



Dear valued customer,

As we prepare for the upcoming move to dnata Cargo City Amsterdam, located at Rangoonweg 11, we want to share important information about the phased relocation process that will commence at the end of May. This move represents a significant milestone for our organization, and we have planned each step carefully to maintain operational continuity and ensure a seamless transition for both staff and customers.

We would like to inform you that dnata's cargo handling will be relocated to dnata Cargo City Amsterdam as of **May 26th 2025**. This move to the dnata Cargo City facility is part of a broader transition, which will be carried out in different phases.

Acceptance of air cargo at dnata Cargo City Amsterdam for the flights departing on May 26th 2025, starts as of May 25th 2025. During this transition period, cargo deliveries will be limited to a time window as presented in the table below.

From May 25th until June 01st 2025, cargo deliveries to dnata Cargo City Amsterdam will be restricted to the time window between 09:00 and 17:00 CET. Starting June 02nd 2025, cargo deliveries will be accepted 24/7 at dnata Cargo City Amsterdam.

| Airline: | Departing flights as per date: | Start cargo delivery date to dnata Cargo City Amsterdam |
|------------------------------------|---------------------------------------|--|
| Air Baltic (BT) | 26-05-25 | From 25-05-25: 09:00 – 17:00 CET |
| ITA Airways (AZ) | 26-05-25 | From 25-05-25: 09:00 – 17:00 CET |
| Croatia Airlines (OU) | 26-05-25 | From 25-05-25: 09:00 – 17:00 CET |
| Air Serbia (JU) | 26-05-25 | From 25-05-25: 09:00 – 17:00 CET |
| Bulgaria Air (FB) | 26-05-25 | From 25-05-25: 09:00 – 17:00 CET |
| Tarom (RO) | 26-05-25 | From 25-05-25: 09:00 – 17:00 CET |
| Corendon (CIA) | 26-05-25 | From 25-05-25: 09:00 – 17:00 CET |
| Arkia (IZ) | 26-05-25 | From 25-05-25: 09:00 – 17:00 CET |
| Aero Mexico (AM) | 28-05-25 | From 26-05-25: 09:00 – 17:00 CET |
| China Cargo Airlines (CK) | 03-06-25 | From 01-06-25: 09:00 – 17:00 CET |
| China Eastern Airlines (MU) | 03-06-25 | From 01-06-25: 09:00 – 17:00 CET |
| EL AL (LY) | 03-06-25 | From 01-06-25: 09:00 – 17:00 CET |
| Nippon Cargo Airlines (KZ) | 10-06-25 | From 08-06-25: 24/7 |
| Emirates (EK) | 10-06-25 | From 08-06-25: 24/7 |
| China Southern | 10-06-25 | From 08-06-25: 24/7 |





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|------------------------------------|-----------------|----------------------------|
| Airlines (CZ) | | |
| XiamenAir (MF) | 10-06-25 | From 08-06-25: 24/7 |
| Air China (CA) | 10-06-25 | From 08-06-25: 24/7 |
| Singapore Airlines (SQ) | 10-06-25 | From 08-06-25: 24/7 |
| Silk Way West Airlines (7L) | 10-06-25 | From 08-06-25: 24/7 |

Any import cargo that remains uncollected after June 11th 2025, will be transferred by our Cargo Delivery Service, and the associated costs will be charge. As of June 09th 2025 until June 11th 2025, cargo collection at FB5 will be restricted to the time window between 06:00 CET and 22:00 CET.

Special cargo handling

The Animal Center will be operational at dnata Cargo City Amsterdam as of July 1st 2025, in line with the planned handover of this area on June 30th 2025. The final day of animal handling operations at FB5 will be June 20th 2025. Please note, there will be no regular service available for animal handling between June 20th and June 30th 2025. We look forward to welcoming you for animal handling at dnata Cargo City Amsterdam starting July 1st 2025.

BIP/BCP will be operational at dnata Cargo City Amsterdam as of July 15th 2025. Until July 15th 2025 BIP/BCP products will be handled in FB5.

As you may already know, our collaboration with PostNL is coming to an end. However, this does not mean we will cease mail handling. We will provide more details regarding the processing of this product at a later stage.

Communication details

From May 25th 2025, dnata can be reached via the following telephone number for operational landside related questions: 020 603 2268.

Additionally, please use the following email addresses for specific inquiries:

- Ams.planning.doccenter@dnata.nl – For all questions related to slot bookings.
- Ams.doccenter@dnata.nl – For inquiries concerning flight nominations, pouches, and the RFS counter.
- Ams.dutymanager.doccenter@dnata.nl – For general questions and matters involving financial implications.

We kindly request that you inform your trucking companies accordingly.

If you have any questions, please don't hesitate to contact our Commercial Director, Kees de Mooij.

Kind regards,

dnata management

