A rising tide lifts all boats.

Let's lift each other up.
In Every Region, U.S. Airlines Have Seen Passenger Volumes* Decimated
After Growing ~5 Percent in January-February, Air Travel Fell 89 Percent in the Most Recent Week

7-Day Rolling Year-Over-Year Change (%) in Onboard Passengers

Source: A4A member passenger airlines as reported to A4A on a consolidated company basis (including branded code share partners)

* Onboard ("segment") passengers
U.S. Airlines Have Reduced International Operations More Sharply Than Domestic Operations
Flights Down 74 Percent Systemwide

7-Day Rolling Year-Over-Year Change in Aircraft Departures (%)

Source: A4A member passenger airlines as reported to A4A on a consolidated company basis (including branded code share partners)
Domestic U.S. Flights Are Carrying 47 Passengers, on Average
In the First Two Months of 2020, the Domestic Flights Averaged About 85 to 100 Passengers

7-Day Moving Average Onboard Passengers per Flight

Source: A4A member passenger airlines as reported to A4A on a consolidated company basis (including branded code share partners)

* Onboard ("segment") passengers
For U.S. Airlines, Decline in Passenger Traffic Continuing to Exceed Capacity Cuts*
Airlines Are Struggling to Keep Pace With the Severe Drop in Demand for Air Travel

7-Day Rolling Year-Over-Year Change (%) in Traffic and Capacity

Source: A4A member passenger airlines as reported to A4A on a consolidated company basis (including branded code share partners)

* RPM = revenue passenger mile; ASM = available seat mile
## COVID-19 Guiding Principles

### Overarching Messages

<table>
<thead>
<tr>
<th>Our Priority</th>
<th>Our top priority is the <strong>safety and well-being</strong> of our customers and team members.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Taking Precautions</td>
<td>To care for them, we take precautions to <strong>minimize risk</strong> while they’re at work or traveling with us. We’ll constantly update our approach based on the <strong>latest guidance</strong> from health experts and government authorities. Our overarching goal in everything we do is to make customers and team members feel <strong>confident in their well-being</strong> in our airports, our planes and workspaces.</td>
</tr>
<tr>
<td>Initiatives</td>
<td>Our approach to well-being has multiple layers — including <strong>clean airports and airplanes</strong>, <strong>healthy team members</strong>, and requirements for customers to wear <strong>face coverings</strong>.</td>
</tr>
<tr>
<td>Shared Responsibilities</td>
<td>And while we do our part, stopping the spread of COVID-19 is everyone’s shared responsibility. Whether it’s <strong>staying home when you’re feeling ill</strong> or have been exposed to the virus, or <strong>wearing a face covering</strong> and <strong>maintaining a safe distance</strong> when possible, both customers and team members play a role in helping protect ourselves and others.</td>
</tr>
</tbody>
</table>
At every step of your journey, American is working to give you more confidence and peace of mind when you travel with us.

Provide a clean airport experience: Thorough disinfecting of our areas, working with airport authorities

<table>
<thead>
<tr>
<th>Increased airport cleaning</th>
<th>We have expanded cleaning at ticket counters, gate areas, passenger service counters, baggage service offices and team member rooms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plexiglas shields</td>
<td>We are in the process of installing commercial-grade Plexiglas shields at all ticket counters and boarding gates</td>
</tr>
<tr>
<td>More space</td>
<td>Some computers and kiosks at ticket counters have been turned off to create more space between customers</td>
</tr>
<tr>
<td>Kiosk cleaning</td>
<td>Kiosk cleaning happens more frequently</td>
</tr>
<tr>
<td>Temporarily closing lounges</td>
<td>Temporarily closing lounges and altering the way we deliver food to make it as safe as possible</td>
</tr>
</tbody>
</table>

Make sure the team members whom our customers interact with are healthy

<table>
<thead>
<tr>
<th>Face coverings</th>
<th>All American Airlines team members and our regional partners in our airports are required to wear protective face coverings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Temperature checks</td>
<td>Our team members’ temperatures are checked every time they enter their work facility in all of our hubs as well as locations where it's required by local or state ordinances under a trial program</td>
</tr>
<tr>
<td>Time off</td>
<td>We make it easy for team members to take paid time off if they are ill, and they are encouraged to actively monitor their own health</td>
</tr>
</tbody>
</table>
**Provide a clean airplane**

<table>
<thead>
<tr>
<th>Enhanced aircraft cleaning</th>
<th>Cleaning tray tables, seatbelt buckles, armrests, window shades and seatback screens are wiped with EPA-approved disinfectant after every flight, along with aircraft doors and overhead bin handles</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sanitizing wipes</td>
<td>We are expanding the number of flights where we distribute sanitizing wipes or gel for customers</td>
</tr>
<tr>
<td>Limiting food and beverage delivery</td>
<td>Making snacks self-serve and beverages available on request on many flights reduces interactions between flight attendants and customers</td>
</tr>
<tr>
<td>HEPA filters</td>
<td>All American Airlines mainline aircraft and most regional jets are equipped with High-Efficiency Particulate Air (HEPA) filters that provide a complete air change approximately 15 to 30 times per hour, or once every two to four minutes, similar to the standard for hospitals</td>
</tr>
<tr>
<td>Electrostatic spraying</td>
<td>We are working toward electrostatic spraying inside our aircraft every seven days. Electrostatic spraying kills 99.999% of viruses and bacteria within 10 minutes, and remains effective for up to 14 days</td>
</tr>
<tr>
<td>Face coverings</td>
<td>Require the use of face coverings while on board, to help protect customers and team members nearby • We ask customers to bring their own face coverings. While limited quantities of face coverings may be available at the gate, they will not be available for every customer on every flight. And we encourage customers to wear a mask on their entire journey</td>
</tr>
</tbody>
</table>
Travel With Confidence – Your Check-in Experience

**Enhanced cleaning**
Cleaning and sanitizing kiosks, ticket counters, passenger service counters and baggage service offices

**Plexiglass shields**
Installing commercial-grade shields at ticket counters

**Ticket counters**
Locating agents at alternating work stations and turning off some kiosks to create more space

**Our team members**
Face coverings are required for all team members, and when local orders require it, we’re checking temperatures

**Creating space**
Encouraging physical distancing throughout the check-in and security areas

**Hand sanitizing stations**
Adding dispensers before security areas in select locations
Travel With Confidence – At the Gate and Boarding Area

**Expanded cleaning**
Cleaning and sanitizing the gate and seating area more frequently

**Plexiglass shields**
Installing commercial-grade shields at boarding gates and service desks

**Hand sanitizing stations**
Adding dispensers in key locations after security

**Creating space**
Encouraging physical distancing at the gate and while boarding the plane

**Boarding pass scanning**
You can now scan your mobile or printed boarding pass to limit physical interactions

**Face coverings**
A face covering is required while flying on American, except for very young children or anyone with a condition that prevents them from wearing one. Be sure your face covering is on before you board the plane.
Travel With Confidence – On Our Planes

**Electrostatic spraying**
Expanded use of an EPA-approved, hospital-grade disinfectant that kills 99.9% of viruses and bacteria and lasts up to 7 days

**Air filtration**
Similar to hospital standards, HEPA filters on all mainline aircraft and most regional jets refresh the cabin air every two to four minutes

**High-touch and public areas**
Deep cleaning tray tables, seatbelt buckles, armrests, window shades, seatback screens, doors and overhead bin handles

**Hand sanitizers & Face coverings**
Wipes or gels will be available on most international flights and some domestic flights over 900 miles; for your well-being and those seated near you, a face covering is required during flight but you can remove it to eat or drink.

**Food and drink service**
Food and drink service in the Main Cabin is limited. On some longer flights, snack bags will be available when you board. You’re also welcome to bring your own snacks and soft drinks.

**Enhanced catering measures**
We’ve implemented additional cleaning and sanitation procedures in catering kitchens including additional sanitation of food prep areas, carts, and catering vehicles
Flexible Travel Policies

• American is extending its offer to waive change fees for customers who purchase tickets by June 30, 2020 for summer travel through Sept. 30, 2020.

• Customers are allowed to change their origin and destination cities as part of this offer

• Travel must be completed by Dec. 31, 2021