



# A year in review: Setting change in motion

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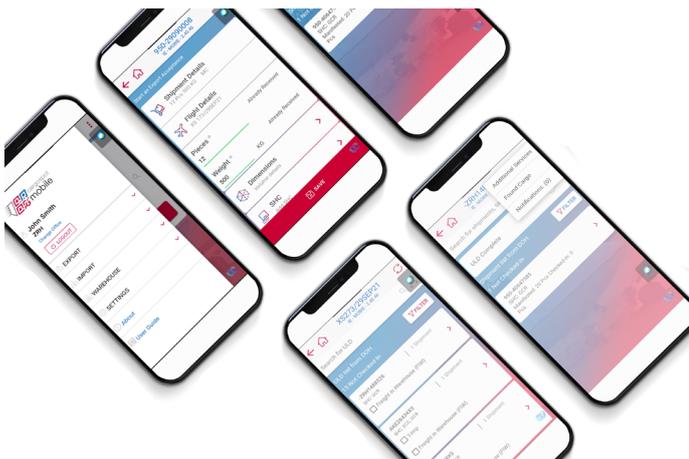
*Our industry is resilient. Each stakeholder in the air cargo supply chain has what it takes to get through crises and even find the means to innovate and leap forward in those moments. The COVID-19 pandemic has not been different. As our CEO, Chris McDermott mentioned in his article last year "While with COVID-19 there are currently many challenges, there are also many opportunities to set changes in motion that will alter the course of the entire supply chain for the next decade," much of which has come to fruition.*

In the past year, CHAMP has adopted the mindset of "Open. Innovative. Collaborative." It is more than just a slogan, but a mindset and a new engagement model in reaching out to all our customers and partners in the supply chain to achieve greater things together.

### Continuing to serve our community

This year we have not only focused on increasing the number of our community members but also in renewing many of our relationships with customers like Japan Airlines, Gulf Air, and MNG Airlines. APIs have become an integral part of the air cargo supply chain in respect to increasing collaboration between business partners and increasing the speed to market of new initiatives and services. As an example, TAP Cargo has implemented CHAMP APIs and Cargospot Portal to enable easy self-service bookings as well as feeding the data straight into its CRM, Salesforce. TAP Cargo mentioned, "By using APIs, we are able to remain agile and flexible for further development without having to reinvent the wheel. We are eager to implement more as further needs arise."

Our partnership has further strengthened with World Flight Services (WFS) as they moved their handling operations to CHAMP's SaaS Cargospot Handling service and added Cargospot Mobile services. This will enable WFS to use modern iOS or Android smartphone or tablet devices that will deliver transformational benefits in terms of eliminating manual processes and paperwork, giving its cargo handling teams and customers faster access to real-time data.



*Cargospot Mobile screens available in mobile app*

Pedro Garcia, Group Chief Information Officer at WFS even went on to say, "CHAMP has a solid infrastructure within their control, which ensures the reliability and resilience of their solutions and, ultimately, better performance. This is very important to an ambitious business like WFS as we need systems and suppliers with the ability to scale as we grow." Similarly, Swissport is deploying CHAMP Mobile, and ECS Group has also opted for our SaaS Cargospot service – taking on many of our Traxon Supply Chain Integration Services and Regulatory Compliance Services at the same time.



*Adrien Thominet, ECS Group and Chris McDermott, CHAMP Cargosystems signing contract at IATA's WCS Dublin*

These are merely a few of our customer engagements, just to name a few. All of which, we are grateful to our customers for renewing their trust in our technologies and our services.

### Moving forward

The pandemic also imposed on many of us the need to operate virtually. We quickly learned how much we could truly accomplish without having to meet face to face to the point that video conferences will remain an effective means of communications for both professional and personal interactions.

At CHAMP, we continue to focus on providing business critical services at the highest standards, increasing our community size and reach and evaluating new technologies that can accelerate our industry's digitization ambitions. Over the course of 2021, we have implemented 160 projects for 145 clients completely remotely. This process and training was accomplished with the support of our innovative online learning platform, CHAMP Academy.



CHAMP also hosted its very first virtual Summit. Using an online platform, we doubled our attendance from previous in-person events. This expanded our reach and enabled us to welcome more members of the CHAMP community to listen and see the latest and upcoming services and product developments across the CHAMP ecosystem. For some clients, the virtual nature of the event made attendance much more feasible, allowing us to also welcome quite a few first-time attendees.

CHAMP has also made additional strides towards furthering innovation to deliver the best and newest technologies that can enable efficiencies in our day-to-day operations. We started by initiating a trend survey using artificial intelligence to systematically follow the news in our industry, as well as outside to track more than 100 societal and technological trends. This enabled us to compose our quarterly report, CHAMP Innovation Trend Radar, which distills the top 20 trends that are relevant to our industry and to investigate their potential uses.

We also increased our engagement with our community to get feedback and assess the opportunities that allow for early piloting. As an example, CHAMP is involved in Internet of Things (IoT) technologies that enable us to centralize and monitor in

real-time cargo data available for pharma shipments, such as from temperature sensors. We also conducted extensive research in employing artificial intelligence to extract the content of documents to enable their digitization into our community. Furthermore, we led an all-out effort to explore machine learning for our product portfolio.

We look forward to collaborating with you to select the best potential use cases for experimentation. Finally, we continue to explore the potential of voice recognition technologies to enable new ways of interacting with our products.

The air cargo market is still in a fragile state - the recent emergence of the Omicron variant has certainly highlighted that and only the data over the coming weeks will be able to tell the impact on our industry. Nevertheless, 2021 was the year where we have seen the start of the recovery and further demonstrating its resiliency. We look forward to serving our community in the new year and to finding new opportunities to further improve and strengthen our collaboration. Wishing you and your family all the best for the holiday season – and stay safe.

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The screenshot shows a presentation slide titled "Product Portfolio" with a lightbulb icon and various business symbols. On the left, a small video window shows Chris McDermott speaking. On the right, there are several buttons: "Open", "Collaborative", "Innovative", "Architecture", "Cargospot", "APIs", "Open Ecosystem", and "OCP". The slide footer includes "© CHAMP Cargosystems | Page 11", "Commercial in confidence", and the "SUMMIT 2021" logo with the tagline "Open. Collaborative. Innovative."

*Chris McDermott presents at CHAMP's first-ever virtual Summit*

*Season's Greetings*

*Nicholas*

& Happy New Year

CHAMP Cargosystems Executive Committee

