



Coronavirus — Update #5

Masks, precautionary measures, cabin cleaning

Feb. 2, 2020

All flight attendants

Face masks now permitted inflight on Asia/Oceania flying

We're updating our temporary policy effective immediately to allow use of face masks while inflight to/from Asia, Australia and New Zealand. We will let you know once we discontinue this temporary measure.

We're adding hand sanitizer to all Asia/Australia/New Zealand flights

We'll begin provisioning hand sanitizer for the crew and sanitizing wipes for customers on all international flights across the Pacific. This will be phased in as we procure supplies, so you may not see it right away.

Cabin cleaning measures

Our aircraft, including lavatories, are cleaned on a regular basis, and the depth of the cleaning varies depending on turn times and type of flying. Lavatories are cleaned, floors are spot cleaned and visible trash is removed from seat pockets on all flights. When ground time allows, galleys are cleaned, as are tray tables. Transcontinental and Hawaii flights see an even deeper level of clean, as do international flights. When an aircraft remains overnight (RON) with enough ground time, we take the opportunity to clean all areas of the aircraft.

Ultra Clean, our most intense cleaning, is completed once every 45 days and includes a complete and detailed cleaning of aircraft.

What to do if you've recently returned from mainland China and are feeling ill

According to the Centers for Disease Control and Prevention's (CDC) latest guidance, you should contact your healthcare provider and let them know you recently traveled to mainland China. S/he will provide you with further information and advice.

Amanda Freitag
Sr. Manager, Flight Service Operations and Security
amanda.freitag@aa.com