“Return to Travel Series”
with United Airlines

Date: Wednesday, March 23, 2022
Introductions

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Cleveland/Pittsburgh

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United Airlines, Pittsburgh
Supervisor Airport Operations
What we’ll cover today:

- United Video “Return to New”
- Value of our Partnership
- Ensuring our customers are safe
- At the airport
- Onboard our aircraft
- Program and Product Enhancements
- Sustainability
- DEI
- The Future: Pittsburgh International Airport
- Q & A
Return to New Video
Value of our Partnership

• Harmonized discounts with Joint Venture Partners
  • Air Canada, ANA, Austrian Air, Brussels, Lufthansa, Swiss, & United Airlines

• Discounts on tickets booked only through Anthony Travel or the Online booking tool

• Unlimited Name Change Waivers

• Corporate Status Match Program

• Retaining the value of over $100,000 of unused tickets due to COVID

• Personalized account management with expedited resolutions through exclusive Executive Desk offered only to Corporate customers (accessed by Agency only).
Seven U.S. HUBS

With connections to more than 300 destinations across the Americas
Ensuring our customers are safe
At United, we’re passionate about connecting the world safely.
UNITED FIRSTS

How United is leading the way in safety and innovation

First airline to safely transport the first delivery of Pfizer and BioNTech’s COVID-19 vaccine into the U.S.

First U.S. airline to introduce a tool that allows customers to filter and view destinations’ COVID-19 related travel restrictions

First major U.S. airline to ask all passengers to complete a health self-assessment during their check-in process

First U.S. airline to roll out touchless check-in capabilities for customers with bags

First U.S. airline to mandate the COVID-19 vaccine for employees

First among U.S. global airlines to permanently eliminate change fees

First major U.S. airline to mandate masks for flight attendants, quickly following with all customers and employees

Launched the world’s first free transatlantic COVID-19 testing pilot for customers
See what’s open for travel

Quickly check where you can travel and what you can do there for your next trip

- **New Destination Travel Guide** with COVID-19 related travel restrictions
- Notes if tests or self-quarantining is required
- Easy destination filter to view local regulations
- Mask enforcements
- Hotels, restaurants and other leisure outlets open to public

To learn more on travel restrictions, please go to:

To learn more on COVID-19 Testing, please go to:

Where do I find my passport, visa and health requirements quickly by country? Please go to:
Travel-Ready Center

Introducing an industry-exclusive technology to ease the burden of COVID-19 travel restrictions – all in the United app and united.com

United customers can:

- Upload and validate test results
- Review local entry requirements
- Find testing providers and schedule appointment for test
- Store vaccination records
- View specific Visa requirements by country

How it works:

Book your flight  
Review your requirements  
Complete requirements  
Travel safely
Download the app before you go

Your essential travel companion

Travel Ready Center is a step-by-step concierge to get you travel ready navigating COVID requirements.

My United is a new feature that acts as your one-stop shop for frequently visited sites.

Automatically receive seat updates on your upgrade or standby seat assignments.

Flying standby on an earlier flight? Save your seat preferences.
The United app gets better and better

Reason no. 4,387 to download the United app before your next flight: if you're in a middle seat and an aisle or window becomes available, the app will send you a notification so you can change.*

Notifications are sent within 24 hours of departure with a cut-off of:

- **60 minutes** for domestic departures
- **90 minutes** for international departures

*Each traveller on the list is notified only once per flight.

**How does it work?**

Using flight triggers, our technology identifies travellers eligible for a "better seat." When a window or aisle seat becomes available, an in-app notification is pushed to the next eligible traveller, inviting them to visit the seat map and view the available options.
Easily share your vaccination information with the Apple Health integration

United customers can now share verified vaccination records on the Apple Health app with United’s Travel-Ready Center. This new integration can speed up the process of sharing verified vaccination details before travelling, easing the burden of navigating COVID-19 requirements.
Making Return to the U.S. “Worry Free” for International Travelers

First-of-its-kind collaboration with Abbott provides a seamless experience when re-entering the U.S. Avoids the need to find a testing center abroad.
How it works

1. Order COVID-19 Antigen rapid tests on eMed.com and download the NAVICA™ app.

2. Pack the tests in your carry-on bag

3. Within 72 hours of your return to the U.S, start your test session.

4. If your test results show negative, upload your result on TRC or display your pass at the airport to board your return flight.

Only airline to offer an end-to-end offering and integrated solution.

For more information, visit united.emed.com
Pop Quiz!
At the airport
Airport experience

- Regularly disinfecting common surfaces inside our airport terminals.
- Promoting social distancing with floor decals to help customers stand 6 feet apart.
- Introducing touchless check-in for customers with bags.
- Adding a step to the check-in process that requires you to acknowledge you don’t have symptoms for COVID-19 and agree to follow our policies.
- Installing sneeze guards at check-in and gate podiums.
- Implementing temperature checks for employees and flight attendants working at hub airports.
- Providing hand sanitizer and disinfectant wipes
- TSA adjustments (from tsa.gov):
  - Social distancing measures include placing visual appropriate spacing reminders on checkpoint floors, staggering the use of lanes in the security checkpoint where feasible.
  - Conducting routine cleaning and disinfecting of frequently touched surfaces. Customers are also able to request that agents use a fresh pair of gloves.
  - Allowing one liquid hand sanitizer container, up to 12 ounces per passenger, in carry-on bags until further notice

Information as of July 2, 2020
Exclusive access to Bag drop shortcut for our United app users

Available to all customers using the United app who have added their bags to their reservation (paid/free bags) and received a mobile boarding pass prior to arriving to the airport. This experience is live in all seven of our hubs and will be expanding to additional stations in 2022.
United First U.S. Airline to Offer Economy Customers Option to Pre-Order Snacks and Beverages

How It Works:

Five days prior to departure, for all flights over 1,500 miles, customers will see an option in the Reservation Details section of the United app or on United.com to pre-order food and beverage items available for their specific flight. Customers will also receive an email notifying them when pre-order is available.

In economy cabins, customers can pre-order snacks and beverages from United's buy-on-board menu. They will be asked to enter their credit card information but will not be charged until the items are served to them onboard.

In premium cabins, customers can select their meal option directly from the United app or website. Once they make their selection, they will get a receipt emailed to them.
Onboard our aircraft
What to expect when you fly

We know travel looks a little different these days, but rest assured that we’re here for you every step of the way.

Throughout your journey, we’re putting safety and cleanliness at the forefront of your travel experience through our United CleanPlus℠ program and by teaming up with Clorox. We’re also working closely with the experts at Cleveland Clinic to advise us on enhancing safety measures.

To learn more visit: united.com/cleanplus
Your risk of exposure to COVID-19 on United’s flights is low

Research shows aircraft cabins are among the safest of public indoor environments thanks to:

- Advanced air filtration systems
- Required mask wearing
- Diligent cleaning protocols

“There has been little evidence to date of onboard disease transmission”

Researchers at Harvard T.H. Chan School of Public Health.

“Results showed an overall low exposure risk from aerosolized pathogens like COVID-19 on these aircraft”

U. S. Department of Defense

U.S. Department of Defense study
Contactless payment is taking off!

Pay for your favorite onboard items more easily and safely with these new ways to pay.

- Stored credit card via the United app
- PayPal QR code via the PayPal app
- Mileage redemption
- Stored credit card QR code via the United app

2 million+ transactions via contactless payment since its launch in 2020!
Extending our incredible customer service onboard

Need help with your connecting flight and don’t want to wait until you land?

Chat with one of our customer service representatives at 30,000 feet.
New technology makes connecting flights smoother

ConnectionSaver automatically scans flights for passengers who have tight connections to determine if the connecting flight can be held without inconveniencing other passengers.

- Identifies flights that can be held
- Ensures passengers already on board will arrive at their destinations on time
- Sends personalized texts to every connecting customer with info about their connection
- Saves tight connections without inconvenience

CASE STUDY
ConnectionSaver tested at Denver and Chicago*

- 14,400 Customers that would have otherwise missed their connections were able to make their flights
- 6 minutes Flights held for connecting customers were delayed an average of six minutes

*over a 4 month period starting in February 2019
United’s ConnectionSaver saved 2,100 connections in just 1 day!!

Linda Jojo
@ljojo

Winter weather can sometimes make tight connections even tighter! 🌩️🌨️ристос One day this week United held flights for more than 2,100 customers thanks to our ConnectionSaver technology. This is what “Innovating for our Customers” looks like 😊

Take a deep breath, we're holding your next flight for a few extra minutes. We (and your fellow travelers) would appreciate if you could make your way directly to Gate E12.

8:54 AM · Feb 13, 2021
Contactless virtual assistance with “Agent on Demand”

Enjoy socially-distanced, personalized support from our airport agents.

On the day of travel, our Agent on Demand service connects travelers to an airport customer service agent remotely through call, text or video chat.

Agent on Demand now includes personalized baggage support at all domestic airports so you can access contactless virtual assistance.

**MileagePlus members:**
Log into your MileagePlus account on your United App. Agent on Demand is available on the home page within 24 hours of your flight. Scroll down to “For your trip” and click on “Get connected”.

**FACT FINDER**

United is the first U.S. airline to launch video-enabled, day-of-travel customer service. **Agent on Demand is currently available at over 100 airports including all seven of our hubs:** Chicago (ORD), Denver (DEN), Houston (IAH), Los Angeles (LAX), Newark (EWR), San Francisco (SFO), and Washington, D.C. (IAD).
Pop Quiz!
EXCLUSIVE OFFER

Take off to a world of rewards

In recognition of our relationship with you, we can offer your travelers the chance to earn bonus miles or other rewards through our specialized MileagePlus® offers program.

Programs vary by type and can include bonus miles or even Premier® status.*


MileagePlus is your ticket to the world, with the most ways to earn and use miles and the most award destinations of any U.S. airline loyalty program.

Oh, and those miles? They don’t expire. Ever.

Premier benefits include:

• Free upgrades
• Complimentary Economy Plus
• Priority check-in & boarding
• Mileage bonuses
• Free bags
• And more!

*Offer varies by program type. Must meet certain requirements and agree to terms & conditions. Miles, awards and benefits are subject to the rules of the United MileagePlus program. For details, see www.united.com.
MileagePlus members fly through security with CLEAR

FASTER. SAFER. TOUCHLESS.

Let your eyes or face get you through security faster thanks to our partnership with CLEAR®.

Instead of using your physical ID to confirm your identity, CLEAR transforms your biometrics into a single, touchless ID, so you can keep moving.

✓ Fast, touchless entry
✓ Enroll in minutes, use in seconds
✓ Nationwide network of 50+ airports, including all 7 United Hubs

A CLEAR membership normally costs $179. Check out our special pricing.

<table>
<thead>
<tr>
<th>MileagePlus Status</th>
<th>CLEAR Cost</th>
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<tbody>
<tr>
<td>Premier® 1K &amp; GS</td>
<td>Free</td>
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<tr>
<td>Premier Platinum, Gold, Silver and U.S. cardmembers</td>
<td>$109</td>
</tr>
<tr>
<td>MileagePlus members</td>
<td>$119</td>
</tr>
</tbody>
</table>
The largest aircraft order 270 in United’s history
Onboard Experience*

**Seating**
- Relax with up to 6 inches (15 cm) of extra legroom
- Seats located near the front of the United Economy cabin
- Power up with in-seat power outlets*

**Inflight dining**
- Enjoy a wide variety of complimentary non-alcoholic beverages, alcoholic beverages available for purchase
- Food options vary depending on flight duration and may include snacks, snack boxes and freshly prepared meals for purchase

**Wi-Fi / Entertainment**
- Stay entertained with hours of movies, TV shows and games through your seatback monitor or your own personal device, depending on the aircraft
- Complimentary Wi-Fi access to united.com, and United partner sites. Full internet access and texting available for purchase

Check the United app for specific amenities available on your trip.
Say hello to United Premium Plus

Experience United Premium Plus℠, our new option on select flights that offers more space, comfort and amenities.
CHANGING THE WAY BUSINESS TRAVELERS FLY

More comfort for more customers

Premium seating is in high demand, so we are growing international United Polaris® business class and domestic United First® by adding more than 1,600 seats. We are also adding 30% more United Polaris business class seats to 21 of our 767-300ERs, starting with those flying in our largest international market between New York/Newark (EWR) and London (LHR). All 21 will be in service worldwide by the end of 2020.

22 United Polaris
Plus® seats

46 United Polaris®
business class seats

16 more than in the past

767-300ER
EWR → LHR

UNITED
Bigger bins means no more gate-checking

We are increasing overhead bin storage, so customers don’t have to gate-check their bags and end up in baggage claim.

This will create room for up to +65 more bags!*

*on a normal 737-900 configuration
A rest from the day's travels awaits you at these renowned clubs and lounges in airports worldwide.
Washington Dulles (IAD) joins the United Polaris constellation

The newest addition to our United Polaris Lounge network opened at IAD bringing the ultra-luxury, premium services experience to hundreds of customers every day.

The new 21,000 square foot facility boasts the third-largest United Polaris Lounge in our network and is meticulously designed with detail and style in mind. Additionally, we’re aiming to reopen the United Polaris Lounges at EWR, ORD and IAH throughout the rest of the year.

Features of the IAD United Polaris Lounge include:

- 355 seats
- 42 pre-flight dining seats featuring high-end cuisine
- 13 private, gender-neutral bathrooms
- 6 spa-like shower suites with premium Sunday Riley health and beauty products
- Suite-like rest spaces with Saks Fifth Avenue bedding
Sustainable Travel on United
100% green

Carbon neutral by 2050

To meet our goal of going 100% green by reducing 100% of our greenhouse gas emissions by 2050, we want to lead our industry toward real solutions and lasting change.

We intend to do this by focusing on:

- **Sustainable aviation fuel** - We’ll continue to invest significantly in fuel made by renewable resources and waste byproducts.

- **Carbon sequestration** - We’ll support companies that use direct air capture technology to remove carbon dioxide from the air.

Learn more at united.com/100green
We’re the first airline globally to invest in carbon capture and sequestration

United is making a multimillion-dollar investment in 1PointFive, which will build the first industrial-sized direct air capture facility in the U.S.

A single plant is expected to capture and permanently sequester 1 million tons of CO₂ per year.
PARTNERING WITH ARCHER AVIATION

Archer is developing eVTOL (electric vertical takeoff and landing) aircraft for use as an air taxi in urban markets, with technical expertise support from United.

Once development is complete, we can buy up to 200 Archer aircraft to allow passengers to more easily travel to the airport.

United has been the launch airline for 18 new aircraft types.

We have almost 300 new aircraft on order with 15% to 20% CO₂ reductions.
United ushers into supersonic travel

United announced an agreement with Denver-based aerospace company Boom Supersonic, expected to carry passengers by 2029.

- 100% Sustainable Aviation Fuel
- Net-zero Carbon Flights
- 15+ Overture aircraft
- 1.7 Mach Flying speed
Diversity, Equity and Inclusion (DEI)
Building a more diverse, equitable and inclusive United

United Airlines is in the business of bringing people together and we are more committed than ever to creating a more diverse, equitable and inclusive workplace, airline and world where we all thrive.
Progress we are proud of

We’re making strides on our long-term DEI journey, with a series of recent accomplishments and industry-firsts.

- **2015**: The first Hispanic CEO of a major U.S. airline
- **2018**: First female chairperson of a major U.S. airline
- **2019**: First airline to offer non-binary booking options
- **2020**: First Black president of a major U.S. airline
- **2021**: United Aviate Academy announces to train 5,000 with at least 50% women or people of color.
At United, acceptance and appreciation of everyone is the norm

Named to DiversityInc’s Top 50 Companies for Diversity again for 2020. Only airline to make the list.

Scored a perfect 100 percent on the Disability Equality Index (DEI) for the fifth consecutive year.

Scored a perfect 100 percent on the Human Rights Campaign’s Corporate Equality Index (CEI), for the tenth straight year.
Pittsburgh International Airport
Building the Future of Travel
Terminal Modernization Program
The new terminal will create an improved experience from curb-to-gate

- Shorter walking distances and security wait times
- Improved wayfinding
- Additional services and amenities
- Better technology
- An improved sense of Pittsburgh
  - More local restaurants, retail stores and artwork
  - Locally sourced materials
- More efficient baggage handling
- Improved parking options
Pittsburgh International Airport Renderings
Airport Reimagined Benefits:

• Reimagined for Originating and Destination Traffic
• Security Checkpoint expansion
• Updated Baggage Systems
• CustomerRouting Improvements – Curb to Gate
• Improved Technology
• Outdoor Space
• Sense of Pittsburgh – Food, Beverage, Retail
• Multi-Modal Complex – Ground Transportation Center
• Improved Parking
• Locally Designed, Produced, and Built
• LEED Silver Certification
• Airport Microgrid powered
**RE-INTRODUCING NONSTOP FLIGHTS**

Pittsburgh ➸ San Francisco

Daily, nonstop flights return on March 28, 2022

**Did you know?** Economy Plus® offers more space to work or relax, with seats featuring up to 6 inches (15 cm) of extra legroom. Plus, located near the front of the cabin, a seat in Economy Plus can help get you on your way faster when you reach your destination.

<table>
<thead>
<tr>
<th>Routes</th>
<th>Flight</th>
<th>Departs</th>
<th>Arrives</th>
<th>Frequency</th>
<th>Aircraft</th>
</tr>
</thead>
<tbody>
<tr>
<td>PIT - SFO</td>
<td>UA2367</td>
<td>6:00 a.m.</td>
<td>8:33 a.m.</td>
<td>Daily</td>
<td>Boeing 737-800</td>
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<tr>
<td>SFO - PIT</td>
<td>UA2403</td>
<td>11:59 p.m.</td>
<td>7:52 a.m. +1</td>
<td>Daily</td>
<td>Airbus A320</td>
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</tbody>
</table>

Schedule subject to change. See united.com for most up-to-date details.
10 new flights and 5 new destinations debuting Summer 2022

United announced the largest transatlantic expansion in its history, including 10 new routes and 5 new, vogue destinations – Amman, Jordan; Bergen, Norway; Azores, Portugal; Palma de Mallorca: Spain and Tenerife in the Spanish Canary Islands. All of the new routes are not served by any other North American carrier.

<table>
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</thead>
<tbody>
<tr>
<td>DEN - MUC</td>
<td>787-9</td>
<td>Daily</td>
<td>8:20 p.m.</td>
<td>2:05 p.m.+1</td>
</tr>
<tr>
<td>EWR - BGO</td>
<td>757-200</td>
<td>Wed, Fri, Sun</td>
<td>8:40 p.m.</td>
<td>10:05 a.m.+1</td>
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<tr>
<td>EWR - PDL</td>
<td>737 MAX8</td>
<td>Daily</td>
<td>10:55 p.m.</td>
<td>8:40 a.m.+1</td>
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<tr>
<td>EWR - PMI</td>
<td>767-300ER</td>
<td>Tue, Thu, Sun</td>
<td>10:55 p.m.</td>
<td>11:00 a.m.+1</td>
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<tr>
<td>EWR - TFS</td>
<td>757-200</td>
<td>Mon, Thu, Sat</td>
<td>9:50 p.m.</td>
<td>9:55 a.m.+1</td>
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<tr>
<td>IAD - BER</td>
<td>767-400ER</td>
<td>Daily</td>
<td>5:45 p.m.</td>
<td>8:20 a.m.+1</td>
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<td>ORD - MXP</td>
<td>787-8</td>
<td>Daily</td>
<td>9:15 p.m.</td>
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<td>IAD - AMM</td>
<td>787-8</td>
<td>Mon, Thu, Sat</td>
<td>10:00 p.m.</td>
<td>3:55 p.m.+1</td>
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Flight details are subject to change. Service is subject to government approval. See united.com for most up-to-date schedule.
Pop Quiz!
Thank you for your business!

Q & A