

## The Extra Mile



I'll bet you've worked with an exceptional colleague, have an employee who gives his or her all on the job, or have received recognition for your own professional efforts and successes.

At US Airways, we think it's important to recognize exceptional people and reward them for helping contribute to our airline's (and customers') success. That's why, several years ago, we created our highest em-

ployee honor: the Chairman's Award. The award allows company leaders, as well as our employees' peers, to nominate an employee for recognition for a job well done.

Our Chairman's Awards are presented at the end of each quarter. Winners are chosen by a panel of their peers from the nominations received. Each Chairman's Award winner receives a plaque, a pin, and a check for \$1,000.

Laura Aiello, a Philadelphiabased In-Flight **Operations** Supervisor, received **US Airways**<sup>1</sup> highest emplovee honor for saving a man's life at the airport last year.



At the end of each year, a panel reviews all of the winning quarterly nominations. From those winners, the top 25 are selected to receive the Annual Chairman's Award. Annual winners, along with a guest, are invited to attend a celebratory dinner with members of our airline's management team and are presented with a \$5,000 check.

Nearly every Chairman's Award winner I've met with over the years has told me, "I was just doing my job." But these stellar employees lead the pack in caring for our customers, fellow employees, and the airline as a whole.

Laura Aiello, a Philadelphia-based In-Flight Operations Supervisor, is the perfect example of one of our Chairman's Award winners who went the extra mile and didn't think twice about her heroic act.

Last year, Laura was walking through Philadelphia International Airport and noticed some commotion at a gate. As she got closer, she saw that a man had collapsed. Laura quickly retrieved a wall-mounted automated external defibrillator (AED). After her CPR efforts failed, she used the AED to restore the man's heartbeat and revive him. Numerous crewmembers and other employees witnessed her actions, and in a quiet and unassuming way Laura demonstrated the importance of safety and putting our customers first.

Following the incident, Laura returned to her office and continued working, bringing little attention to the matter and focusing on the next task at hand. She was quite modest about the matter, and yet she had just saved a man's life.

We love to hear about the great things our people do, so if you notice one of our employees providing outstanding customer service or taking extra care in a tough situation, let us know by visiting the Contact US page at usairways.com.

We hope you enjoy your travels today. On behalf of the 32,000 employees of US Airways, thank you for flying with us today. We look forward to seeing you again soon.

Doug Parker Chairman and CEO