



DHL and Delta Cargo further enhance cooperation

- **Delta Cargo joins DHL Global Forwarding's Strategic Air Cargo Security Partnership program**
- **Introduction of performance scorecard strengthens quality partnership**

Bonn, October 6, 2010: DHL Global Forwarding and Delta Cargo have concluded a Memorandum of Understanding (MoU) on a Strategic Air Cargo Security Partnership. Moreover, Delta Cargo has joined the company's Performance Scorecard system which was first introduced in 2009.

The Strategic Air Cargo Partnership is a DHL initiative aimed at stepping up supply chain security. It is based on a common understanding of standard operating procedures for high-value and high-risk cargo and an exchange of best practices on security issues and information on crime trends. Delta Cargo now joins other major airlines as a partner to this initiative.

"Delta Cargo is committed to supporting customer programs that focus on continuous improvements and enhanced supply chain security," said Neel Shah, vice president – Delta Cargo. "Entering into the DHL Carrier Scorecard System and Security Partnership was a natural evolution for us, and we look forward to sharing best practices as well as our shipment security knowledge as an aircraft operator."

"Delta Cargo is one of DHL Global Forwarding's preferred air carriers," said Michael Schaecher, executive vice-president and head of global airfreight, DHL Global Forwarding. "Working together with our most important partners in the airline business is a key element in delivering on our commitment to customers to be best in class with respect to security. The MoU with Delta Cargo is another important contribution towards achieving our objectives."



DHL and Delta Cargo are also embarking on a Commitment to Quality partnership. In this context, Delta Cargo is introducing the Performance Scorecard System launched by DHL in November 2009.

The Commitment to Quality Partnership is multifaceted and includes long-term strategies and programs focused on continuous quality improvement throughout the entire shipment life cycle. It comprises multiple areas such as eFreight, booking processes, shipment handling, claims processing and invoicing. Progress is measurable on the basis of several KPIs, including the measurement of carbon emissions and the commitment to improving efficiency, the introduction of a paperless transport documentation as well as overall data quality.

DHL Global Forwarding's preferred carriers are encouraged to join the Performance Scorecard System as it enables them to improve their service to customers while at the same time lowering supply chain costs by reducing the number of exceptions.

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Delta Cargo

Delta Cargo is one of the world's largest cargo operations, generating more than \$788 million in revenue in 2009. With an industry-leading global network, Delta Air Lines and the Delta Connection carriers offer service to 351 destinations in 64 countries on six continents.

Delta Cargo employs more than 1,900 professionals worldwide offering a comprehensive portfolio of cargo services including DASH, DASH Heavy and Standard within the U.S. The SkyTeam Cargo product line includes Equation, Equation Heavy, Cohesion, Variation and Dimension worldwide. For more information visit deltacargo.com.



DHL – The Logistics company for the world

DHL is the global market leader in the logistics industry and “The Logistics company for the world”. DHL commits its expertise in international express, air and ocean freight, road and rail transportation, contract logistics and international mail services to its customers. A global network composed of more than 220 countries and territories and about 300,000 employees worldwide offers customers superior service quality and local knowledge to satisfy their supply chain requirements. DHL accepts its social responsibility by supporting climate protection, disaster management and education.

DHL is part of Deutsche Post DHL. The Group generated revenue of more than 46 billion euros in 2009.