

MEMO

To: All flight attendants of the new Delta
Date: July 8, 2009
From: Joanne Smith, Senior Vice President - In-Flight Service
Subject: Aligning advocacy policies

During the past seven-plus months, we've made excellent progress integrating our two teams, including common uniforms, onboard products, common procedures and the start of Initial Qualification (IQ) Training for pre-merger Northwest flight attendants. As we begin sharing lounges in many cities, now is the right time to align another policy that will ensure consistency related to activities that take place in our lounges or other non-work areas: our advocacy policy.

Delta's advocacy policy is designed to accommodate employees' rights to express their views, whether on union representation or other issues, while also accommodating the rights of those who wish to be left alone, as well as Delta's right to serve our customers and conduct our operations without disruption. Northwest's advocacy policy generally prohibited these types of activities anywhere on company property. Delta's policy allows such activities, providing they are done in a professional and respectful manner.

Effective today, our combined team will follow Delta's more open advocacy policy in In-Flight Service. There are a few important provisions related to Delta's advocacy policy that you should keep in mind:

- Only Delta employees can engage in advocacy activities on company premises and only in non-work areas and non-operational areas. This includes all employees of the new Delta.
- Non-work areas and non-operational areas may vary by base. Your base leaders can help you determine the proper area for advocacy activities.
- Our customers are our top priority, so advocacy should never take place on board the aircraft, in a jetway, gatehouse or on the ramp. Work areas of our lounges – briefing rooms, quiet rooms, computer areas, training areas – are also not appropriate locations for these activities.
- Materials used for advocacy, such as small signs, pins, buttons, etc. must be worn or displayed in non-work areas. Pins worn with the Delta uniform must comply with our uniform style guide, which allows one small lapel pin that is not larger than Delta's service anniversary pin. These materials must not be offensive, unprofessional or inflammatory. Materials should not be left unattended.
- Delta equipment – printers, copiers, fax machines, email, etc. – should not be used to produce or distribute materials related to employee advocacy activities.
- Unless sponsored by Delta, solicitation or advocacy activities by non-Delta employees or vendors are not permitted on Delta property at any time.

Additional information about Delta's advocacy policy may be found on the IFS Portal or from your base leader.

I know employees feel passionately about many issues, including union representation. You have the right to express your views or remain silent, but discussions must always be respectful and professional. By implementing this policy now within In-Flight Service we are aligned with Delta's fundamental belief that you have the right to express your views without interfering with our operations or customer service.

Thanks for your continued commitment to building a great airline, and for all you do for our customers every day.

Joanne

FAQs for Flight Attendants – Advocacy Policy

1. What will be changing about the pre-merger NWA advocacy policy?

The pre-merger NWA advocacy policy will change to reflect the pre-merger Delta advocacy policy. Specifically, employees will be allowed to engage in advocacy activities in non-work areas, during non-work time.

2. Will anything change with the pre-merger Delta policy?

Delta's advocacy policy will not change. Delta's policy is designed to accommodate employees' rights to express their views, including supporting or opposing a union, or simply to be left alone, as well as Delta's right to serve our customers and to avoid disruption of operations.

3. What is Delta's philosophy behind the change to the NWA advocacy policy?

By aligning the two policies, flight attendants who wish to advocate a position will be treated consistently at all bases. This change supports one of Delta's guiding principles – respect for Delta people and their ability to express their views in a professional manner that also respects the rights of others and does not interfere with our operations or our customers.

4. Why are we aligning the policy?

The pre-merger Northwest policy did not allow for advocacy at any location on company property. Delta initially made the decision to honor the existing policy in view of our decision to honor the terms and conditions in place under the NW collective bargaining agreements. It has since become clear that maintaining two separate policies can create unnecessary confusion for our employees and leaders now that we share common lounges across our system. As our integration has progressed, we felt the time was right to implement Delta's longstanding policy which is based on Delta's guiding principles of respect for employees' views, as long as they conduct themselves in a professional manner that also respects the views of others.

5. When will the policy alignment be implemented?

The aligned advocacy policy will be implemented **July 8, 2009**.

Policies Regarding Advocacy Activity on Delta Premises

These policies are designed to accommodate employees' rights to support or oppose a union, or simply to be left alone, as well as Delta's right to serve our customers and to avoid disruption of operations.

Solicitation or Advocacy Activities

By Delta Employees

Solicitation or advocacy activities by Delta people on Delta premises are permitted only in non-work and non-operations areas, such as lounges and break rooms, and only during a person's non-working time.

- An aircraft is always a work/operations area. Solicitation or advocacy activities are not permitted on board aircraft at any time.
- Other work areas include gatehouses, jetways, briefing rooms, and the ramp.
- Parking lots are considered non-work areas, but solicitation activities must not interfere with traffic or harass people.
- If an area in a lounge or break room is used for work and non-work purposes, solicitation or advocacy activities are permitted in that area only when it is not being used for work purposes.
- Solicitation or advocacy activities may never be undertaken in a harassing manner or in a manner that interferes with people who do not wish to be solicited.
- Advocacy materials must not be unprofessional, offensive or inflammatory. Materials may not be left unattended.
- Leaders have the right to restrict congestion in lounges and break areas and to provide for quiet areas for flight attendants where advocacy and solicitation activities may not occur.

By People Other Than Delta Employees

Unless the activities are sponsored by Delta, solicitation or advocacy activities by people who do not work for Delta are not permitted on Delta premises at any time.

- Delta premises generally extend to the parking lot entrance roadways and surrounding areas. In airports, Delta premises include gatehouses, employee lounges and other areas used exclusively or primarily by Delta.
- Common areas in airports (e.g., ticketing lobbies, passenger concourses, roadways and sidewalks) are usually controlled by the airport authority, not Delta. (Note: Delta controls its entire terminal at some airports, including LGA and JFK.) Advocacy activities by anyone in common areas under airport control are subject to the rules and regulations of the airport authority. In many cases, the airport authority will require a permit for solicitation or advocacy activities. This typically limits the number and location of people permitted to be on-site at any given time.

Use of Delta Materials and Equipment

No one is allowed to use Delta materials, equipment or communications channels – such as computers, copiers, fax machines, telephones, voice mail, electronic mail, company mail and aircraft – to produce or distribute non-Delta-sponsored materials.

Bulletin Boards

- Company business bulletin boards are for official company notices only.
- General purpose bulletin boards are reserved for personal information – such as shift swaps, sales of personal goods, lost and found, etc.
- Items that advocate a position (such as political material, material for or against a social policy, material for or against a union) are not permitted on bulletin boards or on walls or other areas on Delta premises.

Pins, Buttons or Other Message-Bearing Items

- Other than Delta-sponsored programs or initiatives, no buttons or other items (including caps, shirts, jackets or any other clothing) that convey a message or advocate a position or cause may be worn or displayed in work areas or on work time.
- The single exception is a small lapel pin equivalent to a piece of jewelry and no larger than the Delta service award pin.
- Buttons or other items (including caps, shirts, jackets or other clothing) that express support for or opposition to a union may be worn or displayed in non-work and non-operations areas and on non-working time.
- Such items must not be unprofessional, offensive or inflammatory.