



Internal Memorandum

Date: Friday, June 5, 2020

To: Delta Colleagues Worldwide
From: Ed Bastian, CEO
Subject: STANDING TOGETHER

It has been a difficult week for our nation and our airline. In the midst of the stress and anxiety of the COVID-19 pandemic, we've experienced tragedy in our second home of Minneapolis-St. Paul, with the senseless murder of an innocent man at the hands of the police.

For many of us, this crime, born out of bigotry and hatred, was a tipping point. The outpouring of grief and frustration over the senseless and horrific acts of the past several weeks has our communities and our people reeling.

I shared some of my feelings with you last week on SkyHub and LinkedIn. Like all of us, I'm emotional and horrified by what we witnessed - not only in Minneapolis, but countless times before. More than once over the past few days I've been reminded of the famous quote by the Rev. Joseph Lowery, the civil rights icon who recently passed away at age 98: "Everything has changed, and nothing has changed."

I stand with you. Delta stands with you. We need to do better as a nation and as a society to take on racial inequality and injustice. And we need to do better as a company.

We've made progress over the last several years in improving diversity and inclusion at Delta. But we have a long way to go, and it starts with me as your leader. We will use whatever means we have to move the world toward a better, more just tomorrow, and I am accountable to live up to that pledge as an ally to our black and brown employees, customers and communities.

This is not about writing a corporate check or making a statement of values. It's a time for listening and understanding, and it must lead to action. We will look at every area where Delta can make an impact and take a stand against racism and injustice, from programs to policy changes.

We took a small step in that direction this week with a [virtual Town Hall](#) that featured a discussion and Q&A about the issues of diversity, inclusion and justice, and steps that we all can take, even now, towards that goal. While I wish we could have gathered in person, it was inspiring to see the outpouring of ideas and support in the online discussion. The brutal honesty about the painful experiences that many of our colleagues grapple with in their daily lives was deeply moving.

And it broke my heart to read some comments from Delta people about racism they have personally experienced. Any form of racism or discrimination against members of the Delta family is unacceptable and antithetical to our shared values. If you have experienced or witnessed this at work, I ask you to report it to your leader, directly to our Human Resources department, or to our [Help Line](#), where it will be thoroughly investigated. Above all, we need to ensure a workplace where all employees can feel safe – both physically and psychologically. If you run into any roadblocks, please reach out directly to me.

These can be difficult conversations for us – but they are absolutely crucial to our future.

It's clear from your feedback that many of you want to join us as an ally and are eager for ways to help. We've put together some resources on Deltanet that range from strategies to better your understanding of these complex issues to opportunities to work for change in your community. This is just the beginning – stay tuned for much more information as we move forward together.

I know that there is skepticism within the black community, and rightfully so. Promises have been made and forgotten many times throughout our history. That's why I want you to hold me personally accountable for living up to our commitment to make lasting change in the months and years ahead of us.

I've heard from a few people who wonder why Delta is talking about this now, as our company grapples with a pandemic that has decimated our business. It would certainly be easier to say the time is not right, that we should wait until after the recovery to think about issues like discrimination and injustice.

But Delta people have never taken the easy path. Our culture and values require us to speak out, particularly on a subject that so deeply and directly affects countless members of our family every day.

I appreciate every single one of you, and I am so grateful for all that you do. I'm praying for you and your families. And I draw a tremendous amount of hope from the light that you are shining as we journey together through these dark days together.

A handwritten signature in black ink that reads "Ed". The letters are cursive and fluid, with a long tail on the 'd'.