



IFS NEWS BRIEF

For Flight Attendants of Northwest Airlines, Inc.

April 27, 2009

Swine Flu Update

There are confirmed cases of swine flu in several U.S. states, Mexico and other countries. At this time, however, there is no indication that the virus has spread via air travel. Most people recover from swine flu as a relatively minor illness, however, if you become sick with a fever and cough, sore throat or trouble breathing, seek medical care right away.

The following Delta Air Crew and Passenger Health Services "Questions and Answers" document provides additional information including passenger care guidance, personal hygiene precautions and CDC recommendations:

- No CDC recommendations to avoid routine activities
- Wearing masks is not a CDC recommendation (see Questions and Answers document for more details)
- No special CDC recommendations for airline personnel

Customs procedures dealing with swine flu range from no special precautions, to agents greeting the aircraft in gloves and face masks. Various agencies have also included medical questioning and temperature screening of passengers and crew upon arrival.

Station personnel will provide any last minute updates affecting operations at specific stations. If concerns arise regarding specific stations and/or no information has been published for a specific destination, the Captain has been requested to contact the flight dispatcher.

The CDC and World Health Organization (WHO) continue to carefully monitor the situation in all affected areas and remain in close communication about the evolving outbreak.

More information can be found on the CDC's Web site: <http://www.cdc.gov/>

BACKGROUND INFORMATION ON SWINE FLU

Q: What is swine flu?

Answer: Swine flu is a group of influenza viruses affecting pigs. Swine flu in humans is uncommon but not new. Humans who became ill with swine flu typically had exposure to pigs and/or were close contacts of those with exposure to pigs.

Q: What's the current situation with swine flu?

Answer: There are confirmed cases of swine flu in several U.S. states, Mexico and other countries. Additional details can be tracked by logging onto the CDC Web site.

Q: Who provides health and travel recommendations to Delta?

Answer: Delta closely monitors the CDC's recommendations and consults with an Emory University physician who is an infectious disease and travel health medicine specialist.

HEALTHCARE INFORMATION ABOUT SWINE FLU AND RECOMMENDATIONS TO PREVENT GETTING SICK

Q: What are symptoms of swine flu?

Answer: Fever, usually over 100 degrees, with flu-like symptoms such as feeling sluggish drained of energy, cough, sore throat, headache, chills, loss of appetite, nausea, vomiting and diarrhea. Symptoms of swine flu usually appear within seven days after exposure to sick pigs or people with swine flu.

Q: What should I do if I think I am sick with swine flu?

Answer: If you become sick with a fever plus a cough and sore throat or have trouble breathing, seek medical care right away. Tell the doctor if you have had contact with a sick person or farm animals and describe your recent travel history. Delta travelers outside the USA who become ill should contact the global medical provider for their airline (pre-merger Delta uses International SOS and pre-merger NWA uses AXA.)

Q: Is swine flu lethal?

Answer: Not usually. Most people recover from swine flu as a relatively minor illness.

Q: How do I prevent swine flu?

Answer: Avoid obviously ill persons, especially those who appear to have fever or who are coughing. Wash your hands frequently (running water and soap with vigorous scrubbing for 20 seconds) or use an alcohol-based hand sanitizer; do not touch your face with your hands; use good cough/sneeze etiquette (cough into a tissue and dispose of it or cough into your upper arm).

The CDC is recommending that people at higher risk for complications from seasonal influenza, such as older people and people with health conditions such as asthma, diabetes or heart disease may want to ask their doctor for an antiviral prescription such as Tamiflu or Relenza. These drugs can prevent infection or if taken within two days of getting sick. They can make your illness milder and make you feel better faster.

Q: Should I wear a mask?

Answer: The CDC has made personal hygiene recommendations (see above) to the public for preventing swine flu illness. Wearing masks is not a CDC recommendation. Delta is aware that some countries may put into practice actions that do not mirror the recommendations made by public health experts.

Q: Has the CDC made special recommendations for airline personnel?

Answer: No. Delta and our travel health consultant are closely monitoring developments in the event that recommendations specific to airline practices are issued.

Q: May I continue to eat pork?

Answer: Yes. As always, pork should be cooked to 160 degrees.

TRAVEL RECOMMENDATIONS

Q: What travel precautions should travelers take? Should travelers still fly to Mexico?

At this time, there is no indication that the virus has been spread via air travel. The CDC recommends that travelers check the CDC Web site for advisory updates and consult with their personal physicians regarding personalized health and travel recommendations to include the possible use of antivirals.

Q: What about the Mexican government health questionnaire?

Answer: We are aware that the Mexican government is requesting that outbound passengers complete an illness symptom questionnaire because of the swine flu outbreak. It requests information on illness symptoms of fever higher than 39 degrees Celsius (102.2 Fahrenheit), cough, headache, limb pain, joint pain, eye redness and nasal flux (excessive discharge). The government questionnaire recommends that individuals who have all of these symptoms postpone their trips and visit a doctor.

Q: What is Delta telling its customers about swine flu?

Answer: Delta and Northwest have posted travel advisories to delta.com and nwa.com to allow customers to reschedule flights to/from Mexico without extra fee or penalty if they wish to do so. Customers are being advised to check the CDC Web site for advisory updates and to consult with their personal physician regarding personalized health and travel recommendations.

NORTHWEST CREW INFORMATION

Q: How do I care for a passenger who I suspect has swine flu?

Answer: Refer to your FA Manual (110.2.19) for guidance in assisting passengers with suspected communicable disease.

Q: How are we maintaining a clean working environment that's safe from swine flu, especially if I suspect someone with swine flu has been a passenger on my aircraft?

Answer: Any cleaning of lavatories and frequently touched surfaces in the cabin such as overhead compartment handles, armrests, tray tables, light and air controls, seat belt latches, individual video monitors, and adjacent walls and windows is to be conducted by ACS employees using an approved detergent/disinfectant. Ask flight deck crew to alert inbound station so they can be prepared for appropriate clean-up and disposal. Report clean-up request and location of contamination site in the *FA Maintenance Log*

Q. Can crewmembers wear masks in-flight?

Answer: We do not believe that deviation from our normal In-Flight Service policy regarding the wearing of masks in flight is warranted at this time. That policy can be found on page 110.2.19 in the *FA Manual* and precludes the wearing of masks except as follows:

- If sick passenger is coughing, ask him/her to wear surgical mask (found in PSK). If mask is not available or if sick passenger cannot tolerate mask, provide tissues and ask him/her to cover mouth and nose when coughing.
- Designated crew member may wear mask while assisting if sick passenger cannot tolerate mask.