



TICKET COUNTER

- ✓ We are expanding cleaning at ticket counters, gate areas, passenger service counters, baggage service offices and team member rooms.
- ✓ We are also using stanchions to encourage social distancing at gates and ticket counters.



ON AIRCRAFT

Our expanded cleaning program uses an EPA-approved disinfectant and includes:

- ✓ In customer areas, cleaning tray tables, seatbelt buckles, armrests, window shades and seatback screens. It also includes wiping door and overhead bin handles.
- ✓ In team member areas, enhanced galley cleaning, jumpseats and crew rest seats. New enhancements add cockpit surfaces as well.
- ✓ Most American Airlines aircraft 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.



PERSONAL PROTECTIVE EQUIPMENT

In early May, we will start the process of distributing sanitizing wipes or gels and face masks to customers. This offering will expand to all flights as supplies and operational conditions allow.



COMMITMENT TO SAFETY

These improvements build on our commitment to customer and team member safety. Our cleaning practices have always met or exceeded all guidelines set by the Centers for Disease Control and Prevention (CDC).