

KEEP CLIMBING



DELTA



2010 CORPORATE RESPONSIBILITY REPORT





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This report describes Delta Air Lines, Inc.’s corporate responsibility activities and performance since its last report, *2009 Delta Corporate Responsibility Report: Building a Better Airline, Not Just a Bigger One*. Data included in this report are from 2010, unless otherwise noted. Delta self-declares this report to meet application level B of the Global Reporting Initiative (GRI) G3 Sustainability Reporting Guidelines. This year’s report covers Delta’s mainline operations and facilities in the United States; regional partners and international facilities are not included in this report unless otherwise noted. For more information about this report, please contact: Helen Howes, Managing Director - Safety, Health and Environment, Delta Air Lines, Inc., 1020 Delta Boulevard, Atlanta, GA, 30354. Helen.Howes@delta.com



LETTER FROM RICHARD H. ANDERSON, CEO

Today companies large and small are being held increasingly responsible for their environmental footprint and impact on the communities in which they do business. At Delta, we understand the value of being good corporate citizens and giving back to the communities in which we live and work. This corporate responsibility report describes our environmental, safety, community, employee and financial performance for 2010.

Reducing energy use and greenhouse gas emissions are priorities for Delta. We surpassed our ten-year goal of improving aircraft fuel efficiency by 10 percent, achieving a 28 percent improvement. By exiting the dedicated freighter business, retiring older aircraft from the fleet, reducing 50 seat jets and focusing on other fuel reduction projects, we cut our jet fuel consumption in 2010 by 57 million gallons. As a company we will continue our greenhouse gas reduction efforts, and in conjunction with the entire airline industry, continue to support the global sectoral approach.

At Delta we also have an ambitious recycling and waste reduction program, which includes initiatives to minimize waste as well as recycle aircraft carpet, metal, glass, plastic, office paper, magazines, aluminum cans and the like.

As a company we believe that the responsibility for safety and security rests with every employee. Recognizing our responsibilities beyond running a safe operation, last year we became the first major airline to sign the ECPAT International (End Child Prostitution, Child Pornography, and Trafficking of Children for Sexual Purposes) Code of Conduct for tourism. Responding to international events, we have also participated in natural disaster relief efforts in both Haiti and more recently in Japan. From building homes with Habitat for Humanity to raising funds for the Breast Cancer Research Foundation, our employees generously support important causes with both their time and money.

Delta remains strongly committed to equal employment opportunity and creating a good place to work for our employees. Acknowledged for our commitment to and culture of inclusiveness in our workplace, Delta earned a perfect 100 percent score when measured by the Human Rights Campaign's Corporate Equality Index.

To recognize the efforts of our people, we were pleased to distribute more than \$340 million in Shared Rewards payments and profit sharing thanks to our superior performance in 2010. In addition, Delta contributed more than \$1 billion to our employees' defined benefit and defined contribution retirement plans during 2010. Delta also ranked at the top of *Fortune* magazine's "2011 World's Most Admired Companies" airline industry list and continues to prioritize both customer safety and comfort.

In addition to this report, more information is available on delta.com about our company and our commitment to our employees, customers and the communities we serve.

Sincerely,

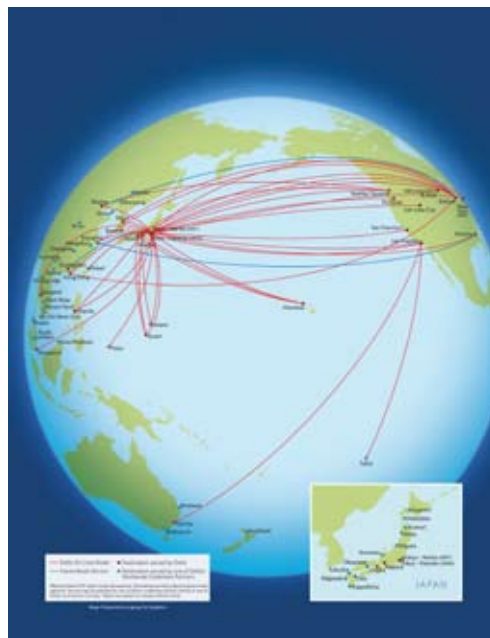
A handwritten signature in black ink that reads "Richard". The signature is written in a cursive, flowing style.

Richard H. Anderson

ABOUT DELTA

Delta Air Lines, Inc. serves more than 160 million customers each year. With an industry-leading global network, Delta and the Delta Connection carriers offer service to 347 destinations in 64 countries on six continents. Headquartered in Atlanta, Delta employs approximately 80,000 employees worldwide and operates a mainline fleet of 700 aircraft.¹

A founding member of the SkyTeam global alliance, Delta participates in the industry's leading trans-Atlantic joint venture with Air France-KLM and Alitalia. Including its worldwide alliance partners, Delta offers customers more than 13,000 daily flights, with hubs in Amsterdam, Atlanta, Cincinnati, Detroit, Memphis, Minneapolis-St. Paul, New York-JFK, Paris-Charles de Gaulle, Salt Lake City and Tokyo-Narita. Delta's service includes the SkyMiles frequent flyer program, the award-winning BusinessElite service and more than 50 Delta Sky Clubs in airports worldwide. Delta is investing more than \$2 billion through 2013 in airport facilities and global products, services and technology to enhance the customer experience in the air and on the ground. Customers can purchase tickets, check in for flights, print boarding passes, check bags and review flight statuses at <http://www.delta.com>



Domestic routes not shown for clarity.

¹ All figures as of May 2011

GOVERNANCE AND ETHICS

Delta's Board of Directors oversees the company's corporate governance and ethics practices, with senior management providing regular reports on all aspects of the company's performance.

Board members sit on committees that manage and provide oversight for corporate governance. These committees include:

- The Audit Committee, which maintains the integrity of Delta's financial statements and internal audit department,
- The Corporate Governance Committee, which recommends qualified individuals to sit on the Board and evaluates the Board's performance,
- The Finance Committee, which makes recommendations about Delta's financial planning and structure,
- The Personnel and Compensation Committee, which establishes Delta's compensation philosophy and approves executive officer compensation, and
- A Safety and Security Committee, which reinforces Delta's commitment to safety and security.

To read the Director's Code of Ethics and Business Conduct or for more information about corporate governance at Delta, visit:

http://www.delta.com/about_delta/investor_relations/corporate_governance

None of the members of the Personnel and Compensation Committee is a former or current officer or employee of Delta. Ten of the thirteen Board members are independent, non-employee members, and the current chairman of the Board is not an executive officer.

The Corporate Governance Committee recommends qualified nominees for election to the Board, focusing on individuals with the skills and experience to provide oversight and assist management in the operation of Delta's business. Candidates are assessed based on various factors including business experience, character, judgment, diversity of experience and international background.

Delta's Board identifies and manages economic, environmental and social performance risks and opportunities by overseeing Delta's enterprise risk management (ERM) program. Under Delta's ERM process, management has the responsibility for:

- Setting up organizational responsibilities for risk management,
- Determining significant risks to Delta,
- Monitoring the business environment for changes in and emergence of significant risks, and
- Developing risk mitigation and management strategies based on Delta's risk tolerance levels.

Managing risk is an ongoing process that is central to every decision made by Delta management. The Board discusses risk throughout the year, particularly at Board and committee meetings when specific actions are considered for approval.

Delta has a strong Code of Conduct for all employees based on its shared values of trust, loyalty, integrity and respect. The Code of Conduct outlines responsibility to fellow employees, customers, shareholders, business partners and the communities Delta serves.

The Board also has a Code of Ethics and Business Conduct. Tenets of this wide-ranging document include:

- Full disclosure of any conflicts of interest,
- Prohibition of relationships between Board members and third parties doing business with Delta,
- Prohibition of any compensation, including gifts, from third parties doing business with the company, and
- A requirement that Board members use company assets solely for the company's benefit.



Delta endorses various economic, environmental and social charters that reflect its commitment to fiscal, environmental and social responsibility. As a member of the SkyTeam global airline alliance, Delta, along with all of its SkyTeam partners, has co-signed the SkyTeam Corporate Responsibility Statement, which can be found here:

.....
<http://www.skyteam.com/downloads/about/why/skyteamCSR.pdf>
.....

Delta is also the first major airline to sign the ECPAT International (End Child Prostitution, Child Pornography, and Trafficking of Children for Sexual Purposes) Code of Conduct for tourism. As a subscriber to this code, Delta will implement policies that condemn child trafficking and train employees to identify and report suspicious activity that could be related to trafficking. Delta will also raise awareness among customers by including information about ECPAT and this code in *Sky* magazine and at delta.com.

Delta employees also participate in ethics training. In 2010 all salaried employees were instructed to complete an online training course called "Ethics and Compliance at Delta." As of December 31, 2010, 85 percent of salaried employees had completed the course. Delta has a process in place in which instances of employee corruption can be reported through an ethics hotline. All claims are investigated, and Delta has taken action up to and including termination when claims were substantiated.

STAKEHOLDER ENGAGEMENT

Delta's stakeholders include customers, employees, investors, governments, industry partners and the communities served by Delta. Stakeholder engagement is driven by the longstanding principles and commitments embodied in Delta's *Rules of the Road*, a handbook distributed to all employees. Delta is committed to being a good corporate citizen that creates value through consistent customer service, great operations, an excellent brand, strong employee relations and new ideas.

Shareholders are represented by the Board of Directors, which meets with management at least quarterly. Employees receive regular communications through internal memos, town hall meetings and DeltaNet, the employee website. Employee groups are also represented by the Delta Board Council (DBC). The pilot work group is represented by the Air Line Pilots Association, and the dispatcher group is represented by the Professional Airline Flight Control Association. The DBC was established by Delta's Board in 1996 to serve as advocates for Delta employees worldwide and to facilitate direct communication between the employees, senior leaders and the Board. The DBC plays an important part in creating opportunities for employees to interact with senior leadership to discuss corporate strategy and resolve issues that are important to employees and customers. These groups and the Delta Board Council meet with management at least quarterly.

Delta engages policymakers both directly and through its active participation in the two primary industry associations- the International Air Transport Association (IATA) and the Air Transport Association of America (ATA). Richard Anderson, Delta's CEO, became Chair of the ATA Board of Directors in December 2010. He also serves on the IATA Board of Governors and is Co-Chair of the ATA Climate Change Task Force. Delta's Senior Vice President of Government Affairs serves on IATA's Joint Task Force on Climate Change and the Industry Affairs Committee. Delta representatives serve on various other ATA and IATA industry committees, working groups and task forces that focus on improving the business and regulatory environments to enhance the industry's safety, environmental performance, consistency and economics. Through IATA, Delta also participates in the International Civil Aviation Organization (ICAO), the United Nations body overseeing international aviation regulations.

Delta utilizes multiple avenues for engaging investors, including, but not limited to, the annual shareholder's meeting, attendance and speaking engagements at investor conferences, public webcasts of earnings calls, individual investor meetings and the maintenance of an Investor Relations department.

RULES OF THE ROAD

Delta's *Rules of the Road* reflect CEO Richard Anderson's guiding principles for working at Delta, blended with the wisdom of Delta founder, C.E. Woolman, and they set forth the company's values and principles in a clear, straightforward manner. The document outlines basic business principles, which include flying safely, sustaining revenue growth, ensuring great customer service, maintaining an excellent brand, treating employees with respect and dignity, acting as a good corporate citizen and controlling costs. To uphold these principles, the *Rules of the Road* encourages all Delta employees to maintain honesty, thoroughness, conscientiousness and dedication in all business practices.

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To view Delta's *Rules of the Road* visit:
http://www.delta.com/about_delta/index.jsp
.....



ENVIRONMENTAL GOVERNANCE AND POLICIES

Delta's Executive Environmental Leadership Council (EELC) was formed in 2009 with the goal of establishing, developing and supporting implementation of an environmental sustainability policy and strategy for Delta. The Council meets quarterly and consists of key leaders from operating and other departments that play a role in determining Delta's strategy and policy on environmental sustainability issues. Recommendations are then made to the Corporate Leadership Team or Board of Directors for approval.

The EELC approved a new Environment Policy in 2010 that was later approved by the Corporate Leadership Team. Through this policy, Delta is committed to:

- Complying with all environmental laws and regulations, as a minimum requirement,
- In the absence of government regulation, operating in an environmentally responsible manner as defined by best practices of the aviation industry,
- Setting environmental performance goals and continually improving environmental performance,
- Preventing pollution, where possible, and if not possible, then establishing mitigation programs to minimize the environmental impact,
- Using natural resources efficiently,
- Conducting environmental compliance and Environmental Management System audits of performance and practices to ensure compliance,
- Engaging with external stakeholders to discuss reasonable solutions to environmental problems, and
- Reporting on environmental performance to employees, customers and external stakeholders on a regular basis.

The EELC first approved a Carbon Emissions Policy in 2009. This policy was then revised in 2010 to guide the company's climate change-related activities, and a climate change strategic plan was drafted and approved by the EELC to implement the company climate change objectives. The Carbon Emissions Policy centers on:

- The need for Delta to act responsibly to reduce climate change-related impacts of operations,
- Support for industry initiatives and a commitment to engage stakeholders in the climate change policy debate, and
- A commitment to engage Delta's customers, employees and other stakeholders in addressing climate change.

EXECUTIVE ENVIRONMENTAL LEADERSHIP COUNCIL

DEPARTMENTS REPRESENTED

CORPORATE COMMUNICATIONS
CORPORATE STRATEGY AND REAL ESTATE
E-COMMERCE
FINANCE AND TREASURY
FLEET STRATEGY AND TRANSACTIONS
FLIGHT OPERATIONS
FUEL
GOVERNMENT AFFAIRS
LEGAL
MARKETING
NETWORK PLANNING
OPERATIONS
SAFETY, SECURITY AND COMPLIANCE
SUPPLY CHAIN MANAGEMENT
TECHNICAL OPERATIONS



ENVIRONMENT

Delta understands its responsibility to the environment and remains committed to complying with all environmental laws and regulations. In the absence of government regulation, Delta operates in an environmentally responsible manner as defined by the best practices of the aviation industry. Delta's environmental performance goals are regularly updated to ensure continuous improvement, and performance is reported to employees, customers and external stakeholders on a regular basis.

Delta is committed to preventing pollution, wherever possible. When prevention is not an option, Delta establishes mitigation programs to minimize its environmental impact. In order to reduce its use of natural resources, Delta continually evaluates emerging technology for new options to reduce its environmental footprint. Such evaluation includes reduction and recycling of operational waste, increased aircraft fuel efficiency, evaluation of and use of alternative fuels, electrification of equipment and providing customers with opportunities for offsetting actions to counteract the effects of greenhouse gas emissions. Delta also has engaged in extensive recycling and waste reduction efforts throughout its operations and office facilities.

MAINTAINING AN ENVIRONMENTAL MANAGEMENT SYSTEM

Delta's Environmental Management System (EMS), which was introduced in 2002, helps airport and maintenance personnel implement the company's environmental program at the local level and comply with national, state and local regulatory requirements. It includes an in-depth assessment of current conditions, identification and correction of problems and routine reviews by station or facility management. It also leverages technology with an Environmental Management Information System (EMIS) to track, record and report on environmental performance. EMS programs are reviewed and updated annually.

REDUCING ENERGY USE, GREENHOUSE GAS EMISSIONS, AND OTHER EMISSIONS

In 2010, Delta completed its first comprehensive greenhouse gas (GHG) inventory. As expected, aircraft fuel consumption comprised nearly all (97.5 percent) of Delta's GHG emissions. Delta used internal data and widely accepted greenhouse gas protocols to prepare an inventory for 2005 to 2010.

Greenhouse Gas Emissions (metric tons CO₂e)

	2005	2006	2007	2008	2009	2010
Scope 1	37,310,537	33,985,652	33,834,367	32,687,861	30,361,396	29,817,878
Mainline Aircraft CO ₂ ^I	37,079,440	33,769,586	33,608,776	32,465,127	30,158,116	29,615,836
Mainline Aircraft Non-CO ₂ ^{II}	48,350	41,064	39,018	35,388	31,471	30,566
Ground Support Equipment (GSE) ^{III}	97,962	90,217	101,788	102,561	94,731	94,399
Owned Facilities Fuel/Natural Gas ^I	84,785	84,785	84,785	84,785	77,077	77,077
Scope 2: Owned Facilities Electricity^{IV}	351,935	351,935	351,935	351,935	319,941	319,941
Scope 3: Leased Facilities	281,068	281,068	281,068	281,068	255,517	255,517
Grand Total	37,943,540	34,618,655	34,467,370	33,320,864	30,936,853	30,393,335

^IDOT Form 41 data, industry standard factors for fuel density (6.7 pounds/gallon) and CO₂ combustion (3.15 pounds of CO₂ for each pound of fuel consumed).

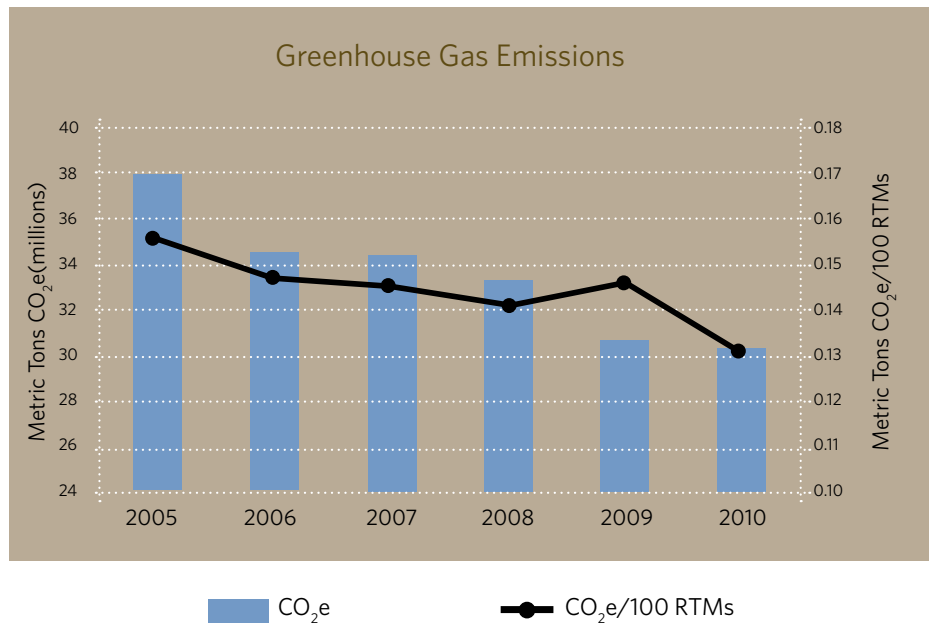
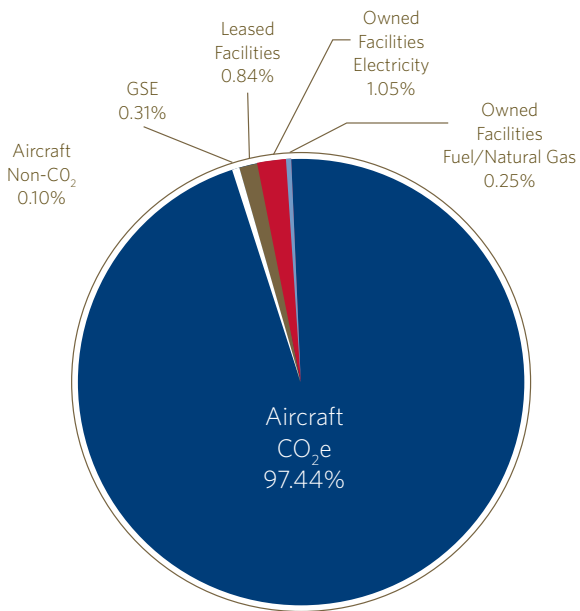
^{II}2006 IPCC Guidelines for National Greenhouse Gas Inventories. Airliners emit CH₄ and N₂O during landing and takeoff, with negligible amounts during cruise.

^{III}2006 IPCC Guidelines for National Greenhouse Gas Inventories, scaled upwards using polled data from Atlanta, Detroit, Minneapolis-St. Paul, New York-JFK, and Salt Lake City, which together comprise over 40 percent of total GSE fuel expenditures.

^{IV}Scope 2 and 3 used eGrid and Energy Information Agency table C1 kWh/ft² and BTU/ft² consumption data, scaled to airports using actual data from Atlanta, assuming a 10 percent larger facility footprint prior to merger with Northwest.



2010 Greenhouse Gases by Source



In 2010, Delta emitted 30.4 million metric tons of carbon dioxide equivalent (CO₂e), a 20 percent decline since 2005. CO₂e per RTM¹ has improved by 15.6 percent since 2005 and 28.2 percent since 2000, exceeding Delta's goal of a 10 percent improvement for 2000-2010. During 2011, Delta plans to establish a 2015 greenhouse gas emissions goal, pursue independent verification of its inventory and register its inventory with a third-party organization.

Delta reduced its jet fuel consumption from 2009 to 2010 by 1.8 percent, representing 56 million gallons of jet fuel. While most of this reduction was due to Delta's decision to exit the dedicated freighter business, Delta also made additional fleet changes and implemented or expanded fuel projects to further improve its fuel efficiency. As a result of these improvements and higher load factors, passenger-miles increased by 2.7 percent despite a 0.1 percent reduction in passenger aircraft fuel.



In 2010, Delta implemented or expanded a number of fuel-saving projects, including:

- Installing winglets on twenty-one 737-800s, fifteen 757-200s and fourteen 767-300ERs, part of a long-term program to save 50 million gallons per year,
- Increasing the utilization of single-engine taxi procedures, resulting in 5 percent additional savings from the 30 million gallons per year program,
- Enhancing arrival sequencing software in Atlanta to take into account gate availability, saving an additional 2.1 million gallons a year,
- Increasing the number of aircraft routing options for international flights, saving 1.6 million gallons per year,
- Expanding the engine wash program to include the additional fleets, saving 2.5 million gallons per year,
- Revising descent procedures for uncongested airports, saving 1.3 million gallons per year,
- Refitting the 777-200ER fleet with a performance improvement package, saving 840,000 gallons per year, and
- Reducing the amount of unplanned fuel boarded on the aircraft, saving 280,000 gallons per year.

Delta continues to replace older and less fuel efficient aircraft in its fleet. During 2010, Delta added two 737-800s, two 777-200LRs and three MD-90s to its active fleet. Delta has announced plans to acquire an additional 39 MD-90s, which will offer 50 percent more capacity per gallon than the DC-9s they will replace. Delta retired 27 DC-9s during 2010, reducing fuel consumption by 20 million gallons. Delta has also been aggressively reducing its capacity flown by regional partners, which use less fuel efficient regional jets and turboprops. Since 2009, Delta has retired 143 fifty-seat regional jets and turboprops and plans to remove an additional 140 of its least efficient aircraft by mid-2013. As part of this plan, the entire DC-9 fleet will be retired by the fourth quarter of 2012.

In early 2011, Delta issued a request for proposals to manufacturers for a number of new, fuel efficient narrow-body aircraft with delivery starting in 2013.

¹RTM stands for revenue-ton mile and measures the output of a transportation company; one RTM is one ton of payload (passengers or cargo) transported one mile.

MAINLINE AIRCRAFT FUEL AND EMISSIONS

	2009	2010	Change
Gallons Fuel	3,150,308,713	3,093,662,213	-1.8%
Passenger Fleet	3,091,367,223	3,093,662,213	0.1%
Freighter Fleet	58,941,490	0	-100%
Metric Tons Aircraft CO ₂	30,158,116	29,615,836	-1.8%
Metric Tons Aircraft CO ₂ e	30,189,587	29,646,401	-1.8%
Metric Tons Non-Aircraft CO ₂ e	747,266	746,934	-0.1%
Revenue Passenger-Miles (000 RPMs)	163,705,536	168,180,266	2.7%
Available Seat-Miles (000 ASMs)	197,722,946	200,814,041	1.6%
Revenue Ton-Miles (000 RTMs)	20,869,900	22,589,973	8.2%
RPMs/Gallon	53.0	54.4	1.4
ASMs/Gallon	64.0	64.9	1.0
RTMs/Gallon	6.6	7.3	0.7
kg CO ₂ e/100 RPMs	18.9	18.1	-0.8
kg CO ₂ e/100 ASMs	15.6	15.1	-0.5
kg CO ₂ e/100 RTMs	148.2	134.5	-13.7

THE GLOBAL SECTORAL APPROACH

Delta and its industry partners have called for a global sectoral approach to address aviation's greenhouse gas emissions under ICAO. Delta and the industry have made the following commitments to reduce commercial aviation's CO₂ emissions over the next 40 years. IATA and ATA have endorsed these reduction goals:

- 1.5 percent annual fuel efficiency improvement through 2020¹
- No increase in net CO₂ emissions starting in 2020
- A 50 percent reduction in net CO₂ emissions by 2050, relative to 2005

The airline industry plans to meet these targets through:

- Technology enhancements (including alternative fuels)
- New operational efficiencies
- Improved air traffic management and airport infrastructure
- Positive economic measures



¹As measured by CO₂ per RTM

The Boeing 757-300 is Delta's most fuel efficient aircraft, flying passengers over 70 miles on one gallon of fuel.



OPERATING FLEET¹

Aircraft Type	Number	Average Age (years)
Boeing 747-400	16	17.1
Boeing 777-200LR	10	1.8
Boeing 777-200ER	8	10.9
Airbus A330-300	21	5.4
Airbus A330-200	11	5.8
Boeing 767-400ER	21	9.8
Boeing 767-300ER	57	14.7
Boeing 767-300	14	19.7
Boeing 757-300	16	7.8
Boeing 757-200	164	17.9
Airbus A320	69	15.8
Airbus A319	57	8.9
Boeing 737-800	73	9.9
Boeing 737-700	10	1.9
McDonnell Douglas MD-90	19	14.9
McDonnell Douglas MD-88	117	20.5
McDonnell Douglas DC-9-40/50	39	34.1
Total	722	15.6

Delta was the first U.S. airline to offer carbon offsets to its customers through a partnership with The Nature Conservancy. Proceeds benefit a forest conservation, reforestation and wildlife habitat restoration project in Louisiana's Tensas River Basin. In 2010 Delta, together with its customers, contributed more than \$75,000 towards this project, the equivalent of offsetting the CO₂ emissions of ten 747 flights from Tokyo to Detroit.

In 2012, Delta will begin participating in the European Union's Emissions Trading Scheme (EU ETS). All airlines flying to, from or within the EU will pay CO₂ emission allowances for their flights. Aviation will be the second-largest industry covered by these regulations. Delta is the seventh-largest airline (in terms of emissions) subject to the regulations and will be required to either reduce its CO₂ emissions or purchase allowances for those emissions. The ATA and several other U.S. carriers have filed an action in the U.K. challenging the legality of the regulations which applied EU ETS to aviation. This case has been referred to the European Court of Justice for adjudication. Airlines will be required to comply in 2012 unless interim relief is granted. Delta submitted traffic and CO₂ emissions reports for 2010 and intends to fully comply with the regulation.

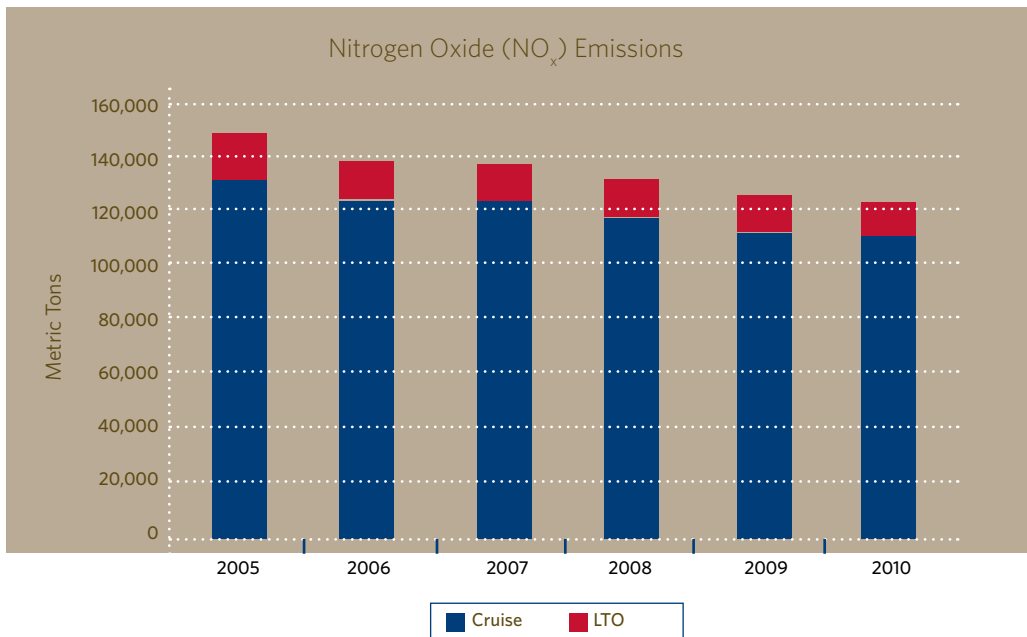
Aircraft Emissions (metric tons)

Year	CO ₂	CH ₄	N ₂ O	HFCs	PFCs	SF ₆	CO ₂ e
2005	37,079,440	241	142	0	0	0	37,127,790
2006	33,769,586	186	122	0	0	0	33,810,650
2007	33,608,776	166	117	0	0	0	33,647,794
2008	32,465,127	138	107	0	0	0	32,500,514
2009	30,158,116	118	96	0	0	0	30,189,588
2010	29,615,836	100	94	0	0	0	29,646,402

2006 IPCC (Intergovernmental Panel on Climate Change) Guidelines for National Greenhouse Gas Inventories
 DOT Form 41 data (Table P-12A)
 6.7 pounds fuel/gallon, 3.15 pounds CO₂/pound fuel

In addition to CO₂, aircraft emit other greenhouse gases, which include nitrous oxide (N₂O) and methane (CH₄), primarily during the landing and takeoff (LTO) phases of flight. Aircraft do not emit the three other regulated greenhouse gases (HFCs, PFCs and SF₆) because fluoride is not present in aircraft fuel.

Nitrogen oxide emissions (NO_x) from aircraft have been regulated in the U.S. for nearly 40 years. In addition to contributing to smog and acid rain at a local level, NO_x emissions at high altitudes cause the formation of atmospheric ozone. Since 2005, Delta has reduced its aircraft-generated NO_x emissions by 18 percent, including a 27 percent reduction in emissions during landing and takeoff.



In addition to upgrading its aircraft, Delta has converted approximately 10.5 percent of its ground support equipment from fuel to electric energy. Delta owns more than 1,250 electric powered or emissions-free ground service vehicles, 45 of which were added in 2010. Additional electric vehicles and equipment will be added in 2011.

Delta has also replaced over 380,000 square feet of roof at Delta's Technical Operations Center in Atlanta with white thermoplastic polyolefin roofing material. The reflective properties of this material reduce the use of energy for building heating and cooling. As a result of this installation, Delta saved over 165,000 kWh of annual energy use. In 2011, another \$2.8 million will be invested in this eco-friendly roofing material at Delta's Technical Operations Center.

An additional effort to reduce the use of electricity at Delta's Technical Operations Center included the replacement of lighting fixtures in two hangars. Annual energy savings associated with this project total 1,802 metric tons of CO₂ —equivalent to the annual emissions of 355 passenger vehicles.¹

RESEARCH AND DEVELOPMENT OF ALTERNATIVE FUELS

Delta supports the development, production and use of alternative fuels in aviation. Collaboration among industry stakeholders is key to Delta's alternative fuels plan; Delta is active in the Commercial Aviation Alternative Fuels Initiative, a coalition of airlines, aircraft and engine manufacturers, energy producers, researchers and U.S. government agencies that focuses the efforts of commercial aviation to engage the emerging alternative fuels industry.

SUPPORTING ENVIRONMENT-FRIENDLY COMMUTES FOR EMPLOYEES

Delta has implemented employee rideshare programs in various cities across the U.S. promoting alternative commuting options. Delta also supports carpools, vanpools and telecommuting options. In Atlanta, where it is the city's largest private employer, Delta has maintained a strong partnership with the Clean Air Campaign. By carpooling and using public transportation in 2010, Delta commuters who logged their commutes through the Clean Air Campaign drove fewer miles, reducing CO₂ emissions by over 800 tons saving nearly \$700,000 in fuel and maintenance costs.² Delta has a pre-tax Commuter Benefit program for U.S.-based employees. This program is administered by WageWorks and allows employees to pay for eligible commuting costs through automatic, pre-tax payroll deductions.

WASTE MINIMIZATION AND RECYCLING

Delta has a robust recycling and waste reduction program on the ground and in the air, which empowers employees to operate in an environmentally responsible manner at all times. Recent efforts include safely reducing the amount of deicing fluid used on aircraft, reducing paper use through e-ticketing, recycling aircraft carpet, enhancing and expanding Delta's in-flight recycling program and providing a facility for employees to recycle household goods on Delta's corporate campus in Atlanta. Delta recycles a wide variety of materials including metal, glass, plastic, office paper, magazines, wood pallets, aluminum cans, batteries, electronics and

cardboard. Through Delta's aircraft carpet recycling partnership with Mohawk Aviation Carpet, in 2010, Delta recycled approximately 147,500 pounds of carpet.

Delta generated 3.2 million pounds of non-hazardous waste in 2010, of which 58.4 percent was recycled including oil, batteries, lamps and antifreeze.



¹Information provided by Johnson Controls

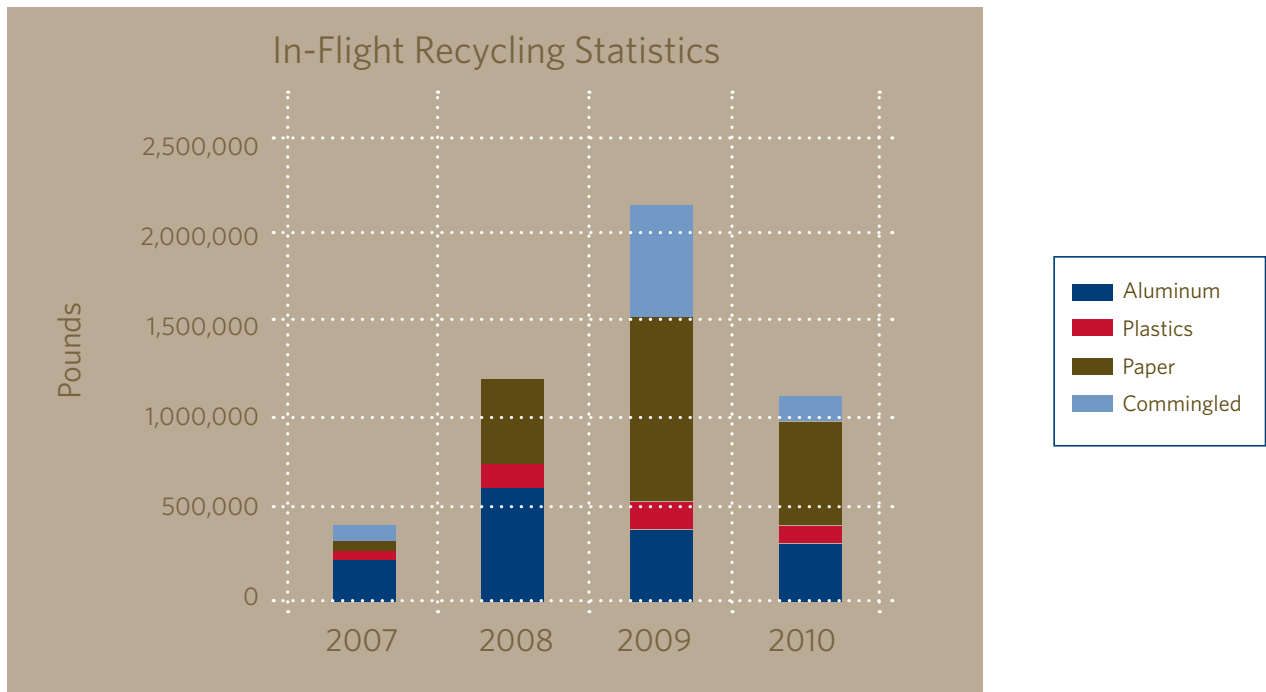
²Clean Air Campaign estimate based upon a cost of 50 cents per mile to operate a vehicle

IN-FLIGHT RECYCLING

Launched in 2007, Delta's comprehensive in-flight recycling program collects and diverts aluminum cans, plastic beverage cups, plastic bottles, newspaper and magazines from landfills in 26 U.S. airports. Working together, flight attendants, catering staff and cabin services successfully recycled approximately 1,108,000 pounds of material in 2010 and donated \$35,797 through Delta's Force for Global Good to Habitat for Humanity.

To date the program has recycled approximately 4,862,000 pounds of materials, fully funding and building two Habitat homes. A third, fully funded Habitat home is scheduled to be built in 2011 utilizing the combined 2009 and 2010 donations.

Delta continues to recycle approximately 1 million aluminum cans each month. In 2010, flight attendant in-flight recycling procedures were standardized. Minneapolis-St. Paul and Indianapolis began to accept comingled materials, and San Jose, California was added to the growing list of recycling cities. Additionally, specific in-flight recycling procedures were implemented for all flights arriving in Hawaii in response to a state recycling mandate.



EMPLOYEE PARTICIPATION: WASTE REDUCTION AND RECYCLING

Delta empowers its employees to invest in the future by participating in clean-up and recycling projects beyond its operations.

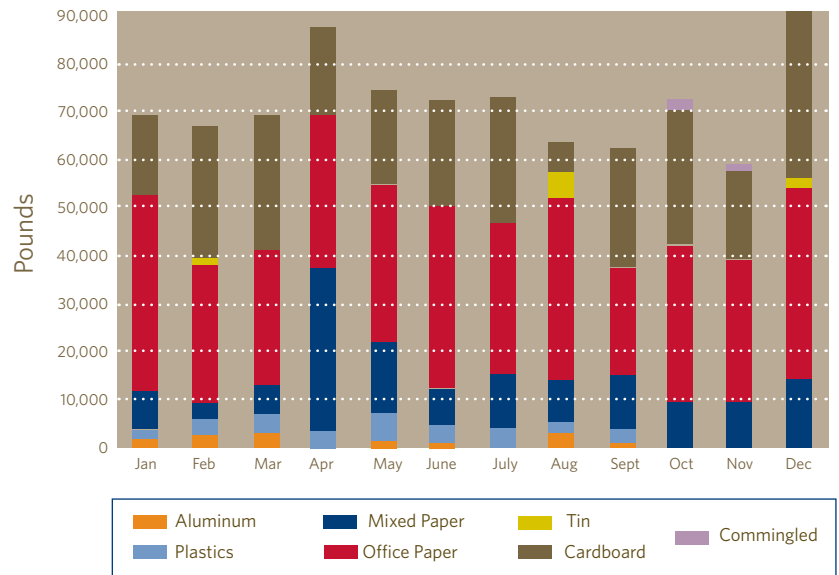
Delta has had an on-site Employee Recycling Center at the World Headquarters offices in Atlanta since 2007. The center was created to provide recycling services to those living in communities with a limited ability to recycle materials generated at home. It also serves as a tool to educate Delta employees on the benefits of recycling. Employees can recycle aluminum cans, steel cans, plastic bottles and jugs of all types, newspapers, magazines, phone books, junk mail, paperboard boxes, cardboard boxes and glass.

More recently, after observing the success of the recycling center, Delta expanded recycling throughout the World Headquarters offices in Atlanta. Delta implemented desk-side office paper recycling. Plastic bottles and aluminum can waste generated by employees are collected in common office areas.

In 2010, the Employee Recycling Center recycled approximately 1,198,000 pounds of material, including 9,320 pounds of aluminum cans, 23,200 pounds of plastics, 147,340 pounds of mixed paper, 617,000 pounds of cardboard, 385,520 pounds of office paper, 6,120 pounds of comingled material and 9,100 pounds of tin cans.



2010 Employee Recycling Center Statistics



December cardboard recycling totaled 372,800 pounds, for a monthly total of 429,840 pounds.

Recycling Programs (pounds)

	2008	2009	2010
Employee Recycling Center	560,824	1,039,440	1,197,600
In-Flight Recycling	1,193,561	2,156,537	1,107,883

In-Flight Recycling decreased in 2010 due to decreased employee and contractor participation in the program.



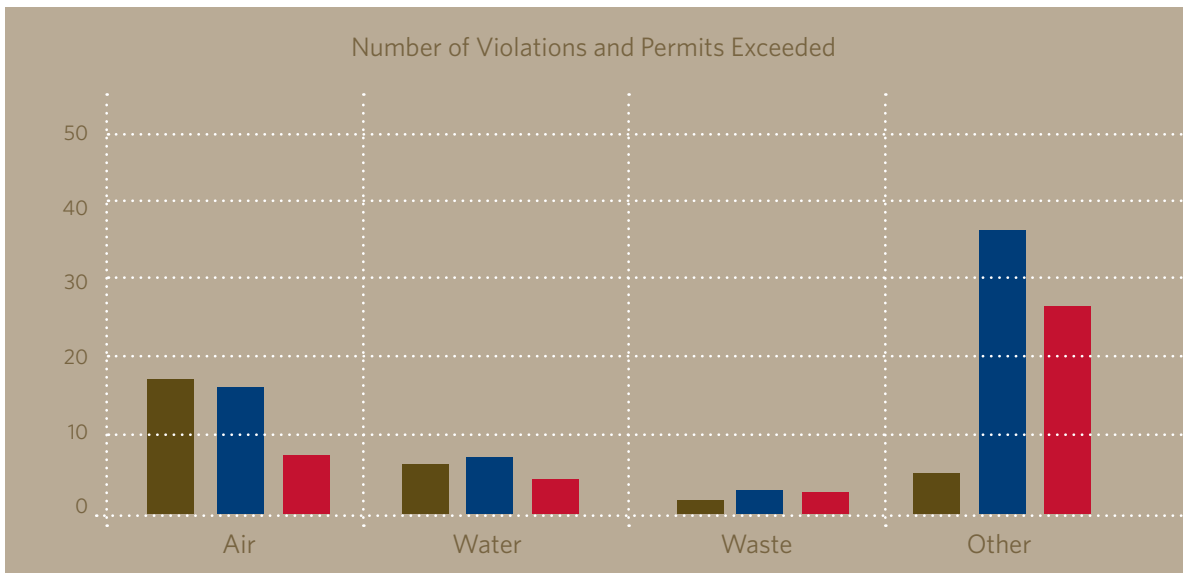
Delta hosts an annual Household Recycling Day in Atlanta, allowing employees to properly dispose or recycle various household materials such as used oil, antifreeze and lead-acid batteries. In 2010, scrap metal and electronic waste were included in the recycling day for the first time. More than 7,000 pounds of scrap metal and 4,000 pounds of used batteries were collected during this event. The rebates from this Household Recycling Day are donated directly to Christian City, a local charity providing foster care for children and assisted living or nursing care for seniors.

MAINTAINING ENVIRONMENTAL COMPLIANCE

Delta is responsible for ensuring that it follows environmental laws and regulations. A robust environmental audit program promotes accountability and environmental awareness throughout Delta's operations. The audit team's findings, concerns and observations are communicated so improvements can be made at stations or maintenance facilities.

During the past three years, Delta has demonstrated improved compliance with environmental laws and regulations. In 2010, three Notices of Violation were received, an improvement over the eight received in 2009. One Notice of Violation resulted in a monetary penalty of \$3,000 to resolve a violation in Hawaii

for delays in performing underground storage tank inspections. The remaining two Notices of Violation recorded in 2010, however, were administrative in nature (e.g., late report submittals) and were promptly resolved through following up with the appropriate regulatory authority. No monetary penalties were incurred for these two violations. In 2010, Delta self-reported or received a total of 26 notices that specific permit conditions had been exceeded, as well as the three Notices of Violation previously mentioned. The chart on the following page depicts the exceeded permits and violations by media type for 2008 through 2010. Approximately 13 of the exceeded permit conditions during 2010 came from Delta's Atlanta operations.



The Water category is comprised of exceeded permits in chemical management, information from the National Pollutant Discharge Elimination System, spills, and storm water. The Waste category is comprised of exceeded permits in hazardous waste and waste, and the Other category includes exceeded permits of the Emergency Planning and Community Right-to-Know Act, tanks, and wastewater.



ENVIRONMENTAL METRICS

This table quantitatively demonstrates aspects of Delta's environmental performance during the years of 2008-2010. Non-hazardous waste levels decreased from 2008 to 2009 but experienced a spike in 2010 due to merger activity and glycol disposal resulting from changing vendors. Due to these factors, non-hazardous waste recycling increased during this same period. Water consumption at the Technical Operations Center in Atlanta increased year-over-year due to a growth in workload, primarily driven by Delta's increased Maintenance, Repair and Overhaul business. Facility air emissions decreased in all categories from 2008 to 2010.

Environmental Performance Statistics

Performance Indicator	2008	2009	2010	% Change 2008-2010
Waste (pounds)^I				
Hazardous waste generated	1,529,280	1,393,169	1,372,348	-10.3%
Nonhazardous waste landfilled or incinerated	1,655,568	1,095,506	1,346,084	-18.7%
Nonhazardous waste recycled	1,286,270	1,561,928	1,886,378	46.7%
Percent non-hazardous waste recycled	46.5%	58.8%	58.4%	11.9 points
Facility Air Emissions (metric tons/year)^{II}				
Carbon Monoxide emissions	59.5	41.7	43.5	-27.0%
Nitrogen Oxide emissions	111.8	88.7	94.5	-15.2%
Particulate Matter emissions	14.6	6.7	7.4	-49.2%
Sulfur Dioxide emissions	17.0	11.8	12.3	-27.8%
Volatile Organic Compound emissions	241.6	212.2	207.9	-14.0%
Spills (number)^{III}				
Class I spills	55	43	25	-54.5%
Class II spills	55	45	51	-7.3%
Regulatory Reportable ^{IV}	N/A	51	15	N/A
Treatable Industrial Waste Water (gallons)^V				
Atlanta TOC ^{VI} - Oily Waste	89,449,595	88,399,146	89,803,207	0.4%
Atlanta TOC - Plating Waste	12,849,549	14,140,555	15,764,320	22.7%
Atlanta GSE ^{VII} Main	604,410	883,763	673,474	11.4%
Atlanta GSE Line	1,133,846	1,527,461	1,469,642	29.6%
Minneapolis-St. Paul TOC	17,866,204	16,685,935	14,449,310	-19.1%
Total	121,903,604	121,636,860	122,159,953	0.2%

Noise

Delta aircraft are 100% compliant with Stage 3 criteria as required by the Federal Aviation Administration (FAA).

I Waste data refers to information provided by waste disposal contractors. Disposal methods beyond recycling, incineration or landfill dumping are at the discretion of the waste disposal contractor.

II Data presented is from Delta's Atlanta and Minneapolis-St. Paul operations.

III Class I = emergency situation, reaches soil/water or >25 gallons; Class II: non-emergency, >5 and <25 gallons and does not reach soil/water.

IV Regulatory reportable spills and spill costs were not tracked in 2008.

V Delta has permitted industrial wastewater operations in Atlanta and Minneapolis-St. Paul.

VI Technical Operations Center

VII Ground Support Equipment

EMPLOYEES

To guide employees, each year Delta publishes the Flight Plan, which highlights priorities for the coming year. The basis for each year's Flight Plan is always the *Rules of the Road*, a guide to Delta's principles and values including guidelines for exceptional treatment of customers and colleagues.

Delta provides equal employment opportunities to all employees and job applicants regardless of race, color, religion, sex, age, national origin, sexual orientation, veteran status, citizenship status, marital status, parental status, political affiliation or disability.

Harassment of any kind is not tolerated at Delta. Delta respects the employee's right to choose whether or not to join associations and engage in collective bargaining consistent with applicable laws, rules, regulations and customs. As of December 31, 2010, unions represented approximately 14 percent of Delta employees.

Delta provides employees with feedback about their performance. Delta's merit-based compensation employees receive regular performance and career development reviews. Other Delta employees receive feedback that is determined by their individual divisions.

Delta people are the foundation of Delta's success. Delta maintains a wide array of programs, benefits and activities designed to support employees, enhance their careers and create an environment of excellence.

PROVIDING EMPLOYEE BENEFITS AND COMPENSATION

Delta is committed to fair compensation for all employees. Delta employees get paid to deliver what customers expect most: safe, clean, on-time travel, baggage delivery and fast, courteous service recovery when required.

Upon the closing of the merger in 2008, Delta granted 15% of the stock of the company to its employees. Delta's goal is to deliver competitive base pay while allowing employees to earn more when Delta performs well, through an annual profit sharing plan and monthly Shared Rewards Program. Delta's top tier profit sharing plan pays eligible employees a bonus - 15 percent of Delta's annual pre-tax profit. Delta's Shared Rewards program pays up to \$100 per month for reaching customer-focused operational goals.

Delta fulfilled its commitment to reach industry standard pay by the end of 2010 by delivering pay increases to U.S.-based frontline, noncontract employees on October 1st. Delta continues to focus on providing a competitive starting rate, a competitive top rate and meaningful pay growth in all pay steps.

Compensation for Delta executives closely aligns the interests of management and frontline employees, placing a substantial portion of total compensation at risk, using financial and operational performance measures that provide incentives to deliver value to Delta shareholders, customers and employees. Delta executives do not receive annual cash incentive compensation unless the employee profit sharing program pays out to all employees.





For full-time and part-time employees, Delta provides a comprehensive package of benefits that offer great value, flexibility and choice.

Delta's health plan provides comprehensive health care coverage while offering choice, affordability and flexibility. Through Delta's account-based plans, employees have more visibility to healthcare costs and are empowered to make more choices about health benefits and pay according to how they are used. In addition to these medical options, Delta also offers dental, vision and flexible spending account benefits. Delta is also committed to disease prevention. Under the account-based plan options, routine physicals, mammograms, immunizations and well baby/well child visits, among other preventive care services, performed by network providers continue to be covered at 100 percent with no deductibles or copayments. Delta employees are also eligible for disability benefits, life insurance, group accident insurance and long-term care insurance. Delta employees automatically receive business travel accident insurance coverage, to a maximum \$1 million dollar benefit, that is funded by Delta.

Employees have unlimited access to Delta's Employee Assistance & WorkLife program and can access up to three free visits if additional face-to-face support is needed. Free financial counseling, free will preparation, and concierge WorkLife services are included in this program.

Delta employees also enjoy travel benefits to visit any destination that Delta serves. Through Delta's Pass Travel program, family members are also eligible for free and reduced-rate travel including spouses, same-sex domestic partners/spouses, minor dependents, and parents.

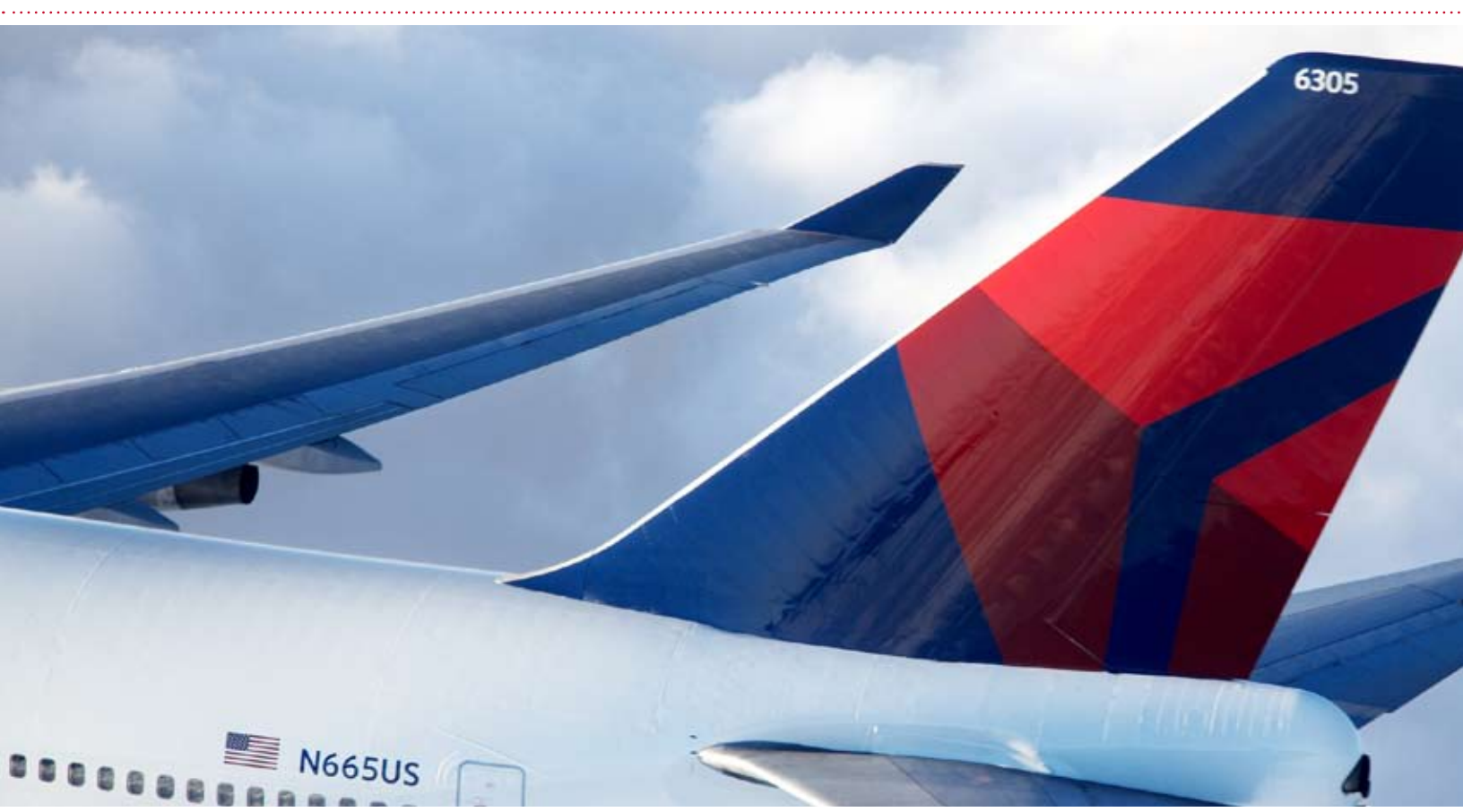
Delta sponsors both defined benefit and defined contribution [401(k)] pension plans for its employees to assist employees in meeting long-term financial goals for retirement. Assets of these plans are held in trusts separate from Delta's general assets and are subject to the Employee Retirement Income Security Act of 1974 (ERISA). Like many other companies, Delta has frozen its defined benefit plans, which were completely employer-funded.

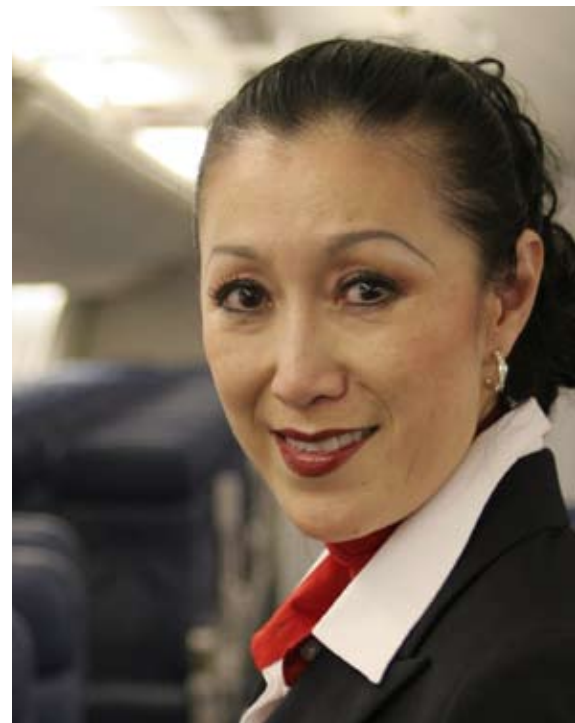
Delta provides a comprehensive package of benefits that offer great value, flexibility and choice.

These employees and most other Delta employees participate in Delta's 401(k) plan, to which Delta provides generous matching and non-matching contributions. Each pay period, Delta employees automatically receive a fixed contribution equal to 2 percent of eligible earnings. Additionally, Delta matches employee contributions up to a maximum of 5 percent of eligible earnings, for a total of 7 percent available.

Based on the most recent estimates, Delta's four defined benefit plans are funded between 54 percent and 70 percent, based on interest rates used for funding purposes. Within the time allowed to Delta under funding rules provided for certain airline defined benefit plans, Delta expects to fully meet its obligations under the defined benefit plans by a combination of employer contributions and investment return. In 2010, Delta contributed approximately \$728 million to its defined benefit plans, and for 2009 achieved a 18.5 percent return, and for 2010, achieved a 14.23 percent return.

Delta has also created opportunities for employees looking for careers with even greater flexibility. These positions work fewer weekly hours, receive competitive pay, profit sharing, Shared Rewards, and travel privileges but are not eligible to participate in health and welfare or retirement income benefit plans.





PROMOTING DIVERSITY

Delta is proud to embrace diverse people, thinking, and styles. An openness to diversity positions Delta for long-term success through understanding the cultures and communities served by Delta. By leveraging its global alliances and partnerships, Delta can target new customer segments and explore new opportunities.

Delta supports a variety of employee network groups, also known as affinity groups, providing forums for employees to gather socially and share ideas. Employee network groups have been established for Delta's African-American, Asian

Pacific, female, gay and lesbian, and Latin American and Hispanic employees. These network groups also support a key part of Delta's diversity strategy, which aims to further develop the workforce to reflect changing demographics.

A new employee network group was recently formed at Delta. ABLE (Advocacy, Barrier Breaking Access, Leadership, Education) advocates on behalf of issues that are important to Delta employees and their families living with disabilities.

Total Employees¹	77,127
Airport Customer Service	25,206
Cargo.....	1,872
Flight Operations	10,494
In-Flight Service	19,022
Management/Merit	5,925
Reservations.....	5,539
Technical Operations.....	9,069

	2009	2010
Women	42%	43%
Ethnic Minority	32%	32%

International Employees²	
Asia-Pacific.....	2,245
Canada.....	281
Europe, Middle East, Africa	487
Latin America and Caribbean	827

¹Based on 2010 averages

²Based on February 2011 data

TRAINING EMPLOYEES

Employee training is a critical element of employee retention, satisfaction and development. Delta provides its employees with numerous training opportunities throughout the year. All salaried employees are required to take annual ethics training. Other training requirements are specific to each department and cover specific technical requirements and broad topics to help employees improve. Any employee can learn and grow by going to the eLearning database to take online training courses at any time.

Delta also offers an informational speaker series to its employees. Speakers in 2010 included U.S. Congressman and civil rights leader John Lewis, disability activist Darius Weems and former Atlanta Mayor Shirley Franklin, addressing women's empowerment.

Average Annual Training Hours per Employee per Work Groupⁱ

	Scale	Merit
Airport Customer Service	28	38
Cargo	17	20
Flight Operations	22 ⁱⁱ	22.4
In-Flight Service ⁱⁱⁱ	6	10
Management/Merit	N/A	17.2
Reservations	73	20
Technical Operations	51	35
Other Corporate	N/A	3.5

PROMOTING EMPLOYEE HEALTH AND WELLNESS

Delta has an extensive employee travel health program targeted at employees who travel internationally on company business. Recognizing certain disease risks in Delta's overseas destinations, Delta provides education, travel health vaccination and preventive medication, telephone consultation, medical treatment referral and case-specific follow-up to prevent or reduce disease exposure and transmission. The disease risks that employees encounter internationally are predominantly yellow fever, malaria, dengue fever, and food/waterborne illness. Employee education focuses on promoting awareness, personal prevention measures, early symptom recognition and prompt medical treatment.



ⁱTraining hours calculated for new hire and recurrent training

ⁱⁱRepresents only recurrent training affecting all pilots

ⁱⁱⁱIncludes recurrent training hours only

Delta engages in disease education and training about malaria, other broad travel health issues, and H1N1 influenza. For flight crew malaria prevention, training includes computer-based courses, a travel video presentation, posters and a wallet card with steps detailing how to prevent malaria and respond to symptoms. In 2011, Delta and the Centers for Disease Control partnered on a crew malaria survey to learn how Delta's robust malaria prevention program might be improved. During the H1N1 outbreak of 2009, Delta provided employees up-to-date information electronically as well as through posters in work spaces.

Malaria education is taken a step further at Delta. Employees who are diagnosed with malaria receive follow up counseling with a Delta occupational health nurse. Actual treatment is sought independently by employees.

In addition to education and training, malaria prevention and risk control is achieved through the provision of DEET to flight crews and through the provision of antimalarials, such as Malarone. H1N1 prevention and risk control were achieved in 2009 through a vaccination campaign involving coordination with the Strategic National Stockpile and by providing alcohol-based sanitizer on all Delta campuses.

For all Delta employees and families enrolled in Delta's employee health plan, there are numerous wellness resources available, including telephone access to nurses for medical advice whenever needed, assistance with understanding disease prevention and treatment and support for exercise and tobacco-cessation efforts.

In January 2011, Delta opened two state-of-the-art fitness centers at the World Headquarters offices and at the Technical Operations Center in Atlanta for employees working in or visiting Atlanta. Combined, the facilities occupy 23,000 square feet and offer a variety of fitness and wellness activities and classes. In addition to fitness facilities, Delta has an onsite Take Care Clinic and Walgreens pharmacy to provide employees with access to additional wellness services.

Since its inception in 2008, the Scholarship Fund has awarded 153 scholarships to help eligible employees and family members around the world pursue college degrees.

EMPLOYEES CARING FOR EMPLOYEES

Delta employees and retirees support each other through the Delta Employee and Retiree Care Fund, a nonprofit charitable organization run by Delta people for the benefit of Delta people. The Care Fund provides assistance to eligible Delta individuals and families who suffer a severe financial hardship from an unforeseen and unavoidable crisis, including medical conditions and natural disasters. Employees and retirees can make direct contributions to the Care Fund or can organize fundraisers. More than 1,300 Delta family members have received assistance since the Care Fund launched in October 2007.

Similar to the Care Fund, the Delta Scholarship Fund is financially supported by employees for the benefit of employees. Since its inception in 2008, the Scholarship Fund has awarded 153 scholarships to help eligible employees and family members around the world pursue college degrees. Awards can be used for tuition, fees, books and supplies.



COMMUNITY PARTNERSHIPS: DELTA'S FORCE FOR GLOBAL GOOD



Delta is proud to be a giving company focused on helping to build a worldwide community. The Delta Air Lines Foundation and Delta, through its corporate giving, in-kind gifts and employee volunteerism, actively support Delta's Force for Global Good.

(For a list of charitable organizations supported by Delta, please see Appendix C.)

We - our employees, customers and community partners - together form a force for positive local and global change, dedicated to bettering standards of living and the environment where we and our customers live and work. We are Delta's Force for Global Good.
-Force for Global Good Mission

FOUR PILLARS

There are four main pillars of focus for Delta's Force for Global Good: Advancing Global Diversity, Improving Global Wellness, Improving the Environment and Promoting Arts and Culture.

PILLAR ONE: ADVANCING GLOBAL DIVERSITY

As a global airline, Delta is proud to embrace diverse people, thinking and styles. Delta upholds a culture of global inclusion and represents people of many languages, ethnicities, cultures, gender identifications, races, ages, sexual orientations, educations, religions, work experiences, family statuses, capabilities, political views, geographical and regional identifications, values, skills, personalities, educations, citizenship statuses, socioeconomic backgrounds, community memberships and even communication styles. Whether an employee or customer, Delta believes that these differences strengthen and define the airline with global diversity, serving as a core Delta value.

In support of this goal, Delta is proud to provide corporate support to the initiatives of organizations such as 100 Black Men of America, the Latin American Association, the United Negro College Fund and the Gay and Lesbian Alliance Against Defamation (GLAAD). In May 2010, Delta completed its promise to raise or give \$1 million to the Martin Luther King, Jr. National Memorial Foundation for the construction of the King Memorial on the Mall in Washington, DC to honor the dream of Dr. King. Delta is also the proud sponsor of the Joseph Lowery Scholarship at Morehouse University, the presenting sponsor of the Atlanta Pride Parade, as well as a sponsor of Pride festivals in Minneapolis-St. Paul and New York.



PILLAR TWO: IMPROVING GLOBAL WELLNESS

To Delta, improving global wellness means more than fighting disease—it means addressing well-being at its core. This includes having a safe, nurturing place to live. To this end, Delta is proud to support Habitat for Humanity and the work it does across the world. In 2010, over 2,500 Delta employees took part in Delta-sponsored Habitat Builds in Atlanta, Boston, Cincinnati, Los Angeles, Memphis, Minneapolis-St. Paul and New York. More than 80 employees traveled to El Monte, Chile, in October 2010 to build homes for those in an earthquake-impacted area.

Delta was also active in 2010 in providing support for Haiti following the devastating earthquake in January. Delta worked with its partners, the American Red Cross, CARE and UNICEF to provide online donation sites for Delta employees and customers to contribute to the relief efforts. Delta operated military and relief charters to Port-au-Prince, transporting military personnel, supplies, and relief workers, while bringing U.S. citizens home safely. Delta also worked with CARE to deliver relief supplies and transport relief workers and medical personnel on scheduled flights from Santo Domingo, Dominican Republic. In addition, Delta partnered with Nike to ship 1,000 “Game Changer Buckets” containing water filters, soccer balls and air pumps to Haiti. Each water filter provided clean, potable water for 100 people for the next five years, helping to stop the spread of cholera and other water-borne diseases.

Beyond the tragedy in Haiti, Delta’s national partnership with the American Red Cross provides a variety of opportunities to help alleviate suffering. Delta maintains a standing offer of complimentary cargo and passenger space for the American Red Cross. Delta people participate in blood drives, make financial contributions, and serve as disaster response volunteers. At the end of the 2010 fiscal year for the American Red Cross, Delta employees had donated more than 3,400 pints of blood, making Delta the largest corporate donor of blood in the Southeastern United States.

The Red Cross often moves volunteers to the scene of disasters using donated frequent flyer miles from Delta’s SkyWish program, where customers can donate frequent flyer miles to selected charities.

Delta’s SkyWish program also includes a large number of Asian charities such as the Association for Aid and Relief-Japan, Child Fund Japan, Hunger Free World, Japan Marrow Donor Registry, and the Japan Team of Young Human Power, among others. Since January 2011, over 98 million miles have been donated to these organizations through Delta’s SkyWish Asia program.

To learn more, click here:
<http://www.delta.com/skywish>

Delta employees also strive to improve the health of those struggling with disease. Each spring, Delta employees participate in Relay For Life events across the United States and abroad benefiting the American Cancer Society. In 2010, Delta's hub in Minneapolis-St. Paul participated in the first ever airport Relay For Life. Forty teams, made up of employees of Delta, airport vendors, other airlines and the Metropolitan Airports Commission, continuously walked a 1.4 mile loop in the airport's Terminal 1 to raise money and increase awareness in the fight against cancer. As a result of this effort more stations are planning airport Relay events. Delta employees in Chiba, Japan also participated in Relay for Life, raising over \$30,000. To support breast cancer research and awareness, employees in Tokyo participated a seventh year in Run for the Cure. In recognition of Delta's corporate commitment, the American Cancer Society presented Delta with its Global Citizen Award in late 2010.

To the customer, perhaps Delta's most visible efforts in the fight against cancer take place each October, National Breast Cancer Awareness Month, as flight attendants sell pink lemonade on board, wear pink uniforms, and raise money on board for The Breast Cancer Research Foundation (BCRF). Delta kicked off the month this year with a special charter flight on the Boeing 767-400ER with the signature pink livery supporting BCRF. The 2010 annual "Breast Cancer One" charter flight departed Atlanta on September 30th with 100 breast cancer survivors on a special tour to

Detroit and then Minneapolis-St. Paul, where the survivors had the opportunity to attend a Minnesota Twins baseball game. The survivors were accompanied by Delta CEO Richard Anderson and Senior Vice President of In-Flight Services Joanne Smith, as well as other Delta leaders. Fundraising in 2010 matched the previous year's success of raising \$1 million for the cause. To date, Delta has raised more than \$3.5 million for the BCRF, enough to fund 13 research projects dedicated to the mission of preventing and finding a cure for breast cancer. Also new for this year was the ability to "Make A Stand" against breast cancer on the Delta Facebook "Global Good" tab—where customers were invited to place a lemonade stand in honor or memory of someone with breast cancer on the map, showing the importance of continued vigilance against the disease.

Delta is also active in the fight against children's cancer and other childhood illnesses. In 2010, Delta became the premier travel partner of St. Jude Children's Research Hospital. Employees in several U.S. cities participated in St. Jude's "Give Thanks Walk" in 2010, raising money and awareness for St. Jude. In addition, Delta is an official sponsor of Children's Miracle Network Hospital (CMNH), providing travel each year for CMNH's "Ambassadors," or spokespersons. Delta is also a corporate supporter of the Juvenile Diabetes Research Foundation (JDRF) and encourages employee participation in JDRF walks.



PILLAR THREE: IMPROVING THE ENVIRONMENT

In addition to the environmental initiatives outlined in this report, Delta partners with a number of conservation organizations. Delta's primary partner is The Nature Conservancy. In 2010, Delta completed a three-year pledge of \$1 million to The Nature Conservancy and is proud to be continuing and building this relationship in 2011. Delta is also the Official Airline of the New York Wildlife Conservation Society, which includes the Bronx Zoo, the New York Aquarium and other wildlife parks.

To celebrate Earth Day 2010, Delta volunteers participated in a two-day event to remove invasive species at The Nature Conservancy's Ives Road Fen preserve near Detroit. Delta employees also partnered together in EarthShare of Georgia's "Corporate Green Day Challenge" at Kennesaw Mountain National Battlefield Park by assisting with projects such as tree planting, rebuilding fences, maintaining landscaping, revamping picnic areas and providing other maintenance support.

Delta employees participated in the 2009 and 2010 Raptor Bowl in Minneapolis to help raise money for the Raptor Center at the University of Minnesota's College of Veterinary Medicine. The Raptor Center specializes in the medical care, rehabilitation, conservation and study of eagles, hawks, owls and falcons.

PILLAR FOUR: PROMOTING ARTS & CULTURE

Delta is an active partner in supporting community organizations, museums and exhibits that enlighten and inspire people to better themselves and their world. Among Delta's 2010 partnerships were the Atlanta Symphony Orchestra, the Fox Theatre, the Guthrie Theater, the High Museum of Art, the Minnesota Orchestra and many others.

In 2010, Delta was the recipient of the Corporation of the Year Award from the Georgia Association of Museums and Galleries.

EMPLOYEE VOLUNTEER OF THE YEAR CHERYLL DAVIS

Cheryll Davis, a member of Delta's sales team, was honored in 2010 for her outstanding commitment to volunteer work. Cheryll began as a volunteer who recruited donors for Delta-sponsored blood drives for the American Red Cross. She soon discovered a host of other volunteer activities through Delta's Force for Global Good website. A 20-year Delta employee, Cheryll has volunteered for events supporting Habitat for Humanity and Race for the Cure, among many others. Reflecting on her many meaningful volunteer experiences, Cheryll describes attending Delta's first international Habitat for Humanity build in 2006 in South Africa as the highlight of her volunteer career.

Logging over 200 hours of volunteer service in 2010, Cheryll was honored by Richard Anderson, CEO, as Delta's most active volunteer. When asked how she manages to donate so much of her time, Cheryll describes a busy schedule where she is involved in some kind of volunteer project nearly every other weekend.

Cheryll commends Delta for allowing employees excellent access to information on volunteer activities around the community. "Delta's Force for Global Good link on DeltaNet is a great resource of information to locate upcoming volunteer opportunities."



Cheryll Davis, center

CIVIC PARTICIPATION

Delta is committed to participating in the political process. Government proposals and legislation can influence business and efficiency, so Delta engages in political participation by communicating with government officials and contributing to electoral campaigns. Delta also provides an opportunity for employees to participate in the political process by joining a nonpartisan political action committee (PAC). Employees can make contributions to Delta's PAC in support of candidates.

Delta's PAC is fully funded by employees. In 2010, Delta's PAC contributed a total of \$167,320 to various candidates for federal election campaigns. In 2010, corporate political contributions totaled \$25,000 in Georgia and \$22,000 in Michigan.

PRIORITIZING ORGAN DONATION CARGO

Delta Cargo operates the Live Human Organ (LHO) program in conjunction with the FAA's Lifeguard program. Lifeguard flights are for missions of an urgent medical nature and a special call sign is used when a flight requires expeditious handling by air traffic control. Delta gate agents and cargo employees are specially trained to handle live human organs, and this precious cargo is prioritized to move through Delta's system by being met at the gate and hand-delivered to connecting flights or courier services. Organs for transplant are available for pickup within 60 minutes after flight arrival. Delta's Operations Control Center oversees all LHO shipments—from departure to arrival city—as they move through Delta's system. In 2010, 435 LHO shipments were handled by Delta.

EMPLOYEE SAFETY

Each year Delta's leadership team signs a safety and security letter reaffirming Delta's commitment to safety. The 2011 letter addresses Delta's safety agenda. In part, the letter states:

Providing a safe, secure operation is Delta Air Lines' first and most fundamental obligation to our customers and employees, as well as to the communities we serve. Delta strives to maintain the highest standard of business conduct and operate in full compliance with all applicable laws and regulations. The company believes that no level of harm is acceptable to anyone as a cost of doing business. Responsibility for the safety and security of our operation rests with every employee.

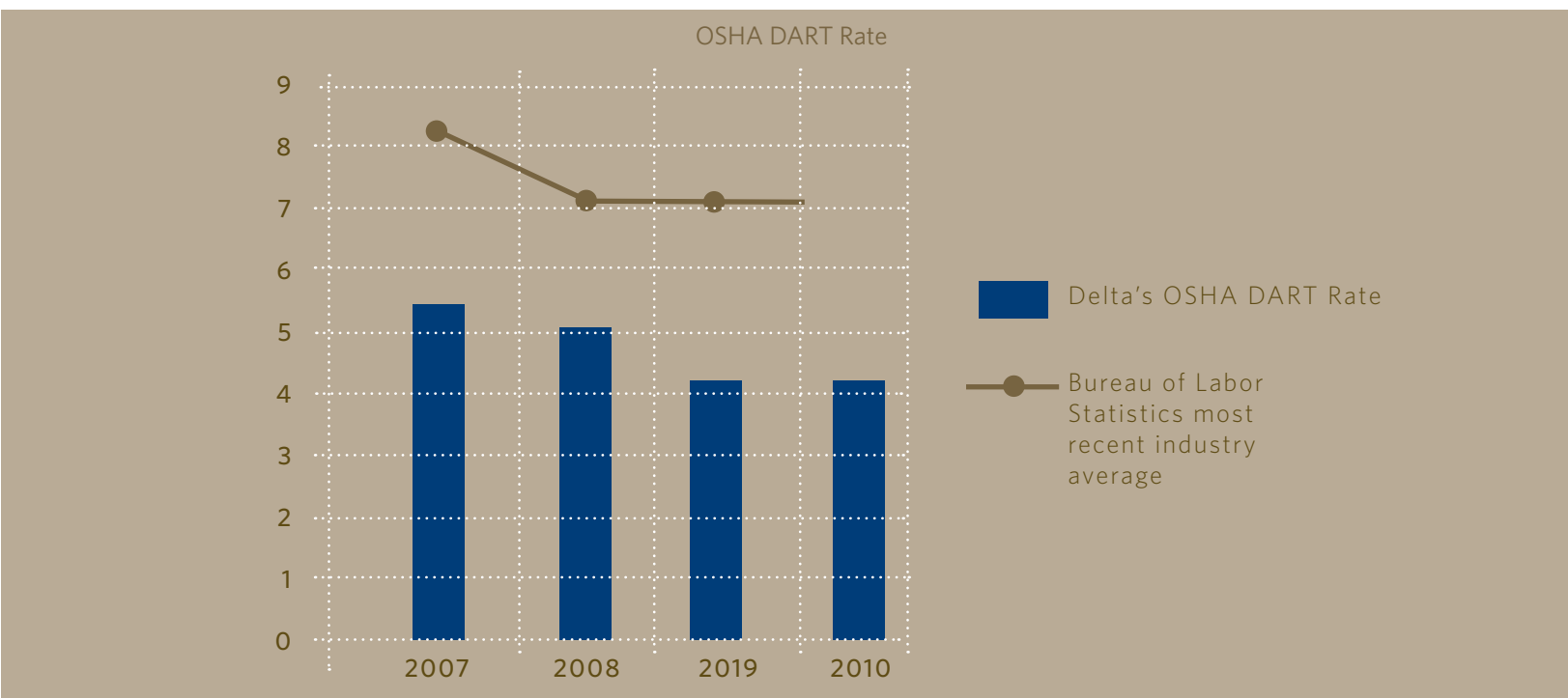
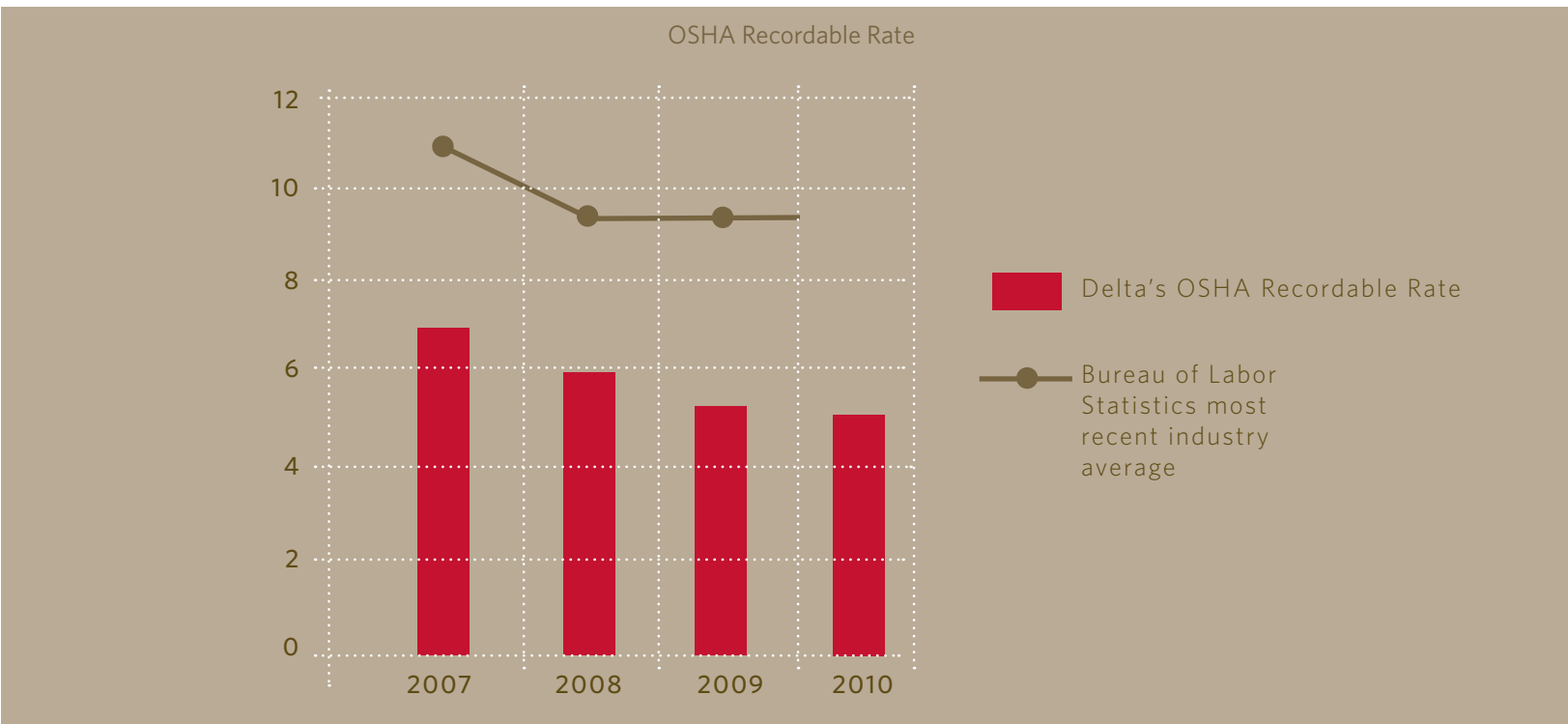
UPHOLDING EMPLOYEE SAFETY

Delta understands its responsibility of providing employees with a safe and healthy work environment. Delta develops safety policies, identifies, evaluates and resolves hazards and works with regulatory agencies to monitor and report on the company's safety performance. In addition, Delta has safety departments in each of its work groups and works closely with industry partners, sharing information to further improve employee safety.

As Delta has grown, its emphasis on safety has only grown in importance. Delta's OSHA Recordable Occupational Injury/Illness Rate for 2010 represents a 3.6 percent improvement over the previous year. However, Delta's Days Away, Restricted or Transferred (DART) rate,¹ which represents serious injuries and illnesses, increased 3.2 percent from 2009, although the rate remains well below the industry average.

Delta's 2010 safety performance was significantly stronger than the Bureau of Labor Statistics industry average based on a comparison of 2009, the most recent year for which averages are available.

Delta regrettably experienced four work-related fatalities during 2010. Management took swift action to investigate and identify the root causes. Delta quickly put into place new procedures and policies to help prevent these incidents from reoccurring. These fatalities were the first fatalities to occur at Delta since 2006.



¹Based upon calendar days, beginning the day after the injury

Developing Safety Teams

Safety is the highest priority at all levels of Delta's operations, and Delta has over 600 safety representatives who serve in every division of the company. These representatives work with management to advise on occupational safety programs at the facility or department level. Many other employees participate in local safety committees as well as other important safety-related roles.



Work Group	Employees ¹	Safety Representatives
Airport Customer Service	25,206	Divisional Safety Representatives 5 Regional Specialists 25
Cargo	1,872	Divisional Safety Representatives 2 Regional Specialists 51
Flight Operations	10,494	Divisional Safety Representatives 39
In-Flight Service	19,022	Divisional Safety Representatives 6 Location Safety Representatives 16 System Safety Committee Members 8
Management/Merit	5,925	Corporate Safety, Security and Compliance 91 ▪ Flight Safety 9
Reservations	5,539	Divisional Safety Representatives 1 Location Safety Representatives 13 System Safety Committee Members 88
Technical Operations	9,069	Divisional Safety Representatives 6 Line Safety Representatives ▪ Domestic 123 ▪ International 22 Shops 120
Total	77,127	625 (approximately 1% of total employees)

FLIGHT ATTENDANTS SAVED THE DAY

Delta's flight attendants are vital to ensuring the safety and security of everyone on board an aircraft. They are often called to provide emergency medical assistance. In October 2010, the crew of Amber Lauderdale, Christopher King and Judith Martin assisted with a medical emergency that involved a 16-year-old girl who had stopped breathing and had no pulse. Amber began CPR on the girl, while a customer provided assistance. The team performed CPR for 40 minutes and engaged an automated external defibrillator while the rest of the crew kept customers calm. The flight diverted so the young passenger could receive additional medical attention. The swift, skilled actions of the Delta flight attendants helped save the young girl's life.

REWARDING SAFE EMPLOYEE BEHAVIOR

Delta sponsors an internal awards program for employee excellence in safety. The program recognizes and rewards individuals who perform acts that save lives, prevent damage to property and/or minimize a crisis. The "Saved the Day" award, noted above, is an example of these awards.

GOING ABOVE AND BEYOND: OSHA VPP

The Voluntary Protection Programs (VPP) were created by the U.S. Occupational Safety and Health Administration (OSHA) to recognize outstanding safety and health management systems among employers. Delta was the first and continues to be the only major airline to participate in this program.

VPP is the path for taking a location with strong safety performance and helping them go beyond minimum regulatory requirements. It requires business areas to review the entire facility's programs and processes, empower employees, get them involved and make continuous improvements.

Delta has 13 facilities in OSHA's VPP. These VPP sites represent 8.3 percent of Delta's U.S. facilities and 7.9 percent of all U.S. personnel. Delta VPP facilities had a total OSHA recordable rate of 3.10 and a DART rate of 1.60 for the year. The OSHA recordable rate was 40.2 percent better at VPP sites than at non-VPP sites at Delta; the DART rate at VPP sites was 62.7 percent better than non-VPP sites. Ontario, California became the newest facility to join Delta's VPP team, receiving approval from California-OSHA in October 2010.

ASSESSING WORKPLACES THROUGH INDUSTRIAL HYGIENE

Delta's industrial hygiene program protects employees from long-term health problems by identifying and addressing potential workplace hazards. Delta utilizes air sampling, indoor air quality surveys, noise monitoring, drinking water testing, chemical hazard assessments, industrial hygiene compliance reviews and health hazard awareness training to minimize workplace risks.

Delta goes beyond the minimum regulatory requirements, enforcing standards set by the American Conference of Governmental Industrial Hygienists, the American Society of Heating, Refrigerating and Air-Conditioning, The American National Standards Institute, and the International Organization for Standardization.

MAINTAINING CABIN AIR QUALITY

Delta provides clean, healthy air on all of its aircraft. Delta supports FAA-funded cabin air quality research by facilitating access to Delta aircraft and participating in the development of national cabin air quality guidelines.

SAFETY MANAGEMENT SYSTEM (SMS)

In 2007, Delta began the implementation of Safety Management System, or SMS, a proactive, predictive and data-driven approach to managing operational safety. In January 2011, Delta reached a milestone by becoming the first US-based air carrier to complete the FAA's SMS initiative and enter the final stage of continuous improvement.

Delta's SMS relies on active employee participation as a critical step in the hazard identification process. Each operational division offers employee reporting systems, such as a combined safety, ethics and compliance hotline, where hazards to Delta customers, employees and equipment can be reported.

Proactively evaluating safety data and predictively mitigating safety hazards are critical steps to a good SMS. SMS enables Delta to anticipate problems by utilizing all accumulated data, analyzing the data proactively and predicting the outcome before an incident or an accident can occur.

TRANSPORTING HAZARDOUS MATERIALS

Delta occasionally transports hazardous materials, also referred to as dangerous goods, on its aircraft, in full compliance with FAA and International Civil Aviation Organization regulations. Employees that accept, ship and handle hazardous materials receive FAA-approved training annually. In addition, Delta's Dangerous Goods Council works to ensure that hazardous materials shipments are accepted and handled safely and in compliance with all regulations.



CUSTOMER SAFETY, SECURITY AND SATISFACTION

ENSURING FLIGHT SAFETY

Delta focuses on reducing risk and supporting safe flying operations by administering voluntary safety programs that prevent accidents and incidents. These voluntary programs include the Aviation Safety Action Program (ASAP), Flight Operational Quality Assurance Program (FOQA), Special Winter Operations Airport Program (SWOA), and Line Operations Safety Audit (LOSA) Program. These programs are critical data streams that are incorporated into Delta's Safety Management System (SMS).

Delta is committed to improving flight safety by partnering with pilots and the FAA in industry-leading initiatives such as FOQA and ASAP. FOQA contributes to reduced accidents and incidents by gathering and studying flight data in a non-partisan environment to optimize flight operations. ASAP is a voluntary reporting system for pilots to promptly identify safety hazards and errors in a non-disciplinary forum thereby increasing awareness and contributing to the elimination of such hazards and errors.

During 2010, Delta continued making program enhancements in an effort to strive for excellence in safety. In addition to safety programs for pilots, Delta provides ASAP programs for dispatchers, aviation maintenance technicians, and load planners. The Load Planning ASAP program was initiated during 2010, which was a significant step to increase a comprehensive safety reporting culture for employees. Additionally, the Load Planning ASAP Program was initiated to incorporate all Load Control employees into the ASAP. During the year, the SWOA program was implemented by all applicable Delta Connection carriers, including 44 stations designated as SWOAs. Also this season, Delta and Delta Connection carriers facilitated 22 station visits to promote and enhance winter operations policies and procedures. Throughout the year, Delta completed numerous investigations, studies and recommendations which have lead to training, technical and procedural enhancements.

ENSURING SECURITY

Delta works to reduce security threats to customers and employees in partnership with a wide range of security and law enforcement agencies, using historic information and current data to develop strategies to reduce risks.

Delta participates in and leads a number of security-related initiatives and activities both inside and outside the industry. Delta advocates for better collection, utilization and sharing of intelligence information and works to promote better behavior analysis processes, increased coordination and government approval of emerging technology while mitigating the impacts on customers. Additionally, Delta realizes that security is an integral part of the customer service experience and continues to partner with the TSA to promote initiatives that make security as hassle-free as possible.

Delta realizes that security is an integral part of the customer service experience.



REMAINING PREPARED THROUGH EMERGENCY RESPONSE

Delta actively prepares to manage any natural, man-made, technological or terrorist activity that could adversely affect customers and employees. Delta engages in extensive planning and training, with frequent simulated exercises that test every aspect of Delta's ability to respond to a crisis. Delta continues to make significant investments in training, facilities and technology to ensure all emergency resources can respond efficiently and effectively. In 2010, Delta began the renovation of its Emergency Command Center, which has now become a world-class crisis management center capable of facilitating the management of any crisis at Delta. A company-wide responder notification system is utilized to ensure that teams are alerted quickly with details of any pending crisis or incident.

Delta's emergency response plan is enhanced by the availability of the Delta Care Team. This program encompasses the compassion, care, and goodwill that Delta customers and communities deserve in the event of an aviation accident. The Delta Care Team is comprised of more than 1,500 employee volunteers who are specially trained to assist survivors and family members at an accident site, their home locations or over the phone. While it is Delta's greatest hope that the Care Team is never needed, the company remains prepared to provide a complete circle of support to those involved in an accident.

In 2010, Delta's Emergency Response Team assisted with coordination and supplies after the earthquake in Haiti, the earthquake in Chile and wildfires in Moscow.



PRIORITIZING CUSTOMER SATISFACTION

In 2010, Delta was ranked fourth among traditional network carriers in the annual J.D. Power and Associates survey. The study measures customer satisfaction based upon a wide variety of measures, including prices, in-flight services, aircraft, boarding and deplaning, baggage, check-in and reservations.

The report stated, "This performance reflects having brought the entire organization nearly up to Delta's pre-merger levels of satisfaction in a relatively short time frame, despite the former Northwest having had lower levels of satisfaction than did the pre-merger Delta."

There has been significant improvement in the consumer complaint rate for the first quarter of 2011 vs. the first quarter of 2010. In the first quarter of 2011, there were 374 complaints to the Department of Transportation (DOT), for a rate of 1.47 complaints/100,000 system-wide enplanements. This is a 32% improvement in the complaint rate of 2.15 complaints/100,000 system-wide enplanements in the first quarter of 2010 (530 complaints). The top two complaint categories in 2010 were flight problems and baggage.

In 2010, there were 2,228 consumer complaints to the DOT, for a rate of 2.00 complaints/100,000 system-wide enplanements.

Customer service is a top priority of Delta. This is accomplished through Delta's customer commitment to:

- Operating a safe, clean and on-time operation,
- Delivering baggage on time,
- Delivering a consistent and quality experience for customers,
- Notifying customers of known delays, cancellations and diversions,
- Properly accommodating customers with disabilities and other special needs, including during tarmac delays,
- Disclosing travel itinerary policies and other policies that affect travel,
- Ensuring good customer service from codeshare partners,
- Ensuring responsiveness to customer complaints,
- Mitigating customer inconvenience resulting from cancellations and misconnections, and
- Continuing to improve the product through investments in aircraft and facilities.

Delta has invested heavily to improve customer satisfaction. In January 2010, Delta announced an investment of \$2 billion over three years in products, services and airport facilities. These improvements include installing flat-bed seats in BusinessElite on 90 trans-oceanic aircraft, adding in-seat audio and video on demand throughout Economy Class on 68 aircraft, adding First Class cabins to 66 regional aircraft and completing major facility renovations in the Delta Sky Clubs in Atlanta, Chicago-O'Hare, Los Angeles, Minneapolis-St. Paul and New York-LaGuardia as well as opening new clubs in

Indianapolis, Philadelphia, Seattle and the D concourse in Atlanta. Delta currently offers the most on demand entertainment among U.S. carriers with more than 100 domestic aircraft equipped with in-seat audio and video on demand. Delta also continues to rapidly expand in-flight Wi-Fi service, which is available on more than 555 aircraft, including all mainline domestic aircraft, on over 2,200 flights each day.

Delta's planned fleet and product investments mark the most significant investment we have made in our customers in more than a decade. -Richard Anderson, CEO



COMPANY AWARDS

OVERALL PERFORMANCE

Delta was ranked by *Fortune* magazine as the most admired airline in its 2011 “World’s Most Admired Companies” airline industry list. Delta has steadily progressed in the rankings, moving from 10th in 2007 to 3rd in 2010. The “World’s Most Admired Companies” airlines list is based on global survey results of ratings provided by airline executives, directors and analysts. Airlines are ranked based upon people management, quality of management, innovation, long-term investment, use of corporate assets, financial soundness, social responsibility, quality of product and services and global competitiveness. Delta was ranked as the top airline among those surveyed in four categories: social responsibility, quality of management, long-term investment, and global competitiveness.

CUSTOMER SERVICE

Named “Best Frequent Flyer Program” for SkyMiles by the readers of *Business Traveler* magazine

Named “Best Airline for Travel Agent Support” by *Recommend* magazine

Named “Best Domestic Airline” and “Best Airline Customer Service – Domestic” by *Executive Travel* magazine

ENVIRONMENTAL PERFORMANCE

Ranked highest among airlines for in-flight recycling by *GreenAmerica*

OTHER

CEO Richard Anderson won *Airline Business* magazine’s “Airline Strategy Award for Executive Leadership” for Delta’s successful acquisition and integration of Northwest Airlines

CEO Richard Anderson named “Best Airline CEO” in the 2011 *Institutional Investor* All-America Executive Team Survey

Named one of the top innovative companies by *InformationWeek* magazine

Named one of Human Rights Campaign’s 2011 “Best Places to Work” for lesbian, gay, bisexual and transgender equality

Named “Best MRO¹ Provider of the Americas” for Delta Technical Operations by *Aircraft Technology Engineering & Maintenance* magazine (ATE&M)

Named “MRO¹ of the Year” for Delta Technical Operations by *Aviation Week* magazine

Received the 2010 Alfred P. Sloan Award for Business Excellence in Workplace Flexibility, a national honor recognizing Delta’s efforts to provide a variety of workplace options

FINANCIAL PERFORMANCE

Delta's financial results in 2010 were among the best in Delta's history. As a company Delta earned over \$1.4 billion in annual profit. This achievement reflects the success of the merger with Northwest Airlines, ongoing business investments and Delta's unwavering commitment to cost discipline and debt reduction.

As a team, Delta improved earnings by \$2.5 billion over 2009 and grew top line revenue by 13 percent through higher passenger sales and contributions from ancillary products and services. Meanwhile, Delta maintained flat unit costs, excluding fuel and profit sharing, and reduced net debt by \$2 billion. The completed merger generated \$1.5 billion in synergies for the year while additional gains in efficiency were seen by flying with 5 percent fewer aircraft.

Our 2010 results are among the best in Delta's history. They would not have been possible without the dedication and determination of Delta employees worldwide, and we are pleased we will pay more than \$300 million in profit sharing for 2010. These results are a direct reflection of the success of our merger, cost discipline and debt reduction strategy and give us momentum to deal with the rising fuel prices we face in 2011. - Richard Anderson, CEO

(\$MILLIONS)

	2010	YOY Change (2009)
Direct Economic Value Generated		
Revenue	\$31,755	13.2%
Economic Value Distributed		
Non-Labor Operating Costs	\$22,023	4.2%
Employee Wages and Benefits	\$7,064	3.3%
Payments to Providers of Capital	\$1,220	-4.5%
Payments to Government		
Income, Federal, State	-	-
Property	\$76	62.6%
Payroll	\$1,369	123.7%
Other	\$294	91.9%
Community Investments		
Contributions	\$7.0	46.4%
Shareholder Value		
Share Price At December 31	\$12.60	10.7%
Share Price Range	\$9.96-\$14.93	-
Supplier Spend		
MWBE Spend	\$255	25.4%
Economic Value Retained		
Net Profit	\$1,444	\$2,511
Operating Profit	\$2,667	\$2,584

PERFORMANCE AND GOAL SETTING

2010 Performance Targets (from 2009 Corporate Responsibility Report)

Performance against Targets

Perform quarterly EMS reviews (p 5)	Accomplished
Implement EMIS module for compliance task tracking and chemical inventory management and emissions (p 5)	Accomplished
Continue installing winglets on aircraft (p 6)	Accomplished. Winglets installed on 50 aircraft in 2010
Deploy additional electric GSE (p 6)	Accomplished. 45 new pieces of electric-powered ground support equipment were added in 2010.
Greenhouse Gas (p 6) <ul style="list-style-type: none">Expand emissions inventorySeek third-party verification of emissions inventoryEstablish a new emissions reduction goal	Accomplished Will complete in 2011 Will complete in 2011
Identify new recycling opportunities (p 8)	Accomplished Scrap metal and lead-acid batteries were collected during the Household Recycling Day.

2011 Targets

Reporting

- Use G3.1 indicators
- Address 5 additional indicators

Environment

- Establish a greenhouse gas emissions reduction goal
- Improve the tracking of water usage throughout all operations at Delta
- Improve the data entry and tracking for the transportation of hazardous material through the Delta system

Employees

- Increase the diversity of leadership
- Enhance feedback tools for measuring employee satisfaction

Community Partnerships

- Establish a system to electronically track employee volunteer hours

Employee and Customer Safety

- Pursue two additional VPP sites in 2011
- Pursue a common database for customer injuries and corrective actions

Customer Satisfaction

- Continue to improve product through investments in aircraft and facilities
- Earn J.D. Power award for customer service among network carriers

Financial Performance

- Pay profit sharing at or above target
- Manage exposure to fuel price volatility, including the ability to recoup higher costs through revenue

APPENDIX A: SELF-DECLARATION OF GLOBAL REPORTING INITIATIVE INDICATORS

EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.....	PAGE 39
EC3	Coverage of the organization’s defined benefit plan obligations	PAGE 22
EN1	Initiatives to reduce greenhouse gas emissions and reductions achieved	PAGES 8-10
EN5	Energy saved due to conservation and efficiency improvements.....	PAGES 10-15
EN16	Total direct and indirect greenhouse gas emissions by weight.....	PAGES 8-9
EN20	NO _x , SO _x , and other significant air emissions.....	PAGE 13
EN22	Total weight of waste by type and disposal method.....	PAGE 19
EN23	Total number and volume of significant spills.....	PAGE 19
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation	PAGES 8-16
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.....	PAGE 17
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.....	PAGE 6
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.....	PAGE 22
LA4	Percentage of employees covered by collective bargaining agreements	PAGE 20
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.....	PAGE 32
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.....	PAGE 31
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.....	PAGE 25
LA9	Health and safety topics covered in formal agreements with trade unions.....	PAGE 35
LA10	Average hours of training per year per employee by employee category.....	PAGE 24
LA12	Percentage of employees receiving regular performance and career development reviews.....	PAGE 20
PR5	Statistics related to customer satisfaction, including results of surveys measuring customer satisfaction....	PAGE 36
SO3	Percentage of employees trained in organization’s anti-corruption policies and procedures.....	PAGE 6
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.....	PAGE 30
Total Number of Indicators.....		21

APPENDIX B: ABBREVIATIONS AND ACRONYMS

ACGIH	American Conference of Governmental Industrial Hygienists
ALPA	Air Line Pilots Association
ANSI	American National Standards Institute
ASAP	Aviation Safety Action Program
ASHRA	American Society of Heating, Refrigerating and Air-Conditioning
ASM	Available Seat-Mile
ATA	Air Transport Association of America
CH ₄	Methane
CO ₂	Carbon Dioxide
CO ₂ e	Carbon Dioxide Equivalent
DBC	Delta Board Council
ECPAT	End Child Prostitution, Child Pornography, and Trafficking of Children for Sexual Purposes
EELC	Executive Environmental Leadership Council
EMIS	Environmental Management Information System
EMS	Environmental Management System
EPCRA	Emergency Planning and Community Right-to-Know Act
ERM	Enterprise Risk Management
FAA	Federal Aviation Administration
FOQA	Flight Operational Quality Assurance program
GHG	Greenhouse gas
GSE	Ground Support Equipment
HFCs	Hydrofluorocarbons
IATA	International Air Transport Association
ICAO	International Civil Aviation Organization
IPCC	Intergovernmental Panel on Climate Change
ISO	International Organization for Standardization
LTO	Landing and Takeoff
MRO	Maintenance, Repair and Overhaul
MWBE	Minority and Women Business Enterprises
NO _x	Nitrogen Oxide
NPDES	National Pollutant Discharge Elimination System
OSHA	Occupational Safety and Health Administration
PAC	Political Action Committee
PFCs	Perfluorinated Compounds
RPM	Revenue Passenger-Mile
RTM	Revenue Ton-Mile
SF ₆	Sulfur Hexafluoride
SMS	Safety Management System
TOC	Technical Operations Center
TSA	Transportation Security Administration
VPP	Voluntary Protection Programs

APPENDIX C: CHARITABLE SUPPORT

The following non-profit organizations were supported by Delta in 2010 through corporate or Foundation donations, in-kind support, or through Delta's SkyWish program. Delta partners with many organizations that work globally, including the American Cancer Society, American Red Cross, amfAR, CARE, Habitat for Humanity International and UNICEF, among others.

<p>100 Black Men of America 100 Black Men of Atlanta 100 Black Men of DeKalb 100 Black Men of New York 100 Black Men of North Metro Atlanta 100 Black Men of South Metro Atlanta 100 Black Women (National Coalition) 105 Voices of History - National Concert Choir 9/11 Memorial (New York) ACE Camp AID Atlanta AIDS Walk New York Alliance Theater American Cancer Society American Heart Association American Red Cross American Red Cross (Atlanta Chapter) Andrew Young Foundation amfAR Arthritis Foundation Association for Aid and Relief, Japan Atlanta Braves Foundation Atlanta Business League Atlanta Opera Atlanta Pride Atlanta Symphony Orchestra Be The Match Foundation Bridging Canine Assistants CARE Carter Center Child Fund Japan Children's Cancer Research Fund Children's Miracle Network Children's Theatre Company (Minneapolis) Clark Atlanta University Community Foundation of Greater Atlanta Crohn's & Colitis Foundation of America C.S. Mott Children's Hospital David Wright Foundation Detroit Symphony Orchestra Dream Foundation EarthShare of Georgia Fox Theatre (Atlanta) Georgia Campaign for Adolescent Pregnancy Prevention (G-CAPP) Gay and Lesbian Alliance Against Defamation (GLAAD) Grady Memorial Hospital Foundation Great River Greening Guthrie Theatre Habitat for Humanity International Hands on Atlanta</p>	<p>Hands On Network/Points of Light Foundation Harlem Week Henry Ford Museum High Museum of Art Hunger Free World James Beard Foundation Japan Marrow Donor Registry Japan Team of Young Human Power Juvenile Diabetes Research Foundation Latin American Association Make-A-Wish Foundation Martin Luther King, Jr. National Memorial Foundation Médecins Sans Frontières Japan Metro Atlanta Recovery Residences Minnesota AIDS Walk Minnesota Institute of Arts Minnesota Orchestra Minnesota Zoo Foundation Morehouse College Music Cares Nashville New Year's Eve Bash on Broadway National Black Arts Festival National Center for Civil and Human Rights National Safety Council (VPPPA) National Urban League NYC Heritage of Pride Parade Peace Winds Japan Rally Foundation Rialto Performing Arts Center Ron Clark Academy Saint Paul Chamber Orchestra Save the Children Seattle Art Museum Shapla Neer Citizens Committee in Japan for Overseas Support Special Olympics Minnesota Special Olympics Nippon Spelman College St. Jude Children's Hospital The Breast Cancer Research Foundation The King Center The National Center for Civil and Human Rights The Nature Conservancy The Salvation Army Tribeca Film Festival Trumpet Awards Turn 2 Foundation Twin Cities Pride UNICEF United Negro College Fund United Way of Greater Twin Cities United Way of Metro Atlanta U.S. Stockholm Junior Water Prize Walker Art Center</p>
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