In 2019, Delta demonstrated the power of our people and brand as we continued to be a force for positive change across the world. In 2020, we are facing the worst financial crisis in our 95-year history amid the COVID-19 pandemic. Additionally, the global racial crisis is bridging the gap between knowing what’s right and doing what’s right, creating an international dialogue around what it means to be anti-racist. All of these moments have demanded action and we have made swift decisions that put our people and customers first. This is possible because we are a company deeply grounded in our values with a clear understanding of our commitments. These commitments include:

SAFETY ABOVE ALL
The safety of our customers and employees is, and will always be, a core value at Delta. We seek to continually enhance safety on the ground, in the sky and throughout the operation to protect our people, customers, and network. When the coronavirus struck, we rapidly adapted our operations with key changes to ensure safety, including introducing a new standard of cleanliness and making space for safer travel.

OUR PEOPLE
Delta’s foundation is built on a culture of caring for each other and our customers. We celebrate success and tackle challenges together, and I am thankful to work with the best team in the industry. Many of our employees are on the front lines in the fight against the virus, working to keep our nation’s airways open for essential travel. Our employees are helping protect our future with more than 41,000 having selflessly chosen to take voluntary unpaid leave and more than 17,000 opting to retire or leave the company. Our people continue to make the difference and we are supporting them during this pandemic. We have provided employee testing for COVID-19, both the active virus and antibodies. For those employees who are high-risk for this disease or have become infected, we provided a paid protection plan to help financially support them.

We also believe that a better connected world requires us to have a work force that reflects that world. In light of the national dialogue around racial inequality, we reaffirmed our commitment to be an ally in the fight against social injustice through a number of actions including: lobbying for the passage of Georgia’s Hate Crime Bill, hosting a town hall with Equal Justice Initiative founder Bryan Stevenson and joining businesses in Minnesota calling on state lawmakers to pass legislation implementing policing reforms to prevent unacceptable police behavior and ensure that perpetrators of racist actions are held accountable. We also reinforced our Zero Tolerance Policy with our employees that states we will not tolerate racist, bigoted or hateful acts or statements in our workspaces or directed at our people. This includes on social media by Delta people, which hurts our culture and our people. We’ve taken swift action this summer on top of our long-term efforts to seek diversity, promote inclusion and create equity for our workforce and our world.

OUR CUSTOMERS
Protecting our customers’ well-being is the driver behind all that we do regarding the Delta CareStandardSM efforts. In response to COVID-19, we have increased cleanliness efforts and are using electrostatic sprayers to sanitize every aircraft before each departure, complementing extensive measures already in place to clean high-touch areas before every flight. As of the publishing of this document we have created more space for safer travel across our operation, blocked middle seats, implemented back-to-front boarding and required all customers and employees to wear masks to reduce the risk of transmission. Nothing is more important than the health and safety of our employees and customers.

Our customers have always been at the center of every business decision we make, including giving 1% of previous year’s profits to the communities where we live, work and serve. As a build to this, in 2019 we were proud to launch The Great Delta Give-Back, which offered employees a paid day to volunteer at charitable organizations that were dearest to them and reached more than 1,800 communities across the globe. It’s actions like this that have landed us, for three years in a row, on Points of Light’s Civic 50 list, which recognizes community-minded companies across the nation.

OUR PLANET
On February 14, 2020, we announced our commitment to become carbon neutral over the next 10 years. Less than four weeks later, the world we all knew had changed. Despite this, Delta remains committed to sustainability, adjusting our playbook to account for the current crisis and how we bring back service responsibly. This includes accelerating our fleet modernization program by permanently retiring many of our less-efficient aircraft, exploring sustainable aviation fuels, and supporting the development of future aircraft-propulsion technology.

Our commitment to connecting the world and making a positive impact will not falter. We know Delta will successfully navigate through this crisis and remain the airline of choice when our customers are ready to fly again, and we look forward to that day.

While most of the above has been a part of 2020, 2019 was an incredible year for Delta. The pages that follow will showcase this and we’re very proud of the work we did then, the work we’re doing now and the work we will do. We look forward to our future as a more nimble airline, and whether you are a customer, an investor, an employee or a community partner, I thank you for being part of our journey as we keep climbing.

ED BASTIAN
CHIEF EXECUTIVE OFFICER
2019

**Delta by the Numbers**

- 91,000 Employees
- 200M Customers
- 50 Countries
- 6 Continents
- 300 Destinations
- 15,000* Daily Departures
- 1,000+ Aircraft

**Headquarters**
Atlanta, GA

**Joint Venture Partners**
- Air France-KLM
- Alitalia
- Virgin Atlantic
- Virgin Australia
- Aeromexico**
- Korean Air

**Key Hubs & Markets**
- Atlanta
- Boston
- Detroit
- Los Angeles
- Mexico City
- Minneapolis/St. Paul
- New York-John F. Kennedy
- New York-LaGuardia
- Salt Lake City
- Seattle
- Amsterdam
- London-Heathrow
- Paris-Charles de Gaulle
- Seoul-Incheon
- Tokyo-Narita

*Including Worldwide Alliance Partners
**Joint Cooperation Agreement

Additional information is available at:
delta.com
Delta News Hub: news.delta.com
Facebook.com/delta
Twitter.com/delta
Instagram.com/delta
CLIMATE CHANGE

International Air Transport Association-Aligned Goals

Fuel Efficiency

SHORT-TERM GOAL
Improve fuel efficiency by an average of 1.5% per year from 2009 to 2020.

RESULTS: Achieved for 2019
In 2019, fuel efficiency improved 1.83%, compared to 2018; our Revenue Ton-Miles (RTM) grew by 4.43% while total fuel use increased only 2.52%.

Absolute Emissions Reduction

LONG-TERM GOAL
Reduce net aviation CO2 emissions 50% by 2050, relative to 2005 levels.

RESULTS: Making Progress
Since 2005, we have reduced absolute GHG emissions by 9%.

Carbon-Neutral Growth

MEDIUM-TERM GOAL
Achieve carbon-neutral growth on international emissions beginning in 2021. Delta has capped all emissions at 2012 levels.

RESULTS: Not Achieved
Since 2013 we have voluntarily purchased and retired more than 14 million offsets, well ahead of the IATA goal of capping international emissions starting in 2021. As a result of the COVID-19 pandemic and its financial impact, we were only able to purchase 40% of the offsets needed to achieve Delta’s 2019 carbon-neutral growth goal. However, our goal to cap emissions at 2012 levels will be achieved. With our reduced flying schedule in 2020 and the 40% of offsets we purchased in 2019, our average for 2019 and 2020 will keep us at our goal of capping emissions at 2012 levels. We also remain committed to investing $1 billion over the next 10 years to become the first carbon neutral airline globally and will continue our investments once COVID-19 is solved for.

In 2020, we committed $1 billion over the next ten years toward mitigating all emissions from our global business going forward.
Since 2015, Delta’s NPS has improved by 13 pts, including +4.9 pts of growth in 2019 versus prior year. This improvement reflects increased recognition from customers of thoughtful, relevant investments in customer experience, including strong focus on our core business fundamentals—operational reliability, world-renown customer service—and delivering other customer experience initiatives that take the stress out of travel, making air travel something to look forward to, such as our industry-leading in-flight entertainment.

Through continued focus on Delta’s strengths and opportunities for additional growth, we are committed to propelling our customer experience forward and realize long-term NPS benefits.

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GOALS & PROGRESS

ENVIRONMENTAL COMPLIANCE

Nonhazardous Waste Generation

**GOAL**
Reduce year-over-year waste generation.

<table>
<thead>
<tr>
<th>Year</th>
<th>Landfilled (in tons)</th>
<th>Recycled (in tons)</th>
<th>Upcycled (in tons)</th>
<th>Landfill Construction Debris (in tons)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>1,465</td>
<td>1,310</td>
<td>17</td>
<td>0</td>
</tr>
<tr>
<td>2016</td>
<td>1,646</td>
<td>1,124</td>
<td>23</td>
<td>220</td>
</tr>
<tr>
<td>2017</td>
<td>1,135</td>
<td>1,529</td>
<td>19</td>
<td>0</td>
</tr>
<tr>
<td>2018</td>
<td>1,015</td>
<td>1,345</td>
<td>175**</td>
<td>178,567****</td>
</tr>
<tr>
<td>2019</td>
<td>4,806*</td>
<td>1,220</td>
<td>0***</td>
<td>10,000</td>
</tr>
</tbody>
</table>

*Higher 2019 number is due to reclassification of some waste streams and a new reporting platform, allowing for a broader capture of waste volumes and improved accuracy.

**Higher 2018 number is due to the retirement of frontline uniforms that were upcycled upon the release of the new styles.

*** Programs and upgrades that would provide upcycling materials were not executed in 2019.

****Higher 2018 tonnage due to airport redevelopment contaminated soils mitigation.

Hazardous Waste Generation

**GOAL**
Reduce year-over-year waste generation.

<table>
<thead>
<tr>
<th>Year</th>
<th>Landfill Construction Debris (in tons)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>446</td>
</tr>
<tr>
<td>2016</td>
<td>432</td>
</tr>
<tr>
<td>2017</td>
<td>477</td>
</tr>
<tr>
<td>2018</td>
<td>444</td>
</tr>
<tr>
<td>2019</td>
<td>670</td>
</tr>
</tbody>
</table>

The 2019 increase is mostly due to a new reporting platform implemented across stations that allows for broader input of waste generation data and improved accuracy. Another contributing factor is the opening of the new Rolls Royce facility at Technical Operations facility in Atlanta. Delta is continuing to work with our supply chain to understand and reduce our hazardous waste footprint where possible.

Environmental Notices of Violation

**GOAL**
Not to exceed three notices.

<table>
<thead>
<tr>
<th>Year</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>7</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>2</td>
</tr>
</tbody>
</table>

Spills

**GOAL**
No more than 90 combined Class I and Class II spills annually.

<table>
<thead>
<tr>
<th>Year</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>95</td>
<td>91</td>
<td>93</td>
<td>86</td>
<td>93</td>
</tr>
</tbody>
</table>

Annual variability is due to growth in operations and maintenance activities and will continue to affect reported numbers on a year-over-year basis.
The United Nations 17 Sustainable Development Goals (UNSDGs) engage organizations across all sectors to help end poverty, protect the planet and ensure prosperity for all. Delta is committed to supporting those goals that most closely align with our business.

### 3. Good Health and Well-Being
- Supported healthier global communities and lifestyles, as well as provided basic health needs worldwide
- #1 Corporate blood donor to the American Red Cross. In 2019, Delta employees donated 13,064 pints of blood, saving close to 40,000 lives
- Employees helped repack more than 2 million pounds of food annually across the globe, including support of 18 Feeding America food banks
- Global hospital support included 21 children’s hospitals, 15 of which are Children’s Miracle Network Hospitals
- Employees and customers raised $6.6M million in 2019 for the American Cancer Society, American Heart Association, Breast Cancer Research Foundation and United Way

### 4. Quality Education
- Promoted education and lifelong learning for all
- Created a pipeline of future Delta employees and customers through our support of education
- Through partnership with Junior Achievement, Delta supported 30+ chapters across four continents to ignite an educational spark in 800,000+ students annually
- Supported 3DE, an interactive educational program that re-engineers high school education to be more relevant, experiential and authentically connected to experiences outside the classroom
- Partnered with the national nonprofit KABOOM! to fund and build 30 playgrounds in 14 cities since 2013
- Partnered with 22 YMCAs on 2 continents to help provide programming to support educational programs

### 5. Gender Equality
- Created community partnerships with organizations like Girls Who Code to further diversity STEM careers
- Cumulatively flew over 600 girls on Delta’s annual all-female WING Flight to introduce them to jobs in aviation
- Increased female representation across the business, particularly on the leadership level through strategic HR practices
- Committed to maintaining pay parity for men and women in administrative and frontline jobs
- Hired and developed women-owned businesses through Supplier Diversity & Inclusion program
- Provided employee training to fight human trafficking in the air, at home and in local communities
- First and only U.S. carrier to sign a Code of Conduct outlined by End Child Prostitution, Pornography and Trafficking
- Founded company for the Global Business Coalition against Human Trafficking in 2012
- Created career development opportunities to support human trafficking survivors

### 8. Decent Work and Economic Growth
- Provided approximately 91,000 jobs throughout our global operations
- In 2019 Delta employs over 12,000 active duty and military veterans
- Has consistently ranked high on national lists for employee engagement
- Provided competitive benefits and compensation
- Shared $1.6 billion in profits with employees, marking the sixth year in a row that profit sharing has exceeded $1 billion
- Invested in the individual potential of employees through training and development programs
- Established processes and encouraged practices to ensure a safe workplace

### 9. Industry, Innovation and Infrastructure
- Invested in innovative technology, such as biometrics, to enhance safety, security and the customer experience
- Collaborated with regulatory and government agencies to deploy new technologies that enhance flight safety
» Promoted a culture of diversity and inclusion through Business Resource Groups that count more than 18,000 members
» Supported industry workplace diversity initiative, such as the CEO Action for Diversity & Inclusion
» Committed to spousal benefits for same-sex couples and their children
» Maintained a robust supplier diversity program to support minority, veteran, LGBTQ+, and women-owned businesses
» Provided affordable air transport to facilitate cultural understanding and exchange
» Enabled travel for those who are disabled or have medical conditions
» Committed to becoming a member of the Billion Dollar Roundtable, an exclusive group of corporate brands that spend a minimum of $1 billion annually with certified diverse-owned businesses

» Enabled global travel through the availability of affordable air transport
» Supported local communities where we live, work and serve through Delta Air Lines and The Delta Air Lines Foundation
» Promoted community engagement through our three key pillars of Advancing Education, Improving Health and Supporting Armed Service Members and Veterans
» Built 273 homes in 13 countries with Habitat for Humanity since the partnership began in 1995
» Each year, more than 1,500 Delta employees have volunteered to build homes in the U.S. and internationally to offer families safe, decent and affordable homes

» Worked with our suppliers to increase the efficiency of our aircraft through lightweighting and aircraft replacements
» Upcycled aircraft, aircraft parts and uniforms through programs such as re:loom and Looptworks
» Promoted our headquarters and in-flight recycling programs at 40 domestic recycling locations and three international recycling locations worldwide
» Material compliance with all environmental regulations in the areas of air quality, aircraft drinking water and waste
» Delta has built 12 homes with Habitat for Humanity with funds from on-board recycling and TechOps oil recycling program.

» Aligned with IATA on short-, medium- and long-term goals to improve fuel efficiency, achieve carbon neutral growth and reduce carbon emissions
» Committed $1 billion over the next ten years toward mitigating all emissions from our global business going forward through innovation, advancing clean air travel technologies, accelerating the reduction of carbon emissions and waste, and establishing new projects to mitigate the balance of emissions
» Worked with suppliers to increase the fuel efficiency of aircraft and implement fuel-savings flight procedures
» Supported development of alternative aviation fuels
Our commitment to a culture of safety is shaped by a genuine care for our people and customers. Safety is a core value at Delta and it connects us as a company globally—whether taking care of a sick passenger, replacing a worn tire in Atlanta, completing a pre-flight checklist in London or inspecting ramp vehicles in Detroit.

We proactively work to reduce risks by identifying, assessing, mitigating and/or eliminating hazards that may cause incidents, accidents or injuries to customers. On board aircraft, in boarding bridges, and at airport gates, we perform risk assessments for the safety of our customers. Our in-flight safety demonstrations and announcements are regularly enhanced. Our pilot and maintenance teams collaborate to report on and repair onboard equipment such as seats, tray tables, and bins.

We also strive to achieve world-class personal safety performance with the goal of sending all Delta employees and business partners home safely.

**HIGHLIGHTS**

- New Security Incident Response tool better mitigates dangerous moments that might target or unintentionally disadvantage Delta operations, brand, employee safety, or property
- 3.9% Total Recordable Injury Rate performance for three years in a row, (43% better than the industry average)
- 3.21 days away, restricted or transfer rate (DART) compared to 3.09 in 2018
- Reduced the exposure of baggage handlers to motion-related injuries by adding 55 Power Stow belt loaders
- Installed new safety-critical devices on ground support equipment vehicles like an engine cutoff switches to prevent uncommanded movement
- Increased the Serious Injury or Fatality Potential events observations across the operation
- 800+ detailed safety audits conducted across our domestic and international airports, focusing on Ground Operations, Cargo, De-Icing, and Fueling
- 50,000+ employees completed Advanced Situational Awareness training, active-shooter, and armed-attack response training
- Introduced Narcan nasal sprays to our onboard medical supplies to help reverse opioid overdoses
- Trained 2,000+ Delta employees on cardiopulmonary resuscitation (CPR without rescue breaths) through 25 hands-on training events
Keep Climbing...

Keep Climbing isn’t just something we say—it’s something we do. We’re here 95 years after our first flight because of our relentless drive to find a better way to serve our customers and our employees. And as complex and technical as running the world’s most reliable airline is, the way we do it is simple and human. It’s by listening to the needs, ideas and dreams of our customers, employees and partners, then charting a course that takes us there. It is the reason we never accept the status quo, leading innovation in the industry for decades, and it is why the best team in the world gives their best every day. Curiosity fuels us, innovation propels us, and humanity lifts us, so we never look back.

We only Keep Climbing.
FOR OUR PLANET

We are on a journey to meaningfully impact the planet and to ensure the sustainability of our business for decades to come. We have committed $1 billion over the next 10 years on our journey to become carbon neutral by investing in innovation, advancing clean air travel technologies, accelerating the reduction of carbon emissions, and waste, and establishing new projects to mitigate the balance of emissions.

Our operations are subject to international, federal, state and local laws and regulations put in place to protect the environment. These include mandates related to greenhouse gases and other air emissions, noise reduction, water discharges, aircraft drinking water, storage, the use of petroleum, and the management and disposal of hazardous waste, substances, and materials.

Compliance with these laws and regulations is a starting point for protecting the environment, but regulations are minimum requirements for us. Where we can, we ensure that our operations have the lowest possible environmental impact. And where regulations do not exist, we operate responsibly by following best practices. We innovate on the basis of our own operational knowledge and experience, and in the event of an environmental incident, we respond promptly, coordinating with applicable regulatory authorities to address and mitigate any impact and to prevent a recurrence.

**HIGHLIGHTS**

- 2 notices of violation (NOVs) received from environmental regulatory agencies
- Increased deployment of electric GSE and to use alternative fuels in this equipment
- 670 tons of hazardous waste generated, compared with 444 tons in 2018 (the same tracking method was used for both years)*
- 4,806 total tons of nonhazardous landfill waste produced from Delta operations—an increase from 1,015 tons in 2018**
- Removed enough single-use plastic items to equal to the weight of almost two Boeing 757 aircraft
- Achieved zero-waste operations—which we define as 90% waste diverted from landfill—at three Delta Sky Club locations: Seattle, Minneapolis-St Paul and San Francisco
- Took delivery of 88 new, more fuel-efficient aircrafts including the A220, A321-200s, B-737-900ERs, A350-900s, A330-900s, and A220-100s
- 33M gallons (or $75M) of fuel, and 325,000 metric tons of CO₂ emissions, were saved through fuel saving initiatives
- Operated our first SAF flights: the delivery of four Airbus 330-900neo from Toulouse, France, to Atlanta
- Since 2005, we have reduced absolute GHG emissions by 9%
- 1.83%, improved fuel efficiency compared to 2018; our Revenue Ton-Miles (RTM) grew by 4.43% while total fuel use increased only 2.52%
- Since 2013, we have purchased and retired more than 14 million offsets.***

*Higher 2019 number is due to reclassification of some waste streams and a new reporting platform, allowing for a broader capture of waste volumes and improved accuracy
**The increase was due to a change in the way we track our metrics, the addition of Rolls Royce facility to the Atlanta Technical Operations Center, and waste from multiple airport redevelopment projects. This number does not include normal trash or refuse from our airport operations, and it was a one-time only occurrence.
***We expect the 2019/2020 averages to be well below the 2012 baseline due to a global freeze on airline travel as a result of COVID-19.
To continuously track progress of our carbon reduction, avoidance and removal actions, we have calculated and verified our full emissions inventory since 2005, in accordance with The Climate Registry’s General Reporting Protocol. Our verified reports are publicly available at [www.cris4.org](http://www.cris4.org).

- **Scope:** All emissions under operational control
- **Greenhouse gas emissions included:** CO₂, CH₄, N₂O, HFCs, PFCs and SF₆
- **The retirement (in a registry) of any carbon offsets for carbon-neutral growth since 2012 are also verified as part of this process**
- **Since 2005, we have reduced our Scope 1, 2 and 3 emissions by 9%, before the use of offsets**
- **Since 2013 we have voluntarily purchased and retired more than 14 million offsets, well ahead of the IATA goal of capping international emissions starting in 2021. As a result of the COVID-19 pandemic and its financial impact, we were only able to purchase 40% of the offsets needed to achieve Delta’s 2019 carbon-neutral growth goal. However, our goal to cap emissions at 2012 levels will be achieved. With our reduced flying schedule in 2020 and the 40% of offsets we purchased in 2019, our average for 2019 and 2020 will keep us at our goal of capping emissions at 2012 levels. We also remain committed to investing $1 billion over the next 10 years to become the first carbon neutral airline globally and will continue our investments once COVID-19 is solved for.**

### EMISSIONS TREND

<table>
<thead>
<tr>
<th>Year</th>
<th>Emissions (millions)</th>
<th>Offsets</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005</td>
<td>45</td>
<td></td>
</tr>
<tr>
<td>2006</td>
<td>45</td>
<td></td>
</tr>
<tr>
<td>2007</td>
<td>40</td>
<td></td>
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<td>0</td>
<td>20</td>
</tr>
<tr>
<td>2019</td>
<td>0</td>
<td>20</td>
</tr>
</tbody>
</table>

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**FOR OUR PLANET**

**EMISSIONS REDUCTION SINCE 2005**

![Graph showing emissions reduction since 2005](image)
The way our people care for each other and our customers defines Delta’s culture. Since 1929, Delta people have worked diligently to build our record for delivering safe, high-quality service and for acting with honesty, integrity, respect, perseverance, and servant leadership in all we do. We are proud of this legacy, as well as our well-earned reputation for excellence and integrity. Delta consistently ranks on national lists for both employee engagement and customer loyalty. For the third straight year, Delta landed on Fortune’s 100 Best Companies to Work For list, the only airline to do so.

We believe Delta’s most important competitive advantage is our dedicated employees, who are the face of our brand. Effectively attracting, engaging, developing, retaining, and rewarding our people is a priority of Delta and its Board of Directors. Our success as a business depends on every Delta employee at every level, and we believe in rewarding them for the success they help to create. Our competitive compensation philosophy is also designed to help us recruit and retain talented employees.

As a global airline, we are in the business of bringing people together. And to be able to unite the world, we believe that our company must reflect the diversity of the world and serve as a model of inclusiveness. With that goal in mind, Delta’s developed a diversity and inclusion strategy to grow diversity in our employees, leadership, and supply chain.

**FOR OUR PEOPLE**

### HIGHLIGHTS

- 20,141 employees and contractors completed the Delta Code of Ethics and Business Conduct online course
- Continued Delta Vision 2020, a three-year plan to increase diversity, particularly in leadership roles
- 25 female leaders hold officer positions
- Designed and launched diversity and inclusion education training for employees
- Hosted a Latinx summit to help increase Latinx employee representation at every level of the company
- $1.71 billion spent with minority, veteran, LGBTQ+ and women-owned businesses, a 24% increase over 2018, to grow diversity and inclusion to our supply chain
- Indeed.com again recognized Delta as a top workplace for veterans
- Employed 12,000+ veterans
- Paid out more than $1 billion annually over six years in a row through Profit Sharing.
- 82% of employees who participated in the 2019 Employee Survey gave Delta a positive rating
- Introduced a refreshed Foundational Leadership Program for new leaders at Delta to build leaders’ skills and guide their teams in the achievement of our company mission
- 20,000+ employees participated in Business Resource Groups that provide professional development, drive engagement, and are a source for business solutions
- Launched a new hiring experience with improved search capabilities, a streamlined application process, and better, more frequent communications for internal and external candidates

Keep Climbing...
Building lasting relationships with our customers is one of Delta’s priorities. To do this, we strive each day to provide the safest, most reliable and convenient experience possible on every flight and through every interaction. This includes calls to our Customer Engagement Centers and customer inquiries through social media. Delta continues to enhance the travel experience through innovation, an equitable travel experience that’s accessible for all, streamlined security procedures, and an unrelenting focus on safety.

We also dedicate our time and talents in the communities where we live, work and serve, which has been a cornerstone of our culture since our founding. In addition to employee volunteering, every year Delta invests one percent of the previous year’s net income into communities across the globe that align with our key pillars—Environment, Education, Health and Wellness, and Military & Veterans.

**HIGHLIGHTS**

- Received a record 50.8 NPS scores on domestic flights—an increase of nearly 5 points from 2018
- Achieved a record 281 days without canceling any mainline flights
- 165 days with no system cancellations on the entire Delta network—a 15% increase from our record achieved in 2018
- Delta Connection achieved 180 days of zero flight cancellations
- 84% of on-time flights across the Delta network
- Best record among U.S.-based global carriers for baggage performance, mishandling fewer than 0.02% of bags for every 10,000 customers
- 62% of mainline aircraft feature gate-to-gate, high speed Wi-Fi
- Expanded and enhanced onboard entertainment options
- Achieved industry-leading performance with the U.S. Department of Transportation’s new reporting metric on damaged or delayed wheelchairs and scooters
- Internally conducted system security analysis (pen test) found Delta’s ability to defend against security threats to be above industry standard
- Improved our IT and data security through new tools, products and trainings for our employees
- In response to Hurricane Dorian, carried more than 85,000 pounds of supplies and evacuating more than 500 survivors from impacted islands
- Launched The Great Delta Give-Back to give employees a paid day to volunteer at charitable organizations worldwide that are dearest to them
- Contributed $59 million to supporting global communities through Delta Air Lines and The Delta Air Lines Foundation
- Named an honoree of The Civic 50 by Points of Light, the world’s largest organization dedicated to volunteer service, for the second year in a row. The award recognizes Delta as one of the most community-minded companies in the U.S.
To read Delta’s full 2019 Corporate Responsibility Report, including greater detail about our goals and progress, visit delta.com/sustainability