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April 16, 2010

- Service Bulletin -

Ref: Volcanic Ash Disruption in Europe – Jade Flight Schedule

Dear Customer,

On Thursday, April 15th, volcanic ash originating from Iceland swept into the air space of mainland Europe causing disruption to associated air services.

Airport closures first ensued in Ireland and the United Kingdom. Then, announced closure of airports and airspace progressed through the countries of France, Germany, Sweden, Norway, Belgium, Denmark and the Netherlands. Eventually, the Russian authorities also announced restrictions to overflight permissions for aircraft.

The closure of airports and airspace has already had an impact on the following Jade Cargo flights during the past 24 hours:

- JI7406/15APR AMS/DXB/SZX - Flight held at AMS unable to proceed to DXB
- JI7453/15APR PVG/IST/AMS - Flight held at IST unable to proceed to AMS
- JI 7431/15APR TSN/FRA - Flight held at TSN unable to proceed to FRA
- JI7451/15APR SZX/MAA/DXB/AMS - Flight held at DXB unable to proceed to AMS

Jade Cargo is actively engaged in managing the situation towards ensuring safety for our operating crews and minimizing disruption to our customers.

Unfortunately, authorities are not able predict with any certainty when affected airspace and airports will return to normal operation. Accordingly, further cancellations and delays are possible.

Jade Cargo will update its customers and partners concerning further disruption to our operating schedule as the situation progresses.

- JI Service Bulletin: April 16, 2010; 11:30am