

United Airlines’ Accessibility Plan 2023-2025

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Message from our CEO, Scott Kirby:

We are committed to providing a level of service to our customers that makes us a leader in the airline industry. We understand that to do this we need to have a product we are proud of and employees who like coming to work every day.

Our goal is to make every flight a positive experience for our customers. Our United Customer Commitment explains our specific service commitments so that we can continue a high level of performance and improve wherever possible. The commitment explains our policies in a clear, consistent and understandable fashion. We have detailed training programs and system enhancements to support our employees in meeting these commitments, and we measure how well we meet them.

Welcome on board United Airlines!

General:

1. Customers can provide feedback on accessibility in a few different ways: by phone, mail, and email, which is available below. We also email a survey after a trip is completed where customers can provide feedback on their experience, including accessibility. Customers can submit a complaint, compliment, or suggestion, with the option for us to follow up with them if they choose. If customers would like an alternate format of the Accessibility Plan or alternate format of the description of the feedback process, please contact us via your method of choice below:
 - a. Mail:
 - i. Customer Care – NHCCR
United Airlines, Inc.
900 Grand Plaza Dr.
Houston, TX 77067-4323
 - b. Phone
 - i. Voice: 1-800-228-2744
 - ii. TDD or TTY: 1-800-323-0170
 - c. Email
 - i. uaaeromed@united.com
2. The *Manager, Global Customer Solutions & Social Media Care* will be responsible to receive and respond to accessibility feedback.

Information and Communication Technologies (ICT):

We aim to create a barrier-free digital environment accessible and useable by all our employees and customers. We're continually focused on making sure all versions of our website (for desktop and mobile screens) and our app are in compliance with accessibility regulations. For this, we have and will continue to:

1. Ensure that all new IT projects have accessibility built-in from the beginning.
2. Ensure ICT solutions are compatible and usable with assistive technology and meet the needs of people with disabilities.
3. Make sure accessibility development and testing of all ICT solutions is completed by certified individuals or other qualified individuals with a background in building accessibility features.
4. Make audible public announcements related to flight information (via public announcement systems) in spaces we can control.
5. Make visual public announcements related to flight information in spaces we can control.
6. Conduct accessibility audits, reviews, and user surveys to ensure we have feedback methods in place to help improve our products and services.

Communication, other than ICT:

We want to position ourselves in the market as the leading carrier of choice for customers with disabilities. Communicating with customers through non-digital channels is a regular part of our business. We've taken action in the following areas:

1. All frontline employees are required to complete training for assisting customers with disabilities when they're hired and on an ongoing basis. This training includes learning ways of communicating with our customers that is respectful to the nature of a person's disability
2. The accessibility pages on our website now use plain language, which not only helps individuals with cognitive disabilities but also serves to assist customers who speak or read English as a second language.
 - a. We're also working on a project to update all pages on our website to use plain language.
3. Inclusion of standard iconography throughout our assets, including digital and physical signs, to ensure more seamless travel.
4. Standard templates for presentations now include high contrast colors.
5. Use of Microsoft Teams automatic live transcription features for internal and external communications.
6. All frontline employees are assigned mobile technology that links to our systems. Within these devices for both airport and inflight teams are tools that support speech-to-text, written communication, and reference materials for any questions about assisting customers with disabilities.
7. All business partners that provide services to customers on our behalf are required to complete training for assisting customers with disabilities when they're hired and on an ongoing basis.
8. All companies that provide products or services to us must be in compliance with applicable laws relating to accommodating customers with disabilities.
9. Use of ASL interpreters for public meetings where technology is not in place to support electronic means of communication

Procurement of goods, services, and facilities:

United is committed to providing a clean, safe, reliable and accessible transportation. At United, we want to make sure that our customers with disabilities have equal access to our facilities and services. To meet their needs during their travel on United, United's procurement process secures the necessary resources, which to date encompass the below. United strives for continuous improvement, including the service we provide customers with disability. We maintain a strong relationship with multiple disability organizations throughout the country and also have an Accessible Travel Advisory Board, which is made up of individuals with various disabilities. The board meets regularly to discuss issues involving air travel and accessibility and offers suggestions and advice to improve our service, which United would review in how they could be incorporated in future contracts and projects.

Aircraft Accessibility

United Economy seats have moveable armrests.

Wide body aircraft (767, 777 and 787) are equipped with an onboard wheelchair accessible lavatory. And, lavatories on our single-aisle aircrafts (737-700, 737-800, 737-900, 757-200, 757-300, Airbus 319 and Airbus 320) are equipped with a privacy curtain and handrails.

United Express aircrafts with 60 or more seats have specially designed onboard wheelchairs designed to fit in the aisle of the aircraft and can be used to access the lavatory. United Express fleet also have movable aisle armrests in the vast majority of seats in the aircraft.

At the Airport

For gate areas that are exclusively under United control, United's Procurement process secured Flight information display systems that are helpful to passengers. In addition, United-specific airport kiosks now have tactile buttons and speech output to some of our airport kiosks. These kiosks are marked as accessible with a label that includes Braille.

Entertainment Accessibility

Through our Procurement system, United secured onboard seatback systems that are programmable to provide extended visual, audio and language settings and secured the necessary resources to program any updates that may be needed.

United is the first in the world to offer the most extensive suite of accessibility features on a seatback entertainment system, which accommodates any level of visual disability, as well as provides support for hearing and mobility-challenged passengers. These include:

- Text-to-speech mode enables an audio readout of each of the items on-screen
- Selection of movies and TV shows can be selected to have audio descriptions and closed captions.
- Enable captions and subtitles
- A variety of other visual settings and features are available to accommodate different levels of vision

Wheelchair service

United also contracts with business partners to provide wheelchair service to customers with disabilities. The different types of wheelchairs available for United customers are: airport wheelchairs; aisle wheelchairs (specially designed to help customers get to/from their seat during boarding and upon arrival); and onboard wheelchairs that can be used to access the lavatory. United requires these business partners to have initial and recurring training on how to assist customers with disabilities. United uses a range of performance metrics to manage operational concerns that may occur with our business partners.

Transportation:

We recognize the need for continued improvements in accessible travel. Safe and efficient transportation of customers is our core business. Therefore, we've invested time, energy and resources into improving our aircraft to support safe and efficient transportation of customers with disabilities.

1. United offers various wheelchair services at all of our locations worldwide, in addition to guide and escorting services for customers within the terminal. Services are provided in a timely manner to customers who have self-identified to us as needing them.
2. We provide wheelchair services within the terminals we operate, including lift and transfer of customers who require the use of an aisle chair and curb-to-curb service from the airport of your departure to the airport of your destination.
3. All of our leased space is compliant with accessibility standards to ensure equal access to people of all abilities.
4. All employees are required to act in compliance with our training programs. Our training is scenario-based to teach real-world situations and how to effectively communicate with customers with disabilities.
5. All business partners that provide customer service to our customers are required to take training on how to assist customers with disabilities on an ongoing basis.

Built Environment:

1. All of our leased space is compliant with accessibility standards and regulations to ensure equal access to people of all abilities
 - a. We work directly with airport operators, including consortiums, to meet and exceed accessibility regulations. Some examples include:
 - i. Sometimes jetbridges connecting to aircraft have a steep slope between the aircraft and the gate. This can be difficult to walk up or down safely. We work with airports to reduce this slope in addition to providing additional assistance through our business partners if requested by the customer.

- ii. In locations where jetbridges are not used and customers board by stairs from the tarmac, we provide gentle sloping ramps upon request to ensure ease of use for customers with mobility disabilities.
 - b. Accessible supplementary designs:
 - i. Table tops in gates, clubs and other common areas are designed to be at a height to accommodate people who use wheelchairs.
 - ii. Podiums where agents assist customers are designed at an accessible height for people who use wheelchairs.
 - iii. Check in kiosks in airport lobbies are designed at a height which allows customers using wheelchairs to access the full screen from their chair.
 - 1. We also incorporate this into our physical design of cabinets which store the computers and screens. If a cabinet uses analog physical buttons or a track pad, they are also designed to be accessed by a customer using a wheelchair.
 - 2. United has an ergonomist who guides new airport physical designs
 - a. This person works on both public-facing and internal spaces to ensure we are using the most up-to-date designs for safety and comfort.
 - iv. Airport lobbies, terminals and gate areas are designed with clear approach paths to allow customers ease of access to airline employees.
 - v. Electronic door openers and electronic locks are placed at an accessible height within airport and corporate support locations.
 - vi. Quiet rooms are available at most airport locations and corporate offices. These rooms allow an individual to step away from overstimulating environments and can help alleviate anxiety, ADHD, and other cognitive disabilities.
- 2. Addition of braille onboard new aircraft, including row numbers to assist with finding seats and controls in the lavatory to help with self-service.
- 3. Installation of inflight-entertainment that displays closed captioning and audio descriptions when content providers have them available.
- 4. Closed captioning of FAA required safety announcements using in-seat screens.
- 5. Provide designated closet space for mobility devices in the cabin within size and battery type limitations.
- 6. Onboard wheelchairs are available on all aircraft to accommodate customer mobility needs while inflight.
- 7. Personalized safety briefings onboard aircraft if a customer discloses their disability.
- 8. A number of larger aircraft have been designed with accessible lavatories to make it easier for customers with mobility disabilities to access. In some cases these lavatories are large enough to allow for a non-crewmember safety attendant to enter the lavatory with the customer.
- 9. We regularly meet with the disability community on the design of physical spaces that we own or lease. The community is presented with an opportunity to give feedback, which is incorporated into the final designs prior to building.
- 10. We display service animal relief areas at larger airports via the mobile app to make them easier to find.

Provisions of CTA accessibility-related regulations:

We're subject to applicable sections of Part 2, Service Requirements Applicable to Carriers, of the Accessible Transportation for Persons with Disabilities Regulations (SOR/2019-244).

Consultations:

1. Our Accessible Travel Advisory Board:
 - a. We meet with a board of individuals who have a range of disabilities on a regular basis. Our members include representatives from the blind/low vision, Deaf, cognitive, and mobility communities, and more. Our board has assisted with development and improvement to:
 - i. Digital products and services.
 - ii. Training gaps for frontline employees or agents.
 - iii. Physical designs of airport areas, including seating, tactile differences and more.
 - iv. Communication between us and our business partners interacting on our behalf with customers.
 - v. Identifying areas of general opportunity for improvement based on individual experiences of board members or their communities.
 - vi. Review of internal investigations to identify root causes and eliminate barriers.
 - b. Members of our Accessible Travel Advisory Board include representatives from the following organizations:
 - i. U.S. Army Wounded Warrior Program
 - ii. U.S. Air Force
 - iii. United Spinal Association
 - iv. Christopher & Dana Reeve Foundation
 - v. National Council on Disability
 - vi. Hearing Loss Association of America
 - vii. Open Doors Organization
 - viii. Independent Living Research Utilization Program
 - ix. Transportation Programs of Houston Metropolitan Transit Authority
 - x. Memorial HermannTIRR Hospital, Houston Texas
 - xi. Rehabilitation Institute of Chicago
 - xii. Special Education Program of NW Ohio
 - xiii. Texas Governor's Committee on People with Disabilities
 - xiv. Kostas Z Foundation
2. We're a large company and employ a significant number of people who identify as having a disability. To continue our accessibility journey, we've acted upon the suggestion to begin the Bridge Business Resource Group (BRG). Bridge is a volunteer internal organization that focuses on increasing awareness of disabilities. They also manage projects that help support enhanced products and services both for our customers and our employees and their families.
3. We invites members of the disability community to participate in listening sessions. These sessions provide an opportunity for our leaders to hear firsthand some of the challenges and opportunities to improve our accessibility practices. Recently, feedback from the community

helped us design new services that benefit a larger portion of the population. We're dedicated to this continuous cycle of improvement and validation in close partnership with the community to ensure we're always exceeding customers' expectations.