

# CHARLIE VICTOR

THE CARGOLUX MAGAZINE



#13  
The ORD issue

# #13

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## **CHARLIE VICTOR**

The ORD issue

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## WELCOME



The past two years have been marked by intense production and numerous challenges. Cargolux's flexibility has been an incredible asset in keeping the operation running. From pandemic-related restrictions to backlog issues on the supply chain and capacity constraints, the crises we encountered have highlighted the importance of air cargo in global trade.

This edition of the magazine highlights the importance of long-term partnerships and solid business relationships, and how they contribute to Cargolux's success and development. Teamwork and transparency are key elements in establishing a sustainable enterprise. I am proud to say that our teams worldwide have embraced this philosophy. The unique Cargolux spirit is the cement of our company and the driving force that allows us to continue delivering service excellence despite the hurdles.

As recent history has shown, we cannot predict what the future holds but one thing is certain, we will continue to adapt our services and promote sound business practices. Our commitment to CSR is unwavering and we are continuously increasing our scope of action. As topics of interest and legal requirements become broader, CSR touches more than just environmental and social questions.

Cargolux is in the midst of a profound transformation to propel itself into the future and I look forward to the journey ahead. From digitalization to environmental protection, the company is embracing its future with many exciting prospects ahead.

I would like to close off by thanking the Cargolux teams worldwide for their continuous engagement in this transformation process. I would also like to express my gratitude to our business partners and customers for their steadfast support throughout these challenging times.

**MOA SIGURDARDOTTIR**  
HEAD OF CORPORATE COMMUNICATIONS & CSR

# Onwards and upwards

CARGOLUX IS ALWAYS LOOKING AT WAYS TO PROMOTE ITS BUSINESS, EXPAND ITS ACTIVITIES AND BUILD STRONG PARTNERSHIPS. FROM DECALS TO SUSTAINABILITY AND A NEW DESTINATION, **LEARN MORE ABOUT CARGOLUX'S LATEST DEVELOPMENTS.**

## Céad míle fáilte Shannon

Shannon, Ireland, was added to Cargolux's global network offering an additional gateway to Western Europe. The weekly frequency is routed Los Angeles-Seattle-Shannon-Luxembourg, bolstering the airline's transatlantic services.



## Bee-odiversity at the HQ

Luxembourg airport, Cargolux's home base, has launched two initiatives to promote biodiversity on airport premises. Beehives were installed on the grounds to encourage pollination, including 10 sponsored by Cargolux and installed in front of the HQ. Cargolux employees were also invited to build insect hotels which were set up in the same area.

— RUN & FLY —

*A highlight of the Grand Duchy's social and sporting calendar, the annual ING Night Marathon took place in Luxembourg during the month of May. Cargolux is proud to have played its part in this successful event by flying in the medals for the occasion.*



MIR SINN DOBÄI

## Supporting culture

Esch/Alzette, the Grand Duchy's second largest city is the European Culture Capital 2022. As a proud Luxembourg-based company, Cargolux supports the city with free-of-charge shipments. The first one, a piece of artwork, was recently transported from Mexico to Luxembourg for the occasion.

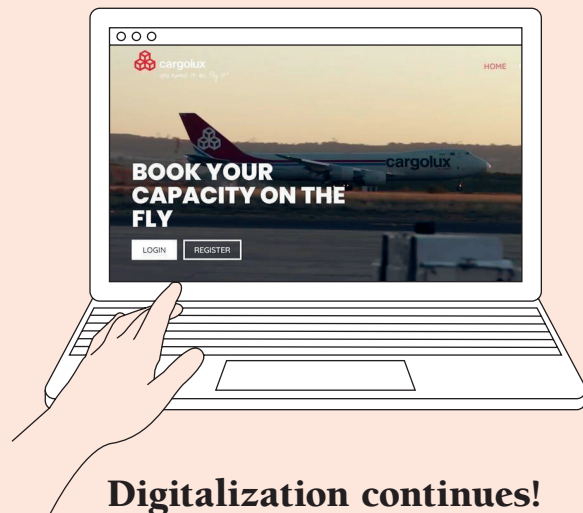


## Quest for Quality Award

Cargolux has won a 2022 Quest for Quality Award in the Air Cargo Carriers category. The distinction is awarded by Peerless Research Group and Logistics Management, a North American publication, to recognize organizations that thrive in the sector.

## The future is sustainable!

Sustainability is a key priority for Cargolux, and one that is implemented throughout the airline's operations. A strong advocate for environmentally sound operations, the company has signed an agreement with its partner Bolloré Logistics and SAF provider Nesté for the use of Sustainable Aviation Fuel (SAF) in joint operations.



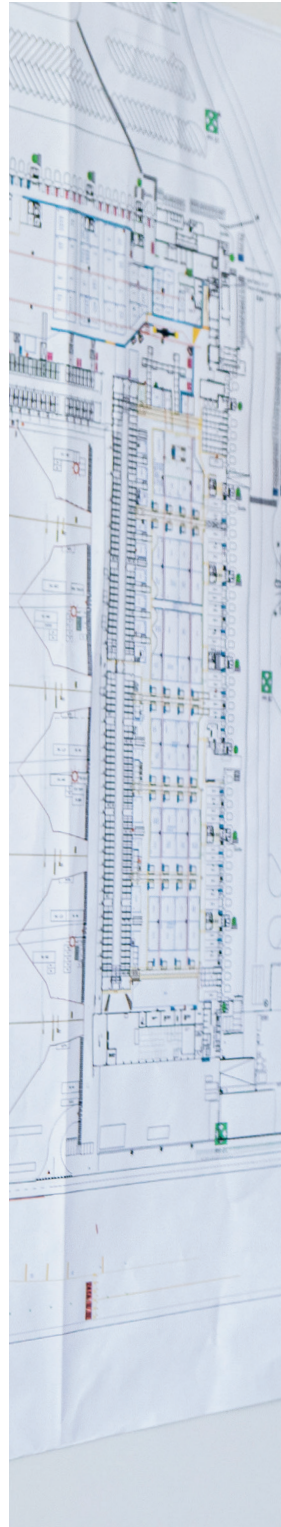
## Digitalization continues!

To offer customers ever more flexibility, Cargolux launched a brand-new customer portal offering access to a seamless and transparent quoting & booking tool. There is a direct link on our new corporate website, so take a look and request your access now!

**MEET JOHANNES BRUIJS,  
SENIOR VICE-PRESIDENT  
GLOBAL LOGISTICS**

# Extensive yet personal: life inside Global Logistics

HEADING THE GLOBAL LOGISTICS DIVISION OF AN INTERNATIONAL CARGO CARRIER IS A CHALLENGE IN ITSELF, BUT TAKING ON THE ROLE DURING A BUSY AND COMPLEX PERIOD TAKES A SPECIAL KIND OF PERSON. JOHANNES BRUIJS JOINED CARGOLUX IN FEBRUARY 2021 AND ALTHOUGH HE HAS ALREADY FACED THE HURDLES OF SUPPLY CHAIN DISRUPTION, **HE HAS A CLEAR VISION FOR THE FUTURE**: HE AIMS TO DIGITALIZE AND STREAMLINE THE PROCESSES IN THE DIVISION. >





**W**hen you meet Johannes Bruijs, the first impression that comes to mind is that he is a people person. Keeping open communication channels with his team and collaborators throughout the industry is a clear priority along with dedication and the love of a job well done. The principle of contact trickles through all the stories shared by Johannes, or Joep as he prefers to go by. It is, in his own words, the key to overcoming challenges and ensuring the smoothest operation possible regardless of circumstances.

Maintaining a semblance of stability within a worldwide network throughout pandemic-related restrictions and global supply chain disruptions is not an easy feat. Cargolux's Global Logistics division encompasses the airline's ground operations worldwide including business partners and external service providers, each subjected to specific local requirements.

Luckily Joep can count on his extensive experience. In his early fifties, Joep is already a veteran of the logistics industry. Since starting his career at the tail end of the 1990s, he has accumulated a number of professional experiences. From a cargo airline to a freight forwarder, from Stockholm to Bangkok, he has certainly covered a lot of ground. But the passion for air freight and Cargolux's reputation in the sector convinced him to join the team.

"The quality and flexibility of Cargolux as a cargo carrier really resonates in the industry. Having witnessed firsthand the service provided by the airline, I can confidently say that the Cargolux team is always very understanding and eager to help," explains Joep. "Cargolux is recognized as a solution-driven company even when it comes to complex projects. The high level of service combined with the customer-centric approach have fueled Cargolux's positive reputation."

He is quick to add that despite the pandemic situation, the welcome he received when joining the team lived up to his expectations. "People at Cargolux take pride in what they do, and their commitment is strong. Whenever we face a hurdle, the key stakeholders are quick to react, taking all operational factors into account," Joep explains.

In his 18 months on the job, Joep has already encountered several challenging situations requiring quick-thinking and swift collaboration among teams.

**TRANSPARENCY AND COLLABORATION ARE KEY TO ENSURING CARGOLUX OPERATIONS RUN SMOOTHLY THROUGHOUT THE GLOBAL NETWORK.**







He recalls one particular instance where the response he got was exemplary. Joep recounts what he describes as a wow moment: “When the strict lockdown was announced in Shanghai, we had very little notice. Despite it being a weekend, we managed to get all the stakeholders, both at the HQ and at the local station, on the phone to discuss how to handle the situation. The efficiency and collaboration I witnessed was unmatched and we managed to find viable solutions within a record two hours.”

The experience and determination of employees has contributed to the exponential growth Cargolux witnessed over the past few years. In just over a decade, the airline managed to double its capacity while operating with almost the same means as before. As technology and digitalization take an ever more important place in the world, it is time for the air cargo industry to jump on board and review its processes.

Cargolux has always been a keen supporter of new technology, sustainable practices and lean procedures. So, what’s on the horizon for Global Logistics? The airline has robust ambitions for the division’s future including digitalization and process streamlining and certain projects are already underway to optimize ground operations. Joep is looking forward to leading these transformations and enhance processes in Global Logistics.

One of the backbones of this project is to develop a flight-focused planning methodology; an approach that aims to align freight delivery to the airport with flight schedules. “To fully optimize our hub, we need to avoid unnecessary stocking at the warehouse,” Joep explains. “We are working together with Sales and Revenue Management to encourage pallet build-up at the origin station and thus minimize the amount of loose cargo we handle in Luxembourg. This whilst even further improving our service levels.”

The project is run in parallel to another considerable undertaking, the implementation of a new cargo management system. This new solution will streamline information from various sources to provide an overview of operations. The progress has been quite smooth on this front and Joep highlights once again, the whole project team’s personal investment.

It is definitely a busy time for the Global Logistics team and there is never a dull moment in the division. Joep is happy to have integrated such a committed team and is truly looking forward to future developments. The environment is challenging but the satisfaction of successful projects and smooth operations is unmatched. ○

**“The challenges and issues we face in our day-to-day activities can only be solved through transparent communication and constructive collaboration. I am proud of witnessing both these assets throughout our global operation.”**

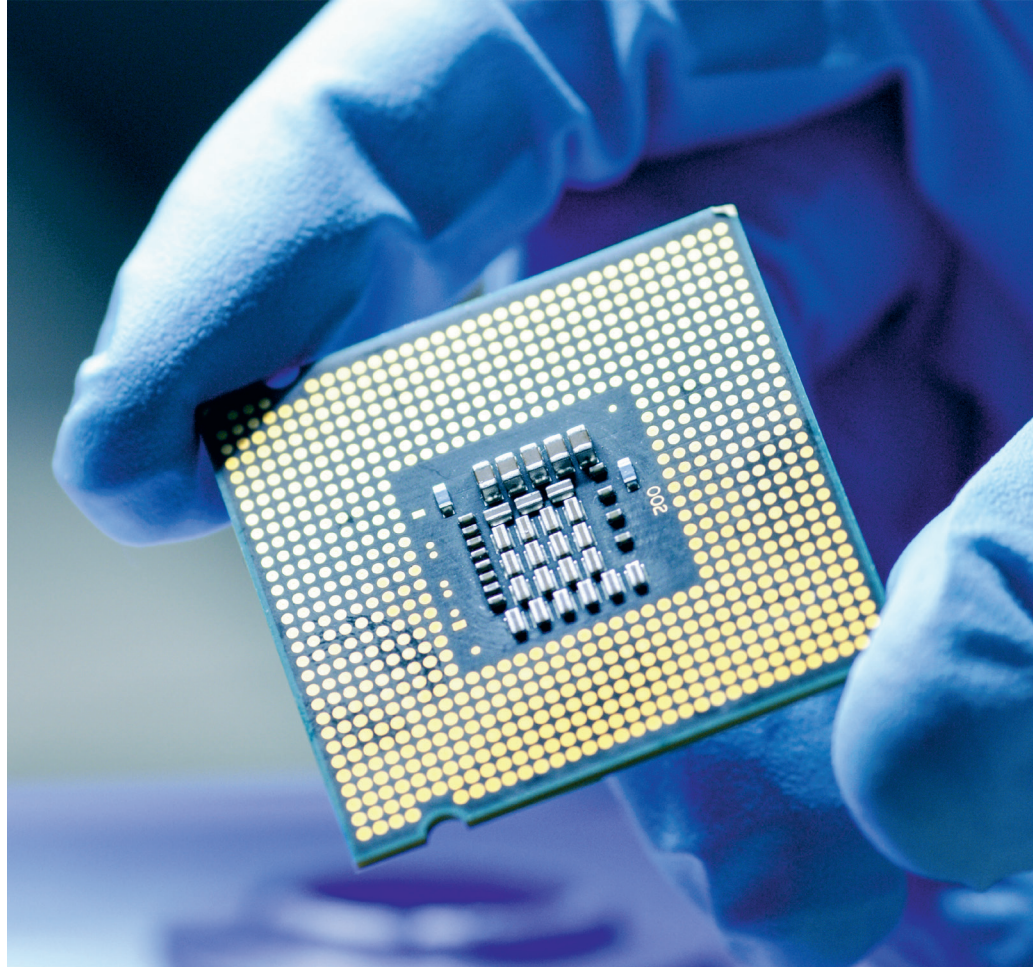
JOHANNES BRUIJS,  
SVP GLOBAL LOGISTICS



CARGOLUX HAS BEEN OPERATING TO JAPAN FOR OVER THREE DECADES. **THE CARGOLUX GROUP CURRENTLY SERVES BOTH NARITA AND KOMATSU AIRPORTS WITH FIVE WEEKLY FLIGHTS.**



SHOWCASE



# Precious products from Japan

ARTWORK OR HISTORICAL ARTEFACTS MAY BE THE FIRST THING THAT SPRINGS TO MIND WHEN MENTIONING SENSITIVE SHIPMENTS. BUT ONE OF THE MOST COMMON CV **PRECIOUS SHIPMENTS THAT FLIES ON CARGOLUX'S AIRCRAFT ARE SEMI-CONDUCTORS.**



**A**lthough they are tiny and may not seem like a significant piece of equipment at first, semi-conductors are prime components in all kinds of electronic devices. These minuscule items control and manage the flow of electric current in electronic equipment and have therefore become a crucial requirement in many of our day-to-day devices including phones, laptops and, more recently, electric vehicles. Over the years these appliances have taken a significant place in our lives and demand for semi-conductors has boomed.

So where do they come from and how do they reach us? Japan is the world's third largest producer<sup>1</sup> and second largest exporter<sup>2</sup> of these highly sought-after products. Following disruptions within the global supply chain, there is a shortage of these products on the international market. It is therefore imperative that they reach their destination in a timely manner to avoid backlog and delays in electronic device production.

The most secure and fastest means of transporting these precious commodities is by air and Cargolux is the perfect partner to fulfill this mission. Both Cargolux and Cargolux Italia regularly serve the Japanese market, offering a combined total of five scheduled flights through both Narita and Komatsu.

Over the years, the airline has managed to grow its presence and develop long-standing and trustworthy relationships in Japan. Indeed, Cargolux's presence in Komatsu has been ongoing since 1994 and the first connection to Narita occurred in 1979. After a hiatus between 1983 and 2015, regular services were resumed and have continued seamlessly.

Throughout these decades, the local Cargolux team and its partners have honed their expertise and established themselves as reliable providers of air cargo services. Commodities such as semi-conductors are highly sensitive and require specialized handling to remain in optimal condition during their journey. Cargolux's dedicated CV precious product sets the standard to ensure smooth and secure conditions of carriage.

According to Oroku Takehito, Cargolux's Country Manager in Japan, in addition to in-house experts, Cargolux works with experienced handlers who offer top-notch service when it comes to precious goods. "Their performance is highly reliable, and their standards are excellent, especially for sensitive products such as these. Our partners have truly understood what service excellence means to Cargolux and ensure this level of attention is upheld throughout the handling process."

At the airline's main Japanese gateway, Komatsu, Cargolux accounts for the vast majority of volumes,

both import and export, handled by our agents who are well-versed in the unique nature of our operations. Given the high volume of these commodities that are transported on Cargolux aircraft, the airline and its partners have acquired invaluable experience in the field.

Semi-conductors have specific requirements for transport and Cargolux has got what it takes to preserve their condition. From secured storage to on-board temperature-control and segregation from other types of cargo, every detail is considered for a smooth transit.

The demand for specialized air cargo services to transport these commodities has soared in recent years and as consumption habits evolve, the market continues to grow. With its extensive expertise, high standards and reliable partners, Cargolux is the cargo carrier of choice to transport these precious commodities. ◯

1. Japan - Semiconductors (trade.gov)

2. Semiconductor Devices | OEC – The Observatory of Economic Complexity

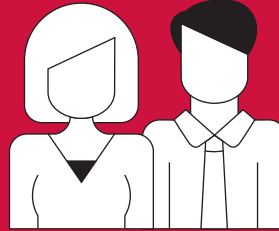


CARGOLUX'S CV **PRECIOUS PRODUCT** IS THE IDEAL SOLUTION TO TRANSPORT THESE SENSITIVE AND HIGHLY SOUGHT-AFTER COMMODITIES THROUGHOUT ITS GLOBAL NETWORK.



# ABOUT CHICAGO

2.7 MILLION RESIDENTS.

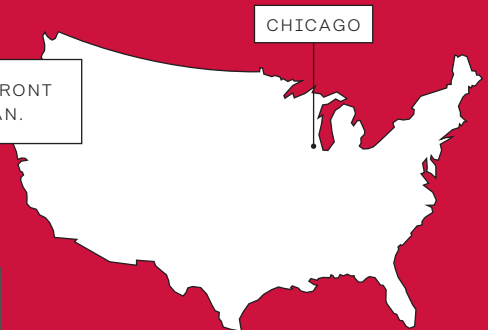


NICKNAMES INCLUDE:  
THE WINDY CITY, CITY  
OF **BIG SHOULDERS**,  
THE SECOND CITY AND  
THE CITY THAT WORKS.

3<sup>RD</sup>

3<sup>RD</sup> LARGEST CITY IN THE USA.

CHICAGO COUNTS 28 MILES OF LAKEFRONT  
AND 24 BEACHES ON LAKE MICHIGAN.



HOME OF THE SKYSCRAPER:  
THE CONCEPT OF TALL  
BUILDINGS WAS DEVELOPED  
IN CHICAGO.



STARTING POINT  
OF ROUTE 66.



# Chicago – the gateway to the Midwest

CHICAGO O'HARE AIRPORT IS ONE OF THE CITY'S TWO MAJOR INTERNATIONAL AIRPORTS AND THE SIXTH BUSIEST IN THE WORLD. **AN IMPORTANT HUB FOR GLOBAL COMMERCE**, IT IS ALSO A UNIQUE CITY THAT BOASTS MANY INTERESTING ARCHITECTURAL AND CULTURAL FEATURES.



O'HARE AIRPORT WAS ORIGINALLY KNOWN AS ORCHARD FIELD AIRPORT. IT WAS RENAMED IN 1949 TO HONOR NAVAL PILOT EDWARD "BUTCH" O'HARE.







CHICAGO IS AN INTERNATIONAL COMMERCIAL HUB, AND **THE AIRPORT WELCOMES OVER 30 FREIGHT CARRIERS FROM ACROSS THE WORLD.** STRONG OF TWO MAIN CARGO AREAS, THE FACILITIES OFFER 190,000 M<sup>2</sup> OF AIRSIDE CARGO SPACE AND THE SAME AMOUNT OF LANDSIDE WAREHOUSING CAPABILITY, AS WELL AS PARKING SPACE FOR 40 WIDE-BODY FREIGHTERS.





CHICAGO WAS INCORPORATED AS A TOWN IN 1833 AND AS A CITY IN 1837, ALTHOUGH **THE FIRST PERMANENT SETTLER WAS RECORDED IN 1779**. THE WORD CHICAGO DERIVES FROM A MIAMI-ILLINOIS WORD, SHIKAAKWA, MEANING WILD ONION.



**CARGOLUX STARTED OPERATIONS TO CHICAGO IN 2004** AND HAS BEEN PROUDLY SERVING THE NORTH AMERICAN GATEWAY EVER SINCE. THE ORD TEAM CAN HANDLE UP TO 25 CARGOLUX FLIGHTS A WEEK DURING HIGH INTENSITY PERIODS.







THE CARGOLUX TEAM IN CHICAGO  
COUNTS **25 PEOPLE WORKING  
IN FOUR DIFFERENT DEPARTMENTS:**  
SALES, OPERATIONS, MAINTENANCE  
AND GROUND TRAINING. THE  
DEDICATED TEAM OF EXPERTS IS  
FULLY INVESTED IN THEIR MISSION  
TO DELIVER SERVICE EXCELLENCE.



IN ADDITION TO ITS SCHEDULED ROTATIONS INTO CHICAGO O'HARE AIRPORT, **CARGOLUX ALSO SERVES CHICAGO ROCKFORD AIRPORT** (RFD) WITH ONE WEEKLY FLIGHT. THIS NEW ROUTE, CONNECTING RFD TO LUX, WAS LAUNCHED IN JANUARY 2022.

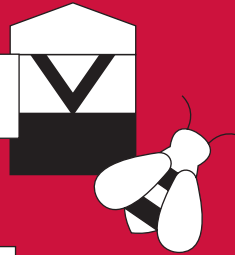


# ABOUT CHICAGO O'HARE AIRPORT (ORD)



APPROXIMATELY  
**2,520 FLIGHTS PER DAY.**

HOME TO 75 BEEHIVES  
AND ABOUT **1 MILLION BEES.**



OVER **30.5 KM<sup>2</sup>**,5 TERMINALS.

**3<sup>RD</sup> LARGEST AIRPORT**  
IN THE USA.

**2,536,535.7**



**2,536,535.7 METRIC TONNES**  
OF CARGO IN 2021.

**8 RUNWAYS** –  
MOST RUNWAYS OF  
ANY CIVILIAN  
AIRPORT WORLDWIDE.

## TESTIMONIAL

# Collaboration is key!

CARGOLUX AND DB SCHENKER **HAVE BEEN WORKING TOGETHER FOR OVER 50 YEARS.** THE TWO LIKE-MINDED COMPANIES SHARE A PASSION FOR COLLABORATION AND OPEN DIALOGUE. ASOK KUMAR, EVP GLOBAL HEAD OF AIRFREIGHT, DB SCHENKER, AND BJÖRN ECKBAUER, SVP GLOBAL OPERATIONS & PROCUREMENT AIRFREIGHT, DB SCHENKER, SHARE WITH US WHAT MAKES THIS COLLABORATION SUCCESSFUL.

**Cargolux and DB Schenker have been working together since Cargolux's inception in 1970, how would you describe the evolution of the relationship?**

ASOK KUMAR Indeed we can look back with pride on more than 50 years of a great relationship. Together we have gone from strength to strength! DB Schenker is now the largest customer of Cargolux and likewise, Cargolux is one of our most relevant and most trusted partner carriers. In many ways we work together almost as one company, with seamless processes and communication. A truly great partnership! And this coming from the humble beginnings of a transactional relationship.

**What makes Cargolux a trustworthy business partner for a company such as yours? What are the advantages of working with Cargolux?**

BJÖRN ECKBAUER Cargolux fully understands our business needs. Through quarterly reviews and regular

dialogues both companies integrally grasp each other's focus strategies and objectives. Hence it is so much easier to work with a partner like Cargolux who knows what we want and need. Things can be implemented quickly and proactively.



Asok Kumar,  
EVP Global  
Head of Airfreight,  
DB Schenker



Björn Eckbauer,  
SVP Global Operations  
& Procurement  
Airfreight, DB Schenker



**What are the main commodities that you ship with Cargolux? The most regular trade lanes?**

A.K. We have a lot of movements on the transatlantic routes as well as between Europe and Asia. Electronics, pharmaceutical products and automotive parts make up a large part of the shipments.

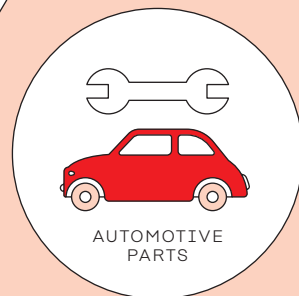
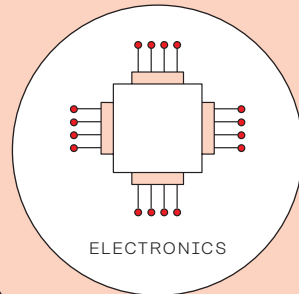
**DB Schenker and Cargolux have a long-term roundtrip charter agreement for weekly flights into IND. Why did you choose Cargolux for such a mission?**

B.E. Cargolux has been handling pharmaceutical logistics for a specific partner of ours for a long time. One could even call it a tripartite relationship.

**Have you any anecdotes to share? Any particularly striking or challenging shipment that was organized with the Cargolux team?**

B.E. Numerous shared stories can be told from our many years together. A great partnership allows calling each other 24/7, and our air freight team remembers many ad-hoc calls on weekends, Christmas and other holidays. Together we have been able to find solutions to even the most unexpected challenges for DB Schenker's customers. It is great to work with the Cargolux team! Thank you for the team spirit. ◻

THE MAIN COMMODITIES SHIPPED



**TONY MANZO,  
REGIONAL MANAGER  
USA MIDWEST**



# The spirit of Cargolux – our Chicago team

**CHICAGO O'HARE IS ONE OF THE BUSIEST AIRPORTS IN THE USA AND A PRIME DESTINATION IN CARGOLUX'S NETWORK. THE TEAM IN ORD WORKS TIRELESSLY TO ENSURE SMOOTH TURNAROUNDS AND SEAMLESS SERVICE WHILE NAVIGATING THE DYNAMICS OF THIS MAJOR COMMERCIAL GATEWAY. THIS GROUP OF DEDICATED PROFESSIONALS REFLECT CARGOLUX'S PASSION FOR PERFECTION AND ITS UNIQUE TEAM SPIRIT.**



CHICAGO O'HARE IS ONE OF THE USA'S BUSIEST AIRPORTS AND AN IMPORTANT COMMERCIAL GATEWAY FOR INTERNATIONAL TRADE. **CARGOLUX HAS BEEN SERVING ORD SINCE 2004.**

**O**perating in a bustling environment such as Chicago airport may seem like a challenge, but the team of 25 based in ORD makes it look almost effortless.

As Cargolux's primary hub in the Americas, Chicago sees an average of 16 scheduled flights a week plus additional sections during seasonal peaks. Negotiating these regular flights in one of the US's biggest import/export centers requires a solid skill set.

After starting operations in 2004 with two weekly flights, Cargolux serves the American city up to 25 times per week during high intensity periods. According to Tony Manzo, Cargolux's Regional Manager USA Midwest, "Chicago is our largest operation in the Americas in terms of total tonnage and flight count. As an important commercial hub, the team can face challenges related to congestion at the airport. We are continuously working together with our partners to find solutions and achieve timely service."

As the 6th busiest airport in the world, Chicago O'Hare witnesses an average of 2,500 flights daily. The two main cargo areas boast 40 wide-body aircraft parking space, enough to welcome more than the entire Cargolux fleet at once. This impressive figure gives

the scale of traffic and volume to be managed by the teams on site. Navigating this complex system is an everyday challenge for Cargolux's people on-site but a prospect they relish. "Our goal is to continue making ORD a destination of choice in our network," Tony smiles.

In order to ensure business runs smoothly, the Cargolux team in Chicago can count on a unique set-up allowing them to streamline operations. The cargo carrier has exclusive warehouse space allowing for proper planning as well as access to Cargolux-controlled 747-400 and 747-8 parking spots. These significant advantages, coupled with a highly skilled and experienced operations department, have enabled Cargolux to establish itself as a leading carrier in the region.

In almost 20 years of operations into the airport, Cargolux has developed its presence and diversified the activities of the squad on site. The operational team is complemented by Sales, Maintenance, >

and Ground Training personnel, highlighting Chicago's strategic position in the network. These various activities have allowed the outstation to develop and contribute to Cargolux's global success.

Throughout the years, the growing team has established a close-knit work environment, collaborating daily with each other and promoting interactions between departments. Speaking to the team in Chicago, this proximity and synergy is what they most missed during the pandemic period.

With 13 nationalities and a wide range of profiles, the Chicago team matches the airlines' commitment to diversity. As the hub for the Americas, ORD functions autonomously while still maintaining close ties to the company's home office in Luxembourg. As Tony explains: "There is daily interaction between our local teams in Chicago and our headquarters. From schedule coordination with our Network Management department to liaising with Revenue Management, all divisions are well involved and fully integrated on a daily basis."

This close collaboration has fostered the Cargolux spirit within the team, driving the quest for service excellence. When challenges arise, due to congestion or tight schedules, issues are proactively analyzed, and suitable solutions are found to keep the operation on track and the aircraft flying.

The demand for service in Chicago is expected to remain at its current high level and operations have therefore branched out to reach new ground. Cargolux has recently expanded its services to include Chicago Rockford airport, a cargo-focused facility on the outskirts of the city. This development gives the airline access to three cargo ramps, offering additional opportunities in the region.

As Tony further highlights: "Going forward we will be looking to expand our product offering which will allow Cargolux to further improve value in the market for our customers and the commodities that they move." These plans are a good omen for the Midwest business unit that also supports its colleagues in Indianapolis when they face challenges.

The dynamism and motivation of the Chicago team is reflected in each of the activities they undertake. From Sales to Maintenance, Ground Training, and Operations, every department is focused on the same goal, delivering service excellence for its customers in the region. The close collaboration with the HQ in Luxembourg and the dedication of local colleagues have allowed the airline to continue developing business in the region and further establish Chicago as a hub for the carrier.



THE ORD CUSTOMER SERVICE STAFF AND OUR CHICAGO-BASED MECHANICS.



FRANKLIN RUBIO,  
OPERATIONS MANAGER  
ORD, EMILY MONTANEZ,  
SALES MANAGER-  
MIDWEST USA,  
TONY MANZO,  
REGIONAL MANAGER  
USA MIDWEST.



**“The secret to our success is our people! The dedication and experience that each team member demonstrates has allowed Cargolux to assert its position as a leading cargo carrier in the Americas.”**

TONY MANZO,  
REGIONAL MANAGER USA MIDWEST

## SPECIAL

# Heavylift heroes

HANDLING AND TRANSPORTING OVERSIZE, HEAVY AND LONG LOADS REQUIRES A VERY SPECIAL SET OF SKILLS. CARGOLUX'S TEAM OF EXPERTS ARE AT HAND TO ENSURE JUMBO SHIPMENTS ARE MOVED SMOOTHLY AND SECURELY AROUND THE WORLD. WITH 50 YEARS OF EXPERIENCE, HIGH STANDARDS AND DEDICATION, **CARGOLUX HAS BESPOKE SOLUTIONS FOR ALL OUTSIZE CARGO.**

**F**or the team that works on these impressive projects, there are three main ingredients for a successful jumbo transport: adequate procedures based on conducted risk assessments, optimal equipment, and experienced and trained staff. Cargolux has all three of these elements in place and handles each demand with a tailored approach to guarantee customer satisfaction.

Transporting offsize and heavy cargo is a complex task that involves non-standard handling and restraining procedures. The highly trained team approaches each challenge in stages to keep an overview

on requirements throughout the transport process. The customer is consulted closely to make sure every detail is considered and when deemed helpful, Cargolux offers factory visits to provide advice regarding build-up requirements.

From determining whether special loading equipment is needed at origin or destination, to shoring calculations and load planning, each step is assessed to guarantee both flight safety and cargo integrity. Ahead of the transport, Ground Engineering also performs restraint calculation to ensure the cargo will not pose a hazard to the aircraft structure or its occupants during acceleration or potential in-flight turbulence phases.

"Even though Cargolux has a long track record of successfully transporting these special loads, it is crucial not to lose respect for it," says Paul Hoffmann, Director Ground Engineering. "Our solid experience allows to implement demanding and safety critical requirements into practical processes and procedures so we can continue delivering our promise: 'You name it, we fly it!'" he adds.

Intent on staying at the forefront of the industry, the airline works together with its partners to ensure that the next generation standards will meet new business requirements. Internally, the team is actively streamlining processes to provide increasingly speedy and efficient service. "Heavy cargo is typically urgently needed at its destination, lean processes and innovations allow us to react fast and organize the transportation of complex heavy cargo within the shortest timeframes possible," Paul states.

The continuous development of best practices has led Cargolux to take on increasingly challenging shipments. Since its inception, Cargolux has invested in equipment and training to maintain the highest industry standards. From dedicated swing-tail aircraft in the 1970s to nose-door equipped 747-8F, production freighters have offered a significant advantage to Europe's leading cargo carrier. ◻



## ROUTE MAP



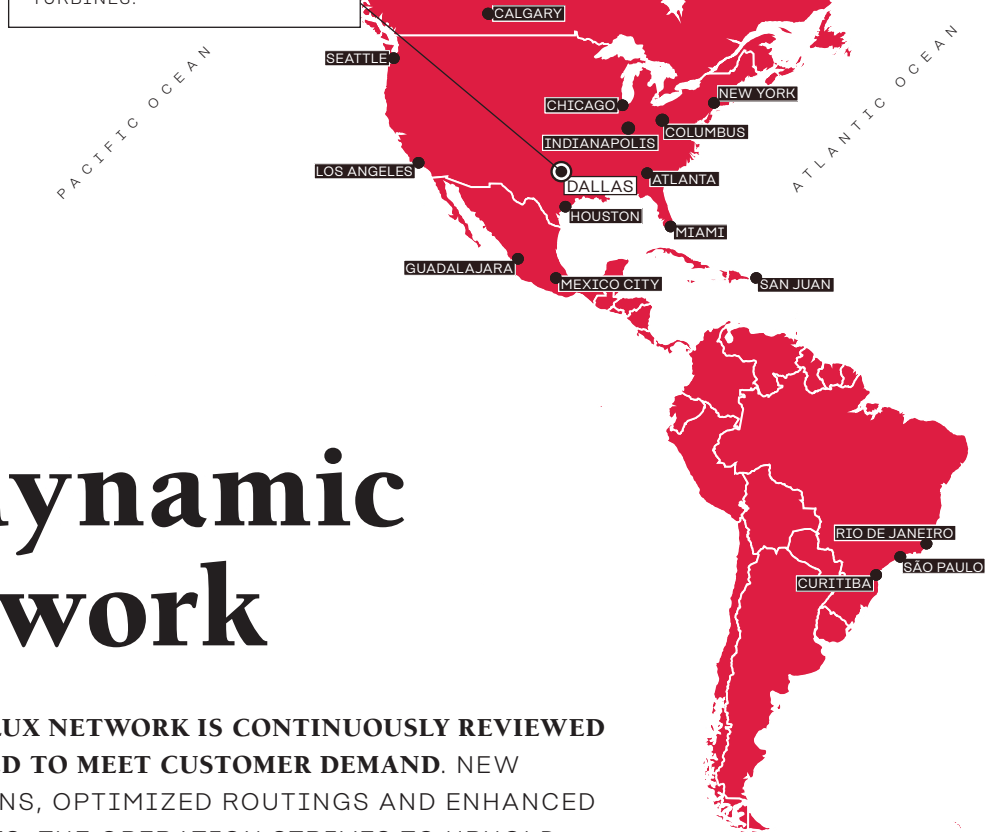
## Dallas/Fort Worth

OPERATIONS TO DFW STARTED IN 2013 AND NOW CARGOLUX'S SEVEN-STRONG TEAM HANDLES A TOTAL OF FOUR WEEKLY FLIGHTS. THE MAIN COMMODITIES FROM DALLAS/FORT WORTH RANGE FROM MEDICAL SUPPLIES TO HIGH TECH EQUIPMENT OR POWER TURBINES.



## Shannon

THE LATEST ADDITION TO THE CARGOLUX NETWORK, SHANNON WAS ADDED IN JUNE 2022. WITH ITS WEEKLY SERVICE FROM LAX AND SEA, THE SHANNON DESTINATION OFFERS ENHANCED OPPORTUNITIES FOR THE NORTH AMERICAN MARKET.



# A dynamic network

**THE CARGOLUX NETWORK IS CONTINUOUSLY REVIEWED AND ADAPTED TO MEET CUSTOMER DEMAND. NEW DESTINATIONS, OPTIMIZED ROUTINGS AND ENHANCED FREQUENCIES, THE OPERATION STRIVES TO UPHOLD THE AIRLINE'S REPUTATION FOR SERVICE EXCELLENCE.**





## Hanoi



THE FIRST CARGOLUX SERVICE TO HANOI WAS INAUGURATED IN DECEMBER 2010. CARGOLUX NOW OPERATES TO THIS DESTINATION THREE TIMES A WEEK TRANSPORTING MAINLY AIRCRAFT ENGINES, AIRCRAFT PARTS AND ELECTRONIC ITEMS.

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# CHARLIE VICTOR

THE CARGOLUX MAGAZINE

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**cargoluxgroup**

*you name it, we fly it!*

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