

American Airlines Update

Bi-Weekly Update – July 24, 2020



American and JetBlue Announce Partnership

Last week, we announced a new strategic partnership with JetBlue that will create seamless connectivity for travelers in the Northeast. This new relationship will bring travelers an industry-leading network in New York and Boston, and lay the foundation toward future growth.

[Follow this link for more info](#)



Carbon Offsetting Partnership with Cool Effect

We are partnering with Cool Effect to connect our customers with options for offsetting the carbon emissions associated with their flights. Cool Effect is a nonprofit organization that sources high-quality, verified carbon reduction projects across the globe. This initiative is part of our long-term commitment to help reduce the impact of air travel on the environment.

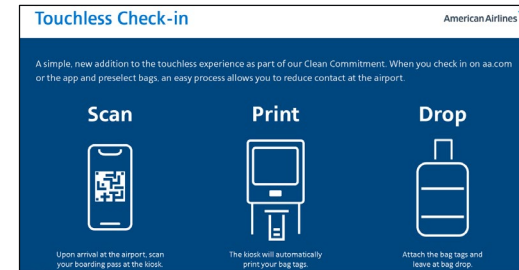
[Follow this link for more info](#)



American Airlines Receives 100 Score on the 2020 Disability Equality Index

For the fifth year in a row, the Disability Equality Index gave American Airlines a top score of 100, and named it one of the best places to work for disability inclusion. American is incredibly proud of this achievement because the recognition acknowledges the airline's commitment to building an inclusive workplace for all employees.

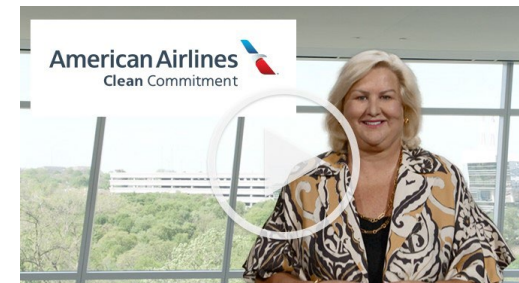
[Follow this link for more info](#)



New Touchless Check-In Experience

As part of our effort to ease the customer experience and focus on the well-being and safety of customers and team members, we have created a new touchless check-in experience. Customers can now proceed to the gate without touching the kiosk screen, even if they are checking a bag.

[Follow this link for more info](#)



Upgrading our Clean Commitment

Alison Taylor, Chief Customer Officer for American Airlines, provides an update on how we are upgrading our Clean Commitment, including our efforts to seek accreditation for cleaning and disinfecting protocols.

Stay Updated on Travel News and Information

American is committed to keeping our customers informed. Check out these resources:

- American Airlines Newsroom: news.aa.com
- SalesLink: saleslink.aa.com
- Traveler Journey: exploreamerican.com/globalsales
- Country Restrictions – Where You Can and Cannot Fly: [IATA COVID-19 Travel Regulations Map](#) & [IATA Personalized Know-Before-You-Go](#)
- Technology solutions and COVID-19 Policies Quick View: [COVID Policies and Solutions](#)

Traveler Well-Being Updates From Our Partners

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