



DAL Global Services

Employee Handbook - Staffing Services -

Online version - Revised 12/16/14

Handbook Receipt and Acknowledgment

I acknowledge that I have been notified on the date below that a complete copy of the Employee Handbook for employees in the Staffing Services division of DAL Global Services (DGS) is now contained online and supersedes any previous Employee Handbooks that have been provided to me. I understand that I can access and review the Employee Handbook through the DGS Employee Self Service page at any time. By signing below, I agree that I am responsible for knowing and complying with all of the guidelines, policies and procedures contained in the Employee Handbook during my employment with DGS. I also understand that if I ever have any problems retrieving the most recent version of the Employee Handbook, I should notify my supervisor, manager or contact DGS's Corporate Human Resources' department for assistance in obtaining or accessing the Employee Handbook online. I also understand that I should contact my DGS coordinator or the Corporate Human Resources office if I ever have any questions concerning any policy, procedure, guideline or portion of the Employee Handbook.

I understand that the Employee Handbook is not an employment contract, but does set forth the terms and conditions of my employment at DGS, and many of the Company's policies and procedures. I understand that DGS has the maximum discretion permitted by law to interpret, administer, change, modify or delete any of the guidelines, policies, procedures and benefits contained in the Employee Handbook at any time, with or without notice.

I agree to comply with all guidelines, policies, and procedures of DGS. I further understand that as an "at will" employee, I can terminate my employment at any time and for any reason, with or without notice. Similarly, DGS can terminate my employment at any time and for any reason, with or without notice.

Employee Name (Please Print)

Employee Number/Location

Employee Signature

Date

Please sign and date this form and return it to your
Delta Global Staffing representative

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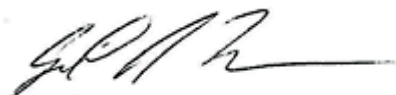
WELCOME

Welcome to DAL Global Services (DGS), a wholly owned subsidiary of Delta Air Lines. We are pleased that you have chosen to be part of the DGS team. As a member of the DGS team, you now share in our endeavor to become the world's premier staffing services provider.

Since our beginning in 1995, we have grown and expanded to become a diversified services corporation, with multiple operating divisions, providing outstanding services to our parent, Delta, and to our valued external customers.

Our success is a result of the commitment of our team members to not only meet, but to exceed our customers' expectations. Providing a safe and professional environment for our employees are critical components of the DGS business strategy and are integrated into all of our operational and personnel practices and policies. Every DGS employee has the responsibility to follow all established policies and procedures, and to abide by all applicable laws, regulations and procedures. Please join me and the rest of the DGS team as we continue building a shared vision based upon mutual respect and a commitment to our organization and our goals.

Sincerely,

A handwritten signature in black ink, appearing to read 'C. Turner', with a long horizontal flourish extending to the right.

Cyril Turner
President DGS

PURPOSE OF HANDBOOK

This Employee Handbook (or “Handbook”) sets forth the terms and conditions of your employment and outlines DGS benefits and employment policies. DGS reserves the right to amend these terms and conditions, and modify its benefits and policies at any time and for any reason, with or without notice.

Employment at DGS is for an indefinite period of time. Just as you may terminate your employment at any time and for any reason, with or without notice, DGS may terminate your employment at any time and for any reason, with or without notice. This right exists notwithstanding any examples of improper conduct or other statements contained in this Handbook or any other statements of DGS policies, practices or procedures. No supervisor, manager, or other representative of DGS is authorized to amend these terms of employment. Similarly, as an at-will employee, DGS may make decisions regarding other terms of your employment, including but not limited to promotion, demotion, compensation, benefits and job duties, with or without cause or advance notice.

The policies set forth in this Handbook are intended to serve as guidelines only. DGS reserves the right to interpret and administer the provisions of this Handbook as needed. Any list of examples of conduct and performance expectations cannot be all inclusive or cover every situation. As a result, you are expected to conduct yourself in a professional manner and to use good judgment at all times. You should also seek the advice and guidance of your supervisors, managers or of DGS’s Corporate Human Resources if you have any questions. Nevertheless, DGS personnel are responsible for maintaining current knowledge of the guidelines, policies and procedures contained in the Handbook. Each station location may have policies and procedures that supplement those contained in this Handbook.

This Employee Handbook is provided as a guide and is not to be considered a contract. The President of DGS is the only official who can execute binding employment contracts and those contracts must be made in writing. While DGS will endeavor to communicate changes in advance, DGS reserves the right to make changes to the policies, procedures, and other statements made in the Employee Handbook, with or without notice.

COMPANY CULTURE

CORE VALUES

Integrity, honesty and treating others with respect are core values vital to the success of DGS. As we continue to expand our presence and enter into new markets, we must continue to emphasize our commitment to the highest standards of conduct and compliance.

OPEN DOOR POLICY

If you have a concern or question in connection with your employment with DGS, you are urged to inquire about it as soon as possible. To facilitate timely resolution, we recommend that you first talk with your Delta Global Staffing representative. If a satisfactory resolution cannot be reached or if the concern or question relates to your immediate supervisor, you should then discuss the matter with the next appropriate level of Delta Global Staffing management.

For unusual or confidential matters, you may prefer to speak directly with your Delta Global Staffing Manager or DGS Corporate Human Resources representative. You are also free to contact any level of DGS management at any time concerning matters of your employment, or voice your concerns through the DGS Employee Hotline described below.

DGS ETHICS AND COMPLIANCE HOTLINE

DGS is committed to providing all employees with the resources to obtain information, ask questions, seek guidance and report concerns. All employees can obtain assistance and report concerns through DGS's Ethics and Compliance Hotline at 877-808-4902.

Employees are encouraged to call the DGS Employee Hotline to report or raise any concerns relating to safety, compliance with any regulations or laws, ethics, or threats. All reports will be reviewed and investigated by DGS. Employees should immediately report any safety or compliance concerns to their local management team, as well as any other concerns or problems they may have. Employees who desire anonymity, or who do not think their concerns were addressed, or who do not feel comfortable reporting their concerns face-to-face, should contact the DGS Hotline.

SAFETY

Safety and the practice of safe work habits is a condition of employment and is a critical component of our business strategy. Safety is integrated into all DGS operational practices and ultimately, each DGS employee is responsible for following all established policies, procedures and practices regarding safety and health and to abide by all applicable laws, regulations and procedures.

We believe that a successful safety program requires all DGS employees to identify and correct potential hazards. Under no circumstances should an employee take unnecessary risks. Employees are responsible for reporting immediately to their supervisor or manager (a) any potentially hazardous conditions and (b) all safety related incidents, including injuries, near misses and damage caused to any GSE, facility, aircraft damage or other property.

ON THE JOB INJURIES

Employees are required to report occupational injuries or illnesses occurring on the job promptly no later than the end of your work shift to your supervisor or manager. Injury claims will be administered according to local requirements for workers' compensation benefits. Employees with medical, dental, life and/or short-term disability insurance coverage through DGS may continue their coverage at employee rates while they are out of work on a certified workers' compensation injury by paying their portion of the insurance premiums by check or money order and sending the payment to:

DAL Global Services
Attention: Benefits Department
P.O. Box 20706, Department 937
Atlanta, GA 30320

If you have any questions about this payment, you should contact the DGS Benefits Department Email: Benefits.DGS@Delta.com; Confidential Fax: 404-773-0726; Phone: 404-715-6309. If premium payments are not made as required, coverage will be canceled and COBRA coverage will be offered.

Employees who are absent due to an on-the-job injury are not eligible to use their travel privileges. This includes all of the employee's eligible pass riders (e.g., spouse/travel companion, minor dependent/fulltime student children, parents and nondependent children.

EQUAL EMPLOYMENT OPPORTUNITY

DGS is firmly committed to a policy of equal opportunity for all personnel. This includes, but is not limited to:

- Providing equal opportunity in the recruitment, hiring, promotion, training and utilization of all persons without regard to race, color, sex, pregnancy, religion, national origin, age, citizenship status, marital status, arrest record, sexual orientation, political affiliation, or parental status and providing reasonable accommodation in hiring, promotion and or training of all qualified persons who are disabled, thereby continuing the DGS goal of achieving full utilization of all personnel, and
- Conducting business with firms, vendors and contractors that have demonstrated policies consistent with those of DGS regarding equal opportunity, and
- Continuing the development and implementation of plans and programs for achieving goals and objectives in areas of affirmative action and equal employment opportunities within a reasonable time, and

- Ensuring compliance with applicable laws.

ANTI-HARASSMENT POLICY

DGS believes that a work environment free of discrimination, intimidation and harassment is essential for a productive and efficient work force.

DGS strictly prohibits harassment or discrimination based on an employee's race, color, sex, pregnancy, religion, national origin, age (40 and over), citizenship status, marital status, arrest record, sexual orientation, political affiliation, genetic information, parental status, past, current or prospective service in the uniformed services, physical or mental disability or any other characteristic protected under applicable federal, state or local law, as well as any forms of intimidation (either physical or verbal).

SEXUAL HARASSMENT

All DGS employees, other workers and representatives are prohibited from harassing employees and other covered persons based on that individual's sex or gender (including that individual's status as a transgender or transsexual individual) and regardless of the harasser's sex or gender. Sexual harassment means any harassment based on someone's sex or gender. It includes harassment that is not sexual in nature (for example, offensive remarks about an individual's sex or gender), as well as any unwelcome sexual advances or requests for sexual favors or any other conduct of a sexual nature, when any of the following is true:

- Submission to the advance, request or conduct is made either explicitly or implicitly a term or condition of employment.
- Submission to or rejection of the advance, request or conduct is used as a basis for employment decisions.
- Such advances, requests or conduct have the purpose or effect of substantially or unreasonably interfering with an employee's work performance by creating an intimidating, hostile or offensive work environment.

DGS will not tolerate any form of sexual harassment, regardless of whether it is:

- Verbal (for example, epithets, derogatory statements, slurs, sexually-related comments or jokes, unwelcome sexual advances or requests for sexual favors).
- Physical (for example, assault or inappropriate physical contact).
- Visual (for example, displaying sexually suggestive posters cartoons or drawings, sending inappropriate adult-themed gifts, leering or making sexual gestures).

This list is illustrative only, and not exhaustive. No form of sexual harassment will be tolerated.

COMPLAINT PROCEDURE

If you are subjected to any conduct that you believe violates this policy, you must promptly speak to, write or otherwise contact your local supervisor, manager, Corporate Human

Resources in Atlanta at (404) 715-8867, or you may contact the DGS Employee Hotline at (877) 808-4902.

All complaints of violations of this policy, including complaints of inappropriate behavior, perceived harassment (sexual or otherwise) or discrimination will be promptly investigated. Your complaint should be as detailed as possible, including the names of all individuals involved and any witnesses. In conducting a prompt investigation of your complaint, DGS will be as discreet as circumstances permit, and information concerning such investigations will be communicated only to those who need to know such information.

DGS is committed to enforcing this policy against all forms of perceived harassment and inappropriate behavior. However, the effectiveness of our efforts depends largely on employees telling us about inappropriate workplace conduct. If employees feel that they or someone else may have been subjected to conduct that violates this policy, they should report it immediately. If employees do not report inappropriate or harassing conduct, DGS may not become aware of possible violations of this policy and may not be able to take appropriate corrective action.

NO RETALIATION

DGS will not tolerate any type of any retaliatory behavior or abusive conduct directed towards an employee for good faith reporting of incidents of inappropriate behavior or perceived harassment of any kind. This includes any employee pursuing a claim or perceived harassment or cooperating in related investigations.

VIOLATIONS OF THIS POLICY

If DGS, upon completion of its investigation, determines that an employee, regardless of position or title, has violated this policy by subjecting an individual to inappropriate behavior, possible harassment or retaliation, the employee will be subject to discipline, up to and including termination of employment.

Failure to report violations of this policy, including reports of inappropriate behavior, and/or perceived harassment (sexual or otherwise), prevents DGS from taking necessary steps to investigate and, if necessary, remedy such situations.

ACCOMMODATIONS

DGS has a process in place for anyone who may need an accommodation due to their religious beliefs or who may need help in performing their current job duties due to a physical or mental impairment. Employees may contact the Human Resources Department for information regarding accommodations.

COMMITMENT TO EQUAL EMPLOYMENT OPPORTUNITIES

DGS complies with the Americans with Disabilities Act (ADA), as amended by the ADA Amendments Act (ADAAA), and all applicable state and local fair employment practices laws, and is committed to providing equal employment opportunities to qualified individuals with disabilities. Consistent with this commitment, DGS will provide a reasonable accommodation to disabled applicants and employees if the reasonable accommodation would allow the individual to perform the essential functions of the job, unless doing so would create an undue hardship.

REQUESTING A REASONABLE ACCOMMODATION

If you believe you need an accommodation because of your disability or religious belief, you are responsible for requesting a reasonable accommodation from your manager or the Human Resources Department. You may make the request orally or in writing. DGS encourages employees to make their request in writing by completing a Reasonable Accommodation Request form, which can be obtained at your station or by contacting DGS's Human Resources Department. As explained on the form, the relevant information needed from DGS includes:

- A description of the accommodation you are requesting.
- The reason you need an accommodation.
- How the accommodation will help you perform the essential functions of your job.

After receiving your oral or written request, DGS will engage in an interactive dialogue with you to determine the precise limitations of your disability and explore potential reasonable accommodations that could overcome those limitations. DGS encourages you to suggest specific reasonable accommodations that you believe would allow you to perform your job. However, DGS is not required to make the specific accommodation requested by you and may provide an alternative, effective accommodation, to the extent any reasonable accommodation can be made without imposing an undue hardship on DGS.

ACCOMMODATION FORMS

Accommodation Forms can be obtained from your manager or the Human Resources Department. Completed Accommodation Forms should be faxed to the Human Resources Department at 404-677-2755.

MEDICAL INFORMATION

If your disability or need for accommodation is not obvious, DGS may ask you to provide supporting documents showing that you have a disability within the meaning of the ADA and applicable state or local laws, and that your disability necessitates a reasonable accommodation. If the information provided in response to this request is insufficient, DGS may require that you see a health care professional of DGS's choosing, at DGS's expense. In those cases, if you fail to provide the requested information or see the designated health care professional, your request for a reasonable accommodation may be denied.

DGS will keep confidential any medical information that it obtains in connection with your request for a reasonable accommodation.

DETERMINATIONS

DGS makes determinations about reasonable accommodations on a case-by-case basis considering various factors and based on an individualized assessment in each situation.

DGS strives to make determinations on reasonable accommodation requests expeditiously, and will inform the individual once a determination has been made. If you have any questions about a reasonable accommodation request you made, please contact the Accommodations Coordinator at 404-715-9389.

NO RETALIATION

Individuals will not be retaliated against for requesting an accommodation in good faith. DGS expressly prohibits any form of discipline, reprisal, intimidation or retaliation against any individual for requesting an accommodation in good faith.

DGS is committed to enforcing this policy and prohibiting retaliation against employees and applicants who request an accommodation in good faith. However, the effectiveness of our efforts depends largely on individuals telling us about inappropriate workplace conduct. If employees or applicants feel that they or someone else may have been subjected to conduct that violates this policy, they should report it immediately to the Human Resources Department. If employees do not report retaliatory conduct, DGS may not become aware of a possible violation of this policy and may not be able to take appropriate corrective action.

ADMINISTRATION OF THIS POLICY

The Human Resources Department is responsible for the administration of this policy. If you have any questions regarding this policy or questions about disability accommodations that are not addressed in this policy, please contact the Human Resources Department.

FAMILY AND OTHER RELATIONSHIPS AT WORK

Family members and employees in relationships may work for DGS; however, to avoid conflict of interest and the appearance of favoritism, DGS employees who are related by blood, family establishment, marriage, domestic partnership, or who are involved in a relationship may not work in the same direct management chain or have influence or control over the other's employment unless approved by Human Resources.

If you have a family or other relationship that falls into this category, you must advise your station manager. Failing to do so could result in disciplinary action including possible termination of employment.

OUTSIDE EMPLOYMENT

DGS employees can work with other Companies; however, it is essential to avoid associations that might appear to divide business loyalty or cloud independent judgment in your work at DGS. To avoid potential conflicts, DGS does not allow:

- Employees to work for an agency that regulates DGS such as the FAA or TSA while actively employed with DGS.
- Employees to work for another airline or ground handling/passenger services provider while working for DGS or the other company in a supervisory/leadership role.
- Employees to work for Delta Air Lines, Inc., or any other Delta Subsidiary, while actively working for DGS.

TRANSFERS

DGS is firmly committed to a policy of equal opportunity for all personnel. Employees who are interested in transferring to other DGS locations as an agent must notify their DGS station manager of their desire to transfer. To be eligible to transfer the employee must be in their present position for at least six months and not on a Final Warning.

The employee's station manager will contact the manager in the location that the employee wishes to transfer to and will inquire as to open positions at the location. If there are openings, the station manager or administrative assistant will provide the employee with the name and phone number of the person to contact to schedule an interview.

If the employee's transfer request is approved, the employee's current station manager and the new station manager will coordinate a date for the transfer to occur. This date may vary depending on station requirements. To ensure compliance with security procedures at the airport, DGS employees who transfer to another location must receive necessary training and a Security Identification Access ("SIDA") badge. The employee is responsible for coordinating with the transferring station on a date for badging before starting work at the new location. After the employee receives clearance and a SIDA badge, the employee will be notified of his or her new work schedule.

Employees who apply for open positions are responsible for using their flight privileges to attend the interview. Positive Space travel should not be used to attend an interview. DGS is not responsible for paying any relocation expenses for employees who request a transfer and are approved to transfer from one station to another.

PERSONNEL INFORMATION

Employees are responsible for ensuring that their required personnel and contact information is up to date and accurate. Employees may view and change their personal information through the Employee Self Service (ESS). Through the ESS, employees are able to:

- View current benefits
- Enroll in benefits as a new hire or during open enrollment
- View and print pay history
- View Direct Deposit information
- Change tax withholdings
- View Job Profile
- View year-to-date wages, withheld taxes and other deductions
- Learn how to obtain employment verifications for mortgage and car loans via The WorkNumber

Use the below URL to log into the ESS system:

URL: <http://lawpb.c0sm.netaspx.com/lawson/portal/>

USER Name: Seven digit DGS Lawson employee number (do not add two zeroes at the end of your employee number) example **8762211**

Password: Passwords for first time users will be as follows:

- first letter of last name in lower case plus first three letters of birth month ALL in upper case plus last four digits of social security number Example: **cSEP1234**

Be sure to answer the Security Questions and change your password after completing the initial login.

Should you change your address or telephone number, it is your responsibility to update your information via your DGS manager as soon as the change occurs.

In addition, you must keep your manager up-to-date on other information which can affect required income tax withholding, insurance benefits and other important records. Notify your manager if you have any of the following changes:

- Official name change (Must provide updated Social Security Card)
- Change to your marital status
- Additions to your immediate family
- Deaths in your immediate family
- Any upcoming military service or reserve duty requirement
- Changes in your visa, citizenship or employment eligibility status
- Loss or suspension of your driver's license (if required for position)

DGS recognizes its responsibility to protect employees' personal information. Sensitive information will not be provided to anyone outside the Company without your permission unless DGS is required by law to release such information.

ASSIGNMENTS

Delta Global Staffing is a division of DGS and provides staffing in clerical, professional, technical and light industrial positions to a variety of clients. Delta Global Staffing employees are not employees of any client of Delta Global Staffing or any parent or subsidiary corporation of Delta Global Staffing. When a client has an opening to be filled, Delta Global Staffing is contacted and asked to fill the assignment. Employees selected to fill the assignment will be advised by the Delta Global Staffing representative of the client's name, work hours, location, job duties, start date, pay rate, and length of the assignment. Assignment lengths may vary, and end dates are subject to change at any time.

Acceptance of an assignment is your agreement to complete the assignment in its entirety. You are under no obligation to accept any assignments. Employees not on an assignment but wanting to work, must call Delta Global Staffing at 404-715-3784 at least weekly and advise of their availability to work. Employees should leave their name, social security number, contact information and dates of availability when calling the staffing availability line. The availability line is checked on a daily basis and employees will be notified should they be selected for an assignment.

Employees not on an assignment for thirty (30) days (those subject to DOT drug testing) or sixty (60) days (all others) will be removed from payroll. Please consult with your staffing representative should you have any questions. Employees not on assignment are responsible for paying their insurance premiums.

COMPENSATION

Pay rates vary with each assignment and are determined by the skill level needed to perform the assignment. Notify your Delta Global Staffing representative if you have any questions related to your rate of pay.

OVERTIME PAY

In general, for hourly paid workers, DGS pays an overtime rate of one and one-half times the regular rate for all hours worked in excess of forty (40) hours in a work week. However, in certain states, the overtime rate will be paid for hours worked in excess of eight (8) hours per day (or ten (10) hours per day for employees working an alternative work week schedule) as required by state regulation. Vacation, shift swap hours and travel time are not considered hours worked for overtime purposes and will not be compensated as overtime hours. All overtime must be pre-approved by your supervisor and/or your Delta Global Staffing representative.

REFERRAL BONUS

For each person you refer who completes forty (40) hours, Delta Global Staffing will pay up to \$25.00. See your Delta Global Staffing representative for details and forms.

TIME SHEETS AND PAYMENTS

TIME SHEETS

Employees must complete a timesheet or enter hours worked in the E- time system to record the number of hours worked during a pay period. The work week is Monday through Sunday. Employees who start an assignment in the middle of the week should complete a Delta Global Staffing time sheet for days worked through Sunday. If the assignment is continuing, Monday of the following week a new time sheet begins and should be completed showing successive days worked. If you are placed on an assignment for different clients, during any work week a separate time sheet must be completed to indicate the hours worked for each client. Completed time sheets must be signed by the employee and approved and signed by the authorized client represented before forwarding to DGS payroll for payment.

Hours worked which are recorded on a document other than a Delta Global Staffing time sheet or timesheets that do not have an employee signature or client signature may delay your paycheck.

PAYMENTS

You will be paid by Delta Global Staffing and compensated for hours worked. Time sheets for work performed the previous week must be received by the DGS payroll department no later than AM Eastern Standard Time(EST) Monday. If Monday is a holiday time sheets should be received by AM(EST) Tuesday. Checks will be available the following Friday. If Friday is a holiday checks will be available on Thursday. If you are not using an electronic timesheet or are on an assignment outside of the Atlanta area and do not have a payroll drop box in your location, you may fax your timesheet to the payroll department at 404-773-3427 or 404-715-4002 by the AM (EST) cut off time. Should you have questions related to where to send your time sheet or how to complete it, please contact your Delta Global Staffing representative.

DIRECT DEPOSIT OF PAY

Employees are immediately eligible for direct deposit of their pay. A direct deposit form is available in our office for you to complete and submit for processing. It is necessary to return the completed form with a voided personal check containing your bank account information to establish a direct deposit process. Employees are eligible to join Delta Employee Credit Union (DCCU). Visit www.deltacommunitycu.com for additional information.

LEAVE OF ABSENCE

FAMILY AND MEDICAL LEAVE

DGS provides leave according to the Family and Medical Leave Act of 1993 (FMLA), which provides for unpaid, job-protected leave to covered employees in certain circumstances.

ELIGIBILITY

To qualify for FMLA leave, you must: (1) have worked for DGS for at least 12 months, though it need not be consecutive; (2) worked at least 1,250 hours in the last 12 months; and (3) be employed at a work site that has 50 or more employees within 75 miles. If you have any questions about your eligibility for FMLA leave, please contact the FMLA Coordinator.

LEAVE POLICY

If eligible, you may take up to 12 weeks within the relevant 12-month period defined below. While you are on FMLA leave, DGS will maintain your group health insurance coverage at the same level and under the same circumstances as when you were actively working, as explained more fully under the section titled, Medical and Other Benefits. Upon returning from approved FMLA leave, you have the right to be restored to the same job or an equivalent position, subject to the terms, limitations and exceptions provided by law.

LEAVE ENTITLEMENT

You may take up to 12 weeks of unpaid FMLA leave in a 12-month period. DGS uses a "rolling" twelve month period, measured backward from the date the employee uses FMLA for any of the following reasons:

- the birth of a son or daughter and in order to care for such son or daughter (leave to be completed within one year of the child's birth);
- the placement of a son or daughter with you for adoption or foster care and in order to care for the newly placed son or daughter (leave to be completed within one year of the child's placement);
- to care for a spouse, son, daughter or parent with a serious health condition;
- to care for your own serious health condition, which renders you unable to perform any of the essential functions of your position; or
- a qualifying exigency of a spouse, son, daughter or parent who is a military member on covered active duty or called to covered active duty status (or has been notified of an impending call or order to covered active duty).

You may take **up to 26 weeks** of unpaid FMLA leave in a single 12-month period, beginning on the first day that you take FMLA leave to care for a spouse, son, daughter or next of kin who is a covered service member and who has a serious injury or illness related to active duty service, as defined by the FMLA's regulations (known as military caregiver leave).

BOTH SPOUSES EMPLOYED BY DGS

Spouses who are both employed by DGS and eligible for FMLA leave may be limited to a:

- Combined total of 12 weeks of leave during the 12-month period if leave is requested;
- for the birth of a son or daughter and in order to care for such son or daughter;
- for the placement of a son or daughter with the employee for adoption or foster care and in order to care for the newly placed son or daughter; or
- to care for an employee's parent with a serious health condition.

Combined total of 26 weeks in a single 12-month period if the leave is either for:

- military caregiver leave; or
- a combination of military caregiver leave and leave for other FMLA-qualifying reasons.

NOTICE OF LEAVE

If your need for FMLA leave is foreseeable, you must give DGS at least 30 days' prior written notice. If this is not possible, you must at least give notice as soon as practicable (within one to two business days of learning of your need for leave). Failure to provide such notice may be grounds for delaying FMLA-protected leave, depending on the particular facts and circumstances.

Additionally, if you are planning a medical treatment or a series of treatments or you are taking military caregiver leave, you must consult with DGS first regarding the dates of such treatment to work out a schedule that best suits the needs of both the employee or the covered military member, if applicable, and DGS.

Where the need for leave is not foreseeable, you are expected to notify DGS within one to two business days of learning of your need for leave, except in extraordinary circumstances. DGS has Family and Medical Leave Act request forms available on the intranet or can be obtained from the Human Resources Department. Please submit a written request, using these forms, when requesting leave.

CERTIFICATION OF NEED FOR LEAVE

If you are requesting leave because of your own or a covered relation's serious health condition, you and the relevant health care provider must supply appropriate medical certification. You may obtain Medical Certification forms from your manager. When you request leave, DGS will notify you of the requirement for medical certification and when it is due (at least 15 days after you request leave). If additional information is needed after DGS receives your medical certification you will have 7 days to provide the additional documentation. If you provide at least 30 days' notice of medical leave, you should also provide the medical certification before leave begins. Failure to provide requested medical certification in a timely manner may result in denial of FMLA-covered leave until it is provided.

DGS at its expense may require an examination by a second health care provider designated by DGS. If the second health care provider's opinion conflicts with the original medical certification, DGS at its expense may require a third, mutually agreeable, health care provider to conduct an examination and provide a final and binding opinion. DGS may also require subsequent medical recertification. Failure to provide requested certification may result in delay of further leave until it is provided.

DGS also reserves the right to require certification from a covered military member's health care provider if you are requesting military caregiver leave and certification in connection with military exigency leave.

REPORTING WHILE ON LEAVE

If you take leave because of your own serious health condition or to care for a covered relation, you must contact DGS on monthly basis regarding the status of the condition and your intention to return to work. In addition, you must give notice as soon as practicable (within two business days if feasible) if the dates of leave change or are extended or initially were unknown.

LEAVE IS UNPAID

FMLA leave is unpaid. You may substitute any accrued and unused vacation/paid time off/sick days/personal days for unpaid FMLA leave as described below:

If you request leave because of a birth, adoption or foster care placement of a child, any accrued and unused paid leave may first be substituted for unpaid family/medical leave and run concurrently with your FMLA leave.

If you request leave because of your own serious health condition, or to care for a covered relation with a serious health condition, any accrued paid vacation personal leave/family or medical leave/sick leave may be substituted for any unpaid family/medical leave and run concurrently with your FMLA leave.

The substitution of paid leave time for unpaid FMLA leave time does not extend the 12 or 26 weeks (whichever is applicable) of the FMLA leave period. In no case can the substitution of paid leave time for unpaid leave time result in your receipt of more than 100% of your salary. Your FMLA leave runs concurrently with other types of leave, for example, accrued vacation time that is substituted for unpaid FMLA leave and any state family leave laws, to the extent allowed by state law.

MEDICAL AND OTHER BENEFITS

During approved FMLA leave, DGS will maintain your health benefits as if you continued to be actively employed. If paid leave is substituted for unpaid FMLA leave, DGS will deduct your portion of the health plan premium as a regular payroll deduction. If your leave is unpaid, you must pay your portion of the premium through check. Your health care coverage will cease if your premium payment is more than 30 days late.

EXEMPTION FOR KEY EMPLOYEES

Key employees, defined as salaried and FMLA-eligible employees who are among the highest paid 10% of all employees at a worksite or within 75 miles of that worksite, may not be returned to their former or an equivalent position following FMLA leave if restoration of employment will cause substantial and serious economic injury to the operations of DGS. This fact-specific determination will be made by DGS on a case-by-case basis. DGS will notify you if you qualify as a key employee, if DGS intends to deny reinstatement and of your rights in such instances.

INTERMITTENT AND REDUCED SCHEDULE LEAVE

If medically necessary, FMLA leave occasioned by a serious health condition may be taken intermittently (in separate blocks of time due to a serious health condition) or on a reduced leave schedule (reducing the usual number of hours you work per workweek or workday). FMLA leave may also be taken intermittently or on a reduced leave schedule for a qualifying exigency relating to covered military service.

If leave is unpaid, DGS will reduce your salary based on the amount of time actually worked. In addition, while you are on an intermittent or reduced schedule leave, DGS may temporarily transfer you to an available alternative position that better accommodates your leave schedule and has equivalent pay and benefits.

RETURNING FROM LEAVE

If you take leave because of your own serious health condition (except if you are taking intermittent leave), you are required, as are all employees returning from other types of medical leave, to provide medical certification that you are fit to resume work. Otherwise, you will not be permitted to resume work until it is provided.

STATE OR LOCAL FAMILY AND MEDICAL LEAVE LAWS AND OTHER COMPANY POLICIES

Where state or local family and medical leave laws offer more protections or benefits to employees, the protections or benefits that are more favorable to the employee, as provided by such laws, will apply.

FMLA FORMS

You can obtain FMLA request forms from your manager. Once completed, you should fax them to DGS' Benefits' department at (404) 677-2755.

FMLA AND TRAVEL PRIVILEGES

If the employee is granted FMLA leave due to the serious health condition of the employee, employee's spouse, child, or parent, the employee must receive pre-approval from the manager before he/she is authorized to use his/her travel privileges. Approved travel will be limited to travel from the permanent residence of the employee to a destination to receive or provide care, or travel from the permanent residence of an immediate family member to

the employee's permanent residence to provide care for a seriously ill employee or family member.

If the employee is granted FMLA leave due to pregnancy, birth or adoption of a child, the employee, spouse/travel companion, minor dependent/fulltime student children, parents and nondependent children are eligible for the same travel privileges they were eligible for when the employee was on active status. Pre-approval from the manager to travel is not required in this situation.

MILITARY LEAVE

A military leave of absence will be granted to employees to attend scheduled drills or training or if the employee is called to active duty with the U.S. armed services. The leave of absence will be unpaid; however, employees may use any available paid time off for the absence.

Health benefits may be continued during an approved military leave of absence as long as the employee continues to pay his/her portion of the health insurance premiums as required.

If the employee is granted military leave of absence, the employee, their spouse/travel companion, minor dependent/fulltime student children, parents and nondependent children are eligible for the same travel privileges as when the employee was on an active status. Pre-approval from the manager to travel is not required.

PERSONAL LEAVE

On a case by case basis, DGS may, in its sole discretion, provide a personal leave of absence without pay for up to 30 days.

ELIGIBILITY

To be eligible for a Personal Leave of Absence employees must meet the following criteria:

- Must be regular full-time or part-time employee who needs time off to fulfill personal obligations. (Employees who are FMLA eligible must complete the FMLA paperwork and must exhaust FMLA before a personal leave will be considered.)
- Employees must complete their initial period of employment (90 days for lead agents and agents, 30 days for all other employees), to be eligible.

RETURN TO WORK

When a personal leave of absence ends, reasonable efforts will be made to return the employee to the same position, if available, or a similar available position for which the employee is qualified. However, the Company cannot guarantee reinstatement in all cases.

If an employee is not able to return to his or her position at the conclusion of the personal leave of absence, regardless of the reason, and the employee does not qualify for any other available leave of absence, DGS will remove the employee from the DGS payroll (i.e.,

terminate the employee's DGS employment). If this occurs, the employee may reapply for DGS employment in the future and DGS will consider the employee's application for employment, along with any other completed applications submitted by other candidates; however, DGS is under no obligation to rehire the former employee.

Health benefits may be continued during an approved personal leave of absence as long as the employee continues to pay his/her portion of the health insurance premiums as required.

TRAVEL PRIVILEGES WHILE ON PERSONAL LEAVE OF ABSENCE

If the employee is granted a personal leave of absence, the employee, their spouse/travel companion, minor dependent/fulltime student children, parents and nondependent children are not eligible to use travel privileges while the employee is on a personal leave of absence. Employees on leave more than 30 days must complete a drug test before returning to work.

TRANSITIONAL DUTY

Transitional duty (or 'light duty') is a short-term assignment of certain tasks, when available, for a period of no longer than 30 calendar days, that may be provided to an employee recuperating from an injury or illness who has been released to work with temporary medical restrictions. Transitional duty will only be provided if:

- 1) The employee has provided medical documentation clearly describing the employee's medical restrictions and the duration of such restrictions, and
- 2) There is reasonable medical certainty that the employee will be returned to full-duty (i.e., the employee's regular position with or without reasonable accommodations) within 30 calendar days, and
- 3) Transitional duty assignments are available at the employee's workplace that are commensurate with the employee's restrictions. Availability of assignments may vary by location, season, and business circumstances.

Even when available, transitional duty assignments may be limited by number and nature of available tasks that are practical to assign or reassign, and by the nature of the recuperating employee's medical restrictions.

ATTENDANCE

Delta Global Staffing employees are expected to be at work and at their assigned position ready to work at the beginning of their shift. Individual absence or tardiness imposes an additional workload on fellow employees and results in an extra expense to DGS. Report to work at your regularly scheduled time every day. Failure to report for and remain at work

as scheduled, including late arrival and leaving early, may result in disciplinary action up to and including termination of employment.

To ensure the proper accountability for absences, personnel must report their absence to their Delta Global Staffing representative as soon as possible, but at least two hours prior to their scheduled report time or as soon as the office opens. Calls from spouses, relatives or friends will not be accepted unless the DGS employee is incapacitated. If the illness or emergency extends beyond the expected date of return contact your Delta Global Staffing representative to update your status. Employees who fail to comply with normal call-in requirements may be subject to termination. All absences due to illness exceeding two or more days will require a doctor's note to return to work.

SIGN IN/SIGN OUT POLICY

Each employee must accurately sign in (clock in) and sign out (clock out) for work on each work day. Do not sign in (clock in) before your shift is scheduled to begin unless you have been specifically authorized by your supervisor to begin work early. Sign out (clock out) when you leave work, which should be at the end of your shift, unless authorization to leave early is specifically given by a supervisor. If overtime is available, the supervisor must pre-approve and verify hours worked. Entering false or inaccurate information is strictly prohibited and the employee is subject to termination.

Employees are not permitted to sign in (clock in) or sign out (clock out) for co-workers, nor are employees allowed to have anyone sign you in or out. Violation of this policy will result in disciplinary action up to and including termination.

LUNCHES AND BREAKS

Lunches and breaks are determined by the hours worked and by the client's operation, and in some locations by state law. For your lunch and break times, follow the client's policy.

DISCIPLINARY PROCEDURE

All DGS employees are responsible for conducting themselves in an appropriate and professional manner, meeting the DGS attendance and reliability expectations, and performing their duties safely and in accordance with all DGS policies and procedures. Disregard for these responsibilities can result in disciplinary action up to and including termination. DGS may terminate employees at any time and for any reason.

DGS does not have a progressive discipline process. Accordingly, depending on the nature and/or severity of an offense, DGS may elect to issue written discipline or verbal counseling to an employee. The disciplinary action that may be imposed is:

- Verbal Counseling
- Written Warning

- Final written warning and/or possible suspension
- Suspension pending a review for termination

Some actions are regarded as so serious by the Company that engaging in them may result in suspension pending disciplinary action or termination of employment. While this is not a complete list, such actions include, but are not limited to:

- Refusing to perform an assigned task
- Falsifying Company reports or records
- Reporting to work under the influence of alcohol or consuming alcohol at the work site
- Possession, distribution, sale, transfer or use of illegal or non-prescription drugs or narcotics or prescription drugs that were not prescribed for the employee
- Possessing firearms, weapons, or explosives on DGS or client property, including in the parking areas
- Fighting, horseplay or committing acts of violence or inciting others to do so
- Acts of unsafe work practices which endanger the employee or others or ignoring standard safety practices and procedures
- Threatening, intimidating others, coercing or interfering with employees or supervisors
- Theft or unauthorized use, removal or possession of Company, co-worker, customer or passenger property or damaging or destroying such property
- Sleeping on the job
- Leaving the work assignment without expressed authorization
- Dishonesty or failure to cooperate in DGS investigations
- Loss or revocation of airport/security badge
- Loss of or inability to obtain required clearances/certifications or licenses to perform required duties
- Sexual or other unlawful forms of harassment
- Inappropriate or unprofessional behavior, including physical altercations of any sort
- Smoking in prohibited areas and/or using smokeless tobacco products in any area where DGS and/or the client conducts business
- Any other behavior constituting serious misconduct

Employees may appeal their termination in writing to Human Resources:

DAL Global Services
 Attn: Human Resources
 980 Virginia Ave, 4th Floor
 Atlanta, GA 3354

DRUGS AND INTOXICANTS

All personnel must report for duty in an alert condition with no indication of, or effects from, the use of drugs or intoxicants. It is a violation of Company policy for anyone to report to work under the influence of alcohol or illegal drugs, or with alcohol or illegal drugs in their system. You may be asked to submit to testing if DGS determines it has a reasonable cause or suspects you are under the influence, or you are involved in a workplace accident.

Testing following an on-the-job injury or a documented accident, must be completed as soon as practicable after the accident, but within 32 hours of the event. Employees on a Leave of Absence who have not worked more than 30 days must also complete drug testing before returning to work. Refusal to submit to a test, tampering with or attempting to tamper with the test sample, or substituting a sample will be grounds for termination.

ALCOHOL

The consumption of alcohol by DGS personnel while on DGS or client premises, whether during work, rest breaks or lunch period, in uniform or at any time in areas in which DGS conducts business (including offices, break areas, rest rooms, hangars, parking lots, etc.) is strictly prohibited.

The use of medication containing alcohol, such as cold medicine, or the consumption of food containing alcohol, could cause positive test results and constitutes a violation of this prohibition.

When an employee shows a sign of impairment, he or she will be tested for alcohol using evidential breath testing (EBT). The test will be conducted by trained Breath Alcohol Technicians (BAT). Employees having an alcohol concentration of 0.02 or greater are subject to termination.

USE OF DRUGS

Possession, use, sale, exchange or manufacture of any illegal drug will result in termination. The illegal use of any drug, whether or not on duty, will result in termination.

Medications taken by personnel during a work shift or prior to reporting for duty must be limited to those that will not impair or alter normal functions or reactions. The use of medications that cause drowsiness, nervousness or any other work-impairing side effects while on duty is strictly forbidden and their use may result in disciplinary action, up to and including termination.

Personnel receiving prescriptions from a doctor should inform their physician of the above requirements and inquire about any possible side effects of the drug. Violation of this policy may result in disciplinary action, up to and including termination.

Further details concerning the DGS anti-drug and alcohol policies, drug and alcohol testing, and federal regulations concerning such testing are contained in the Anti-Drug & Alcohol Misuse Prevention Program. These policies are distributed to all affected employees.

TOBACCO

The DGS workplace is a tobacco-free environment. The use of chewing tobacco or snuff where DGS conducts business is prohibited. Smoking is prohibited in DGS buildings, leased space or vehicles, including aircraft and crew ground transportation. Smoking may be

permitted outside of DGS buildings or leased space in designated areas, only before or after work hours and during authorized break periods.

Employees assigned to DGS client locations must abide by the clients policy on smoking in designated areas. Please contact your Delta Global Staffing representative with questions.

Personnel who have approval to smoke outside of DGS or client buildings are expected to maintain the grounds in a clean and attractive manner. Proper receptacles must be used for the disposal of smoking materials. Blocking or congregating at entryways should be avoided.

USE OF ELECTRONIC EQUIPMENT OR OTHER COMMUNICATION DEVICES

The use of any DGS or contracting customers' electronic equipment (e.g., phones, PDAs, radios, cameras, copy/fax machines, computer components or systems, etc.) for any reason other than authorized Company business is strictly prohibited.

PERSONAL ELECTRONIC DEVICES

Personal electronic devices (e.g., cell phones, PDAs, cameras, video devices, gaming devices, etc.) may not be used at any time while on duty and performing tasks. Cell phones (voice and text features only) may be used during assigned breaks and lunch periods for personal business only.

PERSONAL EMAIL

Internet-based email (e.g., Hotmail, AOL, Yahoo, etc.) may not be accessed for personal use at any time from Company-owned or Client- owned equipment. Violation of this policy may result in disciplinary action, up to and including termination of employment.

SOCIAL NETWORKING

Unauthorized posting, downloading, publishing, blogging, etc., of any written, audio or visual content to or from a social networking site (e.g., Facebook, Twitter, MySpace, YouTube, etc.) while on duty is strictly forbidden.

AUDIO OR VIDEO RECORDING

The unauthorized use of any audio or video devices or equipment (including cell phones) to record any conversation, employee images/voices, or event where DGS conducts business or on the client's premises is strictly prohibited. Violation of this policy can result in termination of employment.

UNAUTHORIZED USE OR POSSESSION OF COMPANY/CUSTOMER PROPERTY

DGS policy strictly prohibits theft or unauthorized use, removal or possession of Company property or the property of any DGS customer or co-worker. Violations of this policy include:

- Consuming or taking any food, beverages or any other property belonging to a customer
- Accepting food, beverages or property from a customer or catering personnel or from any non-DGS personnel without permission of customer
- Removing, possessing, or retaining any property found, including items belonging to a customer
- Taking any DGS, client or co-worker property without proper authorization

Violation of this policy may result in disciplinary action, up to and including termination.

GAMBLING AND LOTTERIES

Gambling by personnel while on duty, during normal business hours or while on premises where DGS or the client does business (including offices, break areas, rest rooms, hangars, parking lots, etc.) is strictly prohibited. Gambling includes, but is not limited to participation in any lottery. Violation of this policy may result in disciplinary action, up to and including termination. In addition, commercial gambling may subject the participant to civil and criminal penalties or prosecution.

Individuals may not conduct drawings or raffles on DGS or client premises without express permission by the DGS manager or client.

SOLICITATION AND SELLING IN THE WORKPLACE

To avoid disruption in the workplace, solicitation or distribution of any printed or written materials not provided and authorized by DGS and/or the client for distribution is prohibited at all times in all work areas. Additionally, there are specific guidelines for the offering of goods and services for sale. Details of the policy on solicitation and selling in the workplace are outlined below.

SOLICITATION

Non-DGS personnel representing such things as outside business opportunities, charities, volunteer or other organizations will not be admitted to DGS controlled areas for the purposes of distributing advertising materials, handbills or other written material or

soliciting contributions or selling goods or services, except when invited by DGS management for Company business purposes or Company-sponsored programs.

Solicitation or the distribution of written or printed material by DGS personnel is prohibited at any time during the work day when either the person doing the solicitation or the person being solicited is required to be performing his/her work tasks. Solicitation or distribution is prohibited at all times in work areas.

SELLING

Employees are permitted to sell commercially produced and properly packaged candy bars, etc., for personal fund-raisers (e.g., selling candy bars for their child's school) as long as it does not interfere with conducting business. Prior authorization from DGS's client is required. Otherwise, DGS prohibits the sale of food items created and sold by employees and unauthorized vendors that are not sponsoring a Company fund-raising event due to Health Department regulations and food quality concerns. Food sales by employees for personal profit are strictly prohibited.

With approval of the DGS client, the offering of goods and services among DGS personnel is permitted on a limited and reasonable basis. These activities will be monitored to ensure against the disruption of normal business. Situations such as displaying items for sale, taking orders, discussing services, etc., cannot be allowed to interfere with job performance or the conduct of business.

Anyone who violates this policy and thereby interferes with their own work, or the work of another employee, will be subject to disciplinary action up to and including termination of employment.

CONDUCT AND APPEARANCE

All DGS employees are expected to demonstrate a professional and courteous demeanor and exhibit professional conduct at all times. In keeping with these standards, offensive language and inappropriate attire are not acceptable in the work place. Our goal is to provide workplace environments that are comfortable and inclusive for all employees. We expect that your attire will exhibit common sense and professionalism.

Employees are expected to demonstrate good judgment and professional taste. Visible tattoos, body piercings (other than ears), tight-fitting/revealing clothing and extreme hair styles are not acceptable. If security identification is required, it must be worn on the outer-most garment above the waist.

In regards to makeup, perfume and cologne; remember that some employees are allergic to the chemicals in perfumes and makeup, therefore please wear these with restraint.

Specific questions regarding appropriate conduct and appearance should be directed to your DGS Staffing representative. Violation of this policy will result in disciplinary action, up to and including termination.

WEAPONS

The possession of weapons on or in DGS owned or leased property, or a customer's owned or leased property (including but not limited to firearms, weapons or explosives) is strictly prohibited. Violation of this policy will result in disciplinary action, up to and including termination.

SEARCHES

DGS and DGS's client reserves the right to conduct unannounced searches of its property including, but not limited to, vehicles, work areas, desks and lockers at any time. Desks, lockers and other storage devices are provided for the convenience of employees, but remain the sole property of the Company and/or client. Accordingly, any authorized agent or representative of the Company and/or client can inspect them, as well as any articles found within them, at any time, with or without prior notice.

BENEFITS

HEALTH BENEFITS

Benefits Eligibility is determined and communicated to you by the DGS Benefits Dept. Benefit-Eligible employees have an initial benefits eligibility waiting period of 30 days. After this period expires, employees are eligible to purchase medical and dental benefits through DGS. Employee participation in medical/dental programs is on a pre-tax basis. Life Insurance and Short Term Disability Insurance are available to full-time employees only. Premiums are deducted on a post-tax basis .

EMPLOYEE SELF SERVICE

Benefit-Eligible employees interested in participating in any of the DGS benefit plans must be enrolled by the 60th day of employment. Employees will enroll online using the Lawson Employee Self Service (ESS) system. You can enroll in all of the DGS benefit plans (medical, dental, optional life insurance, short-term disability, critical illness) through the ESS site provided you meet the eligibility requirements.

To enroll or view your current benefits, log into the ESS site by using the below URL:

Login URL: <http://lawpb.c0sm.netaspx.com/lawson/portal/>

USER ID: Seven digit DGS Lawson employee number (do not use the two zeros at the end of your employee number) example **8672211**

Password: Passwords for first time users will be as follows:

First letter of last name in lower case; plus first three letters of birth month ALL in upper case; plus last four digits of social security number Example: **cSEP1234**

Be sure to answer the security questions and change your password.

If you do not enroll within your benefits eligibility window, you will not be eligible to enroll in any benefit plan until the next open enrollment period occurs, unless you incur a HIPAA qualifying event or other special enrollment criteria such as a change of status or change in cost of coverage. Please contact the Benefits Department to determine if you meet the enrollment criteria .

If you have any insurance questions, please contact the Benefits Department at:

Email: Benefits.DGS@Delta.com

Confidential Fax: 404-773-0726

Phone: 404-677-2015

401(k) SAVINGS PLAN

DGS personnel are immediately eligible to participate in the Company's 401(k) Savings Plan. The 401(k) Plan allows you to designate payroll deductions for investing in funds administered by Fidelity Investments. Individuals who elect to participate in the DGS 401(k) Savings Plan may contribute on a pre-tax basis. After one continuous year of service, DGS employees are eligible to receive a 401(k) matching contribution of up to 2%. You can enroll in the plan by logging onto the Fidelity web site at www.401k.com, or by calling Fidelity at (800) 417-2363.

FLIGHT PRIVILEGES

Employees are eligible for non-revenue and reduced-rate transportation as a privilege granted by Delta Air Lines to DGS employees, their eligible family members and/or designated travel companion. Each employee and their eligible pass rider(s) will receive an assigned PPR (Primary Pass Rider) number. You will receive instructions at your work location regarding the use of pass privileges. The pass privilege program can take up to 30 days to be activated. Additional information is also available on the DGS Insider at www.dalgs.com/insider, on the DGS pass site at www.dgspass.com, or on DeltaNet at <http://dlnet.delta.com>.

It is important for employees to establish a Delta Passport password as soon as possible, not only for pass travel, but also to enable access to the Intranet Web site, DeltaNet. Contact your Manager or Administrative Assistant for further instructions.

Non-revenue pass travel privileges are suspended and pass travel is not allowed for the employee and the employee's pass riders while the employee is out of work due to OJI, personal leave of absence or leave of absence under FMLA when the leave is due to a serious health condition of the employee, or while the employee is suspended. All flight privileges immediately cease upon the employee's termination from the Company.

When Transferring into a Ready Reserve position an employee's previous flight days used during an employee's employment year will count toward the total number of flight days for their current eligibility. For example, if an employee has moved from full-time or part-time to ready reserve, all flight days used during the employment year will count toward the maximum allotment your current status allows.

Each employee is required to fully comply with the policies for using their flight privileges, and it is the employee's responsibility to ensure that their pass riders understand and adhere to all rules and regulations. The use of non-revenue pass travel is restricted to the eligible employee and his/her designated pass rider(s). It is a violation of policy to barter, purchase or sell flight privileges. Abuse of, or the permitted unauthorized use of the travel privilege or other violation of the travel policy may subject the employee to the loss of flight privileges, plus disciplinary action up to and including termination of employment.

Not reporting to work as scheduled, or reporting to work late due to non-revenue travel, is not considered an excused absence and may subject the employee to the loss of travel privileges and also result in disciplinary action up to and including termination of employment.

For additional information employees can refer to the Delta Net Travel Policy.

IMPORTANT REMINDERS

When to call your Delta Global Staffing representative:

- If you are going to arrive late or cannot make an assignment.
- If you need to leave work early.
- When you finish an assignment or the length of the assignment is altered.
- If you encounter a problem with the client.
- If the client requires far more advanced skills or a much heavier workload than explained in your job description.
- If the client asks you to work overtime and you are unable to work.
- If you are injured or disabled during an assignment.

- If you are unsure of Delta Global Staffing's procedures.
- If the client offers you a full-time position.
- To report a name, address, or telephone number change.
- When you become available for assignment after taking time off.

Important: In order to be considered available for assignments, you must contact our office when an assignment is completed and at least once weekly while you are awaiting a new assignment.

END