NEWS RELEASE

Good works done by great team members

4/25/2017

Last year American Airlines team members around the world logged nearly 131,000 volunteer hours in their local communities and donated more than 20 million miles to the charities of their choice. Service is part of the culture at American and is led by committed team members who are dedicated to the communities where we work, live and play.



Sharon Johnston



George Galloway



Jennifer Knisely

In 2016, there were three team members who volunteered the most through American's Do Crew outreach program. Their dedication and commitment inspires us — because of their service, their communities benefit.

For the past nine years, flight attendant Sharon Johnston, who is based in Charlotte, North Carolina, has spent most of her free time volunteering with American's Puppies in Flight program. The program allows participants to become trained to work with assistance dogs and take them on transports, test flights and to and from schools accredited by Assistance Dogs International. "Once I became involved with Puppies in Flight, I knew that I had not only found a way to give back some of what I am blessed with, but had found my true passion," Sharon says. Last year, she also donated to Canada's Dogs with Wings and Pacific Assistance Dog Society through American's Flights for 50 program, which allows team members to earn AAdvantage miles for charities they choose.

There's also George Galloway, a Chicago-based crew chief, who joined American and the Do Crew program two years ago. In George's time with American, he has volunteered with a variety of community organizations such as Chicago Children's Museum, the Ronald McDonald House Charities and American's military and veteran's programs, including Sky Ball and Snowball Express. "I choose to volunteer my time to help and bless others who are less fortunate, suffering and severely ill." George says. "I believe it makes a difference in their life."

Last year, the top volunteer was Base Planning senior analyst Jennifer Knisely, who had volunteered 2,000 service hours. She was also one of the top three volunteers in 2015. "I love to volunteer, as it provides me with joy and happiness," Jennifer says. "To know that I am helping others by mentoring, feeding the homeless or obtaining donations to build a basketball court for children."

American believes good corporate citizenship contributes to the economic and social well-being of not only our employees, but our shareholders, customers and our communities as well. After all, with global business comes global responsibility. By integrating our corporate charitable initiatives with the efforts made by our dedicated employees — and customers — we hope to benefit children, education, human services and military/veteran

initiatives.