

Below are answers to additional questions employees may have about DHL's May 28 announcement. *We are still gathering information, and we will provide answers to additional questions in future communications.* Please remind employees to work safe, be compliant, and take care of each other.

Q28. Without the revenue from DHL, will ABX Air be successful?

A28. It is clear ABX Air will need to redefine itself, as our cost model does not meet the needs/demands of the marketplace. If we adapt, we can succeed.

Q29. What will happen to the other ATSG companies if DHL's plan goes through?

A29. DHL's plan impacts ABX Air, but there appears to be little or no impact on the operation of the other ATSG companies.

Q30. Will ABX Air be consolidated with another ATSG airline?

A30. There are no plans to consolidate or merge ABX Air with any of the ATSG airlines.

Q31. Will the other ATSG companies relocate to ILN to share costs?

A31. We do not know, nor would it be ABX Air's decision. ABX Air is currently focusing its attention on avenues to keep ABX Air functioning and as many people as possible employed.

Q32. Will ABX Air employees be considered for a position with another ATSG company?

A32. Each company has its own process to fill positions. We will ask that they give consideration to qualified ABX Air employees whose jobs are eliminated and who apply for positions with other ATSG companies.

Q33. What is ABX Air doing to replace the lost DHL business?

A33. ABX Air has worked for several years to expand our business beyond DHL and support other customers. We have significant value in the marketplace. We do things no one else can do. Our Part 145 maintenance work, our back shop support, our Japanese flying, and our postal operations are examples of services that set us apart. In the coming months, we'll work to strengthen those areas of our business, and expand them if we can.

Q34. Is ABX Air pursuing other opportunities in the ANA operation?

A34. Yes.

Q35. Is there a plan to put cargo doors in the PC 767s?

A35. Yes, where it makes financial sense to do so.

Q36. Do we have additional modification slots?

A36. Yes, there are modification slots available but we have not put a tail number to a slot yet.

Q37. What are we doing to manage an increase in pilot training on bids and surpluses?

A37. There are limits to how much training we can accomplish at any one time, but we will look for ways to expedite the training process.

Q38. Which pilots will be furloughed first?

A38. Unless otherwise agreed with the union, furloughing will be handled in accordance with the Collective Bargaining Agreement, which generally provides that furloughing will be done in reverse seniority order.

Q39. Will performance appraisals and pay raises continue?

A39. Yes, performance appraisals will continue. Pay adjustments will also continue where appropriate.

Q40. Is there any truth to the rumor that DHL plans to be running everything in the next six months?

A40. DHL Chief Operating Officer John Cameron indicated that a DHL official misspoke at one of their Gateway Meetings. The DHL official apparently said DHL would be running everything within the next six months, which is not true.

Q41. What is the point of continuing our efforts to provide excellent customer service to DHL?

A41. It is extremely important that we keep our eye on the ball and do a good job for DHL and all our customers during these challenging times. DHL's deal with UPS is not finalized, and we need to provide the best possible service as we attempt to keep DHL's business and secure additional business from other customers. We are committed to providing excellent customer service, and we need to keep that commitment.

Many of the answers to these questions are contingent upon DHL's negotiations with UPS.

Please continue to forward your questions to your management, Employee Relations, our CEO Joe.Hete@abxair.com, our President John.Graber@abxair.com, or our Vice President of Human Resources John.Starkovich@abxair.com.