

Welcome to



A Guide for New Employees

This document is a brief introduction to the company's policies and workplace guidelines. It is not an employment contract of any kind. In-depth information about all of the topics covered in this pamphlet is available online at myabx.com/employee_policy, from your direct supervisor, or from ABX Air Human Resources.

About ABX Air

ABX Air is a fast-paced company where you find hard-working, talented people. Our goal is to be a great place to work that really takes care of its customers. Our people work together to do whatever it takes to get the job done. ABX people at all levels are accessible, helpful to one another, and committed to satisfying our customers.

We value our people and the quality and customer satisfaction that results from their diversity. We are committed to the philosophy, principle, and practice of Equal Employment Opportunity. ABX is committed to ensuring that all applicants and employees are recruited, hired, selected for training, transfer, promotion, layoff, or for other terms of employment, fairly and without regard to race, color, religion, gender, national origin, age, marital status, veteran status, sexual preference, or disability.

All of our resources—people, money, time, technology, and equipment—are strongly valued and treated with care. Our goal is to have a safe and compliant workplace, where ingenuity and continuous improvement help us beat the competition day-in and day-out. Our formula for success is simple:

**Work Smart
Work Hard,
and Have Fun!**

What We Do

ABX Air is an FAR Part 121 airline headquartered in Wilmington, Ohio (ILN).

ABX Air flies express cargo routes for DHL. Aircraft not deployed in the service of DHL are working for a myriad of customers throughout the U.S. and around the world.

In addition, ABX Air offers a variety of airline-related training, including dispatch training, flight training, and simulator time.

Keeping an airline flying is a complicated task and requires dedication, training, experience, desire, and pride—all traits exhibited by ABX Air employees who help keep the airline safe and successful.

With your help, we look forward to growth and prosperity as we find new and better ways to serve our customers.



Our Values

At ABX Air we value Our People, Safety, Trust, Teamwork, Customer Satisfaction, and Quality.



Our People

Our employees, customers, shareholders, and communities are vitally important to our success. We always will strive to keep them informed through open and honest two-way communications. At ABX Air our people make a difference through hard work, ingenuity, personal accountability, and a spirit of teamwork.



Safety

We are serious about safety. Our objective is to be 100 percent accident free. We care for one another and always practice safe work habits. No person will be put at risk to achieve our goals.



Trust

We will work hard to earn the respect and confidence of our customers, shareholders, communities and each other. We will value open and honest relationships that endure difficult times and continuously grow stronger.



Teamwork

We will maximize our results by working together to serve our customers and achieve overall company success. Whenever necessary, we will help each other and do whatever it takes to safely get the job done and build a strong, stable company.



Customer Satisfaction

Every detail of our business will be designed with the customer as our highest priority. We will listen intently to our customers and always respond swiftly to their needs and exceed their expectations. We will be flexible and ready to respond to every opportunity.



Quality

We will deliver the highest level of quality in every aspect of our business. We will be fiscally responsible to our shareholders and we accept personal responsibility for the quality of our service. Quality will drive everything we do.

Organization

Departments

ABX Air's three major departments oversee the airline's operations:

The **Flight** department schedules, trains, and supervises the crewmembers who operate our fleet of Boeing 767 aircraft. ABX Air holds a certificate as a Part 142 Flight School. Training facilities include several simulators and numerous classrooms. The department staffs and equips a full dispatch office and an operational control tower. In addition, it operates crew domiciles in Cincinnati (CVG) and Miami (MIA).

The **Aircraft Maintenance** department oversees the maintenance control, contracts, engineering, planning, quality assurance, and records for the company's fleet of Boeing 767 aircraft, as well as the hands-on aircraft maintenance at our line maintenance stations throughout the United States.

Administration provides support to the other parts of the company. The department includes executive management, accounting, airport planning/property, charters, environmental/safety, human resources, information systems, office services, purchasing, and system control.

Parent Company



Air Transport Services Group, Inc. is the parent company of ABX Air. It is publicly traded on NASDAQ under the symbol ATSG. More information is available at atsginc.com.



Affiliated Companies

Several affiliated companies share ABX Air's parent company, ATSG:



Airborne Maintenance & Engineering Services (AMES) provides aircraft maintenance, repair, and overhaul (MRO) services to airlines and operators, including ABX Air. AMES holds a Part 145 FAA Repair certificate and offers heavy maintenance, line maintenance, parts sales and service, component repair and overhaul, and engineering services. Read more at airbornemx.com.



Air Transport International LLC (ATI) is an FAR Part 121 charter airline operating Boeing 767 and DC-8 aircraft; and specializing in freight forwarding, government and military contracts, and high value animal transportation. Their web site is *airtransport.cc*.



Capital Cargo International Airlines (CCIA) is an FAR 121 Supplemental Air Carrier flying Boeing 727 & 757 aircraft and is based in Orlando, Florida. Like ABX Air, CCIA is an ACMI (Aircraft, Crew, Maintenance, and Insurance) provider of airport-to-airport freight transportation services. Visit *capitalcargo.com* for more information.



Airborne Global Solutions (AGS) markets and sells the services of all ATSG companies that offer aviation-related services (see next page). As ATSG's marketing arm, AGS brokers the bundled services of AMES and the ATSG airlines as well.



LGSTX Services, Inc. is an established provider of airport support services with 30 years of experience in facilities maintenance, material handling equipment installation and maintenance, equipment/vehicle maintenance and repair, jet fuel and deicing services. LGSTX provides exceptional services that meet a diverse range of customer needs. LGSTX is part of AGS. Visit www.lgstx.com.



ABX Cargo Services (ACS) staffs and manages sort centers in Dallas-Fort Worth (DFW), Indianapolis (IND), and Memphis (MEM) under contracts with the US Postal Service. ACS is part of AGS.



Cargo Aircraft Management, Inc. (CAM) specializes in providing customized aircraft leasing programs. In addition to the dry lease of the freighter aircraft, CAM can provide all the other equipment, manuals, maintenance programs, engineering services, ground equipment, training, etc. needed to operate leased freighter aircraft. CAM is part of AGS. Find out more at cargoleasing.com.

Our History



Created in 1980, shortly after deregulation in the airline industry, ABX Air grew to become the number three express cargo carrier before its fifth anniversary, operating for its parent company at the time, Airborne Express.

During the 1990s ABX Air oversaw expansions to its sorting and maintenance operations in Wilmington, and added the Boeing 767 wide-bodied jet to the fleet.

In 2003, ABX Air separated from its parent company Airborne Express to become a publicly traded company. DHL USA became the airline's primary customer.

In 2008, ABX Air joined a family of freight service companies operating under Air Transport Services Group (ATSG), a holding company.

The next year, 2009, saw big changes for ABX: direct aircraft maintenance duties were contracted from newly formed sister company AMES; sort operations in Wilmington ended as DHL moved its main hub to Cincinnati; and more international charter flights were added.

In 2010, ABX Air celebrated its 30th anniversary; flying for DHL continued under new contracts; and the Air Park Services department became a separate company, now called LGSTX Services, under the umbrella of Airborne Global Services.

Getting Started

It is important to us that your transition as a new employee goes well. If you have any questions please contact your supervisor or Human Resources for assistance.

Here are some things we suggest you do during your first few weeks of employment.

- Explore your work area to locate exits, restrooms, fire extinguishers, and other important facilities.
- Learn the operation of each piece of standard equipment you will be using, where supplies are kept, and who to call when equipment fails to operate.
- Visit the employee web site, myabx.com, to learn what's going on in the company. Also find the nearest Communication Center bulletin board.
- Don't be afraid to ask for help. Your co-workers and supervisor have a wealth of knowledge to share!
- Remember to listen to the ABX Air INFOline at ext. 64636 (6INFO) every Thursday afternoon for the latest information direct from top management.

Our Policies

Generally, your supervisor is your first resource for work-related questions and issues. However, the Human Resources (HR) may be contacted at any time regarding company policies, conflict resolution, substance abuse, and harassment or threats of violence. HR strives to help all ABX Air employees work together as a team, and they do their best to respond to your needs.

Employment Standards

ABX Air has published its policies and workplace guidelines on myabx.com/employee-policy. You should take some time to familiarize yourself with them. Below are selected excerpts of the company policies.

Safety and Security

To ensure the safety of all employees, an ABX-issued identification badge, as well as an airport specific badge (if applicable), must be displayed outside of clothing at or above your waist at all times while on property operated by ABX. If your badge is lost, stolen, or misplaced, report this to your supervisor. If you see someone who is not properly badged, ask him for identification or contact a supervisor immediately. The full ID Badge and Airport Security policy is available online at myabx.com/employee-policy.

ABX Air is committed to a drug-and alcohol-free workplace. Substance abuse poses a threat to the health and safety of our employees and the security of our facilities. ABX Air will assist employees who voluntarily seek help for such problems before they become subject to discipline or termination. The full Drug-Free Workplace policy is available online at myabx.com/employee-policy.

ABX Air works hard to maintain a safe, hazard-free environment in the workplace. We operate an active, positive accident prevention program to

identify unsafe acts and conditions, and eliminate or reduce their results. If you are aware of a potential hazard or an unsafe activity, contact your supervisor or the Safety Department immediately. You also may do so anonymously by accessing the ABX Air intranet (abxnet/safetynet). You will not be penalized or disciplined for calling attention to safety concerns.



(800) 78-CRIME

If you have information about theft or the commission of any other crime against ABX Air, please call the anonymous WeTip hotline at (800) 78-CRIME.

Standards of Performance & Conduct

It takes all employees working together, performing their jobs safely, productively, and to the best of their abilities to achieve and maintain the company's values of Safety, Customer Satisfaction, Trust, and Teamwork.

You are responsible for your individual performance and are expected to be at work and to meet the standards established for your job. Furthermore all employees are expected to treat each other with respect and courtesy.

When problems arise, a performance improvement process is available to help you identify the problem, outline expectations, and develop a plan for improvement. Examples of work rule violations and details on the performance improvement process are included in

the Standards of Performance & Conduct policy, available online at myabx.com/employee_policy.

Beyond your performance on the job, you also are responsible for upholding the company's standards of legal compliance and ethical conduct. Decisions and behavior expressed on behalf of ABX Air should embody the corporate values and always exhibit that we are a company doing business with integrity. You are encouraged to contact the corporate compliance team if you are faced with an issue of ethics at (937) 366-2863, complianceteam@abxair.com, or visit myabx.com/compliance. If you would prefer to remain anonymous, call the We-Tip hotline listed on the previous page.

Attendance

Each employee is important to the success of the company and the customers we serve. Our relationship is one of interdependence. We depend on each other to get the work done. Therefore, you are expected to make every effort to report to work on time as scheduled. When an absence is expected, request time off as far in advance as possible. When you will be unexpectedly absent or late, notify your supervisor prior to your start time, provide factual reasons and documentation (if requested), and inform him or her of any critical work that must be done while you are out.

If you receive five absences or tardy occurrences in a 12-month period, you will receive a PIN (Performance Improvement Notice). Further occurrences result in discharge. Two consecutive days of unreported absence is considered job abandonment and will result in loss of employment.

From time to time, you may encounter personal issues that prevent prompt and consistent attendance. Exceptions to the Attendance Policy will be made on a case-by-case basis.

The full Attendance Policy is available online at [myabx.com/employee policy](http://myabx.com/employee-policy). Please refer questions to your supervisor or Human Resources.

Emergency Operations

One of the key differences between ABX Air and other companies is the “can do” attitude of ABX employees. Although we can be faced with severe winter weather, natural disasters (floods, tornadoes, earthquakes) or other emergency situations, our customers continue to rely on us for delivering uninterrupted, high quality service. In these types of situations, ABX management will evaluate the impact the inclement weather is having on the operation and implement emergency operations plans that will enable ABX to operate as safely and efficiently as possible.

Great customer service is everyone’s responsibility. You are expected to make an extra effort to be at work when the weather is bad or other undesirable conditions occur. Check the weather forecast early enough so that if poor weather is forecast, you can adjust your schedule and leave home early to allow for longer travel time. If you are unable to report to work or will be late, notify your supervisor as soon as possible.

**For weather-related operational updates
(937) 382-5591
ext. 66397 (6NEWS)**

The full Emergency Operations Policy is available online at [myabx.com/employee policy](http://myabx.com/employee-policy).

Solicitation & Distribution

In order to minimize non-work-related activities that could interfere with customer satisfaction, quality, teamwork, and safety, you may not distribute or post printed materials of any kind at any time on company premises, except when required to do so for company business. You may not solicit other employees if either of you is on work time. The sole exceptions are charitable and community activities supported and approved by ABX Air.

If someone solicits you or distributes non-work-related materials to you while you are working, or if you feel harassed or intimidated, report the activity to your supervisor immediately. ABX reserves the right to discontinue any activity disruptive to employees or the efficient operation of the company's business.

Notices and advertisements that meet established guidelines may be posted on company bulletin boards by the Communications department. Department-wide postings may be approved by that department's management.

When your shift is over, you are expected to leave company premises. The full Solicitation & Distribution Policy is available online at [myabx.com/employee policy](http://myabx.com/employee_policy). Please refer questions to your supervisor or Human Resources.

Technology Use Policy

The company furnishes access to the Internet, e-mail, and other electronic information resources for effective and efficient business communications. This policy provides precautions and guidance to employees for productive business uses of ABX's information resources while avoiding inappropriate, unethical, or unlawful activity. The full Technology

Use Policy is available online at [myabx.com/employee policy](http://myabx.com/employee-policy).

Workplace Harassment

Harassment by anyone is not tolerated in the workplace. ABX Air is committed to maintaining a work environment that is pleasant, safe, comfortable, and free from intimidation, hostility, or other offenses that might interfere with your ability to do your job. Harassment of any kind (verbal, physical, visual, or sexual) will lead to disciplinary action, up to and including termination.

It is never acceptable to use company resources to access any pornographic or sexually oriented web site. Storing or circulating pornographic or sexually oriented email may constitute harassment and is a direct violation of company policy.

If you witness, are aware of, or are subjected to harassment, contact your supervisor or Human Resources immediately. Investigations into incidents of harassment are conducted in a prompt, thorough, and discreet manner.

It is illegal to retaliate in any way against anyone coming forward with a harassment allegation or providing information to an investigation.

Harassment is judged to be offensive by the victim's perception – not that of the alleged harasser. Harassment can exist if the harasser does not intend to harass but the victim perceives it as such. Complete details of the Workplace Harassment Policy are available online at [myabx.com/employee policy](http://myabx.com/employee-policy).

Dispute Resolution

One of the core values of ABX Air is trust. We are dedicated to promoting a workplace where employees can express their concerns in an open forum. The Dispute Resolution Policy is an internal, peer-review process designed to provide employees with a complete and impartial process to resolve work-related conflicts.

You should bring work-related concerns and issues to the attention of management as they come up. If your concern is not directly resolved in this way, use the dispute resolution process before seeking assistance outside the company. To make this process work, you must be committed to working with management toward a solution that is in the best interests of you and the company.

Whether you are the employee submitting an issue for dispute resolution or a member of a peer review panel, information learned during the process must be kept confidential.

The full Dispute Resolution Policy is available online at myabx.com/employee_policy.

The Human Resources staff is available to provide guidance and problem resolution to you concerning performance problems, policy violations, conduct issues, or concerns that may threaten safety and effective customer service.



Your Benefits

Pay and benefits are the compensation you receive for your work. More information about the company's benefits are available at myabx.com. Below are selected excerpts of company benefits.

Compensation

In maintaining a fair and equitable market-based compensation system, we take into account factors such as what other employers pay, supply and demand, location, and the company's financial situation.

Occasionally you may be asked or required to work beyond your normal schedule. Hourly and non-exempt employees will be paid for overtime on a weekly basis.

Non-exempt and hourly employees use their I.D. badge to record their time at the start and end of the shifts and lunch breaks. If an input error occurs, entry is missed, or there are any other changes from normal start and ending time, please bring this to the immediate attention of your supervisor.

Exempt employees are expected to report their missed time to their supervisor each pay period.

Employees are not permitted to make entries for other employees. Any falsification or alteration may result in discipline up to discharge.

Health Care

ABX Air provides its full- and part-time employees with the opportunity to receive health, dental, and vision-care benefits. Life insurance; accidental death and dismemberment benefits; and a short- and long-term disability program are available to full-time employees.

Employee Assistance Program

Employees are encouraged to take advantage of our confidential 24 hour-a-day, 7 day-a-week Employee Assistance Program (EAP) and Behavioral Health Benefit. A counselor can help you or your dependants with many issues, including:

- Counseling services
- Child and Elder Care
- Financial and Legal Advice
- Depression Management
- and more

Call (800) 888-2998 for more information.

ABX Air Employee Self-Service

Much of your pay and benefits information is available to you online at myabx.com/selfservice.

On this site, you can view your:

- Pay Stub Detail
- Address of Record
- Annual Salary
- Direct Deposit Routing and Account Numbers
- State and Federal Tax Filing
- Insurance and Dependent(s) Coverage

Paid Time Off (PTO)

ABX Air, Inc. provides a generous Paid Time Off (PTO) program to full-time and part-time employees. Paid time off can be used to cover vacations, holidays, and other personal needs.

ABX designates six (6) holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. In order to meet the needs of our customers, operational necessity may require that you be scheduled to work one of these holidays.

You earn PTO as soon as you begin work and will have it available to use with each paycheck. New full-time employees can earn up to 152 hours of PTO per year (19 8-hour days). PTO time increases with years of service as follows:

0-5 years: 19 8-hour days

6-15 years: 24 8-hour days

16+ years: 29 8-hour days

PTO hours are earned based on actual hours paid in the pay period (up to a maximum of 80 paid hours). Part-time employees earn on a prorated basis based on actual hours worked. You may grow your PTO balance to a maximum of 1.25 times your annual accrual.

PTO time should be scheduled as far in advance as possible and must be approved by your supervisor.

Sick Time

All employees are sick occasionally, and some experience severe illness or injury. Through careful use of their paid sick time, conscientious employees can protect their income while they are unable to work due to their own illnesses, doctor's appointments, or care for their spouse or dependent children who are ill.

Full-time employees receive up to six (6) paid sick days per year to cover illnesses. A full-time employee may accumulate up to a maximum of 800 paid sick hours. Part-time employees receive sick time on a pro-rated basis, calculated based on the number of hours they work, and may accumulate up to 400 paid sick hours.

If you feel that you are too ill to report to work, notify your supervisor immediately. Reporting requirements differ due to operational need, so make sure you understand and comply with the call-in requirements for your position.

Paid sick time is a valuable benefit. It is your responsibility to use it carefully and honestly.

Leaves

While attendance is very important to the success of our business, the company understands you may need time off from work for medical or personal reasons, military service, jury duty, or bereavement.

ABX Air's goal is to provide a reasonable amount of time off to help employees recover so they can return to productive work. Complete details of the various types of leave are available online at [myabx.com/employee policy](http://myabx.com/employee-policy).

All employees paid through the ABX payroll system are covered by our Workers' Compensation program, which provides compensation if you are unable to work due to a work-related injury or illness. The program also provides health care and rehabilitative benefits to help you recover and rejoin the ABX team.

STAR Incentive Program

All employees of ABX Air play a valuable role in ensuring that our customers receive dependable on-time service. The Service Teamwork Achievement Recognition (STAR) incentive program provides eligible employees with a monetary bonus each month that our on-time service meets or exceeds the goals in the program. Eligibility requirements and other details are available on the ABX Air intranet (abxnet/star).

Discounts

As an ABX Air employee you are eligible for a variety of local and corporate discounts, including

reduced-price theme park admission and vacation packages. For a full list of available discounts, visit myabx.com/discounts.

ABX has an interline agreement with Delta Air Lines to allow part-time and full-time employees and eligible family members to purchase space-available passes at discounted rates for personal travel. More details are available on the ABX Air intranet (abxnet/travel).

Stock Purchase Plan

You have the opportunity to purchase ATSG common stock (NASDAQ symbol: ATSG) through a payroll deduction plan. The program is strictly voluntary and no recommendation can be made as to whether you should participate. To open an account, complete the Employee Stock Purchase Plan enrollment form, which can be found online, and return it to the Benefits Department (mail code: ILN 2061B). More information is available online at myabx.com/benefits or from Human Resources.

Phone Numbers

ABX Air main phone:	(937) 382-5591
Weekly INFOline:	ext. 64636 (6INFO)
Weather NEWSline:	ext. 66397 (6NEWS)
On-base emergency:	ext. 62911
Employee Relations:	ext. 62134
Benefits:	ext. 62157
Recruitment:	ext. 62373
Payroll:	ext. 62981
IS Help Desk:	ext. 62332
WeTip Hotline:	(800) 78-CRIME
EAP:	(800) 888-2998

My supervisor's name _____

My supervisor's phone ext: _____ cell: _____

ABX on the Web

Company web site:	www.abxair.com
Employee web site:	www.myabx.com
Benefits web site:	myabx.com/benefits
Self-Service web site:	myabx.com/selfservice

Feedback

To comment about this brochure or any of the services provided by Human Resources, please contact us at ext. 62150 or send an e-mail to communications@abxair.com.

To submit a question, suggestion, or concern for ABX Air's President, John Graber, send an e-mail to john.graber@abxair.com.

To send an e-mail to CEO Joe Hete, direct it to HeteHotline@abxair.com.