

Government-Imposed Travel Restrictions Due to the 2019 Novel Coronavirus

2/2/2020

As a result of the Presidential Proclamation, the U.S. government has imposed the following entry requirements that take effect on Feb. 2, 2020 after 5 p.m. ET:

- Any U.S. citizen or lawful permanent resident of the U.S. returning to the U.S. who has traveled to mainland China within the previous 14 days must enter the U.S. through an approved airport. American Airlines customers will be rebooked, if necessary, to one of those airports by our Reservations and Airport teams.
- Foreign nationals who have traveled to mainland China within the last 14 days will be denied permission to travel to the United States.

American continues to work closely with U.S. authorities to comply with these new orders while treating all of our customers with respect. American is committed to taking great care of any affected customers by assisting them with rebooking options and full refunds. Our team is proactively reaching out to customers who may be affected by this travel restriction to ensure they are accommodated.

Frequently asked questions

When do these orders go into effect?

These orders apply to all flights departing for the U.S. after 5 p.m. ET on Feb. 2, 2020.

What can customers expect when flying American?

Prior to boarding an American Airlines flight departing to the U.S., all customers will be asked if they have visited mainland China (excluding Hong Kong and Macau) within the last 14 days. If a customer traveled to mainland China

(excluding Hong Kong and Macau) within the previous 14 days and is authorized to travel, they must enter the United States through an approved airport.

Foreign nationals who have traveled to mainland China (excluding Hong Kong and Macau) within the last 14 days will be denied permission to travel to the United States.

What airports are approved entry points for customers entering the U.S. if the customer has visited mainland China (excluding Hong Kong and Macau) within the last 14 days?

- Atlanta: Hartsfield–Jackson Atlanta International Airport (ATL)
- Dallas/Fort Worth: Dallas/Fort Worth International Airport (DFW)
- Detroit: Detroit Metropolitan Airport (DTW)
- Newark, NJ: Newark Liberty International Airport (EWR)
- Honolulu: Daniel K. Inouye International Airport (HNL)
- New York City: John F. Kennedy International Airport (JFK)
- Los Angeles: Los Angeles International Airport (LAX)
- Chicago: Chicago O'Hare International Airport (ORD)
- Seattle: Seattle-Tacoma International Airport (SEA)
- San Francisco: San Francisco International Airport (SFO)
- Washington, D.C.: Washington-Dulles International Airport (IAD)

What if a customer is authorized to travel, but is scheduled to arrive at a nonapproved airport?

If a customer traveled to mainland China (excluding Hong Kong and Macau) within the previous 14 days and is authorized to travel, but is scheduled to arrive at a nonapproved airport, American will help reroute the customer to one of the approved airports or offer a refund.

Should customers arrive at international airports early?

We encourage customers departing for the U.S. to arrive at the airport three hours early as we expect this additional screening will lengthen the normal check-in process.

Who should customers contact if they need help changing their travel plans as a result of the travel restriction?

Customers should contact their original booking provider. American's Reservations team can be contacted at:

- U.S. Toll Free: 800-582-1573 (for customers in the U.S.)
- China: +86-400-898-1222 (for customers in China)
- U.S. Non-Toll Free: +1 817-786-3818 (for customers calling from country other than U.S or China)

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.



American Airlines Announces Additional Schedule Changes in Response to Customer Demand Related to COVID-19

3/10/2020

American Airlines Group Inc. (NASDAQ: AAL) today announced additional adjustments to its schedule in response to decreased travel demand due to coronavirus (COVID-19). The company plans to:

- Reduce international capacity for the summer peak by 10% versus the previous selling schedule, including a 55% reduction in trans-Pacific capacity.
- Reduce domestic capacity in April by 7.5% versus the current schedule.

New schedule changes include:

Asia

- Suspending service to mainland China and Hong Kong (HKG) from Los Angeles (LAX) through the summer.
- Suspending service to mainland China from Dallas-Fort Worth (DFW) through the summer.
- Suspending service to HKG from DFW through June. DFW-HKG will resume with a reduced schedule in July.
- Extending the suspension of service to Seoul, South Korea (ICN) from DFW into early May.
- Flights to Tokyo's Narita International Airport (NRT) and Haneda International Airport (HND) from LAX and DFW will be operated with smaller widebody aircraft beginning in May.

Europe

- Suspending service to Rome (FCO) from Philadelphia (PHL) effective immediately through the end of April.
- Extending the suspension of service to Milan (MXP), and suspending flights to FCO from Chicago (ORD) and Charlotte (CLT) through early summer.
- Delaying the seasonal resumption of flights to Barcelona (BCN) from CLT and to Venice (VCE) from ORD to

early June. Also delaying the seasonal resumption of flights to FCO from New York (JFK) and DFW through the end of April and suspending operation of our second daily flight from DFW to FCO for the summer.

- Reducing service to Paris (CDG) and Madrid (MAD) for parts of May and June.

South America

- Flights to Montevideo, Uruguay (MVD) from Miami (MIA) will become seasonal, with service ending in May and resuming in December.
- Flights to Santiago, Chile (SCL) from DFW will be suspended through April.

Widebody aircraft will be redeployed on key domestic routes in American's network. American will also introduce new seasonal service between ORD and Honolulu (HNL) this summer on a Boeing 787-9.

These capacity reductions assume no slot waivers are in place. At airports where demand exceeds airfield and/or terminal capacity, access is governed by slots that grant airlines permission to take off and land at specific times. Given the drop-off in demand related to COVID-19, American has requested temporary relief from this usage requirement – otherwise known as requesting a slot waiver – to better align capacity with demand without the risk of losing valuable takeoff and landing slots for the future. American will continue to review its network and make adjustments as needed if waivers are granted.

Full details on these schedule adjustments can be found **below**.

Domestic network

For April, American will reduce domestic capacity by 7.5% to match demand. The airline will decrease frequencies in markets with robust schedule patterns and will cancel routes where customers can be easily reaccommodated.

Taking care of customers

American will continue to take care of customers as this situation develops. The airline **recently announced** that change fees will be waived for customers who purchased tickets prior to March 1 for travel through April 30. Additionally, American's Reservations team will contact affected customers directly by email or telephone. Customers who booked through a travel agent will be contacted by their agency directly. If a flight is canceled and a customer chooses not to be rebooked, they may request a full refund by visiting **aa.com/refunds**.

Updated Pacific schedules

Origin	Destination	Schedule change	Resumption of service
DFW	Beijing (PEK)	Suspended through Oct. 23	Oct. 24

DFW	Shanghai (PVG)	Suspended through Oct. 23	Oct. 24
DFW	Hong Kong (HKG)	Suspended through July 1	July 2, flights resume 3x/week through Oct. 23
DFW	Tokyo-Narita (NRT)	Downgauge from a Boeing 777-200 and 789 mix to a 788 beginning May 7	
DFW	Tokyo-Haneda (HND)	Downgauge from a 777 to a 788 beginning May 7	
DFW	Seoul, South Korea (ICN)	Suspended through May 1 Downgauge from a 789 to a 788 effective May 7	May 2
LAX	PEK	Suspended through Oct. 23	Oct. 24
LAX	PVG	Suspended through Oct. 23	Oct. 24
LAX	HKG	Suspended through Oct. 23	Oct. 24
LAX	HND	Downgauge from a 789 to a 788 effective May 7	
LAX	Sydney (SYD)	Reduce from daily flights to 6x/week in May and June	Daily service resumes June 19

Updated Europe and South America schedules

Origin	Destination	Schedule change	Resumption of service
CLT	Barcelona, Spain (BCN)	Suspended May 7 through June 3	June 4
CLT	Rome, Italy (FCO)	Suspended March 28 through June 3	June 4
DFW	FCO	Suspended March 29 through April 23	April 24
DFW	FCO – additional summer frequency	Suspended July 2 through Aug. 17	Flight will not operate as planned

DFW	Santiago, Chile (SCL)	Suspended April 14 through May 6	May 7
JFK	FCO	Suspended March 29 through April 23	April 24
JFK	Madrid, Spain (MAD)	Suspended May 7 through June 3	June 4
JFK	Milan (MXP)	Suspended through May 1	May 2
MIA	Paris (CDG)	Suspended May 7 through June 3	June 4
MIA	Montevideo, Uruguay (MVD)	Seasonal market exit from May 7 through Dec. 17	Dec. 18
MIA	MXP	Suspended through May 1	May 2
ORD	Venice, Italy (VCE)	Suspended through June 3	June 4
ORD	FCO	Suspended March 28 through June 3	June 4
PHL	FCO	Suspended March 10 through April 23	April 24

About American Airlines Group

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Government-Imposed Travel Restrictions

3/11/2020

As a result of the amendment to the Jan. 31, 2020, presidential proclamation, the United States government imposed the following additional entry requirements that take effect March 13, 2020, after 11:59 p.m. ET.

- Any U.S. citizen or lawful U.S. permanent resident returning to the United States who has traveled to one of the Schengen Area countries within the previous 14 days must enter the United States through an approved airport. American Airlines customers will be rebooked, if necessary, to one of those approved airports by our Reservations and Airport teams.
- Foreign nationals who have traveled to one of the Schengen Area countries within the last 14 days will be denied permission to travel to the United States.

These entry requirements are in addition to those imposed by the presidential proclamation on March 2 and Jan. 31, which restricted entry to the U.S. from Iran and mainland China (excluding Hong Kong and Macau) respectively.

American continues to work closely with U.S. authorities to comply with these new orders while treating all of our customers with respect. American is committed to taking care of any affected customers by assisting them with rebooking options. Our team is proactively reaching out to customers who may be affected by these travel restrictions to ensure they are accommodated.

Frequently asked questions

When do these orders go into effect?

These orders apply to all flights departing for the United States after 11:59 p.m. ET on March 13. It does not apply to flights that depart prior to 11:59 p.m. ET on March 13.

Which countries are part of the Schengen Area?

Twenty-six countries are part of the Schengen Area: Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden and Switzerland.

The United Kingdom and Ireland are not part of the Schengen Area.

American currently serves seven airports in five countries within the Schengen Area, including France, Germany, Netherlands, Spain and Switzerland.

Which airports in the Schengen Area does American currently serve?

- Four flights: Paris (CDG) via Dallas-Fort Worth (DFW), Miami (MIA), New York City (JFK) and Philadelphia (PHL)
- Two flights: Frankfurt (FRA) via Charlotte (CLT) and DFW
- One flight: Munich (MUC) via CLT
- One flight: Amsterdam (AMS) via PHL
- Two flights: Barcelona (BCN) via MIA and JFK
- Four flights: Madrid (MAD) via DFW, MIA, JFK and PHL
- One flight: Zurich (ZRH) via PHL

Is Italy one of the five countries that American serves?

Yes. However, American previously announced that it suspended service to Italy. Additional details are available on [aa.com/coronavirus](https://www.aa.com/coronavirus).

Does American serve other destinations in Europe?

Yes, American has seasonal service to six other countries in Europe, but that service has not commenced yet.

The United Kingdom and Ireland are not part of the Schengen Area.

What can customers expect when flying American?

Prior to boarding an American Airlines flight departing to the United States, all customers will be asked if they have visited a country within the Schengen Area, Iran or mainland China (excluding Hong Kong and Macau) within the last 14 days. If a customer traveled to a country within the Schengen Area, Iran or mainland China (excluding Hong Kong and Macau) within the previous 14 days and is authorized to travel, they must enter the United States through an approved airport.

Foreign nationals who have visited a country within the Schengen Area, Iran or mainland China (excluding Hong Kong and Macau) within the last 14 days will be denied permission to travel to the United States.

What airports are approved entry points for customers entering the United States if the customer has visited Iran within the last 14 days?

- Atlanta: Hartsfield–Jackson Atlanta International Airport (ATL)
- Boston: Boston Logan International Airport (BOS)
- Chicago: Chicago O’Hare International Airport (ORD)
- Dallas/Fort Worth: Dallas/Fort Worth International Airport (DFW)
- Detroit: Detroit Metropolitan Airport (DTW)
- Honolulu: Daniel K. Inouye International Airport (HNL)
- Los Angeles: Los Angeles International Airport (LAX)
- Miami: Miami International Airport (MIA)
- New York City: John F. Kennedy International Airport (JFK)
- Newark, N.J.: Newark Liberty International Airport (EWR)
- San Francisco: San Francisco International Airport (SFO)
- Seattle: Seattle-Tacoma International Airport (SEA)
- Washington, D.C.: Washington-Dulles International Airport (IAD)

What if a customer is authorized to travel, but is scheduled to arrive at a nonapproved airport?

If a customer traveled to a Schengen area country, Iran or mainland China (excluding Hong Kong and Macau) within the previous 14 days and is authorized to travel, but is scheduled to arrive at a nonapproved airport, American will help reroute the customer to one of the approved airports.

Should customers arrive at international airports early?

We encourage customers departing for the United States to arrive at the airport three hours early as we expect this additional screening will lengthen the check-in process.

Who should customers contact if they need help changing their travel plans as a result of the travel restriction?

Customers should contact their original booking provider. American’s Reservations team can be contacted using the following phone numbers:

- From the United States: 1-800-433-7300
- From outside the United States: +1 817-786-3818 (U.S.) or + 44 207-660-2300 (UK)

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.

American Airlines Announces Additional Schedule Changes in Response to Customer Demand Related to COVID-19

3/12/2020

FORT WORTH, Texas — American Airlines Group Inc. (NASDAQ: AAL) today announced additional adjustments to its schedule in response to decreased travel demand due to coronavirus (COVID-19). The company plans to:

- Reduce international capacity for the summer season by 34% versus the previous selling schedule, including a 50% reduction in April trans-Atlantic capacity.
- Continue to operate flights to and from Europe for up to seven days to ensure customers and employees can return home.
- Reduce service to South America, including a suspension of flights to Argentina.
- Suspended flights are expected to resume as early as May 7.

New schedule changes include:

Europe

- Continue operating flights from Dallas-Fort Worth (DFW), New York City (JFK), and Miami (MIA) to Barcelona (BCN), Madrid (MAD) and Paris (CDG) for up to seven days
- Suspending flights from Charlotte (CLT) and Philadelphia (PHL) to Amsterdam (AMS), Frankfurt (FRA), MAD, Munich (MUC) and Zurich (ZRH) on Friday, March 13, as CLT and PHL are not government-approved gateways
- Suspending service from Raleigh/Durham, North Carolina (RDU) to London (LHR)
- Reducing service from JFK, DFW and Chicago (ORD) to LHR
- Delaying the start of some seasonal routes to early May

South America

- Suspending service from MIA, JFK, DFW, LAX to Buenos Aires (EZE) and ending service from MIA to Cordoba, Argentina (COR)
- Suspending service from DFW and LAX to São Paulo (GRU)
- Suspending service from DFW to Santiago (SCL)

These capacity reductions assume no slot waivers are in place. At airports where demand exceeds airfield and/or terminal capacity, access is governed by slots that grant airlines permission to take off and land at specific times. Given the decrease in demand related to COVID-19, American has requested temporary relief from this usage requirement — otherwise known as requesting a slot waiver — to better align capacity with demand without the risk of losing valuable takeoff and landing slots for the future. American will continue to review its network and make adjustments as needed if waivers are granted.

Taking care of customers

American will continue to take care of customers as this situation develops. The airline announced today that it has offered to waive change fees for customers who purchased tickets prior to March 11 for travel to Europe, including the United Kingdom, through May 31. Additionally, American’s Reservations team will contact customers whose flights have been canceled directly by email or telephone. Customers who booked through a travel agent will be contacted by their agency directly. If a flight is canceled and a customer chooses not to be rebooked, they may request a full refund by visiting aa.com/refunds.

Updated Europe schedules:

Origin	Destination	Schedule change	Expected resumption of service
CLT	Frankfurt (FRA)	Suspended March 13 through May 6	May 7
CLT	Munich (MUC)	Suspended March 13 through May 6	May 7
DFW	Rome (FCO)	Seasonal start delayed	May 7
DFW	FRA	Suspended March 19 through May 6	May 7
DFW	London (LHR)	Reduced from four daily flights to three	May 7
DFW	Madrid (MAD)	Suspended March 19 through May 6	May 7

DFW	Paris (CDG)	Suspended March 19 through May 6	May 7
JFK	Barcelona (BCN)	Suspended March 19 through May 6	May 7
JFK	FCO	Seasonal start delayed	May 7
JFK	London (LHR)	Reduced from four daily flights to three	May 7
JFK	MAD	Suspended March 19 through June 3	June 4
JFK	Milan (MXP)	Suspended through May 6	May 7
JFK	CDG	Suspended March 19 through May 6	May 7
MIA	BCN	Suspended March 19 through May 6	May 7
MIA	CDG	Suspended March 19 through June 3	June 4
MIA	MAD	Suspended March 19 through May 6	May 7
MIA	MPX	Suspended through May 6	May 7
ORD	FCO	Seasonal start delayed	June 4
ORD	LHR	Reduced from four daily flights to three	May 7
PHL	Amsterdam (AMS)	Suspended March 13 through May 6	May 7
PHL	CDG	Suspended March 13 through May 6	May 7
PHL	FCO	Suspended through May 6	May 7
PHL	MAD	Suspended March 13 through May 6	May 7
PHL	Zurich (ZRH)	Suspended March 13 through May 6	May 7
RDU	LHR	Suspended March 19 through May 6	May 7



Updated South America schedules:

Origin	Destination	Schedule change	Expected resumption of service
DFW	Buenos Aires (EZE)	Suspended through June 3	June 4
DFW	São Paulo (GRU)	Suspended March 19 through June 3	June 4
DFW	Santiago (SCL)	Suspended March 19 through June 3	June 4
LAX	EZE	Suspended through October 24	October 25
LAX	GRU	Suspended March 19 through October 24	October 25
JFK	EZE	Suspended through June 3	June 4
MIA	EZE	Suspended through May 6	May 7
MIA	Cordoba, Argentina (COR)		Service discontinued

About American Airlines Group

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Update on Government-Imposed Travel Restrictions

3/14/2020

As a result of the amendment to the Jan. 31, 2020, presidential proclamation, the United States government imposed the following additional entry requirements that take effect March 16, 2020, after 11:59 p.m. ET.

- Any U.S. citizen or lawful U.S. permanent resident returning to the United States who has traveled to the United Kingdom or Ireland within the previous 14 days must enter the United States through an approved airport. American Airlines customers will be rebooked, if necessary, to one of those approved airports by our Reservations and Airport teams.
- Foreign nationals who have traveled to one of the United Kingdom or Ireland within the last 14 days will be denied permission to travel to the United States.

These entry requirements are in addition to those imposed by previous presidential proclamations which restricted entry to the U.S. from Iran, mainland China (excluding Hong Kong and Macau) and Schengen Area countries.

American is evaluating its current scheduled service to the United Kingdom and Ireland, and has not yet made any additional adjustments to its schedule at this time. American previously announced a schedule reduction to London **on March 12, 2020.**

American continues to work closely with U.S. authorities to comply with these new orders while treating all of our customers with respect. American is committed to taking care of any affected customers by assisting them with rebooking options. Our team is proactively reaching out to customers who may be affected by these travel restrictions to ensure they are accommodated.

Frequently asked questions

When do these orders go into effect?

These orders apply to all flights departing for the United States after 11:59 p.m. ET on March 16. It does not apply to flights that depart prior to 11:59 p.m. ET on March 16.

Which countries now have entry requirements to the United States?

The following countries are subject to restricted entry to the U.S.:

- United Kingdom and Ireland (after 11:59 p.m. ET on March 16)
- Schengen Area countries: Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden and Switzerland
- Iran
- Mainland China (excluding Hong Kong and Macau)

Which airports in the United Kingdom and Ireland does American currently serve?

American currently serves one airport in Ireland and two airports in the United Kingdom. On average, American has around 20 daily flights to/from London (Heathrow) and one daily flight to/from both Manchester, U.K. and Dublin, Ireland.

American previously announced a schedule reduction to London **on March 12, 2020**.

What can customers expect when flying American?

Prior to boarding an American Airlines flight departing to the United States, all customers will be asked if they have visited any of the following locations within the last 14 days:

- The United Kingdom or Ireland
- Schengen Area countries: Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden and Switzerland
- Iran
- Mainland China (excluding Hong Kong and Macau)

If a customer traveled to any of the above listed locations within the previous 14 days and is authorized to travel, they must enter the United States through an approved airport.

Foreign nationals who have visited any of the above listed locations within the last 14 days will be denied permission to travel to the United States.

What airports are approved entry points for customers entering the United States if the customer has visited any of

the above listed locations within the last 14 days?

- Atlanta: Hartsfield–Jackson Atlanta International Airport (ATL)
- Boston: Boston Logan International Airport (BOS)
- Chicago: Chicago O’Hare International Airport (ORD)
- Dallas/Fort Worth: Dallas/Fort Worth International Airport (DFW)
- Detroit: Detroit Metropolitan Airport (DTW)
- Honolulu: Daniel K. Inouye International Airport (HNL)
- Los Angeles: Los Angeles International Airport (LAX)
- Miami: Miami International Airport (MIA)
- New York City: John F. Kennedy International Airport (JFK)
- Newark, N.J.: Newark Liberty International Airport (EWR)
- San Francisco: San Francisco International Airport (SFO)
- Seattle: Seattle-Tacoma International Airport (SEA)
- Washington, D.C.: Washington-Dulles International Airport (IAD)

What if a customer is authorized to travel, but is scheduled to arrive at a nonapproved airport?

If a customer traveled to any of the above listed countries within the previous 14 days and is authorized to travel, but is scheduled to arrive at a nonapproved airport, American will help reroute the customer to one of the approved airports.

Should customers arrive at international airports early?

We encourage customers departing for the United States to arrive at the airport three hours early as we expect this additional screening will lengthen the check-in process.

Whom should customers contact if they need help changing their travel plans as a result of the travel restriction?

Customers should contact their original booking provider. American’s Reservations team can be contacted using the phone numbers listed at [aa.com/phones](https://www.aa.com/phones).

About American Airlines Group

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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.

Flight Service

COVID-19 Update 15

Additional schedule changes in response to customer demand related to COVID-19

March 14, 2020

All flight attendants



American has made the difficult decision to implement a phased suspension of additional long-haul international flights from the U.S. starting on March 16. This suspension will last through May 6. This change is due to decreased customer demand in light of U.S. government travel restrictions related to coronavirus (COVID-19). The airline will:

- Reduce international capacity by 75% year over year — from March 16 to May 6
- Continue to operate one flight daily from Dallas-Fort Worth (DFW) to London (LHR), one flight daily from Miami (MIA) to LHR and three flights per week from DFW to Tokyo (NRT)
- Continue short-haul international flying, which includes flights to Canada, Mexico, Caribbean, Central American and certain markets in the northern part of South America, as scheduled

In addition to the international changes, the airline anticipates its domestic capacity in April will be reduced by 20% compared to last year and May's domestic capacity will be reduced by 30% on a year over year basis.

April bids are still open

In light of this announcement there are a few things to remember and consider:

- The PBS timeline does not change and remains open until Noon Central Time on Wednesday, March 18
- Crew Planning is working to eliminate canceled flights before awards are run. There will be NO additional pay protection for April international trips that are canceled above the JCBA.
- It is not recommended to use all your layers for long haul international trips as there are just a handful of these remaining. Please ensure you have submitted layers for domestic flying as well.
- In light of these changes in flying, several of you may want to consider again VLOAs. As a reminder, Voluntary Leave of Absence (VLOAs) are still open through 8 a.m. Central Time on Tuesday, March 17
- The full schedule reduction is available on [Jetnet](#)

Caring for our crews

We know that this extraordinary news is unsettling. If you are flying international trips that may be canceled, please know that we will leave no crews behind. As we work to get exact details to wind down these international locations, we will share more with those flying.

We also know you will have many questions. Please reach out to any of the Flight Service Leadership team and we will do our best to answer them. We are committed to sharing information.

Jill Surdek
Senior Vice President, Flight Service
Jill.Surdek@aa.com

Brady Byrnes
Managing Director, Flight Service Base Operations and Administration
Brady.Byrnes@aa.com

NEWS RELEASE

American Airlines Announces Additional Schedule Changes in Response to Customer Demand Related to COVID-19

3/14/2020

Updated March 16, 2020 at 2:30 p.m. CT.

FORT WORTH, Texas — American Airlines Group Inc. (NASDAQ: AAL) will implement a phased suspension of additional long-haul international flights from the U.S. starting on March 16. This suspension will last through May 6. This change is in response to decreased demand and changes to U.S. government travel restrictions due to coronavirus (COVID-19). The airline will:

- Reduce international capacity by 75% year over year — from March 16 to May 6
- Continue to operate one flight daily from Dallas-Fort Worth (DFW) to London (LHR), one flight daily from Miami (MIA) to LHR and three flights per week from DFW to Tokyo (NRT)
- Continue short-haul international flying, which includes flights to Canada, Mexico, Caribbean, Central America and certain markets in the northern part of South America, as scheduled

In addition to the international changes, the airline anticipates its domestic capacity in April will be reduced by 20% compared to last year and May's domestic capacity will be reduced by 30% on a year over year basis.

INTERNATIONAL ROUTE CHANGES

By region, the new schedule changes include the following:

Asia, effective March 16

- American will suspend all remaining flights to Asia, except for three flights per week from DFW to NRT

Australia, effective March 16

- Suspending service from LAX to Sydney (SYD) effective March 16

Europe, phased suspension

- American will continue to operate one flight daily from DFW to LHR and MIA to LHR
- Suspending flights from New York (JFK), Boston (BOS), Chicago (ORD), and LAX to LHR gradually over the next seven days to reaccommodate passengers and crew
- LHR, Dublin (DUB) and Manchester (MAN) flights from Charlotte (CLT), Philadelphia (PHL) and Phoenix (PHX) will be suspended faster, as these airports are not approved gateways by the U.S. Department of Homeland Security. Final eastbound flights from CLT, PHL and PHX will be on March 15; final westbound flights returning from LHR, DUB and MAN will depart March 16
- Continued suspensions in other parts of Europe, as previously **announced**, including the delayed start of some seasonal routes as well as flights to and from Amsterdam (AMS), Barcelona (BCN), Frankfurt (FRA), Madrid (MAD) and Munich (MUC) Paris (CDG) and Zurich (ZRH) through early May, or later, based on guidance from the U.S. government and customer demand

South America, effective March 16

- Suspending service from JFK and MIA to Rio de Janeiro (GIG) and Georgetown, Guyana (GEO)
- Suspending service from DFW, JFK, LAX and MIA to São Paulo (GRU)
- Suspending service from DFW and MIA to:
 - Chile: Santiago (SCL)
 - Colombia: Bogota (BOG)
 - Ecuador: Guayaquil (GYE) and Quito (UIO)
 - Peru: Lima (LIM)
- Suspending service from MIA to:
 - Brazil: Brasilia (BSB) and Manaus (MAO)
 - Colombia: Barranquilla (BAQ), Cartagena (CTG), Cali (CLO), Medellin (MDE) and Pereira (PEI)

These capacity reductions assume no slot waivers are in place other than those previously granted. At airports where demand exceeds airfield and/or terminal capacity, access is governed by slots that grant airlines permission to take off and land at specific times. Given the decrease in demand related to COVID-19, American has requested temporary relief from this usage requirement — otherwise known as requesting a slot waiver — to better align capacity with demand without the risk of losing valuable takeoff and landing slots for the future. American will continue to review its network and make adjustments as needed if waivers are granted.

American will continue to take care of customers as this situation develops. The airline has announced its offer to waive change fees for customers who purchased tickets prior to March 15 for travel to Europe, including the United Kingdom or Ireland, through May 31. Additionally, American's Reservations team will contact customers whose flights have been canceled directly by email or telephone. Customers who booked through a travel agent will be contacted by their agency directly. If a flight is canceled and a customer chooses not to be rebooked, they may request a full refund by visiting [aa.com/refunds](https://www.aa.com/refunds).

Updated Asia schedules:

Origin	Destination	Schedule change
DFW	Tokyo-Haneda (HND)	Delayed inaugural flight; moved to May
DFW	Hong Kong (HKG)	Suspended March 16 through July 1
LAX	Tokyo-Haneda (HND)	Suspended March 16 through May 6
LAX	Tokyo-Narita (NRT)	Suspended March 16 through May 6

Updated Australia schedules:

American previously announced our LAX-AKL seasonal service would be suspended from March 16; however, this has been further reviewed based on customer demand, and flights will operate through the remainder of the scheduled season which ends on March 28.

Origin	Destination	Schedule change
LAX	Sydney (SYD)	Final westbound flight will return to LAX on March 18; service suspended through May 6

Updated Europe schedules:

Origin	Destination	Schedule change
BOS	London (LHR)	Delayed inaugural flight; moved to May
CLT	London (LHR)	Final eastbound flight on March 15; final westbound flight on March 16
JFK	London (LHR)	Phased suspension gradually implemented between March 16 and March 23; suspended through May 6
LAX	London (LHR)	Phased suspension gradually implemented between March 16 and March 23; suspended through May 6
PHL	London (LHR)	Final eastbound flight on March 15; final westbound flight on March 16
PHX	London (LHR)	Final eastbound flight on March 15; final westbound flight on March 16
ORD	London (LHR)	Phased suspension gradually implemented between March 16 and March 23; suspended through May 6

Updated Latin America and Caribbean schedules:

Origin	Destination	Schedule change
CLT	Aruba (AUA)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
CLT	Saint Maarten (SXM)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
DFW	Aruba (AUA)	Suspended through May 6
DFW	Bogota (BOG)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
DFW	São Paulo (GRU)	Will fly all legs as scheduled through end of day on March 16;

		suspended through June 3
DFW	Guatemala City (GUA)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
DFW	Guayaquil (GYE)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
DFW	Salvador (SAL)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
DFW	Santiago (SCL)	Will fly all legs as scheduled through end of day on March 16; suspended through June 3
DFW	Quito (UIO)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
DFW	Lima (LIM)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
JFK	Georgetown (GEO)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
JFK	Rio de Janeiro (GIG)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
JFK	São Paulo (GRU)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
LAX	São Paulo (GRU)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
LGA	Aruba (AUA)	Suspended through May 6
MIA	Aruba (AUA)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
MIA	Barranquilla (BAQ)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
MIA	Bogota (BOG)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6



MIA	Brasilia (BSB)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
MIA	Cali (CLO)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
MIA	Cartagena (CTG)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
MIA	Georgetown (GEO)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
MIA	Guatemala City (GUA)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
MIA	Guayaquil (GYE)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
MIA	Rio de Janeiro (GIG)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
MIA	Lima (LIM)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
MIA	Manaus (MAO)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
MIA	Medellin (MDE)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
MIA	Pereira (PEI)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
MIA	Quito (UIO)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
MIA	Salvador (SAL)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
MIA	Saint Maarten (SXM)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6

MIA	São Paulo (GRU)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
MIA	Santiago (SCL)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
ORD	Aruba (AUA)	Suspended through May 6
PHL	Aruba (AUA)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6
PHL	Saint Maarten (SXM)	Will fly all legs as scheduled through end of day on March 16; suspended through May 6

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.

Keeping you informed on
our response to COVID-19



Update 19

March 22, 2020

All Flight Service team members

Latest from Jill Surdek

As you know, our industry is in the fight for its life. In response to the dramatic drop in travel, American has been forced to ground 450 planes and plans to cancel 55,000 flights in April. These cancellations are especially hard on our flight attendants. We're doing everything we can to soften the blow to you while also protecting our company's future. By offering VOLOs, VLOAs, extended leaves and voluntary early out programs, we're hoping to reduce staffing levels to prepare for a smaller operation. We've also banded together with other airlines, the APFA and other unions to ask Congress and the President to take action to address the challenges for airlines caused by COVID-19. Read the letter [here](#) from Doug Parker and labor leaders. U.S. airlines employ more than 700,000 people and support 10 million aviation-related jobs. It's important that Washington acts quickly to protect our industry. The next few days will be critical, and we will keep you updated on what's being done to help us through this crisis.

Updates

Voluntary early out and extended leave option deadline is now March 30

The company has now extended the deadline to apply for the voluntary early out program (VEOP) or voluntary extended leave of absence (VXLOA). **The deadline is now March 30 at 23:59 CT.** For more information or to apply, please visit the [Flight Service website](#).

(Note: We're working to update the ballots and website to reflect the new deadline date.)

Face mask policy

In the last few days, we've seen an increase in questions from our team asking to wear face masks on the plane. There have been no changes to CDC recommendations regarding face masks for crews. They still do not consider it an effective protection against the virus. Health experts say the single most effective way to protect yourself against COVID-19 is to wash your hands with soap and water, and avoid touching your mouth, nose, eyes and face. Face masks are impactful when worn

by sick people. Nonetheless, some of you have said that it would make you feel safer and comfortable to wear a mask, so we will now permit this.

Starting today, flight attendants may wear face masks during all phases of flight, regardless of destination. Having said that, you've likely seen in the news there is a worldwide shortage of masks. That's why we do not have inventory to supply face masks for each flight attendant. As a result, if you'd like to wear a mask, you'll need to supply your own – and it should be a neutral color.

We've also seen reports of entire supplies of face masks being stripped from the kits onboard, which is creating a shortage. **Please do not remove masks from the Grab and Go or Ancillary* (ANC) kits unless you are taking care of a sick customer.** Due to the worldwide shortage of masks, we must conserve the ones supplied on the aircraft for confirmed medical emergencies. If you remove masks from these kits, please inform the captain by using a Cabin Discrepancy Worksheet (CDW), and fill out a CERS report within 24 hours.

** Note: The Ancillary kit may only be opened after contacting the physician on-call (POC).*

Why don't we remove the Hard 40 restriction?

I've heard from many flight attendants who'd like us to remove Hard 40 restrictions during this crisis. This is something we considered, however, as the number of flight cancellations continues to grow, we believe that relaxing Hard 40 is no longer in the best interest of all flight attendants. With flight attendant block hours down about 50%, the best option for flight attendants who don't wish to fly is to take a VLOA, VOLO, VXLOA, or VEOP. These voluntary options have been widely available, and we even offered VLOAs to Reserves in April. These options help increase line averages, which is a good thing, considering the number of flight cancellations in the foreseeable future. For those who have a current line and don't want to fly based on their personal situation, FSMs are available to help you drop trips (using POs) below the 40-hour threshold if needed.

Can we receive vacation buy back payouts earlier than June?

I've received suggestions from some of you to pull forward vacation buyback payouts given the recent impact on flight attendant hours and pay. We looked into this but after discussing with other groups, we are not in a financial position to do so. As you have probably heard, we are losing more bookings than we are taking in, so the company is looking for ways to conserve cash. Because the vacation buyback is expected to cost about \$25 million, we have to stay on the planned payout schedule in order to manage our immediate cash balance. This means payments will be made as originally planned in mid-June.

What if I live in an area where non-essential businesses have closed?

In recent days, several governors and mayors issued executive orders that require non-essential businesses to close and restrict social gatherings. We've seen this happen in states and municipalities with flight attendant bases -- including California, New York, , Pennsylvania, and St. Louis. While some of these orders affect certain businesses within airports, they do not apply to airlines. Our industry is considered essential. American team members play a vital role and are permitted to work.

Keeping our airline moving with cargo

For the first time since 1984, American operated its first cargo-only flight last Friday. The Boeing 777-300 flew from DFW to Frankfurt (FRA) carrying medical supplies and mail for active duty members of the U.S. military. Keep in mind, all of our aircraft carry cargo, and this is an important source of revenue. In recent days, our flights have carried COVID-19 testing kits, medical equipment and other supplies that support the communities we serve during this time of need. Read more on [Jetnet](#).

The next few weeks or even months ahead will likely be difficult. You have my word that I'm going to be as transparent as possible. I will also try to share good news, customer compliments and examples of how American's team members are working toward a better future.

Thanks for checking in today.

A handwritten signature in cursive script that reads "Jill".

Jill Surdek
Senior Vice President, Flight Service

Flight Service Communications and Engagement

NEWS RELEASE

American Airlines Announces Summer Schedule Changes to Match Reduced Customer Demand Related to COVID-19

4/2/2020

FORT WORTH, Texas — American Airlines Group Inc. (NASDAQ: AAL) will make further capacity cuts this summer to address record low customer demand. The airline will:

Carrier further reduces international capacity for summer and winter

FORT WORTH, Texas — American Airlines Group Inc. (NASDAQ: AAL) will make further capacity cuts this summer to address record low customer demand. The airline will:

- Suspend more than 60% of international capacity for the peak summer travel season versus the same period last year.
- Delay the launch of new routes, including service from Philadelphia (PHL) to Casablanca (CMN), Chicago (ORD) to Krakow (KRK) and Seattle (SEA) to Bangalore (BLR) to 2021.
- Delay the launch of new winter seasonal service from Los Angeles (LAX) to Christchurch (CHC) and from Dallas-Fort Worth (DFW) to Auckland (AKL) to winter 2021.
- Suspend 25 total summer seasonal flights until summer 2021.

SUMMER AND WINTER CAPACITY
WILL BE REDUCED

American will suspend more than 60% of its total international capacity this summer compared to the same peak period in 2019, which includes an 80% reduction in Pacific capacity, 65% reduction in Atlantic capacity and 48%

reduction in Latin America capacity. These changes are due to significantly decreased customer demand as well as government travel restrictions — both related to the coronavirus (COVID-19) pandemic. The reduced summer schedule, as well as the previously **announced** domestic schedule reductions for May, will be reflected on **aa.com** starting Sunday, April 5.

The airline previously announced that new service to AKL from DFW, CHC from LAX and BLR from SEA would all begin in October 2020, but American will now begin operating those routes in winter 2021. The resumption of existing service to AKL from LAX — which was originally slated to resume in early October 2020 — will now resume at the end of October 2020.

American will further extend the start date of new routes. Service to London (LHR) from Boston (BOS) will now launch in October 2020 and service to Tel Aviv (TLV) from DFW will begin in September 2021. Service to CMN from PHL and KRK from ORD will not launch this year, as well as 23 existing summer seasonal routes.

A full list of changes to the international summer schedule is below. There are no further changes at this time.

UPDATED ASIA PACIFIC
SCHEDULES:

Origin	Destination	Schedule change
DFW	Auckland (AKL)	Inaugural flight moves to winter 2021
DFW	Hong Kong (HKG)	Service resumes July 7
DFW	Tokyo-Haneda (HND)	Inaugural flight moves to July 7
DFW	Seoul (ICN)	Service resumes July 7
DFW	Beijing (PEK)	Service resumes Oct. 25
DFW	Shanghai (PVG)	Service resumes Oct. 25
LAX	AKL	Seasonal service resumes Oct. 25
LAX	Christchurch (CHC)	Inaugural flight moves to winter 2021
LAX	HKG	Service resumes Oct. 25
LAX	HND	Service resumes July 7; twice-daily

service resumes October 25

LAX	PEK	Service resumes Oct. 25
LAX	PVG	Service resumes Oct. 25
LAX	Sydney (SYD)	Service resumes Oct. 23

UPDATED EUROPE AND AFRICA
SCHEDULES

The following routes will begin operating later this year

Origin	Destination	Schedule change
BOS	London (LHR)	Inaugural flight moves to October 25
CLT	LHR	Service resumes July 7; twice-daily service resumes October 2020
CLT	Frankfurt (FRA)	Service resumes Oct. 25
CLT	Munich (MUC)	Service resumes July 7
DFW	Amsterdam (AMS)	Service resumes June 4
DFW	Dublin (DUB)	Service resumes July 7
DFW	Frankfurt (FRA)	Service resumes June 4
JFK	Barcelona (BCN)	Service resumes Oct. 25
JFK	Paris (CDG)	Service resumes July 7
JFK	LHR	Service resumes June 4
JFK	Madrid (MAD)	Service resumes July 7
JFK	Milan (MXP)	Service resumes Oct. 25
LAX	LHR	Service resumes June 4
MIA	BCN	Service resumes Oct. 25



MIA	CDG	Service resumes Oct. 25
MIA	MAD	Service resumes July 7
MIA	Milan (MXP)	Service resumes Oct. 25
ORD	Athens (ATH)	Service resumes June 4
ORD	BCN	Service resumes July 7
ORD	DUB	Service resumes June 4
ORD	LHR	Service resumes June 4
PHL	AMS	Service resumes Oct. 7
PHL	CDG	Service resumes Oct. 25
PHL	DUB	Service resumes Oct. 7
PHL	Rome (FCO)	Service resumes Oct. 25
PHL	LHR	Service resumes June 4
PHL	MAD	Service resumes July 7
PHL	Manchester (MAN)	Service resumes Oct. 25
PHL	Zurich (ZRH)	Service resumes July 7
PHX	LHR	Service resumes Oct. 7
RDU	LHR	Service resumes June 4

The following routes will not operate this summer season

Origin	Destination
CLT	BCN
CLT	CDG
CLT	DUB
CLT	FCO

CLT	MAD
DFW	FCO
DFW	MUC
JFK	FCO
ORD	Budapest (BUD)
ORD	CDG
ORD	FCO
ORD	Krakow (KRK)
ORD	Prague (PRG)
ORD	Venice (VCE)
PHL	ATH
PHL	BCN
PHL	BUD
PHL	Casablanca (CMN)
PHL	Dubrovnik (DBV)
PHL	Edinburgh (EDI)
PHL	Reykjavík (KEF)
PHL	Lisbon (LIS)
PHL	PRG
PHL	Shannon (SNN)
PHL	Berlin (TXL)
PHL	VCE

UPDATED LATIN AMERICA
SCHEDULES:



Origin	Destination	Schedule change
DFW	Buenos Aires (EZE)	Service resumes Oct. 25
DFW	São Paulo (GRU)	Service resumes July 7
DFW	Lima (LIM)	Service resumes July 7
DFW	Santiago (SCL)	Service resumes Oct. 25
JFK	EZE	Service resumes June 4
JFK	Rio de Janeiro (GIG)	Service resumes Dec. 17
JFK	GRU	Service resumes June 4
LAX	EZE	Service resumes Oct. 25
LAX	GRU	Service resumes Oct. 25
MIA	Brasilia (BSB)	Service resumes Oct. 25
MIA	EZE	Service resumes May 7; twice-daily service resumes Oct. 25
MIA	GIG	Service resumes June 4
MIA	GRU	Service resumes May 7; twice-daily service resumes Oct. 25
MIA	SCL	Service resumes May 7

About American Airlines Group

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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.



Flight Service



A note from Jill and JC

Outlook for May

April 8, 2020

All APFA-represented flight attendants

As you know, we will be a much smaller airline this May compared to May 2019. About 80% smaller to be exact. Even with almost 8,000 flight attendants who took one of the voluntary options, we will still have more people than we normally need to operate the schedule.

We expect to have around 18,000 flight attendants remaining (accounting for those who took one of the voluntary options).

Here is the breakdown:

- Around 8,600 lineholders (building line averages of 75 hours per month)
- Approximately 3,800 reserves (a higher reserve % vs last year, but the total # of flight attendants on reserve is lower)

*This leaves us with an average of **up to 5,000 flight attendants system wide.*** This number will be reduced by those who take a monthly VLOA for May.

We're calling this overage of flight attendants, "No Schedule Lineholders," (NSL) and it will be the most senior group of lineholders for May. Our most senior lineholders will be given up to 70 hours pay and credit at the beginning of the bid month. Any credited time (e.g. vacation time, paid sick time, jury duty, etc.) will offset those 70 hours. Anything they pick up will be paid on top of that 70 hours. All other lineholders will receive a bid award as they normally do with a guaranteed PBS line to a minimum of 70 hours.

What about reserve?

We anticipate the reserve percentages at each base to be higher in May than what we'd typically see. Understandably we've seen a large spike in the number of sick calls, and we need to have sufficient reserves on hand to ensure we can continue to operate reliably. As a reminder, reserves are guaranteed to 75 hours.

When will we know who the "No Schedule Lineholders" are?

The events below will determine which crew members will be "No Schedule Lineholders":

- **April 8** – LRD tool opens with
 - Around 8,600 lineholders
 - Up to 5,000 tentative
 - Around 3,800 reserves
- **April 11** – LRD tool closes
- **April 12** – We should know how many flight attendants will be *No Schedule Lineholders*

Those flight attendants who are designated as No Schedule Lineholders will see it on their PBS dashboard and will know by the start of the May bidding period.

In LRD what does my seniority mean as referenced?

- L/H (lineholder) grouping – seniority is your seniority within the lineholder designated group. You may toggle to bid to reserve status.
- Tentative grouping – seniority is your seniority with the tentative designated group. You may toggle to bid reserve. In a normal month it means you may be needed to serve reserve. For May, however, we expect almost all flight attendants in the tentative grouping to ultimately wind up as lineholders.
- Reserve grouping – seniority is your seniority within the reserve designated group and you may toggle to bid lineholder.

After LRD processing, the L/H and tentative groupings will be combined in seniority order. In this combined, group the most junior flight attendants will be awarded PBS lines and the most senior as No Schedule Lineholders.

If you're a No Schedule Lineholder, which you won't see until April 12, you will not be included in the PBS process.

How will I know if I could be a No Schedule Lineholder?

The answer will vary by base, depending upon level of flying, vacation in the base, reserve percentage, etc. Until VLOAs close, we won't know how many No Schedule Lineholders will be in the base. There is no guarantee you will be a No Schedule Lineholder.

If you're among the top seniority of flight attendants at your base and, for some reason, **do NOT** want to be a No Schedule Lineholder (NSL), please email FA.Admin@aa.com no later than 1200 CT on April 10. Once you submit your request to **NOT** be considered for the NSL, you will not be eligible to change your request, will not be eligible for up to 70 hours of pay associated with the NSL and will be awarded a line in PBS.

VLOAs for May now open

Since we still have an overage of flight attendants relative to our reduced schedule in May, we're also offering VLOAs for next month.

The deadline to request one is 1200 CT April 10. If you are interested, follow the normal process.

Unlike this past month, we will not be able to extend the deadline to request one because of the large number of flight attendants leaving the company or starting their PVLOA beginning with the May bid month.

We're experiencing incredible upheaval throughout our industry and the world – which is why it's more important than ever that we show grace and compassion to our colleagues. Everyone's path through this is different, with people working as hard as they can in their job to support family and friends. We appreciate all you're doing to take care of each other and we'll get through this together.

Jill Surdek
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Keeping you informed on
our response to COVID-19



Update 32

April 8, 2020

All Flight Service team members

Latest from Jill Surdek

Today is a shorter update, given that I already sent one note out today. As you may have seen, JC Gulbranson and I sent out a [communication](#) earlier detailing what our operation will look like in May. Due to the drop in travel demand, our schedule next month will be about 80% smaller than it was at the same time last year. Nearly 8,000 flight attendants took one of our paid leave or early out options, which means we have about 18,000 flight attendants remaining. For May, we will have around 8,600 lineholders and approximately 3,800 reserves. This leaves us with up to 5,000 more people than we need to operate the schedule. We're dealing with this situation in two different ways:

First, we're offering monthly (unpaid) leaves for May. (If you are interested, apply using the normal VLOA process by April 10.)

Second, we'll give our most senior lineholders up to 70 hours pay and credit at the beginning of the bid month. They will have no assigned trips, but can pick up trips. These flight attendants will be called "No Schedule Lineholders" (NSLs).

All other lineholders will receive a bid award as they normally do with a guaranteed PBS line to a minimum of 70 hours. We expect that the line hour average will be 75 hours.

To read more about how this will work, please see our [message from earlier today](#).

Do you need employment or salary verification?

Our Daily Operations team has received a few calls from team members who want information on how to verify their employment and pay. American uses a service called "[The Work Number](#)", which is part of Equifax, to provide automated proof of your employment and salary. Please see [Jetnet](#) for more information on how to use it.

Excellent customer service

It's an unprecedented time for our industry, yet your commitment to great customer service hasn't wavered. I want to highlight a letter that praised ORD flight attendant Peter Blosic for providing a great experience on a CLT-SAT flight.

I would like to commend Peter Blosic for his outstanding customer service. Peter was serving the First Class section, and he went out of his way to consistently and constantly check with each passenger to make sure they had what they needed, wanted and were ok. He handled the coronavirus situation with a calm and informative attitude when asked by a passenger. He was professional while being cheerful and funny. Thank you very much!

Great job Peter for the exceptional care! All of you continue to go above and beyond for our customers. I'm thankful for all that you do.

Thanks for checking in today.

A handwritten signature in cursive script that reads "Jill".

Jill Surdek
Senior Vice President, Flight Service

Flight Service Communications and Engagement



**U.S. Department
of Transportation
Federal Aviation
Administration**

SAFO

Safety Alert for Operators

SAFO 20009
DATE: 4/17/20

Flight Standards Service
Washington, DC

http://www.faa.gov/other_visit/aviation_industry/airline_operators/airline_safety/safo

A SAFO contains important safety information and may include recommended action. SAFO content should be especially valuable to air carriers in meeting their statutory duty to provide service with the highest possible degree of safety in the public interest. Besides the specific action recommended in a SAFO, an alternative action may be as effective in addressing the safety issue named in the SAFO.

Subject: COVID-19: Updated Interim Occupational Health and Safety Guidance for Air Carriers and Crews.

Purpose: This SAFO cancels and replaces SAFO 20003 and provides updated interim occupational health and safety guidance by the Centers for Disease Control and Prevention (CDC) and the Federal Aviation Administration (FAA) for air carriers and crewmembers regarding Coronavirus Disease 2019 (COVID-19). The CDC and FAA are providing this additional occupational health and safety guidance for air carriers and their crews to reduce crewmembers' risk of exposure to COVID-19 and decrease the risk of transmission of COVID-19 on board aircraft and through air travel.

Background: SARS-CoV-2, the virus that causes COVID-19, has spread throughout the world and to all States and territories of the United States (U.S.). Air carriers and crews conducting flight operations having a nexus to the United States, including both U.S. and foreign air carriers, should follow CDC's occupational health and safety guidance as outlined in the Appendix below.

Discussion: On January 30, 2020, the World Health Organization (WHO) declared that the outbreak of COVID-19 constitutes a Public Health Emergency of International Concern (PHEIC). On January 31, 2020, the Secretary of Health and Human Services declared COVID-19 to be a public health emergency in the United States under section 319 of the Public Health Service Act. On March 11, 2020, WHO characterized the outbreak of COVID-19 as a pandemic. On March 13, 2020, the President declared a national emergency concerning the COVID-19 outbreak. Subsequently, on March 27, 2020, CDC posted a global pandemic travel health notice, advising against all nonessential international travel.

Because air travel remains essential, including transportation of personnel and supplies necessary to support COVID-19 response and recovery efforts, it is critical to protect the health and safety of crews while ensuring that essential flight operations can continue. The FAA and CDC recommend that air carriers and crewmembers take precautions to avoid exposure of crewmembers to SARS-CoV-2 and to ensure crewmembers do not work while symptomatic with fever, cough, or shortness of breath, or after having tested positive for SARS-CoV-2. They may return to work only after they are no longer considered infectious according to CDC's criteria for [Discontinuation of Isolation for Persons with COVID-19 Not in Healthcare Settings](#).

The FAA and CDC also recommend that crewmembers with known exposure to SARS-CoV-2, or persons with COVID-19, not work until 14 days after the last potential exposure. The CDC has issued guidance for exposed workers in critical infrastructure who might need to return to work before 14 days have passed: [Implementing Safety Practices for Critical Infrastructure Workers Who May Have Had Exposure to a Person with Suspected or Confirmed COVID-19](#). While air travel is a vital economic activity, CDC does not recommend allowing crewmembers with known exposures to continue to work, even if asymptomatic, because of the inability of crewmembers to remove themselves from the workplace if they develop symptoms during a flight and the challenges involved in effectively isolating a symptomatic person on board an aircraft.

Further, to slow the spread of the virus, the CDC recommends the [use of cloth face coverings](#) while in public places and when social distancing is not practicable. Wearing face coverings helps people, who may have COVID-19 and not know it, avoid transmitting the virus to others. When considering this CDC guidance, air carriers and crewmembers should be mindful of the regulations regarding the use of oxygen masks where the operation requires an oxygen mask to be rapidly placed on the face, properly secured, sealed, and supplying oxygen upon demand.¹ Air carriers should complete a safety risk assessment and provide guidance to their crewmembers on procedures for the use of face coverings as they may affect the donning of oxygen masks.

Recommended Action: The FAA and CDC recommend and expect that all U.S.-based air carriers and crewmembers, all non-U.S.-based air carriers operating flights with a U.S. nexus, and all non-U.S.-based crewmembers on flights with a U.S. nexus implement and use their company-developed COVID-19 preparedness plans and procedures in conjunction with the FAA and CDC occupational health and safety guidance in the attached appendix regarding practices for limiting the spread of COVID-19. The FAA and CDC will update or supplement this SAFO as more information becomes available. Air carriers and crewmembers should also review and incorporate into their COVID-19 preparedness plans and procedures, the CDC guidance, “Updated Interim Guidance for Airlines and Airline Crew: Coronavirus Disease 2019 (COVID-19)” on the CDC website at:

<https://www.cdc.gov/quarantine/air/managing-sick-travelers/ncov-airlines.html>

CDC has additionally provided fact sheets for the transportation industry, available at:

<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html>

Contact: Questions or comments regarding this SAFO should be directed to the Air Transportation Division, AFS-200, at 202-267-8166. Questions or comments pertaining to the Appendix below should be directed to the CDC Emergency Operations Center at 770-488-7100.

¹ See e.g., 14 C.F.R. § 121.133.

APPENDIX

COVID-19: Updated Interim Occupational Health and Safety Guidance for Air Carriers and Crews from the Federal Aviation Administration and the Centers for Disease Control and Prevention

Guidance for U.S.-based Air Crews and Air Crews Based in Other Countries while Located in the United States

Health Monitoring

- Crewmembers should monitor themselves for fever (feeling feverish or a measured temperature of 100.4°F [38°C] or higher), cough, or shortness of breath.
 - Crewmembers should take their temperature twice a day during duty periods, and any time they feel sick.
- Crewmembers should stay home or in their hotel room, notify their employer's occupational health program, and not report to work if they meet any of the following conditions:
 - Develop fever, cough, or shortness of breath, even if mild;
 - Test positive for SARS-CoV-2, even if no symptoms are present; or
 - Are exposed, as defined below, to a sick person with fever, cough or shortness of breath, even if the person has not been tested for SARS-CoV-2.
- Exposures of concern include:
 - A sick household member or intimate partner;
 - Taking care of a sick person without using personal protective equipment (PPE); or
 - Being within 6 feet (2 meters) of a sick person (including co-workers and passengers) for a prolonged period of time (i.e., 10 minutes or longer).
 - NOTE: Data are insufficient to precisely define the duration of time that constitutes a prolonged exposure. Brief interactions are less likely to result in transmission; however, it is important to consider the person's symptoms and the type of interaction (e.g., whether the sick person coughed or sneezed directly into the face of the exposed person).
- Crewmembers who are symptomatic or have been exposed to a person with COVID-19, should not return to work until cleared to do so by their employer's occupational health program and public health officials.
- If a crewmember develops symptoms during a flight, the crewmember should stop working as soon as practicable, put on a surgical mask or a cloth face covering, notify the Lead Flight Attendant or Purser, and maintain a distance of (6 feet [2 meters]) from others to the extent possible.

Health Protection

To protect their health and the health of others, including co-workers and passengers, crewmembers should:

- Maintain a distance of 6 feet (2 meters) from others to the extent possible, including:
 - While working on aircraft, e.g., while seated in jump seats during take-off or landing or working in galley areas, etc. Certain FAA regulations may be implicated in implementing this guidance (e.g., 14 C.F.R. § 121.391(d)); crewmembers may wish to verify that the air carrier has sought relief.²

² FAA Exemption No. 18522 allows flight attendants to relocate from the seats they would normally occupy so they can observe social distancing. It also excuses them from having to demonstrate the use of certain emergency equipment including life preservers and oxygen masks, allowing for alternative methods to inform passengers regarding the use of such equipment.

- During ground transport.
 - While in public places.
- Stay at home or in their hotel rooms (as applicable) to the extent possible.
 - Eat in hotel room during layovers with either room service or delivery service. If in-room food delivery options are not available, get take-out from hotel restaurant or another restaurant nearby.
 - Limit activities in public to essential errands, such as getting food.
- Wash their hands frequently with soap and water, for at least 20 seconds, or use an alcohol-based hand sanitizer with at least 60% alcohol, particularly after assisting sick travelers or touching body fluids or surfaces likely to be contaminated with body fluids; after coughing, sneezing, or blowing their nose; after using the restroom; before eating; and before preparing or serving food or beverages; and after removing any PPE, including gloves.
- Avoid touching their eyes, nose, or mouth with unwashed hands.
- Consider wearing a cloth face covering while around other people, especially in situations where they cannot maintain the recommended physical distance from others.³
 - Cloth face coverings should not replace the use of surgical masks or other PPE provided in the [Universal Precaution Kit \(UPK\)](#) when [interacting with a sick traveler on board an aircraft](#).
- Avoid contact with people having cough, fever or shortness of breath or otherwise suspected of having COVID-19.
- Before each flight, inspect and confirm the condition and contents of the UPK(s). Follow existing air carrier policy and procedures regarding use of the PPE available in the kits if needed to provide care to a sick traveler on board.
- Follow guidance for COVID-19 precautions of the State and local health authorities in the area where they are located.

Crewmembers should be aware that their employer’s occupational health and safety program may include policy and procedures that exceed these recommendations. Air crews based in other countries should also follow guidance from the relevant foreign public health and civil aviation authorities.

Guidance for U.S. Air Carriers and Foreign Air Carriers Operating in the United States⁴

Health Monitoring

Air carriers’ occupational health and safety programs and COVID-19 preparedness plans should include provisions for:

- How to remain in contact with all crewmembers to ensure they continue to monitor their health, avoid risk factors that could increase risks for exposures to SARS-CoV-2, and do not report to work while symptomatic.

Individual carriers must submit a Letter of Intent and be granted authorization by the FAA in order to exercise the relief in the exemption, which runs through June 30, 2020.

³ Wearing face coverings helps people who may have COVID-19 and not know it from transmitting the virus to others. When considering this guidance, air carriers and crewmembers should be mindful of the regulations regarding the use of oxygen masks where the operation requires an oxygen mask to be rapidly placed on the face, properly secured, sealed, and supplying oxygen upon demand. Air carriers should complete a safety risk assessment and provide guidance to their crewmembers on procedures for the use of face coverings as they may affect the donning of oxygen masks.

⁴ For foreign air carriers, recommendations apply to flights with a U.S. nexus and air crews working on flights with a U.S. nexus or on layovers in the United States.

- Educating crewmembers on what to do if they or their close contacts become sick with symptoms of COVID-19.
- To the extent feasible, screening air crews for symptoms of COVID-19 at the start of their duty day using a combination of visual observation for signs of illness; temperature checks; and asking about fever, cough, or shortness of breath in the previous 48 hours.
- Consultation with CDC⁵ and State or local health officials before allowing symptomatic, infected, or exposed crewmembers to return to work.

Crewmembers should be excluded from work if they:

- Have fever (defined as feeling feverish or a measured temperature of 100.4°F [38°C] or higher), cough, or shortness of breath, or test positive for SARS-CoV-2 regardless of symptoms.
 - Crewmembers should remain excluded until they meet CDC's criteria for discontinuing isolation, available at <https://www.cdc.gov/coronavirus/2019-ncov/hcp/disposition-in-home-patients.html>.
 - For **asymptomatic persons with laboratory-confirmed COVID-19**, CDC recommends continued precautions for an additional 3 days after discontinuing isolation. Air carriers may consider continued exclusion from work of asymptomatic infected crewmembers during these additional 3 days.
- Were exposed to a person likely to have or confirmed to have COVID-19 (see exposures of concern in Guidance for Air Crews above).
 - Exposed crewmembers should remain excluded from work until 14 days have passed after the last potential exposure.

Minimize Crewmember Exposures

To minimize crewmember exposures, air carriers should:

- Arrange for private ground transport to move crews to hotels, or to the parking lot at their home base, that allows crews to maintain the recommended 6-foot (2-meter) distance from others.
- Arrange to house flight crews in hotels that are in close proximity to the airport. Ensure that the hotel rooms are sanitized in advance of the crews' arrival.
- Provide sufficient quantities of alcohol-based hand sanitizer containing at least 60% alcohol to crewmembers for their personal use.
- Provide sufficient quantities of cleaning and disinfectant products (e.g., disinfectant wipes) that are [effective against COVID-19](#) and compatible with aircraft for crewmembers to use on surfaces they touch frequently in the galley, in the passenger cabin, and on the flight deck.
- Increase the frequency of routine cleaning of the aircraft to focus on the most frequently touched surfaces per CDC's [Interim Guidance for Airline and Aircrew](#).
- After each flight, clean and disinfect surfaces in the galley, passenger cabin, and areas that are frequently touched by crewmembers, such as buttons and dials that control cabin lighting and temperature, safety demonstration equipment, phone handsets, and touchscreens. Use products that are [effective against COVID-19](#), compatible with aircraft, and approved by your employer for use on board the aircraft.
- After each cockpit crew change, clean and disinfect surfaces in the flight deck that are frequently touched and utilized by cockpit crew members, such as yoke, throttles, auto pilots, radios, etc. Use

⁵ Air carriers can contact CDC by calling the [CDC quarantine station](#) of jurisdiction or by calling the CDC Emergency Operations Center at 770-488-7100. CDC can assist in contacting state or local health departments or foreign public health authorities, if needed.

products that are [effective against COVID-19](#), compatible with aircraft, and approved by the air carrier for use on board the aircraft.

- Increase the frequency of routine cleaning of flight simulators and training devices, training aids, and other training equipment that crew are likely to use or touch during training.
- Provide sufficient personal protective equipment (PPE), (e.g., gloves, face shield, surgical masks, etc.) on board aircraft for crewmember use when interacting with an ill traveler and ensure availability of face masks to place on symptomatic travelers. Before each flight, ensure the UPK(s) are inspected for proper condition and contents, have adequate supplies, and are properly stored.
- Ensure crewmembers are trained in the correct use of PPE, including correct procedures for donning (putting on) and doffing (taking off).
- Consider providing cloth face coverings to crewmembers for routine use when on duty if it does not interfere with required PPE or job tasks and when it is difficult to maintain a distance of at least 6 feet (2 meters) from co-workers and passengers at all times.
 - Isolate sick crewmembers from other co-workers and passengers by a distance of at least 6 feet (2 meters) as much as possible during flight and have the sick crewmember don a surgical mask or cloth face covering if tolerable.
- Consistent with 14 CFR § 382.23, airlines may refuse transportation to a passenger because of a communicable disease if the passenger's condition poses a direct threat to the health or safety of others.

Notifications

Air carriers should notify:

- Local health authorities (for the crewmember's place of residence) if they are aware of a crewmember with COVID-19 and the information came from a source other than the State or local health authority (e.g., a foreign health authority).
- CDC if:
 - A COVID-19-positive crewmember worked on a flight to or within the United States⁶ during the period from 2 days before symptoms developed until CDC's criteria for [discontinuing isolation](#) are met;
 - An asymptomatic crewmember with confirmed SARS-CoV-2 worked on a flight to or within the United States during the 7 days after a specimen testing positive for SARS-CoV-2 was collected;
 - A crewmember with COVID-19 needs to be repatriated to the United States or relocated from one U.S. State or territory to another before CDC's criteria for discontinuing isolation are met; or
 - A crewmember with known exposure to COVID-19 needs to be repatriated to the United States or relocated from one U.S. State or territory to another before 14 days have passed since the last potential exposure.
- Crewmembers who may have been exposed to an infected co-worker or passenger.
 - NOTE: A person with COVID-19 is considered potentially infectious during the period from 48 hours before symptom onset until CDC's criteria for discontinuing isolation are met.

Response Plans

Air carriers should have plans for:

- Managing a crewmember who is identified as symptomatic or positive for COVID-19 while on duty.

⁶ For international flights outbound from the United States, public health authorities at destination should be notified.

- Whenever possible, air carriers should avoid having crewmembers working on flights while a test for SARS-CoV-2 is pending.
- How to house crewmembers or move them safely to their residence if they are discovered to be positive for SARS-CoV-2 or exposed to COVID-19 while on duty.
 - Housing an infected or exposed crewmember (other than at crewmember's residence) should be coordinated with the State and local health department of jurisdiction for where crewmember is located.
 - Relocating a SARS-CoV-2-positive or exposed crewmember to or within the United States should occur by approved private charter, medical transport, or private vehicle, and should be coordinated with CDC and the State and local health departments at origin (if within the United States) and destination.
 - Transporting a SARS-CoV-2-positive or exposed crewmember based in another country back to their home country should occur by approved private charter, medical transport, or private vehicle (if transport occurs via land border), and should be coordinated with CDC and relevant public health authorities at origin and destination.

Air carrier occupational health and safety programs may choose to exceed these recommendations based on their own policies. Air carriers based in other countries should also follow guidance from the relevant foreign public health and civil aviation authorities.



Flight Service



Looking ahead toward June

April 29, 2020

All APFA-represented flight attendants

With the size of our network significantly reduced in a short period of time, it's been extremely challenging to manage the bid award process without a comparable reduction in crew headcount. We've done things to try to offset the overage of flight attendants by offering leaves of absence, VEOPs, and NSLs (no schedule lineholder) for May. It's no secret the NSL concept was met with mixed reviews – and that's understandable. Given the time constraints we faced to quickly come up with a solution for May, it was the best plan we could implement quickly.

What's ahead in June

Looking ahead to June, we're expecting capacity to be only a little bit higher than May and nowhere near the neighborhood of June 2019 – which means we'll again face a substantial overage of flight attendants. We've been working with the APFA on various options to address this overage for June.

Another round of PVLOAs opens April 29; options to extend existing PVLOAs and a new 1-month PVLOA option.

Since we will still have a large overage to address, we'll offer additional PVLOAs to begin in June. We will again offer 3, 6, 9 and 12 month increments. Additionally, we will introduce for the first time a 1-month PVLOA option.

The PVLOAs will come with the same benefits and privileges as the previous offering and the company will not contest claims for unemployment insurance – even for the one month leave. Like we've said all along, though, unemployment insurance laws vary by state and there is no guarantee you'll be eligible.

For those interested in any PVLOA, please note you're subject to serving reserve (if you're needed) your first month back. Remember, the rules with PVLOAs are different than VLOAs.

Finally, since many flight attendants who already held PVLOAs have been asking to extend their leaves, we're offering an opportunity to do so. If you were awarded a 3, 6, or 9 month PVLOA, you can request an extension of your leave. If awarded, your new return date will match the end dates of the current 6, 9 and 12 month leaves – October 31, 2020, January 30, 2021 and May 1, 2021 respectively. You are not permitted to shorten your PVLOA.

New special 70-hour VLOA

We will still have lineholders (the systemwide line average will still be about 75 hours) and reserves. However, based on flight attendant feedback and the APFA's input, we are going to adjust our prior 70-hour NSL offering to a special VLOA.

- Flight attendants who are awarded this special VLOA will be paid 70 hours for the month, but will not be eligible to bid or pick up trips in TTS/UBL or ETB. This should allow lineholders more opportunities to improve their schedule and pick up trips.
- You can ballot to become a special 70-hour VLOA during the LRD window. These ballots will be processed in lineholder seniority order.
- 70-hour VLOAs will be awarded before PBS opens.
- This special VLOA will mirror the award process and rules of the normal VLOAs, except you'll receive a credit up to 70 hours total pay for the month.
 - The 70 hours will be offset by any pay and credit you already have in June – such as sick time, vacation time, and carryover time. Simply put: This time will not be paid on top of the 70 hours.

While we don't know the number of special 70-hour VLOAs we will award, our initial forecast is that it will be slightly lower than the number of NSLs awarded in May and then further decreased by the number of PVLOAs awarded in June.

The 70-hour VLOA ballot will open at **1200 CT on May 8** and close at **1200 CT on May 10**.

[Click here](#) for more information about PVLOAs including frequently asked questions.

Ready to request a PVLOA? [Get started here.](#)

PVLOA ballots open at **1500 CT on April 29** and close at **0800 CT on May 6**.

Ready to request an extension on your PVLOA (that you were already awarded)? [Get started here.](#)

Extended PVLOA ballots will open at **1500 CT on April 29** and close at **0800 CT on May 6**.

Keep checking your CCI messages for more information.

Note: We are not offering another round of VEOPs (Voluntary Early Out).

June bidding timeline

May 2	TBS opens
May 7	TBS closes
May 8	LRD opens
May 8	TBS awards posted
May 11	LRD closes
May 14	PBS opens
May 18	PBS closes
May 21	PBS awards visible

Thank you

Despite facing a situation that would have been unthinkable just a few months ago, we continue to operate and provide essential services our customers and our country count on. To those of you out there on the line, on behalf of the entire Flight Service leadership team, thanks for the incredible job you're doing to keep us in the air.

Jill Surdek
Senior Vice President – Flight Service
Jill.Surdek@aa.com

American reports first-quarter 2020 results

In a letter to team members on April 30, CEO [Doug Parker](#) and President [Robert Isom](#) announced our first-quarter 2020 financial results.

Dear fellow team members,

This morning, we reported our first-quarter 2020 financial results. American posted a net loss of \$1.1 billion excluding net special items due to the unprecedented drop in air travel as a result of coronavirus (COVID-19).

While this is not the quarter we expected as we entered the year, the work of the American Airlines team during this crisis is nothing short of extraordinary, and that is something to be proud of.

As we navigate through the ongoing pandemic, our focus remains on the near-term safety and well-being of our team and customers, as well as the long-term health of our company.

Caring for our team and customers

We continue to look at all ways we can care for our team during this time. One of the most important things we can do is protect jobs during this period of downturn when there are fewer flights and fewer hours to work. Almost 39,000 team members elected to take an incentivized early retirement, paid leave or reduced work schedule, and we appreciate that support. We have received the first tranche of the \$5.8 billion that will be provided to us through the CARES Act, and we have applied for an additional \$4.75 billion secured loan. We are relieved these funds will enable us to continue to employ and pay our team while we fly through this period of lower consumer demand.

This week, we announced updated and enhanced cleaning procedures on board our aircraft to further prioritize the safety of our team and customers. These initiatives build on the enhanced procedures we put in place in early March. In addition, starting tomorrow, we will begin offering sanitizing wipes and face masks to customers; we encourage all of our customers to wear protective face coverings when they travel. We will make face masks standard equipment for flight attendants during every flight as well.

Caring for the communities we serve

While our team continues to provide essential air service to people who need it most right now, that care has extended well outside our operation. American is currently able to transport more than 6.5 million pounds of critical goods each week on our cargo-only flights, and we'll look for opportunities to expand that service and bring medical supplies and protective gear to the areas that need it most. Our team has donated 100 tons of food in several of our hub cities, as well as thousands of supply kits to patients and health care workers. Team members have also donated time and effort to assemble care packages for U.S. military members in quarantine. And, our partnership with the American Red Cross, combined with customers' generosity, has raised approximately \$3 million to support workers on the front lines fighting COVID-19.

Reducing our costs and bolstering our liquidity

We have made extensive capacity reductions, including reducing our June schedule by 70%. We are also taking this opportunity to accelerate the retirement of older, less efficient aircraft, including officially retiring all Embraer E190, Boeing 757, Boeing 767 and Airbus A330-300 aircraft, along with a number of older regional aircraft, this quarter. You can find more about these changes, announced today, on our [Newsroom](#).

These efforts, along with lower fuel expense and the many cost-cutting initiatives we've outlined in previous weeks, will help us save more than \$12 billion this year. Those cost reductions are bolstered by the fact that our current forecast estimates that we will have approximately \$11 billion of liquidity at the end of the second quarter.

These are unprecedented times for our world, our country and our industry. The uncertainty about the future weighs on everyone, and for good reason. There is no way to overstate the gravity of the situation for the airline industry, and difficult decisions lie ahead for all of us. But in the end, we are confident our industry will fight through this successfully and we are particularly confident that American Airlines will help lead the way. COVID-19 has affected so many of us personally and professionally. We have lost members of our own team, family and friends. Yet each day, you continue to rise to meet the needs of our customers and the communities we serve, and that strength will be what gets us through this crisis. Thank you for your incredible leadership and for all you do.

Don
R. Lewis

Keeping you informed on
our response to COVID-19



Update 46

May 4, 2020

All Flight Service team members

Special VLOA bid opens *after* PVLOAs are awarded

Last week we announced we're offering a special month-long voluntary leave of absence (VLOA) that credits you up to 70 hours pay for the month of June. Bidding will take place during the LRD window – which opens at **1200 CT on May 8 and closes at 1200 CT on May 11**. (We extended the previously communicated deadline by one day.)

- This special VLOA replaces the “70 hour NSL” we awarded in May and is being offered instead of (normal) unpaid VLOAs.
- The number of special VLOAs we can award will partially be determined by the number of PVLOAs awarded. So if time off is important to you, we encourage you to bid for the PVLOA first since PVLOAs will be awarded first.
- Special VLOA ballots will be processed in lineholder seniority order. Reserves may also bid, but lineholders will be given priority for the VLOA.
- If you are awarded the VLOA, you won't be able to pick up trips in TTS/UBL or ETB for June. This gives other lineholders more opportunities to improve their schedule and pick up trips.
- You'll find out if you get the award before the PBS window opens.
- See the [FAQ section](#) on the Flight Service website for more information.

PVLOA bidding window closes on Wednesday

We've opened another round of bidding for 1, 3, 6, 9 and 12-month long paid voluntary leaves (PVLOAs) that start in June. The PVLOAs offer 19 hours pay each month with full benefits.

If you have already taken a PVLOA, you may now extend your leave.

For more information, please visit the [Flight Service website](#). The deadline to bid for a new leave or extend an existing one is **Wednesday, May 6 at 0800 CT**.

More on Load Factor Limits, Seat Blocks, and Distancing Onboard

Although it has been rare to see a completely full flight, American will now be capping the number of passengers on each flight through May 31, which can impact non-revs. Please take a moment to read the information regarding adjusted load factors on [Jetnet](#), including

[the FAQs](#). And here are some additional questions we have heard recently from flight attendants:

Why are there sometimes customers seated in middle seats and seats around flight attendant jumpseats?

50% of middle seats and seats around flight attendant jumpseats are z-blocked on seat maps and are not able to be selected when customers make reservations. However, there are cases where these seats were previously assigned or may be needed to accommodate customers, such as families seated together. Agents are encouraged to keep seats around flight attendant jumpseats open and only assign if needed.

Why are agents upgrading customers into the first row of First Class?

We are not limiting the load factor in first class cabins. Although the first row of seats in First Class are z-blocked during the seat assignment process, and will be the last seats used by agents, customers may be upgraded into this row as necessary. However, if you are FA3 and request to be relocated from the double jumpseat on 737 or A321NX prior to boarding, the agent will accommodate the request, including downgrading a customer if necessary.

As a commuter, will I be denied the jumpseat if we are at the load factor limit?

The load factor cap does not include jumpseats. Qualified jumpseat crew members may be assigned an empty single jumpseat. However, the double jumpseat will not be assigned except to the minimum crewmember during the exemption period, to allow for distancing between flight attendants.

If I'm deadheading, could I be denied boarding due to the adjusted flight load?

The adjusted load factor is a hard cap on the number of customers and employees (non-working crew) on board the aircraft. Generally, deadheads are booked in advance and will be included in the customer count and will not be removed. However, if a deadhead is a last-minute booking and the flight is already at the load factor limit, they will not be accommodated.

Code for free Wi-Fi on Viasat equipped flights

There's a new promo code for the free Wi-Fi service on aircraft equipped with Viasat. It's now: **PB3JF79J**

This code will work throughout May. Please remember, this is for American flight attendants only; do not give this out to customers or other colleagues who are not flight attendants. The free Wi-Fi cannot be used while on duty.

Compassion when a customer really needed it

Unfortunately, many customers flying with us today are not traveling for fun. They are flying somewhere for an essential job or to be with loved ones during medical emergencies. We heard from one customer who recently had to fly to Phoenix to see a dying parent. The customer appreciated the care shown by PHX-based flight attendants Donna Jackson, Sheryl Swartz-Kasperski, Lisa Lanata and Wendy Guy.

I am trying to reach out to several AA employees who helped me on a critical flight to see my Dad before he passed away. I really want to express my gratitude and appreciation. They were all amazing – super helpful and compassionate. I was able to see my dad Sunday morning, and he passed away Sunday night. I will forever be grateful to all of them. I pray for their health and safety, especially during these trying times, and I thank them for everything they did for me and my family. Truly, truly appreciative!!!!

Thank you Donna, Sheryl, Lisa and Wendy for showing your kind hearts to this customer.

Thanks for checking in today.

A handwritten signature in cursive script that reads "Jill".

Jill Surdek
Senior Vice President, Flight Service

Flight Service Communications and Engagement



Face covering requirement expands to include most areas in the workplace beginning May 8

May 6, 2020

All flight attendants

The safety of our customers and crew is our unwavering focus – particularly during the COVID-19 pandemic. As the CDC's guidance evolved, so have our policies – which include a relatively new requirement to wear masks while onboard an aircraft. During this critical time, we're also focused on doing what we can to help the demand for air travel return – which includes making our customers feel comfortable when flying with us. They've told us having our team members in face coverings helps.

That's why we're expanding our face covering policy to include wearing them in all areas when in uniform – especially within our customers' view – including, but not limited to:

- Concourses when unable to maintain six feet of social distance
- Gate areas
- Ticket counter areas
- Other airport areas open to the general public
- Traveling in hotel, airport and employee shuttles
- Checking in/out of hotels

Additionally, for the safety of our team members face masks are encouraged in non-public areas including, but not limited to:

- Operations areas
- Crew rooms
- Crew lounges
- Quiet rooms
- Break rooms
- Administrative areas/offices

- Training areas

As with most rules, there are some exceptions such as:

- When you're in non-public areas and able to maintain at least six feet of social distance
- When you're eating or drinking
- If you have a medical condition that prevents you from wearing a mask and you've discussed it with your Flight Service Manager
- Other times when your job requires it (i.e. making a PA, donning an oxygen mask, etc.)

You can learn more about the requirement [here](#).

Brady Byrnes
Managing Director – Flight Service Base Operations
Brady.Byrnes@aa.com



Policies & Procedures

Flight Service



Update: Reserved seat option to avoid double jumpseat on 737 and A321NX

May 15, 2020

All flight attendants

Boeing 737 and Airbus A321NX aircraft have a specific, alternate customer seat that is now **reserved** for flight attendants (FA3) who want to exercise the FAA-approved [temporary exemption](#) to move off of the double jumpseat for taxi, takeoff and landing (TTL). Although the seat is reserved for you, please note that a customer could be seated in the window seat next to you.

It's important for the FA1/Purser to do a Departure Dependability Briefing (DDB) with the gate agent before the flight. That's when the gate agent will confirm that the FA3 plans to use the reserved seat or if it can be assigned to a customer.

Double Jumpseat for FAA Minimum Crew

Aircraft / FA	Double JS Assignment	Temporary relocation for TTL	Double JS TTL Assignment for FA
737: FA 3	1L Aisle (double JS)	3E (737D/737N - 160 seats) 1E (737K/737M - 172 seats)	FA 1 sits 1L Aisle
A321NX: FA 3	1L Aisle (double JS)	1D	FA 1 sits 1L Aisle

We have also added procedures to allow relocation from a double jumpseat for FAs who are in a FA position above minimum crew:

Double Jumpseat for positions above FAA Minimum Crew

Aircraft / FA	Double JS Assignment	Temporary relocation for TTL	Double JS TTL Assignment for FA
A319/A320: FA 3	1L Aisle	LH aisle MC bulkhead	FA 1 sits 1L aisleside
A321: FA 5 (except A321NX)	1L Aisle		FA 1 sits 1L aisleside
737: FA 5	AFT LH Aisle		FA 2 sits aisleside
A330: FA 9	1L Aisle AFT facing		FA 1 remains in assigned jumpseat

Other important information:

- Temporary seat relocations for other flight attendant positions or aircraft not listed in the chart are **not** permitted
- If a customer with a disability requires the temporary location seat for FA 3, the opposite aisle seat may be assigned
 - 737: 1B / 3B
 - A321NX: 1C
- In the event of a planned emergency or planned ditching, the relocated flight attendant must return to their assigned double jumpseat for landing
- Non-revs will not be seated in the double jumpseat during the exemption period
- The temporary jumpseat relocation exemption ends June 30, 2020; if it's extended, we'll let you know.

Stacey Frantz
Senior Manager, Flight Service Policies, Procedures & Safety
Stacey.Frantz@aa.com



Onboard Service Updates for June

May 29, 2020

All flight attendants

Customer Hand Sanitizers

Customer hand sanitizers have been added to most Domestic First Class and Business Class tray set ups as well as all International 1st service tray set ups. They are also in each snack bag provisioned on flights between 900-2199 miles. On flights over 2200 miles that do not have a tray set up, we will phase in adding customer sanitizers throughout the month of June. On those flights, customer hand sanitizers will be bulk loaded and should be handed out during the beverage service in Main Cabin.

Due to Federal Aviation Regulations (FARs), hand sanitizers have been distributed in specific galley cart locations as part of the catering process. Please do not consolidate, rearrange the packing, or relocate the hand sanitizers into one location.



We Heard You... additional changes based on Flight Attendant Report feedback, and in light of our revised service levels

All Cabins

- We will transition from Sierra Mist and Sierra Mist Zero Sugar to Sprite and Sprite Zero throughout the month of June
- Nestle will replace Dasani bottled water onboard. 1L bottles will transition as a hard cutover on June 1 due to a difference in size and shape to our current 1Ls, while all other size bottles will transition over time as we deplete Dasani inventory.
- Milk and lemons/limes move from the beer tub to the ice drawer along with one 5lb. bag of ice



- Aircraft type catering will be aligned in like locations across fleet types. For example, you will find catering items in similar locations no matter which galley style of the A321 fleet you are working in
- Liquid creamer will transition to powdered creamer as current inventory is depleted

First Class Changes

- Removed one beer tub
- Additional drawer with 2 white wine and 3 champagne splits
- Plastic/ paper cup drawer in Beverage Cart
- Juice moved from Beverage Cart to FC Supply Cart (formerly known as IWG)
- Additional drawer with 4 bottles of red wine
- PPE Drawer, which includes gloves, hand sanitizer, crew face masks, and extra face masks for customers, added to First Class Supply Cart
- Mix & Munch box added to Long Haul Red Eye flights for First Class customers

Main Cabin

- Drawer space added for Beverage Accompaniment:
 - Flights over 2200 miles - drawer added to MC Aisle Ready Beverage Cart
 - Flights between 900-2199 miles – will receive snack bags
 - Flights under 899 miles – drawer will be in free load
- 12 cans of Dasani Lime replaced with 4 cans each of Coke, Diet Coke and Dr. Pepper
 - 3 cans of Dasani Lime will remain in each Juice/Mixer drawer
- Domestic will receive 1 MC Beverage Cart and 1 MC Supply Cart
- Flights over 2200 miles will receive 2 MC Beverage Carts and 2 MC Supply Carts
- The Water/Ice/Specialty and Support carts have been combined to create upline and downline support carts wherever possible:
 - This will allow for future upline and downline markings on cart diagrams
- Trash carts have been added to all Domestic aircraft – 1 trash cart on narrowbody and 2 trash carts on widebody aircraft

Current Service Information

For flights 899 or less miles (typically under 2½ hours):

- Beverage service on request only

For flights 900-2199 miles (typically 2½-4½ hours) including all Exception Markets:

- An insert of snack bags will be in the galley or cross-aisle closest to the boarding door and customers invited to take a bag as they board
- Snack bags containing a bottle of water, snack, and hand sanitizer for all customers
- Predeparture Beverage Service temporarily suspended
- Beverages served on request only
- No alcohol in Main Cabin and Main Cabin Extra
- No additional snacks or meals in First Class



For flights over 2200 miles (typically greater than 4½ hours) including AFS, Hawaii, NIPD and IPD:

- Predeparture Beverage Service temporarily suspended
- Beverage service with packaged nuts in First Class and beverage accompaniment in Main Cabin
- Premium cabin meals served in a single course with appetizer, entrée, dessert, roll and hand sanitizer on a single tray
- Serve all tray elements covered/wrapped and allow the customer to unwrap
- No alcohol in Main Cabin and Main Cabin Extra except on IPD
- No snacks or food for purchase. Main Cabin meals on IPD only

Please refer to the Comply365 collections 03 COVID-19 Procedures on your tablet for additional service details and PAs. Thank you for continuing to care for our customers during this challenging time.

Miki Morales
Analyst, Food & Beverage Product Communication
Miki.Morales@aa.com

American reports second-quarter 2020 financial results

In a letter to team members on **July 23**, CEO **Doug Parker** and President **Robert Isom** announced our second-quarter 2020 financial results.

Dear fellow team members,

This morning, we reported our second-quarter 2020 financial results. American posted a net loss of \$3.4 billion excluding net special items due to the ongoing pandemic, which severely impacted demand and resulted in an 86% decline in revenue year over year.

The past few months have been incredibly difficult, but the American Airlines team has consistently risen to the challenge to take care of our customers and each other during truly unprecedented times. As we continue to respond to the crisis, we remain focused on taking care of our team, customers and communities; reducing costs; and improving liquidity.

Caring for team members, customers and communities

We have made changes throughout our operation to ensure the safety and well-being of our team and customers. We recently created a Travel Health Advisory Panel comprising internal leaders and outside experts to advise on health and cleaning matters, and we are on our way to achieving Global Biorisk Advisory Council accreditation for our cleaning practices. Face coverings are the new norm, and we are continually looking at our practices to ensure we are providing a safe travel space.

Our team continues to go above and beyond to support the communities we serve. Since the start of the pandemic, we have operated more than 1,000 cargo-only flights to transport critical goods and supplies around the globe. Additionally, we launched an initiative to provide up to 1 million Business Extra points to small businesses and nonprofit organizations in need of travel support. We also partnered with Deloitte and Hyatt on programs to give back to medical workers, and we have donated more than 600,000 pounds of food to those in need.

Reducing costs and improving liquidity

We have taken significant steps to reduce our costs and bolster our liquidity. We have removed more than \$15 billion from our operating and capital budgets this year. As a result, our daily cash burn rate declined from nearly \$100 million in April to roughly \$30 million in June. We will keep working to bring down this number. In addition to reducing our expenses, we have worked to strengthen our cash position. We ended the second quarter with \$10.2 billion of available liquidity, which includes a net \$3.6 billion raised during the quarter in the capital markets. We also signed a term sheet with the U.S. Department of the Treasury for a \$4.75 billion loan through the CARES Act, and this morning we announced two additional financing transactions totaling

American reports second-quarter 2020 financial results

\$1.2 billion. Adding these financings to our cash balance at the end of the second quarter results in pro forma liquidity of approximately \$16.2 billion. This puts us on solid financial footing in the months ahead as we continue to fight for our company.

Undoubtedly, the most difficult part of the pandemic is the impact it has had on our team members. We have reduced our management and support staff team by 30%, and, last week, we issued WARN notices for potential furloughs to our frontline team. We are hopeful the enhanced voluntary programs that are open now will help reduce or eliminate furloughs. As a reminder, the application window for those programs closes July 31.

The current environment is more unpredictable and more volatile than anything we ever could have imagined. But we know adversity creates opportunity, and we remain confident we will emerge from this crisis in a strong competitive position because of our continued aggressive actions and the efforts of the American Airlines team. Thank you for everything you do and for leading through this challenge with such grace and professionalism.

Flight Service Forum

Updates from Jill Surdek



July 24, 2020

All Flight Service team members

What to expect after October 1

Based on some of the questions we've been receiving, it's clear many of you have spent the past week considering whether the voluntary programs we're offering are right for you. While you are considering the details of these programs, I also want to make sure you fully understand the new reality of what your schedule and flying may look like. The reality is our business is going to change, moving forward and for the long-term. While we have talked about these ideas previously, it may be helpful to see it all together as you are deciding your future.

- **While we won't know details of reserve seniority until the voluntary options window closes and any furloughs are determined, we expect it to increase significantly**
 - At some bases, reserve seniority will likely exceed 35 years. This is because we'll likely have fewer junior flight attendants on the straight reserve or one-on, one-off rotation.
 - Approximately 80% of flight attendants will be in the reserve rotation
- **Higher line averages will be prevalent as we build more efficient schedules with fewer flight attendants.**
 - You can expect line averages to be in the low to mid-80-hour range
- **70-hour paid VLOAs will be discontinued after Sept. and we'll no longer offer monthly PVLOAs.**
- **We'll continue to meet all contractual obligations, but trips will look a lot different as we need to build a more efficient schedule. *What do we mean?***
 - More four-day domestic trips
 - Longer duty days with multiple legs per day with potentially longer sit times and shorter layovers
- **Fewer IPD trips and fewer positions on each IPD trip**
 - As we announced earlier this month, we'll reduce most widebody international crew complements to FAA minimum + one
 - Transcons on the A321T will be operated with five flight attendants instead of six

- International flying will be down significantly through at least end of 2021
- **Displacements are possible as we right-size each base to operate more efficiently and in line with the airline schedule**
 - Currently, we're overstaffed in bases like Miami, Los Angeles and Phoenix – meaning we have to build less than optimal trips, which is costly.
- **The 40-hour monthly minimum stays in place**
 - This is not only a contractual requirement but also affects how our bidding and trading systems work.
 - With fewer monthly leaves offered, you should expect to fly each month.
- **Masks are mandatory – without exception**
 - They will be part of our future for a while and you'll be expected to wear one when you come to work

We have some unique offerings that are on the table when it comes to alternatives to flying. That's why I wanted to paint a realistic picture of what life will be like beginning this fall. I know many of you have already decided that you are in this for the long-term because you still love this great profession and/or you need the financial stability this job provides. We are truly thrilled that you are staying part of the team, knowing what is ahead. With this decision, you're re-committing yourself to rebuilding our airline and everything the flight attendant job will entail moving forward.

This is an important decision for each of you and one I know many of you are wrestling with. For those who are still contemplating their future, we hope that our continued information about the voluntary programs and what to expect with your schedule is helpful. American is and will continue to be a great place to work, and I'm confident the steps we're taking now will position us for long-term survival.

VEOP and EVLOA deadline is July 31 at 2359 CT.

[Click here to view ballots and more information.](#)

We're constantly updating a list of frequently asked questions on the [Flight Service website](#).

- Have questions about the VEOP? [Click here](#).
 - Have questions about the Retiree Health Reimbursement Arrangement (RHRA)? [Click here](#).
 - Have questions about COBRA? [Click here](#).
- Have questions about the EVLOA? This includes recently updated FAQs about CQ [Click here](#).
- Have questions about what happens if you are furloughed? [Click here](#).

If your question isn't answered in the FAQs or online information, please email FA.Questions@aa.com.

Helpful phone numbers:

Benefits Service Center: 888-860-6178

- *Can answer questions about health/dental/vision and benefits, active vs. COBRA rates, FSA, HSA and RHRA*

Pension Service Center: 800-447-2000

- *For questions about pension benefits.*

Fidelity: 800-354-3412

- *For questions about 401K and investments*

[Learn more about the Retiree Health Reimbursement Arrangement \(RHRA\) on *Tell Me Why*](#)

In the latest episode of “*Tell Me Why*”, Managing Director of Benefits Pankaj Kadam provides more information about the RHRA. [Click here to watch](#).

Upcoming Virtual Town Halls:

We will be hosting additional town halls next week, including one specifically to answer retirement questions. See the schedule below.

General Questions

July 27 at 1030 CT

July 28 at 1030 CT

July 30 at 1400 CT

Retirement Questions

July 28 at 1400 CT

Watch your CCI messages or view the Flight Service website for more information on how to join the meetings.

Your questions, our answers

1. When will my vacation be paid out on an PVLOA vs. EVLOA?

If you are on a PVLOA, your vacation not used during the PVLOA footprint will be paid out in February 2021. If you take an EVLOA, your scheduled vacation during your EVLOA footprint will be carried forward for use upon your return to active status. You will be able to participate in the annual vacation bid. Days accrued for the annual bid process will be eligible for bidding in Round 1 and days carried forward will be eligible for Round 2 of the annual vacation bid process. You will want to participate in the annual process to have days scheduled if your EVLOA extends through the entire vacation year. This will help ensure you have vacation scheduled in the event you are returned to active status prior to the EVLOA expiration date.

2. Rumor control: Can people who are senior get pulled on to straight reserve?

No. Per the contract, only flight attendants in their first year of flying serve straight reserve. That's not changing. However, we expect around 80% of flight attendants will serve in the reserve rotation. That means most flight attendants are likely be on reserve three times per year. (One on, three off rotation.).

3. If I am on an EVLOA, do I need to attend training? What happens when I go QI?

You will not be required to attend training while on an EVLOA. If you'd like to attend training during the extended leave, you will have that option. If you go QI while on leave, you're benefits won't be impacted and you'll still be able to ride on the jumpseat. See chart below. Our expectation is that you will be current and ready to fly when your EVLOA ends.

If you are on a PVLOA that ends soon and plan to fly in September, your training must be current. If you do not wish to attend training, we recommend you apply for a PVLOA for this month.

What happens if I go QI?

I haven't been to training in ≤ 13 months	Standard CQ
I haven't been to training in > 13 – 36 months	CQ, "While you were away" WBT, any missed drills and any other required training
I haven't been to training in > 36 – 60 months	Attend 3 weeks Leave of Absence Requalification Program (LOARP)

I haven't been to training in > 60 months	Attend 6 weeks of Extended LOARP (ELOARP) or initial flight attendant training (depending on programs being offered)
What happens if I go QI between the award of the EVLOA or VEOP and I'm not on a PVLOA/VLOA?	You must maintain your qualifications and be available to fly until you start your EVLOA or VEOP
If I was active on 15JUL and go QI prior to awards, can I still be awarded the EVLOA?	You will be awarded; however, you must attend training and be available to fly until the start of your EVLOA or VEOP. Failure to get requalified by the start of your EVLOA can result in progression through the performance policy.

4. What expenses are eligible for the RHRA?

Most medical, prescription, dental and vision expenses and even health care insurance premiums are eligible for reimbursement. This means you can submit claims for reimbursement of medical insurance premiums you have paid, including those for Medicare Part B and Part D, as well as COBRA premiums.

What expenses aren't eligible?

- Pre-tax health premiums (e.g., coverage with another employer).
- Other insurance premiums (e.g., life insurance, disability, auto, short- or long-term disability).
- Health club and social activity fees and memberships.
- Long-term care facility fees (long-term care *insurance premiums* are eligible).
- Vacation and travel for health reasons.
- Certain health care items and services, such as cosmetic procedures, personal use toiletries, cosmetics, vitamins and nutrition supplements.

A complete list of eligible expenses can be found at the American Airlines Benefits Service Center under Learn About > Eligible Expenses.

Updated seniority list is now available on the Flight Service website

For the updated APFA-represented flight attendant seniority list, visit the Flight Service website. Click on the "[Crew Resources](#)" section and select "Seniority List – 7/23/20". This list has been updated to remove flight attendants who took previous early out packages.

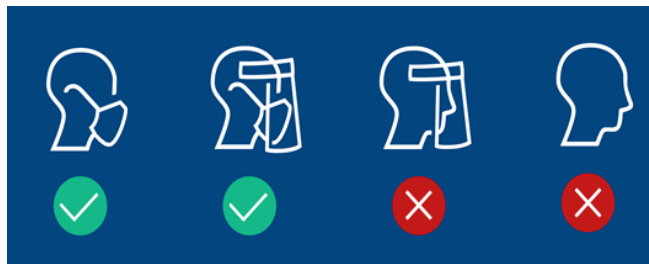
The screenshot shows the American Airlines Crew Resources website. On the left is a navigation menu with 'Crew Resources' circled in red. The main content area has a header with the American Airlines logo and a welcome message. Below the header are tabs for 'Allocations', 'Manning', 'Planning', and 'Scheduling'. A 'Seniority' dropdown menu is open, with 'Seniority List - 7/23/20' circled in red. Below the tabs are links for 'Meet a Scheduler'.

Why is my seniority number different than the number I currently see using Hi8 on FOS/DECS or on the Flight Service homepage?

Since some flight attendants who took previous VEOPs are still on payroll, they still appear in the seniority list in FOS/DECS, however they can't return to active status and are still in the system seniority list for pay purposes only. Your Flight Service website homepage pulls information from FOS/DECS. The new list on the Crew Resources page has been adjusted to remove flight attendants who took early outs. And the list posted on July 23 will give you your true seniority number.

Strengthening our face covering policy for crew members and customers

Starting July 29, customers will be required to wear face coverings throughout their journey, from the time they enter the departure airport to when they leave the airport at their destination. Face coverings will also be required of all flight attendants. If you previously received an accommodation due to a medical exemption, you'll be contacted by our ADA team to review your options. Flight attendants are also now permitted to wear face shields, in addition to face coverings. The face shields must be worn along with a face mask. View the story on [Jetnet](#), or [click here to view](#) the communication sent to flight attendants earlier this week.



Relationships matter

There's a saying: they may forget what you said, but they will never forget how you made them feel. CLT flight attendant Karen Trilli made a huge impression on a customer.

I want to take the time to acknowledge Karen, the Flight Attendant on my CLT-FLL flight. She was really attentive, even going so far as to write a really nice note welcoming me back to flying. Last year I made Executive Platinum with all the flights I completed for work. However, this year consulting (and business travel) has stopped with COVID impacts. I thought it was so special for her to take the time to write such a nice note, and I left the flight feeling so honored that she appreciated the circumstances enough to take a few moments to make me feel special. American

Airlines should know when there is an employee who is going above and beyond for passengers. That truly makes the experience feel like a relationship. Relationships can be won or lost with even the smallest acts, and Karen is winning those relationships for American Airlines.

Way to go Karen! It's these relationships that will get more customers back on our flights.

Thanks for checking in!

A handwritten signature in cursive script that reads "Jill".

Jill Surdek
Senior Vice President, Flight Service



**U.S. Department
of Transportation
Federal Aviation
Administration**

SAFO

Safety Alert for Operators

SAFO 20009
DATE: 9/29/20

Flight Standards Service
Washington, DC

http://www.faa.gov/other_visit/aviation_industry/airline_operators/airline_safety/safo

A SAFO contains important safety information and may include recommended action. Besides the specific action recommended in a SAFO, an alternative action may be as effective in addressing the safety issue named in the SAFO. The contents of this document do not have the force and effect of law and are not meant to bind the public in any way. This document is intended only to provide clarity to the public regarding existing requirements under the law or agency policies.

Subject: COVID-19: Updated Interim Occupational Health and Safety Guidance for Air Carriers and Crews.

Purpose: This SAFO cancels and replaces SAFO 20003 and provides updated interim occupational health and safety guidance by the Centers for Disease Control and Prevention (CDC) and the Federal Aviation Administration (FAA) for air carriers and crewmembers regarding Coronavirus Disease 2019 (COVID-19). The CDC and FAA are providing this additional occupational health and safety guidance for air carriers and their crews to reduce crewmembers' risk of exposure to COVID-19 and decrease the risk of transmission of COVID-19 on board aircraft and through air travel.

Background: SARS-CoV-2, the virus that causes COVID-19, has spread throughout the world and to all States and territories of the United States (U.S.). Air carriers and crews conducting flight operations having a nexus to the United States, including both U.S. and foreign air carriers, should follow CDC's occupational health and safety guidance as outlined in the Appendix below.

Discussion: On January 30, 2020, the World Health Organization (WHO) declared that the outbreak of COVID-19 constitutes a Public Health Emergency of International Concern (PHEIC). On January 31, 2020, the Secretary of Health and Human Services declared COVID-19 to be a public health emergency in the United States under section 319 of the Public Health Service Act. On March 11, 2020, WHO characterized the outbreak of COVID-19 as a pandemic. On March 13, 2020, the President declared a national emergency concerning the COVID-19 outbreak. Subsequently, on March 27, 2020, CDC posted a global pandemic travel health notice, advising against all nonessential international travel.

Because air travel remains essential, including transportation of personnel and supplies necessary to support COVID-19 response and recovery efforts, it is critical to protect the health and safety of crews while ensuring that essential flight operations can continue. The FAA and CDC recommend that air carriers and crewmembers take precautions to avoid exposure of crewmembers to SARS-CoV-2 and to ensure crewmembers do not work while symptomatic with fever, cough, or shortness of breath, or [other symptoms of COVID-19](#), or after having tested positive for SARS-CoV-2. They may return to work only

after they are no longer considered infectious according to CDC's criteria for [Discontinuation of Isolation for Persons with COVID-19 Not in Healthcare Settings](#).

The FAA and CDC also recommend that crewmembers with known exposure to COVID-19, or persons with SARS-CoV-2, not work until 14 days after the last potential exposure. The CDC has issued guidance for exposed workers in critical infrastructure who might need to return to work before 14 days have passed: [Implementing Safety Practices for Critical Infrastructure Workers Who May Have Had Exposure to a Person with Suspected or Confirmed COVID-19](#). While air travel is a vital economic activity, CDC does not recommend allowing crewmembers with known exposures to continue to work, even if asymptomatic, because of the inability of crewmembers to remove themselves from the workplace if they develop symptoms during a flight and the challenges involved in effectively isolating a symptomatic person on board an aircraft.

Further, to slow the spread of the virus, the CDC recommends the [use of masks](#) while in public places and when social distancing is not practicable. Wearing masks helps people, who may have COVID-19 and not know it, avoid transmitting the virus to others. When considering this CDC guidance, air carriers and crewmembers should be mindful of the regulations regarding the use of oxygen masks where the operation requires an oxygen mask to be rapidly placed on the face, properly secured, sealed, and supplying oxygen upon demand.¹ Air carriers should complete a safety risk assessment and provide guidance to their crewmembers on procedures for the use of masks as they may affect the donning of oxygen masks.

Recommended Action: The FAA and CDC recommend and expect that all U.S.-based air carriers and crewmembers, all non-U.S.-based air carriers operating flights with a U.S. nexus, and all non-U.S.-based crewmembers on flights with a U.S. nexus implement and use their company-developed COVID-19 preparedness plans and procedures in conjunction with the FAA and CDC occupational health and safety guidance in the attached appendix regarding practices for limiting the spread of COVID-19. The FAA and CDC will update or supplement this SAFO as more information becomes available. Air carriers and crewmembers should also review and incorporate into their COVID-19 preparedness plans and procedures, the CDC guidance, "Updated Interim Guidance for Airlines and Airline Crew: Coronavirus Disease 2019 (COVID-19)" on the CDC website at:

<https://www.cdc.gov/quarantine/air/managing-sick-travelers/ncov-airlines.html>

CDC has additionally provided fact sheets for the transportation industry, available at:

<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html>

Contact: Questions or comments regarding this SAFO should be directed to the Air Transportation Division, AFS-200, at 202-267-8166. Questions or comments pertaining to the Appendix below should be directed to the CDC Emergency Operations Center at 770-488-7100.

¹ See e.g., 14 C.F.R. § 121.133.

APPENDIX

COVID-19: Updated Interim Occupational Health and Safety Guidance for Air Carriers and Crews from the Federal Aviation Administration and the Centers for Disease Control and Prevention

Guidance for U.S.-based Air Crews and Air Crews Based in Other Countries while Located in the United States

Health Monitoring

- Crewmembers should monitor themselves for fever (feeling feverish or a measured temperature of 100.4°F [38°C] or higher), cough, or shortness of breath, [or other symptoms of COVID-19](#):
 - Crewmembers should take their temperature any time they feel sick.
- Crewmembers should stay home or in their hotel room, notify their employer's occupational health program, and not report to work if they meet *any* of the following conditions:
 - Develop fever, cough, shortness of breath, or other [symptoms of COVID-19](#), even if mild;
 - Test positive for SARS-CoV-2, even if no symptoms are present; or
 - Are exposed, as defined below, to a sick person with [symptoms of COVID-19](#), even if the person has not been tested for SARS-CoV-2.
- Exposures of concern include:
 - A sick household member or intimate partner;
 - Taking care of a sick person without using personal protective equipment (PPE); or
 - Being within 6 feet (2 meters) of a sick person (including co-workers and passengers) for a prolonged period of time (i.e., 15 minutes or longer).

NOTE: Data are insufficient to precisely define the duration of time that constitutes a prolonged exposure. Brief interactions are less likely to result in transmission; however, it is important to consider the person's symptoms and the type of interaction (e.g., whether the sick person coughed or sneezed directly into the face of the exposed person).
- Crewmembers who are symptomatic, test positive for COVID-19, or have been exposed to a person with COVID-19, should not return to work until cleared to do so by their employer's occupational health program.
- If a crewmember develops symptoms during a flight, the crewmember should stop working as soon as practicable, put on a surgical mask or a cloth mask, notify the Lead Flight Attendant or Purser, and maintain a distance of (6 feet [2 meters]) from others to the extent possible.

Health Protection

To protect their health and the health of others, including co-workers and passengers, crewmembers should:

- Maintain a distance of 6 feet (2 meters) from others to the extent possible, including:
 - While working on aircraft, e.g., while seated in jump seats during take-off or landing or working in galley areas, etc. Certain FAA regulations may be implicated in implementing

this guidance (e.g., 14 C.F.R. § 121.391(d)); crewmembers may wish to verify that the air carrier has sought relief.²

- During ground transport.
- While in public places.
- Stay in their hotel rooms to the extent possible during layovers.
 - Limit activities in public to essential errands, such as getting food, and to the extent possible, eat in their hotel rooms.
 - Follow any additional recommendations or requirements of state or local authorities. In the United States see:
<https://www.cdc.gov/publichealthgateway/healthdirectories/healthdepartments.html>
- Wash their hands frequently with soap and water, for at least 20 seconds, or use an alcohol-based hand sanitizer with at least 60% alcohol, particularly after assisting sick travelers or touching body fluids or surfaces likely to be contaminated with body fluids; after coughing, sneezing, or blowing their nose; after using the restroom; before eating; and before preparing or serving food or beverages; and after removing any PPE, including gloves.
- Avoid touching their eyes, nose, or mouth with unwashed hands.
- Wear a mask while around other people, especially in situations where they cannot maintain the recommended physical distance from others.³
 - Cloth masks should not replace the use of surgical masks or other PPE provided in the [Universal Precaution Kit \(UPK\)](#) when [interacting with a sick traveler on board an aircraft](#).
- Avoid contact with people having cough, fever or shortness of breath or otherwise suspected of having COVID-19.
- Before each flight, inspect and confirm the condition and contents of the UPK(s). Follow existing air carrier policy and procedures regarding use of the PPE available in the kits if needed to provide care to a sick traveler on board.
- Follow guidance for COVID-19 precautions of the State and local health authorities in the area where they are located.

Crewmembers should be aware that their employer's occupational health and safety program may include policy and procedures that exceed these recommendations. Air crews based in other countries should also follow guidance from the relevant foreign public health and civil aviation authorities.

² FAA Exemption No. 18522 (and subsequent extensions of that exemption) allows flight attendants to relocate from the seats they would normally occupy so they can observe social distancing. It also excuses them from having to demonstrate the use of certain emergency equipment including life preservers and oxygen masks, allowing for alternative methods to inform passengers regarding the use of such equipment. Individual carriers must submit a Letter of Intent and be granted authorization by the FAA in order to exercise the relief in the exemption until the exemption or any extensions of such exemption expires.

³ Wearing masks helps people who may have COVID-19 and not know it from transmitting the virus to others. When considering this guidance, air carriers and crewmembers should be mindful of the regulations regarding the use of oxygen masks where the operation requires an oxygen mask to be rapidly placed on the face, properly secured, sealed, and supplying oxygen upon demand. Air carriers should complete a safety risk assessment and provide guidance to their crewmembers on procedures for the use of masks as they may affect the donning of oxygen masks.

Guidance for U.S. Air Carriers and Foreign Air Carriers Operating in the United States⁴

Health Monitoring

Air carriers' occupational health and safety programs and COVID-19 preparedness plans should include provisions for:

- How to remain in contact with all crewmembers to ensure they continue to monitor their health, avoid risk factors that could increase risks for exposures to SARS-CoV-2, and do not report to work while symptomatic.
- Educating crewmembers on what to do if they or their close contacts become sick with [symptoms of COVID-19](#).
- To the extent feasible, screening air crews for symptoms of COVID-19 at the start of their duty day using a combination of visual observation for signs of illness; temperature checks; and asking about fever, cough, or shortness of breath or other [symptoms of COVID-19](#) in the previous 48 hours.
- Ensuring crewmembers who are symptomatic or known to have COVID-19 have met [CDC's criteria for discontinuation of isolation](#), and crew members with known exposure to a person with COVID-19 have completed 14 days since their last exposure, before they are allowed to return to work. CDC is available for consultation upon request.⁵

Crewmembers should be excluded from work if they:

- Have fever (defined as feeling feverish or a measured temperature of 100.4°F [38°C] or higher), cough, or shortness of breath, or other [symptoms of COVID-19](#) or test positive for SARS-CoV-2 regardless of symptoms.
 - Crewmembers should remain excluded until they meet [CDC's criteria for discontinuing isolation](#).
- Were exposed to a person likely to have or confirmed to have COVID-19 (see exposures of concern in Guidance for Air Crews above).
 - Exposed crewmembers should remain excluded from work until 14 days have passed after the last potential exposure.

Minimize Crewmember Exposures

To minimize crewmember exposures, air carriers should:

- Arrange for private ground transport to move crews to hotels, or to the parking lot at their home base, that allows crews to maintain the recommended 6-foot (2-meter) distance from others.
- Arrange to house flight crews in hotels that are in close proximity to the airport. Ensure that the hotel rooms are sanitized in advance of the crews' arrival.
- Provide sufficient quantities of alcohol-based hand sanitizer containing at least 60% alcohol to crewmembers for their personal use.

⁴ For foreign air carriers, recommendations apply to flights with a U.S. nexus and air crews working on flights with a U.S. nexus or on layovers in the United States.

⁵ Air carriers can contact CDC by calling the [CDC quarantine station](#) of jurisdiction or by calling the CDC Emergency Operations Center at 770-488-7100. CDC can assist in contacting state or local health departments or foreign public health authorities, if needed.

- Provide sufficient quantities of cleaning and disinfectant products (e.g., disinfectant wipes) that are [effective against COVID-19](#) and compatible with aircraft for crewmembers to use on surfaces they touch frequently in the galley, in the passenger cabin, and on the flight deck.
- Increase the frequency of routine cleaning of the aircraft to focus on the most frequently touched surfaces per CDC's [Interim Guidance for Airline and Aircrew](#).
- After each flight, clean and disinfect surfaces in the galley, passenger cabin, and areas that are frequently touched by crewmembers, such as buttons and dials that control cabin lighting and temperature, safety demonstration equipment, phone handsets, and touchscreens. Use products that are [effective against COVID-19](#), compatible with aircraft, and approved by the aircraft manufacturer for use on board the aircraft.
- After each cockpit crew change, clean and disinfect surfaces in the flight deck that are frequently touched and utilized by cockpit crew members, such as yoke, throttles, auto pilots, radios, etc. Use products that are [effective against COVID-19](#), compatible with aircraft, and approved by the aircraft manufacturer for use on board the aircraft.
- Increase the frequency of routine cleaning of flight simulators and training devices, training aids, and other training equipment that crew are likely to use or touch during training. Use products that are effective against COVID-19, compatible with the simulator, training devices, training aids and other equipment, and approved by the appropriate manufacturer.
- Provide sufficient personal protective equipment (PPE), (e.g., gloves, face shield, surgical masks, etc.) on board aircraft for crewmember use when interacting with an ill traveler and ensure availability of masks to place on symptomatic travelers. Before each flight, ensure the UPK(s) are inspected for proper condition and contents, have adequate supplies, and are properly stored.
- Ensure crewmembers are trained in the correct use of PPE, including correct procedures for donning (putting on) and doffing (taking off).
- Consider providing masks to crewmembers for routine use when on duty if wearing a mask does not interfere with required PPE or job tasks.
- Establish procedures for managing crewmembers who develop symptoms of COVID-19 during flight.
 - Relieve crewmember from duty if it does not endanger the safe operation of the aircraft.
 - Isolate sick crewmembers from other co-workers and passengers by a distance of at least 6 feet (2 meters) as much as possible during flight and have the sick crewmember don a surgical mask or cloth mask if tolerable.
- Consistent with 14 CFR § 382.23, airlines may refuse transportation to a passenger because of a communicable disease if the passenger's condition poses a direct threat to the health or safety of others.

Notifications

Air carriers should notify:

- Local health authorities (for the crewmember's place of residence) if they are notified by a foreign health authority that a U.S.-based crewmember tested positive for SARS-CoV-2.
- CDC if:

- A COVID-19-positive crewmember worked on a flight to or within the United States⁶ while possibly infectious.
- A crewmember with COVID-19 needs to be repatriated (either back to the United States or from the United States to another country), or relocated from one U.S. State or territory to another before CDC's criteria for discontinuing isolation are met; or
- A crewmember with known exposure to COVID-19 needs to be repatriated (either back to the United States or from the United States to another country), or relocated from one U.S. State or territory to another before 14 days have passed since the last potential exposure.
- Crewmembers who may have been exposed to an infected co-worker or passenger with COVID-19.
 - See [Public Health Guidance for Community-Related Exposure](#) for definitions and management of contacts of people with COVID-19.

Response Plans

Air carriers should have plans for:

- Managing a crewmember who is identified as symptomatic or positive for COVID-19 while on duty.
 - Whenever possible, air carriers should avoid having crewmembers working on flights while a test for SARS-CoV-2 is pending.
- How to house crewmembers or move them safely to their residence if they are discovered to be positive for SARS-CoV-2 or exposed to COVID-19 while on duty.
 - Housing an infected or exposed crewmember (other than at crewmember's residence) should be coordinated with the State and local health department of jurisdiction for where crewmember is located.
 - Relocating a SARS-CoV-2-positive or exposed crewmember to or within the United States should occur by approved medical transport (if known or believed to be infected), private charter, medical transport, or private vehicle, and should be coordinated with CDC and the State and local health departments at origin (if within the United States) and destination.
 - Transporting a SARS-CoV-2-positive or exposed crewmember based in another country back to their home country should occur by approved private charter, medical transport, or private vehicle (if transport occurs via land border), and should be coordinated with CDC and relevant public health authorities at origin and destination.

Air carrier occupational health and safety programs may choose to exceed these recommendations based on their own policies. Air carriers based in other countries should also follow guidance from the relevant foreign public health and civil aviation authorities.

⁶ For international flights outbound from the United States, public health authorities at destination should be notified.

American reports third-quarter 2020 financial results

In a letter to team members on **Oct. 22**, CEO **Doug Parker** and President **Robert Isom** announced our third-quarter 2020 financial results.

Dear fellow team members,

This morning, we reported our **third-quarter 2020 financial results**. American posted a net loss of \$2.8 billion excluding net special items due to the ongoing COVID-19 pandemic, which continues to impact demand and triggered a 73% decline in revenue year over year. While this is a modest improvement from last quarter, we still have a long road ahead.

The past few months have been among the most difficult we've ever faced as a team. The expiration of the Payroll Support Program dealt a blow to the industry and to our airline as we prepared for Oct. 1. On behalf of the leadership team, we want to thank you for the tremendous professionalism you have shown during some of our darkest hours, even as some of our colleagues have lost their livelihoods. We are truly thankful for the women and men of our airline family, who continue to amaze us with their grace and ability to rise.

We continue to fight aggressively in Washington, D.C., to bring back our furloughed team members as soon as possible. While that work continues, our response to the crisis remains the same: care for our team, customers and communities; reduce costs; and improve liquidity.

Caring for team members, customers and communities

We're creating the best possible experience for our customers as they return to flying. We have eliminated change fees for most of the flying we're doing today and have offered customers the ability to stand by on the same day at no charge, all to give more flexibility as people make their plans.

Safety continues to be our top priority and in the third quarter we introduced SurfaceWise®2, the only EPA-approved long-lasting product to help fight the spread of COVID-19, as part of our Clean Commitment. To make travel easier, we announced a preflight COVID-19 testing program for customers visiting Hawaii, Costa Rica, Jamaica and the Bahamas, and plan to expand it soon across the Caribbean. Our Admirals Club lounges are now open in 17 cities with enhanced cleaning and safety protocols.

Reducing costs and improving liquidity

We continue to take aggressive action to reduce costs and preserve cash. We have removed approximately \$17 billion from our operating and capital budgets this year, primarily through reduced flying and making significant changes to our fleet.

Additionally, we recently finalized a loan agreement with the U.S. Department of the Treasury for \$7.5 billion through the CARES Act loan program. This gives us more than double the amount of liquidity we had at the start of the year. These funds will be critical as we continue to fight for the future of our company.

During the third quarter, despite the limited demand, one in every three passengers flying within the U.S. chose American Airlines. This is a testament to the extremely high level of service and care you all provide each day, even in the face of unheard-of challenges. Our country, industry and, indeed, American Airlines, are in a position we could not have forecasted. Still, your strength is inspiring. We couldn't be prouder to be on your team.

Thank you for everything you do.

A handwritten signature in black ink, appearing to read "Doug Parker". The signature is fluid and cursive, with a large initial "D" and a long horizontal stroke at the end.

Updated schedule changes in response to customer demand related to COVID-19

6 minute read

Created by Nichelle Barrett on Mar 20, 2020 4:39 PM

As schedules are rapidly changing, use this chart as a resource to stay up-to-date as we continue to evaluate our network based on demand and country-imposed travel guidelines. We will make any updates as we receive new travel alerts.

Last update: Oct. 26, 2020

Asia Pacific schedules

Origin	Destination	Schedule Change	Expected Resumption of Service
DFW	Auckland (AKL)	Delayed Inaugural	Winter 2021
DFW	Hong Kong (HKG)	Suspension	Jan. 4, 2021
DFW	Tokyo-Haneda (HND)	Delayed Inaugural	March 2021
DFW	Seoul (ICN)	Suspension	July 7, 2020; when service returns, downgauged from a 787-9 to a 787-8
DFW	Tokyo-Narita (NRT)	Downgauge	When service returns, it will be downgauged from a 777-200 and 787-9 mix to a 787-8 beginning May 7
DFW	Beijing (PEK)	Suspension	Summer 2021
DFW	Shanghai (PVG)	Suspension	Nov. 4, 2020
LAX	AKL	Suspension	Winter 2021
LAX	Christchurch (CHC)	Delayed Inaugural	Winter 2021
LAX	HKG	Cancellation	We will no longer operate this route
LAX	HND	Suspension	March 2021
LAX	NRT	Cancellation	Service will not resume; the second LAX-HND flight will replace LAX-NRT
LAX	PEK	Cancellation	We will no longer operate this route
LAX	PVG	Cancellation	We will no longer operate this route
LAX	Sydney (SYD)	Suspension	Nov. 10, 2020
SEA	PVG	New Route	March 28, 2021

Europe schedules

Origin	Destination	Schedule Change	Expected Resumption of Service
BOS	London (LHR)	Delayed Inaugural	March 2021
CLT	Barcelona (BCN)	Cancellation	We will no longer operate this route
CLT	Paris (CDG)	Cancellation	We will no longer operate this route
CLT	Dublin (DUB)	Suspension	This route will not operate summer 2020
CLT	Rome (FCO)	Cancellation	We will no longer operate this route
CLT	Frankfurt (FRA)	Suspension	Summer 2021
CLT	LHR	Suspension	Nov. 4, 2020
CLT	Madrid (MAD)	Suspension	This route will not operate summer 2020
CLT	Munich (MUC)	Suspension	March 2021
DFW	Amsterdam (AMS)	Suspension	June 4, 2020
DFW	CDG	Suspension	Suspension from Dec. 2 - Jan. 5, 2021
DFW	DUB	Suspension	Last departure from DFW Oct. 31
DFW	FCO	Suspension	Summer 2021
DFW	FRA	Suspension	June 4, 2020
DFW	LHR	Decrease	Operating one flight per day
DFW	Madrid (MAD)	Suspension	Suspension from Dec. 2 - Jan. 5, 2021
DFW	MUC	Cancellation	We will no longer operate this route
JFK	BCN	Suspension	Summer 2021
JFK	CDG	Suspension	March 2021
JFK	FCO	Suspension	This route will not operate summer 2020
JFK	LHR	Suspension	June 7, 2020
JFK	MAD	Suspension	Summer 2021
JFK	Milan (MXP)	Suspension	Summer 2021
LAX	LHR	Suspension	March 2021
MIA	BCN	Suspension	March 2021

MIA	CDG	Suspension	Summer 2021
MIA	LHR	Decrease	Operating one flight per day until winter 2020
MIA	MAD	Suspension	Summer 2021
MIA	MXP	Cancellation	We will no longer operate this route
ORD	Athens (ATH)	Seasonal Delay	Summer 2021
ORD	BCN	Seasonal Delay	Summer 2021
ORD	BUD	Cancellation	We no longer plan to launch this route
ORD	CDG	Suspension	Summer 2021
ORD	DUB	Seasonal Delay	Summer 2021
ORD	FCO	Suspension	This route will not operate summer 2020
ORD	KRK	Cancellation	We no longer plan to launch this route
ORD	LHR	Suspension	June 4, 2020
ORD	Prague (PRG)	Cancellation	We no longer plan to launch this route
ORD	Venice (VCE)	Cancellation	We will no longer operate this route
PHL	Amsterdam (AMS)	Suspension	March 2021
PHL	ATH	Suspension	This route will not operate summer 2020
PHL	BCN	Suspension	This route will not operate summer 2020
PHL	BUD	Cancellation	We will no longer operate this route
PHL	Berlin (TXL)	Cancellation	We will no longer operate this route
PHL	Dublin (DUB)	Suspension	March 2021
PHL	Casablanca (CMN)	Cancellation	We no longer plan to launch this route
PHL	CDG	Suspension	Summer 2021
PHL	Dubrovnik (DBV)	Cancellation	We will no longer operate this route
PHL	Edinburgh (EDI)	Suspension	This route will not operate summer 2020
PHL	FCO	Suspension	Summer 2021
PHL	Reykjavik (KEF)	Suspension	This route will not operate summer 2020
PHL	LHR	Suspension	March 2021
PHL	Lisbon (LIS)	Suspension	This route will not operate summer 2020
PHL	MAD	Suspension	March 2021
PHL	Manchester (MAN)	Suspension	Summer 2021
PHL	PRG	Suspension	This route will not operate summer 2020
PHL	Shannon (SNN)	Suspension	This route will not operate summer 2020
PHL	VCE	Suspension	This route will not operate summer 2020
PHL	Zurich (ZRH)	Suspension	Summer 2021
PHX	LHR	Suspension	March 2021
RDU	LHR	Suspension	March 2021

Note: Seattle (SEA) to Bangalore (BLR) will launch winter 2021 and SEA to LHR will launch summer 2021.

Latin America and Caribbean schedules

Long-haul Latin America Schedules

Origin	Destination	Schedule Change
DFW	Buenos Aires (EZE)	Service resumes winter 2020
DFW	São Paulo (GRU)	Service resumes winter 2020
DFW	Lima (LIM)	service resumes Dec. 17
DFW	Santiago (SCL)	Service resumes summer 2021
JFK	EZE	Service resumes Jan. 5
JFK	Rio de Janeiro (GIG)	Service resumes winter 2021
JFK	GRU	Service resumes Jan. 5
LAX	EZE	We will no longer operate this route
LAX	GRU	We will no longer operate this route
MIA	Brasilia (BSB)	We will no longer operate this route
MIA	EZE	Service resumes Sept. 9, 2020
MIA	GIG	Service resumes Dec. 17
MIA	GRU	Service resumes Aug. 6
MIA	SCL	Service resumes Aug. 5

QIK Reference charts for VEOPs and PVLOAs

	Special VEOP on payroll	Special VEOP with lump sum
Separation Timing	12 months after start of VEOP effective date	Immediately upon VEOP effective date
Pay	Approx. 50% of one year of base wages, not including premium pay, overtime, shift differentials, etc.	Approx. 50% of one year of base wages, not including premium pay, overtime, shift differentials, etc.
Payment Timing	Spread over 12 months, on team member's regular pay schedule	One lump sum to be paid next year, no later than March 15, 2021
Continued 401(k) Contributions/Company Match	Yes. Continued company contributions/match for 12 months while team member is on active payroll	No. All company contributions/matches stop at separation
Travel Privileges	First 12 months: Active non-rev travel privileges After 12 months (upon separation): Retiree travel privileges if eligible per 65-point plan	Retiree travel privileges if eligible per 65-point plan
Medical Coverage	First 12 months: Active coverage and rates, same as today After 12 months (upon separation): Active rates and coverage administered through COBRA for 18 months	30 months of active coverage and rates, administered through COBRA
Ability to Start Pension	First 12 months: No After 12 months (upon separation): Yes, if eligible per plan guidelines	Yes, if eligible per plan guidelines
Ability to Access 401(k)	No change unless eligible for CARES Act withdrawal or loan	No change unless eligible for CARES Act withdrawal. Not eligible for loan due to separation

Voluntary Leave of Absence (PAID)

While you are on a Paid Voluntary Leave of Absence (3, 6, 9 or 12 months), do/can you...	
Pay the same for medical coverage as you do today	Yes, premiums will be deducted from your paycheck. You will be direct billed if your paycheck does not cover the benefit premiums.
Pay Union Dues	Yes
Pay Garnishments	Yes
Make contributions to your 401(k) and receive a company match/contributions as you do today	Yes
Make 401(k) Loan Payments	Yes, loan payments continue
Draw on your LUS (PBG) Pension	As determined by the PBGC
Draw on your AA Pension	No
Draw on your 401(k)	No change unless eligible for CARES Act withdrawal or loan
Travel as an active employee	Yes, you have active travel privileges
Receive a Sick Bank Payout	Per your CBA or MSS Policy
Receive a Vacation Payout	Per your LOA or MSS Policy
Accrue Sick and Vacation	Yes, at 100%
Accrue Seniority	Yes

Please continue to scroll-down for more frequently asked questions (FAQs).

Topic	Question	Date Updated
Employment	<p>Can I apply for unemployment benefits if I take VEOP/PVLOA?</p> <p>We wish we had a clear answer, but unfortunately, eligibility for unemployment benefits varies from state to state, so we can't provide guidance about whether you would be eligible. We will, however, not contest claims for unemployment filed under this program, and will provide a letter that explains the background for the special leave of absence program, which you may provide to the state agency if you apply. It will say:</p> <p><i>"This confirms your participation in American Airline's current Voluntary Leave of Absence Program (LOA Program). As previously communicated, American implemented the VLOA Program because of the unprecedented impact the COVID-19 pandemic has had on the demand for air travel. This demand decrease has resulted in significant schedule reductions, which began in March and will continue into the summer. Your participation in this VLOA Program will assist American in addressing significant financial challenges and potentially avoid more dramatic cost-savings measures. As such, for purposes of unemployment benefit eligibility, American views your voluntary participation in the VLOA Program because of the COVID-19 pandemic and the effect on the Company's business as constituting good cause connected with the work for taking temporary leave from American.</i></p> <p><i>Thank you for playing a key part in American's efforts during this challenging time."</i></p>	02Apr
Employment	<p>Can I work for another employer during my PVLOA? Yes.</p>	30Mar
Exit date for VEOP	<p>If I take the VEOP, what will my exit date be?</p> <p>If you elect the regular VEOP and remain on payroll and are eligible, you'll enter VEOP status May 1, 2020 and will remain on payroll for 12 months. During this time, you'll be compensated 38:00 hours per month (no premiums). One year after the VEOP will be your "exit date" – at which point you'll be separated from the company and may, if eligible, retire and commence your pension.</p> <p>If you elect for the VEOP with lump sum, your separation date would be May 1, 2020. Since you would not be on payroll, this would allow eligible team members to begin collecting their pensions.</p>	02Apr

General	<p>What order will VEOPs and PVLOAs be awarded? VEOP requests will be awarded in seniority order by crew base followed by;</p> <ol style="list-style-type: none"> 1. 12-month PVLOA requests followed by; 2. 9-month PVLOA requests followed by; 3. 6-month PVLOA requests followed by; 4. 3-month PVLOA request 	30Mar
General	<p>How will I be compensated if I take the regular VEOP? You will receive 38 hours of pay per month at your contractual rate. These hours will be divided and paid out on the contractual pay dates.</p>	02Apr
General	<p>How will I be compensated if I take the lump sum VEOP? If you take the VEOP with a lump sum, you will receive 456 hours at your contractual rate (12 months of pay at 38 hours) no later than March 15, 2021.</p>	02Apr
General	<p>How will I be paid during the PVLOA? You will receive 19 hours of pay per month at your contractual rate. These hours will be divided and paid out on the contractual pay dates.</p>	30Mar
General	<p>Can I take a PVLOA if I'm on probation? Yes - your probationary period would resume upon completion of your leave. The time spent on leave will not count toward the probationary period.</p>	30Mar
General	<p>If I already bid for the VEOP/VXLOA, am I eligible for the enhanced VEOP/PVLOA? Yes, there is no action required on the Flight Attendants part. All benefits from the PVLOA will be provided to those that have bid for a VXLOA. In addition, if you already applied for the original VEOP, all benefits from the enhanced VEOP will be provided</p>	30Mar
General	<p>How will PVLOAs be awarded? The extended leaves will be awarded by seniority order within a crew base.</p>	30Mar
General	<p>What if I elect a 9-month PVLOA Could someone junior to me be awarded a VEOP or 12-month PVLOA? Yes, because VEOP requests and 12-month PVLOA requests will be given priority.</p>	30Mar



This confirms your participation in American Airline's current Voluntary Leave of Absence Program (VLOA Program). As previously communicated, American implemented the VLOA Program because of the unprecedented impact the COVID-19 pandemic has had on the demand for air travel. This demand decrease has resulted in significant schedule reductions, which began in March and will continue into the summer. Your participation in this VLOA Program will assist American in addressing significant financial challenges and potentially avoiding more dramatic cost-savings measures. As such, for purposes of unemployment benefit eligibility, American views your voluntary participation in the VLOA Program because of the COVID-19 pandemic and the effect on the Company's business as constituting good cause connected with the work for taking temporary leave from American.

Thank you for playing a key part in American's efforts during this challenging time.

A handwritten signature in black ink that reads "Cornelius Boone". The signature is written in a cursive, flowing style.

Cornelius Boone
Vice President of Team Member Services



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Governor Abbott Announces New TWC Guidance For Unemployment Claimants

April 30, 2020 | Austin, Texas | [Press Release](#)

Governor Greg Abbott today announced that the Texas Workforce Commission (TWC) has issued new guidance to unemployment claimants concerning their eligibility for unemployment benefits should they choose not to return to work at this time due to COVID-19. Under this guidance, Texans can continue to receive unemployment benefits throughout the COVID-19 response if they choose not to return to work for certain reasons as specified by TWC.

"As the Lone Star State begins the process of safely and strategically opening the economy, our top priority is protecting the health and safety of all Texans—especially those who are most vulnerable to COVID-19," said Governor Abbott.

"This flexibility in the unemployment benefit process will help ensure that Texans with certain health and safety concerns will not be penalized for choosing not to return to work."

Each unemployment insurance claim is currently evaluated on an individual basis. However, because of the COVID-19 emergency, the following are reasons benefits would be granted if the individual refused suitable work.

Reason for refusal:

- At High Risk: People 65 years or older are at a higher risk for getting very sick from COVID-19.

- Household member at high risk: People 65 years or older are at a higher risk of getting very sick from COVID-19.
- Diagnosed with COVID: The individual has tested positive for COVID-19 by a source authorized by the State of Texas and is not recovered.
- Family member with COVID: Anybody in the household has tested positive for COVID-19 by a source authorized by the State of Texas and is not recovered and 14 days have not yet passed.
- Quarantined: Individual is currently in 14-day quarantine due to close contact exposure to COVID-19.
- Child care: Child’s school or daycare closed and no alternatives are available.

Any other situation will be subject to a case by case review by TWC based on individual circumstances.

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