

July 12, 2017

Ms. Sara Nelson
President
ASSOCIATION OF FLIGHT ATTENDANTS

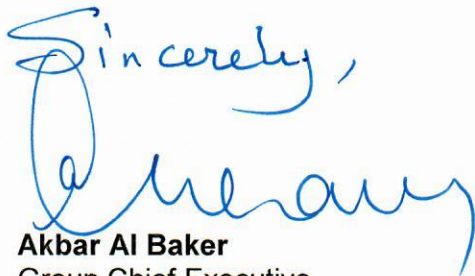
Email: snelson@afacwa.org

Dear Ms. Nelson,

I want to apologize for my recent remarks, which referred carelessly to the cabin crew serving aboard U.S. air carriers. These remarks do not reflect my true sentiments about cabin crew, or about any employees, all of whom deserve and have my greatest respect.

Competition among air carriers is robust. This is healthy, especially for our passengers, but our competition must remain respectful. We compete with other carriers to provide our passengers with the best air travel experience, always mindful that safety is our first commitment. For the cabin crew serving aboard all air carriers, professionalism, skill and dedication are the qualities that matter. I was wrong to imply that other factors, like age, are relevant, and I realize that this is particularly offensive to those crew members who have dedicated their careers to our industry. With their experience and commitment, they are among my most valued colleagues.

Please accept my sincere apology, which I hope you will share with your members.

Sincerely,


Akbar Al Baker
Group Chief Executive