

Excellence at Hand



KOREAN AIR CARGO

Excellence in flight

Korean Air Cargo's leadership excellence continues with unchanging commitment to the customers

Maintaining its core strategy of incessant evolution in air freight service, Korean Air continues to retain its global leadership. As a result, for 6 consecutive years since 2004, Korean Air has been ranked the world No.1 in terms of International Freight Ton Kilometers. Korean Air is stepping into co-existence with our precious planet, 'the Earth' by introducing Eco-Friendly Aircrafts, like B747-8F, B777F, A380, B787 which will synchronize the world trade with less carbon dioxide.

Reaching Skyward

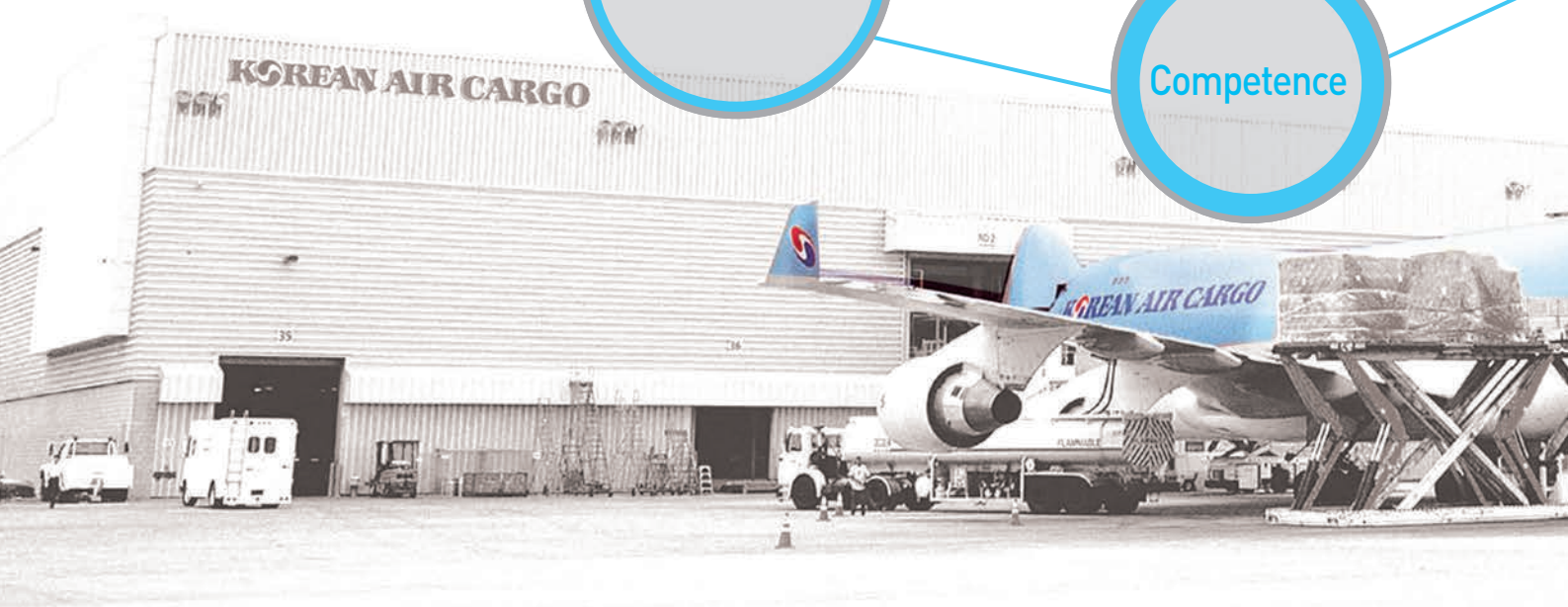
Passion, Innovation, Excellence. Korean Air continues to look to the future as a truly respected leader in the world aviation industry.

Focused and Dedicated. Korean Air knows that its business is all about working together as a team.

Professionalism

Quality service, global network and committed partnership constitute Korean Air's strength.

Competence



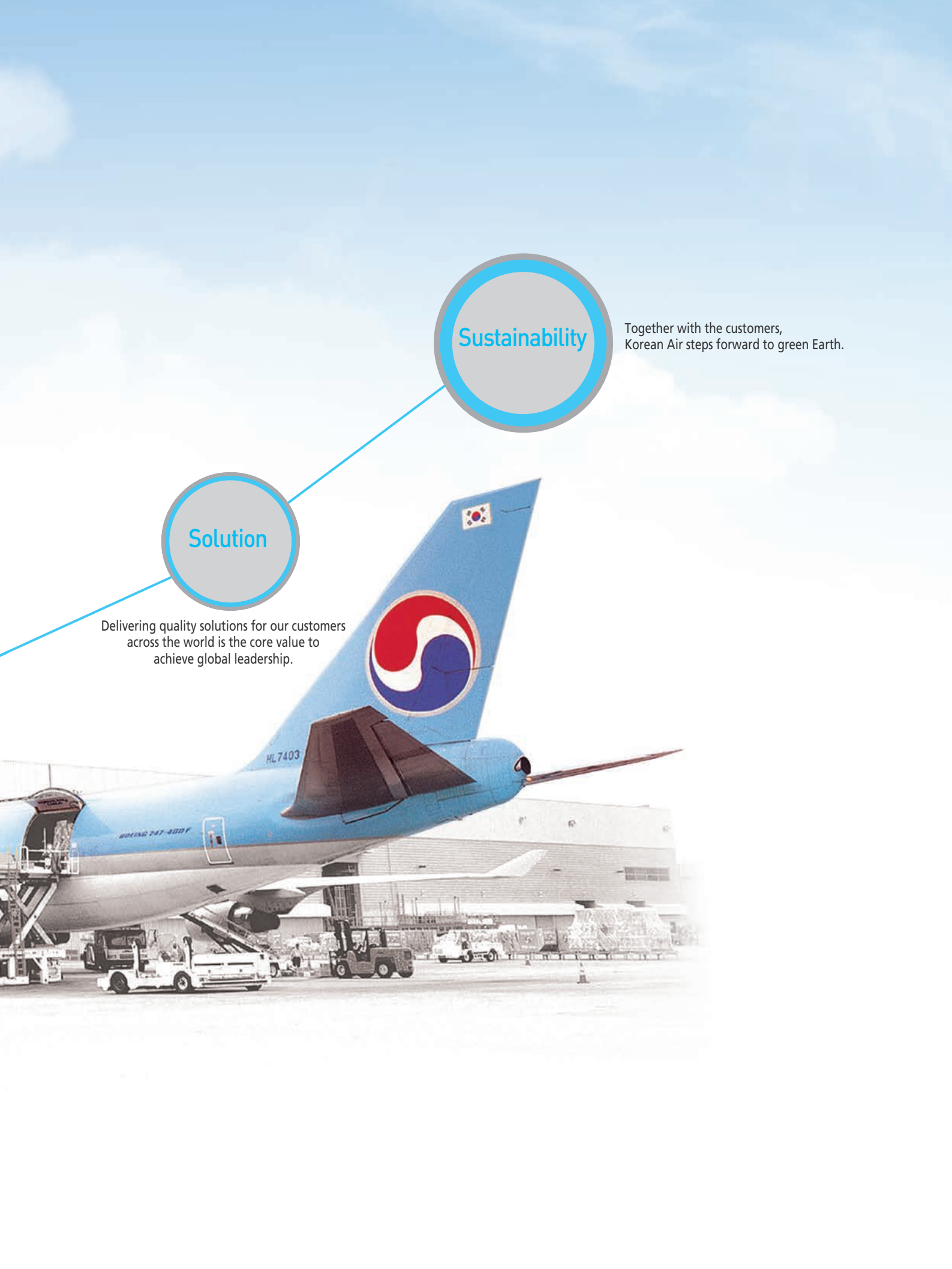
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Sustainability

Together with the customers,
Korean Air steps forward to green Earth.

Solution

Delivering quality solutions for our customers
across the world is the core value to
achieve global leadership.

The **Professionalism** at hand



Commitment

Over the last four decades,
Korean Air has responded to market challenges by
focusing on its core values to deliver "PROFESSIONALISM"

Dedication and passion for Professionalism

With professionalism, Korean Air has been responding to various customer groups looking for differentiated cargo solutions. Its strenuous efforts and investment in facilities, fleet, quality management and training have resulted in the continued recognition of quality service in the airfreight industry. Dedication and passion for professionalism have been the main drivers for Korean Air to develop air freight service for more than 40 years.

Korean Air's continued efforts for excellence have resulted in the world's #1 cargo airline for 6 CONSECUTIVE Years.

Recognition



History of Excellence

Now, Korean Air flies beyond the best.



Opening Korean civil aviation history

Ushering in a New Era of Growth

1969

Korean Air founded

1971

Began transpacific Boeing 707F cargo service to the USA

1974

Became the world's first airline to introduce Boeing 747F on the Pacific routes

1981

Dedicated its own international cargo terminal at Los Angeles International Airport, which served as a driving force for the nation's export economy

1984

New head office dedicated in Seoul

1996

Took delivery of B747-400 freighter, 1st of its kind

1997

Main global headquarters campus containing Global Operations Center dedicated at Gimpo International Airport in Seoul

1999

Mr. Cho Yang-Ho appointed as chairman of Korean Air

1996~2000

Ranked world's No.2 in FTKs by IATA for 5 years in a row

Since its foundation in 1969, Korean Air has set up milestones that impressed the airfreight industry ; Founding Global Air Cargo Alliance, SkyTeam Cargo, running state-of the art airfreight Terminals at ICN, providing largest air freight capacity on transpacific route with mega fleet (21 B747-400Fs). Korean Air Cargo's best organized resources will lead to customer satisfaction.

2000-2012



Leading the Way Forward

2013



Towards a Sustainable Growth

2000

Launched SkyTeam Cargo together with Aeromexico, Air France and Delta

2000

Opened its own international cargo terminal at JFK

2001

Opened Cargo Terminal 1 at Incheon Airport, Korea

2007

Terminal 2 opened to increase Korean Air's annual cargo-handling capability at Incheon up to 1.69 million tons

2004_2009

Retained world No.1 leadership for 6 consecutive years

2012

Introduced environment-friendly freighters B747-8F and B777F

The **Competence** at hand

Korean Air's world biggest freighter fleet makes its global presence and customer satisfaction worldwide possible.

Largest Capacity Offer



Every time

Challenge, Flexibility, Expertise ; Core values of Korean Air's competency

Since the first launch of freighter on transpacific route in 1971, Korean Air's freighter operation has been the history of 'Challenge and Response' over the past 42 years. Korean Air's attitude of undaunted challenge paid off with noticeable rewards especially at the time of economic crises. Through successful operations of various types of cargo, Korean Air has accumulated field knowledge into sophisticatedly organized expertise, which is now Korean Air's valuable asset. Its explicit and tacit knowledge acquired through its operation history are still being lively applied everywhere Korean Air freighters are flying.

Up-to-date Facilities

An extensive network and advanced cargo terminals enable Korean Air to command expansive geographic footprint over the world.

Global Network

(As of 2013. 08)



We are where you are.

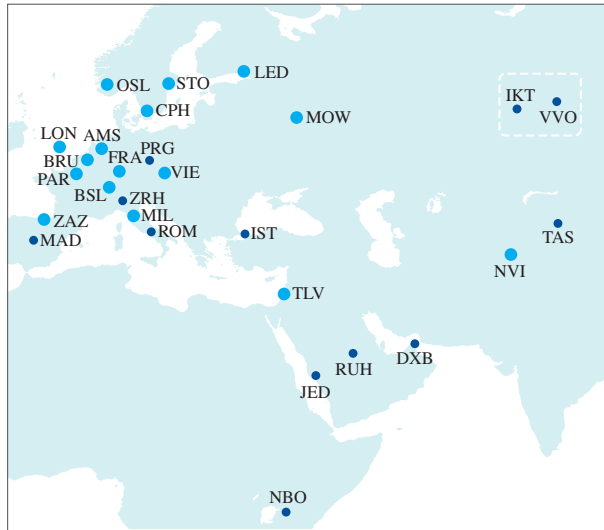
Every time you ship your shipment with Korean Air, the world really gets smaller fitting into your hand.

- Cargo FLT including Passenger FLT
- Passenger FLT only

Europe/Middle East /Africa

28 cities

The well organized networks, connecting 28 destinations enable our customers to access Europe most effectively.



Americas

17 cities

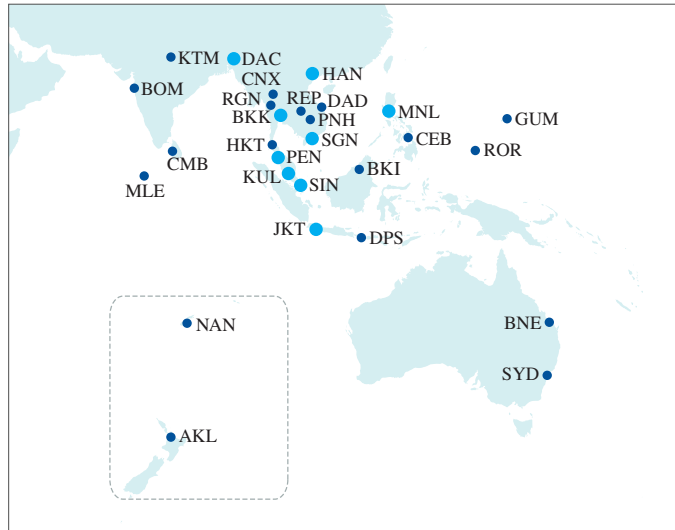
Linking 17 destinations, Korean Air Cargo's American service network is the most extensive and convenient route.



Southeast Asia & Oceania 28 cities

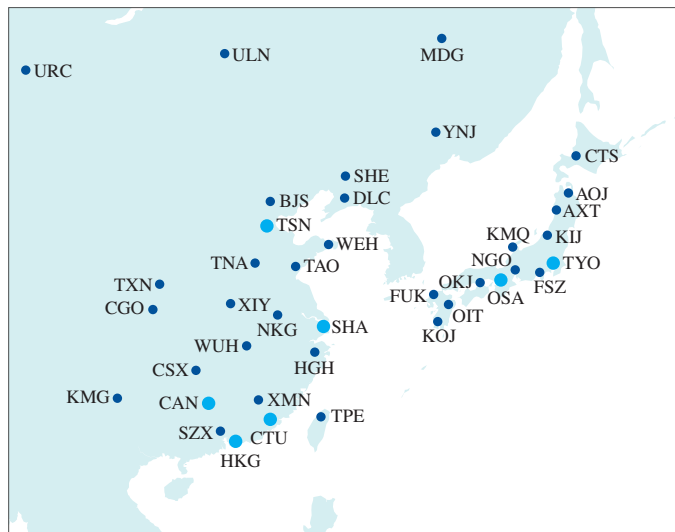
The competent networks, serving 28 cities with a geological advantage provide customers with thorough and punctual service.

- Cargo FLT including Passenger FLT
- Passenger FLT only



China & Japan 41 cities in China & Japan

Providing competitive schedules to China and Japan, Korean Air Cargo focuses to enhance customers' value.



Exclusive Cargo Terminals

Accuracy, Efficiency,
Automation;
Factors bringing
satisfaction to
Korean Air's Customers



Korean Air runs its own exclusive cargo terminals at Incheon, New York, Los Angeles, Osaka, Tokyo, where Korean Air's standard operation procedures are strictly applied. The best point is that Korean Air can ensure and maintain its quality services better at these exclusive cargo terminals, which make possible direct operation control and close monitoring and evaluation of ground service based on a customer-oriented scale. All exclusive terminals are equipped with temperature-controlled coolers, freezers, valuable rooms and other facilities for more caring service. Best practices acquired from the exclusive cargo terminals are shared with all other Korean Air stations.

Incheon Cargo Terminal 1

Capable of handling up to 1,430,000 tons a year, Korean Air's Cargo Terminal 1 at Incheon Airport serves as a powerful logistics hub of the Northeast Asian region to handle the region's continuously boosting cargo handling demand.



Area	420m X 105m (44,100 m ²)
Annual Handling Capacity	1,430,000ton
Elevating Transfer Vehicles	4 (1,048 racks)
Transfer Vehicles	2
Work Station	36
Truck Dock	70
Scale	21
AS/RS	768 positions

*AS/RS: Automated Storage & Retrieval System

Special Cargo Handling Facilities Capacity

Cooler	822 m ² (+2°C~)
Freezer	406m ² (-24°C~)
Warmer	21m ² (+40°C)
Temp/Moist. Control Room	82m ² (+25°C)
Valuables	56.73m ²
Live animal	21.59m ²

Incheon Cargo Terminal 2

Opened next to Incheon Cargo Terminal 1 in 2007, Cargo Terminal 2 at Incheon can process 260,000 tons of cargo annually. Being the latest addition to Korean Air Cargo's own terminals, Incheon Cargo Terminal 2 features a wide variety of the modern cargo handling equipment.



Area	210m X 105m (22,050 m ²)
Annual Handling Capacity	260,000 ton
Elevating Transfer Vehicles	2 (424 racks)
Work Station	17
Truck Dock	19
Scale	15

Special Cargo Handling Facilities Capacity

Cooler	75.7 m ² (+2°C~)
Freezer	7.7m ² (-24°C~)
Valuables	24.79m ²

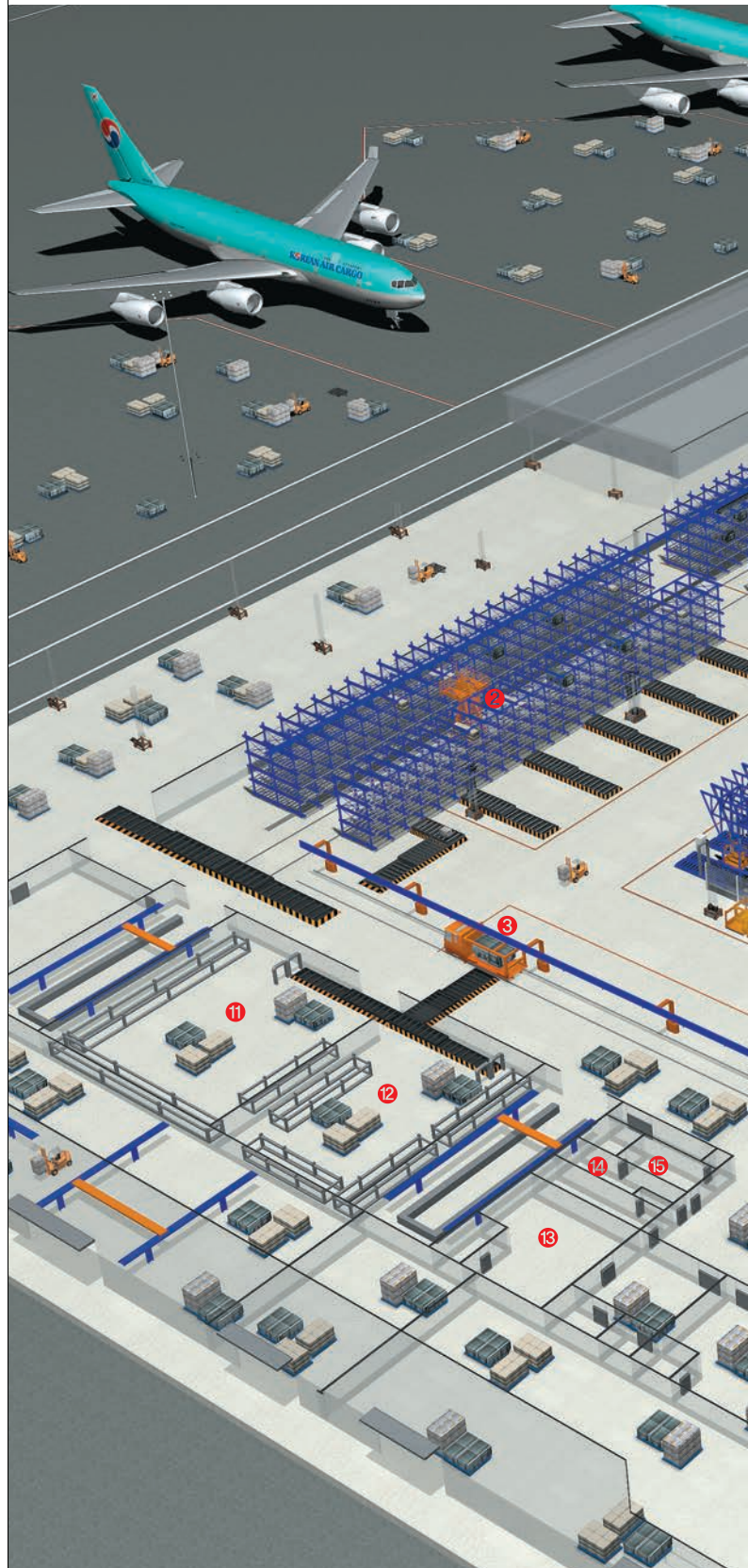
Incheon Cargo Terminal

The Best Hub Terminal guarantees safe & smooth transportation

Incheon cargo terminal's automated systems, various facilities and skilled professional experts allow us to provide safe & smooth transportation for all kinds of shipments to all destinations.

About Our Facilities:

- ① ETV
- ② ETV Rack
- ③ TV
- ④ Work Station
- ⑤ Truck Dock
- ⑥ Dock Leveler
- ⑦ Scale
- ⑧ By Pass
- ⑨ AS/RS
- ⑩ Minishipment Storage System
- ⑪ Cool Room
- ⑫ Freezer Room
- ⑬ Warm Room
- ⑭ Valuable Room
- ⑮ Constant Temperature & Humidity Facility





Incheon Cargo Terminal 1 Layout

Los Angeles Cargo Terminal

Dedicated in December 1981, this terminal is one of the largest in America. With a total floor space of 11,717m², 125,000 tons of cargo can be handled annually. A fully automated system provides advanced customs clearance and links directly with the U.S. Customs Automated Manifest System (AMS).



Area	134m X 97m (11,717 m ²)
Annual Handling Capacity	125,000 ton
Elevating Transfer Vehicles	2 (112 racks)
Work Station	11
Truck Dock	18
Scale	5
Nose Door Dock	1

Special Cargo Handling Facilities

Cooler	96 m ² (+2°C ~ -7°C)
Freezer	78 m ² (-21°C ~ -5°C)
Valuables	46 m ²

New York-JFK Cargo Terminal

Opened on Dec. 28, 2000 at JFK International Airport with an investment of \$102 million, this terminal is one of the largest cargo terminal structures in the eastern U.S. with a total warehouse floor area of 17,065m², and has annual capability of handling 200,000 tons.



Area	198m X 88m (17,065 m ²)
Annual Handling Capacity	200,000 ton
Elevating Transfer Vehicles	2 (346 racks)
Transfer Vehicles	2
Work Station	23
Truck Dock	34
Scale	11
Nose Door Dock	2
AS/RS	783 positions

Special Cargo Handling Facilities

Cooler	31 m ² (+3°C)
Freezer	15 m ² (-17°C)
Warmer	15 m ² (+40°C)
Valuables	108 m ²

Osaka-Kansai Cargo Terminal

This terminal began operations in September 1994. With a total floor area of 2,931 m², it is capable of handling 40,000 tons annually



Area	42m X 70m (2,931 m ²)
Annual Handling Capacity	40,000 ton
Work Station	4
Scale	5
Rack	32 positions

Special Cargo Handling Facilities

Cooler	380 m ² (+5°C)
Freezer	120m ² (-20°C)
Warm Room	162m ² (+20°C)
Valuables	29m ²
Live animal	15m ²

Tokyo-Narita Cargo Terminal

This terminal began to operate in January 1985 and has a total floor area of 2,405m² capable of handling 46,000 tons annually. The terminal is adjacent to the apron, allowing direct and swift warehouse-to-aircraft loading and unloading with minimal handling time.



Area	35m X 70m (2,405 m ²)
Annual Handling Capacity	46,000 ton
Scale	3
Rack	27 positions

Special Cargo Handling Facilities

Cooler	562 m ² (+5°C~)
	320m ² (+15°C~+19°C)
Freezer	435 m ² (-5°C)
	320m ² (-20°C)
Valuables	155m ²
Live animal	147m ²

The **Solution** at hand

Special shipments require special solutions;
Whatever shipment you want to ship,
the solutions are always AT HAND with Korean Air.

Valued
Solutions



Korean Air is ready to offer products full of “Value Inside”

Korean Air carries 4 common products(Equation, Variation, Cohesion, Dimension) sharing with SkyTeam Cargo members. They are delivering customers’ expectations, wishes and values as requested. Customers’ needs are Korean Air’s prime concern with which it can design more adaptable service. Variation and Cohesion are intentionally left open for customers’ extra requirements to make the products more beneficial to the customers. This is how Korean Air interacts with its customers to complete service. So, we call it ‘Solutions at hand’.

Shipments, from heavy equipments to pharmaceutical products, shall be handled with the most dedicated service by Korean Air’s best cargo operation teams.



Tailored Services

Solutions

Offering most convenient
express delivery



Key Service :

- No reservation required
- Minimum ground stay
- Online booking and tracking service available



Key Service :

- Priority reservation
- Guaranteed loading
- Online tracking service

Customized to supply chain



Economical and standard quality care



Key Service :

- Dedicated care by specialized team
- Special Cohesion monitoring system



Key Service :

- Ensure safe transportation of your shipment
- Online booking and tracking service available

Professional care for special requirements



Key Service

- Professional handling with special care
- Dedicated staffs and equipment assigned



Heavy, big shipments; provides the technical and logistical means to transport goods that are extremely large, heavy



The temperature-sensitive option for products demanding a certain temperature level of storage; Dedicated handling for medical and pharmaceutical products, fine chemicals and biotechnology that need to be kept through utilization of temperature-controlled cooling containers.



Garments on hangers ; A system for transporting garments on hangers specially designed to meet the needs of haute couture and ready-to-wear fashion manufacturers.



Live animal shipments as defined by IATA LAR ; Guarantees the transport of all live animals in optimum conditions of safety, comfort and hygiene.



For shipments of precious artworks ; One-off arrangements and specialized logistics to ship artworks in optimal conservation and security conditions.



Perishables requiring more of a cool-chain service; Safe transport for temperature-sensitive products.



Shipments of high commercial value; provides protected storage and high level of security



Dangerous goods as defined by IATA ; Dangerous Goods Regulation Designed specifically for the carriage of dangerous goods.



Specialized in secured transport of vehicles; test/prototype cars, racing cars and etc.

The **Sustainability** at hand



Responsibility

Korean Air strives to live up to its social responsibility,
caring about the environment and its society.

Dedicated to a sustainable future; Korean Air's business goes beyond flight operations and into our living environment

As one of the world's leading airlines, Korean Air strives to live up to its social responsibility, caring about the environment and the society it serves.

Korean Air has made consistent efforts to preserve the environment and minimize its impact on the environment. In February 2012, its introduction of such highly efficient and eco-friendly aircrafts B747-8F and B777F is part of such effort. Korean Air also goes beyond geographical borders to deliver hope to local communities and offer worldwide social contributions such as taking part in the disaster relief activities in various parts of the world. Corporate social responsibility is the soul of Korean Air.

Contributions

Our efforts go beyond geographical border delivering hope to local communities and offering social contributions in various parts of the world

Korean Air operates eco-friendly airplanes such as B747-8F and B777F is part of such effort.

Going further, eco-friendly

Thinking about 'safe and clean Earth'



- 17%* Reduction in fuel and carbon dioxide
- 28% Below 2008 industry limits for NOx
- 30%* Smaller noise footprint

*Relative to B747-400F 85dBa noise area

Eco-friendly Aircrafts

In February 2012, Korean Air became the first airline in the world to operate both types of eco-friendly cargo aircrafts, B747-8F and B777F. Currently Korean Air operates three B747-8F and three B777F in the optimal routes. By 2016, Korean Air plans to have a total of five B777Fs and seven B747-8Fs.



- 16%* Reduction in fuel and CO₂
- Below 2008 industry limits for NOx
- Quieter than Stage 4 limits

*Relative to B747-400F

Lightweight Containers



Korean Air is utilizing 1,900 lightweight Containers, which are made of advanced aluminum panels and approximately 40% lighter than normal ones. These containers save 5.2 million pounds of fuel and \$2.3 million USD of fuel cost annually.

Cargo Office Directory

Korean Air Cargo's Worldwide Presence

KOREA

	82-2-751-7200 (Reservation)
Busan	82-51-461-7131 (Sales)
	82-51-461-7133 (Reservation)
	Export) 82-51-970-3255 (Airport)
	Import) 82-51-970-3265 (Airport)
Daegu	82-53-983-6513-4 (Sales)
	82-53-984-1212 (Airport)
Gwangju	82-62-944-6077 (Sales)
	82-62-942-5840 (Airport)
Jeju	82-64-748-8513 (Sales)
	INT'L) 82-64-900-8137 (Airport)
	Domestic) 82-64-746-8182 (Airport)
Seoul	Export / Day / Weekday)
	82-32-742-5790 (Airport)
	Export / Night / Weekend)
	82-32-742-5735/45 (Airport)
	Import / Day / Weekday)
	82-32-742-5048
	Import / Night / Weekend)
	82-32-742-5713
	Domestic) 82-2-2656-5771

MIDDLE EAST

Dubai	971-4-337-6595 (Reservation)
	971-4-224-4190 (Airport)
Jeddah	966-12-685-2523 (Reservation)
	966-12-685-2523 (Airport)
Nairobi	254-708-186-675 (Reservation)
	254-787-454-992 (Reservation)
	254-708-186-675 (Airport)
	254-787-454-992 (Airport)
Riyadh	966-11-472-2480 (Reservation)
	966-11-220-7091/2 (Airport)
Moscow	7-495-961-3886 (Reservation)
	7-495-961-3886 (Airport)
Navoi	998-79-770-3811/2/4 (Reservation)
	998-79-770-3811/2/4 (Airport)
Saint Petersburg	7-812-611-0735 (Reservation)
	7-812-611-0735 (Airport)
Tashkent	998-71-129-2004/2009 (Reservation)
	998-71-254-2001 (Airport)
Vladivostok	7-4232-30-7535 (Reservation)
	7-4232-30-7535 (Airport)

JAPAN

Akita	81-3-5443-3377 (Reservation)
	81-18-886-8188 (Airport)
Aomori	81-3-5443-3377 (Reservation)
	81-17-729-0511 (Airport)
Fukuoka	81-92-283-0573 (Reservation)
	81-92-283-0751 (Sales)
	81-92-477-7561 (Airport)
Kagoshima	81-92-283-0753 (Reservation)
	81-92-283-0751 (Sales)
	81-995-58-3763 (Airport)
Komatsu	81-569-38-0660 (Reservation)
	81-569-38-0663 (Sales)
	81-761-24-1665 (Airport)
Nagoya	81-569-38-0660 (Reservation)
	81-569-38-0664 (Airport)
Niigata	81-3-5443-3377 (Reservation)
	81-25-244-3320 (Reservation)
	81-3-5443-3388 (Sales)
	81-25-271-5541 (Airport)
Okayama	81-6-6263-8896 (Reservation)
	81-86-294-4951 (Airport)
Oita	81-92-283-0753 (Reservation)
	81-92-283-0751 (Sales)
	81-92-477-7561 (Airport)
Osaka	81-6-6263-8896 (Reservation)
	81-72-456-5122 (Airport)
Sapporo	81-123-27-3321 (Reservation)
	81-123-27-3321 (Airport)
Shizuoka	81-569-38-0660 (Reservation)
	81-548-29-2650 (Airport)
Tokyo	81-3-5443-3377 (Reservation)
	81-3-5443-3388 (Sales)
	Export) 81-476-32-7574 (Airport)
	Import) 81-476-32-7571 (Airport)

CHINA

Beijing	86-10-6455-6366 (Reservation)
	86-10-6455-6388 (Airport)
Changsha	86-731-8225-9525 (Reservation)
	86-731-8479-9701/2 (Airport)
Chengdu	86-28-8520-7488 (Reservation)
	86-28-8520-7489/90 (Airport)
Dalian	86-0411-8365-8505 (Reservation)
	86-0411-8388-7180 (Airport)
Guangzhou	86-20-3607-0566/46 (Reservation)
	86-20-3605-0249 (Airport)
Hongkong	852-2215-3576 (Reservation)
	852-2769-8472 (Airport)
Jinan	86-531-8611-8847 (Reservation)
	86-531-8611-8847 (Airport)
Kunming	86-871-6315-8299 (Reservation)
	86-871-6708-5580 (Airport)
Mudanjiang	86-453-6318858/8587 (Reservation)
	86-453-6482262 (Airport)
Nanjing	86-25-5248-8890 (Reservation)
	86-25-5248-8890 (Airport)
Qingdao	86-532-8922-8952 (Reservation)
	86-532-8922-8955 (Airport)
Shanghai	86-21-3392-5702 (Reservation)
	86-21-6835-4807 (Reservation)
	86-21-6833-1270/1 (Airport)
Shenyang	86-24-2334-1121 (Reservation)
	86-24-3192-9237 (Airport)
Shenzhen	86-755-8293-3106/07/77 (Reservation)
	86-755-8293-3106/07/77 (Airport)
Taipei	886-2-2518-0295 (Reservation)
	886-3-393-1842 (Airport)
Tianjin	86-22-2490-1848 (Reservation)
	86-22-2490-1857/1858 (Airport)
Ulan Bator	976-7013-2001 (Reservation)
	976-7004-9659 (Airport)
Weihai	86-136-6630-6212 (Reservation)
	86-631-864-5599 (Airport)
Wuhan	86-27-8556-1581 (Reservation)
	86-27-6568-7850 (Airport)
Xiamen	86-29-88361818 (Reservation)
	86-29-88361818 (Airport)
Xian	86-29-88361818 (Reservation)
	86-29-88361818 (Airport)
Yanji	86-433-2918824 (Reservation)
	86-433-2916624 (Airport)
Zhengzhou	86-0371-6788-1285/86/87/88 (Reservation)
	86-0371-6851-9385 (Airport)



NORTH AMERICA

	1-888-888-4525 (Reservation)
Anchorage	1-907-248-8113 (Sales)
	1-907-248-8113 (Airport)
Atlanta	1-404-763-0185 (Sales)
	1-404-763-0203 (Airport)
Chicago	1-773-894-4218-9 (Sales)
	Export) 1-773-894-8050-4 (Airport)
	Import) 1-773-917-2078 (Airport)
Dallas	1-972-574-1780 (Sales)
	1-972-574-1268 (Airport)
Honolulu	1-808-836-0311 (Sales)
	1-808-836-0311 (Airport)
Las Vegas	1-310-417-5205 (Sales)
	1-702-261-5027 (Airport)
Los Angeles	1-310-417-5211 (Sales)
	Export) 1-310-417-5266-7 (Airport)
	1-310-215-8686 (Airport)
	Import) 1-310-417-5284-8 (Airport)
Miami	1-305-874-5045 (Sales)
	1-305-874-2450 (Airport)
New York	1-718-632-5555 (Sales)
	1-718-632-5566 (Airport)
San Francisco	1-650-742-9850 (Sales)
	Export) 1-650-742-7934 (Airport)
	Import) 1-650-634-0700 (Airport)
Seattle	1-206-244-7121/3775 (Sales)
	1-206-241-1142/1192/1531/0935 (Airport)
Toronto	1-905-672-7473 (Sales)
	1-905-672-7480 (Airport)
Vancouver	1-604-276-9271 (Sales)
	1-604-276-9271 (Airport)
Washington	1-571-633-9768 (Sales)
	1-703-661-1782 EXT 2 (Sales)
	1-703-661-1782 EXT 2 (Airport)

SOUTH AMERICA

Guadalajara	52-33-3688-5775/5666 (Sales)
	52-33-3284-2770 (Airport)
Lima	51-1-203-0080 (Sales)
	51-1-203-0080 (Airport)
Sao Paulo	55-11-3120-7195/7171 (Sales)
	55-11-2445-6270 (Airport)

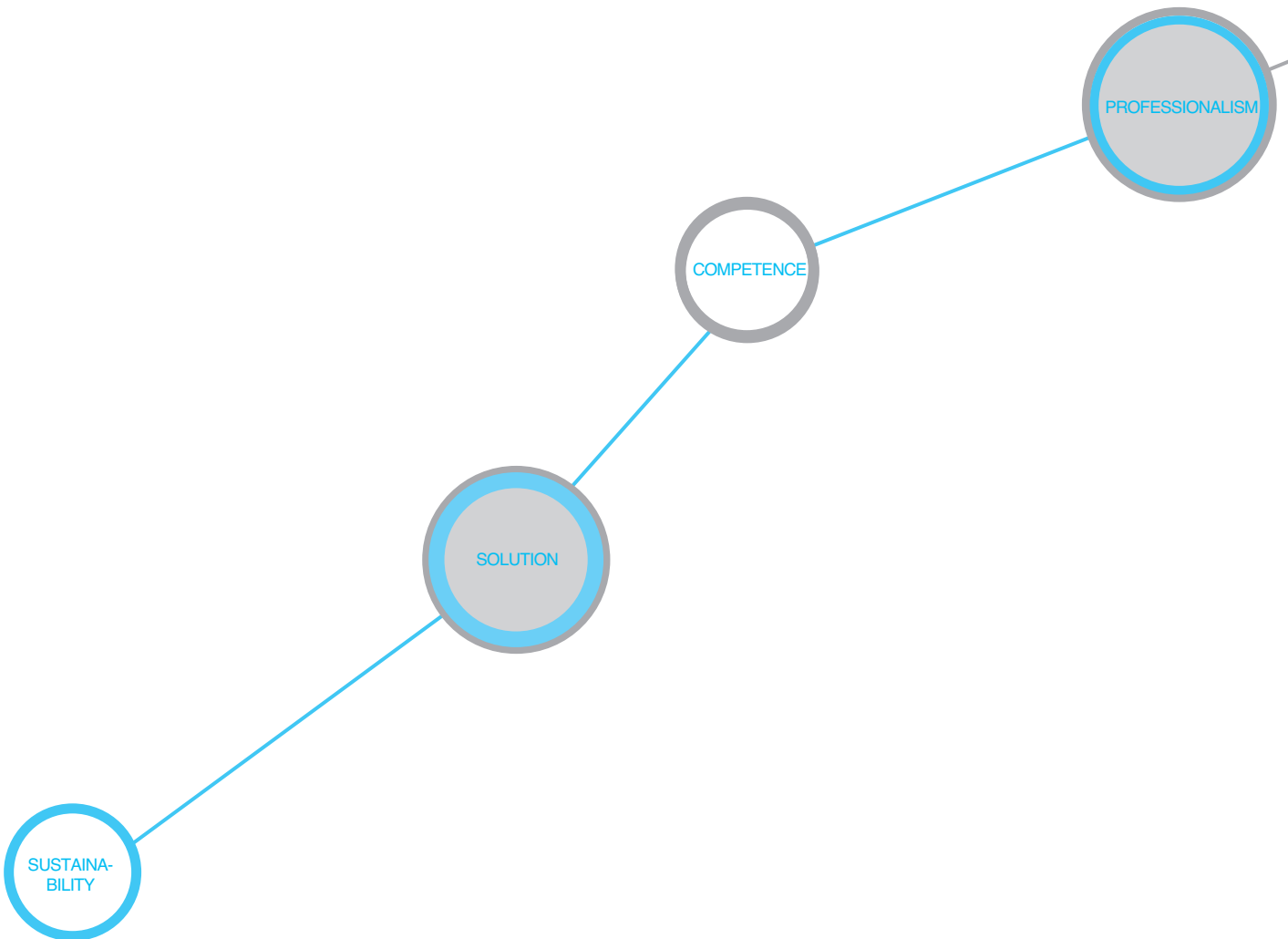
SOUTHEAST ASIA/OCEANIA

Auckland	64-9-256-2785 (Reservation)
	64-9-256-2785 (Airport)
Bangkok	66-2-137-4807-10 (Sales & Reservation)
	Fax. 66-2-137-4815 (Export)
	66-2-137-4812/4813 (Operation)
	Fax. 66-2-137-4815 (Import & Export)
Brisbane	61-7-3860-5700 (Reservation)
	61-7-3860-5700 (Airport)
Cebu	63-2-854-5851-4 (Reservation)
	63-32-340-6184 (Airport)
Chiang Mai	662-137-4807-10 (Reservation)
	66-53-922356 (Airport)
Chennai	91-44-49002700/11 (Reservation)
	91-44-49002722/44 (Airport)
Colombo	94777420073 (Reservation)
	94112252191 (Airport)
Delhi	91-11-45650101/02/03/04 (Reservation)
	91-11-45650201/02/03/04 (Airport)
Denpasar	62-21-550-3064 (Reservation)
	62-936-8310/77 (Airport)
Guam	1-671-642-1126 (Reservation)
	1-671-642-3203-5 (Airport)
Hanoi	84-4-3886-6964/5 (Reservation)
	84-4-3886-6964/5 (Airport)
Ho Chi Minh	84-8-5408-5658/9 (Reservation)
	84-8-5408-5658/9 (Airport)
Jakarta	62-21-5591-1651/5591 0850/5591 0804 (Reservation)
	62-21-550-3064/3065 (Airport)
Kathmandu	977-1-4431565 (Reservation)
	977-1-4431565 (Airport)
Kota Kinabalu	6-088-515-276 (Reservation)
	6-088-515-265 (Airport)
Kuala Lumpur	603-8787-4110/20 (Reservation)
	603-8787-4110/20 (Airport)
Male	9607777634 (Reservation)
	9607775457 (Airport)
Manila	63-2-854-5851-4 (Reservation)
	63-2-854-5851-4 (Airport)
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