

# Culture

In Dec. 2013, American Airlines and US Airways created the largest airline in the world. And we've been busy ever since.

Our goal is to create an environment where our frontline team members feel supported so that they can provide awesome care for our customers. Here are a few ways we've worked toward that since becoming one airline.



1

American completely renovated the way we support our team by **setting up the Team Member Service Center (TMSC)**. It's a one-stop shop for team members to get support on everything from benefits to pay to travel, open seven days a week.

2

Leaders at American have no greater charge than making sure they are creating an environment that cares for our frontline team. Since the merger, **leaders have completed 360,000 hours of new training** focused on ways to support the front line.

3

Listen up. **American launched its first companywide survey** in more than a decade, giving team members the opportunity to share their candid and confidential feedback on what we're doing well.

4

In 2017, **we introduced a new plan that offers up to 10 weeks off for eligible team members to recover from pregnancy and delivery**, paid at 100 percent of their base pay and at no cost to our team members.

5

Families come in all shapes and sizes. Last year, we began offering **\$4,000 in expense reimbursements relating to adoptions, as well as positive space travel** for qualifying team members if their soon-to-be adopted child isn't located near them.

