

# AmericanAirlines®

October 11, 2010

Ms. Laura R. Glading  
President  
Association of Professional Flight Attendants  
1004 West Euless Boulevard  
Euless, Texas 76040

RE: Human Trafficking

Dear Laura:

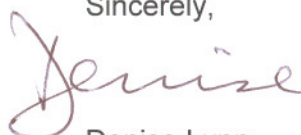
I was happy to report in August of this year we introduced a bulletin in our Flight Attendant in-flight manual on the subject of "Human Trafficking." It was subsequently incorporated into the Safety and Security section of the manual. The language in the manual represents American Airlines' commitment to raising the awareness of its Flight Attendants to what has become the fastest growing criminal industry in the world – and one that exploits women and children disproportionately. It also represents the culmination of a great deal of dedicated work on behalf of some of our Flight Attendants who are associated with non-profit organizations that have been working for years to address this human tragedy.

As you know, the purpose of the bulletin was to bring this important issue to our Flight Attendants directly, raise their awareness of the signs of human trafficking, and provide guidance to them in identifying and reporting potential human trafficking activity.

You shared with me that you've received a number of inquiries from Flight Attendants who are concerned about potential repercussions if they fail to identify the signs of human trafficking, or if they act in good faith in reporting a situation that turns out not to be a case of human trafficking. I can assure you that it is not our intent to discipline Flight Attendants who are acting in the spirit of these new human trafficking guidelines. We trust our Flight Attendants' judgment countless times everyday. And we will continue to trust them as they use the procedures outlined in the manual to detect and report suspicious behavior that could be signs of human trafficking. It seems to me, respecting our Flight Attendants' observations and intuition is the best way to make this endeavor successful.

You have my commitment to keep you informed about anything that might serve to enhance or detract from what we are all trying to accomplish with this effort.

Sincerely,



Denise Lynn  
Vice President  
Flight Service