American’s Commitment to Customer and Team Member Safety

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On every journey you take with American Airlines, your safety and well-being, and that of our team members, is our top priority. Coronavirus (COVID-19) is a complicated and fluid situation, and we continue to work closely with the Centers for Disease Control and Prevention (CDC), U.S. Customs and Border Protection (CBP), U.S. Department of State and public health officials on the latest developments.

Having information on our response is a critical step in giving you peace of mind during travel. Here’s what we’re doing to ensure your safe journey with us:

Our aircraft

- Our cleaning practices have always met or exceeded all CDC guidelines. Though we have a strong, structured cleaning regimen and our aircraft are cleaned each day at key touchpoints on their journeys, we want to be sure team members and customers have peace of mind when traveling with us.
- International flights and aircraft with additional time on the ground receive a detailed 30-point cleaning package each day. All of our aircraft also undergo a deep cleaning procedure on a regularly scheduled basis.
- We enhanced our cleaning procedures on international flights and aircraft that remain overnight at an airport. This move, which will touch the majority of our aircraft each day, includes a more thorough cleaning of all hard surfaces, including tray tables and armrests.
- American Airlines further expanded its cleaning process to include additional fogging procedures — ones that go beyond the fogging and other cleaning procedures we already conduct on many of our aircraft. It’s a state-of-the-art process with a singular focus — to protect the safety and well-being of our team members and
customers.

- This isn't new for us. Our Tech Ops team has been fogging our aircraft for the past three years and together with our Cleaning team, is expanding our usage to ensure customers and team members can feel confident when they fly with us.
- We'll be increasing our fogging process across our fleet during our scheduled overnight cleanings, which already include a thorough cleaning of all hard surfaces, including tray tables and armrests.
- Our fogging process uses an EPA-registered hospital-grade disinfectant to thoroughly disinfect all public areas — both hard and soft surfaces — of our aircraft, including:
  - Seats (on and below)
  - Seat belts
  - Carpets and floors
  - Windows
  - Window shades
  - Lavatories (toilets, sinks, counters, walls, floors)
  - Galleys and all surfaces within
  - Overhead bins (inside and out)
  - Tray tables
  - Inflight entertainment screens
  - Passenger service units, including light and air conditioning controls
- Because the disinfectant is electrically charged, it's able to clean a 360-degree area that covers the hard-to-reach surfaces like under seats, inside overhead bins and between the nooks and crannies.
- Most of our 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. A HEPA filter's complete air change is better than most other forms of transportation and office buildings' and similar to the standard for hospitals.
- We're provisioning hand sanitizer and sanitizing wipes for crew members on all flights departing hubs and are working to expand this measure to all flights in the near future.

Our inflight dining and beverages
- All catering equipment on key international flights is undergoing additional sanitation and disinfection procedures:
  - All tableware, dishes, cutlery and glassware are being sanitized/disinfected before washing.
  - All unused inbound supplies are being discarded.
  - Inbound linen and headphones are being sanitized separately.
  - All galley equipment, including carts and carriers, are being sanitized separately.
• On key international flights, mid-cabin bar service will be adjusted and self-serve snack and fruit baskets will be removed. Flight attendants will provide food and beverage items upon request.
• Customers will receive a new plastic or paper cup with every beverage request.
• As part of that change, we will be removing all glassware from premium cabins and replacing it with plastic or paper cups.
• Beginning March 10, we temporarily suspended hot towel service in all cabins.

Our airports
• American works closely with airport authorities and government agencies to maintain a safe, clean environment for our customers and team members. This includes our own extensive protocol for cleaning customer and team member areas throughout the airport.
• Sanitizing wipes are also available for our team members and hand sanitizing stations are available for customers in key locations throughout the airport.

In guidance with health officials, we urge customers not to travel when sick with an acute respiratory illness. We also encourage our customers to travel with hand sanitizer. To learn more about protecting yourself from COVID-19, visit the CDC website at [cdc.gov/coronavirus](http://cdc.gov/coronavirus).

About American Airlines Group
American Airlines offers customers 6,800 daily flights to more than 365 destinations in 61 countries from its hubs in Charlotte, Chicago, Dallas-Fort Worth, Los Angeles, Miami, New York, Philadelphia, Phoenix and Washington, D.C. With a shared purpose of caring for people on life’s journey, American’s 130,000 global team members serve more than 200 million customers annually. Since 2013, American has invested more than $28 billion in its product and people and now flies the youngest fleet among U.S. network carriers, equipped with industry-leading high-speed Wi-Fi, lie-flat seats, and more inflight entertainment and access to power. American also has enhanced food and beverage options in the air and on the ground in its world-class Admirals Club and Flagship lounges. American was recently named a Five Star Global Airline by the Airline Passenger Experience Association and Airline of the Year by Air Transport World. American is a founding member of oneworld®, whose members serve 1,100 destinations in 180 countries and territories. Shares of American Airlines Group Inc. trade on Nasdaq under the ticker symbol AAL and the company’s stock is included in the S&P 500. Learn more about what’s happening at American by visiting [news.aa.com](http://news.aa.com) and connect with American on Twitter [@AmericanAir](http://twitter.com/AmericanAir) and at [Facebook.com/AmericanAirlines](http://Facebook.com/AmericanAirlines).