



Dear Business Partners;

As Turkish Airlines Cargo, our goal is to offer qualified and diversified goods and services with its advantages as expected by our respectable business partners.

We owe our current success to our agents, GSAs, shippers, on-time deliveries and much more. In order to serve you the best, we directed our investments to build an air cargo terminal equipped with the latest technology. By this, we aim to create a hub which fulfills your needs at the earliest, fastest and reliable way. We, the Turkish Airlines Cargo maintain new projects to increase our service quality. We kindly present the information about our latest plans and projects below:

1. Storage Unification- (DONE)

Our export and import storages were inefficiently separated. Now we have demolished the wall between and it has become easier to carry in between.

2. Increase of Storage Capacity- (DONE)

The transit storage capacity increased 37 % with the installation of new rack system. The capacity of the storage will be 3300 euro pallets by January 1st, 2013.

3. Efficient Usage of Cargo Preparation Area- (DONE)

We modified the export storage area by increasing space needed to prepare flight pallets. Now it is more compatible to prepare pallets simultaneously.

4. Reach Truck Usage- (DONE)

Instead of forklifts which can operate at aisle width of 5.6 m, new reach trucks which can operate at aisle width of 2.9 m are bought. Both space utilization and efficient usage of new racks is available with these new vehicles.

5. New Cold Room- (DONE)

New temperature controlled storage area is established for special cargo. Cooling capacity of the warehouse increased by %50 with this new room.

6. New Equipment Park- (ONGOING)

Tender process for 10.500 m² of new equipment park at Istanbul Ataturk Airport is completed. Construction works are expected to be completed by the end of 1st quarter of 2013.

7. New Cargo Terminal- (ONGOING)

New cargo terminal with an area of 40.000 m² will be constructed at Istanbul Ataturk Airport. All permissions are obtained from related authorities. Conceptual design of new terminal is finished. The construction process will be completed at 2nd quarter of 2014. With the completion of new cargo terminal and Equipment Park, our operation area will be 2.5 times greater than current facility.

8. New Cargo Operation Management Information System- (ONGOING)

The current IT structure which has been used for 20 years will be replaced by a new Cargo Operation Management Information System (COMIS). Negotiation process continues with world's three leading cargo software companies. We plan to purchase the new system by early December 2012. COMIS is expected to solve our IT based problems and help us to improve our processes in all areas of our operation.

The above mentioned modifications are revolutionary changes and our customers will enjoy a better service in near future with the completion of all ongoing projects.

By adding new niche destinations to our worldwide network consistently and with the advantage of our geographical condition, we the Turkish Airlines Cargo are the fastest growing airline in the world and our aim is to carry on two digit growth in next 10 years. We are conscious that the growth we've experienced over the years is because of customers like you, who faithfully support our business.

We appreciate your trust, and we'll do our best to give you the kind of service you deserve.

Your business is much appreciated, and we will do our very best to continue to fulfill your needs.

Yours sincerely,

Müzekker VATAN
Coordination & Operation Regional Cargo Manager
(Eastern Europe & Russia)