

****REVISED** - Health and Safety Reminders**

Clarification provided and highlighted in "Clean affected areas" section

Applies to: Domestic and International United Mainline and United Express Aircraft Cleaners

Effective: October 9, 2014

Policy: The Health and Safety chapter outlines specific programs and/or procedures, as they pertain to Aircraft Appearance, which will provide an extra level of guidance to assist our employees and service providers when confronted with specific health and/or safety concerns.

United Airlines Ebola Cleaning Guidance is developed for situations in which flight crews consulting with MedLink suspect an ill customer onboard exhibits symptoms of the Ebola virus.

Why: Recent concerns about Air Sickness or other illness-related situations that require additional safety precautions prompt us to review the procedures, use of appropriate Personal Protective Equipment (PPE) and appropriate clean up kits. Safety protocols recommended by the Centers for Disease Control (CDC) and Prevention have been incorporated into the United Airlines Ebola Cleaning Guidance.

Procedure: Station Operations Control (SOC) Responsibility
United Airlines Pilots are required to call in any potential case to the System Operations Centers (SOC). Once this notification is made to the SOC, it is the SOC's responsibility to let all pertinent work groups know of the inbound situation. One of these notifications must go to the cabin service partners so they can prepare their teams with the appropriate Personnel Protective Equipment (PPE).

Two types of notification may be made:

1. Air Sickness – standard procedures outlined in the Aircraft Appearance Manual, Chapter 6 should be followed.
2. When Medlink is involved and the SOC is advised that the symptoms reported cannot rule out a case of Ebola, the procedure is to advise the Aircraft Appearance teams of that fact. Aircraft Appearance in turn will handle using the revised appearance guidance outlined below, focusing on use of proper PPE as a precaution.

Cabin Service Partner Responsibility

The Cabin Service Partner is responsible for cleaning a potentially contaminated aircraft. Once notified by the SOC, the Cabin Service Partner will ensure all employees have the appropriate PPE, cleaning tools and chemicals to properly clean and disinfect the aircraft.

PPE

- Waterproof gloves
 - Change gloves if they become dirty or damaged during cleaning.
 - Consider double-gloving if cleaning large amounts of blood or other body fluids.
 - Throw away used gloves according to your company's recommended infection control

precautions.

- Clean hands with soap and water immediately after gloves are removed or when changing gloves. (When soap is not available, use waterless alcohol-based hand sanitizer with at least 60% alcohol.) Use only soap and water if hands are visibly dirty.
- Surgical mask
- Eye protection: goggles or face shield
- Long-sleeved, waterproof gown
- Closed-toe shoes and shoe covers. If increased risk of splashing or area appears highly contaminated with body fluids, wear rubber boots or shoe covers. Wear gloves to carefully remove shoe covers to avoid contamination of hands.

Clean affected areas

- Use an Environmental Protection Agency (EPA)-registered cleaner/disinfectant that has been tested and approved for use by the airplane manufacturers. (Jon Don Matrix #3 meets EPA registration requirements)
- Lavatory surfaces: door handle, lock, faucet, sink, walls, counter, and toilet seat.
- Sick traveler's seat and their row, the two rows in front and the two rows behind including seat backs, armrests, tray tables, video monitor, light and air controls, and adjacent walls and windows
- If a seat cover or carpet is obviously dirty from blood or body fluids, Tech Ops must be notified to coordinate removal by the methods used for biohazard material.
- If surfaces are contaminated with large amounts of body fluids (such as blood, vomit, feces), clean off the material before applying disinfectant.
- Special cleaning of upholstery, carpets, or storage compartments is not indicated unless they are obviously dirty from blood or other body fluids.
- Special vacuuming equipment or procedures are not necessary.
- Do NOT use compressed air, pressurized water or similar procedures, which might create droplets of infectious materials.

Safe removal and hygiene

- Carefully remove protective equipment to avoid contaminating yourself or your clothes.
- After removing protective equipment, clean your hands. Use only soap and water if hands are visibly dirty.

Reference: AAM – Aircraft Appearance Manual; Chapter 6 Section 3
Centers for Disease Control (CDC) and Prevention Website:
<http://www.cdc.gov/quarantine/air/managing-sick-travelers/ebola-guidance-airlines.html>

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