Face covering / mask policy

Safety first in everything we do: wear a mask

Our core4 standards are at the heart of everything we do at United. All four are important to what we do as an airline, but none more so than safety. And in a COVID-19 context, promoting a culture of safety is more important than ever – for our employees and our customers.

We are all responsible for keeping each other safe by wearing masks and face coverings to prevent the spread of COVID-19. Our customer policy requires customers to wear masks in the airport and while on board our flights, and we expect employees to do the same.

Face covering / mask requirements

- **Public areas:** All employees are **required** to properly wear an approved face covering or mask at all times, in public spaces in and around our airports and on our aircraft (i.e. jet bridge, gate hold rooms, concourse, concession areas, ticket counters, curbside, employee buses, etc.). Additional guidance and any exceptions can be found in your work group specific policies and procedures. Additionally, we currently require all passengers to wear a face covering while on board for the duration of the flight, except when eating and drinking.

- **Non-public areas:** When social distancing is not possible, all employees are required to properly wear an approved face covering or mask at all times in non-public spaces (i.e. break rooms, vehicles, cargo pits, hangars, shops, on the ramp, etc.).

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

- You may wear a company-provided face covering (including reusable cotton face coverings and single-use disposable masks) *or* an approved face covering of your own that is a solid color and does not have text or patterns.

- When using a personal face covering, employees should follow the same guidance as other accessories we sometimes wear with our customer-facing uniforms, such as footwear, gloves, hosiery, etc. The face covering or mask should be well maintained and consistent with a professional public appearance.

- As recommended by the CDC, face shields should not be used in place of a face covering or mask.

Local leadership will let you know where you can pick up a face covering or mask if you do not have your own. For FAQs about wearing face coverings or masks, please reference our mask user guide.

Reasonable Accommodation Program (RAP)

If you are unable to wear a face covering due to a medical condition, we may be able to assist you through the Reasonable Accommodation Program. Please contact the Employee Service Center at 877-UAL-ESC9 (877-825-3729) for additional details or to discuss any questions you may have.
Disciplinary action

Wearing a mask reduces the spread of COVID-19 and protects the safety of not only you but everyone around you. Violating this policy is serious and may result in discipline, up to and including discharge. Should an employee fail to comply with the policy, and has a clean disciplinary record, the below progressive disciplinary steps will ensue:

<table>
<thead>
<tr>
<th>Incident</th>
<th>Discipline¹²</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Infraction</td>
<td>Written Termination Warning</td>
</tr>
<tr>
<td>Second Infraction</td>
<td>Termination</td>
</tr>
</tbody>
</table>

As our customer policy currently requires our customers to wear face coverings or masks on board, we also expect our employees to abide by the same policy requirements when using pass travel. Should an employee be non-compliant with these requirements, the appropriate step of discipline will be applied. In addition, the non-compliant employee will lose all flight privileges until the face covering / mask requirement is lifted.

Additional resources

If you have any questions about the safety policy or how to support a positive safety culture at United, visit the Safety Management System (SMS) section by going to Flying Together > Our Airline > (Departments) View all > (Operations Support) Corporate Safety > (Quick links) SMS or email sms@united.com

To report or share any safety concerns please visit asap.ual.com or use the safety reporting link at the bottom of the Flying Together home page (“How do I?”).

¹ Please note, the above displayed discipline progression is for an employee who has a clean disciplinary record. Should an employee already be on a termination warning the next step of discipline will be termination.

² This policy will not supersede local, state, federal or international laws.