

Our Commitment to Safety – A Message From David Seymour

9/6/2019

In a letter to team members, David Seymour, Senior Vice President of Integrated Operations, shared an update on recent reports of a serious incident that occurred over the summer. Read the full letter below.

Dear fellow team members,

At American, safety is the foundation that supports everything we do. It is what our airline is built on. We are entrusted to care for our customers and each other, and we know all of you take that responsibility seriously every time you come to work.

Recent news reports of an extremely serious incident that occurred over the summer are disturbing and disappointing to all of us. The allegations involve one individual who compromised the safety of one of our aircraft. Fortunately, with appropriate safety protocols and processes, this individual's actions were discovered and mitigated before our aircraft flew. We have been cooperating with authorities in this matter and will continue to do so.

Since the time of this incident, we are in a different place. We are seeing some operational improvements with fewer aircraft out of service at the start of the day. And, importantly, we have promising developments on the negotiations front and are scheduled to resume that work with the National Mediation Board (NMB) on Sept. 16. Next to a shared accountability for the safety of our aircraft and an unwavering respect for the tech ops profession, we and the Association remain committed to reaching a joint agreement for one contract for our entire Tech Ops team.

We maintain full trust and confidence in our team members and the intentional design of our rigorous safety policies and procedures. And, we continually work with governmental authorities and other subject matter experts to review pertinent security protocols and determine where there may be opportunities to make enhancements.

American is home to more than 15,000 Tech Ops professionals, which is more than any other airline in the world. They are outstanding safety professionals, and we are extremely appreciative and proud of them and the profession they represent. We consider them to be the best in the business, and it is important to not let this incident change that view.

Thank you for all you do at American to ensure safe operations for our 130,000 team members and safe travel for our hundreds of millions of customers.

David Seymour
Senior Vice President, Integrated Operations

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 and connect with American on Twitter [@AmericanAir](https://twitter.com/AmericanAir) and at Facebook.com/AmericanAirlines.