



## "TRACK RECORDS AND DOING THE RIGHT THING"

**What's the Scoop?** *What's all this talk about Delta's track record, keeping its deals and always doing the right thing? I hear Delta's history tells another story.*

**Here's the Deal:** You heard right. Richard Anderson wants you to look at Delta's [TRACK RECORD](#) before you vote. Good idea, Richard. Let's take a peek together. We asked our pre-merger Delta friends to help us out with this one, since they don't suffer from selective memory, and their recall of [BROKEN PROMISES](#) is clear. They all remember Delta's increasing generosity before each previous union election, and how abruptly the party ended each time shortly thereafter. Cleverly re-packaged take-backs soon followed before the ticker tape was even swept clean. Notice the timing on Delta's give and take, and that non-negotiated concessions at PMDL started long before NWA's court-ordered negotiated cuts. Sure, Delta always [KEEPS ITS DEALS](#)...with its executives. You can follow Delta's track record for yourself. Remember the good ol' [UNION-BUSTING PLAYBOOK](#) we released waaay back, when it seemed things like that just couldn't be true? Give it a quick look today and track for yourself how closely Delta is following the script.

## "I NEVER PROMISED YOU A ROSE GARDEN...PART ONE"

**What's the Scoop?** *Why is the company so gung ho on denying Richard Anderson has a contract? I wouldn't want to be CEO of a company without the protection of a legal agreement either. At Nexus, Richard even said he doesn't believe in contracts and doesn't want one. They keep insisting it's a "job offer letter" or "letter agreement" or any other thing they can call it besides a "contract." Sometimes it just seems like they are just debating semantics and definitions. Is that what's going on here?*

**Here's the Deal:** A rose by any other name would still, well...you know. Why don't you read his ["JOB OFFER LETTER"](#) on the Securities and Exchange Commission website, and decide for yourself if it still smells as sweet. A rose is a rose is a rose.

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## "I NEVER PROMISED YOU A ROSE GARDEN. . . WELL, NOT YOU, ANYWAY. . ."

**What's the Scoop?** *I get mail from Delta almost every day promising me how much more money I will make immediately once the union is gone. I don't want to wait. Why wouldn't I want to take them up on their offer?*

**Here's the Deal:** Maybe you should re-read that mail and find exactly where that promise is. If you find such an offer, let us know! The company has provided a lot of misleading apples-to-oranges, side-by-side comparisons with skewed numbers and bad accounting that can make ugly mugs look like glamour shots. Usually, they are comparing their best case scenario to Northwest's worst case scenario, and if you read your contract carefully, you can spot the errors for yourself. More importantly, they have not promised us anything. They simply plastered inflight and our mailboxes with a bunch of fancy brochures, and hoped you would come to mistaken conclusions on their own. Don't fall for it. If you can find an offer promising a raise, how much and when, let us see it right away! Flight Attendants may mistakenly repeat it. But the company, most carefully, has NOT.

## "PERFORMANCE ANXIETY"

**What's the Scoop?** *My SLC-based friend says I probably won't qualify for profit sharing because I'm on a Level for sick calls. She also said PMDL FAs don't even get raises if they are on disciplinary probation. I told her she was crazy. Is she?*

**Here's the Deal:** Sorry, we're not qualified to diagnose your friend's sanity. It is true, however, that pre-merger Delta flight attendants on "Disciplinary Probation" are not eligible for salary increases, incentive-based compensation or leave programs. Pre-merger Northwest Flight Attendants receive contractually guaranteed [PROFIT SHARING](#), and all other

[COMPENSATION](#), including annual pay step increases for 15 years and all other negotiated benefits according to our legally binding negotiated terms, regardless of individual [PERFORMANCE RECORDS](#) or disciplinary issues.

Delta's Administrative Action policy is different from ours. It has similar components (late reports, absence, dependability, safety, etc.), but the PMDL terminology and process (Warning Letter, Disciplinary Probation, Final Warning, Suspension) don't directly correspond to the PMNW Performance Development program. And with a contract, of course, temporary personal or professional difficulties have never stood in the way of our contractual benefits, pay or bonuses. Click [HERE](#) to review the Delta discipline policy, or go to DeltaNet and do a search for "Administrative Action Guidelines."

## "SATELLITE DISH"

**What's the Scoop?** *On my last layover, I ran into a PMDL crew that is part of a Satellite base, and they all seemed to love it. One of them told me they have to call around to find their own replacement if they call in sick, though, and they can get kicked out of the base if they have a late report or customer complaint. They have some really cool Satellite bases, but something doesn't sound right here. Was he exaggerating?*

**Here's the Deal:** Delta operates an "Alternative Flying Program" or AFP with bases in Honolulu, San Diego, Seattle, Ft. Lauderdale, San Francisco, and Tampa. The concept is slightly similar to PMNW Satellite bases, but implementation of the program—which is largely performance based—is very different. So yes, AFP FAs are required to "self-manage" their own trip coverage, although we are told it varies some from base to base, depending on the manager. When transferring to an AFP/Satellite base, priority consideration is given to those with a spotless record who live

within 75 miles of the base. If they are removed from the base for performance reasons, Delta can send them to any base that has openings. Check out the Satellite/AFP policies [HERE](#).

## "PAGING DR. JEKYLL"

**What's the Scoop?** *I have always really liked my current manager. She has a good sense of humor and seemed to be fair. Lately, though, some of our supervisors are acting. . .well, strangely. Several even got really hostile and aggressive with my AFA activist friends. BTW, my AFA friends are very calm, professional individuals, who have also gotten along great with these managers before. Is this what we have to look forward to?*

**Here's the Deal:** It's hard to say. Unusual scenarios with similarly hostile management confrontations have been reported from various other locations, as well, including several international layover hotel lobbies. It is likely managers have been told some of them could lose their jobs if they don't succeed in preventing representation, so it's possible some might over-react. They have also been told to pull out all the stops in the coming weeks, so hold onto your hats. (Remember the [UNION-BUSTING PLAY-BOOK](#) you read a long time ago?) Bottom line: Remain professional at all times, regardless of off-putting tactics you may witness. Don't allow a manager, EIG, or special assignment anti-union co-worker to intimidate you or goad you into potential conflict or raised voices. Remain professional at all times. If they attempt to engage you in an election-related discussion with which you are uncomfortable, be polite but assertive in telling them you do not wish to continue the conversation. End of story. Carry a stack of [INTERFERENCE REPORTS](#) to fill out on the spot. And these [DEAR SUPERVISOR LETTERS](#) may come in handy, too.

## "FLY MUCH?"

**What's the Scoop?** *I heard the company is going to make us pay our full insurance*

*premiums if we don't fly at least 45 hours per month. Insurance for my family costs more than \$1,000 a month. That can't possibly be true, can it?*

**Here's the Deal:** It is true that pre-merger Delta flight attendants are required to work a total of 540 hours annually (45 hours per month) or they must pay 100% of the cost of their insurance premiums every month for the following year. They also won't receive their PPT (sick time) allotment for the following year, unless they meet the 540 hour threshold. PMNW are contractually allowed to drop to zero, and still retain company-paid insurance. Open Enrollment publications initially released on DeltaNet held pre-merger Northwest flight attendants to the same flying requirements, but a correction has since been made in the [EMPLOYEE BENEFITS HANDBOOK](#). Contractually protected pre-merger Northwest flight attendants are currently NOT subject to the same 540 hour flight standard as our pre-merger Delta colleagues.

## "UNIFORMS, WHAT'S YOUR POINT?"

**What's the scoop?** *I read that pre-merger Delta Flight Attendants are on a uniform point system, and now they get to roll their leftover points into the next year. That doesn't seem fair, since we only get our complete uniform replacement every two years. Am I missing something?*

**Here's the Deal:** No, but PMDL FAs are. Somewhere upwards of \$300 or more, actually, when compared to value of pre-merger Northwest Flight Attendants' company-paid [CONTRACTUAL UNIFORM REPLACEMENT](#) every two years. Pre-merger Delta Flight Attendants receive 150 uniform points per year. Each point equals one dollar.

Let's compare. If a male PMDL Flight Attendant orders a single-breasted replacement jacket (\$96.50 or 96.5 points) and one pair of pants

(\$45 or 45 points), he'll have a whopping 8 ½ points left to roll over. He can charge extra pieces to his credit card, without payroll deductions. PMNW FAs are contractually provided complete core uniform replacement with multiple ensemble options, regardless of price increases, every two years. (See Male Replacement Uniform Order Forms [HERE](#) and Female Replacement Uniform Order Forms [HERE](#).) Calculate how much cash your contract saves you. . . [READ MORE HERE >>](#)

## "WILL THE REAL THIRD PARTY PLEASE STAND UP?"

**What's the Scoop?** *I like my manager, and the Direct Relationship thing is fine when I'm getting new uniform shirts or picking up a commendation letter. But when I used FMLA and needed to fix some insurance, COBRA and payroll problems, it "wasn't her table." She sent me to 800-MY-DELTA for answers, and THAT was just the beginning of a bureaucratic voicemail nightmare where I got trapped navigating an endless cycle of disjointed phone prompts to reach a live human. . . and I never got same answer twice. Turns out my "direct relationship" was with an operator named Gladys - in Phoenix.*

**Here's the Deal:** Thousands of PMNW Flight Attendants already enjoy a "Direct Relationship" with their managers, despite Joanne's claim it's not possible. (See more about that tall tale in the ["UNSLANTED"](#) blog, which straightens out executives when they misrepresent the truth.) What Joanne doesn't mention are relationship limiters. Your manager may do everything they can to assist you directly, but when the chips are down, sometimes it's "Hello, Employee Service Center." Dozens of benefits and service departments that NWA used to handle in-house with tenured employees are now outsourced to third party H.R. "solutions company" call centers. This, too, is a legacy of Delta culture.

You need FMLA? Your Direct Relationship is with a Sedgwick representative. Injured on the job? Your Direct Relationship is with the ACE/ESIS Claim Reporting Center. COBRA? We think they're somewhere in Pittsburgh. Questions about benefits, payroll, medical, dental, vision, employee self-service, pass travel, address changes, maternity, dependent eligibility, insurance, qualifying life event changes, pension, survivorship, retirement, your pay or Delta issued check, disability, workers' compensation, termination, severance, or the ever-popular "other"?

Call the 800-MY-DELTA Employee Service Center in Phoenix to start your direct relationship today! These perfectly nice non-Delta employees ask questions and interact with you from a pre-scripted template, since H.R. vendors have no first hand knowledge of your actual job and may never have even been on an airplane. Of course, we've all heard the resolution rate these script-reading outsourced answer folks offer. But if you're lucky, maybe Gladys will answer.

## "NO DO-OVERS, REALLY? (NO, NOT REALLY)"

**What's the Scoop?** *Why does Delta keep telling everyone we'll be "stuck" with a union and won't be able to change, whether we like it or not?*

**Here's the Deal.** We don't know. Delta knows full well there is a process for removing or changing the union, should the majority wish to do so. They fail to mention that, historically, PMNW flight attendants have had a number of elections (this will be the third in seven years) during which we could have chosen to become non-union, too. In each previous election, voter turnout overwhelmingly chose to retain our legal voice with representation. As with every other democratic process, the majority will rule with our combined group, as well.