



JAN-MAR 2020

CARGO EXPRESS



A publication for ABX Air employees, families and friends



ABX Air 40th Anniversary

Founded April 16, 1980

Founded on April 16, 1980 when Airborne Freight Corp. purchased Midwest Air Charter, and originally named Airborne Express, Inc.

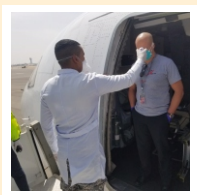
The name changed to ABX Air in the mid-1980s when the parent company decided to use "Airborne Express" as a marketing name to better compete with Federal Express. At the time of the purchase, Midwest Air Charter was flying cancelled checks for the Federal Reserve and packages for Airborne Freight using eleven different types of smaller aircraft.

With the growing express market, one of the first needs was larger aircraft. The Douglas DC-9 was selected and went into service in 1981. The DC-9 fleet ultimately grew to 74 aircraft at the fleet's peak. The Douglas DC-8 began service in 1986 after a selection process that included the factory-built B-757 Freighter.

In 1997, the B-767 was added to the fleet and grew to 45 aircraft prior to the DHL downsizing in 2008-2009. Today, ABX Air operates 21 B-767 freighters for DHL, Amazon Prime and the U.S. Military.

Celebration Postponed

We were planning a luncheon celebration on April 16th, but due to the COVID-19 outbreak, it is necessary to postpone the celebration to a later date. We will be mailing each ABX Air employee a commemorative coin with the 40th anniversary logo. Look for this at your home mailing address later this month. Once the COVID-19 pandemic is over, we will announce a new celebration date. In the meantime, we are celebrating on social media with daily posts and historical photos. Share your photos on Twitter at **#40daysfor40 years** and **@abxair**.



COVID-19 Precautions

As everyone knows, a new viral disease is impacting American life unlike anyone has ever seen in living memory. This new

disease, called COVID-19, has changed everyone's day-to-day life. Ohio and many other states have issued mandatory stay-at-home orders, also known as shelter-in place or "lockdown," to help slow the spread of the dreadful virus.

The U.S. Dept. of Homeland Security has designated the Logistics and Transportation industry, including ABX Air, as a **critical infrastructure provider**. All employees of ABX Air are designated as **critical infrastructure workers**, and in the words of the U.S. Homeland Security Department, **"You have a special responsibility to maintain your normal work schedule."**

It is critical that no one brings the virus into the workplace. It is important everyone follow the protocols while fighting this virus.

To review the steps ABX Air has taken to protect the workplace, visit myabx.com/coronavirus and review the President's letter dated March 24, 2020.

How You Can Help Defeat COVID-19

- **Frequently wash your hands** for at least 20 seconds with soap and water. Use hand sanitizer if soap and water is not available.
- **Cover your cough or sneeze** with a tissue.
- **Clean and disinfect** your workstation frequently.
- **Stay at home if you are sick, especially if you have a fever.**
- Practice social distancing and **keep at least 6 feet between yourself and others whenever possible.**
- **Wear a cloth mask** while performing your job, especially when you're unable to maintain the recommended six-foot social distance.
- **When not working, stay at home** except to obtain essential supplies or services for health and safety, to take care of others in need, or for outdoor activities like walking the dog.



2019

THE YEAR IN REVIEW



ON-TIME SERVICE

Our on-time service performance as measured by arrivals within 15 minutes of schedule for airline controllable delays for the full year of 2019:

2019	On-Time Service ¹
DHL	97.99%
Amazon	97.99%
Combined	97.99%

¹ Within 15 minutes



SAFETY



IOSA biennial renewal completed achieving 99.7% compliance with IOSA Standards.



Total OSHA Reportable Injury Rate decreased to 1.2 below the Company Goal of 2.0.



SMS Pro™ software approved by FAA as electronic record keeping program.



Safety Award Nomination form in SMS Pro™ and award program now peer generated.



Pilot CRM training now ASAP event focused.



FLEET



We started the year with 22 aircraft and ended with 21. Our fleet includes nine 767-300s and twelve 767-200s.



REVENUE FLYING



In 2019 we flew 15,410 segments to over 41 destinations for our customers. The map below shows the destinations we flew to in 2019.

We ended service for Strat Air in Miami at the end of 2018 saying farewell to several frequent Caribbean and South American destinations including Lima, Port of Spain, Port-au-Prince, and Paramaribo. We also discontinued our service for AeroMex which included service to several cities in Mexico and Central America.

We started new service in the United States for both DHL and Amazon throughout 2019 including the opening of the new Wilmington, Ohio Amazon gateway in June.





STAFFING LEVELS

We hired (or rehired) 107 employees in 2019. At year end, there were 554 ABX employees including 194 working in the Aircraft Maintenance Department, 321 Flight Operations personnel including 233 pilots, and 39 other support personnel.

2019 Hires/Rehires

Flight Operations	
Pilots	35
Others	13
Aircraft Maintenance	54
Others	5
Total	107

We also wished 27 employees a Happy Retirement in 2019:

2019 Retirements

Patty L Chambers, Buyer III

Roy M Clark, Flight Technical Training Instructor

Carolyn J Click, Technical Writer/Document Coordinator

Robert C Fairweather, Field Supervisor (SEA)

Michael J Finn, Line Maintenance Representative (JFK)

Capt. David D Griffith

Rex S Gunning, Manager, Flight Operations Compliance

Cheryl L Highet, First Officer

Capt. Steven D Hill

Capt. Morten "Chip" Homme

Richard Kafka Manager, Reliability/Maintenance Programs

Craig M King, First Officer

David J Knox, First Officer

Stephen E Ley, Reliability Analyst

Capt. Gregory J Maltese

Gregory J McDowell, First Officer

Capt. Stephen K Page

Tina F Reed, Human Resources Coordinator/DER

Capt. Tony L Ross

Capt. Robert A Salls

Capt. Thomas S Shanks

Capt. Kendall E Shumaker

Capt. Paul L Smith Jr

Capt. Larry F Strom

Capt. Richard A Taylor

Capt. Mark R Thom

Bryan L Windham, First Officer



OTHER KEY ACCOMPLISHMENTS

FLIGHT OPERATIONS

- Consolidated all ABX Publications into a Centralized Publications Department.
- Transitioned Global Flight Source to an in-house ABX Flight Control Department.
- Implemented a De-Ice Holdover Time application for our Electronic Flight Bag to improve safety margins and efficiency.
- Revised Flight Crew Training Program to adapt to the experience level in the current hiring pool.
- Developed an Electronic Procedures Trainer.
- Implemented computer-based Flight Management training used for control of new hire flight crew training footprint.
- Developed new R1 Tiger Team aircraft launch procedures reducing recovery launch time to under one hour.
- Reduced involuntary Emergency Assignments on days off by 39% year-over-year (on top of last year's reduction of over 50%).
- Worked with Union Scheduling Committee monthly on pairing and line construction to increase pilot satisfaction with flying routes.

AIRCRAFT MAINTENANCE

- The new aircraft maintenance software Mxi went live in November 2019 replacing PMI.
- Received the FAA Diamond Award and National Air Transportation Aviation Maintenance Technician 5-star award for the second consecutive year.
- Continued reliability projects across the ABX fleet.

GROUND OPERATIONS

- Completed the IOSA audit with zero findings in three designated areas: GRH, CGO and SEC.
- Within three months after Super User training with SABLE vendor Rekencentra, developed and published user procedures, received FAA approval, and implemented the ATSG SABLE Weight and Balance program in time for the Amazon ILN Hub startup.
- Started ABX aircraft operations for Amazon at ATL, ILN, STL, and RIV, including qualifying new SABLE Load Planners at RIV (5), ATL (12) and ILN (40).
- Maintained 99.9% reliability for PLMs.

GENERAL

- Established new "Market C" self-service convenience stores in the Administration Building and Hangar 1004.
- Updated 75 print/copy machines throughout ATSG resulting in 40% reduction in leasing and 10% reduction in operation costs.
- Raised **\$380,000** for the ATSG Fall Charity Drive. The company has conducted an annual charity drive since 1984 and the proceeds support various charities that give back to our communities.

HealthCare Center Reopened



Joe Hete, ATSG CEO, cuts the ribbon to reopen the Wilmington HealthCare Center while employees of Our Health and ATSG look on.

The new year brought the reopening of the Wilmington Air Park HealthCare Center. The HealthCare center is available to employees and their dependents (age 3+) who are enrolled in one of the ATSG medical insurance plans. Operated by Our Health of Indianapolis, the HealthCare Center can

provide both primary care and occupational medicine for employees and their enrolled dependents age 3 and older. The Healthcare Center has over 150 medications that can be prescribed at low cost to you.

All visits are by appointment only. Call **866-434-3255** to schedule an appointment. During the COVID-19 crisis, the staff will triage your symptoms over the phone and determine the best point of care. Please note that OurHealth is not testing for the COVID-19 virus at this time.

Anniversary Celebrations!

January

40 Years

Charles Wallace,
Maintenance Controller

30 Years

Capt. Andrew Schechter
Capt. Arthur Girouard
Capt. Robert Boja,
Director Flight Operations

25 Years

Capt. Brian Bethel
Capt. Mark Daley
Capt. Scott Shields

1 Year Eileen Sullivan, Dispatcher



Charles Wallace celebrates his 40-year anniversary.

February

35 Years

Capt. Martin Ferrari

25 Years

Gerard Wahl, First Officer
Capt. Charles Longley
Capt. Victoria Fender

1 Year

Mark Francis, Line Maintenance Specialist (CVG)
Zachary Finck, Line Maintenance Specialist (CVG)

March

30 Years

Jeffrey Doyle, First Officer
Capt. Jay Bowman
Capt. Steven Thompson
Capt. Stowell Dickinson

25 Years **Capt. Camille Floreani**

20 Years

Wade Medeiros, Regional Manager, West (LAX)

1 Year First Officers:

Deana Uppsal
Dmitry Malyuta
Eric Ruhe
Matthew Van Cura



Women in Aviation

ABX Air attended the Women in Aviation national conference this year in Orlando, Florida.

We met many women aviators and told ABX Air's story on how to become an ABEX pilot. We were just down the aisle from Air Cargo Carriers who is our pilot flow-through partner. We met both experienced pilots and those just beginning their careers looking to learn more about air cargo and e-commerce as a career opportunity.



Capt. Dean Cook with Human Resource's Tracey Dykes (L) and Joyce Dean (R).



Mike Verbanic and his wife, Rhonda.

Mike Verbanic Retires

Thank you, Mike, for the many years of service.

Maintenance Controller **Mike Verbanic** retired after 37 years with the Company. Mike received his A&P license in 1977 while in High School. His career included washing aircraft and doing general cleaning at Wright-Patterson AFB, working with Lockheed L-188 turboprop aircraft at Zantop Airlines from 1977 to 1983, performing heavy

checks on Airborne Express aircraft at ILN beginning in March 1983, serving as a line maintenance representative stationed in PHX in November 1987, becoming the company's first field supervisor in 1990, and working in Maintenance Control from January 2006 to present.