

KOREAN AIR CARGO

GROUND HANDLING SERVICES





KOREAN AIR CARGO



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Pioneer spirit : our passion and devotion to the global air freight industry

Adherence to securing customers' benefits to look beyond the present performance



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Introduction to Korean Air

Pioneer spirit

Korean Air has explored new horizons previously untrodden in the airfreight industry as the Korean economy developed by leaps and bounds, which is a leading-edge advantage itself. In 1971, Korean Air launched its first cargo flight from Seoul to Los Angeles. Since then, we have achieved a solid status in the global air freight industry. Korean Air has been ranked the world's second largest cargo carrier for four(4) consecutive years from 1996 to 1999 in terms of cargo tonne kilometres according to IATA World Air Transport Statistics.

We have a fleet of 120 aircraft, including thirteen B747, four MD11 freighters and several wet leased B747 freighters.

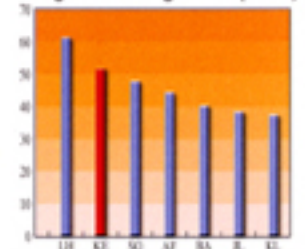
Two more B744F are scheduled to join the freighter fleet this year in order to satisfy industry demands in line with the accelerated integration of the global economy.

Korean Air's far-reaching network covers nearly 95 cities in over 35 countries on six continents with convenient 400 regular flights each day. By the expanding our routes, we have been doing our utmost to meet our customers' growing needs.

Fleet by Aircraft Type

A/C TYPE	PAX	COMBI	FRTR
B747	28	2	13
B777	3	-	-
MD11	3	-	4
A300	25	-	-
A330	9	-	-
OTHER	22	-	-
TTL	90	2	17

Cargo Handling Rank (1999)



Ranked 2nd in the World in 96/97/98/99

Ground Handling Service

We extend your service, so you can satisfy your customer's needs.

We are Korea's largest supplier of ground handling service to the airlines operating at Gimpo International Airport and handle approximately over 75% of all air cargo imported and exported to/from Korea. Korean Air is uniquely positioned to provide a wide range of cargo handling services to airlines, corresponding to the service items in IATA Standard Ground Handling Agreement.

Korean Air International Routes

- America : Anchorage, Atlanta, Boston, Chicago, Dallas, Honolulu, Los Angeles, New York, Newark, Portland, San Francisco, Sao Paulo, Toronto, Vancouver, Washington D.C.
- Asia : Bangkok, Colombo, Ho Chi Minh, Jakarta, Kuala Lumpur, Manila, Mumbai, Penang, Singapore
- China : Beijing, Hong Kong, Guindao, Sanya, Shanghai, Shenyang, Tianjin, Ulan Bator
- Oceania : Auckland, Brisbane, Christchurch, Sydney
- Europe : Amsterdam, Basel, Brussels, Cairo, Copenhagen, Dubai, Frankfurt, London, Milan, Moscow, Paris, Rome, Vladivostok, Zurich, Tashkent(technical landing point)
- Japan : Aomori, Fukuoka, Kagoshima, Nagasaki, Nagoya, Niigata, Oita, Okayama, Osaka, Sapporo, Tokyo





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Ground Handling Service



Warehouse Handling

We currently serve 28 carriers in Seoul, Pusan, Cheongju and handle approximately 75% of all import and export cargo at Kimpo Airport. We offer differentiated services with the largest modernized warehouses at Kimpo Airport : Special facilities and equipments for valuables, dangerous goods, perishables and live animals, etc.

Cargo Terminal at Kimpo

	Handling Space	Capacity
Korean Air Terminal	20,262 m ²	542,000 ton
Customer Carrier Terminal	25,134 m ²	230,000 ton

Main Equipment

Power Equipment				Manual Fixed Equipment	
Elevating Transfer Vehicle	4	Fork Lift	20	Elevating Transfer Vehicle Rack	867
Transfer Vehicle	2	Tag-Car	140	Built-In Scale	14
Work Station Lift	30	Tomirac	89	Work Station Fixed	59
Scissors Lift	6	Tomicar	14	Hand Push Cart	11
Elevating Platform	4	Freezing room	2	Rack Stand	118
Turn Table	2	Refrigeration room	2	Hand Lift Jack	14
Elevating Scale Deck	2	Thermo-keeping room	2		
4-way Transfer Deck	2	Dangerous goods room	2		
Truck Dock Leveller	62	Valuables room	2		

Differentiated Service

- Acceptance : Thorough check-in • Build-up : Higher load within contour
- Break-down : Reliable sorting • Delivery : Time-definite response
- Special Cargo : Handling with experienced know-how
- ULD Control : Close monitoring of movement and inventory
- Irregularity Management : Punctual tracing service

Ramp Handling

Our dedicated and experienced staff enable smooth loading and unloading of shipments.

We are also fully equipped to handle a wide variety of aircraft, ranging from Fokers to B747.

Korean Air's professional cargo handling meets the needs of all our customers.



Main Equipment

Power Equipment			Manual Fixed Equipment		
Towing Tractor	25	Fork Lift	20	Pallet Dolly	1,354
G.P.U.	28	Crane	1	Container Dolly	65
A.S.U.	6	Air Conditioning Unit	12	Turn Table Dolly	280
Transporter	3	Step Car	23	20ft Pallet Dolly	17
Lower Dock Loader	48	Lavatory Truck	9	Tow Bar	69
Main Deck Loader	10	De-icing Truck	6	Trailer	1
Cargo Conveyor	26	Cleaning Water Truck	6	Tail Post(B747)	4
Tug Car	140	Potable Water Truck	5	Manual Step	21
Trash Car	7	Conveyoe Truck	11		

Punctuality

- Aircraft Loading & Unloading
- Push-back & Tow-in Service
- De-icing Service
- Cabin Cleaning
- Lavatory & Water Service
- Ground Equipment Support





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Maintenance

With 30 years of experience in maintenance, we ensure the satisfaction of all our customers. We are proud to have won the Airbus No.1. award for dispatch reliability several times from 1983 to 1989, 1993 to 1996 and the MD11 award from 1992 to 1997. Our skilled technicians do not permit any technical oversights. Maintenance training simulator have been introduced to enhance our ability to systematically diagnose aircraft problems.

Accuracy with Credibility

- FAA Approved Repair Station
- Log Book Clearance
- Material Handling
- Line Maintenance
- Technical Support

Fueling

We use the latest fueling equipments and facilities in order to supply the highest quality of fueling that complies with international standards. An automatic hydrant fuel supply system using underground piping unit installed at Kimpo Airport provides fast and excellent refueling service.

Efficiency with Safety

- Automatic Oil Supply System
- Remote Mobile Hydrant Service
- Fueling via Tank Truck
- Management & Operation of Fuel Distribution System
- Receipt & Storage of Fuel





Load Control and Weight & Balance

Quick thinking, precision and good communication skills are essential to efficient operation in an aircraft turnaround within time limit.

Our teams of experienced aircraft load masters and dispatchers have been trained under international standards.

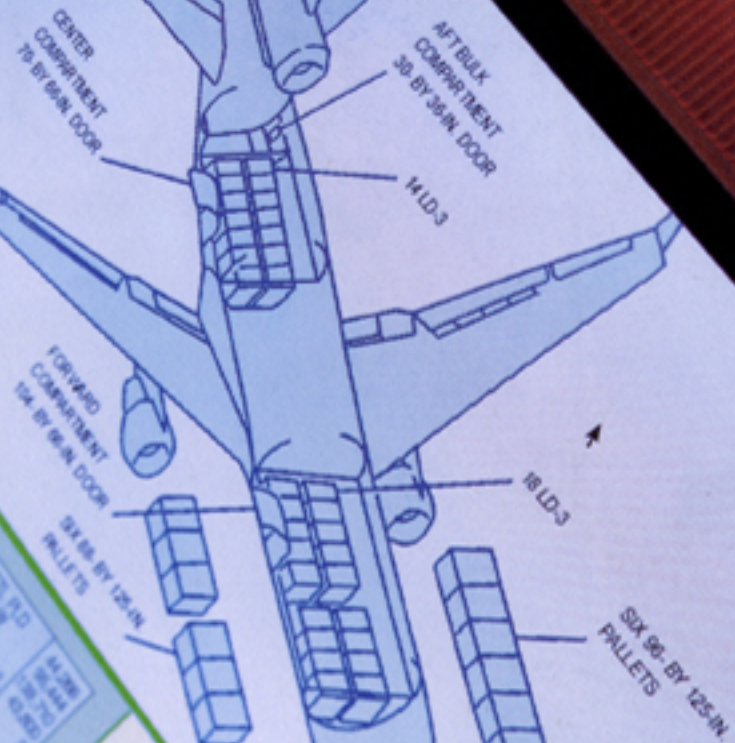
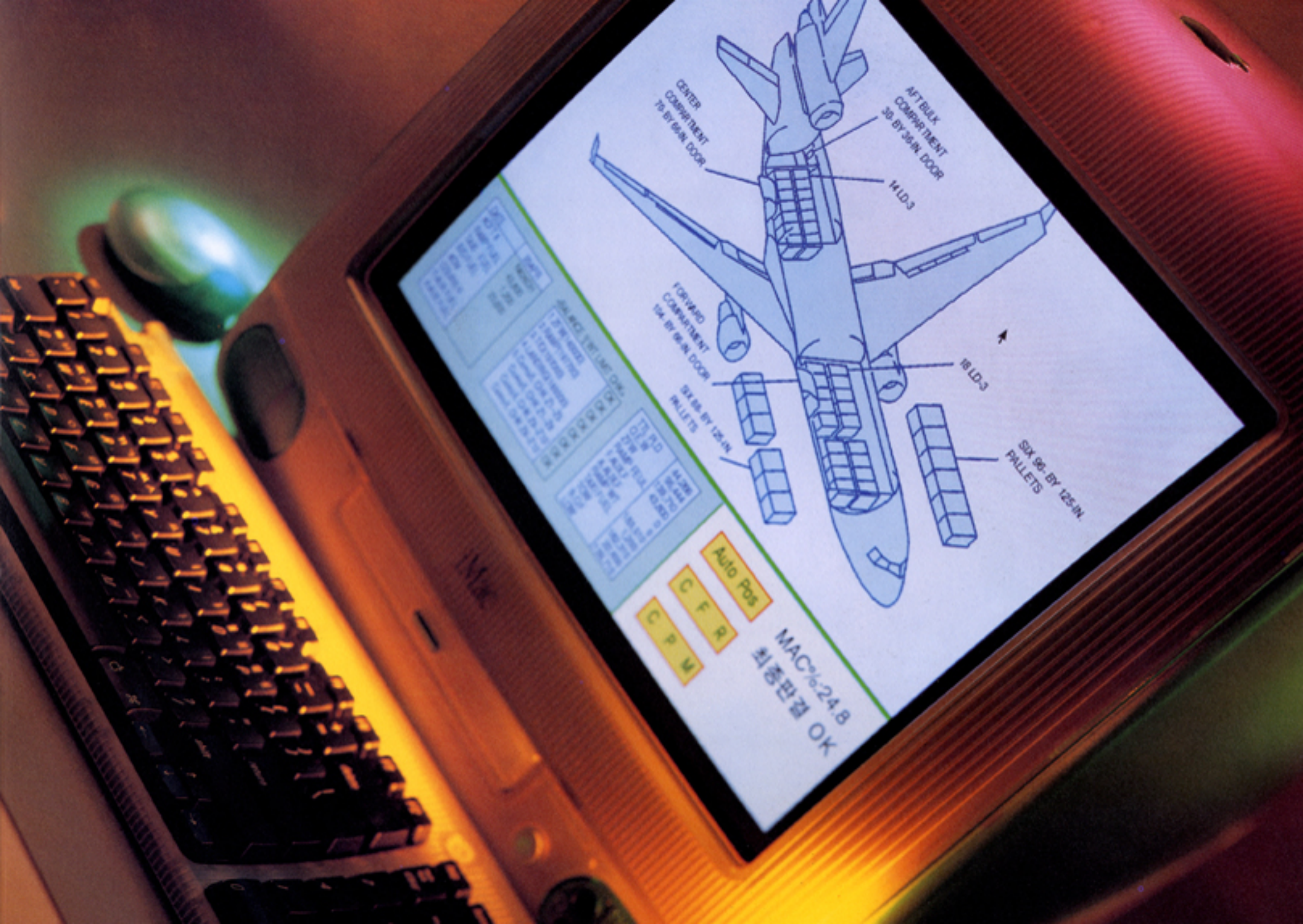
They are fully conversant with each aircraft specification, relevant instructions in loading and unloading procedures and special cargo regulations relating to dangerous goods, oversized cargo, heavy cargo, live animals and perishables.

Information technology plays an increasingly important role in our service. More integrated and upgraded DCS system will soon help load masters control loads safely and handle aircraft swiftly in connection with manifesting and sending necessary messages.

Step by Step Procedure

Load Control is completed on the following procedures:

- Load Planning
- Weight & Balance
- Load Supervision
- Information Control



SEARCH THE LIST OF...

COMPARTMENT	DOOR	LOADING
CENTER	75-BY-69-IN.	...
AFT BULK	30-BY-36-IN.	...
FORWARD	124-BY-69-IN.	...

SELECT THE UNIT...

UNIT	LOADING
...	...
...	...

Auto Pos

C F R

C P M

MAC%24.8
최종판결 OK



PARIS

FRANKFURT

SEOUL

LOS ANGELES

NEW YORK

The World of
KOREAN AIR

Master-EMP

SAMSUNG

Document Handling

Import shipments are delivered to the consignee in less than 4 hours after an aircraft arrives thanks to our well-streamed documentation process that is handled by our highly motivated **staff**.

In accordance with each carrier's requirements, we check all documents to ensure that export shipments are carried without failure and prepare cargo manifests by each Unit Load Device if necessary.

Korean Air is well aware of that prevention irregularities is better than cure and that immediate action should be taken before a customer complaints.

Customs Clearance Linkage

Since 1996, Korea Customs Service has launched the new EDI (Electric Data Interchange) system that brings you an efficient, punctual and paperless customs clearance service.

It is linked with the Korean Air Cargo System-ACE II, customs brokers and forwarders.



Flight Operations

Our qualified dispatchers provide sophisticated flight operation services using the most modernized computer system for our valued customers.

On-time performance is ensured through specific briefings on flight operations.

On-time Service

- Filing ATS, ICAO Flight Plans
- Weather Folders & NOTAM
- Report of Operational Status & Movements
- Briefing Operational Information
- Monitoring Flight Movements within VHF
- Fuel Payload Calculations



Security

Korean Air's security services provide high reliability for aircraft, cargo and mail.

We secure every shipment with x-ray machines and our well-trained staff work in close cooperation with the Airport Authority.

Catering Services

Korean Air supplies accurately and promptly fresh meals using world-class hygienic control.

Incheon International Airport

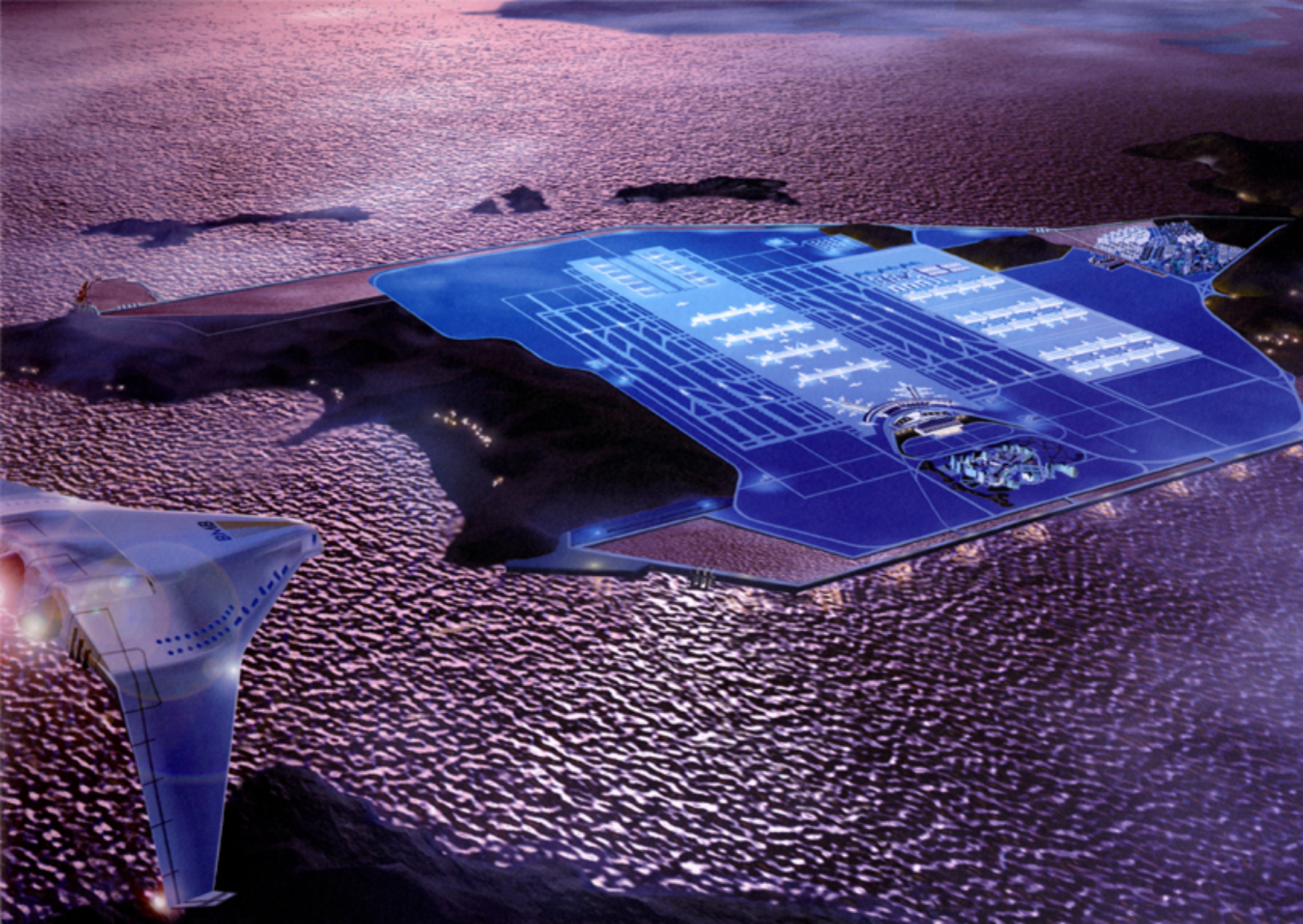


Multi-modal Transport

Sea and Air/ Air and Sea / Transit Cargo Point

Korean Air Cargo Terminal		Korea Airport Service's Cargo Terminal
March 30, 2001	Open	March 30, 2001
44,100m ² (420m X 105m)	Handling Space	22,050 m ² (210m X 105m)
1,000,000 Ton	Capacity	270,000 Ton
24 Hours	Operation Hour	24 Hours





Korean Air's bottom line is to share our advantages with our customers

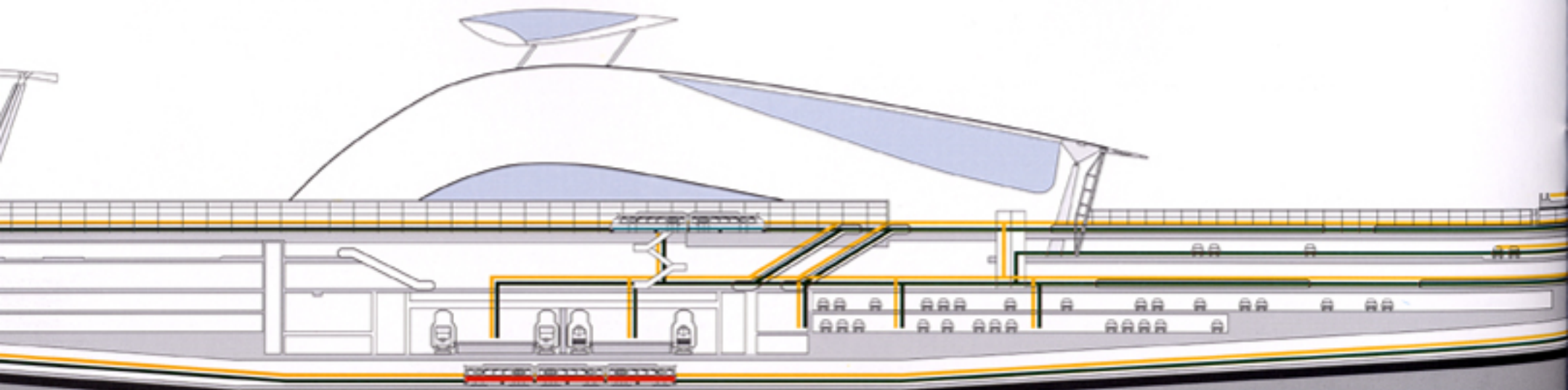
The Korean Air Cargo Terminal is designed to enhance customer satisfaction with an advanced automated cargo handling system contracted to and installed by German Mannesmann Dematic.

Korean Air provides our valuable customers with a dedicated space, our experienced personnel and advanced systems.

Above all, we are proud of our qualified workforce whose range of activities include not only dexterous physical handling in ramp and warehousing, but also flawless documentation in load control, manifesting, irregularity tracing, customs clearance, etc.

Korean Air will finish upgrading our current cargo information system - ACE II - soon before the new terminal's opening, investing new equipment, introducing a barcode system, wireless palm terminal, etc. and wiring into a new terminal management system which benefits our customers.

ACE II also has linkages with TRAXSON, AMS-U.S. Customs Clearance System, etc.



Korean Air brings a better vision of logistics in the 21st century.

Inchon International Airport is poised to become a major leading airport and will provide the best quality service with state-of-the-art technology.

Not only is it located in the center of Northeast Asia, it is also ideal hub to connect North American and European air routes.

Korean Air's and Korea Airport Service's cargo terminals are being built to accommodate more than 1.27 million tons of cargo annually and will be operational 24 hours a day.

Multi-modal transport will enable easy access to the airport from any part of Korea through the Airport Expressway,

Airport Railway and Kyung-in Canal in the near future.

Furthermore, a new port will be built at Incheon Airport to provide connections to major ports in China.

Offering the best access for air cargo to customers:

Furthermore, our comprehensive cargo

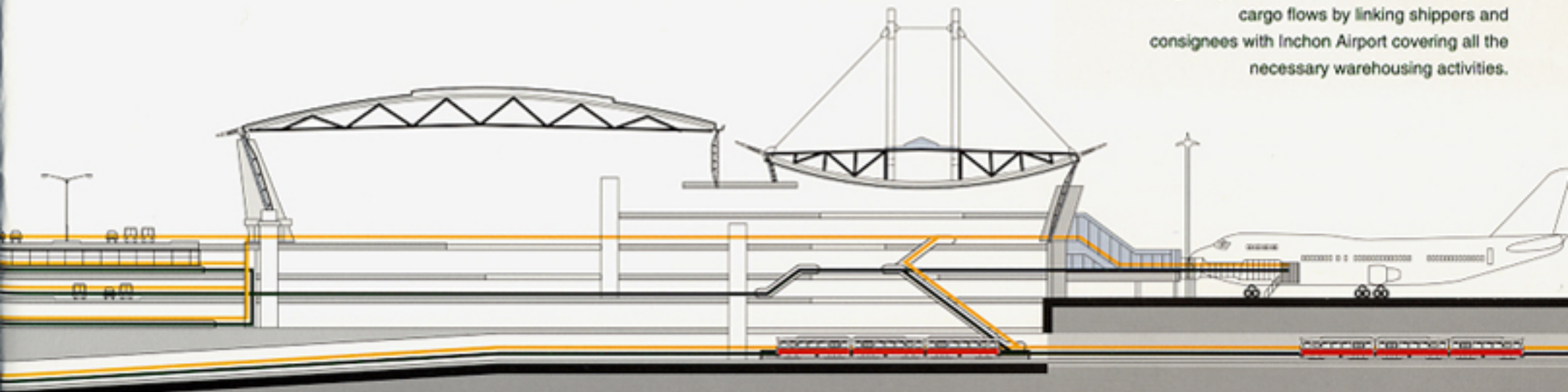
facilities in Kimpo will serve as a

Air Cargo City Terminal to streamline and expedite

cargo flows by linking shippers and

consignees with Incheon Airport covering all the

necessary warehousing activities.

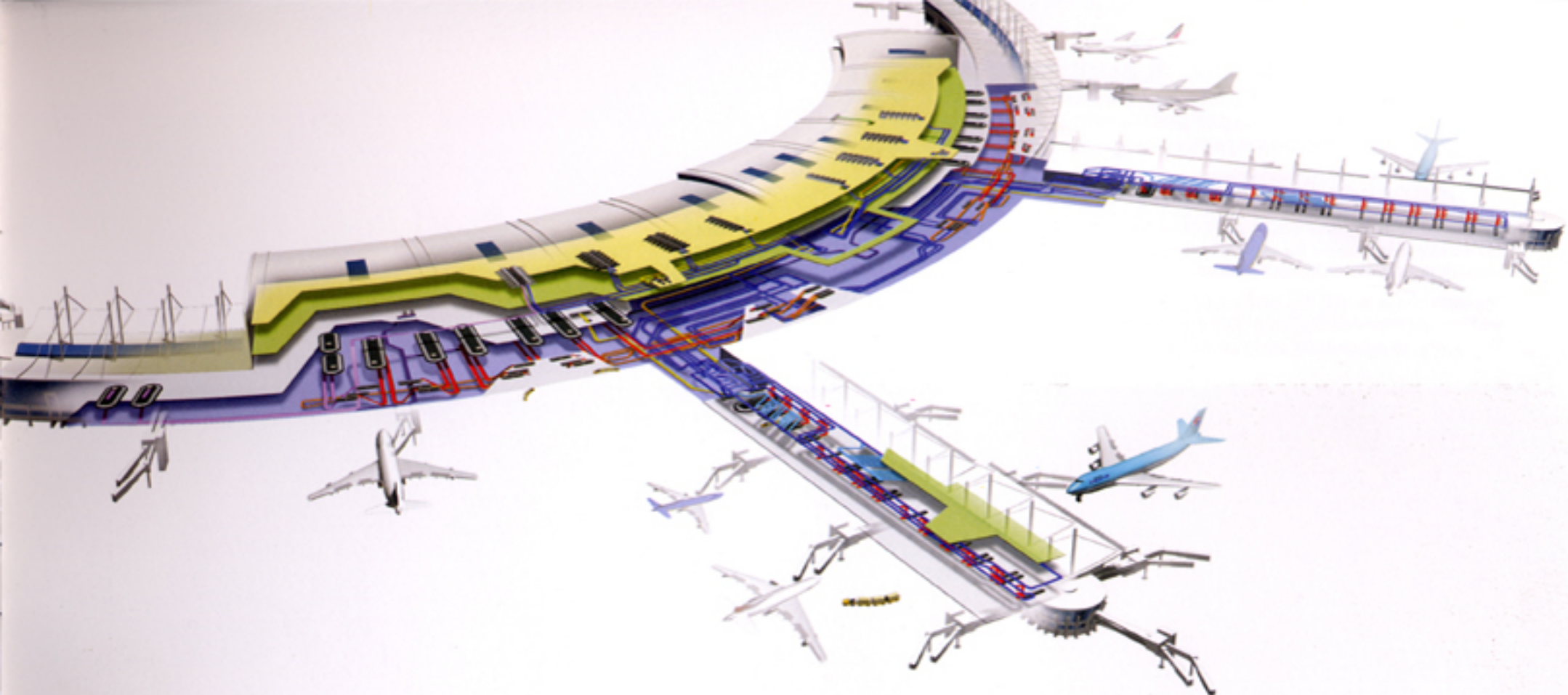




Our state-of-the-art cargo facilities include

- Elevating transfer vehicles with 1,144 positions
- Box storage system with 424 cells
- Auto storage and retrieval system with 1,344 cells for small shipments
- Deep-Freezing(-18 C), Ventilated, Refrigerated (-5 C) rooms for perishables, sensitive chemicals
- D.G room for dangerous goods, radioactive materials in addition to staff qualified for IATA certificate
- Strong room for highly valuable goods
- Various work stations large enough to handle 20 foot pallet
- Underground electric power supply system for aircraft in front of cargo warehouse
- Ten (10) B747F parking lot in front of our terminals

At Incheon airport, we would provide punctual line-haul services for passenger flights with more frequency and less cargo that are parked at the remote passenger terminal 2 km to 5 km away from the cargo terminal. Korean Air develops punctual line-haul service by using our experienced workforce with large horse-power vehicles.



Korean Air's valuable customers

We have established an organization specifically to answer the needs of each customer carriers whose cargo must be handled speedily, safely and punctually in cooperation with forwarders, customs and airport operators.

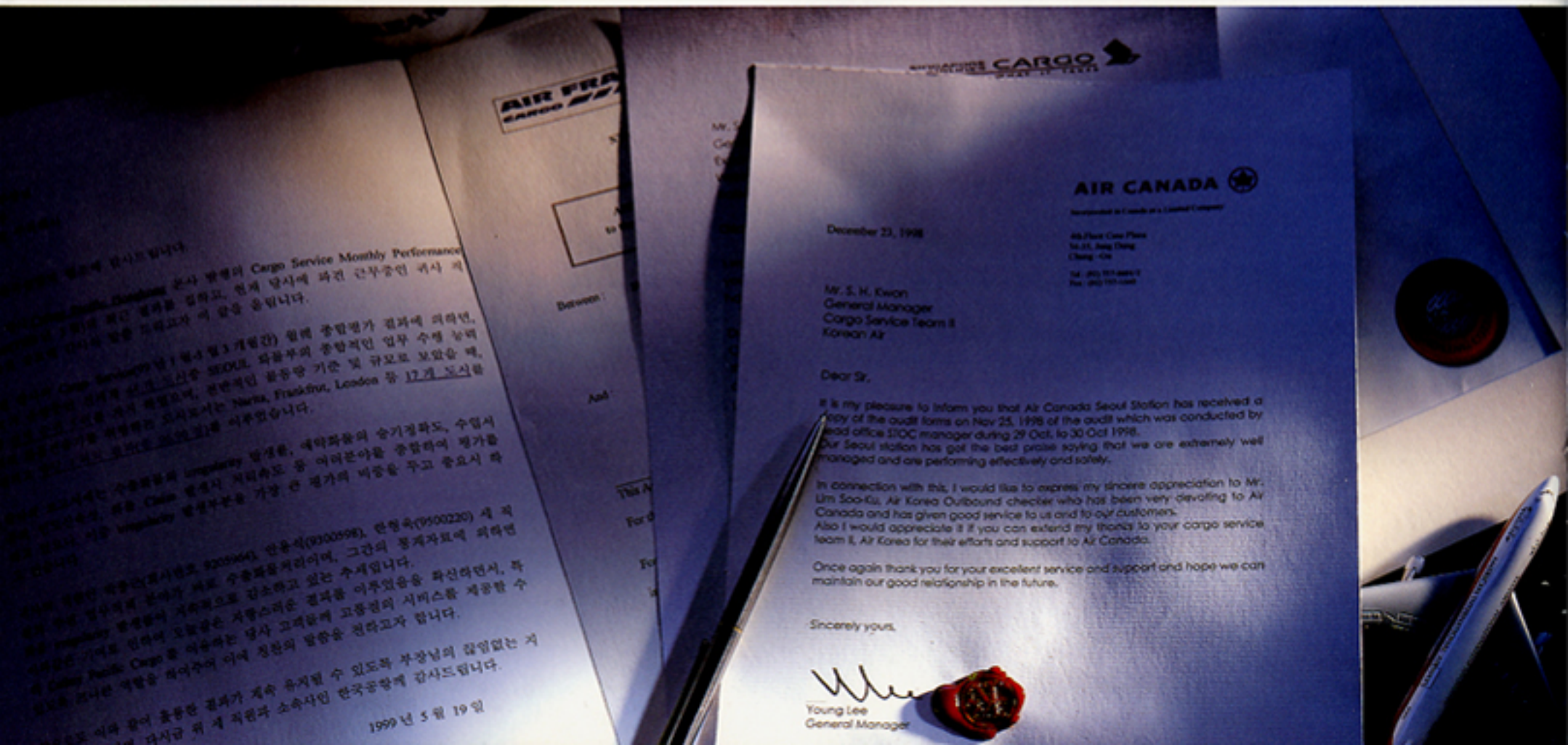
Performance evaluation

Performance Evaluation by Customers

By leveraging 30 years of accumulated experience and know-how in cargo ground handling service, our mission is to become the world's leading supplier of quality ground services and information services to customers around the world.

Our main goal is to help you satisfy your customers' needs, and in keeping with our goals, we have developed professional rules and standards.

This is why we are proud of our customer's noteworthy accomplishment.



December 23, 1998

Mr. S. H. Ewon
General Manager
Cargo Service Team 3
Korean Air

Dear Sir,

It is my pleasure to inform you that Air Canada Seoul Station has received a copy of the audit forms on Nov 25, 1998 of the audit which was conducted by lead office ITOC manager during 29 Oct. to 30 Oct 1998. Our Seoul station has got the best praise saying that we are extremely well managed and are performing effectively and safely.

In connection with this, I would like to express my sincere appreciation to Mr. Um Soo-Ku, Air Korea Outbound checker who has been very devoting to Air Canada and has given good service to us and to our customers. Also I would appreciate it if you can extend my thanks to your cargo service team 3, Air Korea for their efforts and support to Air Canada.

Once again thank you for your excellent service and support and hope we can maintain our good relationship in the future.

Sincerely yours,


Young Lee
General Manager

본사 발령의 Cargo Service Monthly Performance
1999년 5월 19일
1999년 5월 19일

KAL Address & Contact Points

Cargo Ground Handling Agreements Team

- Address: 1370, Gonghang-dong, Kangseo-Gu, Seoul, Korea
SITA-SELFHKE TEL:656-5844/49/50/51 FAX:656-5839 / e-mail: selfth@koreanair.co.kr
- Operation SITA-SELFOKE TEL:656-5760/61/54 FAX:656-5853 / e-mail: selkfs@koreanair.co.kr
- Maintenance SITA-SELMPE TEL:656-3033 FAX:656-3119 / e-mail: selmco@koreanair.co.kr
- Flight Operation SITA-SELOCKE TEL:656-6043 FAX:656-6086 / e-mail: selocf@koreanair.co.kr
- Catering Services SITA-SELUCKE TEL:656-5614 FAX:656-5678 / e-mail: selucm@koreanair.co.kr

Korea Airport Service Co.,Ltd (Korean Air's affiliate)

- Warehousing SITA-SELHCKE TEL:660-6511/2 FAX:660-6675
- Ramp Handling SITA-SELHKKE TEL:656-5369 FAX:661-9376
- Fueling SITA-SELHFKE TEL:660-6418/20 FAX:660-6415

Airport Authority

- Landing, Parking, Lighting Charge TEL:660-2277 FAX:660-4272
- Noise Charge TEL:660-2137 FAX:664-8282
- Customs Office TEL:660-5495 FAX:660-5424
- Quarantine Office TEL:660-0852 FAX:664-9403

Country Code-82, Seoul Area Code-2

Customer Carriers

AC Air Canada
AF Air France
AZ Alitalia Airlines
BA British Airways
CA Air China
CJ China Northern Airline

CX Cathay Pacific Airways
DL Delta Air Lines
GA Garuda Indonesia
JD Japan Air System
JL Japan Airlines
KZ Nippon Cargo Airlines

K2 Kyrgyzstan Airlines
LH Lufthansa
MH Malaysia Airline
MU China Eastern Airlines
OM Mongolian Airlines
PR Philippine Airlines

SQ Singapore Airlines
SR Swiss Air
SU Aeroflot Russia International
T7 Trans Asian Airlines
TG Thai Airways International
UA United Airlines

VN Vietnam Airlines
XF Vladivostok Air
7B Krasnoyarsk Airlines
9Y Air Kazakstan