

CHARLIE VICTOR

THE CARGOLUX MAGAZINE



cargolux

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#06

The BUD issue



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WELCOME



At Cargolux, digitalization and systemization is in full swing and progressing well, thanks to the positive efforts and support of our employees working as teams and focusing on our future. Although we have highlighted technology developments – and the people who made these possible - in past issues, during the development of this edition, it became even more evident to us that ours is a ‘people’ business. We consider our people to be our most important asset; here, we highlight the bonds that extend beyond our internal connections and showcase some of the relationships we enjoy throughout this ‘person to person’ business.

This issue of the Charlie Victor magazine celebrates our relationships. Relationships with our customers, with our customers’ customers, and relationships with stakeholders and fans. It celebrates the strong bonds we feel in the industry and in our immediate sphere of influence. Whether we are winning awards, celebrating promotions, supporting non-profits or engaging with our plane spotter community, we understand how important relationships are to us personally, our business, and most of all, to our industry. We are excited to feature some of our spotters’ photos in a special postcard insert and our small part in Budapest Ferenc Liszt International Airport’s success over the years. We wish to recognize and give accolades to the people who help us maintain our position and our proud heritage of collaboration and community.

We hope that you find within these pages, a unique and interesting perspective of our people; our working relationship with business partners, and our efforts to be the best of the best. We strive everyday to achieve success and value in the market, but we know that this only comes via collaboration with colleagues, our networks, and industry partners. This edition is a thank you to all who support Cargolux, we cherish all our relationships and celebrate our connections. ○

MOA SIGURDARDOTTIR,
HEAD OF CORPORATE COMMUNICATIONS
AND CORPORATE SOCIAL RESPONSIBILITY



MEET DOMENICO CECI

Building the Future Together

WITH OVER 30 YEARS OF EXPERIENCE IN CARGOLUX, **DOMENICO CECI** TAKES ON THE KEY ORGANIZATIONAL ROLE, EXECUTIVE VICE PRESIDENT OF SALES AND MARKETING, AND A POSITION ON THE CARGOLUX EXECUTIVE COMMITTEE (EXCOM).





On August 16, Cargolux announced that Domenico (Mimmo) Ceci would move from his current role as Senior Vice President Commercial Planning to Executive Vice President Sales and Marketing.

With extensive experience in air cargo, and a variety of Cargolux jobs under his belt, Mimmo is the embodiment of the company's innovative drive to move with the times. Starting in Cargo Operations (Export) in 1987, Mimmo moved into Reservations and Sales in '91, and then on to Director of Capacity Management for Area 2. In 2010, he took on the role of Vice President, responsible for Europe, the Middle East, and Central Asia. As Senior Vice President Commercial Planning (2014), Mimmo ran Network Planning, Network Management, introduced the Pricing department and reorganized the former Reservations department into Route Management in order to merge

both, Pricing and Route Management, into Revenue Management in 2017. This allowed Cargolux to amalgamate and modernize all commercial planning functions.

Sales and Marketing is a universe where people and technology converge. As customers become more and more digitalized and automated, so too must Cargolux. Each day the availability of information creates an environment that is increasingly fast-paced and demanding. Here at Cargolux, we are prioritizing and investing in technology that will digitize some of the sales processes and provide automatic quotes and eBookings for customers.

As Executive Vice President Sales and Marketing, Mimmo will draw upon his

extensive experience and successes to lead the worldwide sales network. Cargolux's Sales and Marketing Department includes: the entire sales force (local, station, country, region, area); the Global Accounts Team which is located in all 3 Areas; the Strategic Alliances team; the global Charter & ACMI services and the Product department including Marketing, which is in charge of fairs, events and more. "My focus is on streamlining and optimizing how we interact internally and also with our customers. In addition, it is Cargolux's priority to enhance and improve customer communication and knowledge. We want to be even closer to our customers, have a better understanding of their needs and requirements and find ways to provide solutions. We want to make Cargolux their 'Global Cargo carrier of Choice.'" says Mimmo, "Our priorities and efforts are aligned with the Cargolux spirit of looking ever forward. We want to provide a clear view of the horizon and involve the teams, encouraging them to collaborate and produce the best possible solutions for our customers. This has been our trademark over the years."

Mimmo is proud of the outstanding people on board at Cargolux who are known to be very professional and always ready to go the extra mile. One of Mimmo's underlying principles is that inter-departmental collaboration produces the best results. The overwhelming consensus is that he is fair, but direct... "I am the luckiest secretary in the world," says Bobbie Arocha, "Mimmo is a great example of the Cargolux spirit. He is kind and considerate – a true member of the Cargolux family – and he is exacting and precise." Mimmo is a unique example of respect, trust, pragmatism and vision.

"The air cargo industry has become much more restricted, and we must continuously modernize and align policies, processes and procedures." Mimmo explains, "We must work as a team to do more, be more innovative, and become even more customer-oriented. We think about the long-term (without neglecting the short-and mid-term), providing reliable service and discovering ways to become even more flexible, providing fast response times for our customers, and adapting to the volatile market situation. When that all comes together, I have a good day... and for me, that's most days." ◻

“Mimmo inspires people to be more than they thought possible. He sets clear expectations and then trusts the team to get it done.”

Bobbie Arocha, PA



SPECIAL

Krisztián Kovács

A REGULAR PHOTO COMPETITION WINNER, KRISZTIÁN KOVÁCS HAS BEEN SPOTTING PLANES SINCE HE WAS YOUNG. STILL WORKING ON HIS 'SKY TECHNIQUES' HE'S TRYING TO GET THAT SPECIAL SHOT OF CARGOLUX'S BIG 747S.

MANY AIRLINES TAKE A POSITIVE AND COLLABORATIVE APPROACH TO THEIR SPOTTER COMMUNITY. IT IS THE RESULT OF MUTUAL RESPECT, UNDERSTANDING, AND A COMMON LOVE OF PLANES.

Jozsef Husz



The Joy Of Planespotting

SOME SPOTTERS CHECK PUBLIC DATABASES TO FOLLOW CERTAIN PLANES OR AIRCRAFT TYPES; SOME TAKE VIDEOS OF PLANES TAKING OFF AND POST THEM WITH OTHER FOOTAGE FROM VARIOUS SITES AROUND THE WORLD... >

Andrés Arellano

INSPIRED BY A LOCAL PILOT, ANDRÉS ARELLANO, THE CARGOLUX STATION OPS MANAGER IN ECUADOR, STARTED HIS HOBBY 8 YEARS AGO. ALTHOUGH HE ONLY SPENDS ABOUT AN HOUR A WEEK TAKING PHOTOS OF (MOSTLY) CARGOLUX PLANES. HIS DREAM IS TO SOMEDAY CATCH A SHOT OF THE FAMOUS LX-VCM FLOWERED LIVERY OVER COTOPAXI.



Zoltán Gyurka

ZOLTÁN GYURKA'S FIRST EVER 747-SPOTTING WAS THE CARGOLUX CUTAWAY LIVERY IN 2016. SINCE 2009 THIS HOBBY HAS ALLOWED HIM TO LEARN ABOUT AVIATION AND IMPROVE HIS PHOTOGRAPHIC EYE. DOING 5 VISITS/MONTH TO LOCAL AIRPORTS NEAR HIS HOMETOWN OF CLUJ, ZOLTÁN THINKS THERE IS NOTHING BETTER THAN THE EYE-CATCHING GLINT OF MORNING OR EVENING SUN AS THE PLANE LANDS OR TAKES OFF.



Plane spotting is a hobby that attracts people from all walks of life. It inspires a level of skill and knowledge about aviation that can be surprising. Many spotters were introduced to this interesting hobby via photos on the web or friends who invited them along. Many become passionate and very skilled photographers; developing an expert eye that shows aircraft in their best light, from the best angle, and in the best places. Cargolux is happy to support the spotter community and publishes spotter pictures frequently on their social media platforms. With their passion for photographing aircraft, Cargolux spotters provide the staff and customers with a view of the air freighters in some of the most interesting areas around the globe.

Plane spotters can fall anywhere on the spectrum from a couple of hours watching planes, to spending 8, 10, or even 12 hours a week taking photos. From YouTube videos, message boards, to sites that tally the number and type of aircraft for each outfit, plane spotting rallies the most fascinating ... and fascinated group of people around a single goal. Spot the plane.

And spot the planes they do! It is not unusual for a spotter to have 2, 3 or even 5,000 photos in their collection. One spotter who regularly posts Cargolux shots has 50,000 photos. Interests vary from logging the registration number to looking for the perfect shot of CV's elusive cut-away livery.

No matter what the level of engagement in this very interesting hobby, there are simple rules that everyone seems to follow; stay on public property – never climb fences, never trespass or interfere with airport property, cooperate with any authorities. This common-sense approach shows that above all, plane spotters are generally a well-mannered, thoughtful group. These hobbyists are so popular and well-respected in the industry that airlines and airport authorities work with various spotter groups to provide specific information, such as the best places to spot planes. Some authorities even set up viewing parks and provide online guides. Moa recalls that some years back, shortly after Cargolux took delivery of LX-VCM, she was contacted by a spotter asking when it would be in Prestwick as they were waiting to take its picture. The situation permitted Cargolux to organize the aircraft to fly into the airport a bit earlier, giving the spotters good daylight to take pictures. This type of collaboration is not always possible, due to highly regulated scheduling and flight requirements, but Cargolux is happy to work with the spotter community when it can. More than just watching, plane spotting encourages its enthusiasts to learn about different aspects of the industry and about the different carriers. A very educational hobby indeed. ○



Gyula Horváth

GYULA HORVÁTH THANKS HER PARENTS FOR HER HOBBY. SHE RECEIVED HER FIRST DSLR CAMERA FOR A TRIP TO THE US BUT DIDN'T BECOME TRUE PLANE SPOTTER UNTIL ABOUT 3 YEARS AGO. SHE PARTICULARLY LIKES 4-ENGINE PLANES AND IS ON THE HUNT FOR THE CARGOLUX CUTAWAY LIVERY.



Ferenc Köbli

GROWING UP IN A 'FLYING FAMILY' AND LIVING 10 MINUTES FROM THE BUDAPEST AIRPORT, ALMOST GUARANTEED THAT FERENC KÖBLI WOULD GROW UP WITH A DEEP AND ABIDING LOVE FOR PLANES. WITH OVER 50,000 PHOTOS ALREADY, FERENC EVEN TRIES TO ORGANIZE SPOTTING HOLIDAYS!

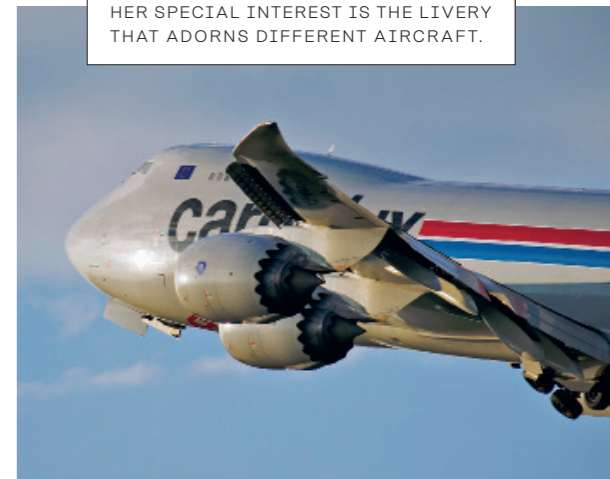
Guillaume Feyten

GUILLAUME FEYTEN WAS INSPIRED BY TWO INSTAGRAM ACCOUNTS: (@AVIATIONBELGIUM AND @FLIGHTPATH_AVIATION). THE PLANE SPOTTING BUG CAUGHT HIM COMPLETELY AT 'LUCHTVAARTDAG' IN BRUSSELS IN 2017 AND HE NOW POSTS PICTURES TAKEN WITH HIS TREASURED NIKON D7100 ON HIS OWN INSTAGRAM FEED (@BELGIANSPOTTER).



Anikó Horváth

ANIKÓ HORVÁTH'S LOVE FOR PLANES STARTED WITH HER UNCLE WHO WAS A SOLDIER AT A MILITARY AIRPORT. SHE ONLY STARTED PLANE SPOTTING A YEAR AGO, BUT WILL SPEND 8 TO 12 HOURS A WEEK ON HER HOBBY AND HAS ABOUT 3- TO 4,000 PHOTOS. HER SPECIAL INTEREST IS THE LIVERY THAT ADORNS DIFFERENT AIRCRAFT.



“We are open to any spotter that contacts us for questions or inquiries. We love our spotter community!”

Moa Sigurdardottir, Head of Corporate Communications and CSR at Cargolux

Best Performance!

BUDAPEST AIRPORT RECOGNIZED CARGOLUX AS THE BEST PERFORMING CARGO AIRLINE IN THEIR 2018 AWARDS. IN 2017, CARGOLUX TRANSPORTED CLOSE TO 11,000 TONS OF CARGO TO AND FROM BUDAPEST AIRPORT, AN INCREASE OF +14.5% OVER 2016.



Agreements



CARGOLUX AND BANK OF CHINA HAVE SIGNED A MOU FOR A USD 155 MILLION GLOBAL CREDIT LINE TO COLLABORATE AND STRENGTHEN BILATERAL TIES. MID-TERM CREDIT FACILITIES, BONDS, FINANCIAL MARKET PRODUCTS, AND AIRCRAFT FINANCING ARE ALL INCLUDED.

Promotion

PIERANDREA GALLI HAS EXTENSIVE EXPERIENCE IN THE INDUSTRY AND HELD A VARIETY OF ROLES. WATCH OUT FOR MORE ABOUT HIS APPOINTMENT TO SENIOR VICE PRESIDENT COMMERCIAL PLANNING IN FUTURE EDITIONS.



Puppets Move

IN JULY, CARGOLUX CARRIED AN INTRIGUING SHIPMENT FOR SAVINODELBENE, AN ITALIAN FREIGHT FORWARDER, ENTRUSTED WITH TRANSPORTING A SET OF JUMBO PUPPETS, KNOWN AS GIGANTONESECABEÇUDOS'. IN VALENCIAN, THIS ROUGHLY TRANSLATES TO 'GIANTS AND BIG-HEADS'.



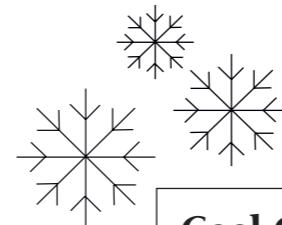
Proud Sponsor

CARGOLUX IS PROUD TO SPONSOR PROJECTS THAT ASSIST ENVIRONMENTAL STUDIES. OUR LATEST SUPPORT CAME IN THE FORM OF TRANSPORTING A SOLAR-POWERED BOAT PROTOTYPE, FROM LUXEMBOURG TO CALGARY, CANADA.



Cool Chain Expertise

THE COOL CHAIN ASSOCIATION (CCA) CONFERENCE IN LUXEMBOURG BROUGHT TOGETHER COOL CHAIN EXPERTS FROM AROUND THE WORLD IN AN ATTEMPT TO TACKLE THE VERY SENSITIVE SUBJECT OF FOOD WASTE IN THE TRANSPORTATION CHAIN.



Very Special

GIGANTIC PUPPETS, TRANSPORTS FOR ENVIRONMENTAL RESEARCH, CONFERENCES, AWARDS, PROMOTIONS...
EXCITING STUFF AT CARGOLUX!

DISCOVER BUDAPEST



Budapest: Long and Strong Relationships

CARGOLUX WAS THE FIRST FREIGHT CARRIER AT BUDAPEST FERENC LISZT INTERNATIONAL AIRPORT. NOW THE LARGEST CARRIER, CARGOLUX IS **THE BENCHMARK AND ROLE MODEL FOR FORWARDERS**, HELPING THE AIRPORT UNDERSTAND WHAT WAS NEEDED IN CUSTOMS, FLIGHT, GROUND AND WAREHOUSE OPERATIONS. >

© Viktor László / Fotolia



Viktor László
 VIKTOR LÁSZLÓ HAS BEEN TAKING PHOTOS OF PLANES FOR 20 YEARS AND HAS BEEN FASCINATED BY THEM SINCE HIS FIRST VOYAGE BY AIR AT AGE 5. WHEN HE STARTED PLANE SPOTTING, THERE WERE ONLY ABOUT 10 PEOPLE IN ALL OF HUNGARY THAT SHARED THIS HOBBY. NOW, HE WORKS IN BUDAPEST, PLANNING AND SUPERVISING LOADS FOR CARGOLUX, WHICH ALLOWS HIM TO WORK IN CLOSE PROXIMITY TO THE PLANES.





VIKTOR IS ALWAYS ON THE LOOKOUT FOR THE VERY FIRST BOEING 747, BUT **THIS ORIGINAL PLANE IS ELUSIVE.**

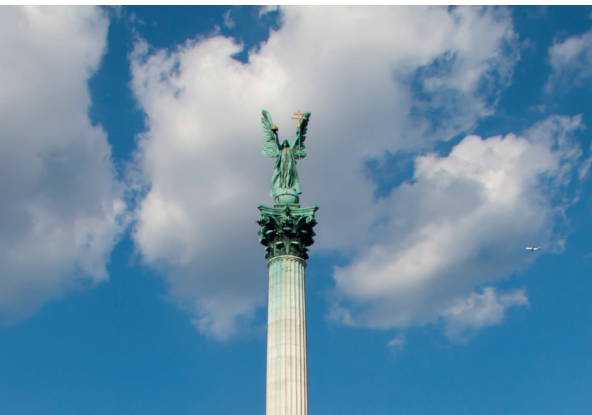


VIKTOR ALWAYS HAS HIS EQUIPMENT CLOSE BY AND HAS TAKEN **OVER 20,000 PHOTOS.**



VIKTOR FEELS IT IS A BETTER PHOTO IF IT IS UNENCUMBERED BY OTHER VISUAL DISTRACTIONS. HE ONLY TAKES SHOTS IF HE CAN GET THE PLANE IN A CLEAR LANDSCAPE.





FOR YEARS, VIKTOR USED A **KODACHROME 64**, MADE FAMOUS BY THE PAUL SIMON SONG AND THE 2018 MOVIE BY THE SAME NAME.



PRODUCT

CV select

1 GENX ENGINE PLUS PARTS (520×320×309 CM/
12,895 KGS), 2 TRENT 1000 AIRCRAFT ENGINE
STANDS (498×318×239CM/12,882 KGS
PER STAND), OIL WELL SPARES FOR FIELD
SHUTDOWN IN DUBAI (560×190×150 CM)...
WHAT DO YOU NEED? WHERE? NO PROBLEM!

What do GenX engines, medical/pharma items, cars and railroad beams have in common? They all, at one point or another, have been urgently needed somewhere far away... and have depended upon Cargolux CV select service to get there. “No matter how well, or how tightly we pack an aircraft, we can usually find space for cargo that is a high priority to the customer.” say Chris Nielen, Vice President EMEA, “It’s the service-of-choice for customers who have already come to know us as their carrier of choice.”

Cargolux has a reputation for accommodating even the most unusual shipments, and with high frequency flights to many parts of the world, CV select customers have the benefit of receiving their cargo in record time.

Cargolux route managers look at seasonal trends and reserve a certain amount of cargo space on most flights for this service. Normally, a cargo consignment would be organized with about 2 to 3 weeks’ lead-time, but Cargolux can take cargo via CV select service with guaranteed capacity, airport to airport with 24-hour’s notice.

About 50% of CV select cargo is classic (regular) cargo that is upgraded because of urgent scheduling requirements or other critical factors. When you need something to arrive with no time to waste, Cargolux CV select truly has you covered. ◻





**MEET PASCAL COLEMAN
SENIOR LOAD CONTROLLER**



High Season, all Year

FLEXIBILITY IS KEY. THE MEN AND WOMEN ON PASCAL'S TEAM KNOW THAT LOADING A PLANE TAKES A COMBINATION OF AUTOMATED SYSTEMS, COMPUTERIZED CALCULATIONS, AND BRAIN-POWER. THEY TAKE THE JOB SERIOUSLY. **SAFETY IS ALWAYS TOP-OF-MIND AND TOP PRIORITY** AT THE CARGOLUX CARGO CENTER. >

© Patricia Pitsch (Maison Moderne)

It doesn't seem like long ago when we could see a defined high season and a time of year when all carriers were looking for any way possible to fill their bellies. That has all changed in the last five years. At first, it was an almost imperceptible continuation of shipments past the 'traditional' busy times of the year. From September to November, at the end of the year, many industries would start to scramble while retailers filled their shelves to overflowing and grocers stocked exotic items only seen on, or bought for, special occasions. Chinese New Year in February and Japan's Golden Week in April/May brought about two weeks each of almost empty cargo holds. However small, there were always lulls.

Global Marketplace

The invention, and rapid evolution, of technology created the global marketplace. Now consumers can order what they want, when they want it, and they don't even have to leave the comfort of their living room. This is one of the elements that levelled out the demand curve. Except it didn't go down, it levelled out to the top of the virtual curve and then continued to rise. To service this expanding call for products from around the world, many industries are going through revolutions of their own. The transportation and logistics industry is one of those sectors that has seen an explosion of technology and with that, an increase of regulation and a change in cargo management strategy. Pascal Coleman, Senior Load Controller, has seen much of the industry's evolution. Starting with Cargolux almost 27 years ago, he has witnessed the advent and adoption of technology and systems that today seamlessly move cargo from one airport to another. His team of 26, works ten-hour shifts, around the clock, all year long. Working from the cargo center beside Findel airport, Pascal and his team are responsible for ensuring a safe and secure load on the plane, whether it is regular or off-size cargo.

Safe Systems

As the demand in the industry grew, so did the fleet size, and also demands on the team. "We have 27 planes. Sometimes three or four planes are loaded at once, so it is important to be quite efficient," explains Pascal, "Consignments arrive on one side of the cargo center, we first sort them by type and size of cargo. This is important because, for example, you can't move dangerous goods beside pharma." Once cargo is sorted, it is placed on pallets, weighed, labelled and then loaded into the stacker system which moves the cargo through the center to the 'plane side',

ready for loading and departure. Every step of the way, the team considers safety requirements, but none more than during the loading process. The type and size of material on the pallet dictates whether the team can use a net to secure it on the plane or if a more intricate and very specific lashing systems must be used. Whether cargo is 25 to 30 tonnes of ship spars, pipes for a factory build, live animals, or delicate flowers for Valentine's day, it is all about safely optimizing the load.

Accurate Tracking

The 747 is the workhorse of the air freight industry. Cargolux uses the -400 and the newer -8 that is longer, takes more volume, has a higher fuel efficiency, and more load positions. A computerized system keeps track of each pallet. Using a bar-code and scanner system, Pascal and his team know exactly where everything is at any given moment; quite a feat for a crew that has watched the fleet double in size in the last few years. "I like my job. I like working outside (most of the time)." Pascal smiles, "We don't spend time sitting around; and we carry quite interesting cargo."

Human Touch

The team has seen cars destined for heat tests in the Middle East; medical outfits going to workers fighting the Ebola outbreak in Sierra Leone, and the boat from Water World, that Kevin Costner spent months on during the filming of the movie. "We use computers and automated systems for many things, but we do the loading plan ourselves. It keeps us on our toes and thinking about how to do things safely". The importance of the Load Sheet, the other official document, cannot be stressed enough. It is the document that Load Control uses to calculate and document the load weights, center of gravity and structural limits of each specific airplane. This document also holds the figures that pilots use to calculate the take off data. It keeps everyone safe. For Cargolux staff everywhere, safety is always the highest priority. ○



WHETHER IT IS REGULAR OR OFF-SIZE CARGO, THE FOCUS IS TO CONFIGURE THE PALLETS TO OPTIMIZE THE LOAD. THE LOAD SHEET ENSURES A SAFE AND BALANCED FLIGHT.



"Cargolux flies around the world five or six times per week. Wherever you need your cargo to go, whatever it is... You name it, we fly it!"

SHOWCASE

When the Going Gets Tough, Go to Cargolux

CARGOLUX, ELP AND PROVENÇALE HAVE WORKED TOGETHER FOR DECADES. THE HOME-GROWN LUXEMBOURG COMPANIES HAVE PROGRESSED ORGANICALLY, **SUPPORTING EACH OTHER AS THEY GROW** WITH THE MARKET AND WITH THE CHANGING BUSINESS LANDSCAPE.

Cargolux, ELP and Provençale have more than a passing knowledge of each other's business. They have built strong ties throughout the years, and have witnessed, and helped each other as they grew and evolved. Like Cargolux, ELP specializes in handling sensitive and special cargo. "Horses, yachts, fresh vegetables; we work with Cargolux because our customers expect flawless and tailored service. Cargolux delivers. They have the systems and equipment to handle very special and sensitive cargo." says Theo Weirig, Managing Director of ELP.

Provençale, an ELP customer, is a household name in Luxembourg. Supplying restaurants and the food industry, theirs is a 24/6 business, open to the public almost daily with staff packing and loading orders over night for their 4 a.m. delivery start time. Their fleet of 150 trucks travel to local businesses within a 200 km radius. But exports, albeit small, are also an interesting part of the business. "It happened quite organically," say Georges Eischen, Managing Shareholder, "I was travelling back from Argentina on a Cargolux freighter

and we picked up another passenger in Accra traveling with his shipment as well. We struck up a conversation and soon we were sending merchandise to him." says Georges, "When Cargolux saw we were exporting, they gave us referrals and helped us develop more business."

Now Provençale is the grocer to the world. ELP and Cargolux help Provençale go where no grocers have gone before. Georgia, Azerbaijan, Ghana, Nigeria or the Congo; goods are distributed to hotels, expat facilities and private buyers. The most elite of grocers, Provençale even packs boxes for distributors, so that food goes directly from the plane to the customer. "We love the Cargolux 747. To us, it's a huge flying fridge," says Georges, "and in a business that relies on fresh and fast, that is an integral part of our success."



GROCCER TO THE WORLD. PROVENCALE RELIES UPON ELP AND CARGOLUX TO ENSURE THE PRODUCTS ARRIVES **FRESH AND FAST**.



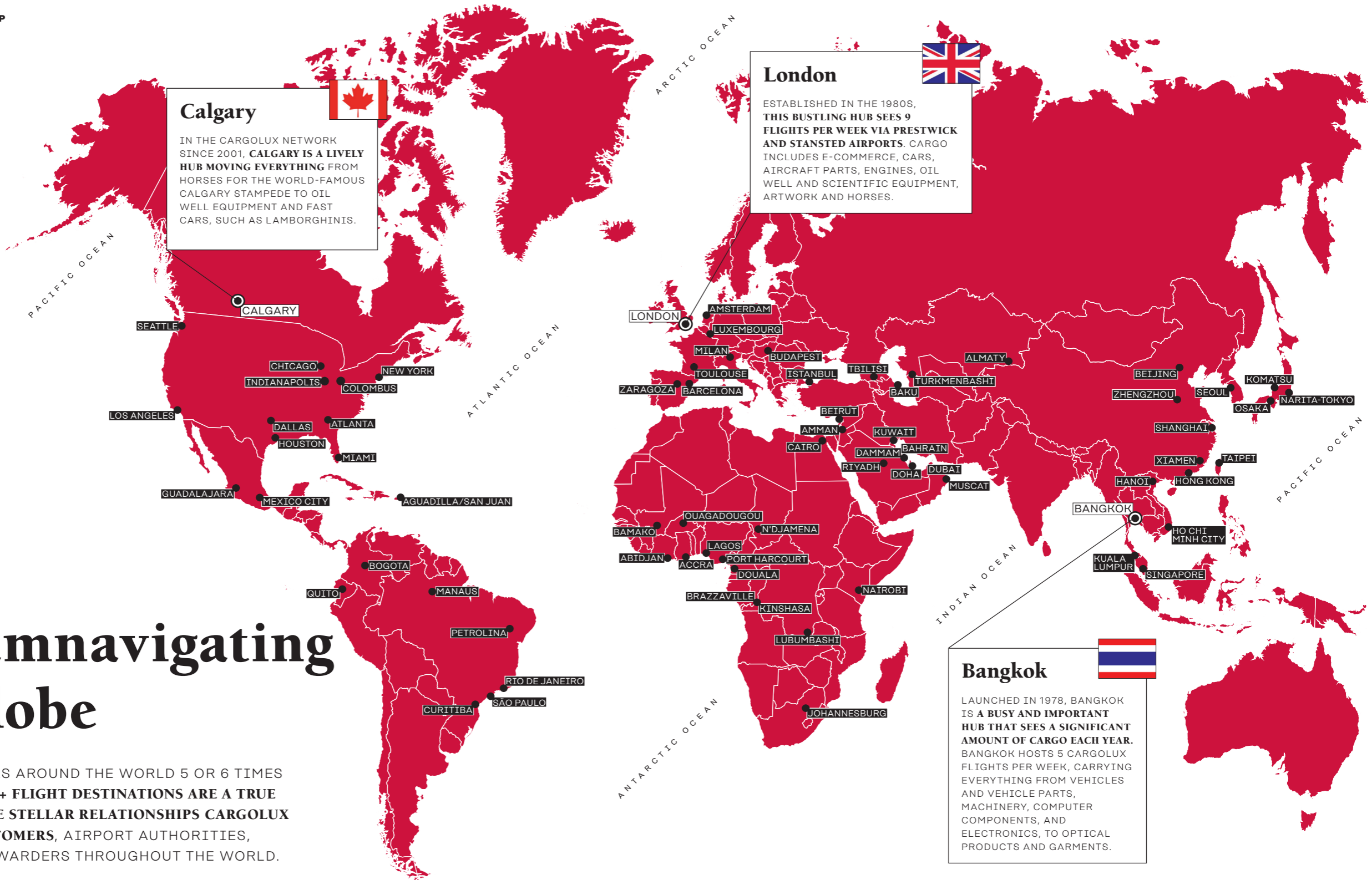
The three companies understand what it means to establish a base and grow. Founded by three partners who met at the opening of Luxembourg's first grocery store, Provençale has grown from its humble beginnings to employ 1,300 staff, and stock 35,000 different items. The 'three fathers' were followed by the second generation that doubled the footprint and tripled volume to a 70,000 square metre warehouse and retail space. The three companies know that trust is earned over a long period of time, but can disappear in a moment. Reliability and trust are the foundation of good business growth... and transport and delivery must go without a hitch when you deal with perishables.

As well as managing the normal types of consignments, ELP specializes in sensitive cargo, so it is well-placed to provide Provençale with the required quality of service. Cargolux and ELP form a dependable base to move Provençale's cargo. Whether transporting fresh vegetables, horses, or yachts, ELP's customers trust it to do paperwork efficiently and to get the cargo on board safely!

ELP, Provençale and Cargolux are proud and committed to enhancing Luxembourg's reputation for excellence. "We understand our customer's business. We know what is important... there is no margin for error." says Theo, "We rely on Cargolux because they do things right."


Georges could only remember one incident when there was a hitch. "The Cargolux plane was grounded for a number of days en route, its representative organised an Auxiliary Power Unit (AUP) to provide power to the refrigeration units. He was on the phone for 24 hours looking after our cargo - he didn't sleep!" recalls Georges, "But when we got to our destination, spoilage/loss was negligible. When the going gets tough, Cargolux is there. When airspace is tight, Cargolux is there. They are the epitome of reliability." ◻

ROUTE MAP



Calgary 

IN THE CARGOLUX NETWORK SINCE 2001, **CALGARY IS A LIVELY HUB MOVING EVERYTHING** FROM HORSES FOR THE WORLD-FAMOUS CALGARY STAMPEDE TO OIL WELL EQUIPMENT AND FAST CARS, SUCH AS LAMBORGHINIS.

London 

ESTABLISHED IN THE 1980S, **THIS BUSTLING HUB SEES 9 FLIGHTS PER WEEK VIA PRESTWICK AND STANSTED AIRPORTS.** CARGO INCLUDES E-COMMERCE, CARS, AIRCRAFT PARTS, ENGINES, OIL WELL AND SCIENTIFIC EQUIPMENT, ARTWORK AND HORSES.

Bangkok 

LAUNCHED IN 1978, **BANGKOK IS A BUSY AND IMPORTANT HUB THAT SEES A SIGNIFICANT AMOUNT OF CARGO EACH YEAR.** BANGKOK HOSTS 5 CARGOLUX FLIGHTS PER WEEK, CARRYING EVERYTHING FROM VEHICLES AND VEHICLE PARTS, MACHINERY, COMPUTER COMPONENTS, AND ELECTRONICS, TO OPTICAL PRODUCTS AND GARMENTS.

Circumnavigating the globe

CARGOLUX TRAVELS AROUND THE WORLD 5 OR 6 TIMES EACH WEEK. **ITS 70+ FLIGHT DESTINATIONS ARE A TRUE TESTAMENT TO THE STELLAR RELATIONSHIPS CARGOLUX ENJOYS WITH CUSTOMERS, AIRPORT AUTHORITIES, AND FREIGHT FORWARDERS THROUGHOUT THE WORLD.**

CHARLIE VICTOR

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