



Jim McKeon  
Senior Director Sales  
Continental Airlines Cargo  
P. O. Box 4607  
Houston, TX 77210

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Dear Continental Airlines Cargo Customers:

### **CO Cargo Announces February 1 Cargo Tendering Procedures**

Effective Sunday, February 1, 2009, a new Security Directive from the Transportation Security Administration (TSA), will be implemented to meet a mandated, 50 percent screening level for cargo transported on wide body passenger aircraft, originating from the United States and its territories. We want to assure you that Continental has worked closely with the TSA and stands well-prepared to comply with the new rules. In fact, through investments in advanced screening technology and training, we are far exceeding the mandated level today. And we are dedicated to delivering the same lockout times we delivered throughout 2008 and smoothly through the October narrow body directive. We are not pulling back up our lockout times, one bit.

At the same time, the directive will require new handling processes for specific shipments. Here are important new Continental cargo and QUICKPAK procedures:

1. Cargo booked or transported over narrow body aircraft routes, not tendered by a TSA-approved Certified Cargo Screening Program (CCSP) participant in accordance with those requirements, must be tendered loose. No consolidated skids, shipper-built units, shrink-wrapped or banded shipments (comprised of multiple pieces), are allowed. Individual pieces cannot be taped together. Cargo agents must have access to all sides of each piece. (Note: for live animal shipments or courier bags containing all-pieces-under-16 ounces see below.)
2. QUICKPAK express packages (not tendered by a CCSP), cannot be taped or banded together. Courier bags tendered as one piece on the air waybill, will be screened as they are today.
3. Cargo tendered to Continental (CO) by a Certified Cargo Screening Facility (CCSF) may be tendered loose or consolidated in pallet, skid or container configurations. Once CO cargo personnel verify the proper chain-of-custody, documents and screened cargo identification, CCSF-screened cargo will move expeditiously through our system.
4. 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, BOM, DEL, GIG, FRA, TLV, LHR). Feel free to contact your cargo sales manager for any questions about your itinerary or acceptance details.
5. Labeling—Continental requires that every piece of non-CCSF cargo and QUICKPAK, including shipments tendered in shipper-built containers, on skids or palletized, must be individually labeled.
6. Shipments containing live animals such as birds or mice, may continue to be tendered as they are today.
7. 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).

8. CO Cargo is not adding any new screening fees resulting from the February 1 directive.
9. Tendering procedures for human remains, live human organs and diagnostic specimens will be unchanged by the February 1 directive.
10. Tendering procedures for sealed pharmaceuticals, static-discharge electronics and temperature-controlled ULDs will also be unchanged.

As a result of these measures, we are confident that Continental Airlines Cargo will continue to deliver the acclaimed ride-as-booked services you have come to expect. We understand this is a critical watershed moment for our industry. 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](http://cocargo.com) for the latest developments relating to our operations and products. We thank you for your loyalty and appreciate the opportunity to continue to serve you now and in the future.

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