

Welcome to the ABX Air *Cargo Express Update*, the newsletter intended to keep you informed and included in what is going on throughout the company. The *Cargo Express Update* typically includes highlights and stories from various departments at ABX Air.

Top stories in this issue:

- Safety Update: Audit Renewal & DOD Audit
- Flight Update: Moving Forward in Captain Upgrades, Hiring & Training New Pilots
- Maintenance Update: Amazon Aircraft Bridging Update & Peak Planning
- 2025 Benefits Open Enrollment Dates Announced
- Cyber Security Tips from Fidelity Investments

Safety Update: Audit Renewal & DOD Audit

IOSA 2025 Registry Renewal Audit: Our ABX Air IOSA Auditors will attend specialized training in November on IATA's Risk-Based Standards to prepare for the ABX Air IOSA Registry renewal audit. Once that training is completed, the ABX IOSA Auditors will begin their work on audit standards that will be in effect for the official ABX Air IOSA Registry renewal audit, which will be scheduled in late 2nd Quarter 2025. There's a lot of work to be done, and everyone's support and assistance is greatly appreciated.

ABX Successfully Completes Department of Defense (DOD) Audit: The Civil Reserve Air Fleet (CRAF) is a cooperative, voluntary program involving the DOT, the DOD, and the U.S. civil air carrier industry in a partnership to augment DOD aircraft capability during a national defense related crisis. Air carriers volunteer their aircraft to the CRAF program through contractual agreements with U.S. Transportation Command (USTRANSCOMM), located at Scott Air Force Base in Illinois. In return, the participating carriers are given preference in carrying commercial peacetime cargo and passenger traffic for the DOD.

To participate in the program, civil air carrier industry participants undergo a biennial (every 2 years) on-site review (or audit) to ensure the mandatory levels of safety and compliance are in place and maintained. In June 2024, ABX Air successfully completed this biennial audit with only one Finding, which was corrected during the audit.

Congratulations and great job to everyone who prepared for, participated in, or provided support during this audit!

Flight Update: Moving Forward in Captain Upgrades, Hiring & Training New Pilots

In the Q2 newsletter we said our focus was on adding airplanes and new flying. That is exactly what we did in Q3. On July 15, we started operating our first Amazon B767-300, and by the end of September we were operating nine Amazon tails! How's that for focus.

Our pilots and the entire team in Flight rose to the occasion as we hired and trained 48 new pilots and upgraded 16 captains in Q2. While we are waiting for new pilots to come online, our flight crews are picking up open flying on their days off to bridge the gap.

Q4 will be a challenge as we complete our training plan and add the tenth airplane, but we are up to the task. Thanks to all for your efforts to date!

Maintenance Update: Amazon Aircraft Bridging Update & Peak Planning

Amazon Bridging: There is finally light at the end of the tunnel! ABX Maintenance has added nine of the Amazon aircraft to the ABX Ops Spec in the last 98 days, with eight aircraft currently in revenue service. Aircraft number 10 is scheduled to be in service by mid-November. This is an historical accomplishment that is a testament to the work ethic, dedication, and attention to detail of all departments involved.

Peak Operations Preparation: The break from Amazon bridging activities will be short lived as we begin preparations for the 2024 peak season. This peak season we will face additional challenges with the addition of ten Amazon tails and an expanded UPS peak flying schedule. As part of peak season preparations:

- Planning and Maintenance Programs will be working to shift scheduled maintenance out of the peak season window.
- Maintenance Control and Reliability will be reviewing repeat and chronic system discrepancies to develop detailed game plans to troubleshoot and correct these issues prior to peak.
- Maintenance technicians across the network will be performing system health checks to ensure all aircraft systems are operating at peak performance during the holiday season.
- Technical Services will be focused on ensuring all heavy maintenance visits are completed prior to beginning peak operations.

2025 Benefits Open Enrollment Dates Announced

SAVE THE DATE: Open Enrollment will take place starting Monday, November 11, 2024, and close on Wednesday, November 27, 2024! Mark your calendars now!

Don't forget: If you are enrolled in the company medical plan and join our [Well-being Program](#), you can claim real rewards simply by completing wellness activities that earn you points in the program! Rewards include a **25% discount on your 2025 medical premiums** (at 3,000 points) as well as electronic gift cards you can redeem at hundreds of top retailers.

Cyber Security Tips from Fidelity Investments



CYBER SAYS...

Follow these Top Security Recommendations

Cyber and fraud best practices for protecting yourself

Monitor

Accounts and Credit

- Freeze your credit to prevent credit fraud:

Equifax 800-525-6285

Experian 888-397-3742

TransUnion 800-680-7289

- Monitor your accounts and credit score for suspicious activity; consider purchasing identity theft protection

Protect

Your Accounts and Identity

- Create unique login identities and passwords (avoid using your email address)
- Enable two-factor authentication for Fidelity and other financial, email, phone and social media accounts
- Provide current email address and phone number so you can be contacted in real time in case of fraud
- Sign up for voice biometrics when offered
- Don't click on untrusted links or attachments in email or text
- Consider using a password vault/manager for lower risk accounts



Phishing still drives 90% of cybersecurity breaches.¹ If you're in doubt,

DON'T CLICK and DELETE!



Safeguard

your Data, Mail and Online Shopping

- Backup your data to a secure cloud location
- Consider using trusted payment systems and never use debit cards for online purchases
- Protect your mail – sign up for USPS's free **Informed Delivery Service**

Secure

your Devices

- Use a personal firewall and anti-virus software on your personal devices
- Use trusted devices for conducting sensitive transactions
- Avoid conducting sensitive transactions over public Wi-Fi
- Secure your mobile services, including cellphone and mobile provider account
- Update/patch your Internet of Things (IoT) devices - e.g., smart TVs



There are now more than **15 billion stolen** account credentials available to cybercrime actors.²

Make yourself a difficult target for cyber criminals by not reusing passwords and avoiding weak, commonly used passwords, e.g., 123456.



1. Graphus, Inc, January 2020

2. The Digital Shadows Photon Research team as seen on Forbes.com, July 2020