

INSIDE DELTA

NEWS FOR TRAVEL PROFESSIONALS.

KEEP CLIMBING



3RD EDITION 2019

Welcome to the 3rd Edition 2019 of Inside Delta, a newsletter designed to keep you updated on the latest from the Delta Air Lines network.

Did you know? Delta is the only major airline to voluntarily cap carbon emissions at 2012 levels? We do this by purchasing carbon offsets and this year we celebrated April's Earth Day by offsetting 300K customers' domestic travel at several of our major U.S. hubs.

Meanwhile, we are very excited to be doubling our flights from Tel Aviv this summer, with a second daily flight to New York-JFK launching on June 17. Just like our existing flight, we'll be using an A330-200 aircraft, featuring all the amenities your customers need to feel at home on board.

Thank you for your support of Delta.



Jimmy Eichelgruen
Delta Air Lines
Director Sales,
Africa, Middle East & India

OPERATIONS

OPERATIONAL RELIABILITY SOARING IN 2019

Delta is once again setting the bar for operational reliability, rocketing to 100 days without a mainline cancellation year-to-date by Friday, May 10 - almost a month ahead of last year's pace.

Earlier this year, Delta was named FlightGlobal's 'Most On-Time Airline 2018' for the second consecutive year, with more flights arriving as scheduled than any other carrier and a record 323 days without a mainline cancellation last year. [Read More.](#)

PRODUCTS & SERVICES



'RECLAIM MY STATUS' LOYALTY BENEFIT TAKES OFF

Delta SkyMiles Medallion® Members can now take advantage of "Reclaim My Status" after an important life moment has temporarily affected their travel patterns and caused a loss of or change in Status.

Each situation will be evaluated on a one-on-one basis, with major life events that impact travel including becoming a parent, recovering from serious illness or injury, changing jobs and more.

When Medallion Members are ready to start traveling again, they simply submit a request to get Medallion Status back at delta.com/reclaimmystatus.

[Learn more.](#)

CORPORATE

DELTA NAMED 'CORPORATE SUPERHERO'

While heroes come in many shapes and sizes, it's not every day that a global airline is recognized as a one. Delta was awarded the Captain Planet Foundation's first-ever 'Corporate Superhero Award' for its commitment to sustainability, including uniform upcycling and reduction of single-use plastic.



New uniform, no landfill

Delta's uniform upcycling programme has helped avoid landfill through a partnership with Atlanta-based Looptworks. The 1 million+ pieces of retired uniform - around 350,000 pounds of waste - were collected at cities across Delta's system then repurposed by Looptworks. Items have been donated to those in need, upcycled into products such as laptop bags, or downcycled into home insulation or stuffing for pet beds.

Skip the straw

Delta expects to eliminate more than 300,000 pounds in plastic waste each year - more than the weight of two Boeing 757 aircraft - thanks to efforts to reduce single-use plastic. Delta One TUMI amenity kits will no longer have outer plastic wrappers, following last year's move to remove plastic wrap from international Main Cabin cutlery and roll it in a napkin. Plastic stir sticks and straws are being replaced with bamboo or birch wood stirrers on board and in Delta Sky Clubs.

What's the buzz?

Another sustainability innovation includes beekeeping at Delta's Atlanta headquarters. Delta is the first U.S. airline to host honey bee hives built and supported by Bee Downtown. The bees fly up to three miles in search of nectar, helping sustain plant life in Delta's hometown community and supporting Delta's goal to be a sustainable, environmentally responsible business.

DELTA OFFSETS EARTH DAY TRAVEL FOR 300K CUSTOMERS

To mark April's Earth Day, Delta offset the emissions of all domestic leisure and business travel into and out of New York, Boston, Seattle, Los Angeles, Raleigh-Durham and Atlanta for over 300,000 customers. Customers flying on these routes received aircraft-shaped seed paper cutouts, letting them know the environmental impact of their flight had been offset and encouraging them to offset additional travel on delta.com/co2. Once planted, the paper planes will sprout non-invasive wildflowers.



Since 2013, Delta has voluntarily purchased over 12 million carbon offsets - more than any other U.S. airline. This is equivalent to emissions from 1.7 million cars or one year's electricity use in nearly 2 million homes. [Read more.](#)

NETWORK

DOUBLE DAILY TO NEW YORK-JFK

Over the peak travel season, Delta will be flying two daily services between Tel Aviv and New York-JFK starting June 17, through October 27, 2019. The second flight is scheduled to depart during the day, complementing Delta's existing nighttime departure, and offering customers twice the connecting options across the United States via Delta's JFK hub.

Delta's flights from Tel Aviv are operated using Airbus A330-300 aircraft, offering customers seat-back screens at every seat, on-demand Wi-Fi access and free mobile messaging. Customers flying in Delta One enjoy fully flat-bed seats with individual aisle access and extra privacy thanks to their herringbone configuration.

Delta's Tel Aviv services are scheduled as follows:

FLIGHT	DEPARTS	ARRIVES
DL467	Tel Aviv at 11:45	New York at 16:59
DL469	Tel Aviv at 23:55	New York at 05:02
DL466	New York at 15:35	Tel Aviv at 09:45 (next day)
DL468	New York at 23:06	Tel Aviv at 17:10 (next day)

COMMUNITY ENGAGEMENT

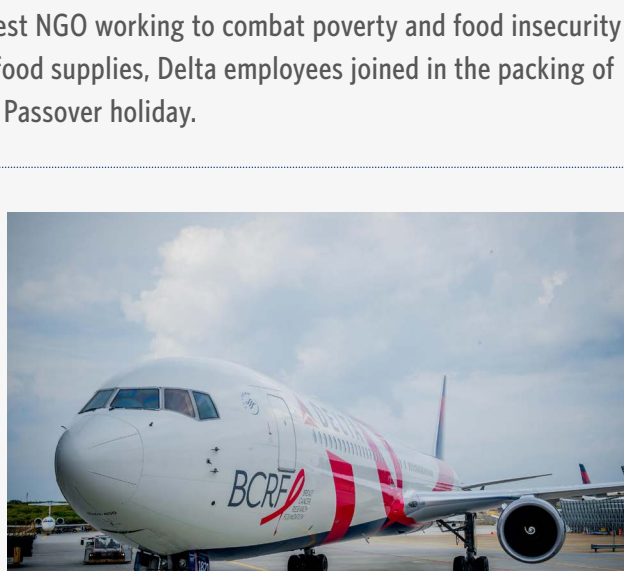
DELTA TEAM HELPS LATET'S PASSOVER MISSION

One of Delta's core values is giving back to the community. Since 2016 Delta has pledged 1% of net profits to support non-profit causes in countries around the world, including Israel.

Delta's Israel team was on hand to help Latet, Israel's largest NGO working to combat poverty and food insecurity in the country. As well as making a donation to fund vital food supplies, Delta employees joined in the packing of food parcels to be shared with children in need before the Passover holiday.

DELTA DONATES ONBOARD SALES TO HELP FIGHT CANCER

On Mother's Day, Delta employees donned their Zac Posen-designed, pink uniforms - typically reserved for the month of October - on board flights and in airports. Celebrating motherhood and mothers around the world, Delta donated all onboard sales to the Breast Cancer Research Foundation in support of their mission to find a cure.



BCRF is a nonprofit organization committed to achieving prevention and a cure for breast cancer. BCRF provides critical funding for cancer research worldwide to fuel advances in tumor biology, genetics, prevention, treatment, metastasis and survivorship. [Read more.](#)

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