

Frequently Asked Questions

May I report using either the Internet or the telephone?

Yes. With the Delta HelpLine, you have the ability to file a confidential, anonymous report via either the telephone or the Internet.

What type of situations should I report?

The Delta HelpLine is designed for employees to report unsafe, unethical or harmful situations; any violation of Rules of the Road or The Way We Fly ; or other concern you may have.

If I see a violation, shouldn't I just report it to my manager, security, or human resources and let them deal with it?

Yes, reporting concerns to your direct manager, or other member of our management team is preferred. But, we recognize that there may be circumstances when you are not comfortable reporting the issue in this manner. It is for such circumstances that we have established the HelpLine. We would rather you report through the Helpline, even anonymously, than keep the information to yourself.

What if my boss or other managers are involved in a violation? Won't they get the report and start a cover-up?

The HelpLine system and report distribution are designed so that implicated parties are not notified or granted access to reports in which they have been named.

Can I file a report anonymously?

If you are uncomfortable raising a safety, ethics, or compliance concern directly with your supervisor, your HR representative, or other Company management, the HelpLine is available to you toll-free, 24 hours a day, 7 days a week. The HelpLine has procedures to accept anonymous reporting where allowed under local law.

I am not sure if what I have observed or heard is a violation of company policy, or involves unethical conduct, but it just does not look right to me. What should I do?

File a report. We'd rather you report a situation that turns out to be harmless than let possible unethical behavior go unchecked because you weren't sure.

Why should I report what I know? What's in it for me?

We all have the right to work in a positive environment and with that right comes the responsibility of acting in an ethical manner and letting the appropriate people know if someone is not acting appropriately. Corporate misconduct can threaten the livelihood of an entire company. By reporting concerns, we become culture keepers – strengthening Delta's culture for one another and for years to come.

Does management really want me to report?

We certainly do. In fact, we need you to report. You know what is going on in our company - both good and bad. You may have initial knowledge of an activity that may be cause for concern. Your reporting can minimize the potential negative impact on the company and our people. Also,

offering positive input may help identify issues that can improve corporate culture and performance.

Where do these reports go? Who can access them?

Reports to the HelpLine are answered by NAVEX Global, an independent company that helps businesses respond to concerns about unethical and illegal acts. Reports are entered directly on the NAVEX secure server to prevent any possible breach in security. NAVEX makes these reports available only to specific individuals within the company who are charged with evaluating the report, based on the type of violation and location of the incident. Each of these report recipients has had training in keeping these reports in the utmost confidence.

Isn't this system just an example of someone watching over me?

The HelpLine allows us to assure a safe, secure, and ethical workplace. You are encouraged to seek guidance on ethical dilemmas, provide positive suggestions, or communicate a concern. Effective communication is critical in today's workplace and this is a great tool to enhance that communication. We have carefully chosen the best reporting tools to meet our compliance obligations while maintaining a positive reporting environment.

What if I remember something important about the incident after I file the report? Or what if the company has further questions for me concerning my report?

When you file a report through the HelpLine, you receive a report key and are asked to choose a password. You can return to the HelpLine system again either by Internet or telephone and access the original report to add more detail or answer questions posed by a Delta representative and add further information that will help resolve open issues. We strongly suggest that you return to the site to answer Delta's questions. You and Delta now have entered into an "anonymous dialogue," where situations are not only identified, but can also be resolved, no matter how complex.

Are these follow-ups on reports as secure as the first one?

All HelpLine correspondences are held in the same strict confidence as the initial report, continuing under the umbrella of anonymity.

It is my understanding that any report I send from a company computer generates a server log that shows every web-site that my PC connects with, and won't this log identify me as a report originator?

NAVEX does not generate or maintain any internal connection logs with IP addresses, so no information linking your computer to the Delta HelpLine is available. In fact, NAVEX is contractually committed to not pursue a reporter's identity.

Can I file a report from home and still remain anonymous?

A report from home, a neighbor's computer, or any Internet portal will remain secure and anonymous. An Internet portal never identifies a visitor by screen name and the NAVEX system strips away Internet addresses so that anonymity is totally maintained. Plus, NAVEX is contractually committed to not pursue a reporter's identity.

I am concerned that the information I provide to the HelpLine will ultimately reveal my identity. How can you assure me that will not happen?

The HelpLine reporting system is designed to protect your anonymity. However, if you

wish to remain anonymous, you - as a reporting party - need to ensure that the body of the report does not reveal your identity by accident. For example, "From my cube next to Jan Smith..." or "In my 33 years..."

Is the telephone toll-free hot line confidential and anonymous too?

Yes. You will be asked to provide the same information that you would provide in an Internet-based report and an interviewer will type your responses into the HelpLine Web site. These reports have the same security and confidentiality measures applied to them during delivery.

What if I want to be identified with my report?

There is a section in the report for identifying yourself, if you wish.