

# COFACTS

2<sup>nd</sup> QUARTER 2008



Daryl, Pilot-Captain 757

*A quarterly digest of interesting information from Continental Airlines*

**New daily non-stop flights to London/Heathrow**  
*Largest single-day international service expansion in the company's history*

**Record profit-sharing payments to employees**  
*Profit-sharing plan is the most generous in the industry*

**Biofuels demonstration flight in 2009**  
*First major U.S. carrier to announce tech advancements in sustainable biofuels*

**Delivery of first Next-Generation 737-900ER**  
*First U.S. airline to operate the higher-capacity, longer-range aircraft*

**Top airline for fifth consecutive year**  
*Fortune Magazine's list of World's Most Admired Companies*

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**Continental Airlines** 

## New and Noteworthy

**January 2008** – Continental Airlines contributed \$60 million in cash to its defined benefit pension plans.

**January 2008** – Continental celebrated the delivery of the airline's first Next-Generation 737-900ER (Extended Range) airplane. With this delivery, Continental became the first airline in the Americas to operate the 737-900ER, a higher-capacity, longer-range derivative and newest member of the Next-Generation 737 airplane family.

**January 2008** – Continental's agreement with LiveTV will allow the airline to offer 36 channels of live, inflight satellite-based television programming at every seat on Continental's new generation aircraft. The service is expected to be available to customers on flights operating within the continental United States beginning in January 2009.

**February 2008** – Continental distributed a record \$158 million in profit-sharing payments to tens of thousands of employees at more than 200 locations worldwide on Valentine's Day. Continental's profit-sharing plan is the most generous in the industry.

**February 2008** – Continental added 27 aircraft to its firm order positions at Boeing, including eight new 777 and 19 new Next-Generation 737 (737NG) aircraft. The aircraft orders give Continental the flexibility to replace less efficient airplanes and to pursue growth opportunities. This new order brings Continental's total firm commitments to 111 new Boeing aircraft (25 Boeing 787s, eight Boeing 777s and 78 Boeing 737s) for delivery over the next six years.

**March 2008** – Continental was again rated the top airline on *FORTUNE* magazine's annual airline industry list of World's Most Admired Companies. It was the fifth consecutive year that Continental topped the list. The airline also ranked No. 41 on *FORTUNE*'s

World's Most Admired Companies "Top 50" list, which ranks companies in a wide variety of industries. Continental was the only U.S. passenger carrier on the "Top 50" list.

**March 2008** – Continental will conduct a biofuels demonstration flight in the first half of 2009 in an effort to identify sustainable fuel solutions for the aviation industry. Continental is the first major U.S. carrier to announce plans to highlight technological advancements in sustainable biofuels that can help to further reduce carbon emissions.

**March 2008** – Continental launched nonstop flights to London/Heathrow from New York and Houston. It was the largest single-day international service expansion in the company's history. The new Heathrow flights were made possible by the Open Skies agreement between the U.S. and the European Union. Continental's Flight 28 departing from Newark Liberty International Airport was the first aircraft of the new entrant carriers to arrive at Heathrow on March 30.



## The Go Forward Plan

**F**or the 12th year, Continental is operating under the Go Forward Plan, which is the airline's blueprint for success. This evolving, four-point plan helps the company define and communicate its goals. Since its inception in 1995, the Go Forward Plan has catapulted the company to new heights of service excellence and record financial performance compared to its network competitors.

**Fly to Win** – Achieve above-average profits in a changed industry environment. Grow the airline to where it can make money and keep improving the business/leisure mix. Maximize distribution channels while reducing distribution costs and eliminating non-value-added costs.

**Fund the Future** – Manage company assets to maximize stockholder value and build for the future. Reduce costs with technology. Generate positive cash flow and improve financial flexibility by increasing its cash balance.

**Make Reliability a Reality** – Deliver an industry-leading product the airline is proud to sell. Rank among the top of the industry in the key DOT measurements: on-time arrivals, baggage handling, complaints and involuntary denied boardings. Keep improving the product.

**Working Together** – Help well-trained employees build careers they enjoy every day. Treat each other with dignity and respect. Focus on safety, make employee programs easy to use and keep improving communication. Keep pay and benefits competitive in a changed industry environment.

## Awards & Accolades

### INTERNATIONAL SERVICE

#### **Best of Latin America**

*LATIN TRADE* magazine's annual readers' poll (02/07)

#### **Best Airline for Flights to Western Europe**

*Executive Travel Magazine's 2004 Best in Executive Travel Awards* (09/04)

#### **Best Airline for Flights to Mexico**

*Executive Travel Magazine's 2004 Best in Executive Travel Awards* (09/04)



#### **2005 Best Airline Alliance – SkyTeam**

*Global Traveler Magazine*

#### **No. 1 U.S.-based Airline**

*Nikkei Business Magazine survey* (12/03)

#### **Company of the Year**

*Israel's Tourist Guide newspaper* (2006)

### BUSINESSFIRST PREMIUM CABIN

#### **Best Executive/Business Class**

*OAG Airline of the Year Awards* (2003-

2007 – 5 yrs. in a row)

**World's Leading Business Class Airline and North America's Leading Business Class Airline**

2005 World Travel Awards

**Best Trans-Atlantic and Trans-Pacific**

Business Class among U.S. airlines  
Condé Nast Traveler (10/07 – 10 yrs. in a row)

**Best Business Class among U.S. airlines**

Business Traveler (9/03)

**WORKPLACE, MANAGEMENT AND OPERATIONS**

**Airline of the Year**

OAG Airline of the Year Awards (2004-2005)

**Best Airline Based in North America**

OAG Airline of the Year Awards (2001, 2004-2007)

**Best Airline for North American Travel**

Business Travel Magazine Readers (2006, 2007)

**No. 1 World's Most Admired Airline**

FORTUNE magazine (3/08 – 5 yrs. in a row)



**No. 1 America's Most Admired Airline**

FORTUNE magazine (3/07 – 2 yrs. in a row)

**Top U.S. Network Carrier**

Zagat's 2005 U.S. Airline Survey and 2005 International Airline Survey

**100 Best Companies to Work For**

FORTUNE magazine 1998-2004

**Most Opportunities for Hispanics**

Hispanic magazine (Jan/Feb 2005)

**Airline of the Year**

Air Transport World (2001 and 1996)

**Airline Strategy Operations Award (7/06)**

Airline Business magazine

**CUSTOMER SERVICE AND MARKETING**

**Highest in Customer Satisfaction Among Network Carriers in North America**

J.D. Power and Associates 2007 Airline Satisfaction Study<sup>SM</sup>

J.D. Power and Associates 2006 Airline Satisfaction Index Study<sup>SM</sup>

**No. 1 in Customer Satisfaction**

Frequent Flyer/J.D. Power & Associates (5/00), for short and long-distance flights

**OnePass: Best Frequent Flyer Program**

Laptop Magazine's Editor's Choice Awards (10/04)

**Best Frequent Flyer Program – Domestic**

Executive Travel Magazine's 2004 Best in Executive Travel Awards (09/04)

**Best Frequent Flyer Program – Long Haul**

Travelchannel (2/04)

**Outstanding Food Services by a Carrier in the Americas**

PAX International Readership Awards (2006)

**George Bush Intercontinental Terminal E: "Best Airport Project of 2004"**

Texas Construction magazine (12/04)

**Liberty International Terminal C:**

- **Best Concession Design, Best Customer Service, Best Concessions Management Team, Most Unique Services and Best Overall Concession Program**

Airport Revenue News Best Concessions Poll (2005)

**George Bush Intercontinental Terminal E: "Best Airport Restaurant Design"**

Airport Revenue News Best Concessions Poll (2005)

**George Bush Intercontinental Terminal E Presidents Club Priority Pass "Lounge of the Year"**

Priority Pass Lounge of the Year Awards (2006)

**Best Airport Lounges**

Global Traveler- GT Tested Awards (2007)



**Scope of Operations**

Continental, Continental Express and Continental Connection serve 283 airports: (Compiled 3/18/08)

	U.S.	Int'l	Total Airports
Continental	14	91	105
Continental Express	35	26	61
CO Connection	20	10	30
Combined Operation	76	11	87
Total	145	138	283

\*Exclusive Stations

**M**ore than 69 million passengers were enplaned in 2007 (or last twelve months).



With 283 destinations world-wide, Continental, along with Continental Express and Continental Connection,

serves more international destinations than any other US carrier.

Continental aircraft are in the air around-the-clock, around-the-world:

	Daily Departures
Continental Airlines	1,181
Continental Micronesia	30
Continental Express	1,350
Continental Connection	541
TOTAL Daily Departures	3,102

# Routes

Three U.S. hubs maximize connections for passenger transfers and offer convenient local flight schedules. (Compiled 3/18/08)

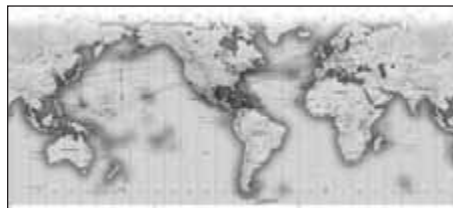
ORIG	CO	Typical Daily Departures			Destinations Served Nonstop
		CO Connection	ExpressJet	Total	
Houston	317	49	364	730	179
Newark	243	41	157	441	152
Cleveland	48	57	153	258	93
Fort Lauderdale	13	46	1	61	15
Tampa	16	40	0	56	15
Miami	21	9	1	31	10
Orlando	10	21	1	32	6
West Palm Beach	7	17	3	27	10
Los Angeles	16	0	9	25	4
Chicago	14	0	10	23	3
Boston	11	0	10	21	3
Atlanta	6	6	1	13	3
Washington	19	0	2	21	3
Key West	0	23	0	23	5
Fort Myers	25	0	0	25	5
Guam	13	6	0	19	19
Dallas/Fort Worth	11	0	8	19	3
New York	18	0	0	18	3
Raleigh/Durham	1	0	17	18	3
Kansas City	13	0	4	17	3

**H**igh-frequency service is offered on many routes:

## Daily Flights

Busiest Routes	Each Way
Houston-New York	24
Dallas-Houston	23
Cleveland-New York	14
New York-Washington	13
Houston-Los Angeles	13
Houston-Washington	13
Houston-New Orleans	12
Boston-New York	11
Corpus Christi-Houston	11
Houston-San Antonio	11
Austin-Houston	10
Baton Rouge-Houston	10
Chicago-New York	10
Chicago-Houston	10

Busiest Routes	Each Way
Chicago-Cleveland	10
Atlanta-Houston	10
Houston-Lafayette	9
Fort Lauderdale-New York	9
New York-Orlando	9
Houston-Kansas City	9



Service reaches five continents:  
Europe, North America, South  
America, Asia and Australia.

### Destinations include:

<b>Atlantic/Caribbean</b>	Costa Rica El Salvador Guatemala Honduras Nicaragua Panama	Netherlands Norway Portugal Scotland Spain Sweden Switzerland	Brazil Colombia Ecuador Peru Venezuela
Antigua Aruba Bahamas Barbados Bermuda Dominican Rep. Grand Cayman Jamaica Neth. Antilles Puerto Rico St. Maarten St. Thomas Trinidad & Tobago	<b>Europe/Mid. East</b> Belgium Denmark England France Greece Germany Ireland/Northern Ireland Israel Italy	<b>Micronesia</b> Guam and 9 other Pacific isles	<b>Pacific/Asia</b> Australia China Hong Kong Indonesia India Japan Philippines
<b>Central America</b> Belize		<b>North America</b> U.S., Canada and Mexico	
		<b>South America</b> Argentina	

# Aircraft Fleet

**C**ontinental employs a Flexible Fleet Plan that provides the ability to adjust the fleet to meet market demands. Continental and its Continental Express carriers operate one of the youngest and most-efficient fleets. The airline has reduced the number of fleet types it operates to just three fleet types, while maintaining the flexibility within fleet types to meet various route and market needs.

Continental operates a fleet of 372 jets. (As of 3/31/08)

Aircraft Model	First Class Seats*	Coach Seats	No. in Fleet
777-200ER**	48	235	20
767-400ER**	35	200	16
767-200ER	25	149	10
757-300	24	192	17
757-200	16	159	41
737-900ER	20	153	7
737-900	18	149	12
737-800**	16	141	108
737-700	12	112	36
737-300	12	112	48
737-500	8	106	57

\* BusinessFirst seating on 777s, 767s and 757-200s.  
\*\* Aircraft type has multiple seat configurations.

**Fleet:** More than 70 percent of Continental's fleet consists of common-rated Boeing 737 series aircraft, which allows for greater efficiencies in pilot training, crew flexibility, simplified maintenance and savings on spare part inventory costs. Continental has installed winglets on its entire 737-700, 737-800, 737-900ER, 757-200 fleet and its long-range 737-300 aircraft. In addition, Continental has begun installing winglets on its entire 737-900 fleet and the majority of its 737-500 fleet. Winglets reduce fuel consumption by up to 5 percent, and in combination with Continental's young, fuel-efficient fleet, provide a natural hedge against soaring fuel costs. For more information on Continental's fleet, visit [continental.com](http://continental.com) > Travel Information > During the Flight > Aircraft.

## Financial Results

Continental Airlines reported a first quarter 2008 net loss of \$80 million (\$0.81 diluted loss per share).

Excluding a \$5 million after tax gain from the sale of the aircraft, Continental recorded a net loss of \$85 million (\$0.86 diluted loss per share).

Following are Continental's financial results for 2008:

	2008	2007
Operating Revenues (mil.)	\$3,570	\$3,179
Operating Income (mil.)	(66)	64
Revenue Pass Miles (000)	19,923	19,090
Available Seat Miles (000)	25,278	24,124
Load Factor (%)	78.8	79.1



## OnePass

OnePass membership rewards customers with everything from seat upgrades to reward travel, mileage earning opportunities, travel bonuses and preferred customer benefits.

OnePass members can earn miles valid for reward travel to destinations worldwide served by Continental, Continental Express, Continental Micronesia, SkyTeam Alliance partners, SkyTeam Alliance Associate members and other Airline partners below. Members earn a minimum 500 miles or actual flight mileage on qualifying fares for each segment of their trip:

### SkyTeam Alliance Partners

Aeroflot  
AeroMexico  
Air France  
Alitalia  
China Southern Airlines  
CSA Czech Airlines  
Delta Air Lines  
KLM Royal Dutch Airlines  
Korean Air  
Northwest Airlines

### SkyTeam Alliance Associate Members

Air Europa  
Copa Airlines  
Kenya Airways

### Other Airline Partners

Aero Republica  
Alaska Airlines  
American Eagle  
Cape Air  
Continental Connection  
Emirates  
EVA Air  
Hawaiian Airlines  
Horizon Air  
Island Air  
Kingfisher Airlines  
Qantas  
US Helicopter  
Virgin Atlantic

Special benefits are available to Continental's most frequent flyers, OnePass Elites. The OnePass Elite



program offers three levels of membership. Members qualify for Elite levels based on the number of Elite Qualification Miles (EQM) or Elite Qualification Points (EQP) earned in a calendar year by flying on Continental, Continental Express, Continental Micronesia, Continental Connection, SkyTeam Alliance partners, SkyTeam Alliance Associate members and select other partners listed above.

OnePass	SkyTeam	
Elite	Elite	Elite Qualification
<u>Level</u>	<u>Level</u>	<u>Miles OR Points *</u>
Platinum Elite	Elite Plus	75,000 EQM OR 90 EQP
Gold Elite	Elite	50,000 EQM OR 60 EQP
Silver Elite	Elite	25,000 EQM OR 30 EQP

\*For up-to-date information on Elite earnings on Continental and other airlines, visit [continental.com](http://continental.com)

Platinum Elite members receive a 125 percent mileage bonus in addition to actual flight miles earned for qualifying flights and confirmed upgrades on unrestricted Y fares at time of ticketing. Gold Elite members receive a 100 percent bonus and confirmed upgrades on unrestricted Y fares at time of ticketing. Silver Elite members receive a 50 percent bonus and confirmed upgrades on unrestricted Y fares at time of ticketing.

Elite members receive a 50 percent bonus and confirmed upgrades on unrestricted Y fares at time of ticketing.

### Earning and using miles

ShopOnePass ([continental.com](http://continental.com)>Frequent Flyer>Earn Miles>Shopping and Gift Partners) allows OnePass members to shop online at over 45 top-named retailers\* while earning OnePass miles for each dollar spent.

\*Including merchants 1-800-CONTACTS, Apple Stores, Babies R Us, Back to Basics Toys, BarnesandNoble.com, Best Buy, Bluenile, Calyx and Corolla, Chadwick's, CHEF's, Circuit City, Dell Home, drug-store.com, eBags, Eddie Bauer, eLuxury, Teleflora's Flower Club, FTD, Gap, Gift-Certificates.com, Godiva, Harry and David, Hickory Farms, The Home Depot, HP Shopping, JC Penney, Jos. A. Bank, Land's End, Macy's, Netflix, Office Depot, OfficeMax, Omaha Steaks, OnePass Magazines, Overstock.com, Petco, Red Envelope, REI, Sears, Sephora, SkyMall, The Sports Authority, Staples, Target, Teleflora, Toys R Us, Walmart.com, Wine.com.

### OnePass Online Auction

allows OnePass members to use their miles to bid on exclusive sporting events, VIP performing arts experiences, vacation packages from Continental, and much more ([www.auction.continental.com](http://www.auction.continental.com)).

OnePass partners offer expanded opportunities to earn miles:

### Hotels

AmeriSuites, AmeriHost Inn, Baymont Inn & Suites, Best Western, Cambia Suites, Candlewood Suites, Clarion, Comfort Inn, Comfort Suites, Conrad, Courtyard by Marriott, Crowne Plaza, Days Inn, Doubletree, Econo Lodge, Embassy Suites, Fairfield Inn by Marriott, Four Points by Sheraton, Hampton Inn, Hawthorne Suites, Hilton Garden Inn, Hilton Hotels, Holiday Inn, Holiday Inn Express, Homewood Suites, Hotel Indigo, Howard Johnson, Hyatt Hotels, Hyatt Place, InterContinental, J.W. Marriott Hotels & Resorts, Knights Inn, LaQuinta, LeMeridien, The Luxury Collection,

MainStay Suites, Marriott Hotels & Resorts, Marriott Vacation Club, Outrigger Hotels, Park Hyatt, Quality Inn, Radisson, Ramada Worldwide, Renaissance Hotels & Resorts, Residence Inn, Rodeway Inn, Scandic by Hilton, Shangri-La Hotels, Sheraton Hotels & Resorts, Sleep Inn, SpringHill Suites, Staybridge Suites, St. Regis, Suburban Hotels, Summerford Suites, Super 8, TownPlace Suites, Travelodge, Villager, Wingate, W Hotels, Wellesley Inns, Westin Hotels, Wingate Inn, Wyndham Hotels & Resorts.

### Car Rentals

Alamo, Advantage Rent-A-Car, Avis, Budget, Dollar, Hertz, National, Sixt, Thrifty

### Card Programs

- American Express Membership Rewards\*
- Continental Airlines Presidential Plus World MasterCard from Chase - 48 US
- Continental Airlines TravelBank World MasterCard from Chase - 48 US
- Continental Airlines World MasterCard Credit Card from Chase - US
- Continental Airlines World MasterCard Credit Card for Business from Chase - 48 US
- Chase Continental Airlines Banking Card - 48 US
- Chase Continental Airlines Business Banking Card - 48 US
- Chase Travel Reward Programs - Certificate Program Only
- KeyBank KeyMiles Banking Card - 48 US
- Citibank Rewards Card - Guam\*
- Continental Airlines OnePass Credit Card from First Hawaiian Bank - Guam
- Continental Airlines OnePass Business Credit Card from First Hawaiian Bank- Guam
- Continental OnePass Check Card from First Hawaiian Bank - Guam
- Continental OnePass Business Check Card from First Hawaiian Bank - Guam
- Leumi- Israel

- Continental Airlines OnePass JCB Card - Japan
- UJF Card - Japan
- Aval Card - Latin America/Caribbean
- Banco General - Panama
- Banco Popular - Santo Domingo
- PacifiCard - Ecuador
- OnePass American Express Credit Card from Bancolombia - Colombia

### Lending and Real Estate Partners

Awards for Mortgage and Real Estate, Chase Home Equity & Mortgage, Lending Tree, RealEstate.com, Sharebuilder, TD Ameritrade.

### Additional Partners

Amtrak, e-Rewards, Gexa Energy, Energy Plus, emiles, Guam Cell, IT&E, Mobil gas stations - Guam and Saipan, OnePass Dining by Rewards Network, OnePass Wireless, continental.com cruises, Randall's Supermarkets, Shop-Rite Supermarkets, SNCF-TGVAir, Thanks Again Network for Drycleaning.

*\*Convert points from these programs into OnePass miles*

## Presidents Club

The Presidents Club is a private membership club that offers a quiet area where travelers can work or relax.

Continental has 25 Presidents Clubs worldwide:

Atlanta	San Antonio
Ft. Lauderdale	Cleveland
New York/LGA	San Francisco
Austin	Dallas/DFW
Guam	Los Angeles
Newark Liberty (3)	San Juan
Honolulu	Denver
Panama City	Seattle/Tacoma
Chicago	Washington/DCA
Houston (5)	

Membership in any Continental Presidents Club gives travelers access to 25 worldwide clubs and more than 60 affiliated lounges. Clubroom privileges are also offered to customers who are traveling in BusinessFirst.

Presidents Club membership privileges include:

- Two guests or spouse and all family members under age 21
- Agent assistance with reservations, seat assignments and eTicketing
- Complimentary beverages, including liquor, wine and beer
- Complimentary wireless Internet access
- Complimentary snacks
- Telephones with data ports
- Complimentary local phone calls
- Complimentary use of copy and fax machines
- Conference rooms (hourly charge applies) in select clubs
- Current periodicals and newspapers

Presidents Club members also are welcome at the following:

Amtrak ClubAcela – New York, Penn Station; Boston, South Station; Philadelphia, 30th Street Station; Washington, Union Station  
Delta Crown Rooms – Worldwide  
Northwest WorldClubs Lounges – Worldwide

*Membership fees: (Effective October 1, 2007)*

Type	Standard Elite	Silver Elite	Gold Elite	Platinum
Initiation Fee	\$ 50	\$ 50	\$ 50	\$ 50
Annual	400	375	325	300
Annual w/ spouse	600	575	500	450
Three-year	1025	950	825	775
Three-year w/ spouse	1,625	1,525	1,375	1,300
Lifetime (no in. fee)	5,100	4,700	4,100	3,800
Lifetime w/ spouse	8,800	7,900	6,800	6,125
Sr. lifetime (no in. fee)	2,850	2,600	2,300	2,100
Sr. lifetime w/ spouse	4,900	4,300	3,800	3,500
One-Day pass	45	45	45	45
1-5 books of 10	400			
6-10 books of 10	350			
10+ books of 10	300			

For information regarding access to affiliate lounges or questions about the Presidents Club network, visit [continental.com/presclub](http://continental.com/presclub) or call the Presidents Club Service Center at (800) 322-2640 or (713) 782-0448.

## Other Services

### Online and Kiosk Self Check-in -

Continental was the first carrier to offer customer-driven technology that allows passengers to take control of the check-in process, whether at home or at the airport. Now, more than 75 percent, or over three million customers, check themselves in online or at an airport kiosk every month. As a result, Continental customers enjoy the shortest line waits of any major airline, and Continental employees are better equipped to offer more personalized service.

More than 55 percent of Continental's domestic customers are now going to [continental.com](http://continental.com) to check in and print boarding passes up to 24 hours in advance of their flight. The Web site offers many of the same services as checking in at an airport kiosk – printing boarding passes and receipts, viewing interactive seat maps, verifying OnePass numbers and, for OnePass Elites, upgrading to first class. Plus, customers without access to a printer can request a faxed copy of their boarding passes. A new feature for both online and kiosk check-in is the ability for customers to opt-in for an automated check-in 24 hours prior to their return flights. Dedicated Bag Drop areas in Houston, Newark and Cleveland are available for online check-in customers, giving them quick and exclusive baggage handling at the airport. Online check-in is currently available from all U.S. airports and most offshore locations for both domestic and international itineraries. For fast, easy self check-in at the airport, Continental offers check-in kiosks in all of its U.S. airports and a growing number of offshore locations for a total of 1,409 kiosks in 174 airports.

**eTicket** – Over 99 percent of Continental customers now use electronic ticketing, or eTicket. With eTicket, all tickets are instantly stored in Continental's reservation system, thus there are no tickets to mail or misplace. Changes and refunds are easily handled over the phone. The convenience of eTicket is now available for all of

Continental's destinations. Continental has also established interline eTicketing with most major U.S. airlines and a growing number of international airlines. Currently Continental has 111 interline eTicket partners.

**Continental.com** – Continental's Web site gives customers access to popular functions on its home page, including



fare search and purchase, OnePass account management, flight check-in and flight status. The site allows customers to search for and book flights, car rentals, hotels, cruises and vacations. Electronic timetables are available for PCs, laptops, cell phones and PDAs. OnePass members can use the site to search and book reward travel, transfer American Express miles and bid on exclusive events, performing arts packages and vacations through the OnePass Online Auction. Customers in France, Hong Kong, Ireland, Israel, Japan, Spain and the United Kingdom enjoy Web sites with region-specific information. Additionally, Continental offers Spanish and German language Web sites and the ability to purchase tickets online in all countries that Continental serves.

**BusinessFirst** – Continental revolutionized the airline industry when it began offering its BusinessFirst cabin service in 1993. The original formula – a first class product at a business class price – has set the standard for excellence in business travel for the past decade, winning countless awards for its value, amenities, service, seats and food. BusinessFirst is offered on Continental's international routes operated by Boeing 777, 767 and 757 aircraft. Extra-wide



electronic sleeper seats feature a 55-inch/140 cm seat pitch, a deep recline and adjustable winged headrest. A personal entertainment system offers a selection of the latest movies and a variety of audio channels. Gourmet in-flight menus and beverage pairings are specially designed by Continental's Congress of Chefs and Sommeliers.

**BusinessFirst International Concierge Service** – A specially selected and trained corps of more than 300 concierges provide individualized pre- and post-flight services for BusinessFirst customers at 31 key international airports.

**EliteAccess** – A package of special services and benefits for Continental's premium flyers offers qualified customers priority check-in, priority security screening (where available), priority boarding at any time during the boarding process and priority baggage handling. Customers eligible for EliteAccess privileges include BusinessFirst and First Class customers, as well as Elite members of Continental's OnePass program. Customers flying on a full-fare, economy-class ticket will also be able to take advantage of EliteAccess privileges through the "Elite for the Day" program.

**Continental Magazine** – The award-winning monthly magazine of Continental Airlines provides customers with original stories on travel, business and people. Look in the "Continental Notebook" section for route information and the latest airline news.

**Chelsea Food Services** – Chelsea, a division of Continental, is the third largest catering organization in the United States with kitchens in Cleveland, Denver, Honolulu, Houston, Los



Angeles and New York/Newark. Chelsea provides more than 28 million meals each year for Continental and is recognized as a premier service provider. Catering and security services are also provided to other airlines, including Sky Team partners Air France, Alitalia, Copa, KLM and Northwest, which generate additional revenue for the company. Continental is the only major U.S. airline that operates its own in-house catering facility, resulting in significant financial and operational benefits to the company. Continental is also the only major U.S. airline to offer complimentary meals at meal times in economy class.

**Continental Cargo** – Known globally for its award-winning reputation for quality, Continental Cargo provides a broad range of flight-specific products, including QUICKPAK, for the most time-sensitive domestic or international express shipments, and CMR (Confirmed Must Ride) for flight-specific domestic and international freight. Domestic general freight may move as second-day 8 a.m., while International General Air Freight serves all of Continental's international destinations. In addition, Global-Link reaches over 160 destinations outside Continental's route system by utilizing partner carriers that have a proven history of offering reliable service.

Continental offers the handling of shipments that require extra care, such as ClimateSecure<sup>sm</sup>, which utilizes temperature-controlled containers and service teams dedicated to moving perishable and temperature sensitive goods. Additionally, TRUST CO, for transporting human remains with dignity and respect and the exclusive door-to-door delivery service of cremated remains.

**PetSafe** – Whether the animals you ship are your livelihood or beloved pets, their safety and health are vitally important to Continental. Careful handling and reliable, on-time delivery are keys to keeping animals healthy, comfortable and secure and are the touchstones of

Continental's world-renowned PetSafe program. The PetSafe program features a dedicated 24-hour Live Animal Desk (1-800-575-3335 or 1-281-553-5052), a confirmed reservation prior to departure, constantly monitored weather conditions and personal handling in climate-controlled vehicles when necessary for connections over Continental's hubs.



**On-Airport Kennel** – Continental Airlines operates a full-service animal kennel at Houston's George Bush Intercontinental Airport. The one of a kind kennel is open 24-hours a day, seven days a week and offers the ultimate in pet care for animals that have stopovers or overnights in Houston. Services include exercise runs and full grooming facilities. Separate rooms are also available for a variety of species.

**GroupWorks and MeetingWorks** – Personalized attention for group and convention travel. Services include same day fare quotes, special check-in areas, priority baggage handling and coordination assistance in the airport areas. Call (800) 525-1700 for information and follow the prompts.

**Senior Citizens** – Travelers at least age 65 are eligible for published senior citizen fares in select markets.

**Continental Airlines Vacations** – Offers complete vacation packages to more than 250 of the world's most desirable destinations. Visit [continental.com](http://continental.com) > Reservations > Vacation Packages for details and exclusive OnePass offers.

**RewardOne** – A free online program to reward companies when their employees

choose Continental for business travel. Company rewards are tracked using employees' OnePass numbers and employees continue to earn their own OnePass miles. For more information and to enroll, visit <http://rewardone.continental.com> and follow the simple prompts. Once enrolled, view your point balance and redeem online anytime.

**Continental Ticket Offices** – Off-airport ticketing facilities are operated at four U.S. locations: Penn Station in New York, Continental's headquarters in Houston, the Izod Center in New Jersey and Ala Moana Center in Honolulu; and at more than 60 locations throughout Latin America and the Caribbean. Continental Ticket Offices provide a wide range of travel services for walk-in customers, including reservations, ticketing, electronic ticketing, group travel, vacation packages and Customer Care services. Exact locations are listed on [continental.com](http://continental.com) under "Contact Us."

## Partners & Subsidiaries

**C**ontinental Express is the regional jet service provider for Continental Airlines. ExpressJet Airlines and Chautauqua Airlines both operate as Continental Express, serving approximately 145 destinations in the United States, Canada and Latin America. ContinentalExpress operates from Continental's hubs in Houston, Newark Liberty and Cleveland, offering advance seat assignments and OnePass frequent flyer miles that can be redeemed on Continental and partner airlines.

ExpressJet operates 50-seat ERJ-145 and 37-seat ERJ-135 aircraft and is one of the world's largest regional airlines. Chautauqua operates 50-seat ERJ-145 and CRJ-200 aircraft. All of Continental Express' regional jets offer jet-bridge loading, fully equipped galleys, spacious lavatories, leather-covered seats and carry-on luggage storage.

For more information on these partner airlines, visit [expressjet.com](http://expressjet.com) and [rjet.com](http://rjet.com).

**Continental Connection** – Service provided by Gulfstream International, serving Florida and the Bahamas; CommutAir, serving the U.S. Northeast and Midwest regions; Colgan Air, serving the Northeast and Southern United States; and Cape Air, serving Florida and the Pacific.



## Alliances

Through its membership in SkyTeam, Continental has developed a comprehensive alliance network with airlines in North America, Europe, Latin America and Asia. Continental's SkyTeam partners include Aeroflot, Aeromexico, Air France/KLM, Alitalia, China Southern Airlines, CSA Czech Airlines, Delta Air Lines, Korean Air, Northwest Airlines and SkyTeam Associate airlines Air Europa, Copa Airlines and Kenya Airways.

Benefits for travelers include:

- Booking code share destinations served by partner airlines with the same convenience as booking with Continental
- Access to 841 destinations in 162 countries on more than 16,000 daily departures
- One ticket for the entire itinerary
- One-stop check-in including seat assignments and boarding passes for all connecting flights, and baggage checked to final destination
- More OnePass mileage earnings, earnings towards Elite status and reward opportunities
- Access to more than 400 airport lounges

In addition to SkyTeam, Continental maintains partnerships with other carriers in the United States and in key international markets.

### U.S. carrier alliances:

Alaska Airlines/Horizon Air

Hawaiian Airlines

Island Air

American Eagle (select West Coast flights)

Amtrak (select trains in Northeast U.S.)

U.S. Helicopter (8-minute transfers from Newark Liberty to Manhattan)

Continental Express (flights operated by ExpressJet Airlines and Chautauqua Airlines)

Continental Connection (flights operated by Cape Air, Colgan Air, CommutAir, and Gulfstream International Airlines).

### International carrier alliances:

Aerorepublica

Emirates

EVA Air

Kingfisher

SNCF French Rail

Virgin Atlantic



## The Official Airline

Continental is closely involved with the communities it serves. In addition to participation by Continental employees in diverse civic activities, the airline takes a direct role in sponsoring specific community organizations in the arts, culture, sports, education, health and medicine.

### NATIONAL

Official Airline of the March of Dimes National Ambassador Program, National Association of Hispanic Journalists and National Association of Hispanic Publications.



**Proud Sponsor** of March of Dimes March for Babies.

### NEW YORK / NEWARK

**Official Airline** of the U.S. Open USTA event, New York Yankees, New

York Knicks, New York Rangers, New Jersey Nets, New York City Road Runners Club - ING New York City Marathon and the New Jersey Special Olympics.

**Official Airline** of the American Repertory Ballet Company, Live Broadway, Continental Airlines Arena, Carnegie Hall, Lincoln Center, Inc., New Jersey State Opera, New Jersey Symphony Orchestra, New Jersey Performing Arts Center, New York Foundation for the Arts, The GRAMMY Awards, The League of American Theatres and Producers' Tony Awards, Joseph Papp Public Theater, Broadway Cares/Equity Fights Aids, Confrerie de la Chaine des Rotisseurs, Bailliage des Etats-Unis, Weekly Reader, The Premier International Food and Wine Society and the Susan G. Komen Breast Cancer Foundation, North Jersey Affiliate.

**Proud Sponsor** of International Tennis Hall of Fame Gala, Buoniconti Fund to Cure Paralysis, Actors Fund of America, Odyssey Media, Council of Fashion Designers of America, American Cancer Society of Long Island, March of Dimes NY Chapter, NY African Film Festival, Figure Skating in Harlem, United Cerebral Palsy NYC, Strata Phillips Productions, NYAC-Athletes Fund, TJ Martell Foundation Committee to Protect Journalists, DIFFA Design Industry Industry Fighting AIDS.

### HOUSTON

**Official Airline** of the Houston Astros, Houston Texans and the Houston Dynamo.

**Official Airline** of the Alley Theatre, Asia Society of Texas, Coastal Conservation Association, Contemporary Arts Museum, Children's Museum of Houston, The Cynthia Woods Mitchell Pavilion, Da Camera of Houston, Dominic Walsh Dance Company, Hobby Center for the Performing Arts, Holocaust Museum Houston, Houston Ballet, Houston Center for Contemporary Craft,

Houston Downtown Alliance, Houston Symphony Orchestra, Houston Grand Opera, Houston Zoo, Jewish Community Center of Houston, Main Street Theatre, Mercury Baroque, Museum of Fine Arts Houston, Society for the Performing Arts, Stages Theatre and Theatre Under the Stars.

**Proud Sponsor** of the Houston Livestock Show and Rodeo, Careforce, Texas EquuSearch, UTMDACC Children's Art Project, Barbara Bush Celebration of Reading, Boy Scouts of America Sam Houston Council, Center for Hearing and Speech, Make a Wish Foundation – Texas Gulf Coast, Big Brothers Big Sisters of Houston.

**CLEVELAND**

**Official Airline** of the Rock and Roll Hall of Fame & Museum, Greater Cleveland Partnership/COSE and Positively Cleveland (Convention and Visitors Bureau).

**Official Airline** of the Cleveland Browns, Cleveland Indians, Cleveland Cavaliers and the Greater Cleveland Sports Commission.

**Official Airline** of Playhouse Square Foundation, Tri-C Foundation, Greater Cleveland Film Commission, Cleveland Film Society - International Film Festival, Great Lakes Theatre Festival, City Club of Cleveland, Town Hall of Cleveland, Great Lakes Science Center, Kaleidoscope Magazine, Urban League of Greater Cleveland, YWCA of Greater Cleveland, Dress for Success Cleveland, Cleveland Food Bank, United Way of Greater Cleveland, Ingenuity Festival, Ronald House Pro-AM, Providence House, United Black Fund and Women's Community Foundation, Cleveland Metroparks Zoo, Diversity Center of Northeast Ohio.

the **Continental** Team

Continental prides itself on a company culture that treats employees with dignity and respect and rewards employees when the airline achieves its goals. Continental is proof that "Working Together" works. Employees are empowered to adapt procedures as necessary in the interest of customer satisfaction.



**Employee Headcount**

Airport Agents	12,130
Cargo Agents	1,464
Chelsea	2,550
Continental Micronesia	1,315
Dispatchers	116
Flight Attendants	8,999
International	2,196
Management and Clerical	4,809
Pilots	4,828
Reservations	3,737
Technical Operations	3,858
<b>Total</b>	<b>46,002</b>

**Employee Incentives**



The on-time arrival incentive program, developed for employees at the manager level and below, pays monthly incentives when the airline hits targets for on-time arrivals as scored by the U.S. Department of Transportation. Eligible co-workers receive \$100 when Continental comes in first among the six network carriers in on-time performance. Co-workers receive

\$65 when Continental is No. 2 or No. 3 among the six network carriers or when Continental's on-time percentage is 80 or better, even if the company does not finish in the top three.

Continental also began a perfect attendance program in 1996, which is credited for helping the airline achieve one of the lowest absenteeism rates in the industry. Employees with six months of perfect attendance in a given period are entered into a drawing for a new vehicle. The airline has given away 138 new vehicles to employees, including tax, title and license and gift tax paid for by the company.

In February 2008, Continental paid \$158 million of profit sharing to co-workers for 2007, up from \$111 million paid for 2006. Continental's plan, the best in the industry, shares 30 percent of the first \$250 million of pre-tax income, 25 percent of the next \$250 million and 20 percent of amounts over \$500 million.

**Senior Management Team**

- Fred Abbott . . . . .VP - Flight Operations
- Ron Anderson-Lehman . . . . .Sr. VP & Chief Information Officer
- Mark Bergsrud . . . . .Sr. VP - Marketing Programs & Distribution
- Jack Boisen . . . . .VP - Cargo
- Mike Bonds . . . . .Sr. VP - HR & Labor Relations
- Ken Burt . . . . .VP - Technical Services
- Jim Compton . . . . .Executive VP - Marketing
- Rebecca Cox . . . . .Sr. VP - Government Affairs
- Bob Edwards . . . . .VP - Systems Operations
- Jay Ellzey . . . . .VP - Operations Administration
- Mark Erwin, Sr. VP - Asia/Pacific & Corp. Development
- Nene Foxhall . . . . .Sr. VP - International & State Affairs
- David Grizzle . . . . .Sr. VP - Customer Experience
- Martin Hand . . . . .VP - Reservations & Sales Resources
- Dave Hilfman . . . . .Sr. VP - Sales
- Hershel Kamen . . . . .VP - Security & Regulatory Affairs
- Larry Kellner . . . . .Chairman & CEO
- Chris Kenny . . . . .VP & Controller
- Leon Kinloch . . . . .VP - Revenue Management
- Gerry Laderman . . . . .Sr. VP - Finance & Treasurer
- Jacques Lapointe . . . . .VP - Finance
- Katrina Manning . . . . .VP - Corporate Purchasing & Material Services

Bill Meehan . . . . . Sr. VP - Airport Services  
 Jeff Misner . . . . . Executive VP & CFO  
 Mark Moran . . . . . Executive VP - Operations  
 Debbie Price . . . . . VP - Houston Hub  
 John Rainey . . . . . VP - Financial Planning & Analysis  
 Sam Risoli . . . . . VP - Inflight  
 Jon Roitman . . . . . VP - Newark Hub  
 Zane Rowe . . . . . Sr. VP - Network Strategy  
 Holden Shannon . . . . . Sr. VP - Global Real Estate  
 & Security  
 Jeff Smisek . . . . . President  
 Jim Stevens . . . . . VP - Corporate Programs  
 Jim Summerford . . . . . VP - Europe, Middle East & India  
 Nancy Van Duyne . . . . . VP - Congressional Affairs  
 Jennifer Vogel . . . . . Sr. VP, General Counsel, Secretary,  
 & Chief Compliance Officer  
 Ned Walker, Sr. VP - Worldwide Corp. Communications

## Ownership & Stock



**C**ontinental Airlines, Inc. is a publicly held corporation. Its stock is traded on the New York Stock Exchange under the symbol CAL.

## History

**C**ontinental will celebrate its 75th anniversary in 2009. The airline traces its roots to Varney Speed Lines, which began flying from El Paso, Texas, to Pueblo, Colo., in July 1934. In 1937, Varney Speed Lines changed its name to Continental Airlines. Continental relocated its headquarters to Houston, Texas, in October 1982 after merging with Texas International.



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# A FULL MENU OF PRAISE.


**“Best of the Big Boys” in Zagat’s U.S. Airline Survey.**

*“Houston, we don’t have a problem”: this “efficient” SkyTeam member is deemed “best of the big boys” and “proof that U.S. airlines can do it right” – from “stressless” premium classes to “smooth” economy, it treats passengers “with respect” and “still provides little extras” (like free “hot meals”); a “young fleet” and “terrific” website are more reasons why surveyors report that it’s a “cut above” the other majors.*

For reservations and information, go to [continental.com](http://continental.com) or call 1-800-523-FARE.

Source: 2007 Zagat U.S. Airline Survey

**ZAGAT SURVEY**

**Continental Airlines** 

**Work Hard. Fly Right.®**