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### **In-Flight Service Recall Process**

## **Q1. Who is eligible for recall?**

- Flight attendants currently on furlough status (furlough list) are eligible for base-specific recall.

## **Q2. What is the recall process for furloughed flight attendants?**

- Base-specific recalls and the base(s) to which Delta may have a recall are determined by operational need and are not guaranteed.
- Effective August 1, 2006, due to language qualification requirements and process improvements, language of destination flight attendant job opportunities will not be part of the recall and base preference process.
- For more details, please refer to the "Language of Destination Flight Attendant" section.

### **BASE-SPECIFIC RECALL**

- The base-specific recall process is conducted in furlough/recall seniority order using the flight attendant furlough/recall list.
- In a base-specific recall, a flight attendant's base preference form, together with his/her furlough/recall seniority, are the factors used to determine whether or not she/he is contacted in the event of a recall.
- Furlough/recall seniority is used solely for furlough and the recall of furloughed flight attendants. Furlough/recall seniority indicates your position on the furlough list and is adjusted according to applicable company transfer length of service.
- During a base-specific recall, IFS will contact flight attendants on the furlough list who have a preference form on record indicating "ANY BASE" or the base(s) to which we are recalling.
- Flight attendants who have preferenced "ANY BASE", or a base(s) to which we are recalling, will be expected to return if recalled. Flight attendants who are recalled, but choose not to return to Delta, will be terminated.
- A furlough flight attendant, who is not recalled for a specific recall (as a result of their base preference choices together with furlough seniority), will remain on the furlough list.

## **Q3. Is it likely Delta will recall flight attendants in the future?**

- Recalls are determined by operational need. We cannot speculate if or when there will be a need to recall flight attendants in the future.

## **Q4. Will recalled flight attendants have the opportunity to transfer bases?**

- For base-specific recall, recalled flight attendants may submit a base transfer request, when back on active status. A three month commitment to a particular base is not required.
- It is important to keep in mind that base transfer activity is dynamic and can change from month to month.
- As a result, it is not possible to speculate how long it may take for any flight attendants to be awarded a base transfer.
- Base transfer bids are due on the 15<sup>th</sup> of the month. Upon report to base (for the first month) base transfer requests must be submitted manually by contacting your Performance Field Service Manager (PFSM) in your base.
- For base-specific recalls, requests for transfer from a base to an Alternative Flying Program (AFP) location will be granted subject to additional program eligibility criteria

## **Q5. Will recalled flight attendants be expected to return to full time status?**

- Yes. The auxiliary program was discontinued effective January 1, 2006.

## **Q6. If Delta is recalling to more than one base, will recalled flight attendants have a choice of bases?**

- **Maybe. Whether or not you have a choice of bases for a specific recall will depend on:**
  - Your individual base preference choices and furlough/recall seniority.
  - Base(s) available at the time you are recalled

**Q7. Will recalled flight attendants have a choice of when to return?**

Not necessarily. A choice of start dates may be offered depending on the following criteria:

- Base(s) to which we are recalling,
- The operational needs of the base(s).
- If there is a choice of dates, we will offer you a choice at the time of recall when we reach your seniority.

**Q8. What if a recalled flight attendant does not accept the current available position?**

- During a base-specific recall, IFS will contact flight attendants on the furlough list who have a preference form on record indicating “ANY BASE” or the base(s) to which we are recalling.
- Flight attendants who have preferenced “ANY BASE,” or a base(s) to which we are recalling, will be expected to return if recalled. Flight attendants who are recalled, but choose not to return to Delta will be terminated.

**Q9. How far in advance will I be notified of a potential recall?**

- If Delta determines a need for a base-specific recall, we will try to give as much notice as possible. You will be given a minimum of 14 (calendar) days advance notification of a recall report date.

**Q10. What’s the quickest way for me to hear about a recall?**

- Use our furlough resources and be the first to know! IFS leadership makes every effort to let you know first, using the most appropriate tool(s). The IFS leadership team will update the IFS Connection page on the IFS Portal and additionally may host a conference call to announce news in the event of a potential recall, if necessary.
- Your primary resource is on-line communication via the IFS Portal and IFS Connection page on the Portal. Call schedules, phone numbers and up to date news specifically for flight attendants on furlough are posted on the IFS Connection page on the IFS Portal. To access the IFS Connection page from the IFS Portal, click on the “IFS Connection” link in the “IFS Quicklinks” menu on the main page. It’s also available via a home or library computer with internet service, by typing the web address, <http://dlnet.delta.com>, logging on with your employee number and password and navigating to the IFS Portal.
- Information is also mailed to those currently on the furlough list.
- Flight attendants are responsible to maintain, verify and update contact information with In-Flight Service (DBMS) by calling IFS Call Center at 1-800-536-1236. See additional important information in the FA Contact Update Process section.

**Q11. Will I submit a base preference form for each specific recall?**

- No. Base preferences are updated twice a year, usually in February and August. The choices submitted on the form will remain in effect until you elect to update during a future base preference window.

## **In-Flight Service Base Preference Process**

### **Q1. Who should submit a base preference form?**

- Flight attendants on the current furlough list may update his/her base preference form twice per year, during the base preference update windows, usually in February and August.
- Unless announced otherwise, base preference forms remain in effect until you elect to update during a future base preference update window (February or August).

### **Q2. Why do flight attendants on the furlough list need to submit base preferences?**

- A flight attendant's base preference form, together with furlough/recall seniority determines whether she/he is contacted in the event of a recall.
- In the event of a base-specific recall, IFS will contact flight attendants on the furlough list, in furlough seniority order, who have a preference form on record indicating "ANY BASE" or the base(s) to which we are recalling.

### **Q3. What facts should I consider in selecting my base preference choices?**

- Please consider your choices carefully and base your decisions on your personal and career needs as well as the recall process.
- A flight attendant's base preference form, together with furlough/recall seniority, determines whether or not she/he is contacted in the event of a recall. During a base-specific recall, IFS will contact flight attendants on the furlough list who have a preference form on record indicating "ANY BASE" or the base(s) to which we are recalling.

**Flight attendants who have preferenced "ANY BASE", or a base(s) to which we are recalling, will be expected to return if recalled.**

- Flight attendants who are recalled but choose not to return to Delta will be terminated.
- Flight attendants who are recalled, but choose not to return to Delta will be terminated. A furloughed flight attendant who is not recalled for a specific recall (according to their base preference choices together with furlough seniority) will remain on the furlough list.

### **Q4. Are the Alternative Flying Program (AFP) locations available as a base preference choice(s) for recall?**

- No. The Alternative Flying Program (AFP) locations are not bases and are not part of the recall process/base preference choices.

### **Q5. Do I need to know my position on the current furlough list (furlough/recall seniority) in order to submit my base preference choices?**

- No. It is not necessary to have your furlough seniority number when submitting base preference choices. A flight attendant's base preference form, together with furlough/recall seniority, determines whether or not she/he is contacted in the event of a recall.
- Not everyone will select ANY BASE, and it is not possible to speculate the base preference choice(s) for flight attendants on the current furlough list. As a result, your personal furlough /recall seniority is not necessary to determine your base preference choices.

### **Q6. Do I put my base preference choices in priority order? (i.e. 1<sup>st</sup> choice, 2<sup>nd</sup> choice)**

- No. If you are able to return to ANY BASE, select ANY BASE and complete the form.
- To specify particular bases to which you are willing to return, select “SPECIFIC BASES” and complete the form by selecting each base(s) to which you are willing to accept a return to active status.
- For more details, please see the IFS Recall Process section, Question 6 “If Delta is recalling to more than one base....”

**Q7. When should I submit my base preference choices?**

- Flight attendants must submit a base preference form upon transition to furlough status, or if otherwise advised to submit an updated form.
- A flight attendant on the current furlough list may update his/her base preference form twice per year, usually in February and August.

**Q8. How do I submit my base preference choices?**

- Submit your Base preference form on the IFS Connection page on the IFS Portal.
- All base preference forms must be submitted via the IFS Connection page on the IFS Portal.
- “Base Preference Form Instructions” are provided during a specific base preference window.

**Q9. How will I know if you have received my base preference form?**

- Review the base preference form instructions and submit your base preference form via the IFS Connection page on the IFS Portal.
- Click on “Submit”. A confirmation form will be displayed with your personal information and your base preference selections. (Email confirmations will no longer be sent).
- You MUST print and keep a copy of the confirmation form for your records. (Hint - use the right click on your mouse and select “Print”) When you print your confirmation form, the date should automatically print at the bottom of your form.
- If you have any questions or just want to verify your current base preference choices, call the IFS Call Center for assistance at 1-800-536-1236.

**Q10. Do I update my form during each base preference update window (February and August)?**

- Only if you wish to change your current base preferences. If you do NOT wish to make changes to your current base preference choices on record, no action is required. Your current choices will remain in effect until you elect to change your choices during another base preference update window – usually in February or August.
- If you wish to make changes to your current base preference choices on record, you must submit a new form during a base preference update window, usually in February or August.

**Language of Destination Flight Attendant**

**Q1. I am currently on furlough status. Will I be recalled for a Language of Destination flight attendant position?**

- No. Effective August 1, 2006, due to language qualification requirements and process improvements, language of destination flight attendant job opportunities will not be part of the recall and base preference process.
- In the event that IFS determines a need for language of destination flight attendant positions, those positions will be posted on eBid, Delta's internal job posting system
- Using eBid for language of destination flight attendant positions will streamline the staffing process and also provides the opportunity for all eligible furlough flight attendants to express interest, regardless of his/her base preference.

**Q2. How will I know if there is Language of Destination flight attendant positions?**

- In the event that IFS determines a need for additional Language of Destination flight attendant positions, those positions will be posted on eBid, Delta's internal job posting system.
- In addition, a courtesy announcement will be posted on the IFS Connection link.
- All employees with a Delta Passport Password are eligible via Delta's eBid job posting system.
- While we cannot speculate if or when positions may be available, you should check eBid, and the IFS Portal regularly for any updates and important news!

*Important Note:* While all employees must submit his/her interest via eBid, eligible flight attendants with designated language qualification(s) are exempt from the interview and file review process. Eligible flight attendants, who submit interest via eBid, will be returned according to the projected start date, subject to the successful completion of any administrative requirements and training.

**Q3. Where can I get more information?**

- For more information about the IFS Language of Destination testing and the Language of Destination program commitment guidelines, please visit the [Language of Destination](#) section of the IFS Programs and Policies Portal page.
- Continue to check the IFS Connection page and the IFS Portal regularly for any updates.

**Contact Update Process**

**Q1. How do I maintain my contact information with In-Flight Service?**

- Flight attendants are required to maintain, verify or update current contact information by calling IFS Call Center at 1-800-536-1236. Do NOT call the Employee Service Center for this purpose.
- By updating with IFS Call Center, this will update both In-Flight (DBMS) and Delta's Employee Service Center's records. If you wish to verify your contact information on record with the ESC, you may call the Employee Service Center at 1-800-MY-DELTA, a couple days after making the change with IFS Call Center.
- Please note that if you only update your information with Delta's Employee Service Center, In-Flight Service (DBMS) is NOT updated and the In-Flight Service will NOT have your current contact information. Failing to properly update your contact information with In-

Flight Service may impact your timely receipt of information and cause you to miss certain selection windows.

**Q2. How many contact numbers can I have on record?**

- A maximum of two phone numbers will be accepted as contact numbers in the DBMS data system.
- Specifically, only the first and second phone number (in sequence order) in DBMS will be used. The first phone number you provide (in sequence order) should be your primary contact number.
- Additional phone numbers entered in DBMS will not be used.
- Information entered in the remarks field or emergency contacts area of DBMS will NOT be used.
- International phone numbers MUST be recorded using a special format in DBMS. For assistance to record international phone numbers, you must call IFS Call Center.
- To maintain, verify or update your information, you must call IFS Call Center at 1-800-536-1236.

**Q3. I moved recently. What do I need to do to update my contact information?**

- Arrange for mail forwarding and/or new phone service as soon as you know you are moving.
- Call IFS Call Center at 1-800-536-1236 - to verify and update your contact information with all changes.
- Please keep in mind, that your contact data used for communication purposes must be prepared in advance. As a result, if you update your contact data around the same time as data is pulled, you could miss important or time-sensitive communication.

**Q4. I plan to be away from home for an extended period of time. What do I need to do to stay connected?**

- You may call IFS Call Center to provide a temporary address and/or phone number where you're staying. You will need to call again to change it upon your return.
- Maintain one phone number that does not change.
- Stay connected via the IFS Portal and the IFS Connection page.
- Call the IFS Call Center at 1-800-536-1236 for questions and assistance. Please know the Connection team will do all possible to assist you, but it is up to you to stay connected.

*This document details the current In-Flight Service recall process. All of the statements and procedures set forth above, including but not limited to the described recall process, are guidelines that the Company intends to use in a recall process. These guidelines do not create a contractual agreement. The terms and conditions of employment of Delta personnel, including furloughed personnel, continue to be governed by [Delta Human Resources Practice Manual](#) and are not amended in any way by these guidelines.*

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