



Pandemic resource guide

FOR GROUND TEAM MEMBERS

Your safety and well-being are among our top priorities at American. By understanding the pandemic resources and processes we have in place, you can do your part to protect yourself, our fellow team members and our customers.

Please note: These guidelines may vary at certain locations based on state and local government regulations. Consult your local leadership for any exceptions that may apply.





What to do if you have been diagnosed with COVID-19

First and foremost, notify your supervisor or manager that you've been diagnosed so they can report your case to the COVID-19 Support Center.

Note: If you do not know who your manager is, you can call the COVID-19 Support Center directly at 682-315-0500.

This kicks off our contact tracing and cleaning processes so we can protect our fellow team members and customers.

Your supervisor or the Pandemic Response Team will gather key information from you, including the date your symptoms began, the last day you were at work, team members you came into close contact with, the date you took the COVID-19 test and testing location, and the best way to reach you while you are out sick. You will not be asked to share your medical history.



What to do if you have been exposed to someone with COVID-19

Talk to your health care provider and monitor your symptoms. If you do start showing symptoms, do not come to work and do not fly. Stay home and again contact your provider.

As long as you're not showing symptoms, ground team members can still come to work, unless a local ordinance dictates otherwise.

You must wear a face covering at all times, maintain 6 feet of social distance, wash your hands or use hand sanitizer frequently, and monitor your symptoms as part of your Well for Work commitment.



When it's safe for you to return to work

Always follow instructions from your health care provider. In general, you should follow this Centers for Disease Control and Prevention guidance:

Your medical situation	When you can return to work
If you tested positive for COVID-19 and had symptoms	You must meet all criteria: <ul style="list-style-type: none">▪ For at least 24 hours, you have had no fever without having to use fever-reducing medications.▪ It's been at least 10 days since symptoms first appeared.▪ Other COVID-19 symptoms are improving.
If you tested positive for COVID-19 but never had symptoms	You must meet all criteria: <ul style="list-style-type: none">▪ It's been at least 10 days since your first positive COVID-19 test.▪ During that time, you've had no symptoms.
If you tested negative for COVID-19	You may return to work the day after your negative test results.
If you were exposed to someone with COVID-19	You may continue to come to work, provided you are not showing symptoms.



Need pandemic leave?

There are several medically necessary scenarios when you might qualify for up to 14 days of pandemic leave. Examples are if you have been diagnosed with COVID-19 or if you have symptoms and are awaiting test results. Here's how to apply:

- Learn more and get started on Jetnet.
(Go to the Team Member Services section and then click View More under Leaves & Returns.)
- Click on the ground crew link to request a leave of absence. Select New Request to open the form.
- Complete the form and click Submit Request.
- Upload medical documentation to support your need for pandemic leave.
- You will be assigned a case number, and your case will be sent to a case manager for review.
- The case manager will reach out to you and your manager following review of your pandemic leave request.

Additional resources

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| ▪ COVID-19 Support Center | 682-315-0500 |
| ▪ Absence and Return Center | pandemicleave@aa.com |
| ▪ Benefits Service Center | 888-860-6178 |
| ▪ Assistance finding a health care provider | |
| ◦ Accolade | 833-346-3929 (833-FIND-WAY) |
| ◦ DFW ConnectedCare Center
(DFW ConnectedCare members only) | 800-784-5473 |
| ▪ Team Member Service Center
(for general questions) | 800-447-2000 |
| ▪ Employee Assistance Program | 800-363-7190 |

For the most current information on American's response to COVID-19, visit newjetnet.aa.com/coronavirus.