



July 6, 2010

Sent Via Electronic & US Mail

Joanne D. Smith
Senior Vice President, In-Flight Service
Delta Air Lines, Inc.
P.O. Box 20706
Atlanta, Georgia 30320-6001

Re: BusinessElite and YC International Services Ergonomic Concerns

Dear Joanne:

The Association of Flight Attendants-CWA (AFA-CWA) is aware of multiple ergonomic concerns, reported by our members, relating to the new BusinessElite and YC International services. For example, several items including a silver serving tray, silver coffee server and wine caddy in Business, and insulated coffee pot in Economy are all used with greater frequency than before. In addition, the new 3-tier dessert carts are too low, requiring frequent bending and reaching; are difficult to maneuver through the aisles as casters fail to operate smoothly, especially on carpeting; include ineffective and difficult to apply/release braking mechanisms; and lack a 'lip' on shelves to restrict service items from slipping/shifting. Individually and collectively, these new service options increase risks for acute and chronic musculoskeletal disorders, including tendonitis, carpal tunnel syndrome and back pain.

Ergonomic Opportunity

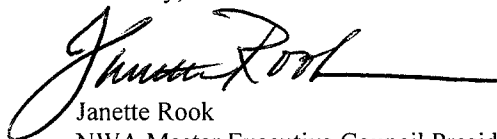
According to Dr. James McGlothlin, director of Purdue University's Occupational and Environmental Health Sciences graduate program and a 30-year Delta customer, these new service delivery options, while problematic, also present an opportunity to design the cabin, service components and galley workplaces of the future. Best ergonomic design principles, which incorporate worker needs from initial concept through acquisition and operation, can be applied to promote "natural," strain-free postures and body mechanics, ensuring efficient onboard services in combination with lower injury risks. Thus, usability and service are enhanced; injury rates and lost time are reduced. The ultimate benefits: Enhanced employee morale and well-being, increased profits, and a return to the "legendary service" expected by Delta customers.

Partnership Proposal

We, therefore, propose a forward-looking partnership between AFA-CWA, the Delta flight attendant workforce, Delta management, and Dr. McGlothlin and his research staff at Purdue University. This partnership would combine efforts to identify opportunities for ergonomic enhancements and evaluate and institute comprehensive solutions. We believe this effort is essential to ensuring that cabin and galley workplaces meet the highest possible standards for safety and health. Our goal is to forge a win-win formula for Delta and its flight attendant workforce.

We look forward to discussing the above proposal with you. We will follow up with a phone call in one week's time to schedule a meeting.

Sincerely,



Janette Rook
NWA Master Executive Council President

Cc: Sandy Gordon, Vice President, DAL In-Flight Service
Peter Wilander, Managing Director, DAL On-Board Services
Jeanne Elliott, Chair, NWA AFA MEC Air Safety, Health, & Security
Gary Helton, Vice Chair, NWA AFA MEC Air Safety, Health, & Security
Chris Smith, NWA Service Subcommittee Chair
Chris Witkowski, Director, AFA International Air Safety, Health & Security