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AIR CARGO Management

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RESEARCH REPORT

EMPOWERING AIR CARGO'S WORKFORCE

Investing in talent and technology to drive industry success

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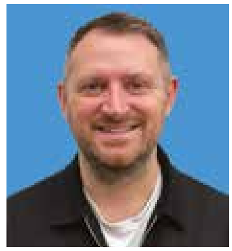


SURVIVE AND THRIVE

The air cargo industry is under pressure. Changing global policies, economic uncertainty and a growing talent shortage are making operations more challenging – and outdated IT systems aren't helping.

Slow, inefficient tech frustrates employees, drags down productivity and makes it even tougher to attract and retain talent.

To stay competitive, air cargo needs a reset. As demand for speed, transparency and efficiency grows, companies not only need modern digital solutions that can streamline workflows, reduce costs and improve overall service reliability, they also need to invest in people who can drive the industry forward.

In our exclusive research project with IBS Software, we asked air cargo professionals to share their biggest concerns: Where do frustrations lie? What are their top worries? What do they value most in their roles? Can AI and data-driven tools improve working conditions – or will they create new challenges?

The results make for interesting reading, suggesting that those companies willing to evolve will thrive, while those that resist change risk falling behind.

Does the future of air cargo depend on smart investments in both technology and talent? Read on to find out.

Craig Waters

Editor, Air Cargo Management

CHANGE IS IN THE AIR

Welcome to a conversation the air cargo industry can't afford to put off any longer.

Whether you're a long-time industry insider or someone just discovering the world of air cargo, there's one thing we can all agree on – change is in the air.

The story of our industry's slow pace of transformation isn't new, but the urgency for modernisation has never been greater. Despite tech advances, legacy systems and a cautious mindset still hold us back. Meanwhile, AI, automation and real-time data analytics offer unprecedented opportunities – for efficiency and talent attraction.

The risk? Without faster progress, we may lose the next generation of IT professionals before they arrive. From a technology and talent perspective, air cargo needs a cultural shift, not just short-term goals.

Air cargo must dream bigger – embracing digital-first processes and seamless data sharing. These bold goals will drive meaningful change beyond short-term fixes.

IBS Software supports this transformation with advanced digital solutions for air cargo, enhancing efficiency and data interoperability.

Through cloud-based platforms and AI, IBS Software helps the industry become more connected and agile, but success requires collective commitment to long-term change.

Radhesh Menon

Head of Product, Cargo & Logistics, IBS Software

THE INDUSTRY'S SLOW PACE OF CHANGE NEEDS ACCELERATING

The air cargo sector faces growth potential amid workforce shortages and slow tech adoption

INTRODUCTION

Global air cargo volumes are expected to rise by 5.8% in 2025, reaching 72.5 million tonnes, driven by e-commerce and geopolitical disruptions, according to the International Air Transport Association (IATA). However, workforce shortages and slow technology adoption threaten industry growth.

Rising staffing costs and labour shortages, particularly in specialised roles like cargo handlers and logistics professionals, create operational bottlenecks. Training and recruitment struggles also make it difficult to meet growing demand.

Beyond recruitment struggles, retaining skilled workers is a persistent challenge, worsened by the impending retirement of experienced and talented professionals. Addressing this requires investment in training, apprenticeships and industry partnerships to build a steady talent pipeline. Furthermore, improving working conditions and offering competitive incentives will go a long way to attracting and retaining staff in an increasingly competitive labour market.

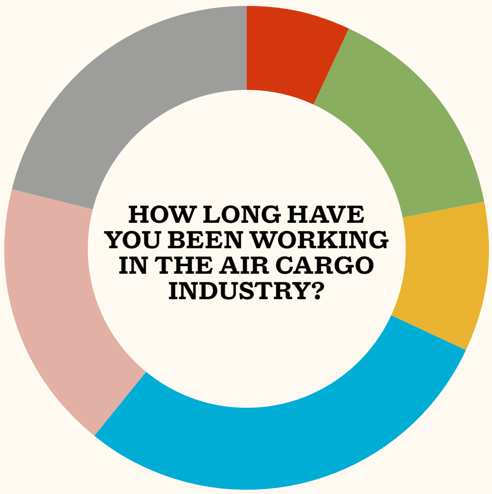
At the same time, many cargo operators still rely on outdated technology systems, limiting efficiency and transparency. Artificial intelligence, automation and digital tracking could enhance operations, but adoption throughout the sector remains slow.

According to IATA, air cargo revenues are projected to hit $157 billion in 2025, but unresolved supply chain issues and political uncertainties still pose risks. IATA's Willie Walsh recently cautioned about challenges ahead, including trade policy shifts and fluctuating fuel prices.

To sustain growth, the air cargo industry must prioritise workforce development and accelerate technology integration to remain competitive and improve efficiency and resilience.

In this report we find out from air cargo professionals how they feel about the sector's ability to adapt to these challenges and opportunities.

"68% of respondents have more than five years of experience in the air cargo sector"



7% Under a year

15% Between 1 and 3 years

10% More than 3 years but less than 5

29% More than 5 years but less than 10

18% More than 10 years but less than 20 years

21% More than 20 years

ABOUT THE REPORT

Aviation Business News, in collaboration with IBS Software, invited air cargo professionals to share their insights on the industry's challenges in talent retention and workforce engagement. The survey was conducted in partnership with independent research firm Edge Insight between 5 February and 3 March 2025.

The majority of respondents hold leadership or managerial roles, with supervisors and team leaders making up the largest group (30%), followed by senior managers (18.46%) and managers (14.62%). Overall, 63.08% of participants have managerial responsibilities.

Industry experience was another key highlight, with 68% of respondents having more than five years in the air cargo sector – 21% of whom have been in the industry for over two decades.

Geographically, Europe accounted for the largest share of respondents (56%), followed by North America (19%) and Africa (7%).

ATTRACTING AND RETAINING TALENT

The air cargo sector faces both opportunities and challenges in attracting and retaining talent. To better understand what motivates professionals to join, stay, or leave, we wanted to know what are the main career drivers, frustrations and key factors influencing job satisfaction.

Enthusiasm for the industry

For respondents, the leading motivators for joining the air cargo industry are 'passion for aviation or transportation' (48%) and an 'interest in global trade and logistics' (45%). This suggests that many enter the sector because of an intrinsic enthusiasm for the industry rather than purely due to financial incentives.

However, career-oriented factors like 'competitive salary and benefits' (28%), 'opportunity for career growth' (23%) and 'job stability' (17%) rank lower. This may indicate that the industry struggles to position itself as a long-term, financially attractive career path compared to other sectors.

"We need to adopt a mindset that is more open to change, so that we can attract and retain the best talent"

Pain points vs reasons for leaving

The biggest frustration reported by respondents is 'outdated technology or systems' (42%), closely followed by 'unpredictable working environment due to geopolitical changes' (35%). Workforce-related stressors – 'high pressure to meet deadlines' (29%) and 'staff shortages/high turnover' (29%) – also emerge as key concerns.

Comparing this with the reasons people consider leaving, 'burnout/work-related stress' (25%) and 'dissatisfaction with salary or benefits' (22%) are leading factors pushing people to exit air cargo.

However, only 9% cite 'frustration with outdated technology' as a direct reason to leave, despite it being the most frequently mentioned irritation. This suggests that while IT modernisation is a major concern, it is not necessarily the breaking point that drives employees away.

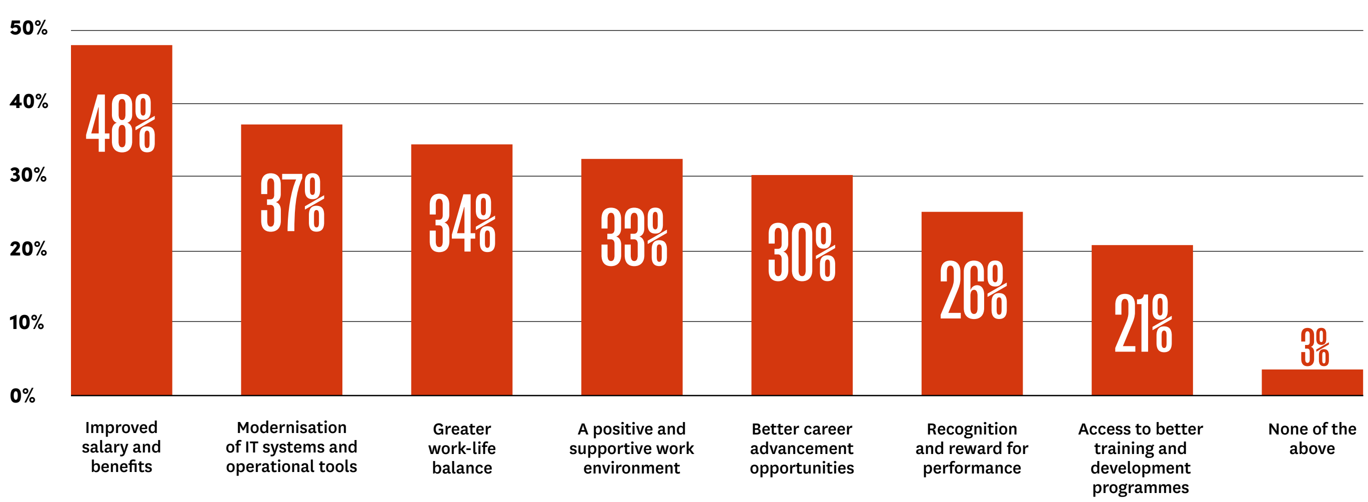
Interestingly, 29% are 'not considering leaving at all', and 12% say they would 'never consider leaving', showing that a core group remains highly committed despite the air cargo industry's challenges.

What would make people stay?

Salary and benefits (48%) is the dominant factor that would encourage professionals to stay, reinforcing that compensation remains a key driver of job satisfaction. However, nearly as important is 'modernisation of IT systems and operational tools' (37%), which aligns with the top frustration.

Other retention factors – such as 'greater work-life balance' (34%), 'a positive and supportive work environment' (33%) and 'better career advancement opportunities' (30%) – highlight the need for improvements beyond just pay.

What, if anything, would make you stay working in the air cargo sector at the moment?



A smaller percentage (25%) wants 'recognition and reward for performance', suggesting that while career advancement matters, professionals may feel undervalued within their organisations.

Training and development

A majority of respondents (71%) believe their organisation provides adequate training and development. Yet, 'lack of professional growth' (27%) is a leading reason why people consider leaving. This suggests that while training exists, it may not always align with career progression expectations.

Fourteen per cent of respondents were 'unsure', which may indicate a communication gap – employees might not be aware of existing development programmes, which could lead to missed opportunities and frustration. Companies may need to reassess their training programmes to ensure they support clear career pathways.

Key correlations and insights

Passion vs. retention

Many enter air cargo out of passion, but passion alone is not enough to retain talent. Without competitive salaries, career growth and modernisation, employees will consider leaving.

Technology as a double-edged sword

'Outdated IT' is the top frustration (42%) but is cited less frequently as a direct reason to leave (9%). However, modernised systems are the second most requested retention factor (37%), indicating that while technology issues may not immediately drive employees out, fixing them could significantly improve retention.

Salary and benefits are a deal-breaker

Competitive pay was not a top factor in attracting talent (28%), but it is the number one reason people would stay (48%). This suggests that while passion initially draws professionals in, financial incentives become more critical over time.

Workforce stress is a major concern

High-pressure environments, workforce shortages and regulatory challenges are prominent frustrations. Burnout (25%) and lack of career growth (27%) are key reasons people consider leaving, indicating that workload management, mental wellbeing and career progression need more attention.

A committed core vs flight risk

While nearly one-third of respondents have no intention of leaving, a similar percentage are open to better opportunities elsewhere. This balance suggests that the industry has a strong loyal base but also a sizable portion of professionals who may exit if their frustrations aren't addressed.

Conclusion

To strengthen retention and job satisfaction in the air cargo industry, companies should focus on several key areas. Competitive compensation is a priority for both retaining talent and reducing turnover, while modernising IT systems can boost efficiency and overall job satisfaction. Additionally, creating clearer career paths and providing more structured growth opportunities would help professionals feel more invested in their roles. Addressing workforce well-being by tackling burnout, promoting work-life balance and fostering a positive work environment is also crucial.

By tackling these key areas, companies can transform air cargo from a passion-driven career into a sustainable and rewarding long-term profession, ensuring both employee satisfaction and industry stability.

RADHESH MENON

Head of Product, Cargo & Logistics, IBS Software

“The air cargo industry has historically been an industry reluctant to keep up to date, and it's clear that the talent on the ground is feeling the strain of a sector slow to change.

Of course, air cargo cannot employ the latest technologies that are commonplace in many other industries overnight, especially those large carriers that face layers of legacy infrastructure.

But as an industry, we need to adopt a mindset that is more open to change, so we can attract and retain the brightest and best talent that will oversee our industry into the next generation of digitalisation. Because if we continue to be lethargic to change as a sector, we will only demoralise talent and cement an attitude that is apathetic to new developments.

ADAPTING TO SHIFTS IN TECHNOLOGY

Outdated IT systems and inefficient processes can create bottlenecks. Workforce shortages and increasing regulatory demands can often add further strain. While artificial intelligence (AI) and automation are gaining traction, adoption across the air cargo industry is inconsistent, which can leave gaps in visibility, decision-making and overall operational effectiveness.

Key operational challenges

The top challenges identified – ‘inadequate IT systems’ (42%) and ‘inefficient processes’ (42%) – suggest that outdated technology and workflows are major pain points for respondents. This aligns closely with other issues such as ‘lack of visibility’ (31%) and ‘regulatory compliance challenges’ (29%), indicating that data accessibility and real-time tracking are critical needs.

The ‘shortage of skilled workforce’ (39%) is another major concern, potentially exacerbating inefficiencies. This could tie into ‘frequent equipment failures’ (14%), as a lack of experienced personnel may contribute to maintenance issues.

26% Occasionally (e.g. a few times a month)

24% Frequently (e.g. weekly)

22% Very frequently (e.g. daily)

14% Rarely (e.g. once a month or less)

11% Always

3% Never

Interestingly, ‘security risks’ (15%) and ‘shipment delays’ (25%) rank lower, suggesting that, while important, they are not the most pressing concerns.

Use of data in decision-making

The respondents’ answers show a moderate-to-frequent reliance on internal data, with 22% using it daily and 24% weekly. However, a significant portion only use it occasionally (26%) or rarely (13%), pointing to a gap between data availability and usage in operations – potentially due to the inadequate IT systems reported earlier.

How data could enhance roles

Respondents overwhelmingly believe that data could improve efficiency (63%) and customer experiences (57%). This connects directly to the top operational challenges – outdated processes and lack of visibility – suggesting that better data utilisation could help resolve them.

The lower prioritisation of resource allocation (23%) might indicate that companies struggle more with execution than with overall planning.

AI in everyday operations

Respondents told us that current AI applications focus on shipment tracking (35%), automation of booking and scheduling (34%) and client communications (33%). This suggests that AI is primarily being used in logistics and customer service functions, rather than in deeper operational processes.

However, a notable 22% of respondents do not use AI at all, highlighting adoption challenges.

AI’s potential

When asked where AI should be applied beyond their role, the top responses align with existing pain points:

• Data analysis (52%) and automation (50%) suggest demand for AI in process optimisation.

“Without proactive change, air cargo risks falling further behind other logistics sectors”

• Tracking (48%) and inventory management (46%) point to a need for better visibility and logistics control.
• Security and compliance applications (25%) are ranked lower, despite regulatory challenges being a notable concern earlier, indicating a perception that AI is better suited for operational efficiency rather than compliance.

Barriers to technology adoption

Respondents said the biggest obstacles to updating technology are ‘resistance to change’ (52%) and ‘high costs’ (40%). This is a clear contradiction – while ‘inadequate IT’ is a top operational challenge, internal reluctance and budget constraints prevent solutions from being implemented.

Interestingly, 32% cite a ‘lack of innovation’, suggesting that leadership may not be prioritising modernisation.

Correlations and insights

Technology and data gaps

The reliance on outdated systems aligns with the fact that data is not used as frequently as it could be. Even though respondents recognise data’s value, inadequate IT tools may prevent them from accessing or leveraging it.

AI underutilisation

While AI adoption is growing, more than 22% don’t use it, and there is a strong demand for AI in functions beyond logistics (e.g. reporting).

Regulatory challenges and AI

While compliance is a concern (29%), AI for regulatory processes is a lower priority. This could indicate a lack of awareness about AI’s potential or scepticism about its effectiveness.

Cost vs efficiency gains

For respondents, high costs (40%) are a barrier to tech adoption, yet efficiency improvements (63%) are the top perceived benefit of data usage. This suggests a disconnect between short-term expenses and long-term savings, which may be slowing investment in digital transformation.

Conclusion

Modernising IT infrastructure and streamlining processes should be top priorities. Addressing workforce shortages through targeted training programmes and change management strategies can help overcome resistance to new technology. Companies should also focus on demonstrating the long-term cost benefits of AI and data integration to encourage greater investment. By fostering a culture of innovation and prioritising digital transformation, organisations can enhance efficiency, improve visibility and maintain a competitive edge in an increasingly data-driven industry.

RADHESH MENON
Head of Product, Cargo & Logistics, IBS Software

“ The main challenges facing the air cargo sector are outdated legacy systems, a resistance to technological change, and data management inefficiencies.

Currently, there is a lot of fragmentation, where some carriers are leading the charge by embracing new tech enabled processes like IoT-enabled tracking devices and AI-driven predictive analytics, while others still lag behind, taking a short-term ‘fix and operate’ mindset.

Our research shows many employees see slow digital adoption as a key challenge, causing persistent bottlenecks. Paper-based processes are still very common and interoperability between stakeholders – airlines, freight forwarders, customs agencies and ground handlers – remains limited unless using shared systems. As an example, IATA’s Cargo ONE Record standard is a huge step up in enabling rich data sharing, and is the most transformational technological development for air cargo.

Looking ahead, automation, AI and real-time data analytics will be crucial for efficiency gains but, unless there is a major cultural shift, the transition will remain slow.

Industry-wide collaboration, regulatory support and training initiatives will be needed to accelerate the adoption of digital tools. Without proactive change, air cargo risks falling further behind other logistics sectors that have embraced digitalisation more rapidly.

AIR CARGO AMID CRISES

Global crises present a paradoxical impact on the air cargo industry – creating opportunities through increased demand and market share while simultaneously imposing significant challenges.

When disruptions affect traditional shipping routes, air freight often experiences surges in demand and rates, particularly for high-value goods. However, this growth is accompanied by operational hurdles such as capacity limitations, infrastructure strain and labour shortages.

Geopolitical tensions further complicate logistics, with airspace closures, fuel price volatility and rising cybersecurity threats adding layers of risk to operational continuity.

The Covid-19 pandemic underscored both the resilience and vulnerabilities of the industry. While passenger airlines struggled, air cargo operators faced an unprecedented demand for medical supplies, vaccines and e-commerce shipments. Yet, they also contended with grounded fleets, border restrictions, unpredictable supply chains and workforce disruptions.

The crisis accelerated innovation – spurring the rise of 'preighters' (passenger aircraft converted for cargo use), digitalisation and new logistics strategies to ensure the movement of critical goods.

We wanted to know what our audience thinks about how well the air cargo industry navigates crises.

Impact on industry vs impact on roles

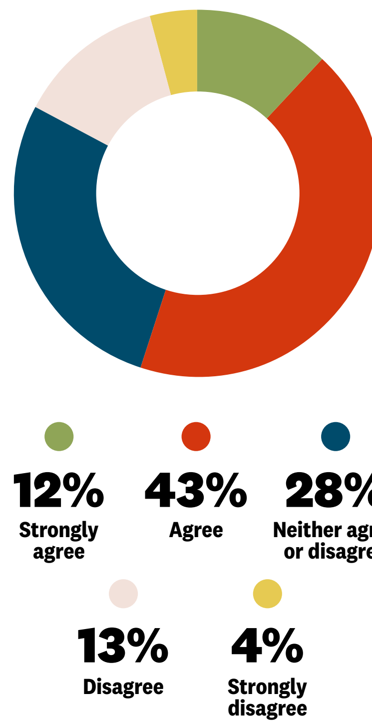
Our survey results indicate a strong consensus that global policy changes and unpredictable crises negatively impact the air cargo industry.

A combined 74% of respondents either strongly agree or agree that such disruptions create challenges for the sector.

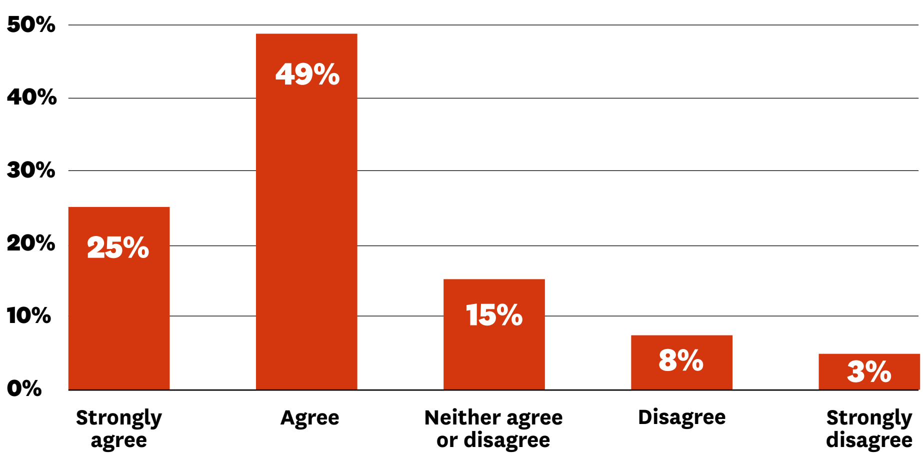
However, when asked about the direct impact on their own daily roles, the agreement percentage drops to 55%. This 18-percentage-point gap suggests that while professionals recognise widespread industry challenges, the effects on their individual responsibilities are not perceived as equally severe.

This discrepancy may indicate that companies have implemented operational buffers or adaptive strategies that help mitigate the direct consequences for individual workers.

Global policy changes, along with unpredictable crises, impact my daily role for the worse



Global policy changes, along with unpredictable crises, impact the wider air cargo industry's operations for the worse



Perception of the industry's crisis preparedness

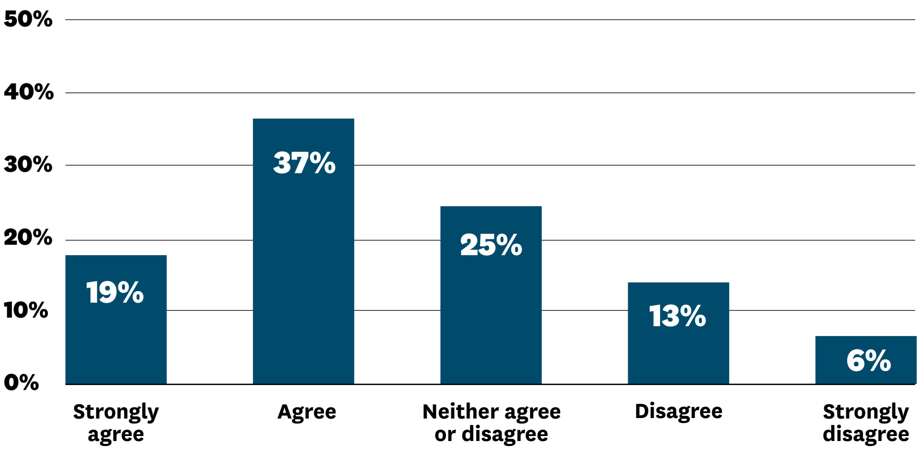
Despite the widely acknowledged impact of crises on the industry, just over half (56%) of respondents believe the air cargo sector is well equipped to handle unpredictable crises such as pandemics and geopolitical events.

A significant portion (25%) neither agree nor disagree, reflecting a degree of uncertainty or mixed experiences regarding the industry's crisis response.

Additionally, 19% of respondents actively disagree or strongly disagree with the statement, highlighting concerns about the industry's preparedness.

The relatively high percentage of neutral responses suggests that while

The air cargo sector is well equipped to handle unpredictable crises (e.g. pandemics, geopolitical events)



some companies may have effective contingency plans in place, others may still struggle to respond effectively to disruptions.

Key differences and emerging patterns

One of the most striking takeaways from the survey is the disparity between perceptions of industry-wide challenges and their direct impact on individual roles.

While there is strong agreement that crises create difficulties for air cargo operations, fewer respondents feel these issues are significantly affecting their personal responsibilities. This pattern suggests that while industry-wide disruptions exist, individuals may feel somewhat insulated due to company-level crisis management strategies.

Similarly, the mixed response regarding crisis preparedness suggests that while some organisations have strong response mechanisms, others may not be as well equipped. The fact that over a quarter of respondents remain neutral on this question points to a potential lack of clarity or communication from companies about their crisis management strategies. Employees may not have full visibility into their organisation's preparedness or may have experienced varying levels of success in past crisis situations.

Conclusion

The survey results reveal important insights into how air cargo professionals perceive industry-wide disruptions and their own resilience in the face of crises.

While a clear majority believes that global policy changes and crises negatively impact the industry, fewer feel a direct effect on their personal roles. Additionally, although more than half of respondents believe the industry is well-prepared for crises, a substantial portion remain uncertain or disagrees.

To address these challenges, industry leaders should focus on strengthening and clearly communicating their crisis preparedness strategies. Providing employees with greater transparency into contingency plans, investing in training programmes and enhancing operational flexibility will be crucial in building confidence within the workforce.

Additionally, sharing best practices across the sector could help bridge the preparedness gap between organisations that are well equipped and those that are not. By taking proactive steps, the air cargo industry can enhance its resilience and ensure more effective responses to future disruptions.

> "The air cargo industry is highly sensitive to trade and customs policy changes"

RADHESH MENON
Head of Product, Cargo & Logistics, IBS Software

The air cargo industry is highly sensitive to trade and customs policy changes, as well as global crises, as these unpredictable situations can disrupt operations and increase costs while creating uncertainty in global trade.

The rapidly changing geopolitical environment fuelling this uncertain atmosphere directly affects air cargo, with the respondents from our research seeing such changes as negatively impacting the industry.

As one example of a major unpredictable crisis, Covid-19 exposed major vulnerabilities in the industry, triggering fluctuating demand, border closures and capacity shortages which strained operations.

While the issues in process can be sorted out relatively easily in the short term, the operational impact on the people driving them can make it cumbersome and error prone.

This is where automation, including AI-driven practices, can smooth out these process speed bumps, and be a helping hand when sudden global changes occur.

WORKPLACE SENTIMENT

Employee satisfaction and operational efficiency are critical to the success of the air cargo industry. To better understand workplace sentiment, we wanted to explore what influences job fulfilment, if employees have access to technology and how they feel about preparedness for operational disruptions. The findings highlight both strengths and areas for improvement.

Job satisfaction

The majority of respondents report a positive sentiment about being satisfied in their current roles, with 68% expressing excitement (strongly agree and agree). This suggests that most employees find their work engaging and fulfilling.

However, 19% remain neutral, while 12% express dissatisfaction, indicating that a notable segment of professionals may feel disengaged or unmotivated. Addressing the needs of this group could be crucial for improving retention and overall workplace morale.

Organisations may need to explore factors contributing to dissatisfaction, such as workload, career progression opportunities or operational inefficiencies.

The role of technology in job fulfilment

When asked if stronger technical capabilities would enhance their job fulfilment, 70% of respondents agreed. This suggests a strong connection between access to advanced technology and job satisfaction.

Interestingly, the percentage of employees seeking better technical support is slightly higher than those who already feel excited about their roles, highlighting an opportunity for improvement.

Investment in digital tools, automation, and artificial intelligence (AI) could enhance productivity and reduce repetitive tasks, ultimately leading to greater engagement and efficiency.

Companies looking to boost employee satisfaction should prioritise technological advancements tailored to operational needs.

Operational preparedness and managing disruptions

One of the most critical insights from the survey is that 68% of respondents believe their organisations could be better prepared for disruptions such as delays and equipment failures, indicating a widespread concern about resilience and crisis management within the air cargo sector.

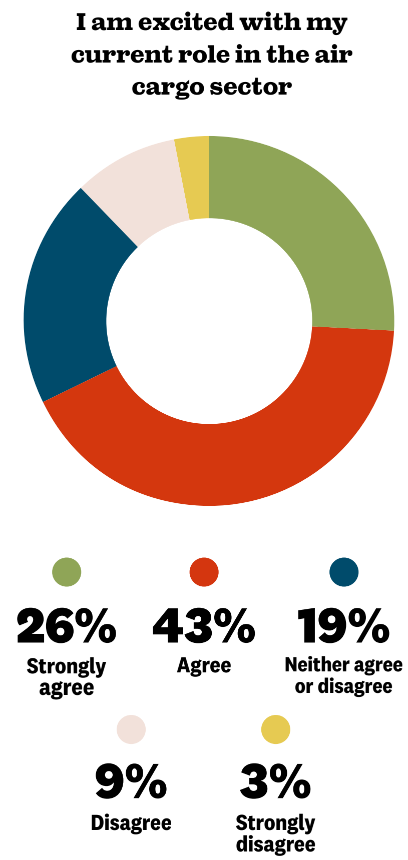
While some employees may have confidence in their company's ability to handle unexpected challenges, 21% neither agree nor disagree, which may suggest uncertainty or a lack of visibility into crisis response strategies.

Strengthening contingency plans and improving supply chain resilience could address these concerns, ensuring smoother operations during disruptions.

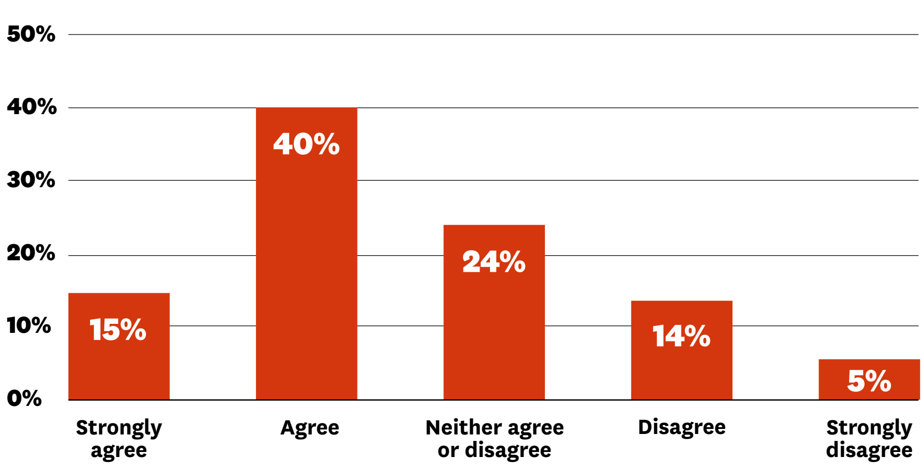
Understanding operational efficiency

A strong 73% of respondents feel they understand what operational efficiency looks like within their organisation. This suggests that companies are effectively

I am excited with my current role in the air cargo sector



I am given the tools and technical support to do my best job



communicating efficiency goals and performance expectations.

However, simply understanding efficiency does not necessarily translate into having the means to achieve it. A small but notable 8% of respondents disagree, indicating that there may still be gaps in clarity for some employees.

Ensuring that employees are not only aware of efficiency metrics but also have the tools and resources to act on them is key to achieving sustained operational improvements.

Access to tools and technical support

Despite the high level of understanding around operational efficiency, fewer employees feel adequately equipped to perform their jobs effectively. Only 56% agree that they have the tools and technical support they need.

Meanwhile, 19% disagree or strongly disagree, signalling a critical gap in resources. The lack of access to modern tools, such as AI-driven automation or digital workflow solutions, may contribute to inefficiencies and frustrations.

Bridging this gap could not only enhance individual performance but also improve overall operational resilience, directly addressing concerns raised in the previous sections about job fulfilment and preparedness for disruptions.

Key takeaways

Technology is a major factor in job satisfaction. A higher percentage of respondents believe better technology would improve their fulfilment (70%) than those who are currently excited about their roles (68%). This suggests that investment in technical capabilities could directly enhance engagement.

Operational preparedness is a weak spot. Nearly 69% of professionals think their organisations could be better at handling disruptions, reinforcing the idea that efficiency challenges remain.

There's a gap between understanding efficiency and having the right tools. While 73% understand operational efficiency, only 56% feel they have the necessary tools to achieve it. This suggests a knowledge-action gap that organisations should address.

A significant minority is disengaged due to lacking support. About 20% feel they don't have the necessary tools, and nearly 12% are unhappy in their roles – a risk factor for retention and productivity.

Conclusion

The survey results reveal a workforce that is largely engaged but sees significant opportunities for improvement, particularly in technology and operational resilience.

While most professionals understand efficiency and enjoy their roles, many believe that stronger technical capabilities and better tools would enhance their job satisfaction and ability to manage disruptions.

Additionally, concerns about operational preparedness highlight a need for more robust crisis management strategies.

To address these challenges, the air cargo industry should prioritise investment in advanced technologies, such as AI-driven automation, while also strengthening contingency planning and resource allocation.

By closing these gaps, organisations can improve efficiency, enhance employee engagement and ensure long-term resilience in an increasingly complex logistics landscape.

RADHESH MENON
Head of Product, Cargo & Logistics, IBS Software

"The research shows that technology plays a key role in employee satisfaction and could improve the fulfilment of air cargo workers.

Beyond air cargo, many rapid technological developments are taking place and being adopted – particularly in the area of cutting-edge technologies such as AI.

It is important for the industry to note that these technologies are shaping the next generation of young, digitally mature professionals with a very different skill set, shifting them towards new ways of working.

Positively, a large percentage of air cargo workers are excited by their role, fuelled by a passion for aviation and cargo transportation.

The sector has a responsibility to ensure that the workforce that enters air cargo is engaged and enthusiastic, and that staff remain satisfied and supported in their roles, with the digital tools they need to succeed.