

**Cohesion**

- The world's largest airline cargo alliance
"SkyTeam Cargo"
- SkyTeam Cargo is the world's largest airline cargo alliance, formed by Korean Air Cargo (ranked 2nd in the world), Aeromexico Cargo, Air France Cargo (ranked 4th in the world), Alitalia Cargo, CSA Cargo and Delta Air Logistics.
- SkyTeam Cargo operates 8,200 daily flights to 512 different destinations in 114 countries, using a fleet of 1,200 aircraft.
- SkyTeam Cargo uses its extensive worldwide network to provide one-stop service to customers.
- Following the introduction of joint products, SkyTeam Cargo will continue to develop innovative services for the customer's added benefit.

Your agent



Tailored air cargo service just for you!

Experience "Cohesion", the new tailor-made service by Korean Air Cargo.

Korean Air Cargo, ranked 2nd by IATA in terms of international ton-kilometers carried, has designed an integrated service, providing air cargo solutions to match changing logistical environments.

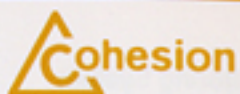
Designed for importing or exporting companies making regular on-time shipments, Korean Air Cargo's "Cohesion" is a selective service enveloped in a client-partner contract between shippers, freight forwarders and Korean Air Cargo, supported by state-of-the-art IT solutions.

Furthermore, customers can enjoy the extended network of the SkyTeam Cargo Alliance.



Sticking together, in other words, a perfect synergy between the shipper, the freight forwarder and Korean Air Cargo.

- **Guaranteed loading on the chosen flight**
 - Guaranteed regular access to the requested flight in accordance with the contract.
- **Guaranteed rates itemized in the contract**
 - Stable rates help our customers to determine and forecast operational cost.
- **Quality Control through IT solutions**
 - The Monitoring System controls the service quality from reservation until delivery.
- **One-stop service by dedicated staff**
 - Dedicated Cohesion staff are assigned around the clock, seven days a week.
- **Tailor-made services**
 - Korean Air's professional staff will customize the most effective procedures to meet your requirements.



■ Dedicated Cohesion Service Team

The staff located in Incheon Airport Cargo Terminal, monitor the flow of all Cohesion shipments to prevent and minimize any possible irregularities. Furthermore, they provide information about the current shipping status on a real-time basis.

- Telephone
08:30~23:30 (GMT) : 82-32-742-5781
23:30~08:30 (GMT) : 82-32-742-5053
- Fax : 82-32-742-5060
- E-mail : cohesion@koreanair.co.kr

■ Monitoring System



- All Cohesion shipments made, using the 'VIP' code, will be closely monitored until the final delivery to the customer.
- Any change in the reservation or delay in acceptance, processing or delivery will trigger a real-time alert message to the Cohesion staff.
- Cohesion staff will check the shipment status and take appropriate action upon receiving the alert message.
- All Cohesion shipment data will be stored and evaluated in order to enhance the service quality.

