



Internal Memorandum

Date: Thursday, June 25, 2020

To: Delta Colleagues Worldwide
From: Ed Bastian, CEO
Subject: PROTECTING OUR HEALTH AND SAFETY IN THE SUMMER SEASON

Two weeks into what has historically been our peak summer travel season, we continue to see slow but steady increases in passenger volumes, with about 1,000 daily flights to be added in July and up to another 1,000 flights in August. While it's encouraging to see flights returning, we expect our overall demand this summer to be only 25 percent of last summer's revenue, and we likely remain at least two years away from a return to normal. Given the ramp up over the next two months, we are unlikely to add many more flights for the remainder of the year beyond what we have in August.

Fortunately, flying is safer than ever before thanks to [all the steps we have taken](#) to protect you and our customers in the air and on the ground. At the same time, parts of the country have seen a resurgence of COVID-19, and this week new cases nationwide grew at their highest level since April. That's why it is more important than ever to adhere to the safety and health guidelines we have put in place to keep you safe.

One of the most effective measures we have is wearing a mask, which numerous studies have shown can slow the spread of the virus. They are required for our customers as well as our people, and passengers must follow crew member instruction to properly wear them in flight.

We take the requirement to wear a mask very seriously. Customers who choose not to comply with this or any other safety requirement risk losing their future flight privileges with Delta. So far, there have thankfully only been a handful of cases, but we have already banned some passengers from future travel on Delta for refusing to wear masks on board.

The industry stands together on this point - our policy is fully aligned with the face covering enforcement rules Airlines for America recently announced.

Another critical action is COVID-19 testing, both for the virus and antibodies. We successfully began testing in MSP earlier this month, and it's now available in Atlanta, with Detroit and JFK opening on June 29, and LaGuardia the following week. We're working on other locations as well. I've been tested several times already, and I'll be tested again today in Atlanta.

Widespread testing is vital to reducing the risk of exposure to our people and helping stop the spread of the virus. There is more information on where to sign up [here](#), and I strongly urge everyone to do so if you are in a city where testing is available.

As we continue to move forward through the pandemic, we've also seen progress in the fight against inequality and social injustice. This week the Georgia Legislature approved a hate crimes bill, helping ensure justice for victims who are targeted because of their race, color, religion, national origin, gender, sexual orientation or disability.

Delta was a strong supporter of this effort, alongside countless other businesses across the state. I want to personally thank the thousands of Georgia-based Delta people who made their voices heard by contacting their elected officials and urging swift passage of this measure. I also want to thank the Governor, the Lt. Governor, the Speaker and the members of the General Assembly for their bipartisan support in passing this important legislation.

This is just one step on what will be a long journey toward racial equality. But it's gratifying to see that we are moving in the right direction. Delta will continue to be a strong advocate for actions, rather than just words, as we work towards a brighter future for all of us.

Our discussion of inequality continued this week when we hosted a virtual Town Hall with Bryan Stevenson, a human rights advocate and the founder and Executive Director of the Equal Justice Initiative. Bryan's book "Just Mercy" was the inspiration for the film of the same name. It was a compelling and necessary conversation that went to the heart of the injustice, inequality and indignities experienced every day by our Black and Brown colleagues, friends and communities. If you were unable to participate, a replay is available on SkyHub [here](#) through Sunday at midnight. Everyone will benefit from hearing Bryan's moving story.

Finally, I want to remind everyone that the window remains open for those considering an enhanced early retirement or voluntary separation package. This is a [once-in-a-career opportunity](#) for significant cash severance, retiree medical benefits and flight benefits for those who have reason to consider retirement or moving on to the next chapter of their work life. Thousands of Delta people have already signed on to take advantage of these generous programs. I want to thank all of you. As I have said before, our goal is to endure the pandemic without involuntary furloughs. While it won't be easy, every person who accepts a voluntary package gets us closer to that goal.

The more people return to the skies, the more they realize how much cleaner and safer air travel is today, particularly when compared to other public spaces. Here's what one customer recently told us:

"I was very pleasantly surprised when I flew from Florida to Maine this past weekend. I actually felt safer on the plane than I did in the grocery store. Everyone had a mask on, we were handed wipes, the plane was clean and true to your word you left a space between all passengers. I had a truly fantastic weekend and felt protected by the airline. Thank you for giving me a much-needed weekend with my family and friends. I have been singing Delta's praises... Well done and thank you."

Thanks to all of you for the care you show our customers and each other. Please stay safe and healthy as we continue to move into the summer season. I'm looking forward to seeing you in my travels this summer.

A handwritten signature in black ink, appearing to be 'Ed', written in a cursive style.