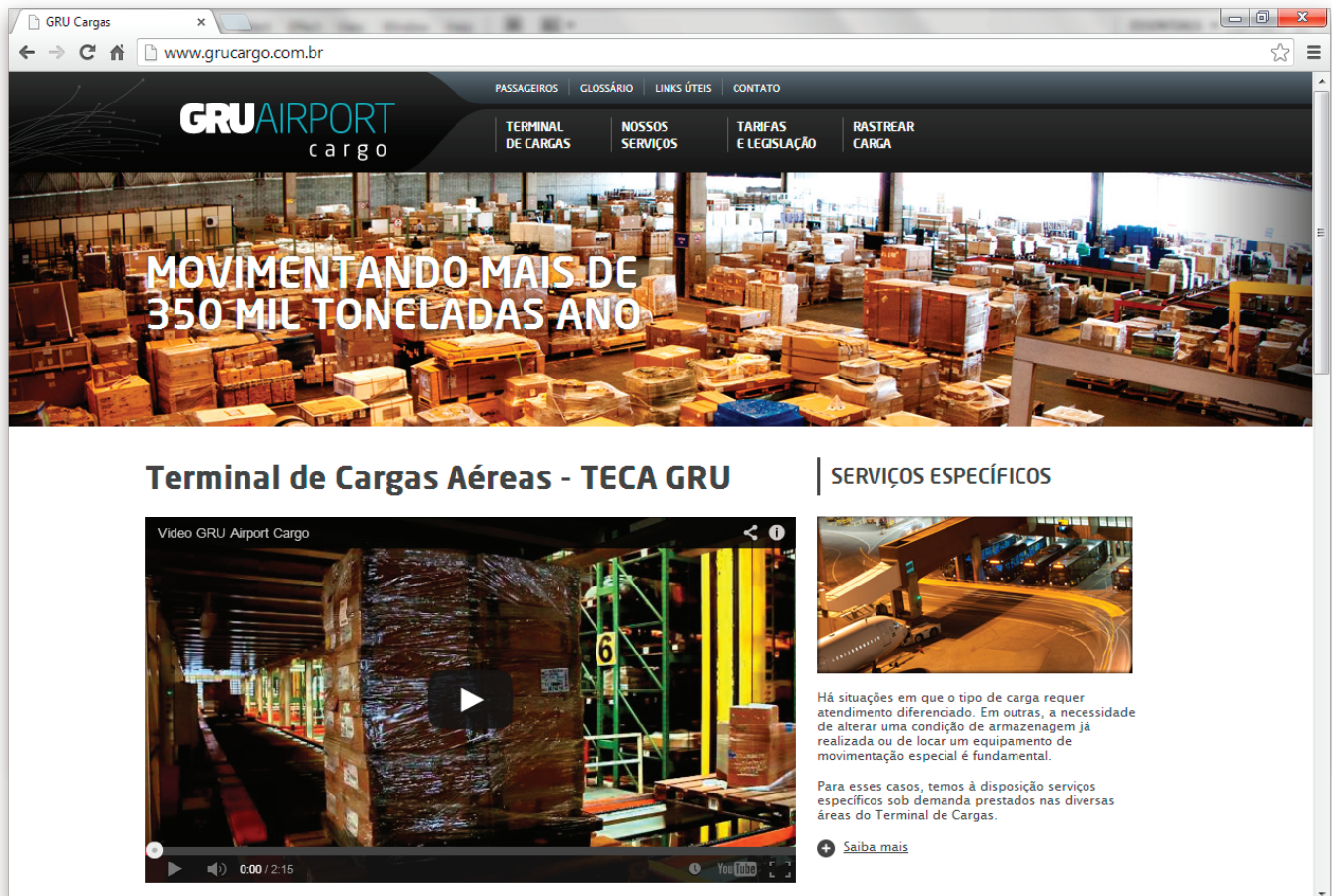


With the objective of increasing communication with users and customers, GRU Airport Cargo developed a new website, www.grucargo.com.br. In the website you can see the warehouse infrastructure, services offered, track cargo status, and other features. Learn more about it in this issue.



TECA WEBSITE



SAVIC



CADEX



IMPORTS



LOGISTICS EFFICIENCY
RANKING

Customer Service

The Customer Service Center (CAC – Import and CADEX – Export) is open from Monday to Friday, from 8:00 am to 12 pm.

Visits

For customers that would like to get to know the logistics process in the Cargo Terminal, CAC organizes scheduled visitation to the site. Visits can be scheduled by e-mail: gruairport-cargas-cac@gru.com.br



TECA WEBSITE

GRU Airport launches a cargo website

At www.grucargo.com.br you can track your cargo and follow the *Cargo Terminal* operation

The GRU Airport – São Paulo International Airport — has just launched an exclusive site for cargo operations, referred to as GRU Airport Cargo. Through this portal users can learn more about our warehouse infrastructure, the services offered for export, import, domestic and courier cargo, access tariffs and fees, as well as consult pertinent laws and legislation.

The main highlight is the cargo tracking feature, which enables customers to follow the status of the customs clearance process, and have a summary of the operational

process which includes rates, dates, schedules and procedures. All you need to do is sign in and have the AWB (Air Way Bill) number.

You can also see the infrastructure changes taking place at the GRU Airport Cargo Terminal, investments being made, and the increase in capacity and efficiency in freight transportation. The portal also provides a glossary of the most commonly used terms in the Logistics industry.

Visit: www.grucargo.com.br

The image displays three overlapping screenshots of the GRU Airport Cargo website. The central screenshot shows the 'CADASTRE-SE' (Register) form, which includes fields for Client, Email, Phone, Address, and Password. The left screenshot shows the 'IMPORTAÇÃO' (Import) section, featuring a table of cargo details. The right screenshot shows the 'EXPORTAÇÃO' (Export) section, displaying a summary of cargo details.

IMPORTAÇÃO	EXPORTAÇÃO
AWB: 6187020072	AWB: 5482314752
NAME: 1318201	NAME: 2127012495
DATA DE REGISTRO: 18/09/2013	DATA DE REGISTRO: 18/09/2013
FORMA DE PAGAMENTO: A VISTA	FORMA DE PAGAMENTO: A VISTA
VALOR DO PAGAMENTO: R\$ 1828.97	VALOR DO PAGAMENTO: R\$ 1828.97
USUÁRIO: SEM INSCRIÇÃO	USUÁRIO: SEM INSCRIÇÃO
PREÇO: 40584.79	PREÇO: 40584.79
VALOR DO DESPACHANTE: SEM DESPACHANTE	VALOR DO DESPACHANTE: SEM DESPACHANTE
DT. VENC. AUTORIZAÇÃO: 9/19/2013 12:00:00 AM	DT. VENC. AUTORIZAÇÃO: 9/19/2013 12:00:00 AM

SAVIC helps expedite service for cargo agents with international trade processes at GRU

The Interaction with Citizens Office (SAVIC) was created by the Customs Authority in 2012 to offer more expeditious service to forwarding agents in International Trade processes. SAVIC from Customs at the International Airport of São Paulo/Guarulhos is the first office to fully operate in the customs field (from the 8th Region of Receita Federal or of the Regional Superintendence of the Receita Federal) SAVIC, with a staff of 24 employees, comprised of customs officials, SERPRO employees (Federal Data Processing Service) as well as other outsourced personnel, made it possible to extend our service schedule and now operates from 7am to 7pm, which resulted in more expeditious and efficient processes. Among the services offered, besides Imports and Exports documentation, SAVIC of Guarulhos receives Customs Transit Declaration (DTA), this started in August this year. This change represented an increase of 67% in services, from 2700 to 4500 service interactions per week. The assistant to the Chief Inspector of the GRU Airport Customs authority, Maria del Carmen Miguel Viqueira, explains that from the services provided by

this office four require prior scheduling: Authorization for Issuing Badges, issuing of individual and business import license, Authorization of Representative for Unaccompanied Baggage, because these require more time for documental analysis. Maria states: "Declaration receiving represents most of the service demand, almost 90% (Customs Transit: 35%, Exports: 45%, Imports: 9%) but the time required for this service is much less than the time required by other services offered and SAVIC."

According to Chief of SAVIC, Mr. Walkei Antonio Motter Cerbaro, the Customs Authority is looking into other actions to further improve services, and is assessing the possibility of increasing operating schedule for classifying imports.

SERVICES OFFERED BY SAVIC

- Receipt of Declarations (Importation, Exportation and Customs Transit);
- Initiating procedures (Temporary Admission, Importation, Exportation);
- Authorization of representatives to request badges or access to Customs authority computerized systems;
- Granting access to representatives to SISCOMEX to execute international trade procedures, in the case of unaccompanied baggage and medication intended for individuals residing at 8ª RF (for the specific case of medication, SAVIC also issues simplified authorizations in the RADAR system);
- Receipt and gathering documents in administrative proceedings, as well as general information for taxpayers.



Maria del Carmen Viqueira Miguel
Federal Revenue Chief Inspector Deputy
Walkei Antonio Motter Cerbaro
Chief of SAVIC

New Exports Customer Service offers greater convenience to exporters

The GRU Airport Cargo has an exclusive area to attend to exporters named "Cadex" (Customer Service for Export Forwarding Agents), connected to the TECA Customer Service Coordination. Launched in June this year, the service was created to offer assistance to exporters near the cargo delivery and customs clearance areas, so that the customer doesn't have to go to the CAC

(Customer Service Center).

In August, Cadex registered 904 service requests from over 19,000 export processes. Some of the services offered are: visitation and cargo monitoring, relabeling, cargo weighing, copies of document, reweighing. The customer can also request photos to verify the state of the cargo. Cadex opening hours are from 8am to midnight, Monday to Friday.

Santarém comments on what's to come



Over the next years GRU Cargo Airport will undergo major changes and innovations. Investments in expansion and improvements are already underway. Early this month, a new contract for providing cargo handling services was initiated, which provides for the replacement of the entire forklifts and tractors fleet. The area where the new cool chambers will be built, area already cleared, in order to start the construction. This new area will have a capacity of over 2000 storage positions for Import 220 positions for Export. The transelevators system will undergo structural renovation as well as the speed of the conveyor system increasing the output capacity of 99 to 133 pallets per hour. Furthermore, there will be an increase in the number of output points from 4 to 10, and one of them will be dedicated to transit cargo. Construction will take place at night, so it

does not impact cargo movement. Another change is the installation of new pallet and cantilevers shelves in the Import, Export, Transit and Temperature Controlled Chambers areas, totaling 10,000 new vertical storage positions, aside from the current 16,046. In addition to structural improvements, process changes have also been designed which have improved our customer service.

For the second half of 2014, we have planned to change TECAPLUS for a new system that will primarily feature a planning and service scheduling module, which will allow for greater integration with airlines and government authorities, web scheduling for cargo pick-up, better cargo tracking and increased operational productivity.

The objective of GRU Airport Cargo is to improve the logistics and procedures at the cargo terminal. It is important to remember that everyone, customers and other TECA users, are essential to these improvements. The feedback and complaints registered at CAC (Customer Service Central), are review daily by the Commercial and Operational teams, and assist us in our strategies to improve services.

Marcus Santarém
Executive Director, Cargo Operations
GRU Airport



IMPORTS

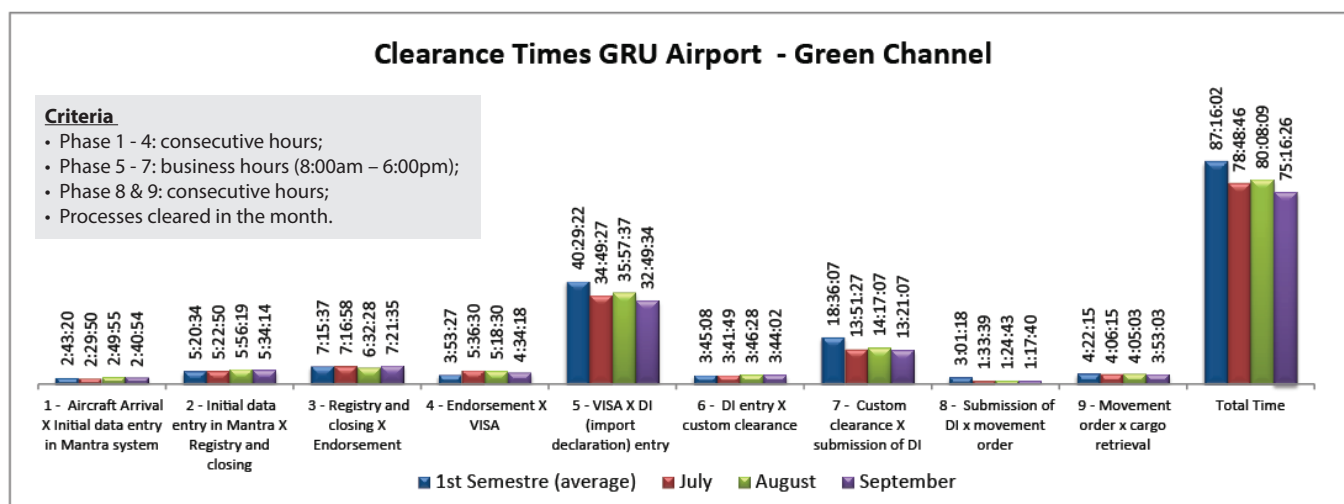
Streamlining cargo clearance is a priority at GRU Airport Cargo

GRU Airport Cargo evaluates the average time for cargo clearance per importer on a monthly basis. In addition, monitoring the overall average time of imported cargo is done periodically, mapping each step of the process so that measures can be taken to reduce clearance time. Some of the measures taken to improve performance have already shown positive results. Closing flights in the “Mantra” (customs system) upon cargo receipt and making the product available upon request by the importer/broker,

steps under GRU Airport Cargo full control, have been streamlined due to changes in internal processes.

Besides, continuous efforts, including the importers, have been made, so that everything flows easily and faster.

In the following chart, you can compare the progress of the different steps during the period of January to September for processes with green channel clearance from the Customs Authority, which represents 90% of the total.



Steps of Brazilian Import Process - GRU Airport

PROCESS	EVENT	DESCRIPTION	RESPONSIBLE
REGISTRATION AND STORAGE	1 - Initial data entry in Mantra system	Initial information in Mantra system of each shipment, cargo deconsolidation (registration of HAWB's).	AIRLINE CO.
	2 - Registry and Closing	checking of all data entered by the airlines into Mantra system, and phisycal cargo handling; number of pieces, weight received, packaging type, labels and cargo type are verified, and them addressing is done according to type (transit or local cargo), and to the storage required condition	GRU AIRPORT
	3 - Endorsement	Endorsement of all information inserted by GRU AIRPORT in the system	AIRLINE CO.
	4 - VISA	Acknowledgment and validation of all data entered in the system	CUSTOMS AUTHORITY
CLEARANCE	5 - Import Declaration entry	Registration of import declaration (DI), after clearance by ANVISA (Sanitary Inspection) or VIGIAGRO (Agricultural Inspeption), when applicable, as well as payment of taxes.	IMPORTER / BROKER
	6 - Custom clearance	After regisrtation of the import declaration (DI), the system classifies according to the parameters defined by Customs authority (green, yellow, red or gray channel). Upon customs clearance, cargo is ready to be released by the importer	CUSTOMS AUTHORITY
	7 - Submission of Import Declaration	Request for cargo delivery by sumitting physical import declaration and all documents requested	IMPORTER / BROKER
	8 - Movement order	Documental checking and movement order: removing cargo from storage and transferring to docks for delivery to road transport; closing process in the system	GRU AIRPORT
	9 - Cargo retrieval	Loading cargo onto the vehicle	IMPORTER / BROKER



LOGISTICS EFFICIENCY RANKING

GUARULHOS INTERNATIONAL AIRPORT CONCESSIONAIRE

Logistics Efficiency Ranking - September/2013

AUTOMOTIVE

Business days - 08:00 to 18:00

1º	SCANIA LATIN AMÉRICA LTDA	15:01
2º	REMY AUTOMOTIVE BRASIL LTDA	18:03
3º	DANA INDÚSTRIAS LTDA	19:17
4º	PEUGEOT-CITROEN DO BRASIL AUTOMÓVEIS LTDA	19:49
5º	SABO INDÚSTRIA E COM. DE AUTOPEÇAS LTDA	23:05
Quantidade de empresas concorrentes no período		33
Tempo médio do segmento		44:59

MISCELLANEOUS

Business days - 08:00 to 18:00

1º	HETROS IMPORTAÇÃO E EXPORTAÇÃO LTDA	09:52
2º	CILT BRASIL LOGÍSTICA LTDA	13:42
3º	BENASSI-SÃO PAULO IMP. E EXP. LTDA	13:43
4º	PRETTY FLOWERS IMP. E EXP. LTDA	14:38
5º	CAXIENSE-FRUTTI 'N BOX COM. E IMP. LTDA	15:52
Quantidade de empresas concorrentes no período		71
Tempo médio do segmento		57:49

PHARMACEUTICAL/MED./HOSPITAL

Business days - 08:00 to 18:00

1º	SIGMA-ALDRICH BRASIL LTDA	34:22
2º	SINC DO BRASIL INSTRUMENTAÇÃO LTDA	39:09
3º	FRESENIUS HEMOCARE BRASIL LTDA	51:36
4º	PRODUTOS ROCHE S/A	57:07
5º	ELI LILLY DO BRASIL LTDA	63:58
Quantidade de empresas concorrentes no período		40
Tempo médio do segmento		105:45

BLUE LINE

Business days - 08:00 to 18:00

1º	SAMSUNG ELETRÔNICA DA AMAZÔNIA LTDA	07:05
2º	ROLLS-ROYCE BRASIL LTDA	09:43
3º	SANMINA-SCI DO BRASIL INTEGRATION LTDA	18:28
4º	CONTINENTAL BRASIL IND. AUTOMOTIVA LTDA	23:08
5º	MAGNETI MARELLI SIST. AUTOMOTIVOS LTDA	24:00
Quantidade de empresas concorrentes no período		16
Tempo médio do segmento		35:11

METAL-MECHANIC

Business days - 08:00 to 18:00

1º	QUANTA TEC. ELETRÔNICA IND. E COM. LTDA	20:16
2º	KOMATSU BRASIL INTERNATIONAL LTDA	20:39
3º	CONFAB INDUSTRIAL S/A	20:57
4º	TYCO ELECTRONICS BRASIL LTDA	22:10
5º	WEG EQUIPAMENTOS ELÉTRICOS S/A	24:37
Quantidade de empresas concorrentes no período		49
Tempo médio do segmento		43:42

TECHNOLOGY

Business days - 08:00 to 18:00

1º	MITUTOYO SUL AMERICANA LTDA	22:16
2º	CONAUT CONTROLES AUTOMÁTICOS LTDA	35:08
3º	INVENSYS APPLIANCE CONTROLS LTDA	37:42
4º	YOKOGAWA AMÉRICA DO SUL LTDA	39:35
5º	INGENICO DO BRASIL LTDA	41:15
Quantidade de empresas concorrentes no período		8
Tempo médio do segmento		51:40

EMPRESAS RECOF

RECOF DEPARTURES

Business days - 08:00 to 18:00

1º	EMBRAER S/A	09:56
2º	DELPHI AUTOMOTIVE SYSTEMS DO BRASIL LTDA	10:02
3º	CNH LATIN AMÉRICA LTDA	22:24
4º	CONTINENTAL BRASIL IND. AUTOMOTIVA LTDA	23:08
5º	VOLVO DO BRASIL VEÍCULOS LTDA	28:02
Quantidade de empresas concorrentes no período		6
Tempo médio do segmento		21:18

COMMON DEPARTURES

Business days - 08:00 to 18:00

Quantidade de empresas concorrentes no período		
Tempo médio do segmento		

Time measured in business hours, calculated from the receipt of the cargo by the GRU Airport until its effective delivery.

Included in this ranking are the five more agile companies in their segment, considering only importers with at least 15 shipments parameterized in the green channel in months verified.

Pharmaceutical/medical/hospital segment = from May/2008 the Pharmaceuticals segment also includes companies of the medical and hospital supplies and instruments (except equipment).