

G3 Content Index - GRI Application Level B

Application Level B

Assured by

STANDARD DISCLOSURES PART I: Profile Disclosures

REPORT FULLY ON THE BELOW SELECTION OF PROFILE DISCLOSURES OR PROVIDE A REASON FOR OMISSION

1. Strategy and Analysis

Profile Disclosure	Description	Reported	Cross-reference/Direct answer	Reason for omission	Explanation
1.1	Statement from the most senior decision-maker of the organization.	Fully	CEO Message		
1.2	Description of key impacts, risks, and opportunities.	Fully	AMR Corporation at a Glance		
			Performance and Goals		
			Public Policy		
			Managing our Corporate Responsibility		
			Materiality Analysis		
			Managing our Footprint		
			Climate and Energy		
			RestructuringAMR		

2. Organizational Profile

Profile Disclosure	Description	Reported	Cross-reference/Direct answer	Reason for omission	Explanation
2.1	Name of the organization.	Fully	AMR Corporation		
2.2	Primary brands, products, and/or services.	Fully	AMR Corporation		
			AMR Corporation at a Glance		
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	Fully	AMR Corporation		
2.4	Location of organization's headquarters.	Fully	AMR Corporation at a Glance		
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	AMR Corporation at a Glance		
2.6	Nature of ownership and legal form.	Fully	2011 Annual Report Page 2		
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Fully	AMR Corporation at a Glance		
2.8	Scale of the reporting organization.	Fully	AMR Corporation at a Glance		
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	Fully	AMR Corporation at a Glance		
2.10	Awards received in the reporting period.	Fully	Awards and Recognition		

3. Report Parameters

Profile Disclosure	Description	Reported	Cross-reference/Direct answer	Reason for omission	Explanation
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	Fully	About this Report		
3.2	Date of most recent previous report (if any).	Fully	About this Report		
3.3	Reporting cycle (annual, biennial, etc.)	Fully	About this Report		
3.4	Contact point for questions regarding the report or its contents.	Fully	About this Report		
3.5	Process for defining report content.	Fully	Materiality Analysis		
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	Fully	About this Report		
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	Fully	About this Report		
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	About this Report		
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols.	Fully	Data measurement techniques are consistent with those used in past CR reports; including use of GRI protocols and CDP methodology		

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	No restatements		
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	Fully	No changes		
3.12	Table identifying the location of the Standard Disclosures in the report.	Fully	GRI Content Index		
3.13	Policy and current practice with regard to seeking external assurance for the report.	Fully	About this Report		

4. Governance, Commitments, and Engagement

Profile Disclosure	Description	Reported	Cross-reference/Direct answer	Reason for omission	Explanation
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	Governance Corporate Governance		
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	Fully	Governance Corporate Governance		
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	Governance Corporate Governance		
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Fully	Procedures to Facilitate Communications Between the Directors and Employees, Shareholders and Other Interested Third Parties (PDF)		
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	Governance 2011 Annual Report Page 115 Corporate Governance		
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Fully	Governance Board of Directors Governance Policies (PDF) Director Nominating Policies (PDF)		
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	Governance Nominating / Corporate Governance Committee Charter (PDF)		
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	Fully	Ethics and Compliance Standards of Business Conduct (PDF) Director Code of Ethics (PDF) Waivers and Amendments of the Standards of Business Conduct for Executive Officers (PDF)		
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	Governance Managing our Corporate Responsibility Audit Committee Charter (PDF)		
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	Fully	Nominating / Corporate Governance Committee Charter (PDF)		
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	Fully	Materiality Analysis		
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 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.	Fully	Materiality Analysis		

4.14	List of stakeholder groups engaged by the organization.	Fully	Materiality Analysis		
4.15	Basis for identification and selection of stakeholders with whom to engage.	Fully	Materiality Analysis		
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Fully	Materiality Analysis		
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	Materiality Analysis		

STANDARD DISCLOSURES PART II: Disclosures on Management Approach (DMAs)

REPORT ON THE DISCLOSURES ON MANAGEMENT APPROACH FOR EACH CATEGORY. YOU SHOULD BE ABLE TO DISCLOSE THIS INFORMATION ON THE ASPECT LEVEL FOR EACH PERFORMANCE

G3 DMA	Description	Reported	Cross-reference/Direct answer	Further comments
DMA EC	Disclosure on Management Approach EC			
Aspects	Economic performance	Fully	2011 Annual Report	
	Market presence	Fully	2011 Annual Report Economic Impact	
	Indirect economic impacts	Fully	2011 Annual Report Economic Impact	
DMA EN	Disclosure on Management Approach EN			
Aspects	Materials	Fully	Managing our Footprint	
			Data	
			Climate and Energy	
	Energy	Fully	Performance and Goals	
			Managing our Footprint	
			Data Climate and Energy	
	Water	Fully	Performance and Goals	
	Biodiversity	Not	No related indicators are fully reported on	
	Emissions, effluents and waste	Fully	Managing our Footprint	
			Data	
Other Impacts				
Products and services	Fully	Performance and Goals		
Compliance	Fully	Managing our Footprint		
Transport	Fully	Managing our Footprint Climate and Energy		
Overall	Fully	Managing our Footprint Performance and Goals		
DMA LA	Disclosure on Management Approach LA			
Aspects	Employment	Fully	Corporate Factsheet	
			AMR careers RestructuringAMR Our Workforce	
	Labor/management relations	Fully	Performance and Goals RestructuringAMR Our Workforce	

			At American Airline, safety reporting begins with our VP of Safety, Security and Environmental, who reports to our Senior VP of 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.
	Occupational health and safety	Fully	Safety and Health
	Training and education	Fully	Developing our People
	Diversity and equal opportunity	Fully	Diversity and Inclusion Diversity

DMA HR Disclosure on Management Approach HR

Aspects	Investment and procurement practices	Fully	Ethics and Compliance
	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	Ethics and Compliance
	Forced and compulsory labor	Fully	Ethics and Compliance
	Security practices	Not	No related indicators are fully reported on
	Indigenous rights	Fully	Ethics and Compliance

DMA SO Disclosure on Management Approach SO

Aspects	Community	Fully	Economic Impact Performance and Goals
	Corruption	Fully	Ethics and Compliance
	Public policy	Fully	Public Policy
	Anti-competitive behavior	Not	No related indicators are fully reported on
	Compliance	Not	No related indicators are fully reported on

DMA PR Disclosure on Management Approach PR

Aspects	Customer health and safety	Fully	Safety and Security Performance and Goals
			Listening to our Customers A Culture of Service
	Product and service labelling	Fully	Performance and Goals
	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.

STANDARD DISCLOSURES PART III: Performance Indicators

REPORT FULLY ON AT LEAST 20 CORE OR ADDITIONAL PERFORMANCE INDICATORS - AT LEAST 1 FROM EACH CATEGORY (ECONOMIC, ENVIRONMENT, LABOR PRACTICES & DECENT WORK, HUMAN

Economic

Performance Indicator	Description	Reported	Cross-reference/Direct answer
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Economic performance

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	Economic Impact Global Giving 2011 Annual Report Employee Connections AMR Corporation at a Glance
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EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Fully	Carbon Disclosure Project response (login required) 2011 Annual Report page 6 2011 Annual Report page 19 Climate and Energy
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EC3	Coverage of the organization's defined benefit plan obligations.	Fully	2011 Annual Report pages 95-98 Our Workforce
EC4	Significant financial assistance received from government.	Not	
Market presence			
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	Diversity and Inclusion Majority of senior management are hired from local operations
Indirect economic impacts			
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	Fully	Economic Impact
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Fully	Economic Impact
Environmental			
Performance Indicator	Description	Reported	Cross-reference/Direct answer
Materials			
EN1	Materials used by weight or volume.	Fully	Data
EN2	Percentage of materials used that are recycled input materials.	Fully	Climate and Energy
Energy			
EN3	Direct energy consumption by primary energy source.	Fully	Data Climate and Energy
EN4	Indirect energy consumption by primary source.	Partially	Carbon Disclosure Project response (login required)
EN5	Energy saved due to conservation and efficiency improvements.	Partially	Environment Progress
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	Climate and Energy
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Partially	Other Impacts
Water			
EN8	Total water withdrawal by source.	Partially	Data
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.
EN10	Percentage and total volume of water recycled and reused.	Not	
Biodiversity			
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	
Emissions, effluents and waste			
EN16	Total direct and indirect greenhouse gas emissions by weight.	Fully	Climate and Energy Carbon Disclosure Project response (Login required) Data
EN17	Other relevant indirect greenhouse gas emissions by weight.	Fully	Climate and Energy Data
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Fully	Climate and Energy Data Environment Progress
EN19	Emissions of ozone-depleting substances by weight.	Fully	Data

EN20	NOx, SOx, and other significant air emissions by type and weight.	Partially	Data
EN21	Total water discharge by quality and destination.	Not	
EN22	Total weight of waste by type and disposal method.	Partially	Data
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	
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	
Products and services			
			Climate and Energy
			Other Impacts
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Fully	Environment Progress
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	Not	
Compliance			
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Fully	Managing our Footprint
Transport			
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	Climate and Energy
Overall			
EN30	Total environmental protection expenditures and investments by type.	Not	
Social: Labor Practices and Decent Work			
Performance Indicator	Description	Reported	Cross-reference/Direct answer
Employment			
LA1	Total workforce by employment type, employment contract, and region.	Fully	Our Workforce AMR Corporation at a Glance
LA2	Total number and rate of employee turnover by age group, gender, and region.	Partially	Our Workforce
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Fully	Our Workforce
Labor/management relations			
LA4	Percentage of employees covered by collective bargaining agreements.	Fully	Our Workforce
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	Fully	Our Workforce RestructuringAMR
Occupational health and safety			
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	
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.	Partially	Safety and Health
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Fully	Safety and Health
LA9	Health and safety topics covered in formal agreements with trade unions.	Fully	Our Workforce RestructuringAMR Safety and Health
Training and education			
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.	Partially	Safety and Health Developing our People Our Workforce
LA12	Percentage of employees receiving regular performance and career development reviews.	Fully	Developing our People
Diversity and equal opportunity			
			Governance

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	Diversity and Inclusion Creating a Great Place to Work
LA14	Ratio of basic salary of men to women by employee category.	Not	
Social: Human Rights			
Performance Indicator	Description	Reported	Cross-reference/Direct answer
Investment and procurement practices			
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 aspects of human rights that are relevant to operations, including the percentage of employees trained.	Partially	Ethics and Compliance
Non-discrimination			
HR4	Total number of incidents of discrimination and actions taken.	Not	
Freedom of association and collective bargaining			
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	
Child labor			
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.
Forced and compulsory labor			
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	Ethics and Compliance American's operations do not pose a significant risk for incidents of compulsory labor.
Security practices			
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	Not	
Indigenous rights			
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	Fully	None
Social: Society			
Performance Indicator	Description	Reported	Cross-reference/Direct answer
Community			
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.	Fully	Economic Impact
Corruption			
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 procedures.	Fully	100%
SO4	Actions taken in response to incidents of corruption.	Not	
Public policy			
SO5	Public policy positions and participation in public policy development and lobbying.	Fully	Public Policy
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Not	
Anti-competitive behavior			
SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	Not	
Compliance			
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Not	
Social: Product Responsibility			
Performance Indicator	Description	Reported	Cross-reference/Direct answer
Customer health and safety			

PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	Fully	Safety and Security
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	
Product and service labelling			
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 labeling, by type of outcomes.	Not	
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Fully	Listening to our Customers A Culture of of Service
Marketing communications			
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	Partially	World Class Products and Services AMR Privacy Policy
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	Not	
Customer privacy			
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Not	
Compliance			
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Not	