



Cargo Media Day Lite Willie Walsh Speech Notes

- Welcome & introduction
- Air cargo is vital
 - Financial bright spot for airlines
 - Backbone of global supply chains
 - Lifeline in the crisis, supporting distribution of critical medical supplies and vaccines
- Air cargo responded to challenges with innovation
 - A. Finding capacity when the passenger business was grounded...expanding freighter operations and reconfiguring passenger aircraft to cargo
 - B. Finding safe ways of operating....accelerating digitalization and expanding contactless processes for example
 - C. Developing standards to safely meet the expectations of society....DGR accommodations for cold chain delivery of vaccines
- I am optimistic about the future
 - Short-term demand is strong:
 - March demand reached the highest levels since 1990 (when we first started monitoring), despite capacity remaining constrained.
 - With the global economy primed with economic stimulus, the near-term outlook is good.
 - Longer-term global trends are positive
 - Global trade is forecast to double over the next two decades
 - And we are developing the standards and processes to deal with the fast growth of high-value specialized cargo continues...particularly pharma and e-commerce (both strengthened in the crisis)
- Today everybody's focus is on "building back better". I see three critical areas for air cargo.
 1. We are addressing sustainability challenges
 - Committed to our targets and seeing if we can do more
 - Energy transition to sustainable aviation fuels (although taking longer than we would like)
 - Electrification of ramp vehicles
 - Operational efficiency gains with digitalization
 2. We will become even safer
 - Lithium battery fire in HK reminds us of the importance of safety
 - Need to redouble efforts with regulators and within the industry...Nick will address later
 3. We will modernize processes with digitalization



- E-air Waybill is at 75% now. We hope to achieve 100% by the end of 2022. You have heard about this for years...and the crisis has brought us closer to success
 - And the ONE RECORD vision will take this a huge step further...essentially enabling the whole supply chain to work together off one standardized and exchangeable set of data
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- These—safety, sustainability and digitalization—will be my priorities for air cargo