

# #09

#### **CHARLIE VICTOR**

The ATL issue

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#### WELCOME



As 2019 draws to a close, it is time to reflect on the past year, our achievements, our challenges and our projects for the future. Despite a somewhat unfavorable economic climate and a bleak forecast for our industry, Cargolux has managed to weather the storm and strive to seize opportunities where they arise.

Cargolux has continued investing in digital transformation by bringing new tools and procedures forward. The backbone to maintaining our position as a prime cargo carrier; these innovative solutions enable us to enhance both customer experience and employee engagement.

Our teams have worked tirelessly throughout the year and have several major accomplishments to show for it. In addition to the beluga project that mobilized our colleagues worldwide, Cargolux moved the heaviest piece of freight ever to be transported to Zhengzhou. A groundbreaking endeavor that paved the way for several more of these shipments. Our pioneering spirit championed once again as we lived up to our motto: "You name it, we fly it!".

Of course, throughout these uncertain and exacting times, our customers have proved once again a pillar of our organization. Our open relationships, drive for transparency and long-standing collaborations have once again strongly contributed to making 2019 an interesting and rewarding year.

I would like to wish all of our customers, partners and colleagues a happy and festive holiday season, and I look forward to more successful collaborations next year.

#### RICHARD FORSON

PRESIDENT AND CEO, CARGOLUX

# It's Happening

NO TWO DAYS ARE THE SAME IN THE LIFE OF CARGOLUX. HERE'S A ROUNDUP OF OUR LATEST NEWS AND EVENTS.



## **Double for Jakarta**

Sunday and Thursday flights - because meeting customer requirements is what we do best. After the exceptional interest in the Jakarta frequency since its inception in June, Cargolux added a second frequency in November.

#### - THE ONLY WAY IS UP -

In August, Cargolux signed two new collective agreements that address employee well-being and safeguard the company's stability. The negotiations were underlined by a shared vision of a growing and prosperous organization.

### **Aiming High**

In September, students and job seekers joined Cargolux at the Aim High! Boost Your Career event in Luxembourg. Cargolux personnel talked about its aircraft mechanic apprenticeship program and other job opportunities in this exciting organization.

## **Pink October**

The 'Fly Pink' initiative raises funds for breast cancer research while increasing awareness about this devastating disease. Participating flight crew switched out their gold epaulets for pink during the week of October 21st to 28th. Started in 2015, the Fly Pink movement now raises thousands of dollars around the world that goes to fund research into cures for breast ovarian, and prostate cancer.



### **Breaking Records**

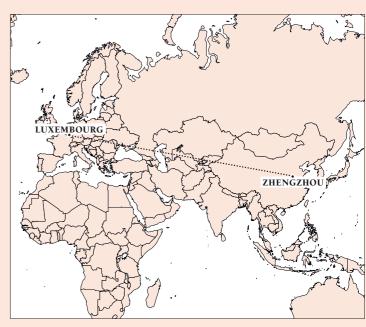
In Luxembourg, Cargolux teamed up with ELP (European Logistics Partners), the representative of the newly formed HNCA Logistics in China, to move a rotor shaft; the heaviest single piece of cargo to be moved to Henan province. Transiting through Zhengzhou, the equipment required specialized loading and off-loading equipment.



#### **Flowers for** the Fallen

Cargolux partnered with CEVA Logistics to move 14,000 donated wreaths for Wreaths Across America. On November 30th and December 1st, the wreaths will be laid on American headstones in Lxuembourg and Margraten, Netherlands.





# **Heaviest Piece of Cargo**

A rotor shaft of 10 meters and 43 metric tonnes. Flew from Luxembourg to Zhengzhou

## **IOSA Completed**

In October, Cargolux passed its 7th internationally recognized IATA Operational Safety Audit (IOSA) with flying colors. The mandatory audit of operational management and control systems takes place every two years. The excellent results are a testament to the dedication of the Cargolux personnel and its high standard of continuous improvement.



## **Digital Now**

In September, Cargolux launched a new online booking tool that enables customers to effortlessly connect to the 'you book it, we fly it' platform to quickly and efficiently complete requests for cargo bookings and services.

cargolux



MEET CLAUDE ZEHREN,
EXECUTIVE
VICE PRESIDENT
FLIGHT OPERATIONS

# To the Sky and Beyond

CLAUDE ZEHREN HAD A ROCKY START TO HIS FLYING CAREER. AFTER COMPLETING PILOT TRAINING IN GERMANY, HE RETURNED HOME TO LUXEMBOURG AND TOOK A JOB AS A RADIO NEWS BROADCASTER FOR A COUPLE OF YEARS WITH A LOCAL RADIO STATION, WHILE HE WAITED FOR A PILOT'S JOB TO OPEN UP.

🗇 Jan Hanrion



laude Zehren, EVP of Flight Operations, didn't dream of becoming a pilot when he was a kid. In fact, planes weren't even on his radar until he started studying for his A-Levels in school. Now, as the EVP of Flight Operations, and having served with Cargolux for over 21 years, Claude has developed a keen understanding of what is required to ensure flight operations are safe and profitable. With a team of 550 pilots in Luxembourg, 98 additional staff in Flight Operations and 100 pilots in Italy, Claude's team looks after everything from crew control and flight crew assignments, to pilot training and creating flight plans, to tracking performance. They also establish plans for required upgrades with the maintenance team following any regulatory changes in the industry.

#### **Complexity and Connection**

"Flight Operations is an intricate and complex area. Safety always comes first, of course, but we deal with everything that entails movement of the aircraft; from overflight rights to collecting performance data, to safety assurance and fatigue management. I wear two hats. My job is to empower my team to ensure that every flight is as safe as possible while keeping an eye on the bottom line," says Claude.

With the digitalization of processes, the TEAM project, launched fully in 2019, allows Flight Ops to work with service providers, ground operations and even maintenance within an automated system. The tool ensures that all activities performed from the time the plane lands until the plane takes off again can be completed in a timely and seamless manner. The system allows Cargolux teams to find optimization opportunities through root cause analysis of bottlenecks or other delays. The impact is exciting. Groups associated with Flight Operations

can continuously improve their processes and performance, while obtaining hard data that can indicate potential improvements in processes and systems. As well as the TEAM system, Flight Ops uses LIDO to manage flight planning and will add other tools to streamline and reduce repetitive tasks where possible.

#### Pilots, Progress, Priorities

Since starting his career as a pilot, Claude understands the imperative for good connection and lines of communication between crewmembers, management and other groups in Cargolux. The pilots form an 'unseen' population within Cargolux. Unlike other teams, they don't have a continuous on-site presence. Most of them arrive just before their departure time, are shuttled to the aircraft and then leave the same way upon their return.

Claude's knowledge of the realities associated with a pilot's work-life balance allows him to stay connected to this important Cargolux team and keep his pilot's perspective, as he progressed through the ranks. He moved from Assistant Chief Pilot in 2014, then Chief Pilot (2014-2016) and Deputy Head of Flight Operations (2015–2016) while continuing his flying duties. In August 2016, he became the Interim Executive Vice President Flight Operations and Nominated Person Flight Operations, and finally was confirmed as Executive Vice President Flight Operations in that same year. As Claude jockeys a desk, he continues to fly for work and pleasure. "My son is studying for his pilot's license. Flying together is great father-son bonding," Claude smiles. "I'm still happy to get in the air, but my job provides a nice balance of challenging activities. As well as my administrative duties, I participate in the pilot hotline and find time for some sports activities... although not as much as in the past."

The Flight Operations team connects to almost every group within Cargolux. Each team within the division has a good balance between seasoned and new personnel, all highly specialized experts in their fields. The feeling walking around their office is one of openness and collaboration. People stop to chat or to help find someone who has been pulled into another office. Ultimately, the Flight Operations team is a reflection of its leader—or he of it: expert, courteous, professional and effective.

"Claude is a leader who walks the talk, he is proud of his team, and the work they do, and is never afraid to roll up his sleeves and jump in to solve a problem."





WITH TRANSPORTATION
LOCATIONS ACROSS THE GLOBE,
NISSIN AND CARGOLUX HAVE
THE SAME OPEN-MINDED APPROACH
TO SOLVING CHALLENGES:
TRANSPARENCY AND PRODUCTIVE
COLLABORATION.



#### SHOWCASE



NISSIN'S PROPRIETARY PROCESSES ENSURE COMPLETE SECURITY FOR A WIDE VARIETY OF VEHICLES SUCH AS PROTOTYPES, EXHIBITION MODELS AND TESTING VEHICLES, AS WELL AS STANDARD AND SPORT AUTOMOBILES. THEY TURN TO CARGOLUX BECAUSE OF SIMILARLY SHARED FOCUS ON HIGH-QUALITY CUSTOMER SERVICE.



# Fast and Secure

NISSIN TRANSPORT PRIDES ITSELF ON ITS QUALITY OF SERVICE, THANKS, TO LONG-STANDING RELATIONSHIPS WITH COMPANIES WHO UPHOLD SIMILAR VALUES: EXCELLENT CUSTOMER SERVICE AND EXTREME FLEXIBILITY, LIKE CARGOLUX.

Cargolux

ounded in 1938, this Japanese logistics company meets global demand with its well-developed network of air, sea, road transport and warehouse solutions. Like many companies in the transportation industry, Nissin moves everything from consumer-electronics, industrial goods and foodstuff to textiles... But where Nissin truly shines is in the transportation of automotive vehicles.

#### **Moving Cars**

Security is especially important for manufacturers that are testing new engines, designs or transporting a new concept car to an automotive show or exhibition. "Just like famous people, who are constantly vigilant of paparazzi, specialty cars also have a following of shutter-bugs and professional photographers. One photo of a new concept car, for example, can be quite counterproductive for a company that plans to 'unveil' it at an exhibition or consumer show," says Stefan Roth, Nissin's Business Development Manager.

And he should know. His Nissin Transport GmbH's Kelsterbach office, located just outside of Frankfurt, sees hundreds of special cars. With their highly secure processes, wherever a car is needed and however fragile it is, clients can rest assured that it will arrive at its destination safely and securely, avoiding prying eyes. "Clients who need their valuable and unique automobiles transported carefully can count on Nissin's complete visual and physical security, says Stefan.

Planning starts from when the order is received. Nissin's expert team of consultants and handlers, understand what is required for each type of vehicle and ensures that the correct equipment is available, from the pick-up point and beyond. Every activity is focused on ensuring smooth and safe transitions from one form of transportation to the next. This requires intensive teamwork and attention to detail. Nicolas Thermoz, Cargolux's Senior Manager Sales Development understands: "We work closely with Nissin to ensure that every element throughout the process is seamless and of the highest quality."

Closed road transportation ensures that the car will arrive at the ISO- and AEO-certified warehouse without encountering curious onlookers. Meeting stringent international standards and customs-level supply chain security means the warehouse is free from casual onlookers. At the internal loading dock, cars are unloaded by competent staff who understand the need for confidentiality. As an Authorized Economic Operator (AEO), Nissin can address all customs requirements and complete all paperwork inside the warehouse. Like Nissin, Cargolux guarantees of full confidentiality.

This allows a full blanket of security for any car they move, from start to finish.

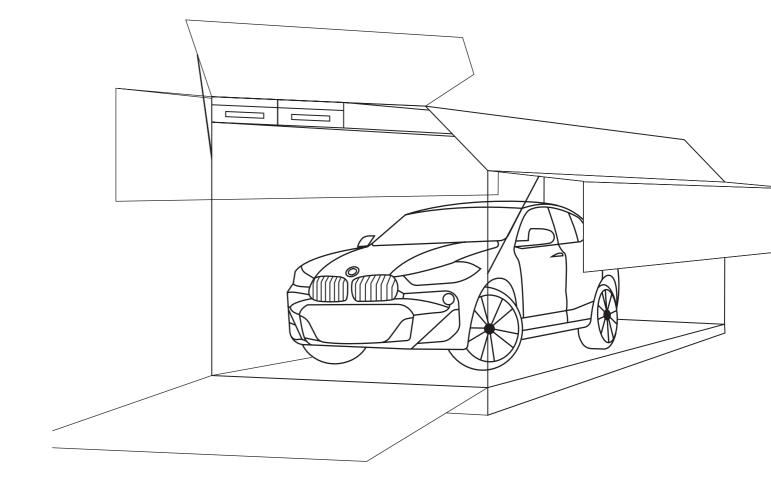
#### La Voiture Noire

La Voiture Noire is one of the vehicles that Cragolux recently transported for Nissin. This one off hand-crafted supercar, created for a Bugatti client, takes inspiration from the Type 57 SC Atlantic. Its sleek contours form perfect planes of polished carbon fiber while the extended chassis a style nod to the Type 57 SC Atlantic – cradles a 16-cylinder (W16) engine. With 1,500 HP at 6.700 RPM, La Voiture Noire will rocket its driver to over 400 km/h (260 mph) easily. After a safe flight onboard Cargolux, it was presented at the Pebble Beach motor show in California, where it attracted crowds of car enthusiasts

Nissin's consulting team can turn around paperwork in about 24 hours. This includes everything from structural analysis and emissions standards certificates to customs stamps. Once the paperwork is complete, the car is loaded into specialized light-weight alloy automotive transportation boxes that protect it for the duration of its journey. Cargolux, with its specialized CV power solutions, is the perfect complement to Nissin's high standards. These boxes equipped with tracking technology allow cars with different door opening configurations, engine types and ground clearance (for as little as 2 cm clearance) to be loaded safely and securely.

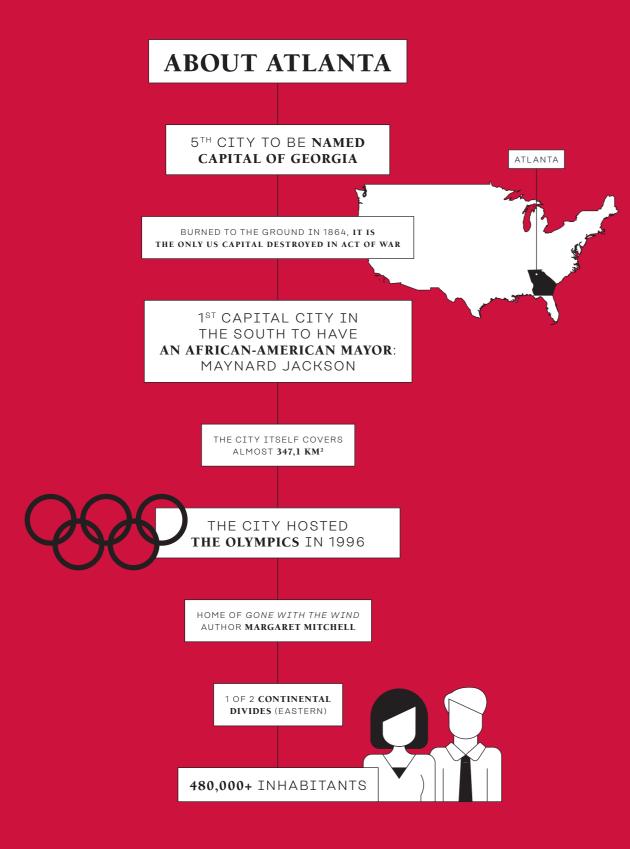
Cargolux is an important element in Nissin's excellent logistics network. "We understand what it takes to provide outstanding service 24/7," says Nicolas. "We know about working quickly and efficiently with our partners to outshine the competition."

Just like the cars they transport,
Nissin and Cargolux's relationship is
unique. It is built upon an unquenchable
thirst to serve the customer and an
extraordinary willingness to go above
and beyond to find the right solution.



"I appreciate working with the Cargolux team. They provide customized and flexible solutions that meet our clients' requirements."

Stefan Roth, Business Development Manager, Nissin GmbH

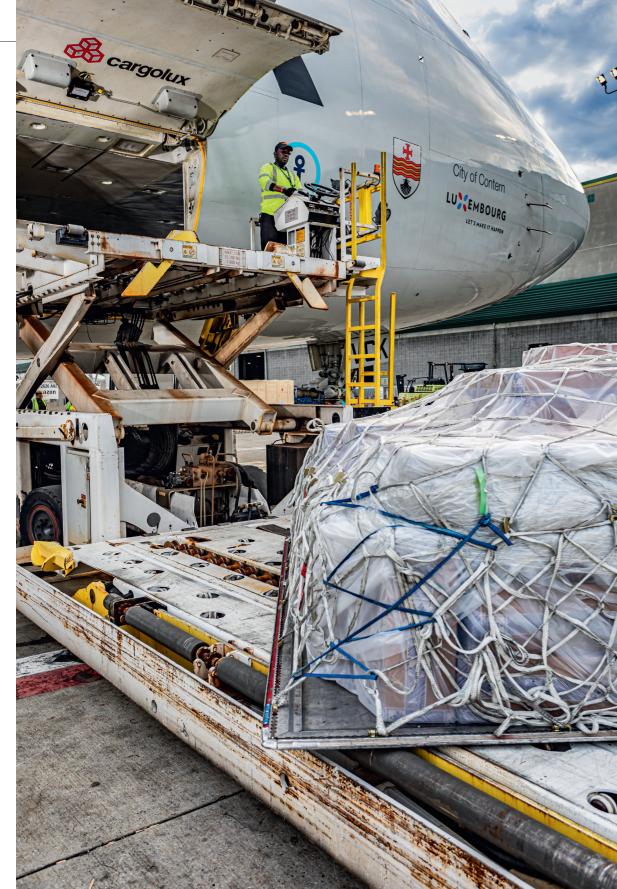


DISCOVER ATLANTA



# Capitol Flights!

HARTSFIELD-JACKSON ATLANTA INTERNATIONAL AIRPORT IS ONE OF THE BUSIEST PASSENGER AIRPORTS IN THE WORLD. ONLY O'HARE INTERNATIONAL AIRPORT IN CHICAGO, ILLINOIS, RIVALS HARTSFIELD-JACKSON IN PASSENGER VOLUME AND IN NUMBER OF TAKEOFFS AND LANDINGS.

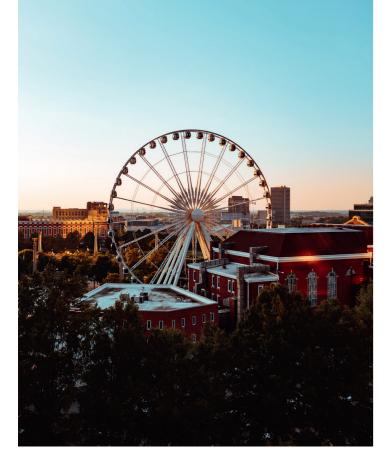




ATLANTA IS GEORGIA'S FIFTH
CAPITAL (FOLLOWING SAVANNAH, AUGUSTA, LOUISVILLE, AND
MILLEDGEVILLE) AND IS THE ONLY
CAPITAL CITY IN NORTH AMERICAN DESTROYED BY AN ACT OF WAR.









AIR CARGO AT HARTSFIELD-JACKSON PRODUCES AN IMPORTANT REVENUE STREAM FOR THE AREA. IT CREATES THOUSANDS OF JOBS IN STATE AND MILLIONS IN REVENUE IN ATLANTA.

NOT ONLY IS ATLANTA GEORGIA'S CAPITOL, IT IS THE HOME TO THE EASTERN CONTINENTAL DIVIDE, WHERE WATER DRAINS INTO THE GULF OF MEXICO OR THE ATLANTIC.



HARTSFIELD-JACKSON AIRPORT COVERS 4,700 ACRES WITH A 130-ACRE TERMINAL COMPLEX. THE AIRPORT HAS 200+ CONCESSIONS, INCLUDING RESTAURANTS, RETAIL, CONVENIENCE, AND SERVICES.





OPERATING SINCE 2007,
CARGOLUX TRANSPORTS
VEHICLES, MEDICAL EQUIPMENT,
AIRCRAFT AND CAR PARTS,
THROUGH THIS BUSY LOCATION
THAT SEES 5 TO 6 FLIGHTS
PER WEEK.

# **ABOUT ATL**

2,700 ARRIVALS AND DEPARTURES DAILY



4,700 ACRES IN TOTAL

**54,000** OF CARGO MONTHLY



MORE THAN 63,000 JOBS CONTRIBUTING TO THE LOCAL ECONOMY

SERVES 150 U.S. DESTINATIONS,
AND 75 INTERNATIONAL IN 50 COUNTRIES

275,000 PASSENGERS A DAY

BUSIEST AIRPORT IN THE WORLD SINCE 1998

648,595 METRIC TONS OF FREIGHT AND MAIL (2016)





## At Its Peak!

With the increase of quality of life in many parts of the world, the demand for the highest quality products at the peak of perfection will only continue to rise. When we sit down to a delicious meal, few of us think about the origins of our favorite salmon dish, or how much care it took to keep the fish at its freshest throughout its journey to our plate. Perishables pose a unique challenge for the logistics industry.

Olav Glorvigen, Director Product Management, is proud of his CV fresh team: "Cargolux's automated shipment tracking system, expert handling staff and vacuum cooling facilities, coupled with adjustable air-conditioning zones inside the aircraft, ensures an unbroken chain of temperature-controlled environments. Perishables travel quickly and efficiently from their origin to your table."

Since perishables contain no natural preservatives, they require special handling and must be kept within a specific temperature range to retain their taste and nutritional properties. Salmon is one of the products that benefits from Cargolux's know-how and attention to quality. Moving from Northern Europe on Cargolux's extensive Road Feeder Services to the Luxembourg hub, salmon is transported in specially designed boxes to maintain its optimum condition. The impressive aircraft ULDs hold up to 4.000 kg each and travel in specially designed cool trucks that can carry up to 21 tons of whole or precut pieces. Once it arrives in Luxembourg, the fresh fish can then be dispatched worldwide on board of Cargolux freighters.



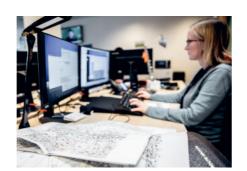




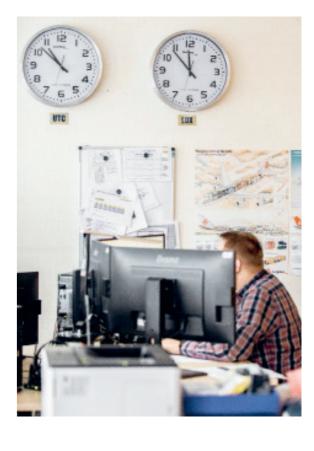
Cargolux \_\_\_\_\_

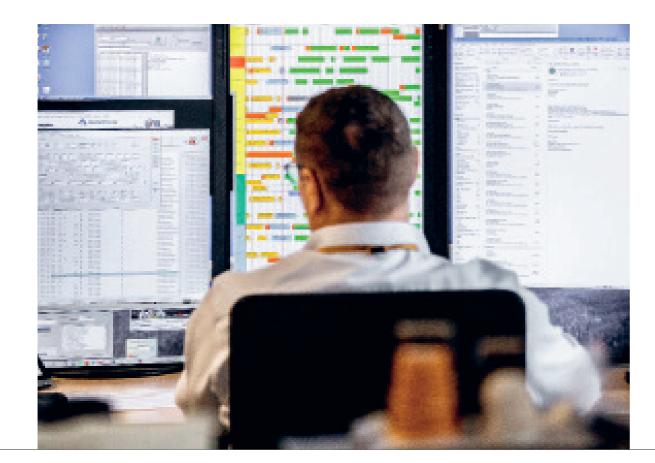












# Calm Skies

MANY OF US BELIEVE THAT WE HAVE STRESSFUL

JOBS. ONLY FEW OF US, HOWEVER, SEE THE POSITIVE

IMPACT OF THE CAMARADERIE THAT IS BUILT THROUGH

TAKING ON AN IMPORTANT, YET STRESSFUL JOB

AS A TEAM. THE MEN AND WOMEN AT THE CARGOLUX

FLIGHT OPERATIONS DEPARTMENT CAN BE JUST

ONE CALL AWAY FROM HIGH-PRESSURE SITUATIONS,
BUT THE TRUST AND RESILIENCE BETWEEN THEM IS

A TESTAMENT TO THE POWER OF TEAM WORK.

🖾 Jan Hanrion (Maison Moderne)

Victor — The ALL Issue ————— SOCESSE

ike most departments across Cargolux, Flight Operations includes a mix of highly skilled personnel with deep experience and relatively newer recruits. Unlike many other departments, the roles and responsibilities that comprise this team's remit, center around being prepared to spring into action and to make decisions, sometimes with only minutes to spare.

The department is comprised of Flight Dispatch, Operations Control, Network Management and Crew Control, while Maintenance Control and the Hub Steering Center are closely connected. Together, this team ensures that all aspects of flight supervision are under control and permanently functioning at peak performance.

"It's not the most typical personality that is attracted to a job in Flight Operations. The roles in this team require an unusual mix of abilities and skills," says Stephan Strobel, Director Integrated Airline Control Center. "This department is staffed 24/7 with people who are capable of paying attention to the smallest detail, while strategically tracking situations and emerging conditions across the globe."

Operations Control is where it all comes together. From technical problems to bad weather such as tropical storms, to congested airports or traffic routes... this team balances the different interests of the company, such as safety and commercial, to find solutions for any challenge that arises and make changes if required. These alterations can include diversion from standard flight schedules due to weather, airport closure or even shifts in a country's political situation. They know where each plane is located at any given time of each day, and where it is heading.

#### Strong & Dependable

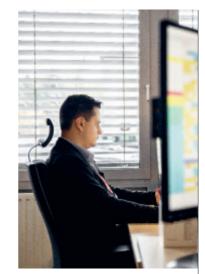
Flight Dispatch looks after the aircraft's journey from point A to point B. This requires the team to consider elements such as performance, aircraft type, navigational equipment on board, fuel required and the weight of the cargo, enroute winds, thunderstorms, turbulence and other weather forecasts, airport conditions and airspace restrictions.

The job itself involves routine tasks such as flight planning, flight tracking and crew scheduling, punctuated with high-stress situations that require a broad and deep knowledge of all the moving pieces on the board—and a calm approach to problem-solving.

Crew Control manages the on-board crew rotation and addresses any disruptions caused by sickness, fatigue or delayed flights. Despite the interesting combination of people and roles, every member of the team has quite a lot in common, including how they approach problemsolving and decision-making. They make decisions every day that support the physical safety of people and assets.

The OCC team considers what might go wrong and devises possible contingencies. They are the team that springs into action whenever a problem arises, in the air or during the turnaround process. This small group of trusted individuals is always ready to make the best decisions possible with the information that is available at the time.

This team is made up of people who seem to be more resilient, and who have the essential ability to work calmly under pressure, devising options in situations that are often ambiguous and stressful. They take a pragmatic approach to their job, and are able to prioritize effectively, no matter the circumstance. Added to this is their open mind-set and flexibility that allows them to think outside the box and thrive in situations that would cause others to freeze. This unique combination of talent, skill and experience means that people and assets in the air are safe and secure as they travel onward.



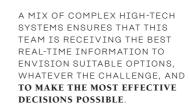
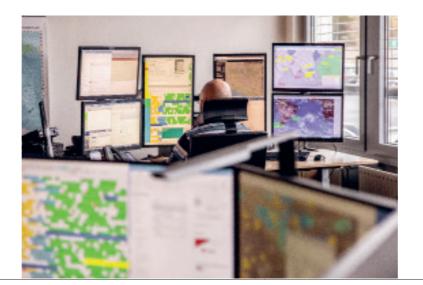


Photo à





"Integral to our 24/7 operation that spans the globe, is the trust we have in our team and the skill each person brings to the table every day, all day."

> Stephan Strobel, Director Integrated Airline Control Center

BENJAMIN GILLGASCH/ TRUCKING NETWORKS

# Not Just Planes

WITH STATE-OF-THE-ART PLANES AND
DIGITALIZED SYSTEMS, CARGOLUX FOCUSES
ON FLEXIBILITY, HIGH-PERFORMANCE
AND LONG-TERM RELATIONSHIPS TO ENSURE
IT IS THE PREFERRED CARRIER FOR
ITS CUSTOMERS. TRUCKING NETWORKS
ARE A MAINSTAY IN THIS EQUATION.

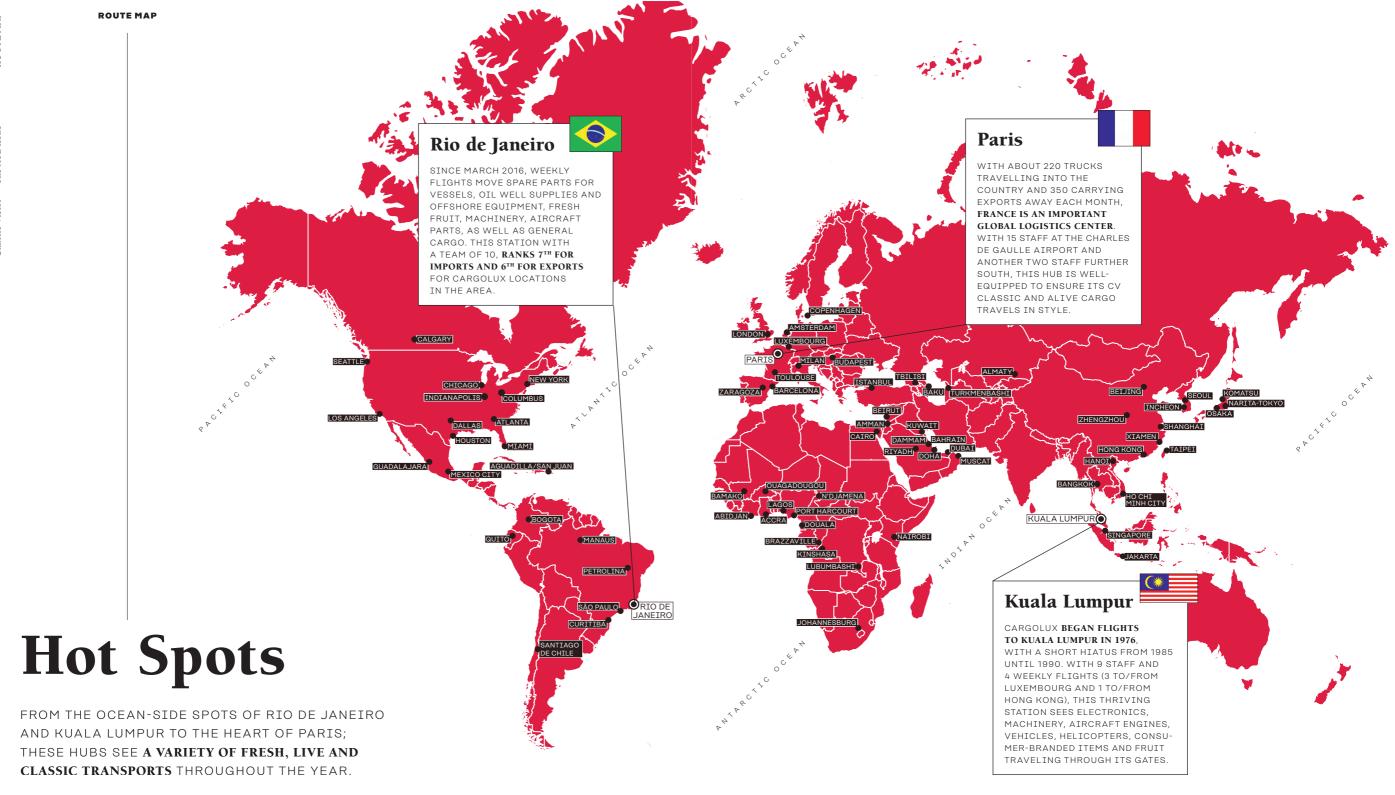
ost logistics planning revolves around a central principle: get the product from point A to point B in the least amount of time, in the best condition possible. Well-developed relationships with dependable trucking partners are integral to success. "Everything we do with our network partners," says Benjamin Gillgasch, Manager Global RFS Management, "is done with an eye on the long-term."

Cargolux's Global RFS Management supplies the sales and operations teams with the best possible service. The focus for this group is to coordinate between the flight schedule and Cargolux's trucking network to ensure the shortest turn-around possible from plane to truck. In daily contact with operations teams around the world, Benjamin's group goes above and beyond to ensure customer requirements are understood and any bottlenecks or 'pain points' are ironed out quickly and effectively.

"It's our partners' trust that allows us to perform at such a high level," says Benjamin, "their flexibility and willingness to go the extra mile allows Cargolux's digitalized systems to schedule and track our network transparently." ○



LONG-STANDING RELATIONSHIPS WITH HIGH-QUALITY AND RESPONSIVE TRUCKING COMPANIES ENSURE THAT WHATEVER IS TRANSPORTED IS MOVED QUICKLY, CAREFULLY AND EFFICIENTLY.



# CHARLIE VICTOR

THE CARGOLUX MAGAZINE

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