

## NEWS RELEASE

**Please find here a news release issued today by Cargo 2000**

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### CARGO 2000'S AIRLINE AND FORWARDER MEMBERS INCREASE THEIR COMMITMENT TO QUALITY OF SERVICE

Cargo 2000's 2013 Membership Classification analysis shows a continued commitment by its leading members to improve the quality of their air cargo services.

Launched in 2012, Cargo 2000's Membership Classification process aims to recognize the achievements and commitments of members using its quality management system over the previous year and to encourage all members to strive for higher standards of service for their customers.

Members are assessed on their results and activities in three key areas: Performance and Integrity; Process and Degree of Implementation; and Contribution to the C2K community. These three main elements are weighted with the highest value placed on Contribution to the C2K Community, recognizing the importance that the C2K organization places on its members' efforts towards the continued development and success of the program.

In 2013, the number of members achieving the highest Platinum status rose to nine, with Air France Cargo and Delta Air Lines both moving up from the Gold level to join Cargolux, Cathay Pacific, Kuehne + Nagel, KLM Cargo, Lufthansa Cargo, Schenker and Swiss WorldCargo.

In the Gold category, Cargo 2000 has listed 14 members. Four members achieved an improvement over 2012 and moved up to the Gold level; Korean Air Cargo, Martinair, Cargomind and Panalpina. The other Gold Members are Agility, Air Canada, American Airlines, British Airways, DHL Global Forwarding, Etihad, SDV Logistics, Singapore Airlines, United Airlines and Yusen Logistics.

Iberia improved from the Member to Silver category in the analysis of the last year, joining SAS. The Member category includes all remaining C2K partners.

Mattijs ten Brink, Chairman of Cargo 2000, said: "In the challenging economic conditions facing the air cargo industry, it would have been easy for companies to take their eye off their quality commitment but in fact the opposite has been true. In 2012, Cargo 2000 members measured an average of 1.25 million shipments a month to our quality standards, a 3% increase over 2011 and performance levels remained stable throughout the year. This is because our members can clearly link the C2K quality program with cost efficiency and customer retention. Currently, our Membership Classification only takes into consideration our airline and forwarding members but we are hopeful of extending this to a broader cross section of our membership before the next round of analysis."

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#### **Notes to editors:**

#### **About Cargo 2000's Membership Classification**

The classification uses measurable and transparent criteria to fairly evaluate individual members. The evaluation matrix consists of three sections, with each section allowing for a score of up to 100 points and carrying a percentage weight:

1. Performance and Integrity (30%) – This section looks at measured performance such as KPIs, volume of shipments measured and data integrity.
2. Process/Degree of Implementation (30%) – This second section examines the level of Cargo 2000 implementation, especially a company that moves beyond the minimum requirements.
3. Contribution to Cargo 2000 Community (40%) – The third section assesses a company's level of engagement with the broader Cargo 2000 community.

#### **About Cargo 2000**

Bringing together 77 major airlines, forwarders, and third parties in airfreight, Cargo 2000 aims to be the deepest and most far-reaching improvement initiative in the air cargo industry's history. Its Master Operating Plan (MOP) defines an industry standard process for moving goods from the door of the shipper to the door of the consignee. Cargo 2000 also offers the air cargo industry open access to its standard MOP process. This includes an intuitive electronic version that non-members can download in order to map their own quality processes to those of Cargo 2000.

By reducing the number of individual processes in the air cargo supply chain, Cargo 2000's quality system 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.