

## GRI Content Index – GRI Application Level B, 2012

Indicator	Description	Reported	
<b>Strategy and Analysis</b>			
1.1	Statement from the most senior decision-maker of the organization.	Fully	<a href="#">CEO Letter</a>
1.2	Description of key impacts, risks, and opportunities.	Fully	<a href="#">Performance and Goals</a> <a href="#">Restructuring AMR</a>  <a href="#">2011 CRR</a> <ul style="list-style-type: none"> <li>• Managing Our Corporate Responsibility, p. 68</li> <li>• Materiality Analysis, p. 69</li> <li>• Engaging With Stakeholders, p. 69-71</li> </ul>
<b>Organizational Profile</b>			
2.1	Name of the organization.	Fully	<a href="#">AMR Corporation Factsheet</a>
2.2	Primary brands, products, and/or services.	Fully	<a href="#">AMR Corporation Factsheet</a> <a href="#">Profile and Fast Facts</a> <a href="#">2012 Form 10-K</a> , p. 5-6  The AMR Eagle fleet is operated to feed passenger traffic to American pursuant to a capacity purchase agreement between American and AMR Eagle under which American receives all passenger revenue from flights and pays AMR Eagle a fee for each flight.  American does not engage in significant outsourcing.
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	Fully	<a href="#">AMR Corporation</a> <a href="#">AMR Corporation Factsheet</a> <a href="#">Profile and Fast Facts</a> <a href="#">2012 Form 10-K</a> , p. 5-6
2.4	Location of organization's headquarters.	Fully	Mailing Address: P.O. Box 619616 DFW Airport, TX 75261-9616  Physical Address: 4333 Amon Carter Boulevard

Indicator	Description	Reported	
			Fort Worth, TX 76155
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Fully	<a href="#">AMR Corporation Factsheet Profile and Fast Facts Where We Fly</a> <a href="#">2012 Form 10-K</a> , p. 5-6
2.6	Nature of ownership and legal form.	Fully	<a href="#">AMR &amp; US Airways Merger Information</a> <a href="#">2012 Form 10-K</a> , p. 1  C Corporation
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Fully	<a href="#">AMR Corporation Factsheet Profile and Fast Facts Where We Fly</a>
2.8	Scale of the reporting organization.	Fully	<a href="#">AMR &amp; US Airways Merger Information</a> <a href="#">Our Current Workforce Profile and Fast Facts</a> <a href="#">2012 Form 8-K</a> <a href="#">2012 Form 10-K</a> , p. 62
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	Fully	<a href="#">Profile and Fast Facts Restructuring AMR</a> <a href="#">2012 Form 10-K</a> , p. 17-18  In 2012, we closed our reservation office in Tucson. The closure was not significant in terms of job loss, in that most reservations agents became home-based. We also closed the Alliance Maintenance base, which was located in the DFW region. Base closure was an efficiency measure, especially as the amount of maintenance needed on newer aircraft is less than for an older fleet.
2.10	Awards received in the reporting period.	Fully	<a href="#">Awards and Recognition Celebrating Diversity and Inclusion</a> <a href="#">Diversity and Inclusion Awards and Recognition</a> <a href="#">Our Approach</a> <a href="#">Safety, Health and Wellness</a>

Indicator	Description	Reported	
<b>Report Parameters</b>			
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	Fully	Calendar year 2012
3.2	Date of most recent previous report (if any).	Fully	<a href="#">2011 CRR:</a> <ul style="list-style-type: none"> <li>About This Report, p. 72</li> </ul>
3.3	Reporting cycle (annual, biennial, etc.)	Fully	Annual
3.4	Contact point for questions regarding the report or its contents.	Fully	Tom Opderbeck <a href="mailto:Tom.Opderbeck@aa.com">Tom.Opderbeck@aa.com</a>
3.5	Process for defining report content.	Fully	<a href="#">2011 CRR:</a> <ul style="list-style-type: none"> <li>Materiality Analysis, p. 69-71</li> <li>About This Report, p. 72</li> <li>GRI Content Index, p. 73</li> </ul>
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	Fully	The American Airlines 2012 Corporate Responsibility Report reflects the economic, environmental, social and governance performance of AMR Corporation, the parent company of American Airlines and its regional affiliate, American Eagle Airlines, for the 2012 calendar year.
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	Fully	No specific limitations
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	Fully	Similarly to our 2011 report, the American Airlines 2012 Corporate Responsibility Report reflects the economic, environmental, social and governance performance of AMR Corporation, the parent company of American Airlines and its regional affiliate, American Eagle Airlines. We have not changed the boundaries or scope of our reporting. We do not report on alliance partner performance.
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of	Fully	Data measurement techniques are consistent with those used in past CR reports, including use of GRI Protocols and CDP Methodology.

Indicator	Description	Reported	
	the Indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols.		
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	Fully	<a href="#">Performance and Goals</a>  We have restated figures for American Eagle Safety Statistics for 2011, due to a miscalculation in previous year. We have also restated Scope 1 GHG emissions to reflect the publication of updated factors for jet fuel on the EPA Climate Leaders website.
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	Fully	No significant changes from previous reporting periods.
3.12	Table identifying the location of the Standard Disclosures in the report.	Fully	<a href="#">About This Report and Feedback</a>
3.13	Policy and current practice with regard to seeking external assurance for the report.	Fully	We did not seek external assurance for this report, especially in light of the restructuring process currently underway. We will revisit the decision to seek external assurance in future years.  As part of the auditing of our annual financial statements, the amount of fuel consumption (our most significant expense) was reviewed as per Sarbanes Oxley provisions. Auditing of jet fuel figures provides reasonable assurance of the accuracy of our Scope 1 GHG emissions.
<b>Governance, Commitment, and Engagement</b>			
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	Fully	<a href="#">Board Committees</a> <a href="#">Corporate Governance</a>  <a href="#">2011 CRR:</a> <ul style="list-style-type: none"> <li>Governance, p. 62</li> </ul>
4.2	Indicate whether the Chair of the highest governance body is also an executive	Fully	<a href="#">Board of Directors</a>

Indicator	Description	Reported	
	officer.		<a href="#">2011 CRR:</a> <ul style="list-style-type: none"> <li>Governance, p. 62</li> </ul>
4.3	For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members.	Fully	<a href="#">Board of Directors Governance Policies</a> , p. 5-6  <a href="#">2011 CRR:</a> <ul style="list-style-type: none"> <li>Governance, p. 62</li> </ul> <p>Our Board of Directors has a unitary structure. It has 12 members, all of whom are considered independent with the exception of our Chairman, President and CEO, Tom Horton.</p>
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Fully	<a href="#">Board Policies and Procedures</a>  <a href="#">Procedures to Facilitate Communications Between the Directors and Employees, Shareholders, and Other Interested Third Parties</a>
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	Fully	<a href="#">2012 Form 10-K</a> , p. 20, 46, 55, 89  No specific compensation linked to social and environmental performance.
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Fully	<a href="#">Standards of Business Conduct</a>  <a href="#">2011 CRR:</a> <ul style="list-style-type: none"> <li>Ethics and Compliance, p.64</li> </ul>
4.7	Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental, and social topics.	Fully	<a href="#">Director Nominating Policies</a>  <a href="#">2011 CRR:</a> <ul style="list-style-type: none"> <li>Governance, p. 62</li> <li>Managing Our Corporate Responsibility, p. 68</li> </ul>
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic,	Fully	<a href="#">Director Code of Ethics</a>

Indicator	Description	Reported	
	environmental, and social performance and the status of their implementation.		<a href="#">Employee Standards of Business Conduct</a>  <u>2011 CRR:</u> <ul style="list-style-type: none"> <li>• Managing Our Footprint, p. 28</li> <li>• Ethics and Compliance, p. 64-65</li> <li>• Managing Our Corporate Responsibility, p. 68</li> </ul> <p>AMR's mission/values statements and code of conduct apply to all of our operations worldwide. Codes of conduct are not based on any specific international protocols or standards.</p>
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	Fully	<a href="#">Standards of Business Conduct</a>  <u>2011 CRR:</u> <ul style="list-style-type: none"> <li>• Governance, p.62</li> <li>• Managing our Corporate Responsibility, p.68</li> </ul>
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	Fully	<a href="#">Charter of the Nominating / Corporate Governance Committee</a>
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	Fully	The precautionary principle is not applied in developing new products and services.
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	Fully	None
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy	Fully	<u>2011 CRR:</u> <ul style="list-style-type: none"> <li>• Routes and Networks, p.59-61</li> </ul>

Indicator	Description	Reported	
	organizations in which the organization: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic.		<ul style="list-style-type: none"> <li>Ethics and Compliance, p.64</li> <li>Materiality Analysis, p.71</li> </ul>
4.14	List of stakeholder groups engaged by the organization.	Fully	<a href="#">2011 CRR:</a> <ul style="list-style-type: none"> <li>Materiality Analysis, p.70-71</li> <li>About This Report, p.72</li> </ul>
4.15	Basis for identification and selection of stakeholders with whom to engage.	Fully	<a href="#">2011 CRR:</a> <ul style="list-style-type: none"> <li>Materiality Analysis, p.69-71</li> </ul>
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Fully	<a href="#">2011 CRR:</a> <ul style="list-style-type: none"> <li>Materiality Analysis p.70-71</li> </ul> <p>No specific stakeholder engagement was undertaken to support the development of the 2012 CRR</p>
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	Fully	<a href="#">Performance and Goals</a>  <a href="#">2011 CRR:</a> <ul style="list-style-type: none"> <li>Materiality Analysis, p. 70-71</li> </ul>

STANDARD DISCLOSURES PART II: Disclosures on Management Approach (DMAs)			
DMA EC	Disclosure on Management Approach EC		
Aspects	Economic performance	Fully	<a href="#">Performance and Goals</a> <a href="#">2012 Form 10-K</a> <a href="#">2012 Form 8-K</a>
	Market presence	Fully	<a href="#">Connecting the World</a> <a href="#">Performance and Goals</a>

STANDARD DISCLOSURES PART II: Disclosures on Management Approach (DMAs)			
			<a href="#">Where We Fly</a> <a href="#">2012 Form 10-K</a>  <a href="#">2011 CRR:</a> <ul style="list-style-type: none"> <li>Economic Impact, p. 50</li> </ul>
	Indirect economic impacts	Fully	<a href="#">A Positive Economic Force</a> <a href="#">2012 Report: The Economic Impact of American Airlines on the US Economy</a> <a href="#">2012 Form 10-K</a>  <a href="#">2011 CRR:</a> <ul style="list-style-type: none"> <li>Economic Impact, p. 50</li> </ul>
<b>DMA EN</b>	<b>Disclosure on Management Approach EN</b>		
<b>Aspects</b>	Materials	Fully	<a href="#">Managing Our Resources</a> <a href="#">Performance and Goals</a> <a href="#">Reducing Jet Fuel Impact</a>  <a href="#">2011 CRR:</a> <ul style="list-style-type: none"> <li>Performance and Goals, p. 8</li> <li>Managing Our Footprint, p. 28</li> <li>Climate and Energy, p. 30</li> <li>Data, p. 36</li> </ul>
	Energy	Fully	<a href="#">Managing Our Resources</a> <a href="#">Performance and Goals</a> <a href="#">Reducing Jet Fuel Impact</a> <a href="#">Updating the Fleet</a>  <a href="#">2011 CRR:</a> <ul style="list-style-type: none"> <li>Performance and Goals, p. 8</li> <li>Managing Our Footprint, p. 28</li> <li>Climate and Energy, p. 30</li> <li>Data, p. 36</li> </ul>



STANDARD DISCLOSURES PART II: Disclosures on Management Approach (DMAs)			
	Water	Fully	<a href="#">Managing Our Resources Performance and Goals</a>  2011 CRR: <ul style="list-style-type: none"> <li>Managing Our Footprint, p. 28</li> <li>Data, p. 36</li> </ul>
	Biodiversity	Not	No related indicators are specifically reported on
	Emissions, effluents and waste	Fully	<a href="#">Managing Our Resources Performance and Goals</a> <a href="#">Reducing Jet Fuel Impact</a> <a href="#">Updating the Fleet</a>  2011 CRR: <ul style="list-style-type: none"> <li>Performance and Goals, p. 8</li> <li>Managing Our Footprint, p. 28</li> <li>Climate and Energy, p. 30</li> <li>Data, p. 36</li> </ul>
	Products and services	Fully	<a href="#">Our Approach Performance and Goals</a> <a href="#">Reducing Jet Fuel Impact</a> <a href="#">Updating the Fleet</a>  2011 CRR: <ul style="list-style-type: none"> <li>Managing Our Footprint, p. 28</li> <li>Climate and Energy, p. 30</li> </ul>
	Compliance	Fully	<a href="#">Performance and Goals</a> <a href="#">2012 Form 10-K, p. 8</a>  2011 CRR: <ul style="list-style-type: none"> <li>Managing Our Footprint, p. 28</li> </ul>
	Transport	Fully	<a href="#">Managing Our Resources Performance and Goals</a> <a href="#">Reducing Jet Fuel Impact</a>

STANDARD DISCLOSURES PART II: Disclosures on Management Approach (DMAs)			
			<a href="#">2012 Carbon Disclosure Project Response (login required)</a>  <a href="#">2011 CRR:</a> <ul style="list-style-type: none"> <li>Managing Our Footprint, p. 28</li> <li>Climate and Energy, p. 30</li> </ul>
	Overall	Fully	<a href="#">Our Approach</a> <a href="#">Managing Our Resources</a> <a href="#">Performance and Goals</a> <a href="#">Reducing Jet Fuel Impact</a>  <a href="#">2011 CRR:</a> <ul style="list-style-type: none"> <li>Managing Our Footprint, p. 28</li> <li>Performance and Goals, p. 30</li> </ul>
DMA LA	Disclosure on Management Approach LA		
Aspects	Employment	Fully	<a href="#">AMR careers</a> <a href="#">Corporate Factsheet</a> <a href="#">Our Current Workforce</a> <a href="#">Our Future Workforce</a> <a href="#">Progress on Restructuring</a> <a href="#">Restructuring AMR</a>  <a href="#">2011 CRR:</a> <ul style="list-style-type: none"> <li>Performance and Goals, p. 30</li> <li>Employees, p. 37</li> </ul>
	Labor/management relations	Fully	<a href="#">Our Current Workforce</a> <a href="#">Progress on Restructuring</a> <a href="#">Restructuring AMR</a>  <a href="#">2011 CRR:</a> <ul style="list-style-type: none"> <li>Employees, p. 37</li> </ul>
	Occupational health and safety	Fully	<a href="#">Safety, Health and Wellness</a>  At American Airlines, safety reporting begins with our VP of Safety, Security and Environmental, who reports to our Senior VP of

STANDARD DISCLOSURES PART II: Disclosures on Management Approach (DMAs)			
			<p>Operations, who in turn reports directly to the Chairman, President and CEO of our company. At American Eagle, the VP of Safety and Compliance reports directly to the President of the company.</p> <p><u>2011 CRR:</u></p> <ul style="list-style-type: none"> <li>Safety and Health, p. 42</li> </ul>
	Training and education	Fully	<p><u>Our Future Workforce Performance and Goals</u></p> <p><u>2011 CRR:</u></p> <ul style="list-style-type: none"> <li>Developing our People, p. 45</li> </ul>
	Diversity and equal opportunity	Fully	<p><u>Celebrating Diversity and Inclusion Diversity and Inclusion Performance and Goals</u></p> <p><u>2011 CRR:</u></p> <ul style="list-style-type: none"> <li>Diversity, p. 47</li> </ul>
DMA HR	Disclosure on Management Approach HR		
<b>Aspects</b>	Investment and procurement practices	Fully	<p><u>Celebrating Diversity and Inclusion Performance and Goals</u></p> <p><u>2011 CRR:</u></p> <ul style="list-style-type: none"> <li>Ethics and Compliance, p. 64</li> </ul>
	Non-discrimination	Not	No related indicators are fully reported on
	Freedom of association and collective bargaining	Not	No related indicators are fully reported on
	Child labor	Fully	<p><u>2011 CRR:</u></p> <ul style="list-style-type: none"> <li>Ethics and Compliance, p. 64</li> </ul>
	Forced and compulsory labor	Not	No related indicators are fully reported on

	Security practices	Fully	<a href="#">Safety and Security</a> <u>2011 CRR:</u> <ul style="list-style-type: none"> <li>• Ethics and Compliance, p. 64</li> <li>• Safety and Security, p. 15</li> </ul>
	Indigenous rights	Fully	<u>2011 CRR:</u> <ul style="list-style-type: none"> <li>• Ethics and Compliance, p. 64</li> </ul>
<b>DMA SO</b>	<b>Disclosure on Management Approach SO</b>		
<b>Aspects</b>	Community	Fully	<a href="#">A Positive Economic Force</a> <a href="#">2012 Report: The Economic Impact of American Airlines on the US Economy</a> <u>2011 CRR:</u> <ul style="list-style-type: none"> <li>• Performance and Goals, p. 30</li> <li>• Economic Impact, p. 50</li> </ul>
	Corruption	Fully	<u>2011 CRR:</u> <ul style="list-style-type: none"> <li>• Ethics and Compliance, p. 64</li> </ul>
	Public policy	Fully	<u>2011 CRR:</u> <ul style="list-style-type: none"> <li>• Public Policy, p. 66</li> </ul>
	Anti-competitive behaviour	Not	No related indicators are fully reported on
	Compliance	Not	No related indicators are fully reported on
<b>DMA PR</b>	<b>Disclosure on Management Approach PR</b>		
<b>Aspects</b>	Customer health and safety	Fully	<a href="#">Performance and Goals</a> <a href="#">Safety and Security</a> <u>2011 CRR:</u> <ul style="list-style-type: none"> <li>• Safety and Security, p. 15</li> <li>• Performance and Goals, p. 30</li> </ul>
	Product and service labelling	Fully	<a href="#">2012 Form 10-K</a> , p.23-24

			<a href="#">2011 CRR:</a> <ul style="list-style-type: none"> <li>Listening to Our Customers, p. 18</li> <li>A Culture of Service, p. 23</li> <li>Performance and Goals, p. 30</li> </ul>
	Marketing communications	Not	No related indicators are fully reported on
	Customer privacy	Not	No related indicators are fully reported on
	Compliance	Not	No related indicators are fully reported on
* Please note: responsible departments for various issues and individual reporting lines may change as a result of the ongoing AMR restructuring process.			

Indicator	Description	Reported	
<b>Economic</b>			
<b>Economic Performance</b>			
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	Fully	<a href="#">Performance and goals</a> <a href="#">Charitable giving</a> <a href="#">Profile and fast facts</a> <a href="#">2012 Form 8-K</a> <a href="#">2012 Form 10-K</a> , p. 50-51, 62-63, 66 <a href="#">2012 Report: The Economic Impact of American Airlines on the US Economy</a>
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Fully	<a href="#">Our Approach</a> <a href="#">2012 Carbon Disclosure Project Response (login required)</a> <a href="#">Reducing Jet Fuel Impact</a> <a href="#">2012 Form 10-K</a> , p. 8, 24-25  <a href="#">2011 CRR:</a> <ul style="list-style-type: none"> <li>Climate and Energy, p. 30, 32</li> </ul>
EC3	Coverage of the organization's defined benefit plan obligations.	Partially	<a href="#">Universal Changes: Pension Benefits</a> <a href="#">2012 Form 10-K</a> , pp. 45, 91-95  <a href="#">2011 CRR:</a>

Indicator	Description	Reported	
			<ul style="list-style-type: none"> <li>Workforce, p. 40-41</li> </ul>
EC4	Significant financial assistance received from government.	Not	
<b>Market Presence</b>			
EC5	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.	Not	
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	Not	
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	Fully	We have no set procedures in place, however, the majority of senior managers are hired from local operations.
<b>Indirect Economic Impacts</b>			
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	Not	
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Fully	<a href="#">A Positive Economic Force</a>  <a href="#">2012 Report: The Economic Impact of American Airlines on the US Economy</a>
<b>Environmental</b>			
<b>Materials</b>			
EN1	Materials used by weight or volume.	Fully	<a href="#">Performance and Goals</a>  Jet fuel is made of non-renewable materials

Indicator	Description	Reported	
EN2	Percentage of materials used that are recycled input materials.	Fully	None of the jet fuel we use contains recycled input materials.
<b>Energy</b>			
EN3	Direct energy consumption by primary energy source.	Fully	<a href="#">Performance and Goals</a> None of the jet fuel we use comes from renewable sources.
EN4	Indirect energy consumption by primary source.	Fully	<a href="#">2012 Carbon Disclosure Project Response (login required)</a> <a href="#">Managing Our Resources</a> <a href="#">Performance and Goals</a>
EN5	Energy saved due to conservation and efficiency improvements.	Fully	<a href="#">Managing Our Resources</a> <a href="#">Performance and Goals</a>
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Fully	<a href="#">Performance and Goals</a> <a href="#">Reducing Jet Fuel Impact</a> <a href="#">Updating the Fleet</a>
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Not	
<b>Water</b>			
EN8	Total water withdrawal by source	Fully	<a href="#">Performance and Goals</a>  Water consumption for AA major facilities excluding airports, sourced from municipal water supplies. Water use figures include significant water consumption for the company. Water use at airports is limited; our maintenance base is the largest consumer of water in our system.
EN9	Water sources significantly affected by withdrawal of water.	Fully	We do not believe our operations have a material impact on the local water sources from which the water is collected.

Indicator	Description	Reported	
EN10	Percentage and total volume of water recycled and reused.	Partially	<a href="#">Managing Our Resources</a>
<b>Biodiversity</b>			
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Not	
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Not	
EN13	Habitats protected or restored.	Not	
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	Not	
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	Not	
<b>Emissions, Effluents, and Waste</b>			
EN16	Total direct and indirect greenhouse gas emissions by weight.	Fully	<p><a href="#">Performance and Goals</a>  <a href="#">2012 Carbon Disclosure Project Response (login required)</a></p> <p>American uses the US EPA Climate Leader Standard as a measurement methodology, consistent with past years.</p> <p>As part of the auditing of our annual financial statements, the amount of fuel consumption (our most significant expense) was reviewed as per Sarbanes Oxley provisions. Auditing of jet fuel figures provides</p>



Indicator	Description	Reported	
			reasonable assurance of the accuracy of our Scope 1 GHG emissions.
EN17	Other relevant indirect greenhouse gas emissions by weight.	Fully	<a href="#">Performance and Goals</a>
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Fully	<a href="#">Performance and Goals</a> <a href="#">Reducing Jet Fuel Impact</a> <a href="#">Updating the Fleet</a>  <u>2011 CRR:</u> <ul style="list-style-type: none"> <li>Climate and Energy, p. 30</li> </ul>
EN19	Emissions of ozone-depleting substances by weight.	Fully	<a href="#">Performance and Goals</a>
EN20	NOx, SOx, and other significant air emissions by type and weight.	Fully	<a href="#">Performance and Goals</a>  HAPs, POPs, VOC, and PM emissions are not included in the ICAO Aircraft Engine Emissions Databank and are not considered to be significant air emissions at American.
EN21	Total water discharge by quality and destination.	Not	
EN22	Total weight of waste by type and disposal method.	Partially	<a href="#">Performance and Goals</a>
EN23	Total number and volume of significant spills.	Not	
EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	Not	

Indicator	Description	Reported	
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	Not	
<b>Products and services</b>			
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Fully	<a href="#">Reducing Jet Fuel Impact</a> <a href="#">2011 CRR:</a> <ul style="list-style-type: none"> <li>Climate and Energy, p. 32</li> </ul>
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	Not	
<b>Compliance</b>			
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Fully	<a href="#">Performance and Goals</a> <p>Three environmental fines totalling \$4,500 were paid by American to state agencies in 2012 related to tank management</p> <p>Four non-monetary sanctions from state agencies were issued to American Eagle related to storm water and waste management</p>
<b>Transport</b>			
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Fully	<a href="#">Managing Our Resources</a> <a href="#">Performance and Goals</a> <a href="#">Reducing Jet Fuel Impact</a> <a href="#">2012 Carbon Disclosure Project Response (login required)</a>
<b>Overall</b>			

Indicator	Description	Reported	
EN30	Total environmental protection expenditures and investments by type.	Not	
<b>Social: Labor Practices and Decent Work</b>			
<b>Employment</b>			
LA1	Total workforce by employment type, employment contract, and region.	Fully	<a href="#">Our Current Workforce</a>
LA2	Total number and rate of employee turnover by age group, gender, and region.	Partially	<a href="#">Performance and Goals</a>
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Fully	In financial terms, our employees receive health, life, disability and retirement benefit, and have access to a variety of health benefit options, including dental and vision, as well as optional benefits such as dependent day care and medical reimbursement accounts. American's benefits and many other employment privileges are extended to family members and domestic partners. American also offers deeply discounted travel options to employees and their families, and rewards strong employee performance with both financial and non-financial incentives.
<b>Labor/management relations</b>			
LA4	Percentage of employees covered by collective bargaining agreements.	Fully	<a href="#">Our Current Workforce</a>
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	Fully	As decisions are made about the future shape of our workforce, we will honor the notice provisions in existing union contracts. Outside of specific contractual obligations, American typically gives 14 days' notice, or pay in lieu of notice is provided.
<b>Occupational health and safety</b>			
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	Not	

Indicator	Description	Reported	
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.	Partially	<a href="#">Safety, Health, and Wellness Performance and Goals</a>
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Fully	<a href="#">Safety, Health and Wellness</a>
LA9	Health and safety topics covered in formal agreements with trade unions.	Fully	There is good union participation in safety matters, and American follows OSHA requirements to share results of sampling data with unions. For example, the TWU is a full partner in employee safety at the working group level and at the employee safety board.
<b>Training and education</b>			
LA10	Average hours of training per year per employee by employee category.	Not	
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Fully	<a href="#">Our Future Workforce</a> <ul style="list-style-type: none"> <li>• Offered pre-retirement planning for intended retirees;</li> <li>• Offered severance pay per policy for non-labor groups and per contracts for labor groups, amount of severance pay is associated with length of service;</li> <li>• Retraining for those intending to continue working (worked with State Workforce Solutions offices to determine services and programs available for exiting employees);</li> <li>• Job placement services (career transition services were offered to all management employees affected by reduction in force during 2012. Internal and External support sites were created to offer access and links to training and services available for all employees. Career Symposium workshops were offered throughout the system focused on interview skills, resume writing.</li> <li>• Relocation Resources interactive site is available to employees considering moves in conjunction with reductions (moving from one location to another in the system)</li> </ul>

Indicator	Description	Reported	
LA12	Percentage of employees receiving regular performance and career development reviews.	Fully	Although the Performance Development Process performance reviews typically apply to 100 percent of active management and most support staff, due to restructuring and management/support reorganizations, performance reviews were not conducting in the traditional, time-bound framework as they would normally have been. 11,285 employees (approximately 14%) were appraised in 2012, but most management employees did not review evaluation results with their managers; the appraisals were used as inputs to the organizational redesign process.
<b>Diversity and equal opportunity</b>			
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	Fully	<a href="#">Celebrating Diversity and Inclusion Our Current Workforce</a>  Of the 12 members of our Board of Directors, two are female and three are minorities. Board of Directors bios and ages are provided in the <a href="#">2012 Form 10-K/A</a> , p. 2-5
LA14	Ratio of basic salary of men to women by employee category.	Not	
<b>Social: Human Rights</b>			
<b>Investment and procurement practices</b>			
HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.	Not	
HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	Not	
HR3	Total hours of employee training on policies and procedures concerning	Fully	<a href="#">Celebrating Diversity and Inclusion</a>

Indicator	Description	Reported	
	aspects of human rights that are relevant to operations, including the percentage of employees trained.		In 2012, our Value of Respect 3 training was completed by 30,063 American Airlines employees and 9,997 American Eagle employees, together representing about 49% of our workforce. The remaining domestic employees and our international employees are scheduled to complete the training in 2013. The training was offered both online and in person, and a total of 30,050 Value of Respect 3 training hours were completed in 2012.
<b>Non-discrimination</b>			
HR4	Total number of incidents of discrimination and actions taken.	Not	
<b>Freedom of association and collective bargaining</b>			
HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.	Not	
<b>Child Labor</b>			
HR6	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor.	Fully	American's operations do not pose a significant risk for incidents of child labor/and or young workers exposed to hazardous work. As part of its employment policies, American does not hire employees under 18 years of age.
<b>Forced and compulsory labor</b>			
HR7	Operations identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of forced or compulsory labor.	Fully	American's operations do not pose a significant risk for incidents of compulsory labor. We did not take any specific measures to contribute to the elimination of forced/compulsory labor in 2012.
<b>Security Practices</b>			

Indicator	Description	Reported	
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	Not	
<b>Indigenous Rights</b>			
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	Not	
<b>Social: Society</b>			
<b>Community</b>			
SO1	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.	Partially	<p><a href="#">A Positive Economic Force</a></p> <p><a href="#">2012 Report: The Economic Impact of American Airlines on the US Economy</a></p> <p><a href="#">2011 CRR:</a></p> <ul style="list-style-type: none"> <li>• Community, p. 49-51</li> </ul> <p>In 2012, we closed our reservation office in Tucson. The closure was not significant in terms of job loss, in that most reservations agents became home-based. We also closed the Alliance Maintenance base, which was located in the DFW region. Base closure was an efficiency measure, especially as the amount of maintenance needed on newer aircraft is less than for an older fleet.</p>
<b>Corruption</b>			
SO2	Percentage and total number of business units analyzed for risks related to corruption.	Not	
SO3	Percentage of employees trained in organization's anti-corruption policies and	Fully	All active AA/AE management (100%) completed anti-corruption training in 2012. In addition, 2,482 non-management, or about 3.4% of

Indicator	Description	Reported	
	procedures.		non-management employees completed the training.
SO4	Actions taken in response to incidents of corruption.	Not	
<b>Public policy</b>			
SO5	Public policy positions and participation in public policy development and lobbying.	Partially	Through our Political Action Committee (PAC), which is funded solely through voluntary employee contributions, we engage with elected officials who share our views on critical issues such as air traffic modernization, energy, the environment and tax and regulatory reform.
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Not	
<b>Anti-competitive behavior</b>			
SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	Not	
<b>Compliance</b>			
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Not	
<b>Social: Product Responsibility</b>			
<b>Customer health and safety</b>			
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and	Fully	<a href="#">Safety and Security</a>  <a href="#">2011 CRR:</a>



Indicator	Description	Reported	
	services categories subject to such procedures.		<ul style="list-style-type: none"> <li>Safety and Security, p. 15-17</li> </ul> <p>All products/services are covered by/assessed for compliance as part of American's Safety Management System</p>
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	Not	
<b>Product and service labelling</b>			
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	Not	
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes.	Not	
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Fully	<a href="#">Customer Service</a>  <a href="#">2011 CRR:</a> <ul style="list-style-type: none"> <li>Listening to Customers, p. 18</li> </ul>
<b>Marketing communications</b>			
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	Not	
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing	Not	

Indicator	Description	Reported	
	communications, including advertising, promotion, and sponsorship by type of outcomes.		
<b>Customer privacy</b>			
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Not	
<b>Compliance</b>			
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Not	