



March 24, 2020

To All Employees:

In our efforts to communicate with you during this COVID-19 situation and honor our commitment to keep employees and associates healthy and safe, here are a few updates.

We have created a COVID-19 Response Team to monitor the Coronavirus disease and any impact it may have on our organization, associates, and community. This team creates, approves, and communicates action plans associated with COVID-19, works to minimize the impact to the organization and associates during this time, and manages any potential or confirmed cases of COVID-19. We meet on a regular basis, as there are constant updates and changes.

Our focus is to drive initiatives that are needed to address this current situation, which include:

- Business Continuity – Created to ensure our ability to serve our customers is maintained and we have the ability to adjust to demands as needed.
- Workforce Flexibility – Created to develop action plans for maximum flexibility, including programs to provide technical accessibility for work from home arrangements and flexibility to our traveling workforce.
- Employee Awareness – Created to provide transparency and guidance, including pay practices and time and attendance tracking.

These initiatives are forefront in our daily operations meetings so we can ensure we protect our employees and associates and serve our customers. We want ABX to continue to be the customer's choice for safe, reliable, and consistent services. I have included with this letter a list of action steps we have taken to address the COVID-19 outbreak.

During these times, it is helpful to know that ABX offers an Employee Assistance Program (EAP) through Optum. Our EAP services include counseling, financial/legal advice, and depression management services. You can find information on the EAP via the employee benefits web page through Self Service, by directly visiting www.liveandworkwell.com, or by calling 800-788-5614. You will need to use access code 703940 for services.

If you participate in an ABX medical plan through United Healthcare and are showing any signs of possible COVID-19 symptoms, you can talk to a doctor from the safety and comfort of your home using telemedicine. Visit www.myuhc.com and then select "Connect with a Doctor Online". If you are not yet registered, please register now to save yourself time. During a time that we are trying to keep social interactions to a minimum through 'social distancing' – these precautionary measures are necessary right now and will continue until further notice when events dictate a change.

If you have any questions, please let us know. We very much appreciate your continued focus on safety, cleanliness, and our customers.

Sincerely,

Dave Soaper
President

ABX Air Action Steps Addressing COVID-19 Outbreak

Protecting Employees and Business Continuity

Precautionary measures to protect Flight Crews and CVG operations

- a) All ABX originating flights are being catered to ensure crews have access to food, addressing physiological needs, and combating availability issues.
- a) Providing hotel rooms for “on airport reserve crews” to remove them from extended duty time on airport in the shared DHL bunk room. This limits their exposure to a large group of people for time periods of up to 12 hours.
- b) Verified all crew hotels and transportation vendors have implemented cleaning procedures to combat the spread of COVID-19.
- c) Requesting hotels provide a separate area for only ABX crew rooms and to the maximum extent possible, issue crew members checking in rooms that have been unoccupied for the longest amount of time.
- d) Supplying disinfecting wipes and Sani-Coms (aviation-specific germ-killing wipes) on all ABX airplanes, in the NDO Offices (ILN and CVG), simulators, classrooms, and crew rest areas.
- e) Utilizing ABX aircraft operated in the DHL and Amazon network to the maximum extent possible to position crews for required flight operations.
- f) When unable to transport crews on ABX aircraft, using direct/non-stop commercial transport. If direct routings are not possible, routes are chosen to avoid congested airports to the extent possible.
- g) Honoring crew member requests to change commercial transportation to a flight on an ABX aircraft. This includes waiving the day/night transition requirements, if requested by the crew, and providing a hotel room if required to ensure system integrity.
- h) Requested DHL to increase cleaning frequency of the shared crew areas in CVG Building 6 and on the shared crew transport buses.
- i) Jointly with maintenance, implemented a daily procedure to mop and sanitize flight deck floors.
- j) Made personal boom mic shields available to all pilots to provide additional germ protection for this shared-use piece of aircraft equipment.
- k) Utilizing trip trades to help crew members more easily commute to work as many commercial flight options are being cancelled.
- l) Providing crew members that commute to work with a hotel room a day early to ensure they are in position and ready to operate their scheduled flight on time.
- m) Implemented an ABX dedicated crew bus service on the CVG ramp. This allows crew members to avoid the shared Flight Crew Planning area in DHL Building 6 and eliminates the need for crew members to use the shared DHL bus service, thus limiting exposure to the large groups of people in both areas.
- n) Changed flight crew schedules to eliminate foreign country layovers (except for CRAF assignments).
- o) Contacted Union Jumpseat representative to explore the option of an industry-wide agreement to allow airlines to use jumpseats on other carriers to move its crews in lieu of commercial transportation.
- p) Utilized rental cars to move crews between city pairs to avoid commercial airline travel.
- q) Standing up an ABX only Crew Room at the Holiday Inn (CVG) to limit crew exposure to the shared crew are at DHL Building 6.

- r) Building crew flying lines of time for May to eliminate, to the maximum extent possible, crew transportation on commercial transportation.
- s) Requesting FAA approval to perform required classroom recurrent training via online media.

Precautionary measures at ABX Air Wilmington Operations, Flight Training, and Administration Offices

- a) Made disinfecting wipes, hand sanitizer and disinfectant spray available throughout all areas.
- b) Implemented work-from-home to the maximum extent possible.
- c) Spread out personnel in office to provide adequate social distance.
- d) Limiting face-to-face meetings and replacing with phone meetings to the maximum extent possible.
- e) Limiting vendor visits to critically necessary services.
- f) Limiting business travel to critically necessary trips only.
- g) Instituted daily doorknob and conference room wipe down procedure in addition to scheduled LGSTX cleaning schedule.
- h) Instructed all personnel to take responsibility for cleaning their work area prior to starting their shift.
- i) Dispersed Flight Control personnel to two different locations to decrease staff exposed to the large open working area in Building 2 and increase spacing of on-shift workers.
- j) Pursuing FAA approval to allow Dispatchers to work from home. Issuing all Dispatchers an electronic flight bag (iPad) to enable them to more efficiently release flights when not in the normal duty stations in Building 2.
- k) Outside vendor electrostatically sprayed disinfectant in the Building 2 Operation Center and the Administration Building including the flight simulator bays and training rooms.

Precautionary measures at Outbase Locations

- a) Increased the supply of isopropyl alcohol to be used for sanitization and cleaning at outbase maintenance stations.
- b) Conducting Weight & Balance training with a virtual platform.
- c) Ordered additional cleaning supplies including soap, disinfectant, and sanitation wipes.
- d) Limiting load planner time and maintaining distance while on board ABX aircraft.
- e) To the extent possible, have adjusted work schedules to minimize the number of line maintenance employees working together.
- f) Ordered Boeing approved disinfectant spray to use on the flight deck between flights. Delivery of product is expected next week.