

American Airlines 2019 Human Capital Information

Gender Diversity						
Active Mainline (Domestic and International)	Total		Female		Male	
Employment Contract	2019	2018	2019	2018	2019	2018
Permanent (Employees)	107,712	107,003	41%	42%	59%	58%
Employment Type						
Full-time	96,143	94,635	40%	40%	60%	60%
Part-time	11,569	12,367	55%	54%	45%	46%
Employees by Region						
US	102,060	101,176	41%	41%	59%	59%
Canada	276	297	54%	54%	46%	46%
Mexico, Caribbean, Latin America	3,807	3,967	60%	60%	40%	40%
Europe and Asia	1,569	1,562	54%	53%	46%	47%
Employee Category						
Director and above	528	504	33%	33%	67%	67%
Management and professional	13,163	12,461	44%	43%	56%	57%
Administrative	2,968	2,650	78%	78%	22%	22%
Passenger Service	9,864	9,978	75%	75%	25%	25%
Reservations	4,162	4,731	83%	83%	17%	17%
Maintenance and related	15,513	14,617	6%	5%	94%	95%
Fleet Service	17,163	17,157	13%	13%	87%	87%
Pilots	13,794	13,671	5%	5%	95%	95%
Flight Attendants	24,905	25,407	74%	74%	26%	26%
International	5,652	5,826	58%	58%	42%	42%

Percentage of Female Employees				
Active Mainline (Domestic and International)	2019	2018	2017	2016
Companywide	41%	42%	42%	42%
US	41%	41%	41%	41%
Canada	54%	54%	56%	58%
Mexico, Caribbean, Latin America	60%	60%	61%	62%
Europe and Asia	54%	53%	54%	55%

Age Composition of Mainline US-Based Employees	All		Female		Male	
Employee Categories	2019	2018	2019	2018	2019	2018
Less than 30 years old	10,236	10,147	52%	55%	48%	45%
From 30-50 years old	33,712	30,471	40%	41%	60%	59%
More than 50 years old	58,112	60,558	39%	39%	61%	61%

Ethnic Composition of U.S. Employees ¹	Self-Identified Minority		Self-Identified Non-Minority		Not Reported / Identified	
Employee Categories	2019	2018	2019	2018	2019	2018
Director and above	21.4%	18.7%	76.7%	79.0%	1.9%	2.4%
Management and professional (excludes Director and above)	42.2%	40.4%	55.9%	58.0%	1.9%	1.6%
Administrative	50.5%	47.7%	47.2%	49.8%	2.3%	2.5%
Passenger Service	56.9%	55.6%	41.0%	42.6%	2.1%	1.9%
Reservations	55.7%	56.0%	43.2%	42.9%	1.1%	1.1%
Maintenance and related	30.6%	28.2%	67.6%	70.2%	1.8%	1.6%
Fleet Service	58.8%	57.5%	36.9%	38.1%	4.3%	4.4%
Pilots	8.9%	7.9%	83.8%	85.0%	7.4%	7.1%
Flight Attendants	31.3%	30.6%	65.1%	65.9%	3.5%	3.5%

¹ Mainline employees only. Diversity data is for U.S. workforce only since diversity tracking is prohibited by law in some other countries.

Ethnic Composition of U.S. Employees ²	African-American		Asian		American Indian/Alaskan Native		Hispanic/Latino		Native Hawaiian/Other Pacific Islander		Two or More Races		White		Not Specified	
	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018
Employee Categories																
Total	15,015	14,742	6,151	5,918	761	742	14,424	13,341	642	581	1,970	2,028	59,617	60,015	3,480	3,319
Male	52%	51%	55%	55%	65%	65%	63%	63%	53%	54%	48%	49%	61%	61%	66%	65%
Female	48%	49%	45%	45%	35%	35%	37%	37%	47%	46%	52%	51%	39%	39%	34%	35%

² Mainline employees only. Diversity data is for U.S. workforce only since diversity tracking is prohibited by law in some other countries.

New Employee Hires ³		
Active Mainline (Domestic and International)	2019	2018
Total	6,501	6,471
New Employee Hires by Region		
US	6,417	5,930
Canada	0	48
Mexico, Carribean, Latin America	59	277
Europe and Asia	25	216
New Employee Hires by Gender		
Female	2,250	2,961
Male	4,251	3,510

³ Excludes contingent workers and interns

Employee Turnover and Rate	Employee Turnover ⁴		Turnover Rate ⁵	
	2019	2018	2019	2018
Active Mainline (Domestic and International)				
Voluntary	4,957	4,010	4.6%	3.7%
Involuntary	1,333	1,855	1.2%	1.7%
Total	6,290	5,865	5.8%	5.5%
Turnover by Region				
US	6,136	5,328	6.0%	5.3%
Canada	10	38	3.6%	8.5%
Mexico, Carribean, Latin America	76	292	2.0%	6.8%
Europe and Asia	68	207	4.3%	13.2%
Turnover by Gender				
Female	2,782	2,632	6.2%	5.9%
Male	3,508	3,233	5.6%	5.2%

⁴ Excludes contingent workers and interns

⁵ Turnover rate = total terminations count/total headcount