

# MEMO



To: Memphis Airport Customer Service and Delta Cargo Colleagues  
Date: June 4, 2013  
From: Gil West, Senior Vice President – Airport Customer Service & Delta TechOps  
Tony Charaf, Senior Vice President & Chief Cargo Officer  
Subject: Fall 2013 Memphis schedule reduction

Despite a series of adjustments in recent years, high fuel costs and the predominant use of inefficient 50-seat regional jets in a small local-traffic market have made Memphis unprofitable as a hub. As we work to find the right level of service, the fall 2013 Memphis schedule will be reduced to approximately 60 daily flights. This will unfortunately require a reduction of approximately 230 Memphis Airport Customer Service and Delta Cargo positions effective September 3.

There are positions available for every eligible employee who stands to be affected by the schedule reduction at other locations across the system. Additionally, we have created a voluntary 55-point retirement package for MEM-based ACS and Cargo employees. We will also insource all ramp work beginning September 3. There will be many moving parts as the reduction process plays out through the summer. Whether or not your job will be affected depends on what your seniority will hold once we know how many take the 55-point retirement option.

Eligible employees will soon be provided with a packet that contains details of your options, including a voluntary retirement package, transfer options with relocation assistance or furlough with severance pay. There is also a Q&A document that will answer many of your early questions. We know you'll study these options carefully and please know that your leadership will be available to help you determine what is right for you and your families.

Delta has a tradition of taking care of its people and especially when the tough realities of our business present themselves. You have our shared commitment that your questions and concerns will be addressed in the weeks ahead. Please take advantage of the resources you'll have access to with ACS, Cargo and HR leaders in Memphis today and through the summer.

The new schedule will preserve nearly all the top destinations for Memphis customers. The biggest piece of the schedule reduction is 50-seat regional jet flying, as those aircraft begin to come out of the fleet. We appreciate your professionalism and understanding of this tough business decision.

A handwritten signature in black ink that reads "Gil".

Gil

A handwritten signature in black ink that reads "Tony".

Tony