

# CORONAVIRUS Q&A

*Updated Aug. 18, 2021*

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We will continue to update this Q&A frequently, so please keep checking back.

## COVID-19 vaccine questions

### Why are we requiring employees to get vaccinated?

Our number one priority is to help keep employees safe.

In January, Scott talked about our intention to make the vaccine mandatory for employees at some point but also made clear that we first need to know when and where our employees can get it.

The vaccine is now widely available in the U.S. and is proven to help protect against severe illness, hospitalization and death as well as the spread of the virus, even for the delta variant.

Getting your COVID-19 vaccine is the best thing you can do to protect yourself, your family and your colleagues and to ensure that our industry stays on track to recover and thrive.

### Is the vaccine safe?

Yes. According to the CDC, the U.S. vaccine safety system ensures that all vaccines are as safe as possible.

One of the most rigorous parts of the vaccine approval process is the clinical trials phase. Clinical trials conducted according to Food and Drug Administration (FDA) standards evaluate the vaccine in many thousands of trial participants. If the FDA determines a vaccine meets its safety and effectiveness standards, it can authorize a vaccine for use.

And testing and monitoring continues even after vaccine approval to ensure it's safe across larger populations.

## **Why do I need the vaccine if I've already had COVID-19?**

Vaccination is the best form of protection against COVID-19, especially given the recent development of new strains. A study by the Centers for Disease Control and Prevention (CDC) found unvaccinated people who have had COVID-19 are more than twice as likely to be reinfected with the virus compared with people who were fully vaccinated after contracting the virus. Studies have shown that vaccination provides a strong boost in protection in people who have recovered from COVID-19. Click [here](#) to read more.

## **Who is required to be vaccinated against COVID-19 at United?**

All U.S.-based employees are required to get vaccinated and demonstrate proof of vaccination five weeks after the FDA has announced it has fully approved a COVID-19 vaccine or five weeks after Sept. 20, 2021, whichever comes first. Active employees and flight attendants on COLA must submit their RAP requests by Aug. 31, 2021.

The only exceptions to this policy will be employees who seek and are granted a medical or religious accommodation (RAP) or work in a state where demonstrating proof of vaccination is prohibited by law.

This policy applies to:

- All frontline U.S.-based employees
- All M&A U.S.-based employees, including M&A employees with hybrid and remote work schedules.

This policy does not apply to:

- International employees (at this time). We will continue to review the applicability of this policy to our International employees based on local regulations and vaccine availability

## **Are Catering Ops employees required to get the vaccine? Are they eligible for the incentive?**

- Catering employees who are employed by United on the due date of the vaccine will need to be vaccinated on that date.
- Catering employees who submit their full record by 9/20 will be eligible for the incentive and will be paid on their last United paycheck, provided they are actively employed on the date of their transition.

## **What is the timeline for our vaccine requirement?**

All U.S. employees are required to be vaccinated five weeks after the FDA has announced it has fully approved a COVID-19 vaccine or five weeks after Sept. 20, 2021, whichever comes first. The latest potential deadline for meeting this requirement is Oct. 25, 2021.

Employees who are vaccinated by Sept. 20, 2021 and upload their documentation will qualify for a special incentive – one full day of pay to be paid out in November 2021.

Pilots and flight attendants are exempt from this incentive, having already received a vaccination incentive earlier this summer.

You will need to be an active employee on the payment date to receive the incentive.

Employees on leave will need to have their vaccine information uploaded by Sept. 20, 2021, and will be paid within 45 days of returning from leave.

### **What is the incentive for full-time employees to get the vaccine?**

Full-time employees in work groups eligible for the incentive will receive eight hours of pay, which will show up on your normal paycheck as a separate line item. The standard pay rate will be as of Aug. 6, 2021. To qualify, you have to have been hired by Aug. 1, 2021. If you've already uploaded your vaccination documents, you still qualify!

### **What is the incentive for part-time employees to get the vaccine?**

Part-time employees in work groups eligible for the incentive will receive a day of pay, which is computed as the number of scheduled hours for the week of Aug. 1-7 divided by five and multiplied by the hourly rate as of Aug. 6, 2021.

For example:

- Someone with a standard 20-hour work week and an hourly rate of \$18.50 would receive:  $20 \text{ hours} / 5 \text{ days} = 4 \text{ hours times } \$18.50 = \$74.00$
- Someone with a standard 24-hour work week and an hourly rate of \$18.50 would receive:  $24 \text{ hours} / 5 \text{ days} = 4.8 \text{ hours times } \$18.50 = \$88.80$

Shift differential will not be included in the payment. The additional pay will show up on your normal paycheck as a separate line item. To qualify, you have to have been hired by Aug. 1, 2021. If you've already uploaded your vaccination documents, you still qualify!

### **Do employees on leave or who elected to take the VSL qualify for an incentive?**

Employees on leave, including employees who took the VSL and are on pre-separation leave, would need to upload their vaccination information by Sept. 20, 2021 and return to work to qualify for the incentive. If they return to work, they will be paid within 45 days of their return. All employees on leave of absence will need to provide proof of vaccination in order to return from leave once the vaccine requirement is effective (i.e., five weeks after FDA approval or Oct. 25, 2021, whichever comes first).

### **I uploaded my vaccine certificate months ago, will I still get the additional paid day?**

Yes! As long as you were hired as of Aug. 1, 2021 and have your full record (two doses of a two-course injection or one of a single dose) loaded by Sept. 20, you will receive the additional day of pay.

### **Why are we doing this now? Why not wait for full FDA approval of one or more of the vaccines?**

- This is a once in a century pandemic. It threatens our lives and is an existential threat to our airline and the livelihoods that support our families. Vaccines are the most effective means to end these threats. Further, our Core4 culture drives us towards safety and caring, and vaccines make us safer and protect our families and

communities. Ultimately, it's about loving your neighbor and colleague as yourself and doing what you can to protect them.

- We anticipate that full FDA approval of at least one vaccine will occur in August or early in September, which is why we are pursuing this now. FDA approval is a rigorous process, which includes an inspection of every manufacturing site. The scale of vaccine manufacturing similarly scales the inspections. However, even under the EUA, the vaccines have been rigorously tested and were based on years of medical research. Also, keep in mind that within the U.S., as of August 12, 2021, over 353 million doses have been administered (\*CDC.gov).
- Click [here](#) for more information on the emergency use authorization and [here](#) to watch a recap of our conversation with Dr. Corbett about the vaccine.

## **Is the company being incentivized or compensated by the government or healthcare providers in any way?**

Absolutely not. This decision was made to keep our employees and customers safe.

## **Which vaccines meet the requirements of our new policy?**

Any World Health Organization (WHO) approved vaccine will meet the requirements. Vaccines with a current WHO Emergency Use Listing include: Pfizer/BioNTech, Moderna, Johnson & Johnson/Janssen, AstraZeneca/Oxford, Covishield, Sinopharm-B, and Sinovac. Click [here](#) for more information.

## **What if I'm unable to be vaccinated for medical or religious reasons?**

United's Reasonable Accommodation Process (RAP) will be made available to those unable to be vaccinated for medical or religious reasons. You can find more information or submit a request for accommodation on Help Hub. Active employees and flight attendants on COLA must submit their RAP requests by Aug. 31, 2021.

For a medical accommodation, you will be asked to provide supporting documentation from your doctor; for a religious accommodation, you may be asked to provide a letter from a third party who is familiar with your religious beliefs.

## **What is the deadline to submit a RAP for the COVID-19 vaccination requirement?**

If you would like to request a reasonable accommodation on either a medical or religious basis, active employees and flight attendants on COLA must submit their RAP request by Aug. 31, 2021, which will allow sufficient time for processing ahead of the requirement due date.

If you are an employee on leave (other than FA COLA OR VSL) and believe you need reasonable accommodation, you should begin your RAP request a month ahead of your anticipated return date.

## **What happens if I refuse to get vaccinated and don't meet the criteria for a RAP?**

Because vaccination is a condition of their employment, if an employee does not show proof of vaccination by the required date, we will initiate the termination process. In this case, we'd expect the last day worked to be on or around Nov. 30, 2021 (or the last day of the November bid month for crew). This includes restricting pilots and flight attendants from bidding for their December schedules.

## **How do I prove I'm vaccinated?**

Employees can upload copies of their vaccination cards to [Flying Together](#) to generate a "vaccine pass," confirming they are vaccinated against COVID-19. Violating United's policy and/or misrepresenting your vaccine status is serious and may result in discipline, up to and including termination. To confirm your vaccine information is entered, log into [Flying Together > My Info](#) and you'll be able to see your records on file. When you upload your information, you will receive an email from "My Info" confirming your submission was made. Please only upload your own vaccine information, and not that of your dependents.

Flight Ops and Inflight: Updates to your COVID vaccination record may take up to 24 hours to register in crew scheduling applications before you will be able to pick up trips that require vaccination.

## **Why doesn't United's request for proof of vaccination for U.S.-based employees violate HIPAA?**

HIPAA only prohibits certain entities like doctors, hospitals, and health plans from disclosing medical information without the individual's consent. United is not governed by HIPAA. Although the information is not covered by HIPAA, United does treat this information as confidential and it is stored and treated as such. United has a strict policy against discrimination or retaliation on the basis of any legally protected reason. For more information on that policy, please refer to the Working Together Guidelines.

## **What if I prefer to get a different vaccine than the first COVID-19 vaccine approved by the FDA?**

All three vaccines currently in use in the U.S. (Pfizer, Moderna, Johnson & Johnson) are authorized by the Food and Drug Administration (FDA) for emergency use, which means they have been determined to be safe by the FDA. For those vaccinated elsewhere, any World Health Organization (WHO) approved vaccine will meet the requirements. Vaccines with a current WHO Emergency Use Listing include: Pfizer/BioNTech, Moderna, Johnson & Johnson/Janssen, AstraZeneca/Oxford, Covishield, Sinopharm-B, and Sinovac.

## **Where can I get vaccinated?**

[Use the vaccine finder](#) on Flying Together, where you can search by location.

## **Can I schedule a vaccine appointment on a work day?**

Missing work for a vaccination appointment is generally an unauthorized absence, unless allowed by applicable state law. Some states, like California and New York, may allow for time off. Contact your HR Partner for more details.

Please schedule your vaccine after work or on your day off (including leveraging shift/trip trading). In a few situations people feel ill following vaccination, but these symptoms typically dissipate in a few days. If you experience post-vaccination symptoms that prevent you from safely working, please use sick time until you are ready to return to work.

### **Is the vaccine covered by our company medical insurance?**

There will be no cost to any U.S. and Guam based employee to get the COVID-19 vaccine. You may be asked for your insurance card at your vaccine appointment.

### **What does United do with my vaccine information?**

United already stores sensitive and confidential employee information, within our HR systems.

We are storing your vaccination information under the same strict controls and limited access rules as other confidential data. The vaccination information you provide (at an individual level) will not be available to others outside of a small group within HR and as needed for operational purposes, such as crew scheduling.

The storage of this information does not violate HIPAA laws.

### **Will UAX and UGE employees be required to get vaccinated?**

They will not be required to be vaccinated under United's policy, as they are not United employees. However, we are working with them and are encouraging them to embrace the same policies.

### **Does the vaccine policy apply to contractors?**

We are evaluating our policy for contractors, visitors and vendors at this time. In order to be mask-less in a United non-airport facility, they must show proof of vaccination.

### **Will we require customers to be vaccinated?**

Although we will continue to encourage our customers to be vaccinated, we will not require it. That requirement would need to come at government direction.

### **Where can I learn more about vaccine safety and efficacy?**

There are lots of great resources available about the COVID-19 vaccine, the testing process and certification process. [Here are a few](#) we've already shared.

All vaccines have high efficacy and the variants are being tracked closely by the clinical community. But, the more the virus circulates, the higher likelihood of mutation and more variants. It is even more important to get vaccinated sooner to lessen the chance of more mutations.

Healthcare providers and researchers think the disease is far more dangerous than the vaccine, particularly for elderly and immunocompromised people.

For more information on each vaccine and the ingredients, click one of the following:

- [Information about the Pfizer-BioNTech COVID-19 vaccine](#)
- [Information about the Moderna COVID-19 vaccine](#)
- [Information about the Johnson & Johnson's Janssen COVID-19 vaccine](#)
- [Ingredients Included in COVID-19 vaccines](#)

None of the vaccines contain eggs, gelatin, latex, or preservatives. All COVID-19 vaccines are free from metals such as iron, nickel, cobalt, lithium, and rare earth alloys.

## **Why is getting the vaccine for COVID-19 important?**

It keeps you safe by helping prevent you from getting COVID-19 and it keeps others safe by helping reduce the spread of COVID-19. Please also continue to socially distance and wash your hands frequently.

## **Where can I go for more information?**

- [General vaccine information - New England Journal of Medicine](#)
- [FDA explanation of the EUA process](#)
- [CDC myths and facts](#)
- [County level transmission data](#)
- [Information about Vaccine Adverse Effect Reporting System \(VAERS\) reporting & vaccine reactions](#)
- [Information about adverse effects](#)

## **Why are we requiring this vaccine when the vaccines for MMR, Tetanus, Diphtheria, Typhoid, Flu, Chickenpox, etc. weren't required?**

The mortality rates and the impact of this virus on society, including our industry, are far beyond the scope of any other recent illness managed through vaccination. This is an unprecedented pandemic that affects our entire workforce, and vaccines are by far the best way to keep us all safe. Remember, widespread vaccination is the reason these other diseases are no longer common illnesses in most parts of the world.

## **Can I get COVID-19 from the vaccination?**

No. None of the vaccines contain the SARS-CoV-2 virus that causes COVID-19. This means that a COVID-19 vaccine cannot make you sick with COVID-19. Based on what we know about vaccines for other diseases and early data from clinical trials, experts believe that getting a COVID-19 vaccine may also help keep you from getting seriously ill even if you do get COVID-19.

Although the risk that fully vaccinated people could become infected with COVID-19 is low, any fully vaccinated person who experiences symptoms consistent with COVID-19 should isolate themselves from others, be clinically evaluated for COVID-19, and tested for SARS-CoV-2 if indicated.

## **Will the vaccine be mandatory for employees?**

For U.S. employees, yes, the vaccine will be mandatory, and you can read more details in the [note from Scott and Brett](#).

We've been a leader in putting health and safety at the forefront of our entire employee and customer experience throughout the COVID-19 crisis, from partnering with Cleveland Clinic and Clorox to launch United CleanPlus<sup>SM</sup>, to mandating masks, to introducing customer COVID-19 testing and contact tracing for customers on many international and domestic flights.

We are taking into consideration different laws and approaches country by country as well as a Reasonable Accommodate Process (RAP) for those unable to be vaccinated.

### **Will booster shots be required for continuing employment?**

At this time, the CDC is not recommending boosters except for people with certain autoimmune issues. We'll re-evaluate our policy if the CDC's recommendation broadens.

### **Can I ask another employee if they are vaccinated?**

In locations where employees are able to remove their masks if they are fully vaccinated, employees may be asked by a leader to provide proof of that status. If an employee has a concern about another employee's status while maskless, please reach out to your leader or Human Resources partner.

### **Can I still spread COVID-19 after I've been vaccinated?**

Yes.

### **What about vaccinations outside the United States?**

**For our international employees:** Vaccine distribution and provider will vary based on your location and is changing regularly. Please refer to your local health authority for the most up-to-date information.

### **Will employees be able to get vaccinated at our onsite clinics?**

Yes. The ORD clinic is administering the Johnson & Johnson vaccine (single dose) until August 23, 2021 or while supplies last, and the EWR clinic will be administering the Pfizer vaccine (two doses required 21 days apart) until August 31, 2021.

#### **ORD clinic:**

Terminal 2, baggage claim level  
Monday – Friday: 7 a.m. – 6:30 p.m. CT  
Saturday – Sunday: 8 a.m. – 5:30 p.m. CT.  
You can call the clinic at 773-601-2525.

#### **EWR clinic:**

Terminal C, on the concourse level, near the C3 exit point  
Monday-Sunday: 8 a.m. - 2 p.m. ET.  
You can call the clinic at 973-681-1700.

## **Are there side effects? What can I expect?**

It is normal and somewhat common to experience mild symptoms after the first or second dose. Injection site pain is the most common. Symptoms are a result of your immune system reacting to the vaccine.

Some other symptoms may include fatigue, headache, muscle pain, chills, joint pain, fever, nausea, lymph node swelling, malaise, diarrhea and vomiting.

## **Will United take responsibility for any side effects that the vaccine causes down the road?**

Each state has different workers' compensation regulations, and an adverse reaction to a mandated COVID-19 vaccine may be compensable. That will be determined by the state. Documentation from a medical provider is typically necessary for any workers' comp claim. The most commonly reported side effects of the vaccine, which typically lasted several days, were pain at the injection site, tiredness, headache, muscle pain, chills, joint pain and fever. There is a remote chance that the COVID-19 vaccine could cause a severe allergic reaction, which is why health care providers require patients to stay onsite for 15 minutes after getting vaccinated.

## **Should I get the vaccine if I have an underlying health condition?**

You should discuss vaccination with your healthcare provider if you have an underlying health condition. At this time, healthcare professionals recommend that everyone should get the vaccine unless a person has an allergic reaction to vaccines or other injectables.

The CDC has announced that there is little risk for pregnant and breastfeeding women to get the vaccine.

## **Should I get the vaccine if I am currently positive for COVID-19?**

No, wait until you have fully recovered to get the vaccine. It is not advised to get a vaccine when the body is actively fighting an infection of any kind.

## **Can you get COVID-19 even after you get vaccinated?**

There is small possibility that you may still get mild COVID-19 even after being vaccinated, but the vaccines are all highly effective against serious illness or hospitalizations.

## **Can I receive my second dose at a different location than the first?**

If you need help scheduling your vaccination appointment for your second shot, contact the location that set up your first appointment. If you are having trouble or have questions about using a vaccination management or scheduling system, reach out to the organization that enrolled you in the system. This may be your state or local health department, United, or the vaccination provider.

## **What should I do with the vaccination card?**

- When you receive your first and second dose of the vaccine, you will receive an immunization card.
- Upload your information and a photo of your vaccination card to [MyInfo](#). MyInfo already securely stores other information about you, and we do not plan to share your COVID-19 vaccination status with your manager or supervisor. As always, we will protect and safeguard your information.

## **When am I considered fully vaccinated?**

People are considered fully vaccinated 2 weeks after their second dose in a 2-dose series, like the Pfizer or Moderna vaccines, or 2 weeks after a single-dose vaccine, like Johnson & Johnson's Jassen vaccine. If it has been less than 2 weeks since your shot or the second dose, you are not fully protected.

Regulators have noted that the second doses of the Pfizer and Moderna shots do not have to be administered precisely 21 to 28 days after the first. It is recommended to stick to those timelines, but getting the second dose up to six weeks after the first is acceptable according to the CDC.

Additionally, there is still a risk of getting a mild case of COVID-19 even after receiving the vaccine.

## **Can I get one dose from one vaccine manufacturer and the second dose from another?**

Immunologists recommend getting the both doses from the same manufacturer, but researchers are beginning to study the efficacy of mixing doses. It is still recommended to get both doses from the same manufacturer.

## **Is the vaccine safe if I have underlying health conditions like allergies or cancer?**

You should discuss vaccination with your healthcare provider if you have an underlying health condition. At this time, healthcare professionals recommend that everyone should get the vaccine unless a person has an allergic reaction to vaccines or other injectables.

## **Should I take the COVID-19 vaccine with other vaccines?**

You should discuss vaccination with your healthcare provider if you have an underlying health condition. At this time, healthcare professionals recommend that everyone should get the vaccine unless a person has an allergic reaction to vaccines or other injectables.

## **Can I stop wearing a mask and social distancing now that I've been vaccinated?**

- Even if you are 2 weeks past your final dose of the vaccine, you should continue to wear a mask and social distance while at work, per United's [mask policy](#). Please note the differences in requirements on airport property and off airport property.

## What to do if...

### What do I do if I become ill with COVID-19 symptoms?

If you have COVID-19 symptoms or have questions about what the symptoms are, please call your health care provider or use the following resources.

#### For our U.S./Guam employees

**Free risk assessment:** For those seeking an assessment of their symptoms and risk of having COVID-19, Doctor on Demand has a free two-minute assessment available for all employees and family members, regardless of medical plan enrollment:

<https://patient.doctorondemand.com/coronavirus/1>

**Telemedicine visits:** If your assessment determines that additional care is needed, we encourage you to use a telemedicine visit rather than visiting a doctor's office, both as a more affordable care option for you, as well as to limit your exposure to others.

Telemedicine visits vary by medical plan, so check with your plan on the resources available to you.

For those in United's PPO/EPO plans\*, your visit would be with Doctor on Demand, which can be reached by calling 800-997-6196.

**Nurse line access:** For those looking for virtual support from a nurse, refer to your medical plan for your available access to a nurse line. For those in our PPO/EPO plans\*, this would be Accolade, and the nurse line phone number can be found on the back of your medical ID card.

**United Medical:** United's Medical team can be reached through the Employee Service Center (Absence Management) at 877-825-3729. Team members are available to provide guidance and assistance Monday through Friday between 7 a.m. and 7 p.m. CT. After business hours, you should contact your health care provider.

**Testing:** Testing for COVID-19 will be covered on our United medical plans at 100%.

#### For our international employees

Please contact your local health care provider, government sites for COVID testing/protocol. Contact your manager and inform them of the situation.

A COVID intake form will be created and will be sent to local HR for tracking and follow up to the employee will be made.

#### Pilots/Flight Attendants on layover:

If you are a working crew member who becomes ill with COVID-19 symptoms, please immediately contact the IFDM/FODM and the above resources, and limit your contact with other people as much as possible. If you feel ill, become ill, or are injured on an international or domestic layover (until further notice), MedAire can be contacted for medical advice and/or assistance. If medical treatment is required, MedAire will assist you in finding the appropriate professionals and/or facilities for treatment. If MedAire sends you to a medical facility, let the medical facility know about your travel history and any potential exposures. If on a domestic layover, you will need to use your own insurance as MedAire will not cover the cost of your medical care.

**For pilots and flight attendants currently in the U.S.** who have been notified by a public health agency or United Inflight or Flight Ops leadership that they may have been exposed, and are now experiencing COVID-19 symptoms – coughing, shortness of breath and/or fever of 100.4 degrees F (38 degrees C) or higher or difficulty breathing, chills, muscle pain, headache, fatigue, sore throat, or recent loss of taste or smell, congestion or runny nose, nausea or vomiting, or diarrhea:

- Contact your health care provider or leverage one of the medical resources described above (free risk assessment, telemedicine visits, nurse line access) to discuss your symptoms and personal situation.
- If your doctor (or a public health authority) asks you to self-isolate or self-quarantine, please follow the Flight Operations or Inflight Services process for providing appropriate documentation.
- Place yourself on sick leave; do not come into work.
- Outreach to pilots and flight attendants will be provided by Flight Operations or Inflight Services and United Medical, as needed.

**For all employees (other than pilots and flight attendants) based in the U.S.** who have been notified by a public health agency that they may have been exposed, and are now experiencing COVID-19 symptoms – coughing, shortness of breath, and/or fever of 100.4 degrees F (38 degrees C) or higher, difficulty breathing, chills, muscle pain, headache, fatigue, sore throat, recent loss of taste or smell, congestion or runny nose, nausea or vomiting, or diarrhea

- Contact your manager and the Absence Management group in the Employee Service Center (877 825-3729) who are available to provide guidance and assistance Monday through Friday between 7 a.m. and 7 p.m. CT. If after business hours, you should contact your health care provider.
- Once contacted, outreach to the affected employee will be provided by the Absence Management group in the Employee Service Center, as needed

**For all employees who are currently outside their home country,** who are notified by a public health agency that they may have been exposed, and are now experiencing coronavirus symptoms – coughing, shortness of breath and/or fever of 100.4 degrees F (38 degrees C) or higher, difficulty breathing, chills, muscle pain, headache, fatigue, sore throat, recent loss of taste or smell, congestion or runny nose, nausea or vomiting, or diarrhea:

- Contact International SOS/MedAire for guidance and assistance 24/7
- Inform your manager of the situation

- Additional outreach to the affected employee will be provided by United Medical, or local HR (for our international employees) as needed

**All employees should follow a doctor's instructions until they no longer have symptoms. Before returning to work, employees who have been out greater than 10 days due to prolonged symptoms, health reasons, severe illness and/or hospitalization must provide a medical release to United Medical that states you have been cleared and do not have COVID-19.**

## **How do I tell the difference between COVID-19 and influenza?**

Both COVID-19 and flu can have varying degrees of signs and symptoms, ranging from no symptoms to severe ones. Common symptoms of both COVID-19 and flu include fever, cough, shortness of breath or difficulty breathing, fatigue, sore throat, runny or stuffy nose, muscle pain, and headache. Some people may have vomiting and diarrhea, but this is more common in children than in adults. Other signs and symptoms of COVID-19 may include a change in or loss of taste or smell. You can visit <https://www.cdc.gov/flu/symptoms/flu-vs-covid19.htm> to learn more.

[https://www.medicinenet.com/how\\_long\\_is\\_a\\_cold\\_or\\_flu\\_contagious/article.htm](https://www.medicinenet.com/how_long_is_a_cold_or_flu_contagious/article.htm)

<https://www.verywellhealth.com/treatments-for-lingering-cough-4107545>

<https://www.medicalnewstoday.com/articles/326619>

## **How long after exposure do flu symptoms appear compared to COVID-19?**

Typically, symptoms of COVID-19 appear 5 days after infection, but they can appear as early as 2 or as late as 14 days after infection. Flu symptoms typically appear 1 to 4 days after infection.

## **When should I get tested for COVID-19?**

Not everyone needs to be tested for COVID-19. People who have symptoms of COVID-19, people who have been within 6 feet of someone with confirmed COVID-19 for a total of at least 15 minutes, and people who have been asked or referred by a healthcare provider may need to be tested for COVID-19. If you do get tested, you should stay home until you get your test results and follow the advice of your health care provider or a public health professional. If you test negative for COVID-19, it means you did not have COVID-19 at the time of testing or that your sample was collected too early in your infection. If you have symptoms later, you may need another test to determine if you are infected with the virus

that causes COVID-19. Remember, you can be exposed to COVID-19 after the test and then get infected and spread the virus to others.

## **How do I handle questions from my employees about their colleagues' absence from work?**

To protect individual privacy, we won't share the identity or personal medical information of any of our teammates without permission. Individuals who had close contact – defined by the CDC as a total of at least 15 minutes within 6 feet – with an employee who has tested positive at least two days before they began exhibiting symptoms will be contacted.

Given the spread of the virus across many communities, it's difficult to identify exactly where and how an employee may have contracted the virus.

## **Do I need to quarantine if I have been exposed to someone with COVID-19?**

Except for employees who work in California or are crew members, employees who are exposed to someone with COVID-19 are permitted to continue work if they remain without symptoms and implement additional precautions to protect themselves and the community, per the Critical Infrastructure Worker policy. Ground employees outside California who have been exposed to COVID-19 should self-monitor their symptoms for 14 days and, if at any time they become symptomatic, they should remain at home and get tested right away. They should report their test results to their manager, positive or negative.

## **How do I safely return to work after recovering from COVID-19?**

According to the CDC, not-yet-fully-vaccinated people who have stayed home (home isolated) can stop home isolation and return to work under the following conditions:

**If you will not have a test** to determine if you are still contagious or you had symptoms but received a negative test result, you can return to work after these four things have happened:

- The last person in the household has recovered, PLUS
- You have had no fever for at least 24 hours (that is one full day of no fever without the use of medicine that reduces fevers) AND
- Other symptoms have improved (for example, when your cough or shortness of breath have improved) AND
- At least 10 days have passed since your symptoms first appeared

**If you will be/have been tested** to determine if you are still contagious, you can return to work after these three things have happened:

- You have not had a fever for 24 hours (without the use of medicine that reduces fevers) AND
- Other symptoms have improved (for example, when your cough or shortness of breath have improved) AND
- At least 10 days have passed since your symptoms first appeared. Your doctor will follow [CDC guidelines](#).

If you have had a positive test but never had any symptoms, you can return to work after:

- The last person in the household has recovered, PLUS
- At least 10 days have passed since the date of your test and no symptoms have appeared

Once you have recovered and your doctor clears it, we encourage you to get the COVID-19 vaccine as well.

## **What do I do if an employee is ill?**

Employees should not report to work if they are ill. If an employee becomes ill at a United workplace (including in a location where temperature scanning is being done) with cough, shortness of breath and/or fever of 100.4 degrees F (38 degrees C) or higher, **difficulty breathing, chills, muscle pain, headache, fatigue, sore throat, recent loss of taste or smell, congestion or runny nose, nausea or vomiting, or diarrhea**, they should be separated from other employees and go home immediately. If the employee coughs or sneezes in the work area, they should cover their nose and mouth with a tissue (or use the inside of their elbow if no tissue is available) and dispose of the tissue appropriately, then clean/disinfect objects and surfaces in the area. The employee should follow the guidelines noted in the question in this Q&A: "[What do I do if I become ill with COVID-19 symptoms?](#)"

## **Should I be concerned if my colleague's spouse, partner or roommate works with COVID-19 patients?**

The CDC has very specific guidance for partners, roommates or close contacts of people with *confirmed* cases of COVID-19. You can find them [here](#). However, just because someone lives with a healthcare provider does not mean that the provider is a carrier of the disease, as many health care workers are isolating themselves from the rest of their families and following other CDC recommended preventative measures in an attempt to slow the progress of the disease.

## **What do I do if a customer is ill?**

### **In the airport/at the gate**

When a customer experiences illness at an airport, as per normal procedures, the local airport operations team calls MedLink, which evaluates the situation and makes a recommendation to the customer service agent about whether local health officials should be called. They will evaluate the customer and advise of next steps.

## In flight

If a flight attendant becomes aware of an ill customer:

- Flight attendant discusses with captain and they call MedLink if deemed necessary
- An N95 mask should be provided to the ill passenger as well as the flight attendant taking care of the ill passenger.
- MedLink provides guidance and helps determine whether the customer is potentially infected with COVID-19.
  - If “yes,” the crew alerts the dispatcher, who coordinates through the NOC to alert local health officials/CDC (FODM also supports)
- Upon the aircraft’s arrival, the CDC will meet the aircraft and will hold customers on board until the ill customer is evaluated (local SOC is also involved)
  - If the all clear is given, remaining customers deplane
  - If COVID-19 is suspected by the CDC, medical professionals determine next steps, and no one is allowed on board until after professional decontamination

## Caring for a sick traveler

- Treat all body fluids (such as diarrhea, vomit, or blood) like they are infectious.
- **Handwashing is the single most important infection control measure.**
  - Wash hands often with soap and water for at least 20 seconds after assisting sick travelers or touching potentially contaminated body fluids or surfaces. Also, wash hands when they’re visibly soiled.
  - Use alcohol-based hand sanitizer (containing at least 60% alcohol) if soap and water are not available.
  - Avoid touching your mouth, eyes, and nose with unwashed or gloved hands.
- Minimize the number of people directly exposed to sick travelers. If possible, designate one crew member to interact with the sick traveler.
- Keep interactions with sick travelers as brief as possible. Provide a plastic bag for disposal of used tissues, air sickness bag(s), or other contaminated items.
- Encourage sick travelers to wash their hands or use an alcohol-based hand rub (if available).
- If possible, separate the sick traveler from others by 6 feet or move adjacent passengers without compromising flight safety or exposing additional passengers.
- Use infection control measures based on symptoms.
- Wear disposable gloves when:
  - tending to a sick traveler
  - touching body fluids (such as blood, vomit, or diarrhea)
  - touching potentially contaminated surfaces, such as in bathrooms
- Remove gloves carefully to avoid contaminating yourself or your clothing.
- Properly dispose soiled gloves in a biohazard bag (or plastic bag labeled biohazard if none available); do not reuse gloves.
- After removing gloves, wash your hands with soap and water or use an alcohol-based hand rub.
- **N95 face masks should be worn by:**
  - crew members who are helping sick travelers with respiratory symptoms such as coughing or sneezing
  - sick travelers to help reduce the spread of respiratory germs
  - people sitting near sick travelers (with respiratory symptoms) when the sick traveler cannot tolerate wearing a mask

- **Face coverings should be worn:**
  - in public settings where other social distancing measures are difficult to maintain, especially in areas of significant community-based transmission
  - in all airports, on board and at all United locations (see our [mask policy](#)).
- **Face masks should NOT be used for:**
  - sick travelers complaining of nausea or vomiting – this could result in choking or a blocked airway

Surgical masks offer some protection to you from getting the virus and can prevent someone getting it from you. The CDC recommends wearing masks that have a tight fit on the face. Wearing two masks, a surgical mask with a cloth mask, is allowed, but not required.

### **Why can't I wear a mask with exhalation valves or vents?**

The purpose of masks is to keep respiratory droplets from reaching others. Masks with one-way valves or vents allow exhaled air to be expelled out through holes in the material. This can allow exhaled respiratory droplets to reach others and potentially spread the virus that causes COVID-19. Therefore, CDC does not recommend using masks if they have an exhalation valve or vent.

### **A customer on a flight or in the airport vomited – should the area be quarantined?**

If the customer has other symptoms that are consistent with this coronavirus, follow the established procedures above, so the authorities can make the determination.

### **Who determines if an employee should self-monitor or self-quarantine when returning from an area impacted by COVID-19?**

The CDC, local public health department, your doctor or health professional, or a trained member of United's Medical team or local HR for our international employees makes that determination.

#### **Self-monitoring**

Those who are asked to self-monitor should follow the guidance of the CDC or local health department following a confirmed exposure to someone who has the COVID-19 virus.

Take your temperature with a thermometer twice a day and watch for any of the symptoms of COVID-19, including a fever of 100.4 degrees F (38 degrees C) or higher.

#### **If you do not experience any symptoms during self-monitoring:**

You are OK to continue coming in to work.

#### **If you do experience symptoms:**

See the answer to the question in this Q&A: [“What do I do if I become ill with COVID-19 symptoms?”](#)

## **Self-quarantine**

Self-quarantine means the separation of a person or group of people reasonably believed to have been exposed. These people may not be symptomatic yet, but self-quarantining can help prevent the spread of the communicable disease.

## **What if my employee thinks they were exposed to COVID-19?**

If an employee who is not fully vaccinated is showing symptoms (such as fever, dry cough, shortness of breath or **difficulty breathing, chills, muscle pain, headache, fatigue, sore throat, recent loss of taste or smell, congestion or runny nose, nausea or vomiting, or diarrhea**) or was in close proximity with an individual who tested positive or was symptomatic, advise them of the following:

- Contact your local public health department and/or your hospital emergency room.
- Do not go to an airport clinic or walk into a doctor’s office or hospital without calling in advance.
- Have the employee consider if their risk exposure is high enough that they should consider self-quarantine (i.e., the employee was in close proximity for a total of at least 15 minutes in a 24-hour period to someone who has had a positive test result).
- Alert your leader/director and HR business partner about the situation for their assistance.
- Do not share the employee’s name or situation in group emails; we still need to protect medical confidentiality for all our employees.
- Even if an employee is fully vaccinated, if the employee has symptoms, the employee should stay home, not come to work.

## **What if my employee has a confirmed case of COVID-19?**

If an employee reports a confirmed case of COVID-19, obtain the following:

- Employee name, employee ID, location code, contact information.
- Identify the employee’s last shift onsite if applicable, workspace whereabouts during their shift, and individuals who worked in close proximity to the employee when they were symptomatic.
- Whether there is someone who lives with them who has tested positive or is symptomatic and, if so, when their illness started.
- If the employee does not want to share those details, United Medical or local HR (for our international locations) will be in contact with them.
- Escalate to your leader and HR partner.
- For our U.S. employees - directors and HR partners will complete a Domestic Coronavirus Checklist and escalate to the Corporate Security NOC 24/7 desk.
- For our international employees – local managers/supervisors will complete an International Coronavirus checklist and escalate to their local HR manager/director.

- United Medical with your leader and HR partner will determine next steps.
- Do not share the employee's name or situation in group emails; we still need to protect medical confidentiality for all our employees.

## **What if someone in my location tests positive for COVID-19?**

We follow the guidance of the CDC or local health departments to identify those who have had close contact with any employee or customer who is diagnosed with COVID-19. See our question above, "How long do I need to quarantine if I have been exposed to someone with COVID-19?" to learn more.

You should monitor yourself for symptoms – coughing, shortness of breath or fever of 100.4 degrees F (38 degrees C) or higher, **difficulty breathing, chills, muscle pain, headache, fatigue, sore throat, recent loss of taste or smell, congestion or runny nose, nausea or vomiting, or diarrhea**. Please continue to practice preventative steps, like hand washing for at least 20 seconds and the use of alcohol-based hand sanitizer. Avoid touching your eyes, nose, and mouth with unwashed hands, avoid close contact with ill people, cover your cough or sneeze with a tissue and then immediately discard it, and clean/disinfect objects and surfaces frequently touched.

### **On board**

If someone is identified on board as having tested positive for the illness, the CDC will request the manifest from that flight and follow up with those who have had close contact with the ill traveler. Additionally, United Inflight or Flight Ops leadership will reach out to inform crews who have worked the flight to check their vaccination status and ask that they self-monitor following the trip. If an employee was pass riding/deadheading on the flight and sat in close proximity to the passenger with the confirmed case, they will be contacted and told to self-quarantine following the trip.

### **Airport/Office/Other location**

In many of our buildings, we work with employees from both United and other employers. If someone from another company tests positive, we will share the information that we have and contact any of our employees who came into close contact with the employee from another company to let our employee know to self-quarantine if they have not been fully vaccinated.

If one of our United team members tests positive, we will notify their immediate work group (while protecting the employee's privacy). Local vendors will provide industrial cleaning that is consistent with CDC, or local health care of CDC equivalent, guidelines. It's possible we may have to send home the employees from specific work groups or work areas if this occurs. Each situation is different.

## **Am I allowed to work from home?**

Please coordinate with your supervisor or business office and use our **core4** framework to determine if working remotely is an option. If you and your leaders agree that your work can be accomplished remotely, you should feel free to do so.

The Digital Technology team has put together some guidelines, tools and instructions to help

managers and team members effectively work remotely. You can find these resources on the [Remote Work](#) page on Flying Together.

### **What do I need to know or do so I'm prepared to work from home, if my manager and I decide that's an option?**

The Digital Technology team has put together some guidelines, tools and instructions to help managers and team members effectively work remotely. You can find these resources on the [Remote Work](#) page on Flying Together.

### **What should I do if I am pregnant and concerned about exposure to someone with COVID-19?**

Please speak to your health care professional if you are not yet fully vaccinated. Also, please coordinate with your supervisor or business office and use the **core4** framework to determine if using remote work, Authorized No Pay (ANP)/unpaid time off, vacation or sick time is the best option. If you will be working remotely, you can visit the [Remote Work](#) page on Flying Together to find guidelines and resources to help you prepare and work effectively.

### **What should I do if I have a weakened immune system or am considered high risk and concerned about exposure to anyone with COVID-19?**

Please speak to your health care professional about whether you should get the vaccine. Also, please coordinate with your supervisor or business office and use the **core4** framework to determine if using remote work, Authorized No Pay (ANP)/unpaid time off, vacation or sick time is the best option. If you will be working remotely, you can visit the [Remote Work](#) page on Flying Together to find guidelines and resources to help you prepare and work effectively.

### **What should I do if I live with or am a caregiver for someone who is considered high risk?**

Discuss with your manager if your work can be done remotely. We realize that not all roles can be performed remotely, and if you're the primary caregiver, this may be difficult. Work with your supervisor or business office and use the **core4** framework to determine if using remote work, Authorized No Pay (ANP)/unpaid time off, vacation or sick time is the best option. If you will be working remotely, you can visit the [Remote Work](#) page on Flying Together to find guidelines and resources to help you prepare and work effectively.

### **What should I do if I live with someone who has tested positive for COVID-19?**

If you are not fully vaccinated, you should not report to work, and you should follow the directions of the CDC or your local public health authority. Contact your healthcare provider for more details. Coordinate with your supervisor or business office and use the **core4** framework to determine if using remote work, Authorized No Pay (ANP)/unpaid time off, vacation or sick time is the best option. If you will be working remotely, you can visit the

[Remote Work](#) page on Flying Together to find guidelines and resources to help you prepare and work effectively.

If you live with someone who has tested positive or who has been diagnosed but not tested, in order for you to return to work, the person you live with must be recovered (which means 10 days from the date they started experiencing symptoms or 24 hours fever-free without medications, whichever is longer). Then the employee would begin a quarantine period.

If the person the employee is living with has a fever at the end of the 10 days, it would add 24 hours to the recovery period for that person (which equates to 11 days), before the employee's quarantine period begins.

See our question above, "How long do I need to quarantine if I have been exposed to someone with COVID-19?" to learn more.

### **How will I be paid if I test positive for COVID-19?**

First and foremost, please use your sick time. If you do not have sufficient sick time, you may use vacation time, or you can use unpaid time off. Contact your supervisor to notify them of your absence and work with local HR for our international employees.

### **Public transportation has been reduced or canceled, and I do not have another way to get to work. What should I do?**

Coordinate with your supervisor or business office and use the **core4** framework to determine if using remote work, Authorized No Pay (ANP)/unpaid time off or vacation is the best option. If you will be working remotely, you can visit the [Remote Work](#) page on Flying Together to find guidelines and resources to help you prepare and work effectively.

### **What should I do if my child's daycare or school is closed?**

If you are the primary caregiver for your children, we understand that you may have a situation where you cannot coordinate emergency childcare. If you are unable to report to work, contact your supervisor or local business office to notify them of your schedule change. Coordinate with your supervisor or business office and use the **core4** framework to determine if working remotely is an option, or if you will need to use sick time. If you will be working remotely, you can visit the [Remote Work](#) page on Flying Together to find guidelines and resources to help you prepare and work effectively.

### **If I live in an area that is deemed high risk with numerous COVID-19 cases and have been advised to stay at home by local officials, what should I do?**

Coordinate with your supervisor or business office and use the **core4** framework to determine if working remotely is an option, or if you will need to use sick time. If you will be working remotely, you can visit the [Remote Work](#) page on Flying Together to find guidelines and resources to help you prepare and work effectively.

### **What should I do if I have returned from a location that requires a mandatory self-quarantine?**

If you are not fully vaccinated, you should not return to work until the location's self-quarantine period ends. If you experience symptoms, follow the instructions provided in the answer to the very first question at the top of this Q&A: "[What do I do if I become ill with COVID-19 symptoms?](#)"

Coordinate with your supervisor or business office and use the **core4** framework to determine if using remote work, Authorized No Pay (ANP)/unpaid time off or vacation is the best option. If you will be working remotely, you can visit the [Remote Work](#) page on Flying Together to find guidelines and resources to help you prepare and work effectively.

Contact your manager and United Medical at 877-825-3729. They are available to provide guidance and assistance Monday through Friday between 7 a.m. and 7 p.m. CT. If after business hours, you should contact your health care provider.

### **If an employee has a spouse/significant other/roommate or close contact who has recently traveled to an area under an executive order to stay at home, does the employee need to self-isolate or self-monitor?**

If the spouse/significant other or roommate of an employee who has not been fully vaccinated is being asked to self-quarantine, the employee needs to isolate himself/herself from all others in the household for 14 days, e.g., by living in a basement or even a hotel. Given that this is being done, if the employee remains without symptoms, the employee will only need to self-monitor for 10 days.

### **I'm an employee who recently traveled internationally/outside my home country. Can I come to work, since I'm considered an essential employee?**

Employees who traveled recently should comply with any applicable federal, state, and/or local post-travel quarantine requirements. Effective Jan. 26, 2021, all air passengers arriving from a foreign country to the United States must present proof of a negative COVID-19 test or documentation of having recovered from COVID-19. All working and deadheading crew members are exempt. Read more [here](#).

### **Am I allowed to tell employees or colleagues to seek medical treatment before returning to work when they display symptoms of cold or flu?**

Employees should not come to work if they are sick. If a U.S. employee is looking for a medical resource, you can recommend using [doctorondemand.com/unitedairlines](https://doctorondemand.com/unitedairlines).

For our international employees, they should seek local health care guidance through government resources, local health care provider or their local HR manager.

And you can tell people they should not come back to work until they are healthy.

## **What COVID-19 is, how it spreads, symptoms, etc.**

### **What are novel coronavirus and COVID-19?**

According to the CDC, there are many types of human coronaviruses, including some that commonly cause mild upper-respiratory tract illnesses. Coronavirus disease 2019 (COVID-19) is a new disease, caused by a novel (or new) coronavirus that has not

previously been seen in humans. The name of this disease was selected following the World Health Organization (WHO) best practice for naming new human infectious diseases.

## How can I keep from catching the virus?

You may be able to reduce your risk of infection by doing the following:

- Get vaccinated against COVID-19.
- Wash your hands often with soap and water for at least 20 seconds.
- If soap and water is not available, use hand sanitizer with at least 60% alcohol.
- Avoid touching your eyes, nose, or mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Cover your mouth and nose with a [mask](#) when around others.

## What are the symptoms?

Symptoms can include fever of 100.4 degrees F (38 degrees C) or higher, cough and/or shortness of breath, difficulty breathing, chills, muscle pain, headache, fatigue, sore throat, recent loss of taste or smell, congestion or runny nose, nausea or vomiting, or diarrhea.

For confirmed COVID-19 infections, reported illnesses have ranged from infected people with few to no symptoms to people being severely ill and dying.

If you think you might have symptoms but aren't sure or would like assistance, see the question in this Q&A: [“What do I do if I become ill with COVID-19 symptoms?”](#)

## How is the virus transmitted?

COVID-19 is a new disease and we are still learning about how it spreads and the severity of illness it causes. The virus is thought to spread mainly from person to person.

- Between people who are in close contact with one another (within about 6 feet for a total of at least 15 minutes).
- Some infections can be spread by exposure to virus in small droplets and particles that can linger in the air for minutes to hours when an infected person coughs, sneezes or talks. These viruses may be able to infect people who are further than 6 feet away from the person who is infected or after that person has left the space. These droplets can land in the mouths or noses of people who are nearby or be inhaled into the lungs.
- COVID-19 may be spread by people who are not showing symptoms.
- Maintaining good social distance (about 6 feet) is very important in preventing the spread of COVID-19.
- It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes before washing their hands.

Information from the ongoing COVID-19 pandemic suggests that this virus is spreading more efficiently than influenza, but not as efficiently as measles, which is highly contagious.

## Am I at risk while handling cargo from affected countries?

Here are the World Health Organization's recommendations about the use of personal protective equipment (PPE) when handling cargo from and to countries affected by the COVID-19 outbreak:

- Wearing a mask of any type is not required at this time when handling cargo.
- Gloves are not required unless they are used for protection against mechanical hazards, such as when manipulating rough surfaces.
- Importantly, the use of gloves does not replace the need for appropriate hand hygiene, which should be performed frequently, as described above.
- When disinfecting supplies or pallets, no additional PPE is required beyond what is routinely recommended. **To date, there is no epidemiological information to suggest that contact with goods or products has been the source of COVID-19 disease in humans.** The WHO will continue to closely monitor the evolution of the COVID-19 outbreak and will update recommendations as needed.

## What defines close contact with a probable or confirmed case of COVID-19?

Close contact means being within 6 feet (2 meters) for a total of at least 15 minutes. A close contact is also a person who experienced any one of the following exposures during the 2 days before and the 14 days after the onset of symptoms of a probable or confirmed case:

- Face-to-face contact with a probable or confirmed case within 2 meters (6 ft.) and for a total of at least 15 minutes;
- Direct physical contact with a probable or confirmed case;
- Direct care for a patient with probable or confirmed COVID-19 disease without using proper personal protective equipment; OR
- Other situations as indicated by local risk assessments.

Note: for confirmed asymptomatic cases, the period of contact is measured as the 2 days before through the 14 days after the date on which the sample was taken which led to confirmation.

## How long does the virus live on surfaces?

Like many viruses, it's possible that COVID-19 could live for up to several days on surfaces. It's important to note that this is a generalization for any flu-like virus, and we don't have specific details on this coronavirus yet.

## What can I do to help stop the spread of the virus?

CDC recommends the following:

- Get vaccinated.
- Stay home while you are sick.

- Whenever possible, avoid close contact with others.
- Cover your mouth and nose with a tissue when you cough or sneeze, then throw the tissue in the trash and wash your hands. If a tissue is not available, use the inside of your elbow to cover your cough or sneeze.
- Clean and disinfect objects and surfaces.
- Cover your mouth and nose with a [mask or face covering](#) when around others. Masks offer some protection to you and are also meant to protect those around you.
- The CDC recommends wearing masks that have a tight fit on the face. Wearing two masks, a surgical mask with a cloth mask, is allowed, but not required.
- [Avoid crowded indoor spaces](#) and ensure [indoor spaces are properly ventilated](#) by bringing in outdoor air as much as possible.
- In general, being outdoors and in spaces with good ventilation reduces the risk of exposure to infectious respiratory droplets or particles.

U.S. [federal law](#) requires masks at airports and on board aircraft to, from and within the United States and its territories. Mask requirements should be followed by our international employees/locations, as well. Not adhering to this policy can lead to formal discipline up to and including termination.

## Our operation / United's response

### Are we requiring or recommending that our employees wear face masks or gloves?

We will take every action possible to help prevent the spread of the virus and help keep our employees and our customers safe. U.S. [federal law](#) requires masks at airports and on board aircraft to, from and within the United States and its territories. The CDC also recommends wearing masks that have a tight fit on the face. Wearing two masks, a surgical mask with a cloth mask, is allowed, but not required.

Read our full mask policy [here](#).

**Executive order:** U.S. [federal law](#) requires masks at airports and on board aircraft to, from and within the United States and its territories. Failure to comply with the law is a federal offense and may result in denial of service and removal from the airport or aircraft, as well as monetary fines up to \$35,000. Exceptions do not apply to people for whom mask wearing is merely difficult or inconvenient. Bandanas and vented masks do not fulfill the requirement. Those who have received the COVID-19 vaccine are not exempt.

**Local regulations:** If local regulations require face coverings in additional areas, they will be applied in addition to the United policy.

### Are we changing our cleaning procedures or gate and onboard procedures as a result of the coronavirus?

We're continually reviewing our procedures to ensure they meet and, in many cases, exceed the latest health and safety guidelines from the CDC. To learn more about United CleanPlus<sup>SM</sup>, visit [www.united.com/cleanplus](http://www.united.com/cleanplus). We've teamed up with Clorox to redefine our

cleaning and disinfection procedures to help support a healthy and safe environment throughout the travel journey. We're also working closely with the experts at Cleveland Clinic to advise us on our cleaning and disinfection protocols for the safety of our employees and customers.

Our current procedures for aircraft cleanings include disinfection of high-touch areas like arm rests, door handles, lavatories, seatback screens and seat belts; equipping employees with hand sanitizer and other supplies; and providing hand sanitizer wipes as you board the aircraft.

For any flight where there is a confirmed infected passenger on board, the aircraft would be taken out of service and go through a full decontamination process.

Additionally, Cabins and Provisioning has provided the following guidance to the aircraft cleaners and service partners:

- For air sickness cleanup, the standard station Emergency Cleaning Kit with Germicidal Wipes will be utilized.
- When advised by CDC or MedLink of a situation involving symptoms reported that cannot rule out a case of coronavirus, the cleaners will use specific Coronavirus Cleaning Guidance to clean the contaminated aircraft. This includes the use of a standard Universal Precaution kit. If not available, appropriate Personal Protective Equipment (PPE) such as gloves, masks, goggles or face shields, long sleeved gowns, and shoe covers are required. The affected areas will be cleaned using a CDC approved cleaner/disinfectant (Sani-Cide EX3) that has been tested and approved for use by the airplane manufacturers. These areas include lavatory surfaces, the sick traveler's seat, the seats around it, and all associated equipment, furnishings, and surfaces. Seat covers or carpet soiled with bodily fluids will be removed.
- In the event and need of a complete aircraft decontamination, guidance will be provided by the Network Operations Center (NOC).

## **What other measures are we taking to enhance and improve our cleaning processes?**

Additionally, we are:

- Using electrostatic spraying for enhanced cabin sanitation on all aircraft before departure.
- Using state-of-the-art high-efficiency (HEPA) filters on all United aircraft to circulate air and remove up to 99.97% of airborne particles.
- Reducing touchpoints by temporarily shutting down self-service kiosks, asking travelers to scan their boarding passes and encouraging use of united.com or the United app.
- Installing sneeze guards at key interaction points like baggage and check-in counters.

## **Return to work after COVID-19**

## **Are we allowed to hold work functions for small groups of people?**

Although all of us want to return to a sense of normalcy as soon as possible, out of an abundance of caution, we ask that you please do not hold retirement parties or any other celebrations where employees may gather together in person at this time.

## **My co-worker is still coughing after returning to work. Should I be concerned he or she is still contagious with COVID-19?**

It is common to have a cough after a respiratory infection. If an employee is cleared by a physician or local health department, he or she is not contagious. This cough will usually resolve on its own without treatment.

## **Should I be concerned if my co-worker complains of being tired all the time?**

People may experience post-viral symptoms after fighting off the infection. Some of the other COVID-19 symptoms may linger awhile after the viral infection.

## **What is the company doing to ensure employees are not returning to work while contagious?**

Any employee who is diagnosed with COVID-19 or displays symptoms of COVID-19 must be cleared to return to work by their medical provider or local health department. In addition, for cases in the U.S., the United medical teams review the employee's case and medical documentation received, and we strictly follow CDC guidelines to determine an employee's ability to safely return to work.

## **I'm fully vaccinated. Do I need to wear a mask and social distance at work?**

You can review United's mask policy [here](#). Our [current mask policy](#) remains in place at all our **locations**, but in addition we recommend that, even if you are vaccinated, you follow the CDC guidance and [wear masks indoors](#) where social distancing is not possible. If you and/or someone in your household have a weakened immune system, an underlying medical condition or are unvaccinated – or simply if you prefer it – know that you are welcome and encouraged to wear a mask at work. Remember, masks are required on airport property and on aircraft, and if you are not vaccinated or if you have not uploaded your vaccine card to [MyInfo](#), you are required to wear a mask while at our corporate offices.