy Class, mandatory face coverings, and adjusted on board service are also in place to better protect customers and employees.



- 1 For your clients' 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 clients enjoy the view.
- 4 **Light switches and air circulation controls** are properly sanitized to keep your clients safe.
- 5 From May 15 to June 30, 2020 we're **blocking every adjacent seat** in the Economy cabin for more personal space.
- 6 Our crew sanitizes all **ceiling areas** when an aircraft overnights.
- 7 When an aircraft overnights, we sanitize the **inside of each overhead bin** to keep your clients' luggage clean.
- 8 Fly confidently, knowing our **HEPA filtration systems** captures 99.9% of airborne particles, and continually refreshes cabin air.
- 9 For your clients' safety, we're asking all customers to wear **protective face coverings**.
- 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**.

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 We're sanitizing all **tray tables** before boarding for your clients' safety.
- 2 For improved safety, we will be serving **bottled water and pre-packaged meals** on flights where complimentary meals are offered.
- 3 We're rigorously grooming all **headrest covers**.
- 4 We sanitize your clients' **personal screen** and all surfaces of the **in-flight entertainment area**.
- 5 We are introducing an **electrostatic disinfectant sprayer** as part of our sanitization procedures.
- 6 We're introducing new disposable **Customer Care Kits** that include complimentary hand sanitizer and disinfecting wipes.
- 7 We're wiping down **sidewalls** for peace of mind each time an aircraft overnights.



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