

INSIDE DELTA

NEWS FOR TRAVEL PROFESSIONALS.

KEEP CLIMBING
DELTA

1ST QUARTER 2019

Welcome to the 1st Quarter 2019 edition of Inside Delta, a newsletter designed to keep you updated on the latest from the Delta Air Lines network.

Over the past 12 months, Delta has added a host of innovative products and services to take the travel experience to a new level. From pre-select in Delta One and enhanced meals in Main Cabin, to refurbished B777 aircraft and RFID-enabled tags for bags, we're making travel smarter and more convenient across our network.

Meanwhile, we're excited that our international customers can now use facial recognition technology on their travels through our Atlanta hub, the first biometric terminal in the United States.

Thank you for your support of Delta. We look forward to welcoming you on board.



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

CORPORATE

DELTA ACHIEVES NDC STANDARD 18.1

Delta has achieved Level 3 Certification on IATA's New Distribution Capability (NDC), standard 18.1, making it easier for the airline to distribute products in a way that offers customers more choice. Delta is currently conducting pilots and a number of industry partners are expected to be announced in the coming months.

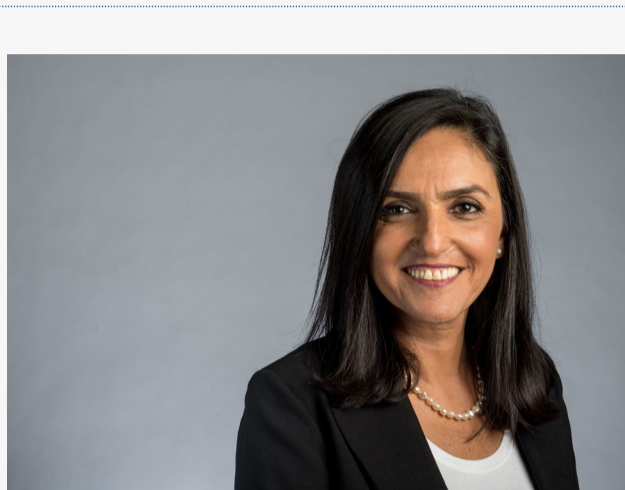
An additional effort is also under way to elevate the third-party retail experience. By working with global agencies, online booking tools and industry intermediaries, the airline is working to transform third-party displays and present customers with a full range of products, rather than a single fare. [Read more.](#)



ESTY HERSKOWICZ NAMED TO LIST OF TOP TRAVEL INFLUENCERS

Leading travel publication, Passport, has named Esty Herkowitz on its list of 100 top people in Israel's tourism industry for 2018.

Delta's commercial director for Israel, Esty has worked for the airline for over a decade and will oversee the launch of a second daily flight between Tel Aviv and New York-JFK later this year.



NETWORK

NIGHT AND DAY - TWO DEPARTURES TO NEW YORK-JFK

Delta's second daily departure from Tel Aviv to New York's John F. Kennedy International airport starts June 17, 2019.

Offering customers the convenience of a daytime departure in addition to the existing night-time flight, the new service will add 4,000 more seats each week between Israel and the United States.

Both flights will be operated using Airbus A330-300 aircraft with 293 seats.

Delta's second daily nonstop flight between Tel Aviv and New York-JFK is scheduled as follows:

FLIGHT	DEPARTS	ARRIVES
DL467	Tel Aviv at 11:35	New York-JFK at 16:50
DL466	New York-JFK at 15:35	Tel Aviv at 09:35

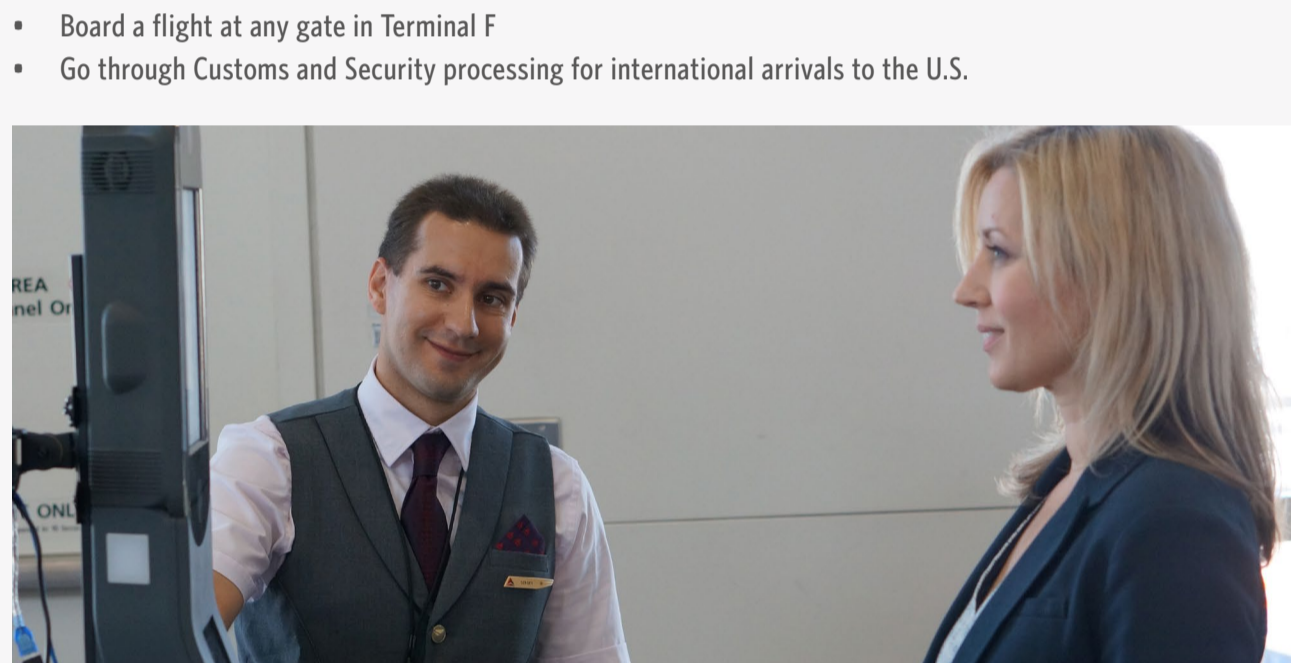
OPERATIONS

DELTA LAUNCHES UNITED STATES' FIRST BIOMETRIC TERMINAL

Customers on direct international flights have the option to use facial recognition technology at touchpoints throughout Atlanta's Terminal F - the first biometric terminal in the United States.

Customers flying from Terminal F on partner airlines, Virgin Atlantic, Air France-KLM and Aeromexico can also use the optional, end-to-end Delta biometrics experience, which includes using facial recognition technology to:

- Check in at the self-service kiosks in the lobby
- Drop checked baggage at the counters in the lobby
- Serve as identification at the TSA checkpoint
- Board a flight at any gate in Terminal F
- Go through Customs and Security processing for international arrivals to the U.S.



PRODUCTS & SERVICES

PRE-SELECT MEAL PROGRAMME TAKES OFF ON MORE ROUTES

Delta has expanded its popular pre-select meal programme, giving more Delta One customers control over their inflight experience.

In eligible markets, Delta sends customers a message to the email address in their PNR three days before their trip to invite them to select their meal from Delta's latest seasonal menu. Pre-select is available in 100 markets on routes including:

- All flights from the U.S. to Europe
- All flights departing Paris-CDG, Amsterdam and London Heathrow to the U.S.
- Select routes between the U.S. and Asia/Australia
- Long-haul domestic routes where Delta One is offered

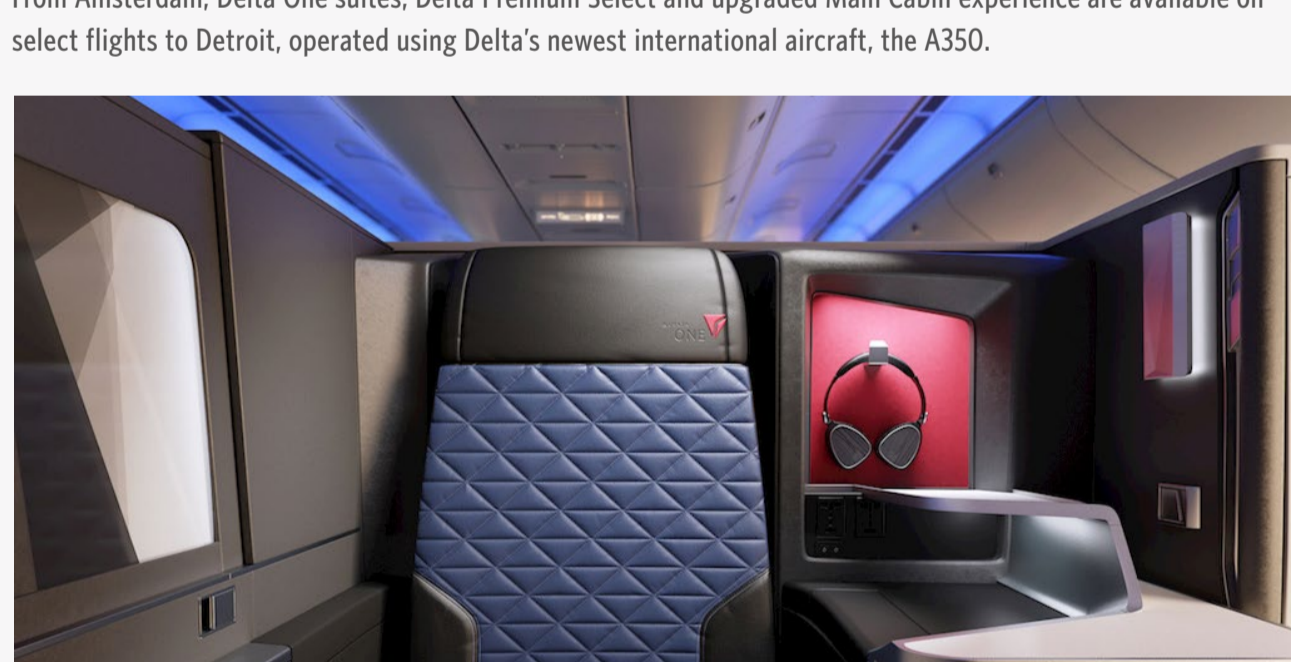


DELTA ONE SUITES AND DELTA PREMIUM SELECT TAKE OFF ON MORE ROUTES

As Delta continues the refurbishment of its Boeing 777-200ER and LR aircraft, more customers will be able to enjoy the brand-new Delta One Suites, Delta Premium Select cabin and the widest Main Cabin seats of Delta's international fleet.

Customers flying via Paris-CDG can experience Delta One suites and Delta Premium Select on flights to Minneapolis and select services to Atlanta. The new-look B777 will also be available on Delta's Paris-Los Angeles flight next summer, offering Main Cabin customers more space with nine-abreast seating versus the industry norm of 10 across.

From Amsterdam, Delta One suites, Delta Premium Select and upgraded Main Cabin experience are available on select flights to Detroit, operated using Delta's newest international aircraft, the A350.



COMMUNITY ENGAGEMENT

DELTA REMOVES SINGLE-USE PLASTICS ON BOARD AND IN DELTA SKY CLUBS®

Delta is continuing to remove a variety of single-use plastic items, including stir sticks, wrappers, utensils and straws in its aircraft and Delta Sky Clubs. The new measures are expected to result in 300,000 pounds in plastic waste each year - more than the weight of two Boeing 757 aircraft - contributing to Delta's long-term sustainability efforts.

Starting mid-2019, Delta One TUMI amenity kits will no longer have outer plastic wrappers and plastic stir sticks and straws will be replaced with bamboo and birch wood stirrers for cold or hot beverages.

DELTA'S PINK OCTOBER

Since 2005, Delta employees, customers and their friends and families have raised \$14.6 million for Breast Cancer Research Fund, including last year's efforts of \$2 million. These contributions have funded the vital work of 54 different research projects over the years in the pursuit of eradicating breast cancer.

To raise funds throughout October 2018, customers had the option to purchase pink products, including pink lemonade and pink headsets, on board and in Delta Sky Clubs. Meanwhile, Delta's iconic Pink Plane could be spotted on select international routes.

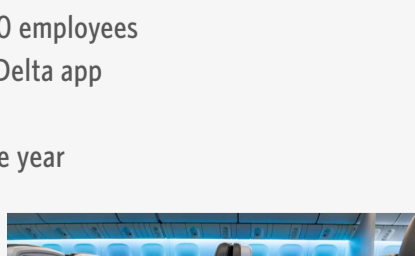
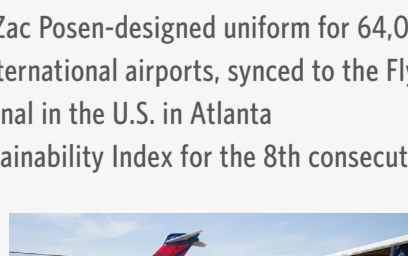
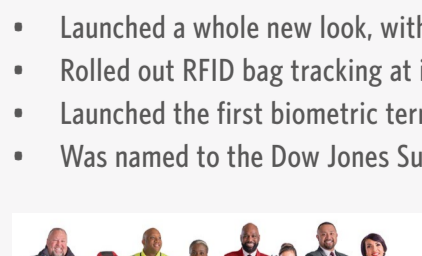
In South Africa, Delta was the airline sponsor of October's Playing for Pink event, where funds raised went to Reach for Recovery, a charity supporting women in remission from cancer.



FUN FACTS

In 2018, Delta...

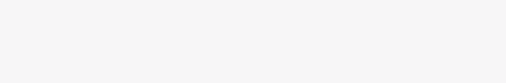
- Launched a whole new look, with Zac Posen-designed uniform for 64,000 employees
- Rolled out RFID bag tracking at international airports, synced to the Fly Delta app
- Launched the first biometric terminal in the U.S. in Atlanta
- Was named to the Dow Jones Sustainability Index for the 8th consecutive year



About Inside Delta.

Inside Delta is a newsletter produced exclusively for travel professionals by Delta Air Lines, Inc.

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