

 International Program **Overview**

The international program is an open, voluntary participation program available to flight attendants in all bases. There is no commitment requirement. The international program includes bidding and flying to all destinations outside the United States. The United States includes:

- All 50 states
- The District of Columbia
- Puerto Rico
- The U.S. Virgin Islands

All destinations outside of the United States are divided between the following markets:

- Caribbean and Latin America beach markets
- Caribbean and Latin America business markets
- BusinessElite markets

A current, valid passport is required to be carried by flight attendants at all times. Many countries require visas for crew members, and requirements vary and are based on the country which issued a crew member's primary passport. Passport and visa information must be included in DBMS and updated as necessary. Deportation, fines or flight cancellations could occur if passport and visa requirements aren't followed.

Pre-requisite e-learning and classroom training are required for entry into the international program and is unpaid. Aircraft training for the Boeing 777 is strongly encouraged, but isn't mandatory, for participation in the international program.

Sub-categories of the international program include BusinessElite Flight Leader and Language of Destination programs. Participation in the international program is required for participation in these separate programs; however, these programs include separate, individual requirements and participation criteria.

Program Entrance

There are 2 qualifications required for entry into the international program: international (AT) and Latin America (LA). These 2 qualifications combine to meet the training necessary to participate in the international program and bid and fly to destinations outside the United States. B777 training is strongly recommended.

To obtain the AT and LA qualifications and join the international program:

- Bid for an international training class using the form located on the IFS Portal under “Forms, evaluations and more.” All classes are conducted in Atlanta and are 8 hours. Classes are awarded in seniority order.
- Before arriving in class, complete all pre-requisite e-learning modules.
- Attend and complete the training class.

The international qualification (AT/LA) will be awarded within 7 business days of completing all requirements.

Training Requirements

Classroom training is unpaid and is open to all flight attendants. Classes are awarded in seniority order; however, preference may be given to flight attendants based in ATL, CVG or JFK due to increased international network flying.

Training will be scheduled on an off day. Once a class is awarded, the code ATAN will appear on your schedule at least 2 days before the class date. Flight attendants are responsible to check their schedules for assigned training dates. Cancellations should be submitted no less than 72 hours before class begins. Classes are also subject to cancellation if the minimum class size isn't met.

If you are not B777 qualified, you may request B777 training in conjunction with international training.

Pre-Requisites

Before attending training, if not completed previously, the following e-learning modules must be completed through LMS:

- Duty Free Sales Procedures IMISDF102. The training code once completed is DF.
- Delta's Wine Program IMISWI101. The training code once completed is WN.
- Flight Attendant Forms IMISFO102. The training code once completed is IF.
- International Marketing IINTIM101. The training code once completed is IM.
- Cultural Awareness IINTCA101. The training code once completed is CA.
- Travel Tips IINTTT101. The training code once completed is TR.
- International Assessment IINTIA101. The training code once completed is NI.
- BusinessElite 2007 IMISBU101. The training code once completed is NG.

Upon completion of each lesson, you'll be given a confirmation number and your qualifications will be updated with the appropriate training code within 24 hours. You must bring the confirmation number to class.

Bidding and flying to Dubai, UAE; Mumbai, India; Seoul, South Korea; and Tel Aviv, Israel requires an additional cultural e-learning module. These modules aren't paid.

Although not mandatory, completion of e-learning module on the Panasonic eFX digital in-flight entertainment system is strongly encouraged. The e-learning module is Panasonic IFE IMISPS101 and isn't paid. Whether the e-learning module

is completed, all flight attendants scheduled to fly on aircraft with IFE are fully expected to be able to operate the Rockwell Collins and Panasonic eFX system.

Program Withdrawal

Since participation in the international program isn't required, you may simply avoid bidding, picking-up or swapping to fly international trips. However, to have the international qualifications removed, submit a request to your Field Service Manager. The qualifications will be removed approximately 45 days later. If scheduled for international flying during a bid period, the bid period and international flying must be completed, dropped or swapped.

Under most circumstances, there is no waiting period to re-enter the international program; however, completion of all pre-requisites and classroom training may be required based on the time since exiting the program.

Passports and Visas

All flight attendants must report for duty with a valid passport and any visa required for their assigned destination. Non-U.S. passport holders are also required to carry a valid Permanent Resident Card. In bases with scheduled flying outside the United States, the most junior 25% of flight attendants are required to obtain and carry visas for any country with scheduled flights from their base.

It is the flight attendant's responsibility to make sure the correct passport and visa(s) information is recorded and updated in DBMS. Flight attendants should contact the MST desk in scheduling to make changes. Also, any period of time in which the passport or visas is unavailable for any reason including renewal, loss or theft, the flight attendant should notify the ICC to have the passport and/or visa information temporarily removed. The flight attendant's passport name in DBMS must be recorded exactly as it appears on the flight attendant's passport.

It is recommended that flight attendants keep a photocopy of their passport, visas or Permanent Resident Card with their belongings when on duty, in case of loss or theft.

Due to the extent of international travel, flight attendants are recommended to obtain a passport with additional blank pages or have additional blank pages added. U.S. passport holders may contact the Department of State to add pages at no cost.

German Immigrations may ask crew members to present their passport for stamping; therefore, we recommend you have more blank pages added to your passport if you fly to Germany regularly. German immigration officials will only allow 3 stamps per page, including the stamp they will be adding. Crew members entering Germany may also request a single insert page for their passport to be used for German immigration stamping only. The insert page can only be obtained from German immigration official during entry or exit. The insert page will hold 16 additional entry or exit stamps and must be kept with the passport. Additional pages can only be requested once a previous page is full. Photocopies of insert pages will not be accepted.

The cost of a first-time passport or renewal and required visas may be reimbursed by Delta according to the following guidelines:

- Passport Fee: \$55
- Security Surcharge: \$12
- Photography Fee: varies
- Execution Fee (new passport): \$30
- Visas: varies and within published guidelines

The maximum amount reimbursable for first-time passports is \$97. The maximum amount reimbursable for passport renewals is \$67. The following stipulations also apply:

- You may only be reimbursed for 1 passport renewal every 10 years.
- There is no reimbursement for expenses resulting from loss, theft or name change.
- There is no reimbursement for agency fees, postal fees, transportation costs or expedited services. However, In-Flight Service does provide access to pre-paid, expedited service through CIBT/ZVS.
- There is no reimbursement for extra pages to be added.

To request reimbursement for the cost of passport and visas that are required for duty, flight attendants must use DEERS to complete an expense statement. The Field Service Manager will review and approve or decline the reimbursement. The reimbursement amount will be included in a standard paycheck several weeks following approval depending on the payroll cycle.

Visas

Visas are required for flight attendants, who are U.S. passport holders, for travel to France and Russia. Some non-U.S. passport holders are required to have a visa for travel to Honduras, Germany or other countries. Visa requirements are subject to change bases on requirements by individual countries Delta flies into either as scheduled or charter service.

To bid for a flight to Russia or France, it's necessary to have an applicable visa in addition to a valid passport. In bases with scheduled flying to Russia or France, the most junior 25% of flight attendants must have applicable visas since they are subject to having Access Days. Visa applications and instructions are available from field leaders in each base.

Renewing a passport or obtaining a visa through CIBT/ZVS

In addition to making their own arrangements as outlined above, In-Flight Service has partnered with CIBT, Global Visa and Passport Professionals, to provide Delta flight attendants with pre-paid, expedited services for passport renewals and visa processing through the IFS Portal. Please visit the "Forms, evaluations and more" page on the IFS Portal to locate the instructions and forms for each process: Passport renewal, French visa and Russian visa.

Flight attendants who aren't US citizens or hold a US passport may also take advantage of CIBT's services; however, the process may differ. Non-US citizens must send an email to Delta@cibt.com indicating their type of passport, US status and the countries they will be visiting. Information and instructions will be provided by CIBT within 48 hours.

End of Section