



August 10, 2010

***Sent via Electronic and US Mail***

Mr. Kenneth J. Hylander  
Senior Vice President - Corporate Safety, Security & Compliance  
Delta Air Lines, Inc.  
P.O. Box 20706  
Atlanta, GA 30320

**RE: Investigation of and Preventive Measures - Contaminated Air Events**

Dear Mr. Hylander:

This is to acknowledge receipt of your letter dated June 2, 2010, in response to our May 14, 2010 communication relative to Delta's insufficient response to NWA-AFA's ongoing concerns involving crew health and well-being, in addition to the flight safety impact of exposures to contaminated bleed air on certain of Delta's fleet.

We are now nearly ten (10) months removed from the first exposures experienced, and it appears no closer to being assured of exactly what our flight attendants were exposed to - and any remedies/solutions being employed to prevent such occurrences in the future.

You continue to make reference to the cross-divisional team created within the Company to better understand the A330 issues and bring them to resolution. As stakeholders in this process, we (again) find a disparate involvement wherein our representation has not had the opportunity to participate by offering first-hand knowledge from the crew's perspective - or partnering in the development of preventive measures and crew awareness/education of the potential for exposure to oil fumes. Such a collaborative approach is viewed as essential in drawing from all parties involved.

On July 15<sup>th</sup>, the Quarterly Joint Safety, Security & Health Committee convened in Atlanta, with the air quality initiative a priority for discussion. It is noted that your Ms. Howes was not present; however, Mr. Tochilin and Mr. Thompson were a part of the discussions. This exchange focused on the following:

**Flight Attendants' Workers' Comp Claims and Lost Pay/Benefits:** As you are aware, we have repeatedly requested the Company to instruct ESIS to carefully consider the Workers' Compensation claims of the flight attendants affected by exposure to the airborne contaminants, starting with the crews on Ships #3318 and #3359. It now appears that the greatest constraint has been the fact that Delta cannot confirm that something, indeed, occurred on the reported aircraft - and just 'what'. With this, the current appeal process is ongoing, providing a great deal of angst relative to the excessive time taken to resolve the claims.

**Van Netten Air Samplers:** We have been advised that nine (9) of eleven (11) A330-200s have been sampled, with the first five (5) aircraft having had the results returned to Dr. Van Netten for analysis. Further, Ships #3355 and #3359 were to be completed by the latter part of July and provided to Dr. Van Netten as well. With us approaching mid-August, we would like to request the results of Dr. Van Netten's analysis. Further, it continues to be unclear now

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collecting air sampling data on non-compliant aircraft will identify the source of the problem on the specific aircraft in question. We would like to request a response to this point.

As expressed at the referenced Joint Safety Committee meeting, NWA-AFA was never advised as to the air samplers being placed on A330-200 aircraft. It had been our understanding that we would be so advised, in that we continue to be 'stakeholders' relative to these concerns and represent our Members' safety and health as specified in Section 22 of the Collective Bargaining Agreement. As such, we should have been informed prior to the first placement of the air samplers on May 27th.

**HEPA Air Filters:** It is our understanding that the filters were only pulled from Ship #3355, in that #3359's filters were mistakenly destroyed. Even though these filters were not available, at the Joint Safety Committee meeting we requested that these filters be pulled now for further analysis - and trust that this has been accomplished.

Additionally, during the April 7<sup>th</sup> team meeting with our affected flight attendants, it was stated that the filters from Ship #3359 were pulled for transport to Kansas State and, ultimately, to ACER's test facility. We would like to ascertain how this was accomplished, in that those filters had been destroyed?

**Development of Air Quality 'Protocol':** At the July 15<sup>th</sup> meeting, we were advised that a 'protocol' was under development for any fume event to be appropriately reported. The communication to all flight attendants is to speak to the A330 events to heighten awareness and, also, include an update on where the Company is with respect to preventive measures being taken regarding future contaminated air incidents.

It is our understanding that a questionnaire/survey is included in part to identify exactly what symptoms are experienced and where in the cabin they were first noted. In that this communication is to be issued shortly, we (again) request the opportunity to review the 'protocol' prior to it being distributed to all flight attendants.

In conclusion, you have advised that the multi-faceted investigation was expected to be largely completed by mid-July and the results would be shared with NWA-AFA at the next scheduled meeting which we presume refers to the cross-divisional team meeting.

As the duly authorized representatives for the flight attendants whose health has been so badly damaged by exposures to airborne contaminants on Delta flights, NWA-AFA's designated safety/health representatives should have been included in this investigation. Specifically, Section 22 of the Collective Bargaining Agreement requires Delta management to ". . . work with the Union's Safety, Security and Health Committee to identify and resolve Flight Attendant safety, security and health issues and concerns . . ." including (but not limited to) "conducting inspections or special investigation of hazards as necessary." Despite this, we have not been involved in the investigation to any appreciable degree - nor a part of the cross-divisional team

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created to directly deal with this matter.

Therefore, I hereby request an interim report of the A330 investigation, known results to this point in time and subsequent meeting(s) with the appropriate Company representatives in order to offer constructive input into the overall investigation and recommended actions, including the referenced 'protocol'.

It is our hope that Delta will act in good faith to identify both the causes and remedies to the air quality problems experienced to the benefit of our passengers and crewmembers system-wide. Thank you for your attention to the above and looking forward to a speedy response.

Sincerely,

A handwritten signature in cursive script, appearing to read "Janette Rook", followed by a horizontal line extending to the right.

Janette Rook  
NWA Master Executive Council President  
Association of Flight Attendants-CWA, AFL-CIO

Cc: Richard Anderson, DAL Chief Executive Officer  
Mike Campbell, DAL Executive Vice President, HR & Labor Relations  
Steve Gorman, DAL Executive Vice President & Chief Operating Officer  
Joanne D. Smith, DAL Senior Vice President, In-Flight Service  
Britt Reller, DAL Regional Director Base Operations, In-Flight Service  
Chris Witkowski, AFA Director, Air Safety, Health & Security Department  
Jeanne Elliott, AFA, NWA MEC Chair, Air Safety, Health and Security