

Caring for our Customers

United works to provide equal access for all flyers

As a global airline, United flies customers from all different backgrounds to and from destinations all over the world. Each customer has his or her own unique story, and no matter what that story is, each passenger should have an unsurpassable experience in United terminals, clubs, and on board. To ensure every step of the travel experience is within reach for all customers, United developed the Accessible Travel Advisory Board, which advises on policies and procedures that make flying smoother for customers who may need a little extra assistance.

The board is made up of 14 individuals with various types of disabilities, many of whom are also involved in leading accessibility organizations such as the Open Doors Organization,



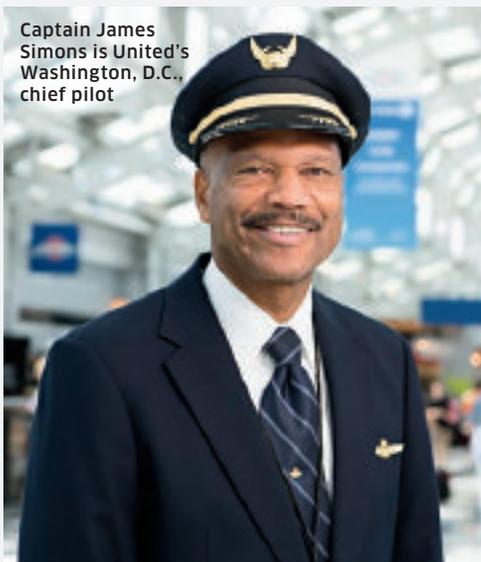
The Accessible Travel Advisory Board's most recent meeting in San Francisco

which focuses on ensuring persons with disabilities have the same consumer opportunities as everyone else.

“The board meets with employees to help provide training and to offer first-hand advice on how to best assist customers with disabilities,” says Rosalie Crabbe, manager of accessible programs and industry affairs at United. “The best way to assist a customer is oftentimes just to ask what you can do to help.”

Based on feedback from the board, United has made many changes. “Some of the recent changes we’ve made include installing wheelchair lifts at select stations that help loading and unloading wheelchairs and preventing damage to the chair,” Crabbe says. “We’ve also made updates to united.com to make it easier for customers to navigate the website, purchase tickets, and get valuable flight information.”

Ask the Pilot with Captain James Simons



Captain James Simons is United's Washington, D.C., chief pilot

Q: How important are checklists and standard work for a pilot?

A: Ensuring that we follow our checklists and adhere to standard operating procedures (SOPs) is paramount to the safety and efficiency of our Flight Operations at United. Every nine months, every United pilot goes through mandatory evaluations at our Flight Training Center in Denver. Once there, each pilot is paired in the simulator with another pilot, possibly someone they’ve never worked with before. Pilots are then graded on how well they work together to

resolve simulated emergencies and irregular operations that they don’t normally see in day-to-day operations. The only way we can successfully fulfill this high level of safety and standardization is through the use of our checklists and SOPs. Our goal is to provide safe, comfortable, on time, and efficient transportation for our passengers. Safety is the single objective that cannot be compromised at United Airlines.

You can write to United's chief pilots by addressing askthepilot@united.com