

GRU AIRPORT

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NEWSLETTER

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In 2013, GRU Airport's imports totaled 141 thousand tons, an 8% increase in comparison to 2012. Read more in this issue.



IMPORTS INCREASE



CARGO COMMERCIAL



BOOKED DELIVERY



CARGO OPERATIONS



IMPORTS RELEASE



LOGISTICS EFFICIENCY
RANKING

Your idea can be part of the next issue of GRU Cargo News. Send your suggestions or questions to GRU Airport Cargo at grucargonews@gru.com.br and wait for the next issue.



IMPORTS INCREASE

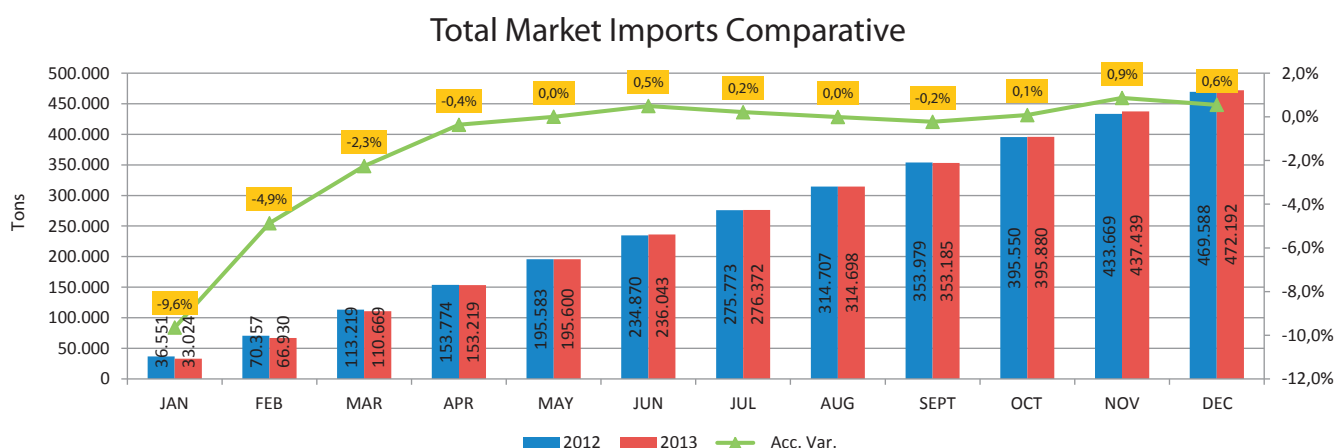
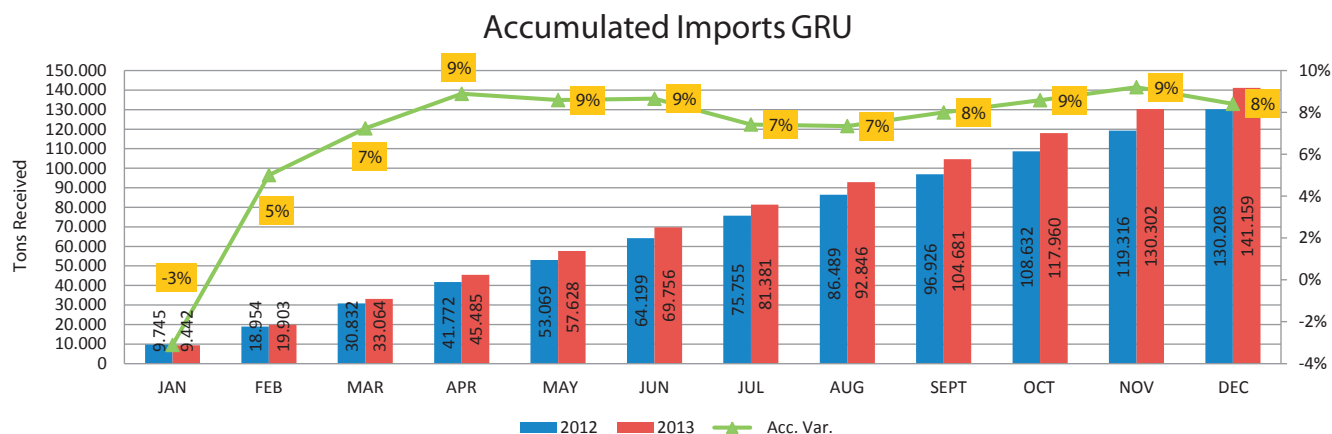
CARGO IMPORTS AT GRU AIRPORT INCREASES 8% IN 2013

In 2013 cargo imports at GRU Airport increased 8% in comparison to the previous year. The imported volume was 141 thousand tons compared to 130 thousand in 2012. A considerable growth, especially considering for the past years countrywide air cargo imports has barely fluctuated years – only 0.6% increase according to Infraero. Imports performance is largely due to the entry of pharmaceutical, automotive, machinery, technology and textile goods.

According Marcus Santarém, Cargo Director for GRU Airport, the growth in imports was driven by new operations – in 2013 alone, seven new airlines started operating in the airport – and by the increased capacity

in aircrafts' holds. "Since the Concessionary started managing the airport, we initiated several changes and improvements in our internal process, which resulted in higher operational efficiency. We have improved our commercial area, operational procedures and invested on equipment and warehouse infrastructure, by the end of March we will increase our cold storage capacity by 165%," Santarém explains.

Considering all operations at the Cargo Terminal (imports, exports, national cargo and courier), in 2013 Gru Airport Cargo had a total volume of 346 thousand tons, a 3.6% growth in comparison to the previous year.





CARGO COMMERCIAL

GRU AIRPORT CARGO COMMERCIAL MANAGEMENT

When GRU Airport Cargo started operating the largest air modal Logistics Terminal in the country, it established some priority actions, such as: to draw close to the customer, cargo agents and airlines; better serve the needs of companies at the Cargo Terminal; develop new businesses and increasing GRU Airport's participation in air cargo logistic market.

In order to achieve these goals, the Concessionary (Concessionária do Aeroporto Internacional de Guarulhos) put together a Commercial Cargo Department, headed by Maria Fan and coordinated by the following team:

Commercial Cargo Manager



Maria Siau Feie Fan

Account executives



Rodrigo Carneiro, Lilian Santos and Andrea Vieira

Customer Service Coordinator



Reijany Castro

New Business Coordinator



Antonio Pellegrina

This is a team with a diversified and strategic job. The account executives focus on commercial contact with customers and cargo agents, with the objective of increasing imports and exports, prospecting customers, understanding specific needs to adapt operations, negotiating commercial agreements, opening new accounts, following-up on critical cargo, and doing market and industry research.

The New Business Coordination works in project geared to creating and implementing services, investments in improvements at GRU Airport Cargo, and on agreements related to areas for airlines and other users. National cargo companies now have a new agreement model and structure, bringing more security to all parties. We are also working on the project for occupying the old Varig Log warehouse, among others, prioritizing a more efficient use of commercial areas at GRU Airport Cargo.

The Customer Service Coordination, comprised of

teams for imports and exports, tend to the daily demands for specific services, information, claims and visitation from GRU Airport Cargo customer and users. We receive about 5 thousand customer request, monthly, and the main service indicators measurements come from this department, which are key for the continuous improvement of all operational areas at GRU Airport Cargo.

The Logistics Terminal attends to more than 15 thousand active customers every month from several industries with diverse needs. The most representative industries are: pharmaceutical, chemical, electronic, technology, automotive and machinery. A detailed study of each industry, including every part of the chain, has been critical for mapping needs, implementing improvements and increasing negotiations, with the objective of increasing GRU Airport's participation in each industry, contributing to the total growth of the company.



BOOKED DELIVERY

NEW BOOKING SERVICE REPLACES PROGRAMMED DELIVERY AT IMPORTS

Imports customers at GRU Airport Cargo can now use the Booked Delivery service, an improvement from the previous Programmed Delivery. Available since November, this new service allows you to book the exact time for retrieving your cargo, between 3:00 a.m. to 10:00 a.m., Monday through Friday.

With a booked time slot, customers will gain efficiency in loading their cargo, as it will already be at the retrieval area, reducing the time spent at the warehouse to the loading time. It also reduces queues at the docks and the time perishable goods are exposed without proper refrigeration.

In order to book a schedule, transport companies must present the cargo's documentation already cleared by Imports authorities at the DI documentation counter, from 6:00a.m. to 6:00p.m. one day before retrieval. The process will consider the number of pieces, cargo type, and the number of docks required. It is mandatory to have a DI number associated to the booked schedule.

For more information, contact the Customer Service Desk by email gruairport-cargas-cac@gru.com.br or call (11) 2445-5000, Monday to Friday, 8:00 a.m. – 12 a.m.





CARGO OPERATIONS

OPERATIONAL CHANGES FACILITATE AND IMPROVE CUSTOMER SERVICE

The Concessionária do Aeroporto Internacional de Guarulhos took over GRU Airport Cargo with the mission of making the cargo terminal an example of logistics efficiency in Latin America. Since the very beginning of the journey, a dedicated team made-up of coordinators from every area of the warehouse, led by Mauricio Felgueiras, Cargo Operations Management, looked for ways to improve processes, break paradigms, adapt to innovations, draft new projects and, little by little, create the foundation for building an operation which represents GRU Airport. Cargo operations management is divided into departments, which monitor and look for ways to improve internal processes. The logistics process department is led by Letícia Laís Biondi; exports, courier and national cargo is led by José Nilton da Silva; imports acceptance is by Vanderlei José dos Santos; warehouse by Julio Cesar Castilho Marques Fernandes; and, imports release and traffic by Joel Santos Nascimento.

Management controls and tools were implemented in every department enabling to map operational

times of different steps in the process, and then take action on the bottlenecks, in order to bring efficient short, medium and long-term results.

In Exports, the procedures implemented increased cargo flow efficiency and reduced the delivery time to airlines by 9%. **Cargo verification in Mantra is automatic from the moment of acceptance in TecaPlus system**; new shelves have increased storage capacity by 320 positions; segregated areas for oversized cargo were fully equipped for cargo acceptance in TECAPLUS with exclusive docks; improvements at the docks are underway, increasing the number of weighing scales to five.



Mauricio Felgueiras – acted as operations manager from September 2012 to January 2014, and is currently land side operations manager for passenger terminals.

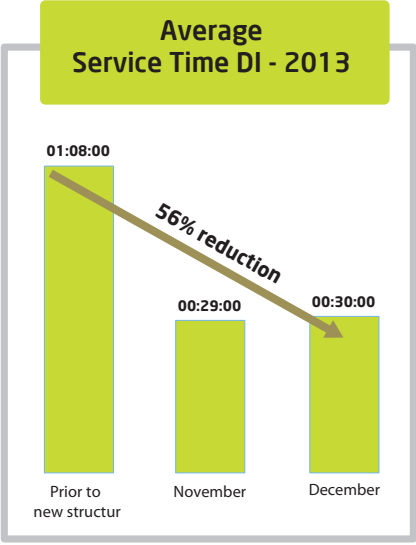
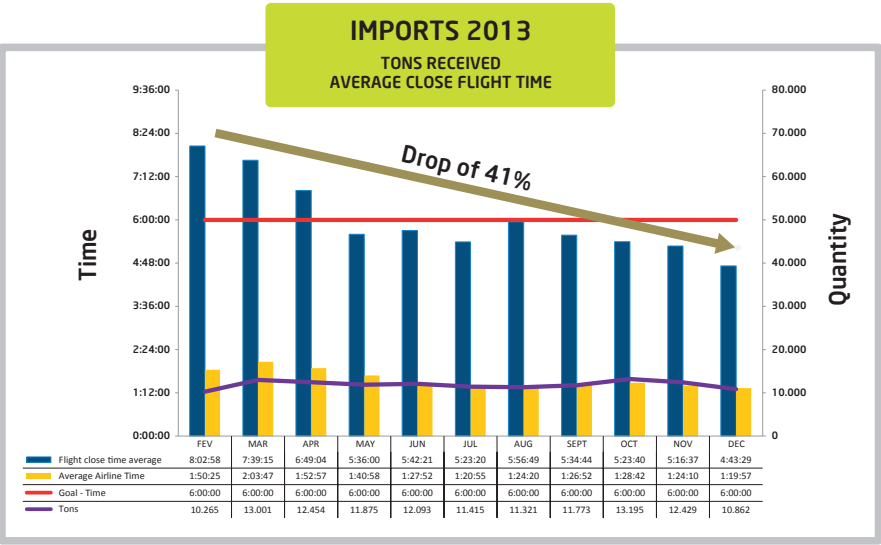


Joel Santos Nascimento, Vanderlei José dos Santos, José Nilton da Silva, Letícia Laís Biondi and Julio Cesar Castillo Marques Fernandes

In Imports, the total flight close time on cargo acceptance dropped 41%. In order to facilitate and streamline the work agents/legal representatives do, a “speed service” process was put into effect at the document receiving area, reducing service time by 56%. Another innovation is the implementation of booked cargo delivery, bringing logistical efficiency to transporters. A “Perishable” Team was

created, comprised of 2 pharmacists and one operational supervisor dedicated to cargo monitoring. Additionally, the existing cold chambers are being renovated and a new one is being built with 1,808

storage positions. The area for oversized cargo also received Cantilever shelves with 380 positions, and many other changes and improvements are underway this year.



IMPORTS RELEASE

CHANGES IN THE IMPORTS RELEASE DEPARTMENT

In September 2013 in order to improve services for GRU Airport Cargo's customers and users, the Imports Release department (DI) adopted new procedures for receiving imports documentation, and also changed the counter layout.

First the priority of the process to be released is analyzed, then a service ticket is issued to the legal representative which waits for the document verification. Next, the receptionist verifies the documentation according to legislation, and the Customs and tax systems (Fazenda and Siscomex) and then

triggers the cargo's removal from storage, so it is available at the retrieval area, to be loaded by the importer's representative. The whole process happens in the presence of the legal representative, and it is done by one person, making it more efficient and reliable for customers.

The new layout increased the number of counters, improving the flow of people and reducing the waiting time. With the changes, the customer knows right away if the cargo has been authorized to be delivered and loaded. The new processes resulted in a reduction of 56% on the average customer service time. In December, the department attended to 9,080 requests, with 29,068 DIs with an average service time of 30 minutes.

Business hours for receiving documentation is Monday to Friday, from 6 a.m. to 6:30 p.m., except for special customs cases, such as Linha Azul, RECOF and perishable goods in general, for which service is 24h, in accordance to current legislation.





LOGISTICS EFFICIENCY RANKING

CONCESSIONÁRIA DO AEROPORTO INTERNACIONAL DE GUARULHOS

Logistics Efficiency Ranking - January/2014

AUTOMOTIVE

Business Days - 08:00 to 18:00

1º	AUTOLIV DO BRASIL LTDA	24:36
2º	MERITOR DO BRASIL SISTEMAS AUTO. LTDA	24:56
3º	DANA INDÚSTRIAS LTDA	26:30
4º	SCANIA LATIN AMÉRICA LTDA	29:32
5º	IVECO LATIN AMÉRICA LTDA	29:35
Number of competing companies		23
Average time for the industry		59:50

MISCELLANEOUS

Business Days - 08:00 to 18:00

1º	CILT BRASIL LOGÍSTICA LTDA	13:53
2º	AGUSTAWESTLAND DO BRASIL LTDA	17:28
3º	TYCO ELECTRONICS BRASIL LTDA	17:30
4º	PALL DO BRASIL LTDA	18:06
5º	CAXIENSE-FRUTTI 'N BOX COM. E IMP. LTDA	18:41
Number of competing companies		84
Average time for the industry		62:48

PHARMA/MEDICAL/HOSPITAL

Business Days - 08:00 to 18:00

1º	SIGMA-ALDRICH BRASIL LTDA	43:47
2º	PRODUTOS ROCHE QUÍMICOS E FARMA. S/A	46:07
3º	GE HEALTHCARE DO BRASIL LTDA	51:43
4º	PERKINELMER DO BRASIL LTDA	52:28
5º	LIFE TECHNOLOGIES BRASIL LTDA	59:20
Number of competing companies		38
Average time for the industry		116:18

LINHA AZUL

Business Days - 08:00 to 18:00

1º	ROLLS-ROYCE BRASIL LTDA	09:28
2º	SAMSUNG ELETRÔNICA DA AMAZÔNIA LTDA	12:33
3º	FLEXTRONICS INTERNATIONAL TECNOLOGIA LTDA	27:16
4º	EMBRAER S/A	29:56
5º	MAGNETI MARELLI SIST. AUTOMOTIVOS LTDA	30:19
Number of competing companies		19
Average time for the industry		45:16

METAL-MECHANIC

Business Days - 08:00 to 18:00

1º	TYCO ELECTRONICS BRASIL LTDA	20:21
2º	WEG EQUIPAMENTOS ELÉTRICOS S/A	21:48
3º	KOMATSU BRASIL INTERNATIONAL LTDA	23:55
4º	MERSEN DO BRASIL LTDA	24:54
5º	NOVELIS DO BRASIL LTDA	25:16
Number of competing companies		45
Average time for the industry		56:08

TECHNOLOGY

Business Days - 08:00 to 18:00

1º	ROSENBERGER DOMEX TELECOMUNICAÇÕES LTDA	26:23
2º	INVENSYS APPLIANCE CONTROLS LTDA	40:28
3º	HITACHI DATA SYSTEMS DO BRASIL LTDA	56:26
4º	YOKOGAWA AMÉRICA DO SUL LTDA	62:46
5º	POLYCOM TELECOMUNICAÇÕES DO BRASIL LTDA	63:21
Number of competing companies		10
Average time for the industry		75:21

COMPANIES RECOF

RECOF BOARDING

Business Days - 08:00 to 18:00 and Saturday - 08:00 to 18:00

1º	EMBRAER S/A	09:38
2º	CNH LATIN AMÉRICA LTDA	17:15
3º	DELPHI AUTOMOTIVE SYSTEMS DO BRASIL LTDA	24:00
4º	CONTINENTAL BRASIL IND. AUTOMOTIVA LTDA	33:55
5º	ROBERT BOSCH LTDA	45:45
Number of competing companies		6
Average time for the industry		31:53

COMMON BOARDING

Business Days - 08:00 to 18:00

Number of competing companies		
Average time for the industry		

Average time in business hours, calculated from the time GRU Airports received the cargo, until it is delivered.

This ranking show the five most efficient companies in each area, taking into account only imports with at least 15 shipments in the green channel for the give month.

Pharma /Medical /Hospital = From May/2008 Pharma also includes medical and hospital material and instruments companies (except equipment)