

Quality Still Counts



Despite the incredibly difficult times that the air freight industry is enduring Cargo 2000 continues to make progress against its objectives. We ask C2K Chairman Mick Fountain why he thinks this is.

I think almost everyone in the supply chain understands that quality always counts. But, even more so in times like these where the industry is moving much smaller volumes and the shipper has plenty of choice of how to move his goods to destination. This means that consistent, demonstrable quality becomes more important than ever and within the quality arena Cargo 2000 continues to be the industry gold standard for the measurement and benchmarking of quality.

Everyone needs to do everything possible to reduce costs and the cost of poor quality can be significant not only in terms of potential future repeat business but also in terms of the real costs incurred recovering from a shipment failure. Every shipment that doesn't need to be re-booked, re-routed, handled twice, or subject to some other form of special intervention, is keeping your cost of your operation down. Cargo 2000 supports this in several ways – by monitoring the shipment against plan and alerting all parties to any failures, it allows for faster intervention and potential recovery to still meet the original customer promise. One of the major customer complaints about our industry remains that the first time they know something is wrong with a shipment is when it doesn't get delivered as planned. Cargo 2000 supports proactive intervention in the event of a failure and by having the route map visible to all participants facilitates effective intervention by the controlling party.

The data generated from the Cargo 2000 quality system also enables Members to pinpoint processes or areas where there are particular quality problems, enabling them to target intervention and resolution. This has

added value as companies reduce their operational workforce as trend data quickly shows if a change in procedure or staffing levels has an impact on quality delivery at that station.

Cargo 2000 has grown from its original status as an additional monitoring system for part of a company's business to a fully fledged quality system that is increasingly at the heart of our Members' operations. At the end of 2008 we started to expand our measurement program beyond the original scope of only reporting shipments between C2K Members to include the measurement and reporting of all International Shipments handled by our Members. This in fact was a Member driven requirement reflecting the fact that more and more of our Members were choosing to measure all their shipments against Cargo 2000 criteria rather than being selective.

Our Airline Members are on track to measure 85% or more of their total Network by the end of this year. This is a more complex proposition for our Forwarder Members where non C2K airlines do not provide the necessary status messages, nor provide the data needed to populate a route map. We are working on this and hope to develop an effective solution in the near future. Starting in June this year we have begun publishing some Network information in our monthly report that appears on our website.

The ongoing support provided by the C2K Management Team, coupled with the ability to share development knowledge in our technical groups and share the costs of developing community solutions makes Cargo 2000 an excellent value for money proposition that remains affordable even in difficult

times like the present when others may be freezing independent developments.

Taking all of these points together, I think it is clear to see why Cargo 2000 continues to make progress in the current environment. That is not to suggest that we have not been impacted at all by the present circumstances. We have sadly had a few Members who have suspended their membership as a result of current financial difficulties. This is understandable and we look forward to being able to welcome them back when things start to improve. However, we have welcomed twelve new Members since January of this year, and you will find details of some of the most recent participants elsewhere in this newsletter.

Another advance for us has been the support from our CDMP's, Ground Handling Agents and Road Freight Service providers who have all introduced quality reporting based on their respective participation in the Cargo 2000 process. Again, this has been a very participative development process reflecting a genuine desire by those communities to have an industry based system to measure, monitor and demonstrably improve their quality in an open manner.

Looking forward, I am confident that we will make good progress towards our objectives of growing the Member base of Cargo 2000 and growing the scope of Cargo 2000 within its membership base. Raising quality levels of course goes without saying!



Mick Fountain
Chairman C2K



Another major 'breakthrough' for Cargo 2000 as UPS Supply Chain Solutions takes membership

The decision by UPS Supply Chain Solutions to join Cargo 2000's quality management program has been hailed as another major breakthrough in the quest to improve the quality of air cargo by Cargo 2000's Chairman, Mick Fountain.

UPS Supply Chain Solutions is a unit of UPS, the world's largest package delivery company. It helps customers streamline business processes for global sourcing, transportation and scheduling, import/export documentation, inventory management and post sales repair, return and replenishment. UPS SCS operates over 1,000 facilities with a combined 38 million square feet of warehouse space. These centers are located in over 120 countries.

UPS Supply Chain Solutions joins Cargo 2000's other global forwarding and logistics members; Agility Logistics, DHL Global Forwarding, Geodis-Wilson, Kuehne + Nagel, Schenker, SDV International Logistics, Yusen Air & Sea Service, Cargomind, CEVA, Hellmann, Panalpina and UTi. Cargo 2000's membership also includes 28 of the world's leading airlines, 11 international ground

handlers, 11 IT providers and trucking and airport companies.

Mick Fountain said: "In terms of the number of companies, our membership among forwarding and logistics organizations is small but the market penetration and overall size and influence of these companies means they are controlling a high percentage of all worldwide freight movements. Attracting UPS SCS to Cargo 2000 is a significant breakthrough because it demonstrates that even those companies already respected for their service quality still recognize the value of understanding and working in accordance with Cargo 2000's industry standard for air cargo."

Michael White, Cargo 2000's Regional Director for The Americas, added: "Across all of its business units, UPS has a global reputation for operating to the highest quality standards. UPS

Supply Chain Solutions' decision to join Cargo 2000 is designed to benefit its customers further by becoming better aligned to industry standards."



Michael White
Regional
Director for
The Americas



Mick Fountain
Chairman C2K

PERFORMANCE DATA

July 2009*

* compared to
July 2008 data

SYSTEMWIDE:

Lanes measured
149,145 (+13,239 or +10%)

Route Maps created
1,212,916 (+157,684 or + 15%)

PHASE 1 C2K SHIPMENTS:

Phase 1 shipments measured
148,806 (+13183 or +10%)

Number of Lane
Segments measured
31,981 (+3,897 or +14%)

Flown-as-planned
89% (+1%)

FWB correct
(Booking quality level and
accuracy of electronic data)
93% (+3%)

% On time
(Notification of freight and
documents availability)
85% (+2%)

PHASE 1 NETWORK SHIPMENTS:

Flown-as-planned
88% (+3%)

% On time
(Notification of freight and
documents availability)
82% (+1%)

Qatar Airways Cargo reinforces C2K's growing 'quality' foothold in the Middle East



Akbar Al Baker, CEO, Qatar Airways

Cargo 2000's program to improve the quality of air cargo is increasing its coverage of the Middle East following Qatar Airways Cargo's decision to become a Regional Associate Member.

The Doha-based airline says membership of Cargo 2000 will allow Qatar Airways Cargo to monitor its quality and delivery standards on the basis of the most highly-regarded industry standard.

Qatar Airways Chief Executive Officer Akbar Al Baker said: "Our goal is to increase efficiency and quality of service provided to the airline's customers with proven and agreed processes. Cargo

2000's quality management system offers a proven solution for implementation and measurement."

Qatar Airways Cargo presently delivers to 87 destinations worldwide using its own Airbus A300-600 freighters and 68 Qatar Airways passenger aircraft. This will increase to 120 destinations and 110 aircraft in the next four years.

In the last decade, Qatar Airways has expanded its cargo business and aircraft freighter fleet and cargo route network. It is one of the fastest growing airlines in the world with unprecedented expansion averaging almost 40 percent a year for the past 12 years.

Lothar Moehle, Cargo 2000's Regional Director for Europe, the Middle East and Africa, said: "The Middle East has seen the emergence of some of the air cargo industry's foremost air cargo carriers in recent years and quality is clearly high on their agenda. In addition to Qatar Airways, Cargo 2000's airline members in the

region are Egyptair, Etihad and Saudi Arabian Airlines."

"We are aware of the strong feedback Qatar Airways gained from a global customer survey carried out late last year but it is the sign of a quality-focused company that they are continually looking to improve their business for their customers and, as part of this process, benefit from cost efficiencies that come from more efficient and measurable operations."



AirClic decision supports major airline and logistics clients

AirClic, a provider of real-time, web-based cargo tracking and reporting, has joined Cargo 2000 as a Regional Associate Member to support the requirements of major clients including Delta Air Lines and DB Schenker.

"We are very excited to be members of Cargo 2000," said Tim Bradley, AirClic CEO. "The standards for Cargo 2000 are driving improved performance and better service for the airfreight industry and customers. AirClic is uniquely positioned to provide the air cargo industry with a low cost, scalable and easy to use system that can provide the real-time information and performance data that providers need to compete in the increasingly competitive



Tim Bradley,
AirClic CEO

environment. We have seen a strong adoption of the AirClic solution over the last year and expect that trend to continue in '09."

In their pursuit of Cargo 2000 Phase II compliance, DB Schenker has chosen AirClic to provide a real-time way to collect information on freight during the collection and delivery process that often involves third party drivers. The AirClic solution runs on cellphone-based handsets with an attached bar code scanner. The accurate and timely collection of this information enables DB Schenker to measure the metrics that are part of the Cargo 2000 quality management system.

Starting with PUP (Pick up from customer and POD (Proof of Delivery), DB Schenker receives real-time data, enabling route maps to be created that can easily be compared against the set milestones of the actual shipment. DB Schenker has subsequently contracted with AirClic to capture the OFP (Goods out for delivery) milestone.

Delta needed a solution that could capture freight status updates on the premises of its cargo operations at large airports like

Atlanta and New York's John F. Kennedy Airport and submit the data in real-time so that it could be measured against the planned data.

Starting their focus on the cargo warehouse operation, Delta began real-time data gathering of such milestones as RCF (Freight Acceptance at Arrival Airline) and RCS (Freight is declared Ready for Carriage) before moving onto NFD (All Freight and Documents Ready for Pickup). All of this data is now captured and submitted to Delta's information system in real-time allowing the airline to accurately submit their milestones for measurement against Cargo 2000's industry standards.

Michael White, Regional Director, The Americas for Cargo 2000, said: "Capturing, reporting and measuring real-time data sits at the heart of Cargo 2000's quality management system. It is, therefore, extremely pleasing to see that companies like AirClic have developed solutions to help our members realize the quality and cost benefits Cargo 2000 offers and a just reward to see them winning contracts from leading customers such as Delta and DB Schenker."



Enhanced quality and process management systems attract Aramex

Aramex, the global logistics solutions provider, has joined Cargo 2000.

Cargo 2000's global member base now comprises over 70 major airlines, freight forwarders, ground handling agents, trucking companies and IT providers operating in over 350 locations.

"Joining Cargo 2000 demonstrates Aramex's commitment to enhancing operational efficiency and quality of customer service," said Safwan Tannir, Chief Freight Officer, Aramex. "The

new system enables us to measure our performance against global industry standards, be more agile in our service, and proactive in communicating and responding to our clients' needs."

Lothar Moehle, Cargo 2000's Regional Director for Europe, the Middle East and Africa, said: "The growth in our airline membership in the Middle East means that once it has implemented Cargo 2000's standards and processes, Aramex will also have local carrier partners able to support a Cargo 2000 compliant air cargo supply chain as well as our other airline members

servicing the region. This will increasingly be recognized by shippers as a sign of quality that is measured to the leading industry performance standard."



Safwan Tannir
Chief Freight Officer,
Aramex

Groundforce Portugal becomes 17th ground handler to join C2K's quality management program

Groundforce Portugal has joined the growing ranks of air cargo handling organizations that have made a commitment to join Cargo 2000's quality management program to support airlines and freight forwarders.

Groundforce is the 17th ground handling organization to become a member of Cargo 2000. The company enjoys a 69% market share of the Portuguese market and employs 2,700 staff at five airports. It serves major airlines including TAP Air Portugal, SATA International, Air France, KLM and Austrian Airlines.

In 2008, Groundforce handled nearly 123,000 tons of export and import cargo. Fernando Melo, CEO of Groundforce, said: "Cargo 2000 is a certification process that officially measures best practice and provides the indicators that are necessary for continuous improvement. Our

customers already recognize our experience and the quality we deliver and now by joining Cargo 2000, we are further demonstrating our commitment to the complete fulfillment of all the industry standard requirements and procedures.

"After the Continuous Improvement Process embraced by Groundforce Portugal, that includes Certification for ISO 9001/2000, OSHAS 18001, ISAGO IATA, ISO 14000, SA 8000 and Investors in People, Cargo 2000 will be an important complement and contribution to the path of excellence we are pursuing."



Fernando Melo
CEO





FUTURE



Q & A with Michael Vorwerk, President of CNS

It's nearly six months since Michael Vorwerk took over as President of Cargo Network Services (CNS) and as Executive Director of Cargo 2000. Starting his career with Lufthansa in 1979, he held various management positions with the airline in Europe and the USA. Prior to joining CNS, he was Managing Director & COO of LifeConEx, a joint venture company of Lufthansa Cargo and DHL Global Forwarding, dedicated to temperature-controlled transportation for the life science industry.

Here he talks about his initial impressions of C2K, its alignment with IATA e-freight and his objectives for the next 12 months

Significant progress on all fronts

Six months into your role as President of CNS and Executive Director of Cargo 2000, what is your view of Cargo 2000 and the progress it is making?

It is an excellent collaborative tool for the industry to work together on quality improvement and I believe there continues to be significant progress on all fronts despite these difficult economic times. Our new Organization is now complete and beginning to take effect and volumes are holding up but we recognize that overall quality still needs some improvement.

How is CNS supporting the development of Cargo 2000?

I intend to play an active role as Executive Director and we provide back office support for key areas such as finance and administration. We also share resources like Mike White of CNS, who has joint responsibility for both Cargo 2000 and e-freight and is helping to actively promote Cargo 2000 in the US market where we want to attract far more forwarder representation. Cargo 2000's new Technical Director, Thorsten Lafleur will also be based at the CNS offices in Miami when he takes up his post from September 1st.

Are you concerned that the global economic downturn has put airlines, forwarders and other companies in the air cargo supply chain under such great financial pressure that initiatives such as Cargo 2000 and

e-freight have slipped onto 'the back burner' – will they lose momentum as a result?

Obviously some slippage is inevitable. In an ideal world we would use this "slack" time to invest in training and roll out the processes but this is not always realistic.

For C2K, progress continues to be robust and this reflects the members' commitment and its position as the engine of their quality systems. As for e-freight, New York (JFK) and Chicago (ORD) plus seven additional airports are in the preparation stage for roll-out. There are no signs that either program is losing momentum, in fact people are keener to drive implementation to deliver the anticipated results.

Continued Overleaf

What are your objectives for Cargo 2000 over the next 12 months?

I want to maximize the effectiveness of the new Regional Organization now that we are fully staffed and continue to expand C2K's membership and the scope of C2K within the Membership. We must also ensure that the organization is effectively supporting the quality improvement program through data analysis, audit, resolution of technical issues, and increased member interaction.

What can CNS do to encourage more companies to join Cargo 2000?

Improve the visibility of C2K, especially in the US and Asia where more companies need to be aware of Cargo 2000 and what it can do for them. I also want to:

- Work with existing members to improve adoption and quality + share the success stories
- Use our network and contacts to get the right information to the right people
- Support C2K efforts elsewhere in the world with admin and promotional support
- Ensure through IATA that e-freight & C2K remain in step and promote the cross relationship
- Get small and medium-sized forwarders on board

In relation to this last point, one of the priorities for our new Technical Director will be the development of Qcargo and we hope to have this available to small and medium-sized cargo agents in 2010.

How do you see the relationship between Cargo 2000 and e-freight?

It is essential that they go hand-in-hand. The shared process is derived from original C2K Members process and we must have shared quality objectives because e-freight can only function in a quality controlled environment. C2K Members were among the first to adopt e-freight while e-freight Members quickly realize the need for C2K quality measurement. There is mutual benefit.

Can you give us an update on the status of e-freight and the next critical steps in its implementation?

Speaking for the US market, New York City (JFK) and Chicago (ORD) are live and we are looking to generate more

volume and better penetration. Los Angeles and Dallas Fort Worth are in testing mode and we are preparing for roll-out in Miami and Atlanta and three other airports.

How important is it to the future of the air cargo industry that Cargo 2000 and e-freight reach their full implementation goals?

It is difficult to imagine a scenario where quality is not seen to be a relevant part of the airfreight business, or one where the current paper-based processes are viewed as more efficient or practical than electronic data transmission.

Knowing that dual systems for the same process add complexity and cost to any operation there seems little sense in going for anything less than full implementation, unless we are happy to accept sub-optimized systems delivering sub-optimal benefits. An e-freight shipment to a non e-freight destination has limited value, in the same way as a non C2K shipment in the Cargo 2000 system only accrues some of the C2K quality benefits. In both cases the value of the whole is much greater than the sum of the individual parts.

E-freight, in particular, also highlights the inefficiencies and vagaries of the global trade regulation system and if it can be a catalyst to drive change in this arena to an optimized global standard then we will all be winners.

Surely it will help to attract more members and interest when Cargo 2000 can put a financial value on the benefit derived from its quality management system?

Yes, of course but the focus should be on the point of avoidance of cost from non-quality. Increasing quality means avoiding claims, not having to handle the administrative process that claims create, and driving efficiency. The challenge is to put a cost on non-quality. Other sectors already do this. The value of healthcare products sold to market every year is \$600 billion. If these companies incur a 5% 'wastage' of product a year from non-quality, that's equal to \$300 million.

Some people say Cargo 2000's name implies slow progress – do you agree?

I think we have progressed beyond the point where we get criticized for our name. I believe we have brand maturity and there is a high "brand" recognition

now of Cargo 2000.

How else are you planning to benefit C2K members?

One of the next steps is the new 'Innovation Group', which will look at what we have done so far, delivery of the Master Operating Plan (MOP), other developments such as e-freight, and what else we need to do. The first meeting will take place in November and representatives in the group will be drawn from both new and long-established members.

And how do you plan to involve shippers more in C2K?

Our ultimate goal is for shippers to choose to work with airlines, forwarders and their partners that provide a C2K compliant air cargo supply chain combining visibility, control, management, standard data and the ability to correct errors quickly, and to continuously improve. I believe shippers will increasingly see that there is nothing else out there like Cargo 2000. We continue to engage with shippers' councils globally and I can see a time when we will discuss with our members about having a C2K membership level for shippers to provide a focused customer sounding board for our program.



Michael G. Vorwerk
President

CNS >
An IATA Company

703 Waterford Way
Suite 680
Miami, FL 33126
USA

Phone: +1 786 413 1010
Mobile: +1 305 979 2144
Fax: +1 786 413 1005
mvorwerk@cns.c.us
www.cns.c.net



South African Airways extends Cargo 2000's quality program in Africa

South African Airways Cargo (SAA Cargo) is extending the reach of Cargo 2000's program to improve the quality of air cargo in Africa. The airline is the third African business to join Cargo 2000.

Justice Luthuli, Operations Executive at SAA Cargo, said: "Cargo 2000's quality management system will enable us to enhance our operational efficiencies, detect and address irregularities immediately, improve relations with our major customers and save costs.

"This is an opportunity we cannot afford to miss as it brings together airlines and the freight forwarding community in order to improve the management and visibility of air cargo transportation. We want to be part of this milestone in the history of air cargo transportation. Our participation in Cargo 2000 shows our commitment to improving the quality of the service we render to our customers. We understand that this is a highly competitive air cargo market and therefore delivering on customer needs is imperative. We have taken a keen interest in Cargo 2000 and as a result we will be implementing Phase 1 which will be for point-to-point shipments on our major routes."

SAA Cargo transports over 200,000 tons of cargo annually, serving routes in Europe, Asia Pacific, the Americas and other destinations in Africa. Besides using the belly space of

SAA's passenger aircraft, SAA Cargo also operates two Boeing 737-300Fs, two Boeing 737-200Fs and a Hawker Siddeley 748F for the domestic and African markets.

Lothar Moehle, Cargo 2000's Regional Director for Europe, Middle East and Africa, said: "We are naturally delighted to welcome our third member in Africa following Kenya Airways' GHA Division and Egyptair in 2007. SAA Cargo has clearly identified all of the benefits of adopting our processes and procedures and we hope its successful participation in Cargo 2000 will encourage other companies in Africa to want to know more about the value we can provide for their businesses."



Justice Luthuli
Operations
Executive at
SAA Cargo

الإتجاه
ETIHAD
AIRWAYS

A first for Etihad in the Middle East

Etihad Crystal Cargo is the first carrier in the Middle East region to achieve Cargo 2000 certification.

To gain the certification, four of Etihad Crystal Cargo's global key account customers were tested during the past six months at six airports across the world – Abu Dhabi, Paris, Sydney, Frankfurt, Bangkok and Munich.

"Etihad Crystal Cargo continues to improve the efficiency and services of our operations and we are proud to be the first carrier in the Middle East region to be awarded Cargo 2000 certification," said Des Vertannes, Etihad Airways' Executive Vice President Cargo.

Etihad Crystal Cargo recently chose Descartes as its Cargo 2000 cargo data management platform (CDMP) provider to support its drive towards gaining certification and the future compliance with business process and automation standards established by IATA.



Requests from forwarding partners encourage Turkish Airlines to join Cargo 2000



Turkish Airlines has responded to requests from its freight forwarding customers to join Cargo 2000's quality management program.

It becomes the 28th airline to join Cargo 2000's program to improve the quality of air cargo, reduce the time and cost of managing irregularities and further enhance the reputation of air cargo service providers through measurable performance to a recognized industry standard.

Atilla Lise, Senior Vice President Cargo at Turkish Airlines, said: "We have received requests from major freight forwarding customers for Turkish Airlines to join Cargo 2000 and we believe this is the right time to do so. Deploying its quality management system will help us analyze and put in place newly established

transportation processes that will improve the efficiency of our air cargo services, reduce operational cost and serve towards us achieving ultimate customer satisfaction."

The airline operates passenger and all-cargo services across a global network spanning the Far East to USA, and Europe to the Middle East and Africa.

Lothar Moehle, Regional Director, EMEA for Cargo 2000, said: "Airlines represent the largest and fastest-growing area of Cargo 2000's membership and increasingly they are being encouraged to join by their top freight forwarding customers. Our objective all along has been to offer shippers the highest quality of service from using a Cargo 2000 compliant air cargo supply chain so it is extremely pleasing that shippers' options are continually increasing as our membership expands."

Cargo 2000 Members

AIRLINES

- Air Bridge Cargo [+]
- Air Canada (*)
- Air France (*)
- Alitalia (*)
- American (*)
- Austrian (*)
- British Airways (*)
- Cargolux (*)
- Cathay Pacific (*)
- Delta (*)
- Egyptair [+]
- Etihad (*)
- Finnair [t]
- JAL [+]
- KLM (*)
- Korean (*)
- Lufthansa (*)
- Polar [+]
- Qatar Airways [+]
- SAS (*)
- Saudi Arabian Airlines [+]
- Singapore (*)
- South African Airways [+]
- Swiss (*)
- Turkish Airlines [+]

- United (*)
 - Virgin Atlantic [+]
- ### FORWARDERS
- Agility Logistics (*)
 - Aramex [t]
 - Cargomind [t]
 - CEVA (*)
 - Consolidators International Inc.
 - DHL Global Forwarding (*)
 - Geodis – Wilson (*)
 - Hellmann [+]
 - Kühne + Nagel
 - Panalpina [+]
 - Schenker AG (*)
 - SDV Intl. Logistics (*)
 - UPS Supply Chain Solution [+]
 - UTI [+]
 - Yusen Air & Sea Service (*)

CARGO 2000 INDUSTRY ASSOCIATE

GROUND HANDLERS

- AACT [+]
- Asia Airfreight Terminal [+]
- Australian Air Express [+]

- Aviapartner (*)
- Cargo Center [+]
- Cargologic (*)
- Groundforce [+]
- Hong Kong Air Cargo Terminals Ltd. [+]
- HAWK Cargo Services PVT.LTD [+]
- International Cargo Centre Shenzhen (*)
- Kenya Airways GHA Div. [+]
- National Aviation Services [+]
- SATS Ltd. [+]
- Servisair UK [+]
- Swissport (*)
- TAT (*)
- Worldwide Flight Services [+]

AIRPORTS

- Amsterdam Airport Schiphol / Cargonaut [+]
- Fraport (Frankfurt Airport) [+]

TRUCKERS

- Rutges [t]

TECHNOLOGY PROVIDERS

- Airclic [+]
- British Telecom (*)
- CCN (*)
- Cargomatrix [+]
- Descartes Global Logistics Network (*)
- GLS (*)
- IBS [+]
- Riege Software (*)
- Traxon (*)
- Unisys (*)

Key:

(*) = active Members who obtained the C2K Quality Certificate

[t] = Members who are presently testing the C2K Quality Management System

[+] = Associated Members who are yet to implement the C2K Quality Management System

Diary dates



Tom Presnail, C2K's Regional Director, Asia Pacific, will host the Board and Membership meetings in Hong Kong.

Board Meeting: The next Cargo 2000 Board of Directors Meeting will be held at Hong Kong Air Cargo Terminal Ltd (HACTL) in Hong Kong on the 9th September at 12:00.

The Membership Meeting will be held at the Asia Airfreight Terminal (AAT) on the 10th September at 09:00. Meetings are being held in Hong Kong to facilitate attendance at the Air Freight Asia conference and exhibition being held there on September 8th - 10th.

Industry Presentations

Michael Vorwerk, President of CNS and Executive Director of Cargo 2000, plus C2K's Regional Directors will be speaking at, or participating in, the following events in the coming months:

Airfreight Asia 2009

Location: Hong Kong

Date: September 8th - 10th

Cargo 2000 representative:

Michael Vorwerk

Note:

Michael is a panelist discussing the subject of 'Structural solutions for the air transport industry' on September 9th.

For event information go to:

<http://www.airfreightasia.com/index.html>

3rd. Hi-Tech & Electronics Supply Chain Summit

Location: Amsterdam

Date: September 29th & 30th

Cargo 2000 representative:

Lothar Moehle

For event information go to:

<http://events.eyefortransport.com/hitech>

About the event:

The Hi-Tech & Electronics Supply Chain Summit is the only exclusive, senior-level event for Supply Chain Executives from Hi-Tech & Electronics Manufacturers and

Retailers. Featuring industry-led keynote presentations, case studies, panel debates and high-level networking, this is a crucial opportunity for any executive striving to create a world-class supply chain in this industry.

Now in its 3rd year, the Summit is recognized as the forum for focused, high-level discussion of the issues affecting Hi-Tech & Electronics Supply Chains.

CEE Air Cargo

Location: Warsaw

Date: October 9th

Cargo 2000 representative:

Lothar Moehle

For event information go to:

<http://www.cee-portal.at/CEE%20PORTAL%20WEBSITE/events.htm>

Global Shippers' Forum, part of SITL

Location: Dubai

Date: 3rd - 4th November 2009-08-18

Cargo 2000 representative:

Lothar Moehle

For event information go to:

<http://www.sitldubai.com/subpage.aspx?pagelid=56>

About the event:

The Global Shippers' Forum will take place 3 - 4 November 2009 alongside the

inaugural edition of SITL Dubai. The two-day conference for shippers from Europe, the Americas, Asia and North Africa will be addressed by top speakers from the logistics and related sectors from around the world.

5th Cargo Claims and Loss Prevention Conference

Location: Dallas

Date: 3rd - 5th November

Cargo 2000 representative: TBC

For event information go to:

<http://www.iata.org/events/cargo-claims/index.htm>

Air Cargo Americas & Sea Cargo Americas

Location: Miami

Date: 4th - 6th November

Cargo 2000 representatives:

Michael Vorwerk & Michael White

For event information go to:

www.aircargoaamericas.com

Note:

On November 5th, Michael Vorwerk will moderate the session - State-of-the-Air Cargo Industry: "Strategies for Creating Profit - Freight Forwarders Perspectives". Later the same day, Michael White will provide an update on the USA e-freight initiative.

C.A.L. sees Cargo 2000 as the route to 'consistent improvement'

C.A.L. Cargo Airlines is the latest airline to join Cargo 2000's quality management system.

Founded in 1976, the airline is privately owned by the Nir Shitufi agricultural cooperative that represents the Israeli kibbutzim and moshavim. C.A.L. carries approximately 75,000 tons of cargo annually, exporting goods from Israel ranging from fresh agricultural produce and industrial materials, and importing heavy machinery, motor vehicles, sensitive and sophisticated industrial and scientific equipment, livestock and hazardous materials from all over the world.

The airline owns and operates two Boeing 747-200F aircraft, each with a capacity of over 110 tons. These operate scheduled services seven times a week from Tel Aviv to



Liege as well as a twice-weekly transatlantic route from Liege to New York.

Isaac Tobaly, President of C.A.L. said: "Our goal as a company is to consistently improve. We have decided to implement the Cargo 2000 quality management system to improve our processes and information flow and to emphasize our commitment to the highest possible levels of customer service."

Lothar Moehle, Regional Director EMEA

for Cargo 2000, added: "Our membership already includes some 30 of the world's largest cargo carriers. However, it offers just as many quality improvement and cost benefits to regional operators like C.A.L. Cargo 2000 works for any business in the air cargo supply chain that believes in the value of quality and that is prepared to make a commitment to implementing our quality management system."

Thorsten Lafleur joins as Technical Director

Cargo 2000 has appointed Thorsten Lafleur as Technical Director with responsibility for the global development, maintenance, and industry-wide adoption of the overall business process and standards of the Cargo 2000 project.

He will officially take up this new post on September 1st, 2009, based in Miami, Florida at the CNS/IATA office for the Americas. Cargo 2000 (C2K) is a self-funded, non-profit interest group sponsored by the International Air Transport Association (IATA).

Thorsten Lafleur has over 16 years of extensive experience in different areas of the air cargo industry. He started his career at Lufthansa German Airlines/Lufthansa Cargo AG, where he held various management positions in Revenue Accounting, IT, Quality Management/Business Excellence and Product Management, including a foreign assignment in Atlanta, USA. He is currently responsible



Thorsten Lafleur
Technical Director

for Lufthansa Cargo's service and product offer for the transportation of classic perishables and dangerous goods. He is also a member of Lufthansa Cargo's Environmental Improvement Team.

"I am very pleased that Thorsten Lafleur will take up the position of Technical Director," stated Mick Fountain, Chairman of the C2K Executive Board. "With his background in airline product management, quality and change management as well as information technology systems and implementation, he brings the ideal set of skills to this challenging position."

About Cargo 2000

Cargo 2000 is a group of over 70 major airlines, freight forwarders, ground handlers, trucking companies and IT providers. Its members are implementing re-engineered air cargo transportation processes from shipper to consignee using Cargo's 2000's 'Master Operating Plan'. This sits at the heart of an industry-wide process control and reporting system that drives data management and corrective action systems. By more than halving the number of individual processes in the air cargo supply chain to just 19, Cargo 2000 is less labor intensive and improves the process

for managing shipments in a paperless environment. It substantially reduces time spent managing irregularities, such as service failures, cuts the time required for manual track and trace procedures and leads to a reduction in service recovery costs.

The program is being implemented in three distinct phases. Phase 1 manages Airport to Airport movements - shipment planning & tracking at Master air waybill level. Once a booking is made, a plan is automatically created with a series of checkpoints against which the transportation of every air cargo shipment is managed and measured. This enables the system to alert Cargo 2000

members to any exceptions to the plan, allowing them to respond pro-actively to fulfill their customers' expectations. Phase 2 is responsible for shipment planning and tracking at House air waybill level and provides interactive monitoring of the door-to-door movement while the third phase manages shipment planning and tracking at individual piece level plus document tracking.

Identified as a key pillar of IATA's e-freight program and with its membership at an all-time high, Cargo 2000 publishes the quality standards of its airline and forwarder members each month on its website.

Contact

To find out more about Cargo 2000, please contact:

- Americas: Michael White at mwhite@cncs.us
- EMEA: Lothar Moehle at lothar.moehle@cargo2k.com
- Asia/Pacific: Tom Presnail at tom.presnail@cargo2k.com

www.cargo2000.com

