

Airlines - Highlights of Plans in Place

May 28, 2020

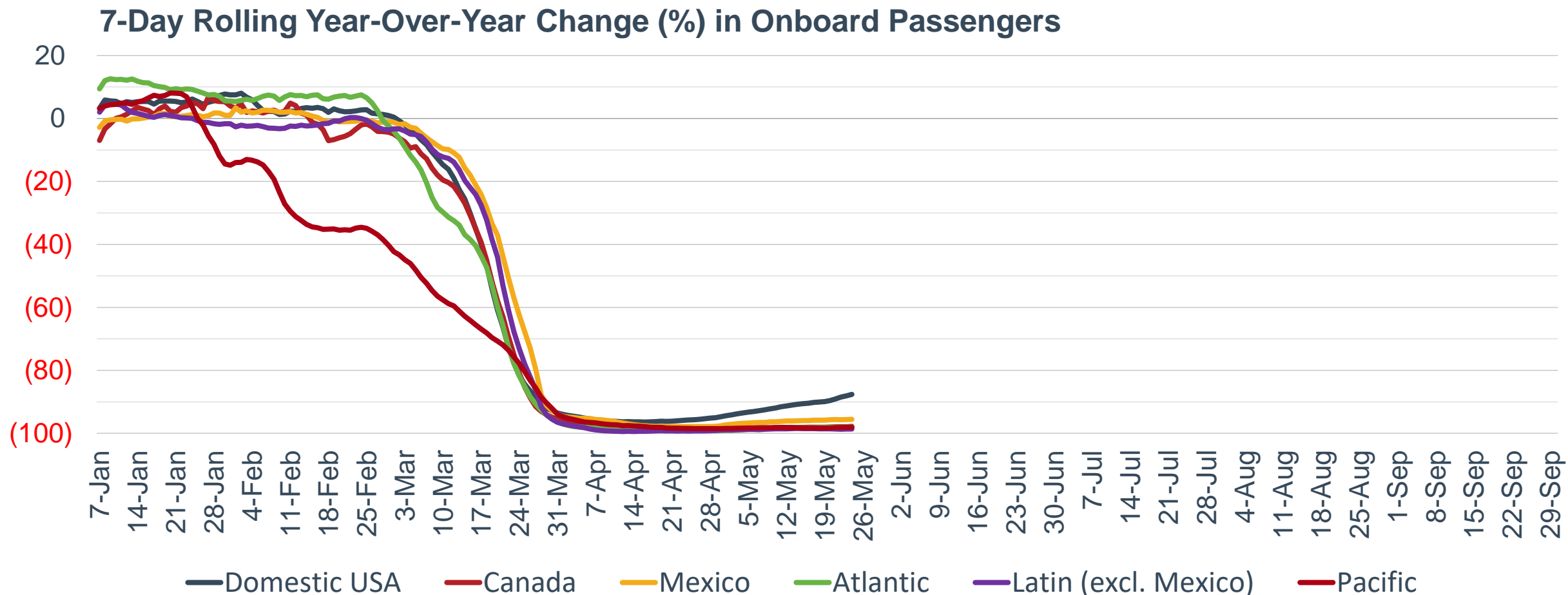
Introduction

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

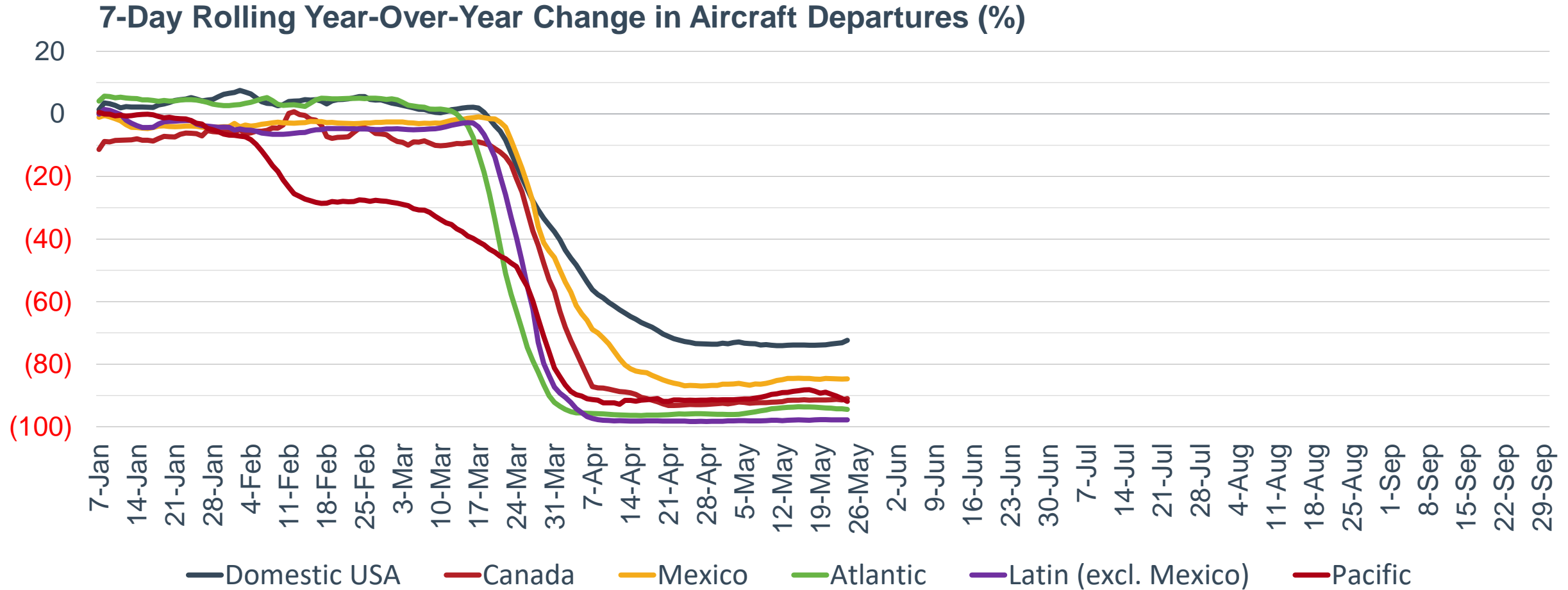


Source: A4A member passenger airlines as reported to A4A on a consolidated company basis (including branded code share partners)

* Onboard ("segment") passengers

U.S. Airlines Have Reduced International Operations More Sharply Than Domestic Operations

Flights Down 74 Percent Systemwide

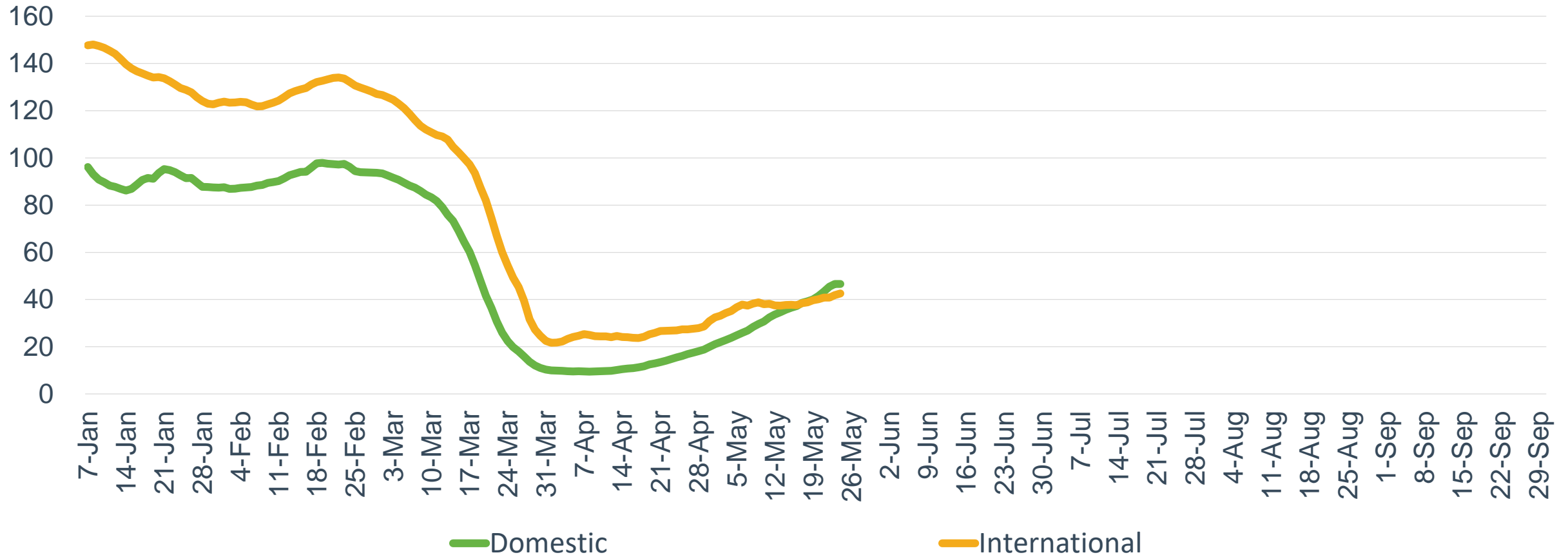


Source: A4A member passenger airlines as reported to A4A on a consolidated company basis (including branded code share partners)

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

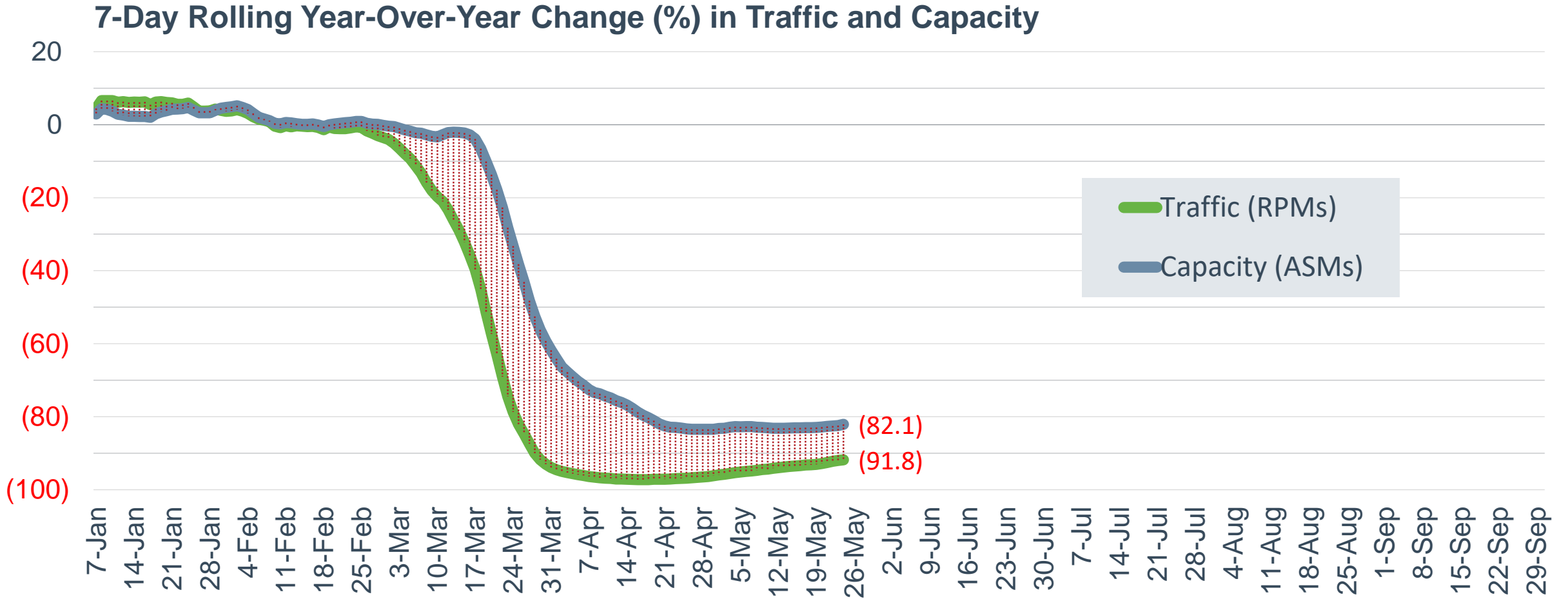


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* Onboard ("segment") passengers

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



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

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



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

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

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

Face coverings	All American Airlines team members and our regional partners in our airports are required to wear protective face coverings
Temperature checks	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
Time off	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



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 airplane

Enhanced aircraft cleaning	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
Sanitizing wipes	We are expanding the number of flights where we distribute sanitizing wipes or gel for customers
Limiting food and beverage delivery	Making snacks self-serve and beverages available on request on many flights reduces interactions between flight attendants and customers
HEPA filters	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
Electrostatic spraying	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
Face coverings	Require the use of face coverings while on board, to help protect customers and team members nearby <ul style="list-style-type: none">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

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