

# IFS EIG Winter System Conference

Feb. 11, 2020

| TIME      | TOPIC                                                                                                                        |                     |                          |
|-----------|------------------------------------------------------------------------------------------------------------------------------|---------------------|--------------------------|
| 0700-0800 | BREAKFAST                                                                                                                    |                     |                          |
| 0800-0815 | Welcome<br>Coordinators, Tracy & Price                                                                                       |                     |                          |
| 0815-0930 | Allison Ausband<br>SVP - IFS                                                                                                 |                     |                          |
| 0930-0955 | New Uniform Introduction                                                                                                     |                     |                          |
| 1000-1200 | New Uniform - Breakout Activity<br>Group 1 - Concourse C/D<br>Group 2 - Concourse A<br>Group 3 - Narita<br>Group 4 - DaVinci |                     |                          |
| 1200-1245 | LUNCH                                                                                                                        |                     |                          |
| TIME      | Pristine - Concourse A                                                                                                       | MyFlight<br>DaVinci | HSS Innovation<br>Narita |
| 1245-1330 | Group A & B                                                                                                                  | Group C             | Group D                  |
| 1340-1425 |                                                                                                                              | Group D             | Group C                  |
| 1435-1520 | Group C & D                                                                                                                  | Group A             | Group B                  |
| 1530-1615 |                                                                                                                              | Group B             | Group A                  |
| 1615      | Close (in Breakout Rooms)                                                                                                    |                     |                          |
| 1700-2000 | Dinner                                                                                                                       |                     |                          |

# IFS EIG Winter System Conference

Feb. 12 , 2020

| TIME      | TOPIC                                               |
|-----------|-----------------------------------------------------|
| 0700-0800 | BREAKFAST                                           |
| 0800-0815 | Welcome<br>System Coordinators                      |
| 0815-0930 | Ranjan Goswami<br>VP IFS Field Ops                  |
| 0930-1030 | Mike Crowley<br>VP OBS Operations                   |
| 1030-1045 | BREAK                                               |
| 1045-1145 | David Watson<br>VP Crew Resources                   |
| 1145-1245 | LUNCH                                               |
| 1245-1345 | Jill Greer<br>VP Investor Relations                 |
| 1345-1445 | Eric Phillips<br>SVP - Pricing & Revenue Management |
| 1445-1500 | BREAK                                               |
| 1500-1530 | Paul Jacobson<br>EVP & Chief Financial Officer      |
| 1530-1600 | Ed Bastian<br>Chief Executive Officer               |
| 1600-1615 | Close                                               |
| 1630      | Busses Depart                                       |