American Airlines Newsroom

NEWS RELEASE

Chairman’s Winners Pay It Forward

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The Chairman’s Award program recognizes those with a history of exemplary service to our customers and to their colleagues. It is the highest honor American Airlines bestows upon its team members — both quarterly and annually. The remarkable actions, ideas and efforts that recipients do during the course of their workday are directly tied to helping American create a world-class customer experience.

Along with the honor and a plaque, recipients receive a cash award up to $10,000. Many of these recipients were recognized because they stepped up when others needed them most. And many of them didn’t stop there. Read on to learn how a few recent Chairman’s honorees used their winnings to pay it forward.

When Cayman Islands Lead Agent Faith Ebanks received her Chairman’s Award money, she didn’t hesitate to use it for good. Faith’s childhood friend, Hope, lives in Jamaica and the two have remained close over the years. Recently, Hope fell on hard times and was unable to provide for her two small children. Faith paid for Hope to travel to Grand Cayman and asked her what she thought she needed to help her young family. Hope said that if she had a few chickens, she’d be able to sell the eggs and provide for her family’s needs. Faith purchased a handful of chickens for her, and, today, Hope and her family are thriving.

Faith also used the award money to pay for herself and another woman from her church to become ordained ministers and chaplains. “I know [CEO Doug Parker] told us to do whatever we wanted with our money: Go on a trip, buy a car or a new couch — something for ourselves.” Faith said. “I’ve done exactly what I wanted with my money and more.”

Aviation Maintenance Technician Dee Amos, who works at London Heathrow, used a portion of her winnings to buy something she’d wanted for a long time: a new telescope. She then donated her gently used LX200 10-inch

telescope to the National Space Academy, a nonprofit organization in London. The academy's telescope is now center stage for use in science, technology, engineering and math (STEM) outreach lessons and star-gazing parties.

Alan Steel, a Flight Service manager in Buenos Aries, decided to use his award money to help an organization close to the Buenos Aries team's heart. Alan has organized a few visits to Casa Garrahan, a home for children and their families who are being treated for serious illnesses at the public hospital. Local volunteers have arranged mock airport experiences, complete with check in, a simulated flight, meal service and more. Alan recently donated his quarterly and annual award winnings to the foundation in the name of all of the volunteers.

When one of our pilots, who preferred to remain anonymous, won the quarterly Chairman's Award, he put together 100 envelopes with $25 in each. He gave the envelopes to his chief pilot to hand out to gate agents at the station. If you're doing the math, that $2,500 was the same amount as his entire quarterly winnings.

By the nature of what they do on a daily basis, Chairman's Award winners exemplify the culture they work in — willing to help when they see a need. "Throughout my life I have been helped by many," Faith reflected. "And God has given me an opportunity to help others, and I am taking it."

On left: Faith Ebanks, Lead Agent, Cayman Islands

Front row, far left: Alan Steel, Flight Service Manager, Buenos Aries