

# Peace of mind for your journey



## TICKET COUNTERS AND GATES

- ✓ We've expanded cleaning at ticket counters, gate areas, passenger service counters, baggage service offices and team member rooms.
- ✓ We are also using stanchions and plexiglass shields to create space at gates and ticket counters.
- ✓ As part of our Clean Commitment, American provides PURELL® Advanced Hand Sanitizer to customers at hub airports and all lounges across the United States.



## ON AIRCRAFT

- ✓ In the coming months, American will begin using SurfaceWise2® for electrostatic spraying on surfaces inside its aircraft with plans to use the product throughout its entire fleet, including those of its American Eagle regional partners. Other elements of the airline's multitiered Clean Commitment include enhanced aircraft cleaning with a disinfectant performed before every flight and an even deeper overnight cleaning.
- ✓ Most American Airlines aircraft are equipped with high-efficiency particulate air (HEPA) filters that provide a complete air change approximately 15 to 30 times per hour, or once every two to four minutes, similar to the standard for hospitals.
- ✓ Customers on every flight receive sanitizing wipes or gel, and American has also limited food and beverage delivery on board aircraft to reduce touchpoints between flight attendants and customers.



## PERSONAL PROTECTIVE EQUIPMENT

We require all customers, except for children under the age of 2, to wear a face covering from the time they enter the airport where their trip begins until they leave the airport where their trip ends.



## GBAC STAR™ ACCREDITATION

The airline continues to work with the Global Biorisk Advisory Council for GBAC STAR accreditation for its fleet of aircraft and customer lounges. American is the first airline to seek GBAC STAR accreditation and expects to receive the designation by the end of 2020.