

MEDIA RELEASE

Please find here a news release issued today by Worldwide Flight Services (WFS)

Date: 8 December 2025

WFS LEVERAGES MACHINE LEARNING TO ACCURATELY FORECAST AIR CARGO VOLUMES AND ALIGN WORKFORCE RESOURCES

Worldwide Flight Services (WFS), a SATS company, has developed a new digital tool using machine learning algorithms trained on 10 years of operational data to deliver highly accurate forecasts of cargo volumes by flight, truck, and day, providing each warehouse with precise data to align workforce and resources in advance.

The air cargo industry has long struggled with accurate forecasting due to volatile volumes. Labour planning has often relied on manual estimations and historical averages, which can result in a 10-15% gap between staffing levels and actual workload, causing inefficiencies, reactive operations, and inconsistent service quality.

The Performance Management Platform - Machine Learning Forecast (PMP MLF) helps WFS to accurately forecast volumes using intelligence based on the processing of over 3 million air waybills and historical flight and truck movement records, incorporating seasonality, holidays, and cargo types.

Currently providing forecasts across 9,842 flights and 6,216 truck movements per week across 75 warehouses in 13 countries, the system produces daily forecasts of tonnage, ULDs and piece count, broken down by transport mode (freighter, passenger, and Road Feeder Services), flight or truck number, customer, and warehouse location. These forecasts feed directly into station-level planning tools, giving every location clear and reliable forward-looking data.



WFS' digital Performance Management Platform - Machine Learning Forecast (PMP MLF) tool currently providing forecasts across 9,842 flights and 6,216 truck movements per week across 75 warehouses in 13 countries.

Using the PMP MLF tool, WFS can detect and preplan for volume surges early and adjust resources proactively, shifting labour between teams or sites with greater agility. This reduces Service Level Agreement breaches due to understaffing or overloading and avoids unnecessary overtime or idle time.

Data collected shows the tool outperforms other forecasting models with a 92-98% accuracy range, even during irregular demand periods.

Early preparation of workload with accurate data creates operational certainty and means WFS'

operational teams are less reactive and more strategic in meeting customers' service requirements. Summer 2025 saw the roll-out of phase 2 of the tool, with further digital improvements, including:

- Enhanced dashboards and visual analytics
- Tighter integration with workforce management and rostering tools
- Customer-level forecasting to co-plan volume peaks

"For many years, cargo handlers have relied on manual scheduling, Excel spreadsheets, or basic rolling averages

for forecasting – and we know some still do. By leveraging machine learning within a complex operational network, our goal was to replace reactive guesswork with data-driven clarity to optimise workforce allocation, enhance service levels, and reduce operational waste across our global air cargo network – and we are inspired by the results. Predictive planning and precision forecasting means we have achieved a fundamental transformation in how cargo handlers plan and operate,” said Jimi Daniel Hansen, SVP Operational Excellence.

“All of these benefits are meaningful to our customers. They translate into fewer delays due to staffing issues, improved service consistency, and transparent, data-backed capacity shared in advance. This is the type of digital innovation they want to see,” he added.

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ABOUT SATS Ltd

Headquartered in Singapore, SATS Ltd. (SGX stock code: S58) is one of the world’s largest providers of air cargo handling services and Asia’s leading airline caterer. SATS Gateway Services provides airfreight and ground handling services including passenger services, ramp and baggage handling, aviation security services, aircraft cleaning and aviation laundry. SATS Food Solutions serves airlines and institutions, and operates central kitchens with large-scale food production and distribution capabilities for a wide range of cuisines. SATS is present in the Asia-Pacific, the Americas, Europe, the Middle East and Africa, powering an interconnected world of trade, travel and taste. Following the acquisition of Worldwide Flight Services (WFS) in 2023, the combined SATS and WFS network operates over 225 stations in 27 countries. These cover trade routes responsible for more than 50% of global air cargo volume. SATS has been listed on the Singapore Exchange since May 2000. For more information, please visit www.sats.com.sg

ABOUT WFS

Founded in 1984, WFS – a member of the SATS Group – is the world’s largest air cargo logistics provider and one of the leading providers of ground handling services with annual revenues of €2 billion. As a combined company, SATS and WFS create an Americas-Europe-APAC network with a global footprint of more than 225 cargo and ground handling stations in 27 countries, covering trade routes responsible for more than 50% of global air cargo volume. For more information, please visit www.wfs.aero

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