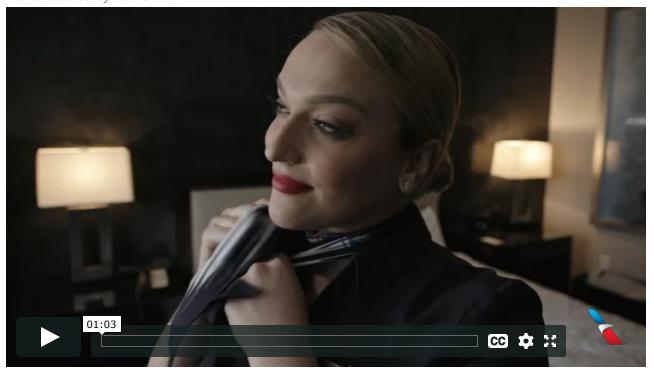


### NEWS RELEASE

# American Airlines Debuts New Uniforms for More Than 50,000 Team Members

#### 3/2/2020

FORT WORTH, Texas — After more than three years of collaboration with frontline team members and union representatives, today, more than 50,000 American Airlines team members debut a new uniform collection manufactured by Lands' End.



- Flight Attendants, Customer Service Agents and Premium Guest Services team members debut new Lands' End uniform collection
- First airline to provide a full uniform collection that is STANDARD 100 certified by OEKO-TEX

FORT WORTH, Texas — After more than three years of collaboration with frontline team members and union representatives, today, more than 50,000 American Airlines team members debut a new uniform collection manufactured by Lands' End.

"When we set out to create our new uniform collection, the clear goal was to deliver an industry-leading program with the highest levels of safety, input and choice," said Brady Byrnes, American's Managing Director of Flight Service Base Operations. "Today's launch is the culmination of years' worth of input from team members, wear testing in the operation and the highest levels of garment certification. None of this would be possible without the partnership of our union representatives, and, most importantly, the thousands of team members who provided input and feedback along the way. This isn't just a uniform for our team members, it's one that was created by them, and we are excited to turn the page."

To deliver this industry-leading program American's union representatives selected Lands' End to supply the new collection. Through this partnership with Lands' End, American has delivered a refreshed collection with new suiting color, Aviation Blue, and shirting and accessories that are unique to each workgroup.

"We're proud to partner with the world's largest airline to deliver an innovative and first-of-its-kind uniform collection," said Joe Ferreri, Senior Vice President of Lands' End Business Outfitters. "The team members at American have played a pivotal role in the creation of this collection, and it's been an exciting journey to get us to today."

#### INDUSTRY-LEADING SAFETY

What other airlines started by seeking certification on certain uniform pieces, American has taken to the next level as the first and only airline to ensure STANDARD 100 by OEKO-TEX certification on every garment across all of its uniform collections. The STANDARD 100 certification is an independent testing and certification system for clothing, accessories and any product made with fabric. All parts of the garment, including sewing threads, buttons and zippers, are tested for hazardous chemicals.

#### TEAM MEMBER INPUT

To help create the new uniform collection, American formed a Frontline Uniform Advisory Team, who made key decisions such as fabric color and collection design. The company also enlisted more than 1,000 frontline team members to field test the collection for six months before going to production. Team members were asked to vote on select design decisions along the way, as well as surveyed to provide feedback.

#### UNPRECEDENTED CHOICE

For the first time, American is offering a choice of suiting fabric to its team members. All team members in the new Lands' End collection were able to select their choice of either a wool-blend or synthetic suiting fabrication, both STANDARD 100 certified by OEKO-TEX, to ensure they felt comfortable in the new uniform.

With more than 1.7 million pieces manufactured for this program, today marks a significant day for American. For additional information, please visit **news.aa.com/uniforms**.

## About American Airlines Group

American Airlines offers customers 6,800 daily flights to more than 365 destinations in 61 countries from its hubs in Charlotte, Chicago, Dallas-Fort Worth, Los Angeles, Miami, New York, Philadelphia, Phoenix and Washington, D.C. With a shared purpose of caring for people on life's journey, American's 130,000 global team members serve more than 200 million customers annually. Since 2013, American has invested more than \$28 billion in its product and people and now flies the youngest fleet among U.S. network carriers, equipped with industry-leading high-speed Wi-Fi, lie-flat seats, and more inflight entertainment and access to power. American also has enhanced food and beverage options in the air and on the ground in its world-class Admirals Club and Flagship lounges. American was recently named a Five Star Global Airline by the Airline Passenger Experience Association and Airline of the Year by Air Transport World. American is a founding member of oneworld®, whose members serve 1,100 destinations in 180 countries and territories. Shares of American Airlines Group Inc. trade on Nasdaq under the ticker symbol AAL and the company's stock is included in the S&P 500. Learn more about what's happening at American by visiting news.aa.com and connect with American on Twitter @AmericanAir and at Facebook.com/AmericanAirlines.