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MEMO

To: All Airport Customer Service Employees

Date: July 26, 2010

Subject: Relaxed Dress Code – July 28 through September 6, 2010

One of the many challenges of this busy season has been the extreme summer heat many of you have been facing in your stations. You have met this challenge, along with very heavy passenger loads and a busy flight schedule with professionalism and have put our customers first above your own comfort at times.

As a small thank you for your continued hard work and focus on safety and our customers, we would like to relax the dress code for the remainder of this busy summer season for all Airport Customer Service employees worldwide.

Here are the wearing guidelines that apply for **Wednesday, July 28 through Monday - September 6:**

Above Wing Wearing Guidelines

- Monday – Thursday: All male above wing agents are not required to wear ties. This includes SkyClub agents and agents wearing the red coat/vest.
 - Uniform shirts or blouses are required; however, navy vest or jackets are not necessary, this includes SkyClub agents.
- Friday, Saturday and Sunday: All above wing agents are permitted to wear jeans and a Delta T-shirt.
 - Jeans must be black or blue in color and worn at the natural waistline.
 - Jeans must be in good condition. Free from decorations, large graphics, fraying and tears.
 - Delta T-shirt must have sleeves. No tank tops.
 - Tennis/gym shoes may be worn. Open toed shoes or clog-type shoes are not permitted.
 - Agents wearing the red coat/vest may choose to participate by wearing jeans on the weekends; however, please keep a uniform shirt and red coat/vest on in order to be identifiable to our customers. The role you play in serving our customers is vital in the daily operation and your leadership and support to the team is very much appreciated.

Below Wing Wearing Guidelines

- All below wing agents may wear jeans in pant or short length and Delta T-shirts every day from July 28 to September 6.
 - Wearing guidelines are same as above.
 - Jean shorts must be similar in length to the uniform shorts. No more than 3-4 inches above the knee.
 - Safety boots/shoes are required.

Thanks again for all you do all year long, but especially during these busy summer months. I appreciate everything you are doing each and every day for our customers, each other and for our great company.