

# CHARLIE VICTOR

THE CARGOLUX MAGAZINE



#17

The CARGOLUX ITALIA issue

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The CARGOLUX ITALIA issue

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## WELCOME

Over the course of our 55 years in business, the Cargolux Group has steadily grown and shaped its identity in line with the changing requirements of our industry. We have always sought to expand, innovate, and explore avenues for growth to ensure we can deliver service excellence to our global customers. True to this ambition, our Group now comprises multiple entities, each forming a vital part of both our business and our identity.

Anchored in the pioneering spirit that grounds us, our future-orientated strategy has always led us to delve into uncharted territory and anticipate trends to keep our leading position in the market. The story of Cargolux Italia, which you will discover in these pages, reflects this approach. From its budding years in one of the most dynamic European hubs, to its expansion, and diverse service offering, the airline has established itself as a reference in the Italian air freight industry.

Beyond commercial affiliation, however, Cargolux Italia and its team truly embody the Cargolux spirit, a mindset that thrives on dedication, passion, and a will to go the extra mile. Success, especially at Group level, relies on every team member's engagement and I trust you will see this reflected in this edition of our magazine.

I would like to conclude by thanking our Cargolux Italia people in Milan as well as all the support teams in Luxembourg and beyond, who continue to drive the success of our organization.

**RICHARD FORSON**  
CARGOLUX PRESIDENT & CEO

# News from the last few months

WHAT'S HAPPENING AROUND THE GLOBE? WITH TEAMS WORKING ACROSS DIFFERENT CONTINENTS, **THE CARGOLUX GROUP IS ALWAYS ON THE MOVE, DRIVING NEW INITIATIVES AND DEVELOPMENTS THROUGHOUT ITS NETWORK.** EXPLORE SOME OF THE LATEST STORIES AND PROJECTS TAKING SHAPE ACROSS THE ORGANIZATION.

## Driving service excellence



Our Sales & Marketing managers from around the globe recently gathered in Luxembourg for a two-day event focused on customer experience. The Global Sales Management conference was the perfect opportunity to trade ideas, exchange experiences, and share valuable insights to further strengthen our commitment to service excellence.

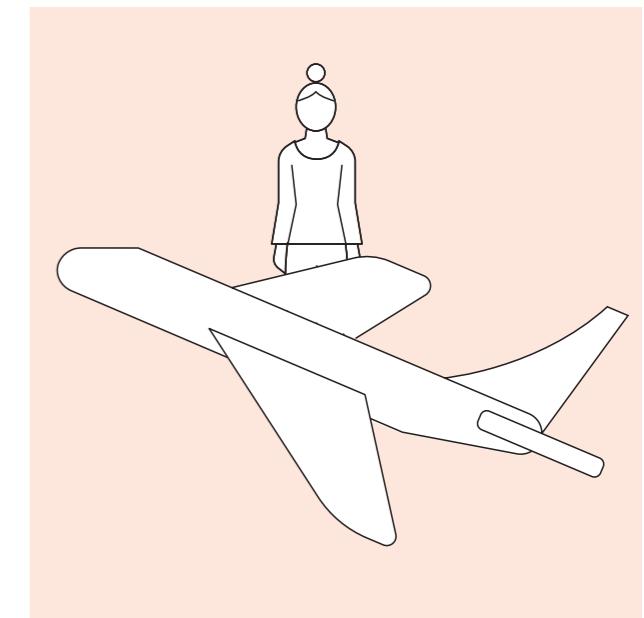


## Hello Amman!

Services to Amman, Jordan, have resumed, offering seamless connections to the Middle East and beyond. With two weekly flights out of Luxembourg, this new route opens myriad opportunities for customers in the region.

## Women in Aviation takes off

A firm believer in DEI (diversity, equity and inclusion), Cargolux has launched a tailor-made Women in Aviation program to address industry-specific challenges and provide employees with the tools to overcome them. Open to all, it offers the opportunity to connect with like-minded colleagues and engage in topical discussions.



## Growing partnerships

Cargolux and China Henan Aviation Group Co. Ltd signed an MoU (Memorandum of Understanding) to further deepen dual-hub cooperation between Luxembourg and Zhengzhou. The agreement, inked during a Chinese delegation visit to Luxembourg, cements the strong ties between both entities and their commitment to collaborate further on logistical topics.



FABRIZIO CORTESE,  
CEO CARGOLUX ITALIA

# Cargolux Italia — a vital part of the Cargolux Group

TAKING THE REINS OF A LEADING ALL-CARGO CARRIER BASED IN ONE OF THE **MOST IMPORTANT EUROPEAN MARKETS** REQUIRES COMMITMENT, PASSION, AND DRIVE. FABRIZIO CORTESE, CARGOLUX ITALIA'S CEO AND ACCOUNTABLE MANAGER TELLS US HOW THE FASCINATING NATURE OF THIS FAST-PACED INDUSTRY AND **THE SUPPORT OF HIS TEAM** INFLUENCE THE COMPANY'S DAILY LIFE.

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**F**rom law firm to CEO of Italy's number one all-cargo carrier. Fabrizio's career path may seem atypical, but like most stories, it has been shaped by circumstance and a little bit of chance. A graduate of law, the first decade of his professional journey was spent in law firms. From Rome to London, from corporate law to aircraft engine maintenance, including four years at Alitalia MRO, he was always looking for new challenges and fresh experiences, preferably abroad.

Around the same time, it so happens that Cargolux was looking for a very specific profile: a native Italian speaker with a legal background and experience in the aviation and maintenance sector. This targeted search came at a time when the airline was expanding its footprint in Italy, a hub full of opportunity thanks to its booming fashion and luxury car industries. The search produced a perfect match and Fabrizio relocated to Luxembourg, ready to take on his new assignment.

The launch of an all-cargo airline based in Italy presented significant commercial advantages. In addition to its industry-focused economy, Italy is the second-largest market in Europe, behind Germany, providing an interesting opportunity for global customers. The country also benefits from extensive traffic rights acquired through its numerous international agreements. "Building these rights and Cargolux's operational expertise allowed us to fill a vacuum in the

market for aerial freight transport. Launching an all-cargo airline in Milan, the beating heart of Italy's economy, made perfect commercial sense, allowing us to offer tailored air freight solutions to customers from their own domestic hub," Fabrizio explains.

After initially taking care of Cargolux Italia as part of Cargolux's Legal Department, Fabrizio only joined the team in Milan a few years later, when Pierandrea Galli, the then-CEO, called on him for support. "Pierandrea and his team were working on streamlining sales in southern Europe, and asked me to manage the HR, Legal and Compliance aspects," Fabrizio recounts. "In retrospect, I think he had a clear vision, and he had already figured out the next steps. Once I joined Cargolux Italia I became Head of Legal, HR and Compliance, Deputy CEO and legal representative for the Cargolux Milan branch before taking over from Pierandrea in 2018."

Fabrizio credits his professional experience with both Cargolux and Cargolux Italia for giving him a 360-degree vision of the Group. This has allowed him to understand the dynamic connection between both entities and the opportunities it offers. Now leading the team in Milan-Malpensa, Fabrizio draws on this knowledge in his daily activities, with his legal background often popping up in decision-making processes. *"I am a lawyer on loan to the industry,"* he smiles. *"The legal aspect will always be part of my thought process, but there are multiple other facets. I am grateful to be supported by our Postholders, who are all experts in their fields. This mutual trust allows us to make informed decisions and future-proof the company."*

Under his helmsmanship, Cargolux Italia has undergone interesting developments, capitalizing on its leading position in the Italian market. The opening of the Korean branch in 2019 was a significant step in expanding the company's regional footprint and the result of long-term bilateral negotiations. Another recent milestone for Cargolux Italia was the launch of its Taiwan services in 2024, followed by the transpacific flights from Taipei the following year.

"I believe these were two of our biggest achievements," Fabrizio states. "Seeing the work and energy we invested in these projects become a reality is highly rewarding. We look forward to building on this success."

Plenty of other projects await Fabrizio and his team as they continue enhancing services, fostering relationships and driving development. From business growth to expanded traffic rights, and additional transpacific services, there are multiple avenues to explore. Some of these exciting initiatives are already well underway, so watch this space! ◇



**"Our strategic geographical location and tailored solutions make us a leader in the Italian market, but it is our collaborative approach and can-do spirit that make us a successful company."**

Fabrizio Cortese, CEO Cargolux Italia

## Cargolux Italia – enhancing market reach



Richard Forson, Chairman of the Board, Cargolux Italia

For over 15 years, Cargolux Italia's services have provided a true commercial edge for the Cargolux Group. As a leading all-cargo airline, launching a subsidiary based in Italy, Europe's largest export market, was an obvious step. Connecting with customers in their home bases by leveraging local market knowledge is of paramount importance for a customer-centric organization such as ours.

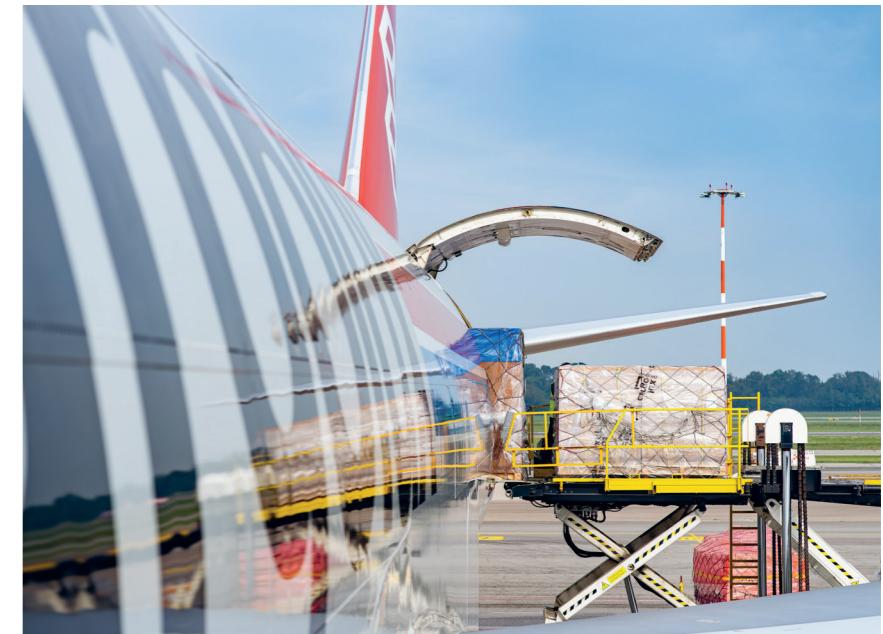
As well as offering tailored services for clients in the region, Cargolux Italia opens prospects for Group customers as well. The broad range of traffic rights and bilateral agreements between Italy and third countries enhances routings, allowing for smooth and swift cargo movement between international hubs. This benefit, coupled with the Group's long-standing expertise, reflects our commitment to service excellence.

Since its inception, Cargolux Italia has established itself as the number one all-cargo carrier in Italy and is recognized in the industry as a reliable and professional transport partner. The evolution of the airline, with its growing transpacific routes and global footprint, is a testament to its success. Even now, the team strives to explore market developments and identify areas of improvement to further enhance opportunities for customers.

Cargolux Italia strongly contributes to the flexibility the Group and the synergy between entities has supported our global growth. As a customer-centric operation, it is vital for us to continuously review and strengthen our services in this highly challenging industry. Leveraging collaboration between Group entities allows us to adapt rapidly in order to meet market expectations. I look forward to continuing this journey and witnessing Cargolux Italia's successful onward journey. ◇



SHOWCASE –  
TRANSPACIFIC  
SERVICES



CARGOLUX ITALIA CIRCUMNAVIGATES  
THE GLOBE TO DELIVER CARGO  
SWIFTLY AND SEAMLESSLY.

# Transpacific services - going further and faster

CIRCUMNAVIGATING THE WORLD TO DELIVER GOODS IS ONE THING, BUT EXPLORING THE FASTEST AND MOST EFFICIENT WAY IS ANOTHER. WITH AN **EXPANDING CATALOG OF TRANSPACIFIC SOLUTIONS**, CARGOLUX ITALIA HAS MASTERED THE ART OF **SEAMLESS CONNECTIONS** BETWEEN EUROPE, ASIA, AND THE AMERICAS.

© Morteza Jafari



**W**ith dynamic markets on either side of the ocean and sustained Asia-America commercial flows, transpacific flights offer the best solution for fast and reliable air cargo services. From just two or three weekly flights to more than five today, Cargolux Italia has continuously expanded this offer since its launch in 2011.

When thinking about these intercontinental flights, the first route that naturally comes to mind is China to the US West Coast. Always looking to optimize its offering, however, Cargolux Italia has explored different routes to ensure prime solutions for its customers. Looking at the flow of goods, one particularly interesting trade lane is Taiwan to North America, which serves the semiconductor segment. Cargolux Italia is one of the few European airlines to offer direct access to this service with two weekly flights.

The first American destination to welcome these flights was Houston, a major connection hub in North America, and the capital of aerospace-related business. A second transpacific lane was launched soon after to Dallas, Texas, the main point of convergence for the semiconductor trade. These precious commodities are particularly sensitive and require tailored handling to mitigate any risk of damage during transport. The combination of the airline's know-how and its non-stop transpacific services to key destinations makes it the perfect partner for this niche segment.

Another significant advantage for the airline is the broad range of 5<sup>th</sup> freedom rights it brings to the transpacific sector. Following the opening of the Korean branch in Incheon, these rights can be exercised either to Taiwan or to the US, broadening commercial prospects in the region. The flexibility offered by these options creates opportunities for customers worldwide with an enhanced choice of shipment movements. This increased freedom benefits not only customers in the region but also those in Italy, Cargolux Italia's home base, and further afield in Europe.

The volume offered by the airline's fleet of 747-400 freighters also complements this service, offering main deck capacity and a temperature-controlled environment for all types of shipments. From precious items such as microchips to perishables, and oversized pieces, Cargolux Italia covers an infinite catalog of solutions. These specialized services reflect the airline's ongoing commitment to meeting changing market requirements in an agile and responsive manner. ◇



THE DEDICATED FREIGHTER FLEET  
ENSURES GOODS ARE CARRIED  
WITH PRECISION AND CARE.

## ABOUT CARGOLUX ITALIA



### DISCOVER CARGOLUX ITALIA



# Reaching the world from the heart of Italy

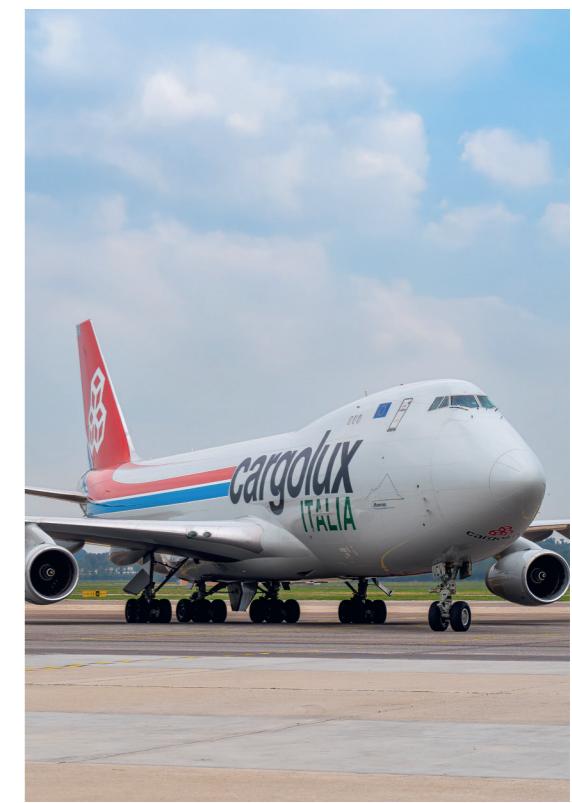
FROM EAST TO WEST, FROM NORTH TO SOUTH, CUSTOMERS AROUND THE GLOBE CAN COUNT ON CARGOLUX ITALIA'S TAILORED TRANSPORT SOLUTIONS. FROM ITS HOME BASE IN MILAN-MALPENSA, **ITALY'S NUMBER ONE ALL-CARGO CARRIER** **DELIVERS SERVICE EXCELLENCE WORLDWIDE** WITH OPTIMAL CARE AND A TOUCH OF ITALIAN FLAIR.

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THE 118-STRONG PILOT  
COMMUNITY AND DEDICATED  
TEAM OF GROUND STAFF  
KEEP THE OPERATION  
RUNNING SMOOTHLY.

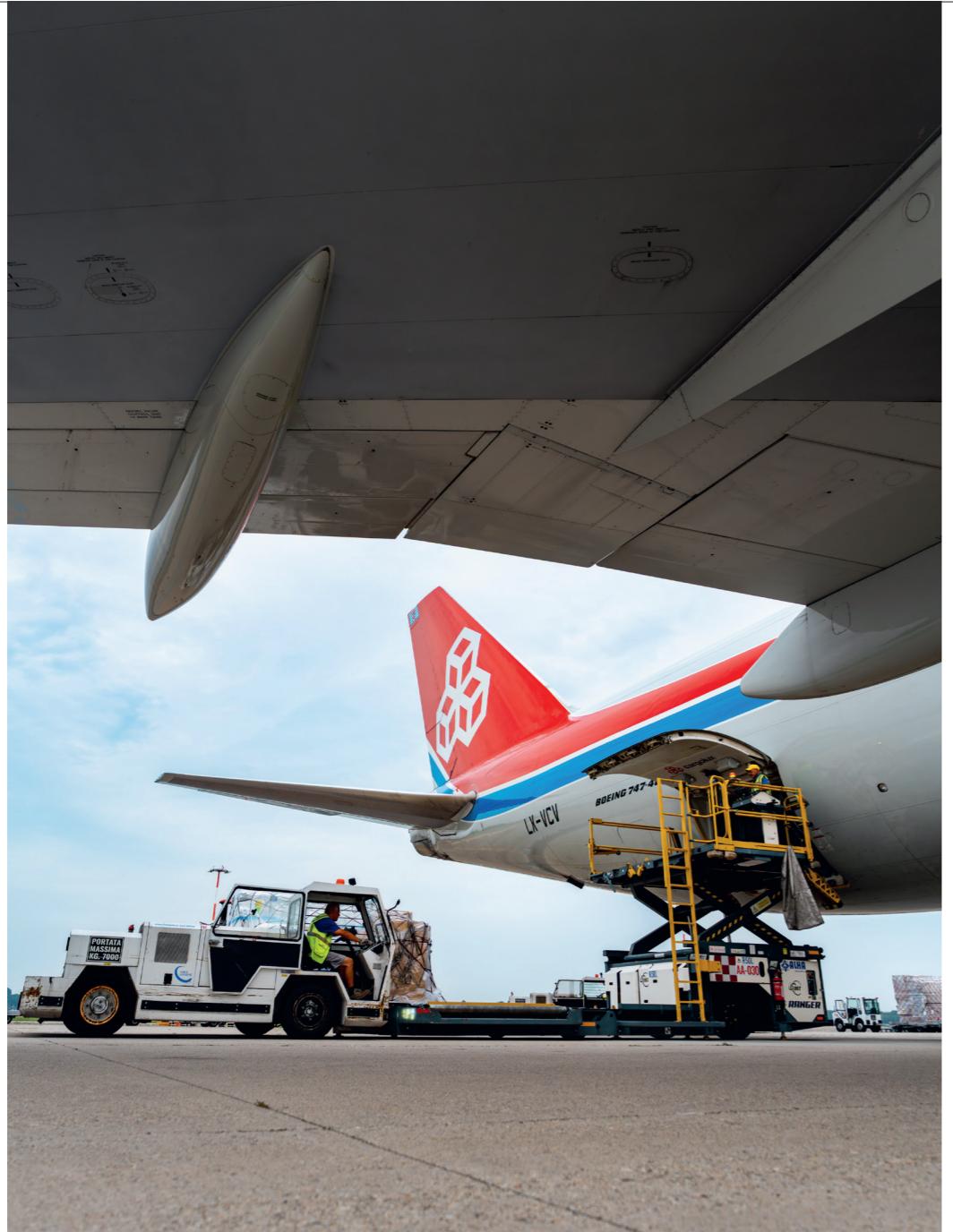
LINKING ITALY TO THE WORLD.  
CARGOLUX ITALIA COVERS  
AN INTERNATIONAL NETWORK  
ACROSS 5 CONTINENTS.





CARGOLUX ITALIA'S HOME BASE, MILAN-MALPENSA, IS A MAJOR COMMERCIAL GATEWAY SERVING ITALY'S ECONOMIC CAPITAL AND BEYOND.





LAUNCHED IN 2009, CARGOLUX  
ITALIA HAS BUILT A SOLID  
REPUTATION IN THE AIR CARGO  
INDUSTRY AS A RELIABLE AND  
TRUSTWORTHY SERVICE PROVIDER.





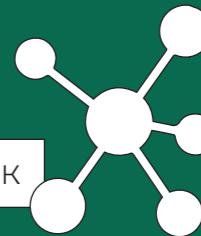
BIG OR SMALL, SENSITIVE OR STURDY, HIGH-TECH OR INDUSTRIAL, THE AIRLINE ACCOMMODATES ALL TYPES OF FREIGHT.

FROM THE HEART OF MILAN'S MODERN SKYLINE TO ITS GATEWAY AT MALPENSA AIRPORT, **CARGOLUX ITALIA** CONNECTS ITALY'S ECONOMIC CENTER TO THE WORLD.

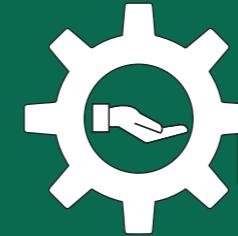


## OUR EXPERTISE

GLOBAL NETWORK



SCHEDULED TRANSPACIFIC ROUTES



TAILORED SERVICES

EXTENSIVE TRAFFIC RIGHTS



INTERNATIONAL PRESENCE

## TESTIMONIAL

# Partnering for safe handling

A CRUCIAL PART OF CARGO OPERATIONS, WHEREVER THEY ARE LOCATED, IS GROUND HANDLING. TRUSTWORTHY PARTNERSHIPS ARE KEY TO ENSURING **SMOOTH FREIGHT** TRANSITION AND GUARANTEEING **CUSTOMER SATISFACTION**. LORENZO SCHETTINI, ALHA GROUP'S PRESIDENT AND CEO, TAKES A MOMENT TO SHARE WITH US WHAT IT MEANS TO WORK WITH LONG-STANDING PARTNERS AND WHAT MAKES THE RELATIONSHIP WITH CARGOLUX ITALIA SO SPECIAL.

**I**n an industry as complex as air cargo with stringent regulations and high safety standards, it is vital to provide reliable, safe, and smooth services.

Multiple steps and actions are required to ensure cargo transits seamlessly and reaches its final destination in perfect condition. For a dedicated all-cargo airline like Cargolux Italia, precision is key, and operational success can only be achieved with like-minded partners who are equally focused on excellence and customer service.

From self-defined "box movers" to high-tech logistics partner, Alha has been providing ground services to airlines for over 60 years, evolving through the ages. Over the

company's life span, the logistics landscape has shifted along with industry requirements. Lorenzo Schettini, who joined the company 20 years ago and now holds the position of CEO, witnessed the changes first-hand. *"The market has matured from handling general cargo to requiring highly specialized solutions for sensitive goods. Global security considerations have also profoundly changed, and the concept of a 'secure supply chain' is now central to everything we do."*



After working with Cargolux Italia over several decades, Alha has come to understand the carrier's need for transparent and streamlined processes. These shared values have become shared objectives as air freight moves increasingly into niche segments. Describing the relationship between Cargolux Italia and Alha, Lorenzo highlights the teams' strategic partnership: *"What makes our collaboration unique is that Alha provides Cargolux Italia with a complete, end-to-end range of air cargo services. This integrated model ensures a single, unbroken chain of custody and control, which provides enormous value."*

Transporting invaluable commodities on a global scale is no small undertaking, and it is relationships like this that contribute to Cargolux Italia's recognition as a leader in the market. With its fleet of iconic Boeing 747 freighters and focus on special commodities such as out-of-gauge shipments, the airline has become the *"go-to operator for complex projects in sectors like aerospace, industrial machinery, energy, and automotive"*, according to Lorenzo.

It is with these remarkable and challenging shipments that the importance of synergy between partners becomes most apparent. One of these projects still sticks in the minds of both the Cargolux Italia and Alha teams: the urgent transport of a massive, 51-ton industrial rotor destined for a power plant in China. *"That was a true multimodal operation,"* Lorenzo recalls. *"The full expertise of both our ground crew and the Cargolux Italia loadmaster was required to meticulously maneuver the piece through the aircraft's nose door. This showcased how our teams can collaborate to transform a complex challenge into a reliable, efficient solution to serve Italy's industrial exports."*

This record-breaking shipment, the heaviest single piece ever handled at Malpensa airport, was successfully delivered within the required timeframe thanks to the seamless coordination and dedication of both teams. This emphasizes the crucial nature of long-standing partnerships in our highly regulated and deeply demanding industry.

*"Cargolux Italia possesses deep expertise and a cargo-centric mindset: the entire organization is focused on cargo,"* Lorenzo explains.

*"It possesses deep operational knowledge and a 'can-do' attitude that is essential when dealing with complex shipments."*



**"What makes our collaboration unique is that Alha provides Cargolux Italia with a complete, end-to-end range of air cargo services."**

Lorenzo Schettini, CEO Alha





DISCOVER THE  
CARGOLUX ITALIA TEAM

# The people who drive service excellence

FROM CREW TRAINING AND FLIGHT OPERATIONS TO  
LEGAL CONSIDERATIONS, COMPLIANCE MONITORING  
AND ADMINISTRATIVE DUTIES, **THE CARGOLUX**  
**ITALIA TEAM MANAGES A WIDE RANGE OF DAILY**  
**RESPONSIBILITIES** TO ENSURE SMOOTH GLOBAL  
OPERATIONS. WITH JUST OVER 136 PEOPLE, INCLUDING  
FLIGHT CREW, THE TIGHTLY KNIT ORGANIZATION IS  
DEFINED BY ITS DEDICATION, PASSION,  
AND PROFESSIONALISM.

© Morteza Jafari

**I**n the offices of Cargolux Italia, tucked away in a building just a stone's throw from Milan-Malpensa airport, things are always in motion as everyone busies themselves with their daily tasks. Colleagues roam freely from one office to another, discussing industry issues, trading ideas, and sharing tips on different topics. A strong sense of collaboration and camaraderie is immediately apparent.

From the always open door of her office, Veronica Antinori, Director HR and Administration, welcomes all visitors with a warm smile. Whether dropping by to seek advice, have a quick chat, or visit the HQ after a long flight, colleagues can count on her to lend a sympathetic ear. “We are quite a small team in Cargolux Italia, so fostering collaboration across departments is a key strength for us. When challenges arise, we sit together to discuss, analyze and find the best solution,” Veronica explains.

As the main point of contact for employees, Veronica works with Cargolux Italia’s seven postholders each of whom represents one of the company’s departments: Flight Operations, Crew Training, Approved Training Organization (ATO), Continuing Airworthiness Management (CAMO), Ground Operations and Security, Compliance Monitoring, and Safety Management. Under the leadership of CEO Fabrizio Cortese, the senior management team guides the company with an approachable and forward-thinking ethos.

This open, dedicated approach carries through to the teams, who collaborate closely and are always ready to lend a helping hand. The positive atmosphere and professional commitment are apparent not only in their daily work but also in their individual professional paths. The vast majority of Cargolux Italia employees have been with the company since its inception in 2009, evolving with the company and developing their careers within the organization. Veronica herself has been working with the Cargolux Group since completing her studies.

Initially hired as temporary maternity cover in Cargolux’s branch in Milan, Veronica rapidly progressed to become Supervisor of the Administration department before embarking on her journey with Cargolux Italia just over a decade after signing her first contract with the Group. Today, she is HR and Administration Director as well as Legal Representative for Cargolux Italia’s Korean branch and their representative office in Zhengzhou, China.

Professional evolution within the company is something that Veronica considers a strength and is keen to perpetuate within Cargolux Italia. “We have a solid succession planning program in place, and we are keen to have our people further their careers within the company. If a suitable profile is not available, we recruit ahead of time to ensure new joiners fit both our long-term vision and the existing team. It is important to find a balance between experience and fresh ideas,” Veronica explains.

She describes Cargolux Italia’s philosophy as “fostering good relationships as the basis for great results,” a motto that not only resonates internally but also drives the organization’s close collaboration with its parent company, Cargolux. The teams based in Malpensa have almost daily contact with their counterparts in Luxembourg, as certain activities are performed by dedicated teams in Cargolux. All Sales activities, for instance, are channeled at Group level, with Cargolux acting as the General Sales Agent for Cargolux Italia. There are also close ties with Corporate Controlling, Accounting, Human Resources and Compliance, whose policies are adapted for the Italian branch. Veronica and the team are keen to stress the positive collaboration and support they receive from their colleagues abroad, whether in Luxembourg, Incheon (Korea) or Zhengzhou (China), where Cargolux Italia has local employees who work closely with the Group representatives.

Although the air cargo industry is a complex environment, the people who work for Cargolux Italia are committed to contributing to the airline’s success. When asked about its vision for the future, the team emphasizes its ambition to embrace transformation while maintaining its signature team spirit and human dimension. There is no doubt that with the commitment of its people and support from the Group, Cargolux Italia will fulfill its mission. ◇



**“What makes me most proud in my job are the people I work with and their dedication. Every department demonstrates that “going the extra mile” is central to the Cargolux Group. The hard work and professionalism I witness every day are carried out with a smile and within a supportive environment. ”**

Veronica Antinori, Director HR and Administration Cargolux Italia

# Circumnavigating the world safely and smoothly

DELIVERING CARGO TO A WIDE VARIETY OF DESTINATIONS WITHIN A GLOBAL NETWORK REQUIRES **ROBUST AIRMANSHIP, DEDICATION AND A PASSION FOR THE JOB**. AT CARGOLUX ITALIA, EVERY EFFORT IS MADE TO ENSURE FLIGHT CREWS HAVE EVERYTHING THEY NEED AND MORE **TO FULFILL THEIR MISSION**.

**F**light Operations is the beating heart of an airline, and no one knows that better than Vincenzino Romani, Nominated Person, Flight Operations. He oversees all crew-related activities – from crew management to technical operations, rostering, and day-to-day coordination – and whether dealing with teams in Malpensa or Luxembourg, his priorities are always safety and well-being.

With a community of 117 pilots and a fleet of four aircraft, the Cargolux Italia operation remains a human-sized enterprise, where colleagues collaborate freely in a welcoming work environment. “*What is of fundamental importance to us is the human factor. The big advantage of Cargolux Italia is that the pilot community is integrated into the company’s activities. For us, pilots aren’t just valuable resources; everyone understands the importance of mutual collaboration,*” Vincenzino says.

This sentiment is echoed by Fabrizio Acerbi, Nominated Person, Crew Training: “*We place great value on creating an environment where pilots feel supported*

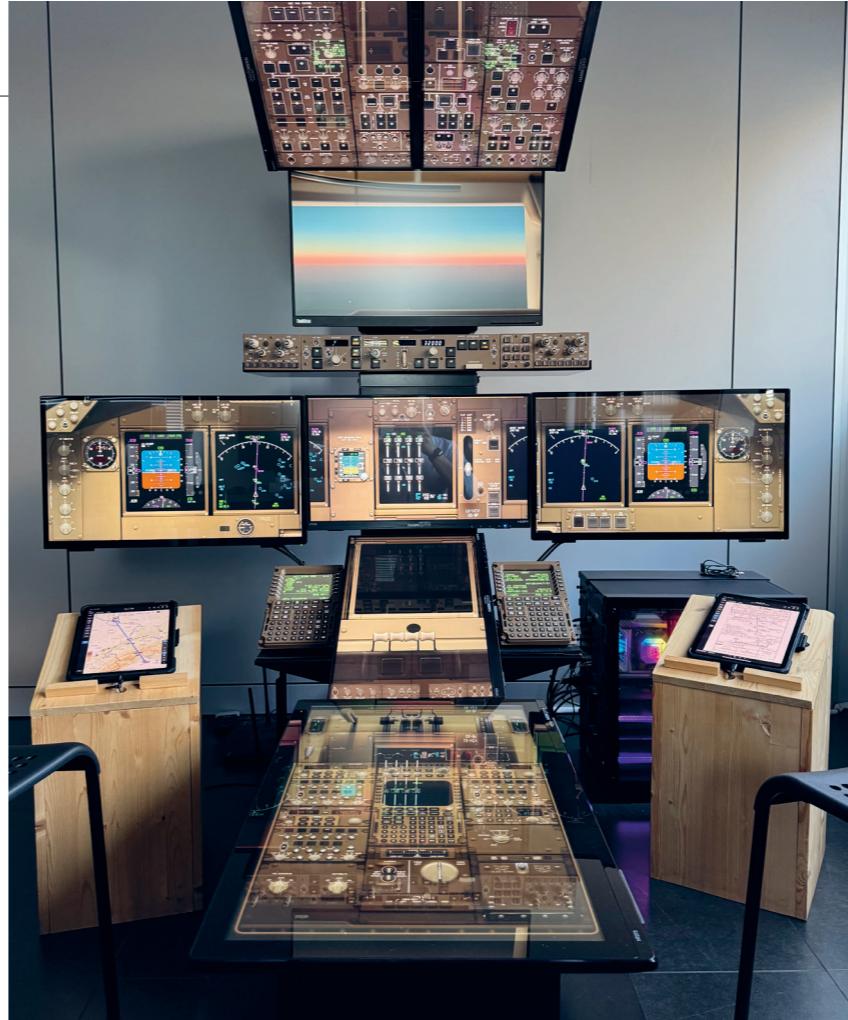
*and motivated with dedicated instructors, constructive feedback and training programmes that reflect real-world operational experiences.*”

Indeed, the international dimension of Cargolux Italia’s network includes highly complex environments and destinations with unique operational and regulatory demands. The long-haul flights and specific requirements of freight transport require continuous training to ensure operations are always handled safely and efficiently. Beyond technical proficiency, crews are instructed on different airspaces, airport infrastructures, and cultural environments.

In addition to delivering this robust training program, Cargolux Italia collaborates closely with the Crew Control and Network Management departments in

Luxembourg to optimize the available resources of both entities. The teams’ expertise and open communication strongly contribute to the operational excellence delivered by the airline. In this highly regulated industry, it is vital to remain committed and flexible to ensure smooth, safe, and seamless operations.

Maintaining proficiency and skills while ensuring regulatory compliance throughout operations is no small achievement, and it is hardly surprising, therefore, that pilots who comprise the team have extensive experience within the aviation industry. When asked about the main operational challenge for Cargolux Italia, Vincenzino responds, “*To stay profitable while maintaining the highest possible safety standards, in line with all national and international regulations.*” Judging by the growth the organization has witnessed since its inception, the team is clearly succeeding in finding that balance. ◇



“Flexibility and resilience are Cargolux Italia’s core strengths. By balancing agility and collaboration, we ensure that our operations run smoothly across the network.”

Fabrizio Acerbi,  
Nominated Person, Crew Training.

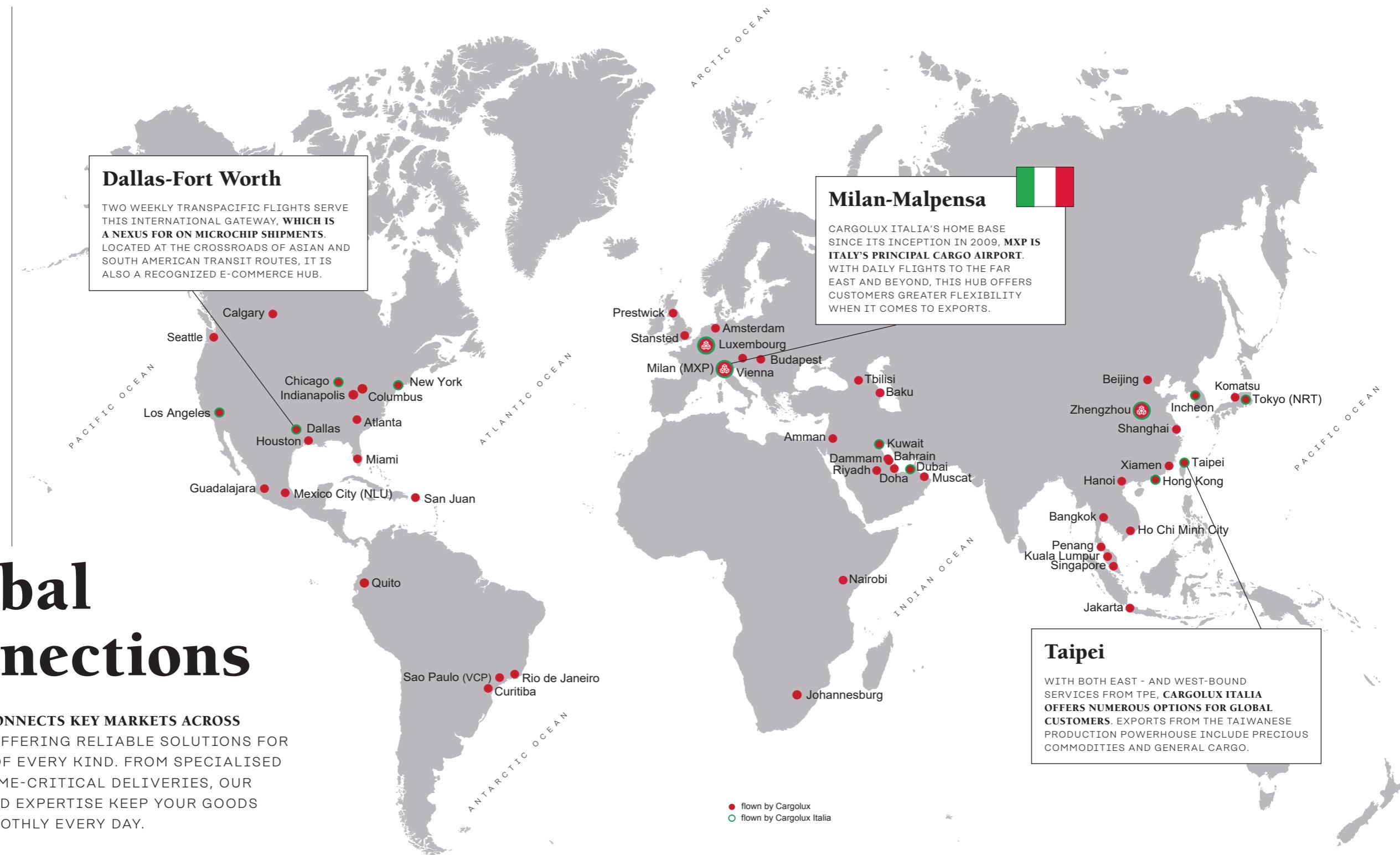


## ROUTE MAP

## ROUTE MAP

# Global connections

**CARGOLUX CONNECTS KEY MARKETS ACROSS THE GLOBE**, OFFERING RELIABLE SOLUTIONS FOR SHIPMENTS OF EVERY KIND. FROM SPECIALISED CARGO TO TIME-CRITICAL DELIVERIES, OUR NETWORK AND EXPERTISE KEEP YOUR GOODS MOVING SMOOTHLY EVERY DAY.



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THE CARGOLUX MAGAZINE

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