

31 October 2019

Re: Dnata Melbourne Cargo Operations

Dear Valued Customer,

dnata Melbourne up until 2 weeks ago had volumes averaging 10% less than last year. This is reflective of the unprecedented soft market conditions across the industry in Melbourne since January 2019. The surge in volume over the past 2 weeks were un-forecasted and whilst this is positive to see the volume returning in peak, dnata had not activated our peak resources plan.

The issue is being rectified and we will have our services back to normality by tomorrow. In fact the issues experienced over the past weekend were minimised as of yesterday where the average truck dwell times were just over an hour. More details will be shared with your respective carriers and directly with you.

On behalf of dnata, we apologise for the service irregularities in Melbourne. If you have any questions, please do not hesitate to contact Matthew Loughnan, Airport Services Manager Melbourne and Ronald Adrian, Cargo Manager Melbourne.

Yours sincerely,

Terence Yong
Head of Cargo, dnata .