



Jim McKeon
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Continental Airlines Cargo
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April 21, 2010

CO Cargo Well-Prepared For May 1 Increased Screening Level

Dear Continental Airlines Cargo Customers:

Effective Saturday, May 1, 2010, a new Security Directive from the Transportation Security Administration (TSA), will be in effect, mandating another increase in the screening level for cargo transported on passenger aircraft, originating from the United States and its territories. We would like to reassure you that Continental has worked closely with the TSA and is prepared to efficiently implement the new rules. In most cases, we already exceed the new mandated levels in our stations.

Most of the Continental acceptance procedures will be **unchanged May 1** and detailed for your reference in grey below. Please note item #1 is new.

New Continental Policies May 1, 2010

1. Continental will accept live animals from individual shippers at non-U.S. locations.

Continental Acceptance Policies—No Change May 1, 2010

2. Tendering procedures for human remains, live human organs, and diagnostic specimens will be unchanged by the May 1 directive.
3. Tendering procedures for sealed pharmaceuticals, static-discharge electronics and temperature-controlled ULDs will be unchanged.
4. Continental Airlines Cargo continues to offer waived security surcharges for CCSF-screened shipments, arriving with proper chain-of-custody, documents and screened cargo sticker/ tags.
5. Cargo tendered to Continental by a Certified Cargo Screening Facility (CCSF) may be tendered loose or consolidated in pallet, skid, or container configurations.
6. No Change May 1-Continental will continue to accept shipper-built pallets, shrink-wrapped, and banded skids, booked over wide body aircraft routes (e.g. NRT, EZE, GRU, HKG, PEK, PVG, BOM, DEL, GIG, FRA, MUC, TLV, and LHR). Feel free to contact your cargo sales manager for any questions about your itinerary or acceptance details.
7. No Change May 1--Cargo booked or transported over narrow body aircraft routes, (not tendered by a TSA-approved Certified Cargo Screening Program, must be tendered loose.

8. No Change- QUICKPAK express packages cannot be taped or banded together. Courier bags tendered as one piece on the air waybill, such as opaque courier bags, continue to be accepted and screened efficiently.
9. Continental's live animal acceptance procedures for shipments originating in U.S. and its territories are unchanged. (Live animals such as birds or mice, may continue to be tendered as they are today.)
10. No Change- Consolidations tendered by an Indirect Air Carrier comprised entirely of items weighing 16 ounces or less can still be tendered bundled together (such as in a bag).

Because many of our policies are unchanged, we are confident that Continental Airlines Cargo will continue to deliver the acclaimed ride-as-booked services you have come to expect. Our cargo team, one of the best-trained in the business, is poised to work closely with you to ensure that air freight remains the best value-for-money for our mutual customers.

We encourage you to access our website at cocargo.com for the latest developments relating to our operations and products. Thank you for your support.

Sincerely,

A handwritten signature in black ink that reads "Jim McKeon". The signature is written in a cursive, flowing style.

Jim McKeon
Senior Director Sales