

# United Airlines Animal Transport Updates

## ATA Global Conference-Budapest

April 2, 2019



United aims to ensure a safe and pleasant travel experience for all customers- including those traveling with animals

## Animal travel on United



PetSafe transport-dogs and cats too large to fly in-cabin, or unaccompanied

PetSafe/  
Cargo



Customers with disabilities who require a service or emotional support animal

SVANs/  
ESANs



Active military, their families & veterans

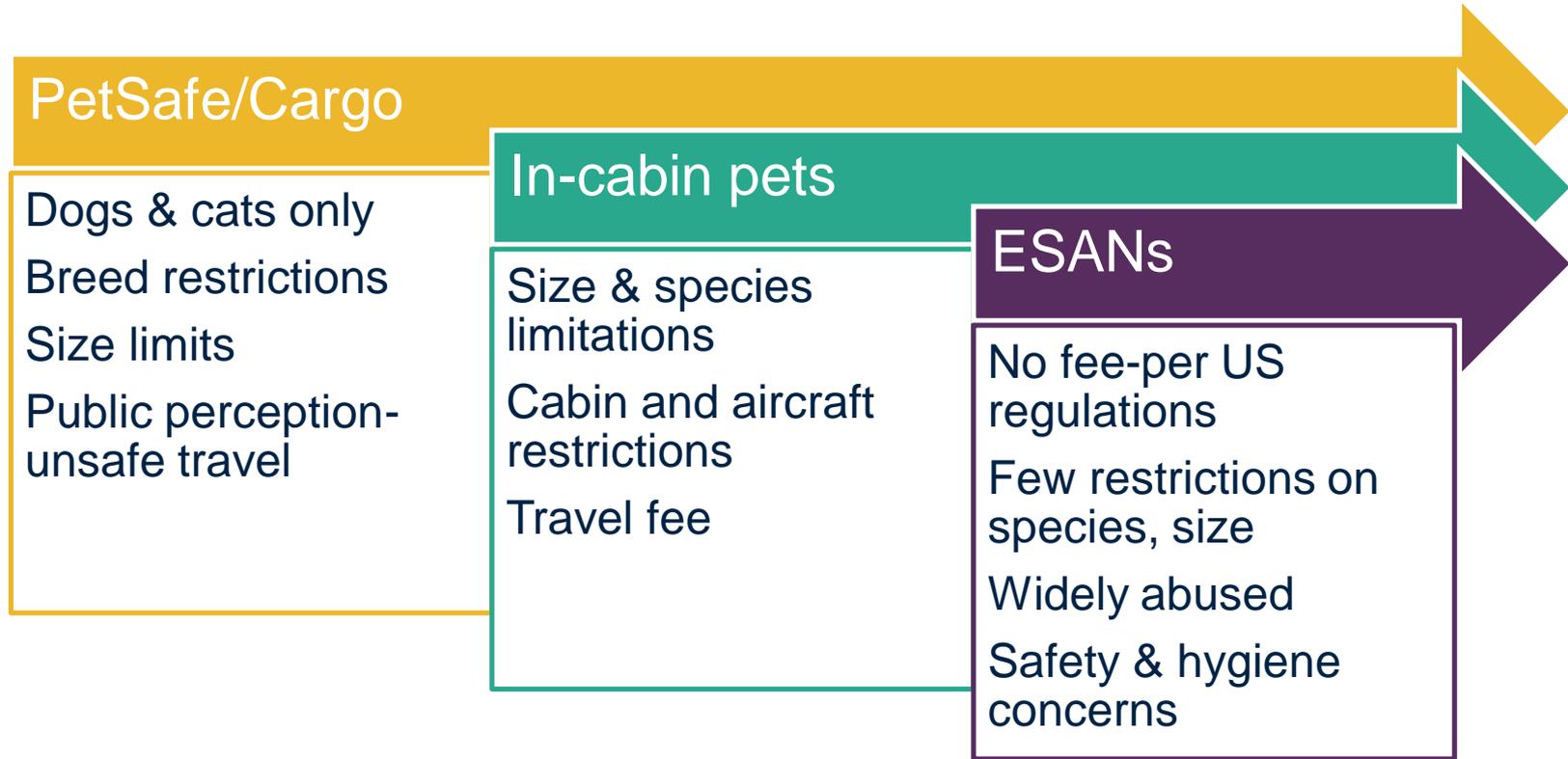
Military



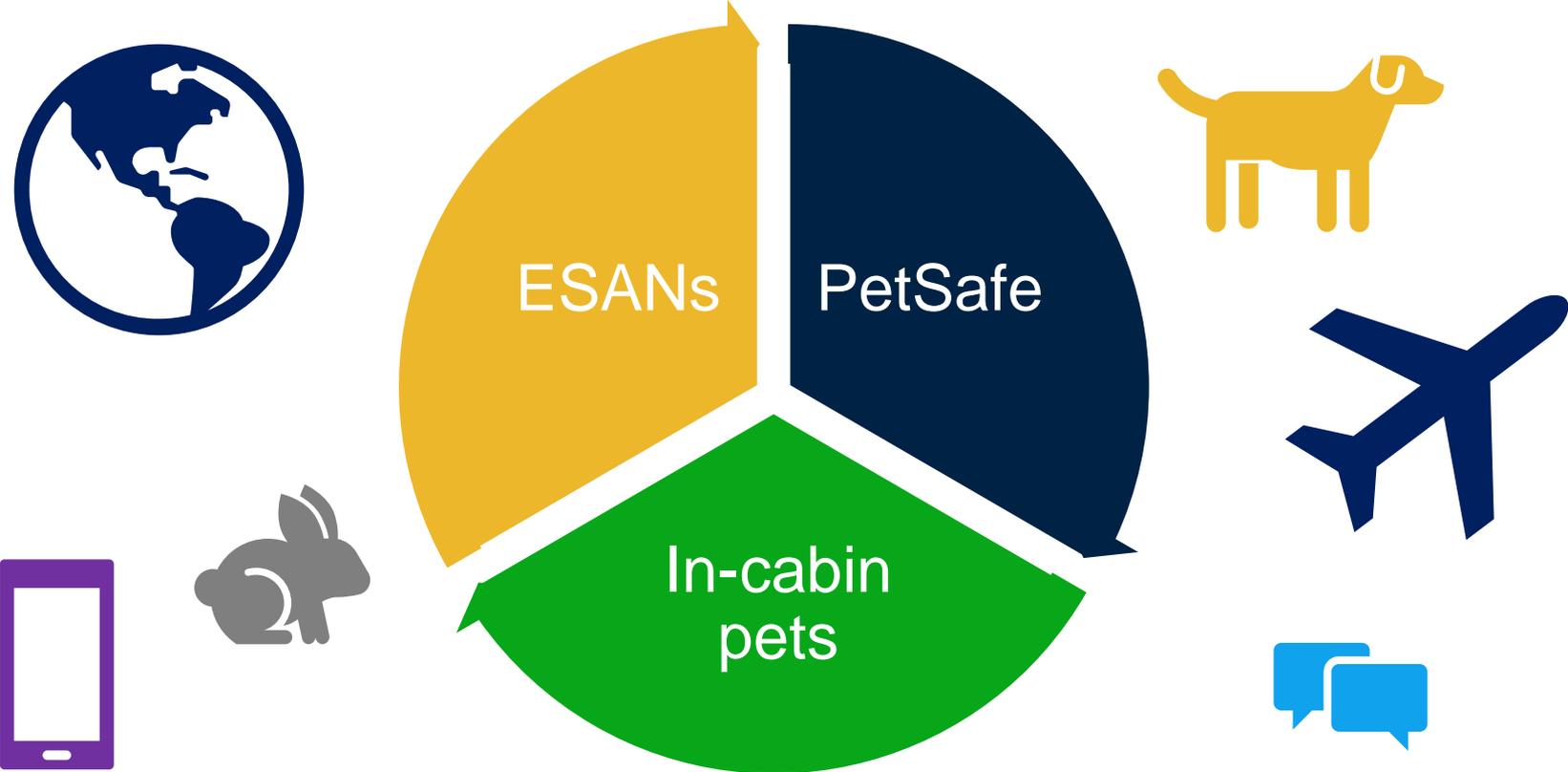
Family pets traveling with passengers in the cabin

In-cabin  
pets  
(PETC)

# PetSafe policy changes & negative PR shifted many pets from cargo travel to the cabin-creating a new set of issues and concerns “above the wing”



# Challenges led to necessary changes in animal transport policies on United- both in the cabin and cargo



# PetSafe Policy and Procedure Updates

# PetSafe program continues to evolve-focused on safety and comfort of pets as well as improved customer experience

## Spring-Summer 2018

- Announced new PetSafe policies
- Developed and implemented extensive training
- Collaboration with American Humane
- Brief suspension of service



## Late Summer/Autumn 2018

- Resumed service-with new program
- Continued evaluation and process adjustments
- Began working with American Veterinary Medical Association (AVMA)



## Winter 2018

- Fine-tuned internal processes for prompt customer resolution
- Proactive mitigation plan-negative PR and Social Media

# Policy changes to mitigate specific concerns

Concern	Action
Animal safety and welfare	<ul style="list-style-type: none"><li>• Breed embargoes</li><li>• Cats &amp; dogs only</li><li>• Hot weather station embargoes</li></ul>
Negative social media from delays/equipment changes	<ul style="list-style-type: none"><li>• Booking window: 5-30 days minimizes schedule changes impacting travel</li><li>• Embargoed crates over 30"</li></ul>
Acceptance refusals, document issues, inconsistencies	<ul style="list-style-type: none"><li>• Pre-acceptance policy implemented</li><li>• Improved communication tools</li></ul>
Self-inflicted injuries	<ul style="list-style-type: none"><li>• Discontinued crate sales at counter</li><li>• Customer education on acclimation</li></ul>

# Improvements for pet safety, comfort and handling

- “Pet loaded” blue tag-when owner flies with pet
- Require 2 pet photos at tender to function as I.D. with travel crate
- Added new custom vans in key hubs and select locations with higher pet volumes
- Remodeled IAH onsite kennel facility

A blue "Pet loaded" tag with the United PetSafe logo. The tag includes fields for "Customer", "Flight", and "Hi, My name is" (with a silhouette of a dog and a cat). Below these fields is a section for "I'm also onboard" with a list of names and phone numbers. The tag is partially obscured by the van image.

# Updates implemented throughout the travel process

## Pre-booking

- Domestic rate calculator on united.com replaced rate table
- Revised customer information for clarity

## Booking

- Bookings must be made between 30 days and 5 days before travel
- International shipments require IPATA member

## Pre-acceptance

- All documents required at least 5 days in advance
  - Health Certificate
  - Photo of pet
  - Photo of crate
  - Signed Customer Acknowledgement Form

## Acceptance

- Final acceptance approval determined at tender
- International Departure Checklist
  - 2 pet ID photos
  - 2 copies of Customer Ack. Form
  - Health Certificate & all other required documents

# Consumers require guidance on pre-travel preparation; creating ongoing challenges that increase risks

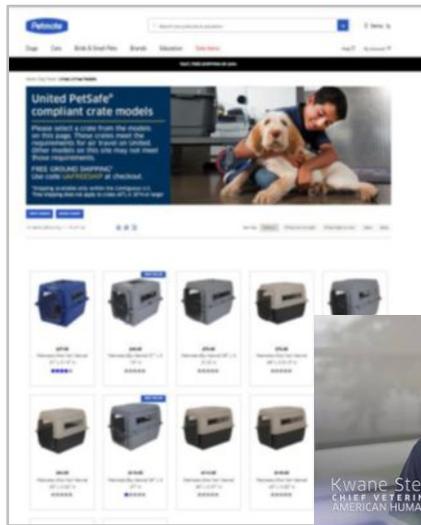
Many shipments within U.S. tendered by pet owners

- Issues:

- Poor preparation for transport
- Crate acclimation not a priority
- Improper crate size

- Actions:

- Online crate sales program-compliant crates
- Sizing guide and link to videos
- American Humane video on importance of travel prep
  - Some pet owners don't use available content and tools before travel



# Enhanced education and awareness for employees & customers

## Internal

### Enhanced training for staff:

- Booking agents
- Station agents

### Tools for increased awareness:

- Pet booking reports
- Employee bulletins
- Electronic messaging



## External

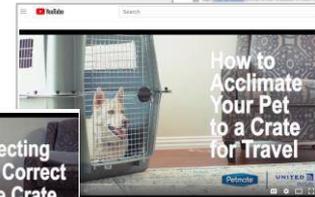
### Revised content on united.com

### Updated pre-travel packet

### Pre-travel checklist: customer guidance for travel preparation

### Produced "how to" videos:

- Determine crate size
- Crate acclimation



# Technology enhancements - improve operational handling; frequent monitoring to ensure pet's well-being

- Increased number of crate tag scans throughout shipment cycle
- Standardized pet wellness checks by ramp employees at multiple touchpoints
- Updated pet "Report Card" for kenneling and comfort stops
- "Pet loaded" paper tag will transition to app-based notification for operations team and customers



**Connecting Pet Care Report** UNITED PetSafe

To be completed whenever a connecting pet is brought from the arrival flight into the United Cargo facility or pet holding area. Not applicable to origin, destination, or ramp-transferred pets.

Sections 1, 2, 4, and 5 must be completed for every connecting pet brought to cargo facility or pet holding area. Also complete section 3 if the pet is moved to an offsite kennel.

<b>1. Arrival Information</b>		<b>Scheduled outbound flight</b>	
Station _____	Pet arrival in United Cargo facility/pet transfer area Date: _____ Time: _____	Number: _____	Date: _____
Arrival flight number: _____	AWB # / Bag tag #: _____	Departure Time _____	Destination: _____
Pet type (cat or dog): _____	Pet Name: _____	PETS final destination (if different than outbound flight destination): _____	
Crate size _____	Number of pets in crate _____		

<b>2. Arrival Checklist</b>		YES	NO	YES	NO
Food and water dishes secured inside crate?	_____	_____	_____	Does pet appear to be in good health?	_____
4 zip ties present on crate?	_____	_____	_____	If "NO," was PetSafe Desk contacted?	_____
Nuts and bolts firmly tightened?	_____	_____	_____	If "NO," describe pet's condition and actions taken:	_____
Proper crate size used?	_____	_____	_____		_____
Photo included in document pouch?	_____	_____	_____		_____

**Make sure we're OK**

Wellness checks must be done as often as possible and every time an animal is scanned. Documented wellness checks must be done every 30 minutes during delays, diversions and through flights.



Contact station management if a pet is/shows:

- Not alert or responsive
- Unable to stand normally
- Profusely salivating
- Swelling of neck or limbs
- Visible injuries
- Evidence of sickness in crate
- Breathing slow and shallow



Ramp Service

# ESAN / SVAN / In-cabin Pets Policy and Procedure Updates

# In-cabin pets / ESAN / SVAN policies in March 2018

## ESANs

- 48 hour notice to Accessibility Desk
- Letter from mental health professional
- Customer confirms animal trained to behave; responsible for behavior
- Vet affirms belief that animal isn't disruptive, a health or safety risk to public

## SVANs

- Documentation not required
- No advance notice required
- Acknowledge that SVANs are trained to perform tasks for the benefit and safety of disabled individuals in public areas

## PETCs

- Advance booking required
- Limited to dogs, cats, rabbits and domesticated birds



# Updated In-cabin pets / ESAN / SVAN policies in Jan 2019 – additional restrictions to mitigate safety risks to passengers and employees

## ESANs

- Only dogs & cats
- 65 lb. max weight
- Limit: one per passenger
- Minimum age of 4 months
- Flight time cannot exceed 8 hours

## SVANs

- Limited to dogs, cats and miniature horses
- Minimum age of 4 months

## PETCs

- Must be minimum age of 4 months (dogs & cats)
- Yellow tag issued for visibility

UA UNITED  
GLUE AREA  
UC333 REV. 1-18

**Pet In Cabin (PETC)**

Customer Name \_\_\_\_\_  
Date of travel \_\_\_\_\_ Flights \_\_\_\_\_  
Routing \_\_\_\_\_  
Accessing agent site \_\_\_\_\_

PETC SSR in Customer's PNR  Yes  
PET PNR# \_\_\_\_\_

**For international travel:**  
Age of pet (min. 4 mo.) \_\_\_\_\_  
Rabies vaccine (date) \_\_\_\_\_  
Rabies vaccination - (Travel must begin at least 30 days from date of injection)

Verify - Aero: Pet Cabin or DRS; CG PET CBN, CG PET INT  
International Travel - Timatic  
T'DFT/XX/CS/PE  
XX-Country Code

UA 123456

# Additional News and What's Next

# New international routes & aircraft - more options for pet transport

TLV-IAD

AMS-SFO

NAP-EWR

PRG-EWR

FRA-DEN

LHR-DEN

FRA-DEN

ICN-SFO\*

## Current Widebody Fleet



Boeing 767  
(300ER/400ER):

54



Boeing 777  
(200/200ER/300ER):

92



Boeing 787-8/9:

40



Notes: Routes listed represent select markets operating seasonally  
\* ICN-SFO includes a second daily flight

## Orders and Deliveries

14  
New widebody aircraft to ship more of your precious cargo

Took delivery of 21 new Boeing aircraft in 2018, including four 777-300ER, four 787-9, three 787-10 and ten 737 MAX 9 aircraft.

In December 2018, ordered an additional four Boeing 777-300 ER aircraft and 24 737 MAX aircraft.

9 additional Boeing 787-9s beginning in 2020

Confirmed order for 45 Airbus A350-900s with deliveries to begin in 2022

# Working with two organizations: American Humane - pet safety, comfort and welfare & AVMA - veterinary education on air travel and health certificates

## Collaboration with American Humane:

- Review of animal transport programs: in-cabin and cargo
- Recommendations on policies and procedures to evolve program
- Support United as industry voice in public-facing media when necessary



## Working with AVMA:

- Veterinary education on air transport process, risks and impact on animals, pre-travel preparation and key issues
- Emphasizing importance of pre-travel health checks, risks of pre-existing conditions and stress of transport
- Improvements to U.S. CVIs for consistency and to address concerns specific to air travel



# More to follow...



United will continue to review animal transport policies and procedures. Enhancements will evolve to further improve the safety and care of animals traveling with United, as well as improve customer experience.



Thank You!