

## Commitment to Cargo quality



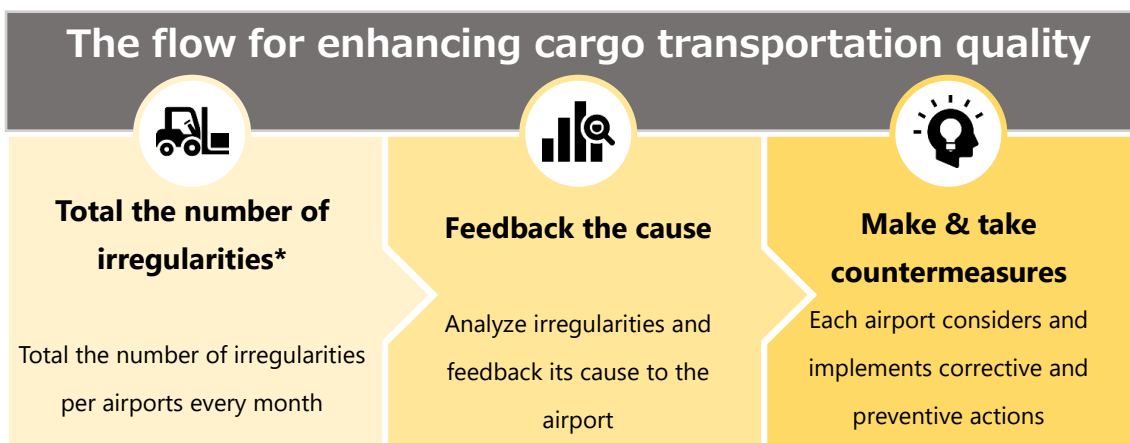
### Cargo quality of ANA Cargo

Based on high transportation quality, ANA cargo prioritizes customers' needs and continuously providing services that is always the most chosen by the customers

#### Strict control of transportation quality

We measure handling performance of each airports by calculating ratio of cargo damages and missing cargo at the warehouse, moreover RCF\* within the standard delivery time. Based on the results, we take any countermeasures to enhance the quality.

\*The time to finish piece counting of the shipment.



\*cargo damage, missing and delay in delivery

#### Examples for improving our handling quality

Using a strap cover in transporting an automobile //New//

When we transport an automobile, a loading material called a tie-down strap is wrapped around its wheel to secure the vehicle on the ULD\*. If the tie-down straps are wrapped directly around the wheels, they may give scratches by vibration during transportation, so ANA Cargo uses special covers for straps. We provide our customers with careful handling not only of the vehicle itself, but also of every detail such as wheels.

\*ULD(Unit Load Device)···A tool used to consolidate cargo for loading in the cargo hold of an aircraft. There are two types: pallets and containers.

Tie-down strap on the cover



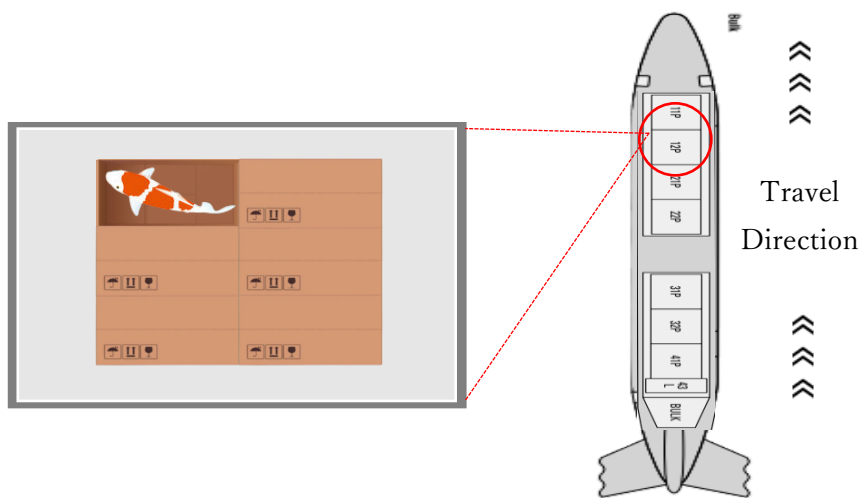
Tie-down strap with the cover



Actual build up



Paying attention to loading direction of ornamental fish //New//



When we transport relatively large sized ornamental fish (Koi fish, etc.), we load the fish into the ULD so that they are facing 90 degrees to the direction of the aircraft in case of receiving a request from a customer. This method protects the customer's valuable ornamental fish from contacting package strongly by shaking and vibration during transportation, and ensures that the fish are transported in good condition.

Putting color tape on forklift blades

To minimize the risk of contacting forklift's blades that are stick out from opposite fork entries with other cargo when forklift drivers lift cargo, we put color tape on the blades so that drivers can recognize how much they put blades in fork entries.



## Holding a quality meeting with staff



A meeting where cargo staff discuss about how to prevent cargo damage are held regularly. In order to educate staff with high skill level, we train them by analyzing the causes of past incidents and considering points that we have to be careful during the operation.

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## Be committed to meeting our customers' needs

In order to provide better service with our customers, we conduct an annual survey on service quality for freight forwarders and agents. We also analyze the opinions and requests that we receive from our customers on a daily basis to promote the resolution of issues.

