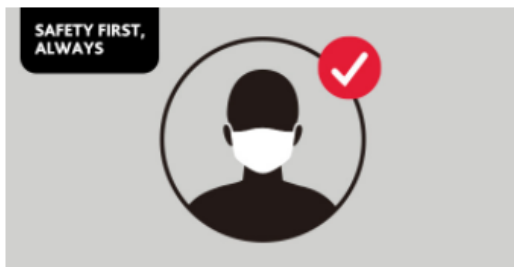


# Air Canada Health & Safety Protocols

## Introducing Air Canada CleanCare+



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 are elevating the steps we're taking to keep you safe throughout your travel with us, because we believe in putting **safety first, always**.



Please note, for those over the age of 2, wearing a face covering while travelling is a mandatory requirement issued by Transport Canada. All non-compliance cases will be reported to Transport Canada, and could result in a financial penalty.

Masks with an exhalation valve, bandanas, and scarves, have been deemed ineffective in the protection against COVID-19, according to requirements outlined by Transport Canada. As such, they no longer qualify as acceptable face coverings when travelling with us. [Learn more about what is accepted as an effective face covering.](#)

If you have a medical certificate confirming that there is a medical reason preventing you from wearing a face covering during your travel, you must provide this to Air Canada. Once you have obtained your medical certificate, please contact the [Air Canada Medical Assistance Desk](#).

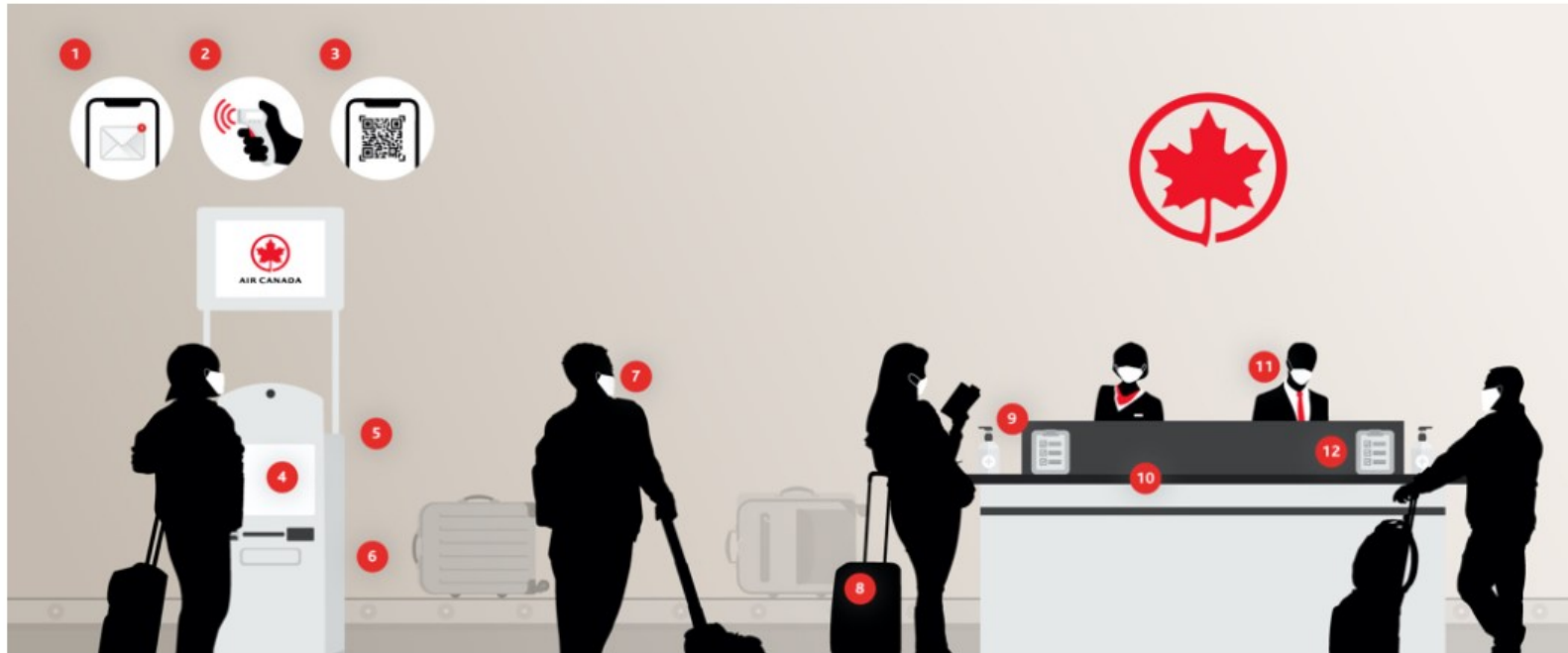


**AIR CANADA**

# Air Canada Health & Safety Protocols

## 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 safety.



- 1 As of July 1, a **notification email** will be sent to you prior to check-in if your flight is reaching capacity in Economy Class. This is to allow you to explore other options if you prefer more space onboard.
- 2 As a preventative measure, your **temperature** 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, print bag tags and check your bags simply by scanning your 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. Indicate the number of checked bags during mobile check-in, print your bag tags from dedicated kiosks, then drop off your bags using **TouchFree Bag Drop**.
- 7 For your 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.
- 9 **Hand sanitizer** dispensers have been placed around the airport for your 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 you a few **health questions** before you board to make sure you're safe to fly.

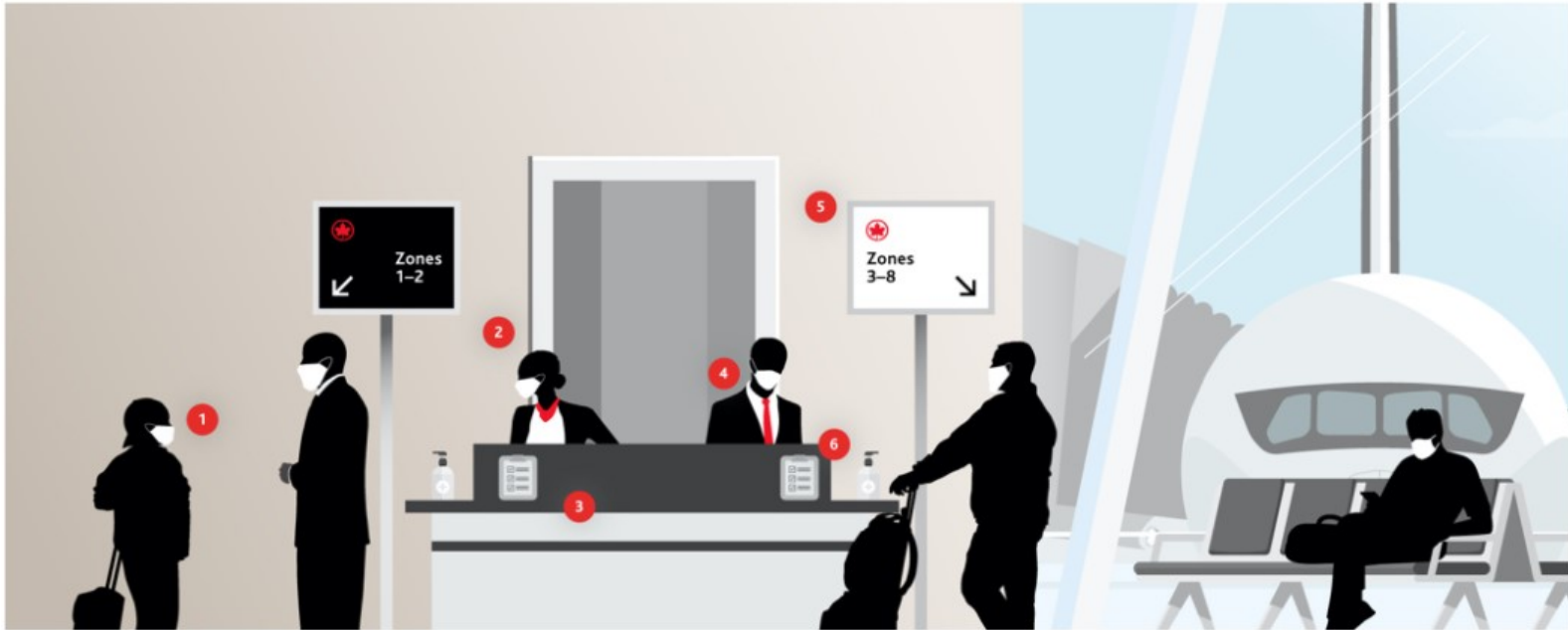


**AIR CANADA**

# Air Canada Health & Safety Protocols

## 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 you, and everyone on board.



- 1 For your 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 is to allow you to explore other options if you prefer more space onboard.
- 3 All of our **gate counters** are cleaned regularly for your 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 distancing.
- 6 As a precaution, you may be asked a few **health-related questions** before boarding.

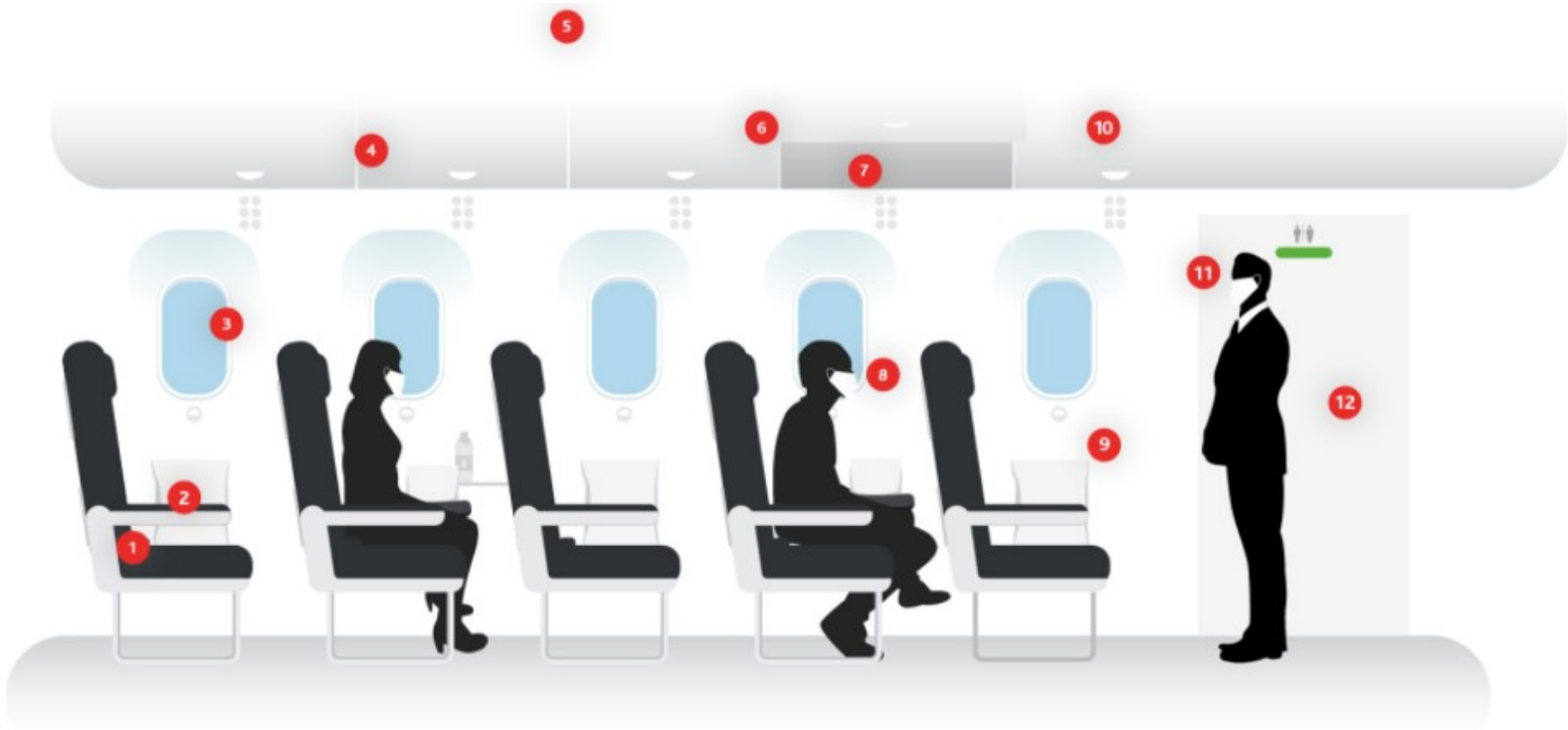


**AIR CANADA**

# Air Canada Health & Safety Protocols

## 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 services are also in place to better protect customers and employees.



- 1 For your safety, all **seat belt buckles and seat controls** are sanitized inside and out.
- 2 We properly wipe and sanitize each **armrest** for your health and comfort.
- 3 We're sanitizing **cabin windows and shades** to help you enjoy the view.
- 4 Your **light switches and air circulation controls** are properly sanitized to keep you 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 luggage clean.
- 7 You can fly confidently, knowing our **HEPA filtration systems** capture 99.9% of airborne particles, and continually refreshes cabin air.
- 8 For your 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 your 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 use in lavatories.



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# Air Canada Health & Safety Protocols



1 On flights where complimentary meals are offered, **pre-packaged meals** will be provided for your 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 safety.

4 We're rigorously grooming all **headrest covers**.

5 We sanitize your **personal screen** and all surfaces of the **in-flight entertainment area**.

6 We are 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, bottled water, hand sanitizer, disinfecting wipes, headset, and snack.

8 We're wiping down **sidewalls** for your peace of mind each time an aircraft overnights.

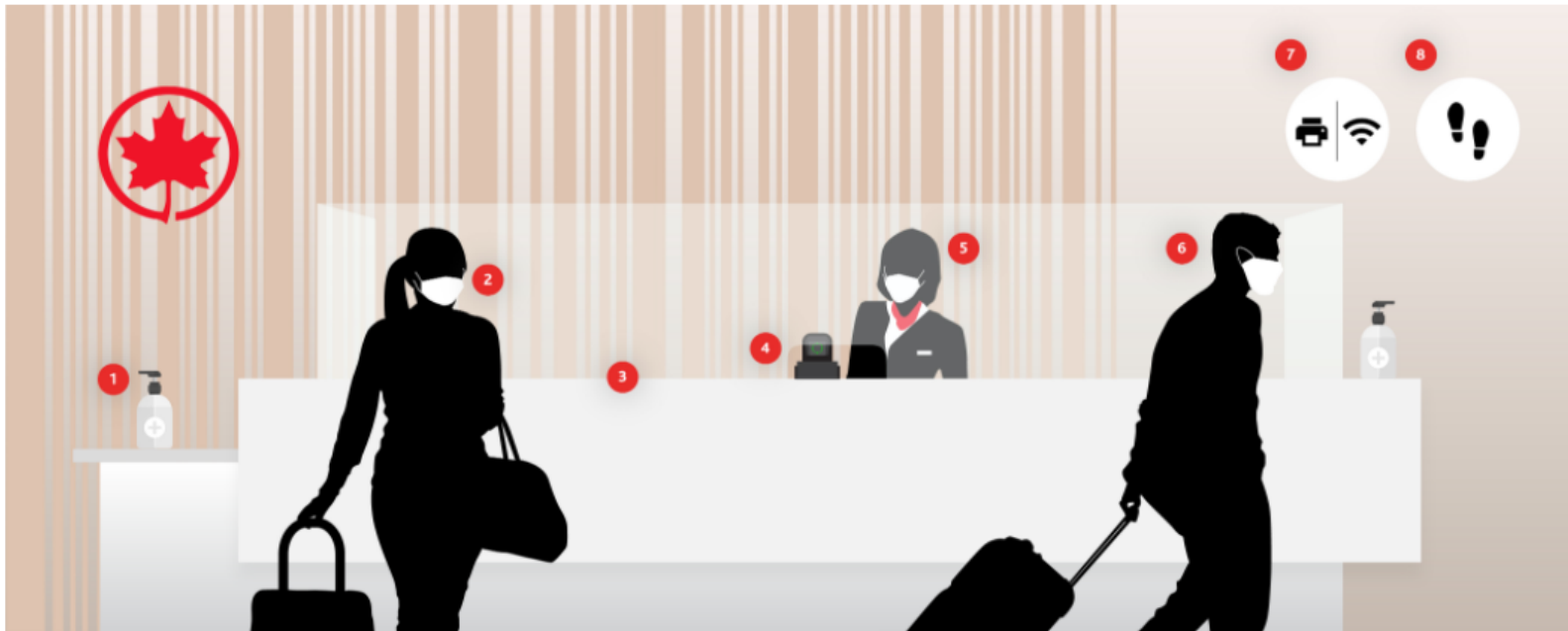


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# Air Canada Health & Safety Protocols

## Lounges

Enhanced cleaning and disinfection procedures, pre-packaged foods and a new ordering system are some of the steps we're taking as we begin reopening lounges this summer.

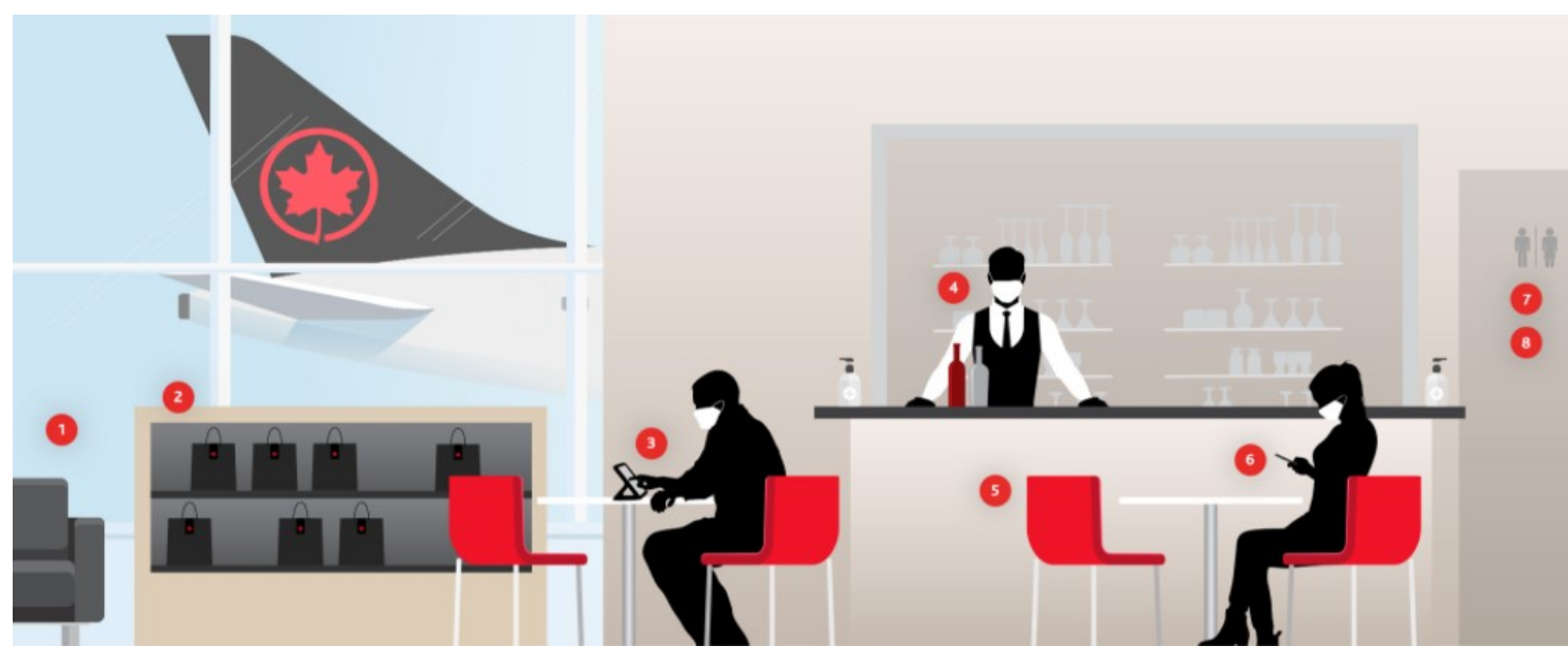


- 1 Hand sanitizer dispensers are positioned strategically throughout lounge.
- 2 Face masks are mandatory for customers and employees
- 3 All high-touch areas are thoroughly cleaned with a hospital-grade disinfectant throughout the day
- 4 Eligible customers are required to scan their own boarding pass, status card, or membership card. The card swiper will be disinfected after each use.
- 5 For employees, temperature screenings and daily health assessments are mandatory.
- 6 As a means of contact tracing, a record is kept of all lounge visitors for 30 days.
- 7 Business services are limited to complimentary Wi-Fi and remote printing.
- 8 Customer flow is managed via arrowed floor decals.



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# Air Canada Health & Safety Protocols



1 Our lounge is divided into separate sections to facilitate cleaning procedures throughout the day, including electrostatic spraying, which requires a particular section to be closed for about 5-10 minutes.

2 Pre-packaged meals.

3 All reading material (newspapers and magazines) is provided digitally via PressReader.

4 There is assisted bar service with our full offering.

5 Tables and chairs are sanitized after each use.

6 Meals can be ordered and delivered to your table by accessing the new *Maple Leaf Lounge @ la table* service by simply scanning an NFC or QR code at your table.

7 A dedicated washroom attendant is on duty, responsible to disinfect and sanitize facilities.

8 Showers remain closed until further notice.



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