Cohesion Value Propositions

- Cohesion will enable our partner (Shipper) to:
  - Secure Korean Air’s Cargo Capacity Credit based on Contract
  - Predict Logistics Cost Properly
  - Maintain Optimum Stock Level with Timely Supply of Goods
  - Set up Immediate Procedures for Urgent Extra Logistics Needs

- Cohesion will enable our partner (Freight Forwarder) to:
  - Provide More Preferred Options to the Shipper Based on Korean Air’s Mega Fleet Capacity
  - Be More Effectively Engaged in Shipper’s Supply Chain with Korean Air’s Commitment
  - Minimize Procedures in Comparison with Multi Shippers’ Consignments
  - Be Accredited by Shipper and Korean Air through Consistent Partnership
  - Make Easier Access to Korean Air’s Cargo Capacity

Contacts

<table>
<thead>
<tr>
<th>REGION</th>
<th>PHONE</th>
<th>E-MAIL</th>
<th>ADDRESS</th>
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<tbody>
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</tbody>
</table>

Warehouse to Warehouse, Your Value Chains through Korean Air to the Maximum
is a specially developed cargo product to provide a customized logistics solution to you.

It offers a perfect scheme where three parties (a shipper, a freight forwarder and a carrier) can work together.

If you seek logistics solution, you can pack your logistics requirements into the agreed Cohesion procedures. Cohesion fits Korean Air’s capabilities into your needs to generate your valued output.

Korean Air Cargo’s Highly Dedicated “SCS (Special Care Service)” Desk will be conducting very close Cohesion follow-ups.

**WHAT IS COHESION MADE OF?**

- **CONTRACT (Service Customization)**
  - Scheduling
  - Routings
  - Flights
  - Agreed Capacity
  - Logistical Timelines
  - Descriptions on Caring Points of Freight
  - Operational Requirements to Be Added by the Customer

- **DEDICATED CARE SERVICE BY ‘SCS (Special Care Service) DESK’ SPECIALIZED IN:**
  - Consistent Care of Freight to the Final Destination
  - Exclusive Track and Tracing
  - Immediate Back up Service to Cope with Unexpected Situation
  - Analysis on Service Performance for Customers

- **RESERVATION**
  - Booking Freight with Special Contract Number.
  - Shipment Information Captured to Draw Handling Duty’s Attention
  - Coding “VIP”
    - “VIP” Will Be Coded for Special Attention
    - VIP Shipment Information Altered and Activated for Further Process

- **COHESION MONITORING SYSTEM**
  (Watchdog for Complete Service)
  - Monitors Entire Process until Final Delivery.
  - Calls for Proactive Actions against Possible Service Failure and Prompt Follow-ups
  - Boosts Interactive Communication among Contracted Parties
  - Is Available on [http://cargo.koreanair.com](http://cargo.koreanair.com)

- **HANDLING FREIGHTS**
  - Identifying VIP Customer and Checking up Freight Details
  - Labeling “VIP” on Air Waybills and Freight
  - Providing Exclusive Care as VIP (in Allocating Capacity, Load Planning)
  - Loading on Agreed Flights Guaranteed
  - Cohesion Monitoring System Will Start Activation

- **DELIVERY AT DESTINATION**
  - Priority Notice to Customers on Freight Arrival
  - Freight Ready for Immediate Delivery

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[Image of Korean Air Cargo]