

Cleaning with a Purpose, American Airlines Earns STAR Accreditation from the Global Biorisk Advisory Council

12/30/2020

FORT WORTH – American is the first airline to achieve GBAC STAR™ accreditation from the Global Biorisk Advisory Council (GBAC) for its entire fleet of aircraft and Admirals Club lounges. STAR is a performance-based program based on American establishing effective cleaning, disinfection and infectious disease prevention work practices to prepare for, respond to and recover from outbreaks and pandemics such as the coronavirus (COVID-19).

“GBAC STAR is the gold standard for ensuring our facilities and planes have the most effective and expert-endorsed cleaning, disinfection and infection prevention protocols in place to combat COVID-19,” said Alison Taylor, Chief Customer Officer at American Airlines. “Achieving this recognition is a testament to the countless hours of research, planning and work the team has dedicated to making sure our customers have the safest environment possible when flying with us.”

GBAC STAR accreditation is only awarded after a thorough and detailed review by the microbial-pathogenic leaders who are a part of GBAC. Achieving GBAC STAR means that these experts have determined that American’s aircraft and lounges have a comprehensive plan to:

- Establish and maintain a cleaning, disinfection, and infectious disease prevention program to minimize risks associated with infectious agents like SARS-CoV-2, the virus responsible for COVID-19.
- Ensure the proper cleaning protocols, disinfection techniques, and work practices are in place to combat biohazards and infectious disease.
- Work with highly informed cleaning professionals who are trained for outbreak and infectious disease preparation and response.

“By achieving GBAC STAR accreditation, American can further instill confidence in its customers and team that American’s planes and lounges have the proper cleaning, disinfection, and infectious disease prevention systems in place to handle biorisks like the novel coronavirus,” said GBAC Executive Director Patricia Olinger. “We commend American for its commitment to meeting a higher standard of cleaning and disinfection for all of its constituents.”

GBAC is a division of ISSA, the worldwide cleaning industry association. GBAC members who reviewed American’s procedures and plans are international leaders in the field of microbial-pathogenic threat analysis, mitigation, response and recovery.



American’s Clean Commitment has multiple layers

GBAC STAR Accreditation builds on American’s multifaceted Clean Commitment strategy to provide customers with peace of mind when traveling. American continuously upgrades its Clean Commitment with the latest scientific data and input from infectious disease experts.

The rigorous cleaning program at American only uses Environmental Protection Agency (EPA)-approved products that are safe for team members and customers so that every surface is protected. Planes are cleaned with care before every flight, including high-touch surfaces like seat buckles, bin handles, seats, tray tables and more. There’s a more thorough deep cleaning on every aircraft, every night. For an additional barrier of protection, American uses

an electrostatic spraying solution approved by the EPA to provide defense against coronavirus (COVID-19).

Hospital-grade HEPA filters ensure customers are breathing clean air while on the plane. These HEPA filters are effective at filtering the coronavirus and recirculate the cabin air once every 2 to 4 minutes, which is more frequent than that in most hospital operating rooms.

In addition to clean air and clean planes, the airline has implemented multiple layers of protection for clean spaces under its control in airports. This includes Admirals Club lounges, gate areas, ticket counters, passenger service counters, baggage service offices and team member rooms.

About GBAC, a Division of ISSA

Composed of international leaders in the field of microbial-pathogenic threat analysis, mitigation, response and recovery, the Global Biorisk Advisory Council (GBAC), a Division of ISSA, provides training, guidance, accreditation, certification, crisis management assistance and leadership to government, commercial and private entities looking to mitigate, quickly address and/or recover from biological threats and real-time crises. The organization's services include biorisk management program assessment and training, Forensic Restoration® response and remediation, the GBAC STAR™ facility accreditation program, training and certification of individuals and consulting for building owners and facility managers. For more information, visit www.gbac.org.

About ISSA

With more than 9,300 members—including distributors, manufacturers, manufacturer representatives, wholesalers, building service contractors, in-house service providers, residential cleaners and associated service members—ISSA is the world's leading trade association for the cleaning industry. The association is committed to changing the way the world views cleaning by providing its members with the business tools they need to promote cleaning as an investment in human health, the environment and an improved bottom line. Headquartered in Northbrook, Ill., USA, the association has regional offices in Mainz, Germany; Whitby, Canada; Parramatta, Australia; Seoul, South Korea; and Shanghai, China. For more information about ISSA, visit www.issa.com.

About American Airlines Group

American's purpose is to care for people on life's journey. 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 and connect with American on Twitter [@AmericanAir](https://twitter.com/AmericanAir) and at Facebook.com/AmericanAirlines.