

INSIDE DELTA

NEWS FOR TRAVEL PROFESSIONALS.



KEEP CLIMBING
DELTA

6TH EDITION 2019

Welcome to the 6th Edition 2019 of Inside Delta, a newsletter designed to keep you updated on the latest from the Delta Air Lines network.

We're excited to have taken our onboard hospitality to new heights, with the launch of our reinvented Main Cabin experience for international customers.

Customers flying on Delta services to and from the United States now enjoy treats like refreshing hot towel services and warm cookies, as well as an upgraded meal service featuring mix and match options that recreate a 'bistro dining' experience.

It's the latest in a series of investments in every customer – wherever they sit on our planes.

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



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

CORPORATE

DELTA INVESTS \$2 MILLION IN BIOFUELS STUDY

As part of Delta's goal to cut CO2 emissions by 50% by 2050, the airline has made a \$2 million investment into a study of a potential facility to produce biofuel from forest floor debris in partnership with Northwest Advanced Bio-fuels, LLC.



NWABF's project would utilize wood residue deposits and wood slash lying on forest floors to produce the biofuel, which could be used in Delta operations at stations in Seattle, Portland, San Francisco and Los Angeles.

Earlier this year, Delta partnered with Air BP to use biofuels, manufactured and refined via sustainable sources and processes, for an initial 20 A321 deliveries - Delta's first completely carbon-neutral flights. [Discover more.](#)

OPERATIONS

PACK SMART: WHAT NOT TO BRING TO THE U.S.

You've helped your customers find the perfect Delta flight, but do you know what they shouldn't take with them into the United States? Bringing certain items into the U.S. is strictly regulated. To help your customers avoid fines and delays, here's what they should not bring with them, or must declare on entry if they do:

- Fruits and vegetables
- Plants and cut flowers
- Meat and animal products
- Live animals

For more information, please visit: www.cbp.gov/travel.

PRODUCTS & SERVICES

DELTA LAUNCHES INDUSTRY-LEADING MAIN CABIN EXPERIENCE

From refreshing hot towel services and delicious warm cookies, to "Thank You" chocolates, International Main Cabin customers are now enjoying Delta's new, elevated onboard experience. Designed to create plenty of 'wow' moments, it's part of the airline's commitment to investing in every customer, wherever they sit on the aircraft.

Here's how Delta is raising the bar on hospitality

- Two hot towel services to help customers freshen-up
- Mix and match upgraded appetizers and larger entrees, offering a dining-out experience
- On-demand sweet and savory snacks throughout the flight, including warm cookies
- Amenity kit with essentials like ear plugs and eye mask
- "Thank You" chocolate served prior to landing

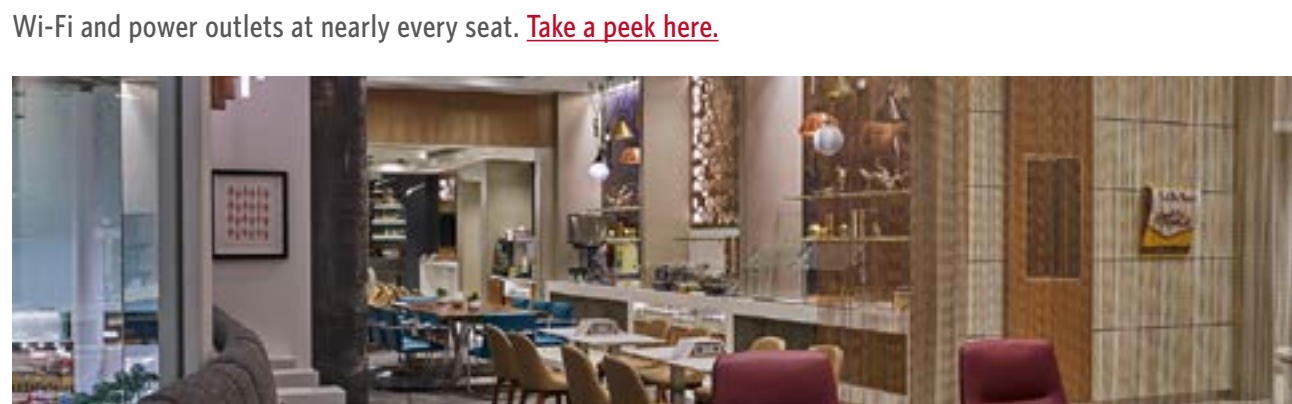


NEW DELTA SKY CLUB® IN NEW ORLEANS

The latest Delta Sky Club has opened at Louis Armstrong New Orleans International Airport. Located at the entrance to the C Concourse in MSY's new terminal, the Club pays homage to the city and its celebrated art, jazz, and food scene.

Fresh, regionally-inspired cuisine includes oysters, gumbo and muffuletta sandwiches, while a full-service bar offers seasonal cocktails and beers from Abita, Gnarly Barley and Port Orleans brewing companies.

Guests enjoy a comfortable, creative space to recharge during their travel journey, with access to high-speed Wi-Fi and power outlets at nearly every seat. [Take a peek here.](#)



COMMUNITY ENGAGEMENT

SUPPORTING THE INTERNATIONAL SMALL GROUP & TREE PLANTING PROGRAM

Delta is the first and only U.S. airline to voluntarily cap emissions at 2012 levels and has purchased more carbon offsets than any other global carrier. This includes this year's Earth Day when it offset more than 300,000 domestic customers' travel.

The airline's carbon offset portfolio has verified emissions reduction and advances United Nations Sustainable Development Goals and has supported more than 20 projects worldwide. One of these is The International Small Group & Tree Planting Program (TIST), which supports farmers in Uganda, Kenya and India.

Offsets purchased by Delta help TIST empower subsistence farmers to reverse the devastating effects of deforestation, drought and famine through tree planting. TIST also provides agricultural training, increasing crop yields to create long-term opportunities for economic development.



DELTA TURNS OCTOBER PINK

Delta's iconic Pink Plane took to the skies worldwide, as the airline turned October pink once again to generate awareness and money for the Breast Cancer Research Foundation.

Flight attendants and gate agents wore pink uniforms during the month, while pink items were sold on board to raise funds. Delta even provided pink TUMI amenity kits in Delta One, pink headsets and cans of SweetWater 420, featuring a pink design during October.

Since its partnership with BCRF started in 2005, Delta and its employees:

- Have raised \$16.8 million for the Breast Cancer Research Foundation
- Helped fund 67 research projects in the pursuit of eradicating breast cancer
- Are currently funding eight researchers from Paris to Israel and across the U.S.
- Have donated 100% of profits from in-flight sales of pink lemonade and pink earbuds



About Inside Delta.

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