

Thursday, June 18, 2020



## A Message from Franco Tedeschi

Dear Chicago, Europe and Asia Pacific Colleagues,

As we navigate through the impacts of the pandemic, we've had to make difficult decisions that will reposition American as a smaller, stronger, and more efficient airline. The organizational changes began earlier this month when CEO Doug Parker and President Robert Isom announced a new leadership team, and changes to our organizational structure will continue to materialize in the months ahead. This means some of our talented colleagues will depart the airline, and others will be promoted or take on expanded roles and responsibilities.

Yesterday, Jim Butler, Senior Vice President of Airport Operations and Cargo, outlined a reorganization for managing director and director leadership, and I'd like to explain what that means for the teams under my care in Chicago, Europe and Asia Pacific.

### Chicago

I'm pleased to announce that there are no changes to the Chicago leadership structure. Managing Directors **Jackie Rios** and **Chris Kaplan** will continue their respective roles in Customer Care and Customer Ops, as will **Tony Markowski**, Director of ORD Tower Operations and **Debbie Havens**, Director of ORD Hub Administration. Jackie, Chris, Tony and Debbie remain as my direct reports and I am confident that there's no better team to continue leading us forward as Chicago's Airline of Choice.

### Europe and Asia Pacific

- As **Russ Fortson**, current Managing Director of Asia Pacific relocates to CLT for a new role as MD of Customer Care, we will combine all operations in Europe (including LHR) and Asia Pacific under one Managing Director.
- I've asked **Rhett Workman**, currently the MD of LHR, to step in to an expanded role that also includes management of our operations for 30 stations in Europe and Asia Pacific. Rhett will report to me as MD of Europe and Asia-Pacific.
- **Cesar Marchese** has been promoted to become Director of LHR operations and report to Rhett.
- **Richard Muise**, Director, Europe Operations will be leaving American after a 15-year career.

I'd like to extend my heartfelt gratitude to Richard Muise and Russ Fortson for their contributions to the operations in Europe and Asia Pacific. As a result of their efforts we have a solid foundation for us to continue to succeed, and I wish them the best in their next endeavors.

Rhett's expanded role and Cesar's promotion are evidence of their incredible leadership, and I look forward to working with them and building on their strong ties to the talented frontline teams in Europe and Asia Pacific.

As leaders, our primary role and responsibility is to support the teams under our scope of care, and as we continue to move forward, you have our commitment to remain transparent and available to you. Our

frontline teams are the face of the airline and their work strengthens the company in meaningful ways – from running a safe and reliable operation, to serving of our customers, and most recently, handling cargo-only flights and keeping the airline running during a time of great uncertainty.

We all have an incredible responsibility to lead American to emerge stronger than ever, and I know this team will rise to the challenge. I'm honored to be a part of this expanded team and I'm certain that our collective work will position us as the customers' airline of choice in Chicago, Europe and Asia Pacific.

A handwritten signature in black ink, appearing to read "James". The signature is written in a cursive, flowing style with a long, sweeping underline that extends to the left.