NEWS RELEASE

Team members lean on their American Airlines family

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Do Crew volunteers gather in Miami to stuff boxes, support each other in relief efforts

Diana Alonso couldn't get ahold of her family in Puerto Rico for six days after Hurricane Irma wreaked havoc to the island. Power out, communications systems destroyed — she wasn't sure what to do, where to turn.

That's when her work family became a welcomed source of relief.

"Pilots on the ground in Puerto Rico drove to my family's house and recorded a video to share with me just so I would know they were safe," the Miami Flight Department staff assistant said. "That was very special to me and inspired me to come here today."

Earlier this week, Diana joined nearly 200 American Airlines Do Crew volunteers in Miami to pack 5,000 boxes of food that will be distributed to victims of Hurricane Irma. Team members from all work groups and across the network came together to help.

As they expeditiously worked to fill the boxes with rice, beans, canned chicken, shelf-stable milk and peanut butter, colleagues shared stories of family members and friends who have been affected by this year's devastating storms.

Some volunteers shared their how they have personally been affected.

"I lost everything," said Scott Litster, Aircraft Maintenance Technician in Miami. "The boat I lived on sank in the Virgin Islands – the place I have considered home for years. I came here with the two shirts, two pairs of shorts and my passport, so it was important for me to be here today to give in any way I can."

Volunteers also discussed how colleagues have continued to step up to support each other and make a difference in these communities. Their stories and experiences and hard work inspire many to join in and help in relief efforts.

"There has been a great outpouring of support from our team members during this difficult time. It's yet another gesture of what our team is made of – since day one of Irma, our team has been phenomenal," said Ralph Lopez, Vice President of Hub Operations in Miami. "In preparation for Irma's impact, we had hundreds of volunteers remain here to help our customers. For them to stay and then be here today, when so many have been personally impacted, it tells you how amazing our team is. I couldn't be prouder."

Working in partnership with Feeding South Florida, several thousand boxes will be sent to Western Florida and the Florida Keys, and, through our Cargo department, another thousand will go to the U.S. Virgin Islands.