



CHIEF PILOT MESSAGE

Prioritizing safety, service, and effective communications during significant weather events

It's hard to believe it has been over a year since the great SDF ice storm and freeze of December 2022, which resulted in very challenging communications, a shutdown of NDA sort and significant operational impact. The good news is, with any event like this, we learned a lot and have taken many proactive steps to help ensure better communications across the airline and to our crewmembers, ultimately enhancing safety and service.

Our airline recently conducted a no-notice significant weather event exercise aimed at showcasing the substantial progress all departments have made in rectifying many of the issues we experienced in 2022. This exercise was also an opportunity for the airline to work through revised protocols and enhanced communications to ultimately minimize the impact of a major network disruption. This progress underscores our commitment to continuously improving our operations and ensuring the smooth functioning of our services, even in adverse conditions. I look forward to sharing more details on the specific measures soon.

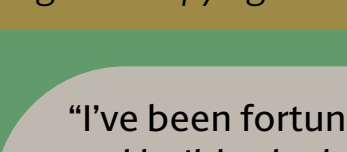
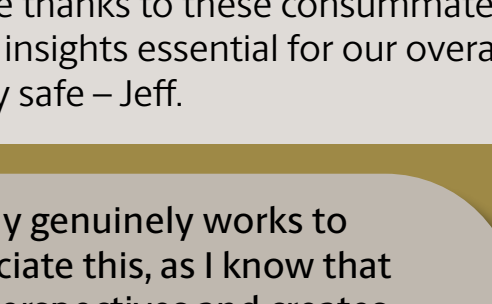
Threat-based briefing update

As the complexities in our operation continue to increase, it is vital to utilize all available resources to recognize, prioritize, and resolve issues as they emerge. For the past several years the CRM Advisory Group, along with a select cadre of Line Check Airman and OE Instructors, have developed a comprehensive update to our standard crew briefing strategy. It's not revolutionary, but it does look to codify in our procedures the industry best practices to support safety ownership and a shared mental model among all crewmembers. With that said, it is imperative we get the implementation right. Therefore FOIB-0-00-24-005 was released today delaying the rollout to ensure mutual understanding by all before moving forward. Our Airline's direction is sound, let's identify and manage the most significant threat(s) first, leverage the perspectives of each crewmember, then scale our briefings appropriately for the audience for a more meaningful exchange of information and to maximize our margins of safety.

Perspective

Understanding the experiences of Black people in America requires a profound recognition of the importance of perspective. In a nation shaped by a complex history, grasping the realities faced by Black individuals demands a willingness to see through their eyes. It is an endeavor filled with challenges, yet undeniably crucial in fostering empathy, dismantling stereotypes, and cultivating a deeper appreciation for the richness and diversity of different cultures. By embracing this endeavor, every day we advance our understanding, solidarity, and collective progress.

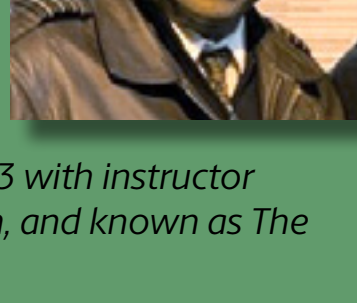
I asked three of our well-respected crewmembers to contribute their perspectives on UPS's efforts related to diversity and progress, as well as some advice to underscore the essential role in fostering a workplace rich in unity. My sincere thanks to these consummate professionals for their participation and providing invaluable insights essential for our overall goal to deliver what matters as one. Enjoy the journey and fly safe – Jeff.



"At UPS, I see our company genuinely works to cultivate diversity. I appreciate this, as I know that it brings together varied perspectives and creates a genuine workplace that transcends boundaries, generates innovative ideas, and promotes total inclusion, uniting everyone towards shared goals."

A 3-year UPSer, MD11 FO Diane Brown's father, an FAA employee and recreational pilot, gave her flying lessons for her 16th birthday and she's never looked back.

"I've been fortunate to experience minority mentorship and build valuable relationships within UPS. For me, this is the key to fostering originality, inclusion, and confirming the willingness to be part of a team that enhances cultural relationships at work and through organizations and events. This is a cornerstone of UPS's culture and a recipe for our future success."



A 23-year UPSer, SDF MD11 Capt. Fred Lane III started flying at age 13 with instructor Alfred "Chief" Anderson, Chief Flight Engineer for the Tuskegee Airmen, and known as The Father of Black Aviation.



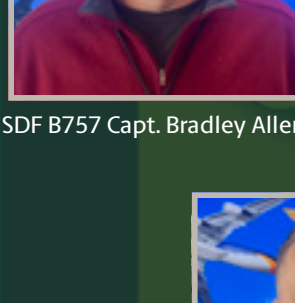
"The pathway forward lies in education. Even with the positive steps of major corporations like UPS, there still remains a need to actively educate and tackle negative stereotypes and prejudices based on various identities. We are steadily progressing towards that goal."

An 18-year UPSer, SDF MD11 Capt. Kevin "KT" Smith was born at Maxwell AFB and grew up in Montgomery, Alabama, the heart of the equal rights movement. KT was honored as the first Black fighter pilot in the history of the Alabama National Guard.

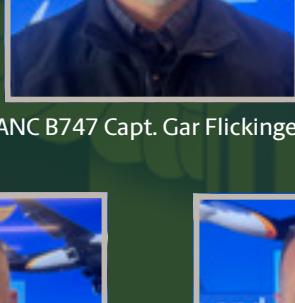
PEOPLE

New Captains

Congratulations to our first-time Captains! Your commitment to professionalism and focus on safety and service will ensure the long-term success of UPS Airlines.



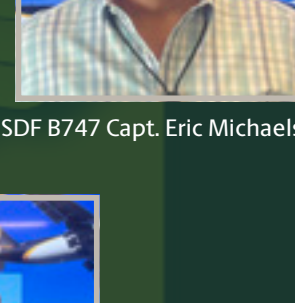
SDF B757 Capt. Bradley Allen



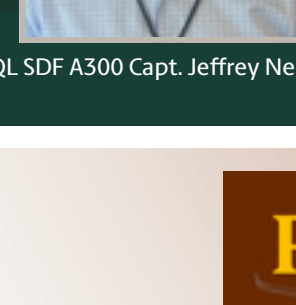
ANC B747 Capt. Gar Flickinger



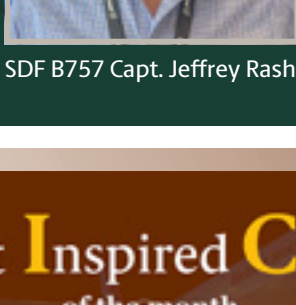
ANC B747 Capt. Greg Grattopp



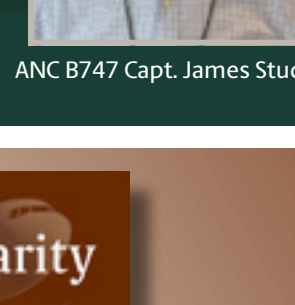
SDF B747 Capt. Eric Michaelson



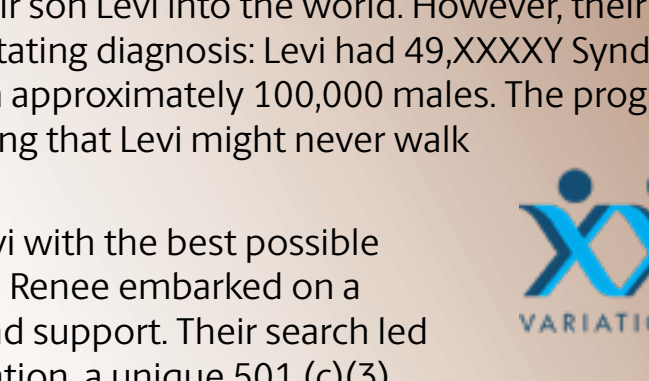
FQL SDF A300 Capt. Jeffrey Neubert



SDF B757 Capt. Jeffrey Rash



ANC B747 Capt. James Studley



The Focus Foundation

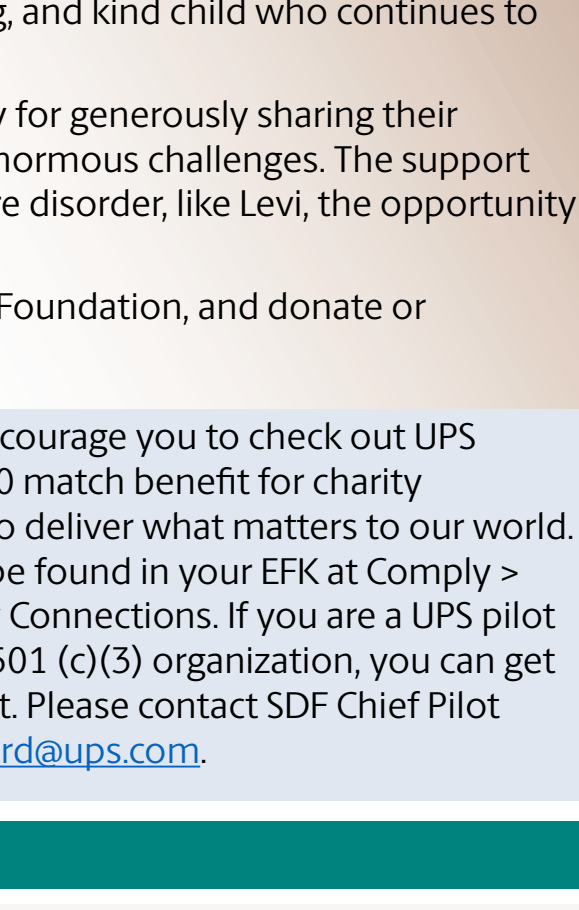
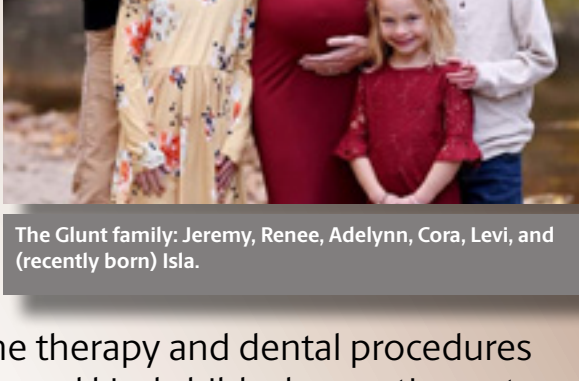
In the summer of 2009, SDF A300 First Officer Jeremy Glunt and his wife, Renee, were overjoyed to welcome their son Levi into the world. However, their happiness was quickly overshadowed by a devastating diagnosis: Levi had 49,XXXXY Syndrome, a rare genetic disorder affecting only 1 in approximately 100,000 males. The prognosis seemed grim, with medical literature suggesting that Levi might never walk or talk.

Determined to provide Levi with the best possible chances in life, Jeremy and Renee embarked on a journey to find answers and support. Their search led them to The Focus Foundation, a unique 501 (c)(3) research-based organization dedicated to rare disorders like Levi's. Led by Dr. Samango-Sprouse, the Chief Science Officer, the foundation's team of specialists provided comprehensive care tailored to Levi's needs, drawing on years of clinical experience and innovative research. Through their groundbreaking research, publications, and clinical care, they have positively impacted thousands of individuals with similar disorders, such as X and Y chromosomal disorders, Dyslexia, and Developmental Dyspraxia.

Levi's progress is a testament to the dedication of family and the expertise of The Focus Foundation. Levi receives a combination of outpatient and school-based therapies, including physical, occupational, and speech therapy. He has learned to walk and jog slowly with the aid of lower extremity bracing. And, he undergoes hormone therapy and dental procedures to address his medical needs. Today, Levi is a happy, loving, and kind child who continues to thrive both intellectually and physically.

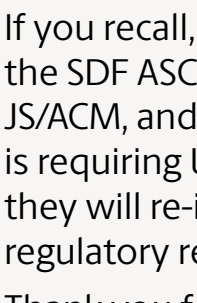
I want to give my deepest thanks to Jeremy and his family for generously sharing their experience with us and courageously confronting these enormous challenges. The support given to The Focus Foundation will give children with a rare disorder, like Levi, the opportunity for the care they need.

You can read more success stories, learn about The Focus Foundation, and donate or volunteer at their website, thefocusfoundation.org.



Regardless of which charity you choose to support, we encourage you to check out UPS Community Connections and take advantage of the \$1000 match benefit for charity organizations. Together, we can continue to deliver what matters to our world.

A list of UPS pilot supported charities can be found in your EFK at Comply > Collections > Chief Pilot > UPS Community Connections. If you are a UPS pilot and are a creator or a board member of a 501 (c)(3) organization, you can get your organization highlighted or on this list. Please contact SDF Chief Pilot Office Supervisor Kelly Hoggard at KHoggard@ups.com.



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SAFETY & OPERATIONS

SDF bag audit

It takes less than one minute to weigh your bag(s) in support of the FAA required regulatory baggage weight audit at SDF. It's very simple and a member of our operations team will be on hand to assist with the weighing procedures.

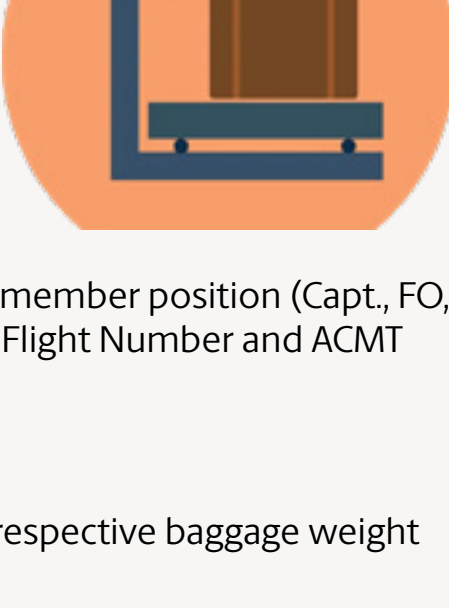
After retrieving your bag(s) from the crew van, all you need to do is:

- Place your bag(s) on the scale independently. They are easily visible under the van pickup awning area.
- Tell the operations team member your flight number and crewmember position (Capt., FO, IRO, JS/ACM). For Aircraft Maintenance Technicians (ACMTs) it is Flight Number and ACMT primary job (flight crew, mechanic, other).
- The operations team member will record your information.
- That's it. You're done!

If you are not carrying any baggage, we will indicate zero for your respective baggage weight category.

If you recall, last month our operations team asked all crewmembers and ACMTs arriving at the SDF ASC to participate in this baggage weight audit. We must collect 1400 crewmember, JS/ACM, and ACMT bag weights to complete the required regulatory 36-month audit. The FAA is requiring UPS to complete this survey to validate our weight and balance system before they will re-issue our Ops Spec allowing carry-on baggage. We requested an exemption to this regulatory requirement but were unsuccessful.

Thank you for your support of this required regulatory baggage weight audit.



SDF airspace redesign – finally coming

There will be significant changes to arrival and departure procedures at SDF aimed at enhancing efficiency and reducing congestion in our operations. The implementation date for these new procedures is planned for the July 2024 AIRAC cycle.

One notable adjustment is the adoption of a modern and efficient 4 corner post setup for arrivals, which will greatly improve flow management by both Indy Center and SDF TRACON. Arrivals will now have direct access to all runways, leading to better runway selection for parking positions and a reduction in taxi time, as well as fuel savings from the continuous descent arrival (CDA). Additionally, the introduction of Runway Z approaches will further optimize spacing and track miles, contributing to time and fuel savings.

On the departure side, all runways will be connected to departure procedures, which will allow aircraft to depart in any direction from either runway. This change eliminates cross-airport taxiing, which significantly enhances overall safety, efficiency and cost. These procedures have been synchronized with arrivals and other airport traffic, to further save time and track miles.

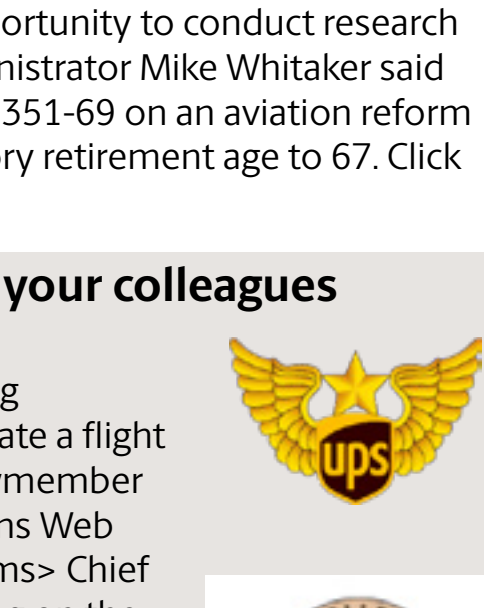
Moreover, redistributing airspace, including raising SDF TRACON's service ceiling to 13,000 ft, and adjusting altitudes between SDF and IND, will be made to support these operational improvements. As a result, the current "expected" arrival altitude restrictions will no longer be required, as all altitudes are coded into the procedure.

The FAA hosted a virtual public workshop Nov. 14, to discuss air traffic operations, challenges, and proposed airspace changes to improve flight safety and efficiency in the Louisville, Kentucky area. You can watch a recording of the virtual workshop by clicking [HERE](#). Panelists included FAA air traffic control experts and Louisville Muhammad Ali International Airport representatives. A question-and-answer session followed the workshop and included UPS flight personnel. More information can be found [HERE](#) on the FAA website.

Hotel and transportation changes

Beginning Feb. 17, the new crew hotel in ELP is:
Hotel Paso del Norte
10 Henry Court
El Paso, TX 79901
(915) 534-3000

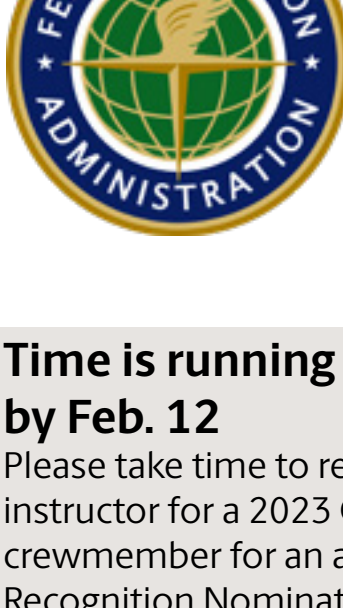
Transportation will still be provided by City Lights.
Crewmember lines will be flagged, and CMS will be updated.



NEWS & NOTES

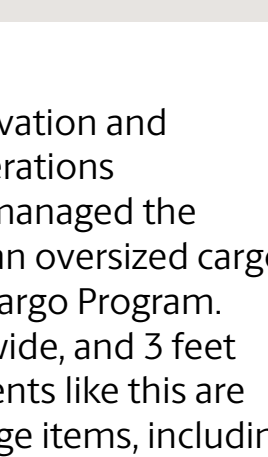
FAA urges Congress not to hike airline pilot retirement age to 67

The head of the FAA told Congress Feb. 5, that the agency opposes raising the mandatory airline pilot retirement age to 67 from 65, saying the agency should be allowed to first conduct additional research. "It is crucial to provide the agency an opportunity to conduct research and determine the merits," FAA Administrator Mike Whitaker said in a letter. The U.S. House in July voted 351-69 on an aviation reform measure that would hike the mandatory retirement age to 67. Click [HERE](#) to read the full article.



Time is running out - Recognize and nominate your colleagues by Feb. 12

Please take time to recognize a fellow crewmember or training instructor for a 2023 Crew Recognition Award. You can nominate a flight crewmember for an award by completing the electronic Crewmember Recognition Nomination Form located on the Flight Operations Web homepage – (look for the star as shown), in Comply> My Forms> Chief Pilot Office> Crew Recognition Nomination Form, or by clicking on the star at right (login may be required).



- Crewmembers can be nominated for one of the three awards:
- Community Service
- Training (Simulator) Instructor of the Year
- OE Instructor of the Year

It only takes a few minutes to recognize a colleague deserving of recognition for their outstanding efforts in the training center, line instruction or their community.

Click the Excellence Star to nominate a colleague



UPS nose the ropes

In a recent display of UPS's innovation and problem-solving, the Flight Operations Engineering team successfully managed the nose-loading and shipment of an oversized cargo container through our Special Cargo Program. Measuring 27 feet long, 7 feet wide, and 3 feet tall, the crate contained aircraft parts. Shipments like this are not new to our UPS teams, as we still ship large items, including cars, 20' intermodal shipping containers, helicopter blades, large manufacturing equipment, and much more.



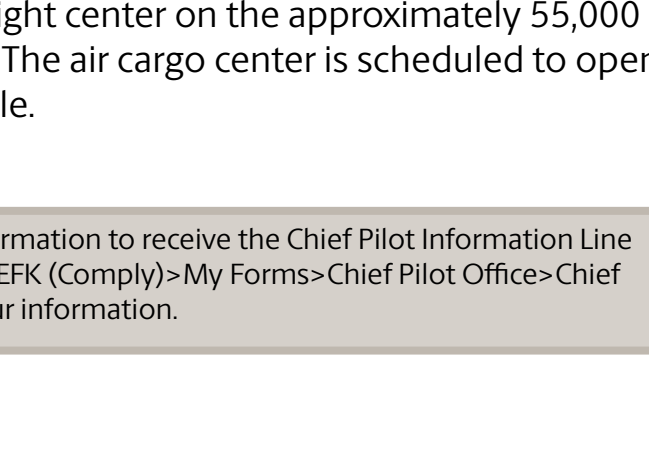
To ensure safe transport, the team developed a comprehensive Special Cargo Analysis Function (SCAF) report. They utilized pallet couplers to create a stable base, allowing secure locking into the aircraft's cargo restraint system. Meticulous instructions ensured the cargo's buildup facilitated easy handling by a single K-Loader at the nose of the aircraft, optimizing space utilization and maintaining stability.

The successful handling of the oversized cargo shipment exemplifies UPS's dedication to delivering exceptional service and innovative solutions. The collaboration between the Flight Operations Engineering team and the Air Cargo department, particularly leveraging the B747's nose cargo door capability, was pivotal. Through meticulous planning, careful execution, and cross-departmental collaboration, UPS continues to set the standard for excellence in the logistics industry. A big thank you to all involved as we work together to grow the business.

UPS IN THE NEWS

UPS Opens logistics center in Zaragoza to promote foreign trade in the north

We are expanding our domestic network in Spain by opening a new sorting and delivery facility in Zaragoza. The investment aims to strengthen our domestic network in Spain and the country's connection to the company's global network. The new facility, which covers an area of over 4,000 square meters, can sort 3,000 packages per day, representing a 30% increase compared to the previous platform, thanks to updated processing technology. This increase in capacity also benefits the entire UPS network in Spain, supporting cross-border trade through Barcelona and international export through the air connection in Vitoria. The new building in Zaragoza will also have connections to, Valencia, Madrid, and the Basque Country.



(L to R) UPS Iberia Regional Director, Romina Lorenzo; UPS Aragon Director of Plant Engineering, Raquel Campos; UPS Zaragoza Center Supervisor, Margarita Sacristan.

INDUSTRY NEWS

Groundbreaking for new DHL Global Forwarding Air Freight Center at Frankfurt Airport

DHL Global Forwarding in collaboration with Fraport AG, the owner and operator of Frankfurt Airport, officially started construction of a new air freight center on the approximately 55,000 sq. m. (-592,015 sq. ft.) property at Frankfurt Airport. The air cargo center is scheduled to open in the middle of 2025. Click [HERE](#) to read the full article.



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