

DELTA'S INDUSTRY-LEADING OPERATION EXCEEDS PRE-PANDEMIC PERFORMANCE

Delta is strongly committed to its people and customers



OPERATIONS



Delta Leads Among Major U.S. Airlines in on-time performance and completion factor in 2021

*Based on January-August 2021 statistics for on-time (A14) and completion factor (CF) flights flown systemwide, as provided by FlightStats and compared to major US carriers reporting to the DOT: Alaska, American, JetBlue, Southwest, and United.



Delta Is Exceeding Its Record 2019 on-time performance

*Based on January-August 2021 statistics for on-time (A14) flights flown systemwide, as provided by FlightStats and compared to full calendar year 2019.

PAYROLL SUPPORT PROGRAM



Only Global U.S.-Based Airline to avoid involuntary furloughs

Delta is in full compliance with the airline **Payroll Support Program (PSP)**, the intent of which was to preserve jobs.

The **PSP** along with the numerous self-help measures Delta put in place was essential in our ability to **avoid involuntary furloughs and Delta was the only global U.S.-based airline to do so.**

REFUNDS



3 Billion Total

Delta continues to provide full refunds to eligible passengers requesting them when we have cancelled a flight or made a significant schedule change. Last year, we processed **more than 6.7 million refunds, totaling over \$3 billion.**

VACCINES



94% Workforce Vaccination Rate Continues to Climb

Delta's own approach to encourage a high rate of employee vaccinations continues to work, with a **94% workforce vaccination rate that continues to climb.**



+



=



150,000 Resident Doses

In addition to vaccinating our people, we've been proud to **partner with the state of Georgia to operate one of the state's largest mass vaccination sites at the Delta Flight Museum.** Since the start of our vaccine program, **we've administered more than 150,000 doses to state residents, Delta employees, friends and family.**

DELTA CARE STANDARD



Science-Backed Cleaning Technologies

Delta's **Global Cleanliness organization** is continuously developing **science-backed cleaning technologies and protocols that ensure the health and safety of customers and employees.**



Chief Health Officer A First for a U.S. Airline

World-renowned **cardiologist Dr. Henry Ting joined Delta earlier this year as our Chief Health Officer - a first for a U.S. airline.** Dr. Ting has been a key voice in the health and wellness decisions that ensure customer and employee wellness throughout the journey.



Leverage Expert Guidance

Delta forged partnerships last year with **Emory University and Reckitt, the makers of Lysol Pro Solutions®**, and continues to work closely with them to review the latest science and enhance or adjust cleanliness protocols accordingly. We also continue to **leverage expert guidance and work with local, state, and federal public health officials** to keep our people and customers safe.

AMERICA'S MOST AWARDED AIRLINE



In Customer Service J.D. Power Ranking*

*2021 No. 1 airline rated in customer satisfaction in North America by J.D. Power



Best Places To Work: Glassdoor

Recognition based solely on the input of employees who voluntarily provide anonymous feedback on their jobs.