

ADMINISTRATIVE ACTION GUIDELINES

IFS | HR Handbook – Administrative Action Guidelines

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Printed pages of this handbook are for information only. Currency must be verified with on-line version.

Overview

The guidelines concerning discipline set forth in this document are intended to provide examples of some of Delta's expectations as to conduct and appearance of Delta personnel. Depending on the employee's work record or the infraction, one or more of the disciplinary guidelines mentioned in this section may be used. Any list of this nature obviously cannot be all inclusive, and personnel must use their own good judgment at all times.

As a flight attendant, you are required to comply with federal regulations and company policies which govern your job including the In-Flight Service Standards of Performance, as listed in the On-Board Manual, and Delta's Human Resources Practices Manual (HRPM). Failure to perform in accordance with Delta standards may result in the application of administrative action. Administrative action encompasses Delta Air Lines' disciplinary process. Items considered in the decision making process include:

- Length of service
- Period of lasting, sustained improvement
- Severity of infraction
- Aggravating and mitigating circumstances

Just as all personnel may resign their employment with Delta at any time and for any reason they choose, Delta may terminate the employment relationship at any time if Delta concludes that such termination is appropriate. This right exists notwithstanding any examples of conduct or the statements contained in this document or elsewhere.

Verbal Warnings and Levels of Administrative Action

Verbal Warning

A counseling session which advises an employee of the need for improvement. This session is documented to the employee's Performance Activity Log and maintained in his/her personnel file. It is a coaching and counseling session, akin to "a word to the wise," and not considered administrative action.

Warning Letter

Documentation of a counseling session as a result of failure to improve performance following verbal warnings. A warning letter may also be administered as a result of an infraction which warrants stronger counseling than a verbal warning. The warning letter is maintained in the employee's personnel file.

Disciplinary Probation

An employee is placed on formal disciplinary probation and issued a disciplinary probation letter if she/he fails to demonstrate sustained improvement after the issuance of a warning letter or commits an infraction serious enough to warrant a higher level of discipline.

The probationary period is a minimum of six months, and the probation status will only be removed if the employee is performing satisfactorily in all aspects of performance and is otherwise in compliance with all company policies. Failure to demonstrate required improvement and satisfactory overall job performance will result in placement on probation extension, final warning or possible recommendation for termination of employment. A disciplinary probation letter is kept in the personnel file for the duration of the employee's career.

These stipulations apply during the probation period:

- Ineligible for salary increases
- Incentive-based compensation will be withheld until removal from probation
- Ineligible to bid for other positions within the company or department
- Ineligible for educational assistance

- Ineligible for extended leave of absence
- Ineligible to participate in special assignment opportunities (e.g. Employee Involvement Group, Delta Care Team, etc.).

Disciplinary Probation Extension

An employee who fails to meet the requirements of either initial or disciplinary probation may be placed on a probation extension.

NOTE: An individual on disciplinary probation may receive a probation extension letter when failing to demonstrate sustained improvement or when an extended absence during the disciplinary period prevents a showing of sustained improvement.

Final Warning

A final warning may be presented to an employee who has received previous warnings or commits an infraction Delta considers serious enough to warrant a higher level of discipline. A final warning will result in the following:

- Minimum of six months disciplinary probation during which the stipulations previously listed under disciplinary probationary will apply
- Possible review for termination for any infraction or failure to demonstrate adequate improvement during this period
- Remains in effect throughout the employee's career

Disciplinary Suspension

A disciplinary suspension may be imposed along with a warning letter, disciplinary probation, or final warning based on the seriousness of the infraction and/or past performance. During the suspension, the following stipulations apply:

- Prohibited from working
- Receive no pay
- Insurance coverage ceases after 15 days on suspension
- Ineligible to use pass privileges
- No vacation accrual
- Pay anniversary/seniority adjustment occurs if suspension exceeds 30/90 days respectively.

In the event of a suspension pending review for termination, the same stipulations as those listed under disciplinary suspension will apply. In addition, all company property must be returned, including the following:

- Delta ID
- SIDA access card; if applicable
- Airport access card, if applicable and different from SIDA badge
- Parking permit
- Other company property as requested by the Manager

Appeals Process

Delta values direct communication with and feedback from Delta employees. For this reason, the company has always provided an open door policy to its employees. Through the open door policy, any employee can voice any concern to any member of management, including the Chief Executive Officer. Employees are also able to raise issues or questions up through their own chain of leadership, to their division Human Resources representatives, or to Delta's Equal Opportunity office.

Through the open door policy, the employee can appeal administrative action to any leader within the company. Generally, in order to facilitate appropriate review, this appeal process will begin with their immediate manager and proceed to the next level of leadership as appropriate.

General Performance Policies

All Delta employees are governed by the guidelines of the Human Resources Practices Manual (HRPM). A list of general policies is provided below, with the associated HRPM section listed as a reference. This is not intended to be a

complete list of all of Delta's Human Resources policies, nor does it contain the job requirements stipulated in the IFS On-Board Manual or FlyRight.

Alcohol Policy / Alcohol Testing Requirements

- HRRPM 1089 – Alcohol Misuse Prevention Program

Anti-Drug Program / Drug Testing Requirements

- HRRPM 1086 – Anti-Drug Program Appearance:
- HRRPM 1000 – Personnel Conduct Standards and Appearance Guidelines

Company Property, Use of:

- HRRPM 1000.8 – Unauthorized Use of Company Computers, Data, and Recording Equipment

Paid Personal Time (PPT), Use of:

- HRRPM 1030 – Paid Personal Time

Pass Privileges, Use of:

- HRRPM 1013 – Delta Employees Non-Revenue and Reduced-Rate Travel via Other Airlines
- HRRPM 1014 – Delta Employees Non-Revenue & Reduced Rate Travel via Delta
- HRRPM 1017 – Delta Employees Family and Friends Travel
- HRRPM 1018 – Delta Employee Travel Companion Program
- HRRPM 1056 – Company Business Travel via Delta
- HRRPM 1090 – Family Fares Program

Reliability:

- HRRPM 1019 – Reliability

Flight Attendant Performance Infractions

Following are examples of flight attendant performance infractions which may result in administrative action up to and including termination of employment. As this list is not all-inclusive, please be aware that other performance infractions can result in administrative action.

Failure to Cover Assignment (FTC)

Fails to report for an assignment, including training, meetings, etc., as determined by the Manager/Field Service Manager, or calling in sick following the assignment of a trip while on an A-Day status.

Failure to be Available (FTA)

Occurs when an A-Day holder:

- Fails to call-in within 20 minutes of being contacted by Scheduling and cannot be reached by telephone
- Fails to obtain an airport release
- Calls in sick with less than three hours notice to Scheduling

Late for Assignment

- Arriving late for a scheduled assignment, including training, meetings, conferences, airport standby duty and trip rotations
- Failing to access the automated crew sign-in system in a timely manner indicating presence for assignment.

NOTE: Flight attendants are required to notify Scheduling if encountering a delay in reporting for an assignment. However, notification will not excuse tardiness.

Excessive Absenteeism

Repeated absences which impact an employee's overall record of dependability (i.e., tardiness, unscheduled PPT, MTOs, FTCs, FTAs)

Safety / Security Compliance

Failure to comply with operational standards and/or Federal Aviation regulations such as but not limited to:

- Maintenance and presence of On-Board Manual

- Emergency equipment check / safety announcements
- Failure to successfully complete mandatory training
- Aircraft door operations / blown slides
- Successful completion of CQ (recurrent) training
- Sterile cockpit

Insubordination

Failure to demonstrate respect and professionalism toward supervision during the administration of Delta's standards.

Refusal of Assignment

- Refusal to cover an assignment may result in termination of employment
- Refusal to accept an assignment as directed by a representative of the company including a segment which, following appropriate measures has been deemed safe by the company (i.e., sabotage threat, mechanical incident, etc.) will result in removal from flight status.