

Keeping you informed on  
our response to COVID-19



## Update 43

**April 27, 2020**

*All Flight Service team members*

### **Face masks and enhanced cleaning procedures**

American made a big [announcement](#) today regarding our expanded efforts to protect the health and safety of customers and crew. This is really great news regarding the investments we're making to significantly enhance our aircraft cleaning procedures and to begin providing customers with face masks and sanitizing wipes. Here's a recap of the communications we sent on these plans earlier today.

#### **More thorough cleaning, more often**

As I detailed last week, cabin cleaners disinfect galley countertops, jumpseats, flight attendant seatbelts, interphones and touch panels before each and every flight. The Cabin Appearance team will expand this cleaning process in early May to include all customer tray tables, seatbelt buckles, armrests, window shades, seatback screens and overhead bin handles. Up until now, these surfaces were cleaned during longer stops. Now they will be cleaned before every flight. The company is also expanding the use of fogging with an EPA-registered hospital-grade disinfectant in all public areas on the aircraft. To read more about our expanded cleaning procedures, [click here](#).

#### **Masks and sanitizing wipes/gels for customers**

American will begin offering face masks and single-use hand sanitizers to customers next week. At first, you'll see these items being offered on select flights only. As more supplies arrive, we will ramp up distribution and provide these items on more flights over the coming month.

#### **Masks will be provisioned onboard for crew members starting tomorrow (April 28)**

Starting tomorrow, masks for working crewmembers will be provisioned in the PPE drawer in the glassware cart in premium cabin galleys. You may also pick-up face masks at a Crew Service Center.

#### **All flight attendants must wear masks starting May 1**

Starting May 1, you'll be required to wear masks while on board aircraft anytime that you are in uniform. You must also wear a mask if you are sitting on a jumpseat while out of uniform and traveling as a non-rev. Our policies have evolved along with guidelines from

the Centers for Disease Control and Prevention (CDC). Please see [today's communication](#) and the [frequently asked questions](#) page for more on our new mask policy.

## Comfort for our customers

In these difficult times, we never know what our customers are going through. A customer on a recent flight out of Charlotte found out her father died just as the aircraft was about to depart. DCA-based flight attendant Sharon Spengler tried her best to console the woman. Other customers were impressed at the compassionate way Sharon handled this tough situation.

*"My husband and I took flight 1289 from CLT to PWM. We wanted to say how well American did in separating passengers, and the friendliness of the crew, in particular flight attendant Sharon. There was a passenger who had just gotten word her father had passed away while waiting for the flight to take off. Considering the circumstances of our country dealing with Coronavirus, Sharon did an exceptional job of trying to soothe the passenger while keeping her distance. She was not only friendly but helped her passenger in any way she could. Thank you American. It is nice to see that AA flight attendants are still the best around."*

Our flight attendants ARE absolutely the best, and I want to commend Sharon for showing extra care and compassion to this grieving customer.

Thanks for checking in today.



Jill Surdek  
Senior Vice President, Flight Service

Flight Service Communications and Engagement