

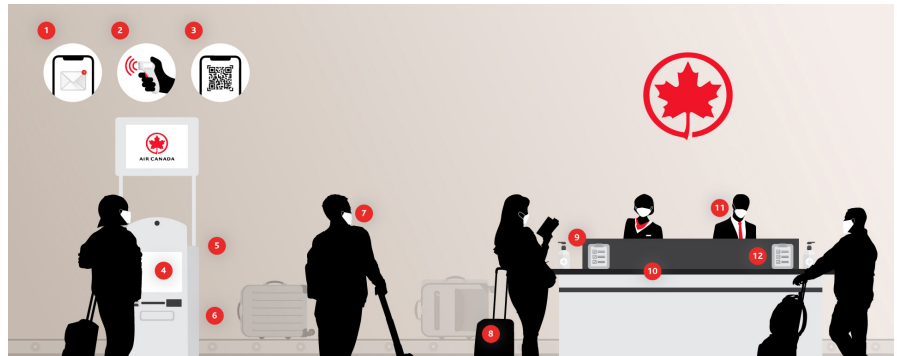


INTRODUCING AIR CANADA CLEAN CARE+

To ensure your clients 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 clients safe throughout their travel with us, because we believe in putting safety first, always.

CHECK-IN

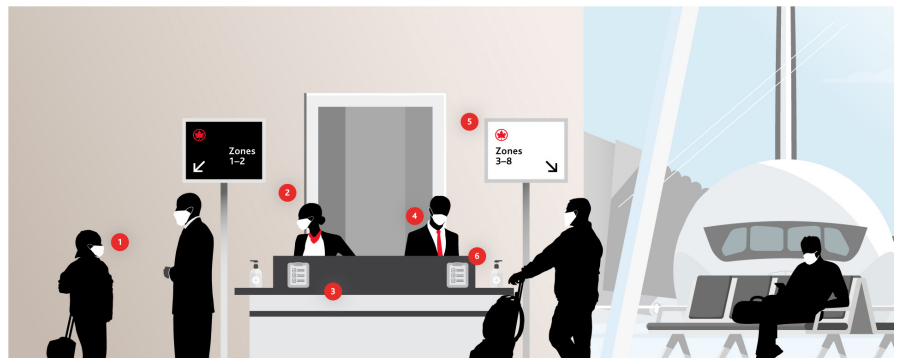
Health screening questions and pre-flight infrared temperature checks for customers, as well as the disinfection of frequently touched surfaces like check-in counters and kiosks are just some of the measures we've implemented for your clients' safety.



- 1 As of July 1, a **notification email** will be sent out prior to check-in if a client's flight is reaching capacity in Economy Class. This will enable your client to explore other options if they prefer more space on board.
- 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 clients 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 clients 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 Drop**.
- 7 For your clients' 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 clients' 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 clients a few **health questions** before they board to make sure they're safe to fly.

BOARDING

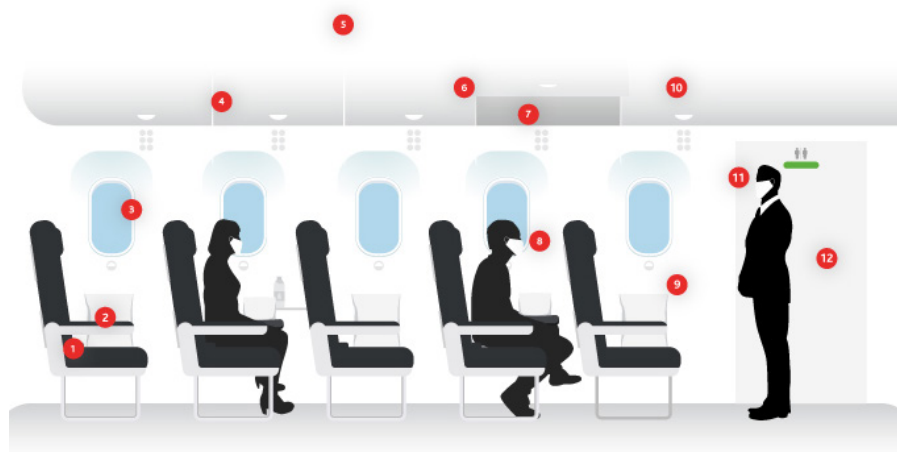
Ongoing cleaning of our gate areas, regular health screening questions for all customers, as well as mandatory face coverings for all employees and customers are steps designed to protect your clients, and everyone on board.



- 1 For your clients' 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 customers if their flight is reaching capacity. This will enable your clients to explore other options if they prefer more space on board.
- 3 All of our **gate counters** are cleaned regularly for your clients' 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 clients may be asked a few **health-related questions** before boarding.

ON BOARD

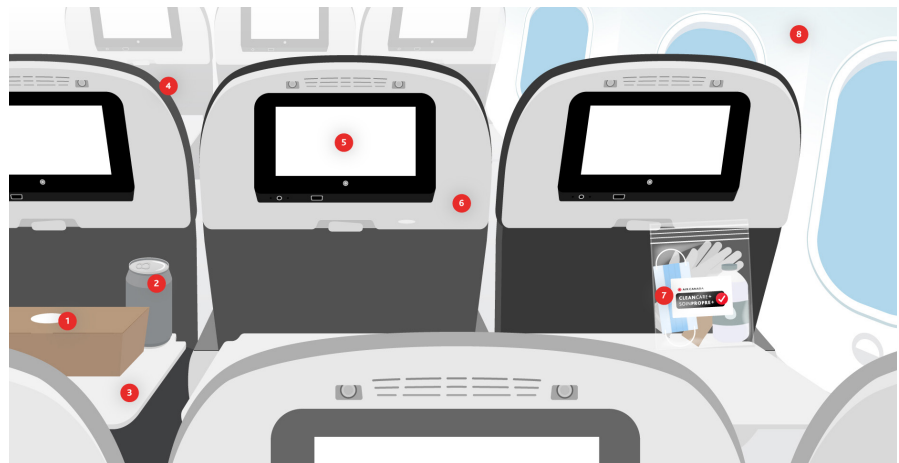
All high-touch areas are sanitized with a hospital-grade disinfectant before every flight and each time an aircraft overnights it receives a thorough cleaning. Additional preventive measures like mandatory face coverings, and adjusted onboard service are also in place to better protect passengers and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



- 1 For your 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 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 clients' luggage clean.
- 7 Your clients can fly with peace of mind, knowing our HEPA filtration systems capture 99.9% of airborne particles, and continually refreshes cabin air.
- 8 For your clients' 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 clients' 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 clients' 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 clients' safety.
- 4 We're rigorously grooming all **headrest covers**.
- 5 We sanitize your clients' **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 clients' peace of mind each time an aircraft overnights.



Voted Best Airline
in North America

A STAR ALLIANCE MEMBER



AIR CANADA