

CHARLIE VICTOR

THE CARGOLUX MAGAZINE



#10
The UIO issue

50
YEARS

#10

CHARLIE VICTOR

The UIO issue

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WELCOME



In the air freight industry, dependability is a hallmark of quality. So far, 2020 has been anything but dependable. Economic uncertainty, extreme weather patterns, the pandemic outbreak and its consequences have led to unforeseen and unusual challenges. Through it all, our team has displayed a remarkable tenacity and spirited devotion to our principles of outstanding customer service and active problem-solving.

The pages of this edition showcase our long-standing relationships, our focus on the future and our digitalization efforts – which proved to be an indispensable element in Cargolux being able to deliver the service required as we navigated uncharted territory. The results across the organization were remarkable. Cargolux played its part in the transport of essential supplies and achieved remarkable results from one area of digitalization with 1,000+ bookings confirmed in a single day through the LEAP platform.

This 50th anniversary is definitely a bit of ‘the dependable’ mixed in with a big dose of ‘surprise developments’. From the purchase of an additional aircraft decked in a slick retro livery, through to our pandemic response and our move to the new HQ building in Luxembourg, the first half of the year has been pretty intense. Through it all, however, our people have come together to ensure that our customers are well-served, our staff are protected, safe and healthy, and that our community is supported.

We talk about how essential teamwork is to our Cargolux spirit. We showcase our teams that never compromise on safety, while serving our customers with a multitude of inventive and effective interventions. True to our dedication and pioneering spirit, we overcome hurdles to ensure our mission is fulfilled.

Kudos to all.

MOA SIGURDARDOTTIR
HEAD OF CORPORATE COMMUNICATIONS AND CSR

Happy birthday!

50 YEARS IS CERTAINLY A SIGNIFICANT MILESTONE. CARGOLUX CELEBRATED ITS ANNIVERSARY WITH EMPLOYEES ACROSS THE NETWORK ON MARCH 4TH, THE DAY OF ITS FOUNDATION.



— WE'RE 50! —

A Cargolux freighter, LX-VCC, now sports a new livery. The aircraft returned from its first D-check in Taipei decked out in a very festive jubilee livery that marks the anniversary by inserting a '50' into the company's name.

Looking back

From a few adventurous founders who pioneered air cargo in Luxembourg to a recognized brand worldwide, the Cargolux journey has been documented wonderfully on a new retrospective website: anniversary.cargolux.com



Environment & community

Before moving to the new headquarters in the spring, Cargolux organized a clean-up day that saw paper and cardboard waste sorted and weighed before heading to the recycling. The cost of the waste's weight was converted into donation to a local charity, Kids with Cancer Foundation.

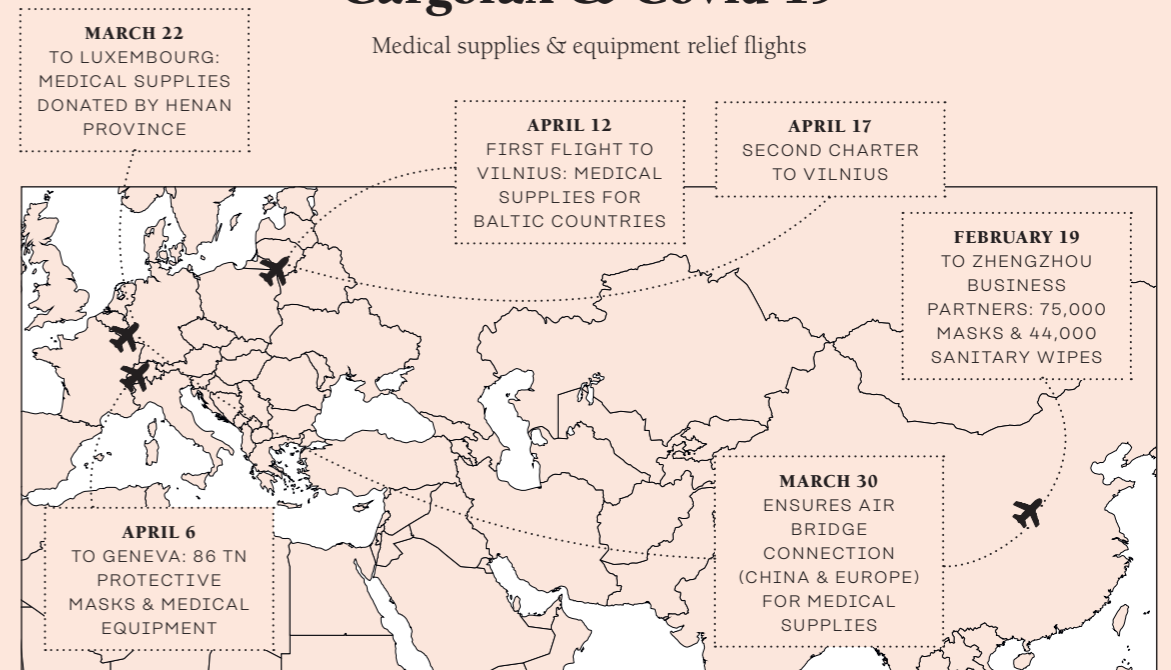


Awards

In February, Cargolux received the award for "Best Developing Freighter Operator 2019" at the annual Budapest airport award ceremony. With a strong relationship that spans 18 years, BUD airport and Cargolux collaborate to offer the best service and routes to their customers.

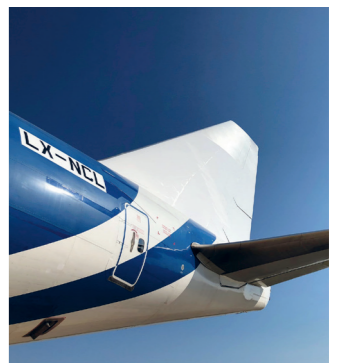
Cargolux & Covid-19

Medical supplies & equipment relief flights



ZERO SINGLE USE PLASTIC

Cargolux asserted its commitment to CSR by signing the IMS Luxembourg Zero Single-Use Plastic pledge. With local suppliers, Cargolux removed all single-use plastics from its base in Luxembourg by the end of 2019.



New freighter

Cargolux, one of the world's leading carriers, welcomed a new Boeing 747-400F to their fleet of 26 carriers. LX-NCL arrived in February and is just awaiting a shiny new livery to commemorate the addition.



RICHARD FORSON: RESPONSE TO COVID-19

Passion for Perfection

RICHARD FORSON HEADS UP ONE OF THE LEADING ALL-CARGO CARRIERS IN THE WORLD. HE PROUDLY TALKS OF THE CARGOLUX TEAM'S DEDICATION, DETERMINATION, AND THE AMBITION THAT HAS DRIVEN THE COMPANY THROUGH ITS 50-YEAR HISTORY. >



“More than ever before, when the world needed those who can work as a team, Cargolux stepped up to the plate and hit a home run. Their dedication and passion for perfection came to the fore in the 2020 Covid-19 pandemic,” stated Richard Forson, President & CEO, Cargolux.

As a Luxembourg-based company, the Cargolux team needed every ounce of that ambition as it contributed its logistical expertise to help in the fight against the virus. The global community suffered as Covid-19 isolation and quarantine measures were implemented, but the company continued to operate throughout the pandemic, keeping supply chains moving and carrying essential goods, especially medical supplies, to where they were most needed.

In addition to modified but regular services, Cargolux’s flights included charters to transport a field hospital, and critical PPE (check the news section for a full list). To protect the staff, special measures were introduced and gradually ‘ramped up’. Cargolux

was quick to suspend crew layovers in strongly affected areas, to define and implement social distancing, as well as basic hygiene rules early on. The company also activated a robust remote working program for any employee whose on-site presence was not required. This reduced the risk of potential contamination. On board each aircraft, special medical kits were provided. On-duty crews and employees whose presence was required on site all received the required PPE to ensure appropriate levels of protections. Cargolux also implemented a robust track and trace and quarantine protocol for employees who tested positive, or who were in contact with anyone who tested positive for Covid-19.

“The company implemented a working group comprising all EVPs and relevant company units to establish required

protocols, ensure appropriate levels of PPE supplies on hand, monitor the pandemic globally, take appropriate action to avoid high risk areas globally and to adhere to restrictions introduced by different countries,” said Richard. “We worked together to ensure we were completely on top of all Covid-19 developments”, he further stated.

Throughout the continuing pandemic, customer satisfaction remains, as always, a top priority for Cargolux staff. The entire organization went above and beyond to ensure support for regular customers and medical relief transport requirements.

Cargolux continues to monitor the pandemic situation worldwide, to adapt its operation and to mitigate the risk for its employees. As hygienic measures are eased at different rates around the world, Cargolux continues to keep a deft eye on changes to recommendations and regulations throughout its global network and to exercise prudence. All employees who return to the workplace after working remotely received individual kits containing PPE, disinfectant and sanitizer which continue to be replenished whenever required. All of its buildings have been inspected by the OHS department and Cargolux’s company doctor to ensure that our facilities provide adequate social distancing even in the case of all employees returning back on site. However, the airline has acted prudently in bringing back its employees by way of alternating teams to further reduce the risk of infection in the workplace. Wearing of company provided surgical masks is mandatory when social distancing cannot be guaranteed and not only are hand sanitizer dispensers located throughout its premises, but employees also receive their own individual bottles as well.

The upper deck of all aircraft are disinfected on return to base in Luxembourg and there are strict protocols in place between our ground handlers, ramp handlers, maintenance personnel and flight crew during flight operations.

Cargolux is a remarkable example of the value of a ‘safety mind-set’, but their serious approach to safety is matched by a social responsibility focus as well. This being its 50th anniversary, many celebratory events had been planned, including the inauguration of its new headquarters’ building and an employee family day. “The current situation and sanitary restrictions make it difficult to organize social

gatherings and celebrations as planned,” Richard stated. “Although we cannot celebrate this milestone as we had foreseen, I am happy that Cargolux employees were able to attend the anniversary celebration on March 4th. This worldwide event included an event in the maintenance center in Luxembourg as well as in location offices throughout the network, before isolation requirements came into being.”

Cargolux is known for its customer-centric business model, and its ability to adapt services to satisfy customer demand, but the Spring of 2020 will be most remembered for its fortitude and innovative problem-solving that kept aircraft in the air and critical supplies moving to their destinations during the worst of the pandemic that swept the world. ◻

**“You name it, we fly it’
encapsulates our approach.
Our focus on niche
products (time-sensitive,
valuable cargo, perishables,
off-size, etc.) gives us
the edge. Even a pandemic
can’t stop us.”**

Richard Forson, President & CEO, Cargolux



ARTHUR WELTER WAS FOUNDED IN 1962, AND CONTINUES ITS HEALTHY GROWTH TODAY. AT LAST COUNT, IT IS COMPRISED OF OVER 800 VEHICLES AND OVER 700 QUALIFIED STAFF FROM 65 NATIONS.



SHOWCASE

CARGOLUX'S BUSINESS IS BUILT UPON SOLID RELATIONSHIPS WITH CUSTOMERS AND SUPPLIERS. CLEAR COMMUNICATION AND FLEXIBILITY ARE FOUNDATIONAL ELEMENTS.



Making a difference, together

ESTABLISHED IN 1962, THE LUXEMBOURG-BASED TRUCKING COMPANY **ARTHUR WELTER** HAS CONTINUOUSLY EXPANDED ITS BUSINESS EACH DECADE. WITH A FLEET OF OVER 800 VEHICLES; THE INTERNATIONAL OPERATOR HAS BEEN WORKING ACTIVELY WITH CARGOLUX FROM ITS FIRST YEARS IN BUSINESS.





THE 50-YEAR PARTNERSHIP BETWEEN CARGOLUX AND ARTHUR WELTER WAS BORN FROM AN INNOVATIVE IDEA: LOADING LIGHT-WEIGHT CARGO ON TOP OF ARTHUR WELTER'S STEEL SHIPMENTS.

In its 58 years of service, Arthur Welter has distinguished itself as a supplier of unmatched quality and flexibility. The relationship between the two companies started during Cargolux's first year of operation. Back then, Cargolux was the 'new kid on the block', a neophyte cargo company, looking for a transport firm that would carry its small payload to surrounding areas. Since most logistics companies required their customers to provide enough cargo to fill a truck fully, Cargolux – although it was flying high – was struggling to find a way to cost-effectively complete deliveries on the ground.

Arthur Welter found a win-win for both. Loading the high-volume, lighter-weight Cargolux loads on top of heavy steel shipments, Arthur Welter was able to accommodate its new customer's need for a small load shipping solution with its existing business, netting out new business for the transporter and an affordable route solution for the airline. From that single, innovative solution, a 50-year partnership was born.

Flexibility and innovation have become the hallmarks of the relationship between these two great companies in the logistics sector. In the 1970s, Arthur Welter was the first company in Luxembourg to offer freight haulage between major airports. As Cargolux grew, Arthur Welter was there to support and work in close partnership. "The first air cargo loads were an interesting challenge," says Johannes Schackmann, Manager of RFS at Arthur Welter, "since none of the trucking companies had systems to deal with the pallets. We designed our own system to transfer the loads to our trucks efficiently and quickly. As the industry progressed, we were the first to have a dedicated fleet of transport vehicles designed specifically to accommodate air freight."

The partnership between these companies is a model for collaboration. In 2013, Arthur Welter received its GDP (Good Distribution Practice) Certification, an integral element in the Cargolux GDP delivery chain. In January 2014, Cargolux became the world's first GDP certified airline, confirming its dedication to operating a consistent quality management system across the whole transportation process and its compliance with EU GDP/WHO requirements. Cargolux's hub at Luxembourg airport, where Arthur Welter has dedicated on-site staff, was also GDP certified in 2014. This ensures the highest level of pharmaceutical and healthcare product integrity throughout the entire supply chain.

One of the reasons that Cargolux and Arthur Welter enjoy such a successful business partnership is that both companies have similar philosophies and approaches. "When it comes to going above and beyond, we strive to understand the path our customers walk and to exceed every requirement," Benjamin Gillgasch, Manager Global RFS Management at Cargolux, stresses.

Cargolux and Arthur Welter's relationship is, at least in part, built on both companies' ability to take a long-term view, while being able to mobilize quickly the short-term. The teams from both organizations understand the importance of being able to pivot to deal with new realities. "We see the success of this approach today, as we continued to operate despite the coronavirus outbreak. Covid-19 brought new sanitary challenges, but we scrambled to address employee concerns, while continuing to provide much-needed services," Ben Frin, Chief Financial Officer at Arthur Welter, says.

As Covid-19 moved across Europe, the two companies coordinated their efforts to transport medicine and medical supplies, as well as other critical cargo. "It really comes down to the team and how well we all work together," Benjamin Gillgasch adds. "Our success is built on open communication and flexibility."

"...and," adds Ben Frin, "understanding that the success of each adds to the success of both. In times like these, this is essential to help not just our customers, but our government and countrymen." ◉



50

Cargolux
Celebrating
50 years
of success





Cargolux's unique story is one of perfect timing. In the late 1960s, the Luxembourg government was eager to diversify the economy and had

approached Loftleiðir Icelandic which was operating out of the Grand Duchy at the time, to discuss partnerships. Several options were explored: a first-class hotel, a tour operator and a cargo airline.

Loftleiðir was converting to a jet operation and had surplus CL-44 aircraft, and Salén, a shipping company based in Sweden, had been analyzing opportunities in the air cargo industry. Through mutual connections, the three parties got in contact and initiated discussions on the possibility of a joint venture.

On March 4th 1970, the three ambitious partners shook hands to create what was to become one of the world's leading all-cargo carriers. The airline would be based in Luxembourg, at the heart of Europe, and each entity would contribute with its unique expertise; Loftleiðir was responsible for operational and technical matters, Salén for sales and the Luxembourg group for administration; Cargolux was born.



2

- 1 - Cargolux entered the jet age in 1973 with the Douglas DC-8 aircraft.
- 2 - The CL-44 had a unique swing-tail for seamless loading and off-loading.
- 3 - Luxembourg's Grand Duke Jean visiting the company's home base.
- 4 - Cargolux acquired its first jumbo jet in 1979, a huge step for a cargo carrier at the time.
- 5 - Cargolux was the first operator to fly the 747-400F.
- 6 - Cargolux operates a fleet of 29 Boeing 747 freighters.
- 7 - Cargolux specializes in the transport of sensitive, high-value shipments.



On March 4th 1970, the three ambitious partners shook hands to create what was to become one of the world's leading all-cargo carriers.

With a single aircraft and a handful of employees, the operation was on track and the airline wasted no time in getting off the ground. On May 10th, the Air Operator Certificate was issued and Cargolux operated its very first flight the next day. This initial service was a ferry flight from Stockholm-Arlanda to New York-JFK to pick up strawberries and iceberg lettuce.

It quickly became clear that the airline was animated by a unique pioneering spirit and employees were committed to making it a sustainable enterprise. By the end of 1972, the airline was operating a total of five CL-44 freighters, three of which were the stretched version that offered



3

more volume and therefore presented significant commercial advantage.

The following year, Cargolux took a big step forward and entered the jet age with the acquisition of a DC-8 freighter. The Loftleiðir maintenance division that had been maintaining the company's aircraft was moved to Cargolux's home base in Luxembourg and became an integral part of the airline. A dedicated maintenance hangar and head office complex was also inaugurated at Luxembourg airport; a sure sign of the company's sustainability.

The next huge leap forward that would shape the airline's image forever was the decision in 1977 to purchase a 747-200 freighter. The jumbo jet offered



1



4

a capacity of approximately 100 tons compared to the CL-44's 34 tons. The industry was skeptical about an all-cargo carrier investing in such a huge aircraft, but the bet paid off and another one was ordered that same year, as the CL-44 were phased out.

After a decade of expansion and bold decisions, in the beginning of the 1980s, the airline faced severe headwinds. The upward spiraling of fuel prices and escalation of financing costs combined with a depressed global economy spelled difficult years for the company, but the unwavering spirit and determination persisted. Despite the challenges, Cargolux managed to strengthen its commercial activities. As well as enhancing its stronghold in the Far East, the carrier benefitted from a strong North American market that offered renewed business opportunities.

As business picked up, Cargolux decided to phase out its DC-8 freighters in the mid-1980s and focus on jumbo jets. In 1990, the airline placed an order for three Boeing 747-400 freighters with an option for several more. The new generation aircraft presented many advantages compared to its predecessor; it was quieter, more fuel efficient and boasted a higher payload. In November 1993, Cargolux was the first carrier to operate the 747-400 freighter; a true reflection of the company's pioneering spirit.

The 1990s marked a decade of solid expansion. The airline's global network grew significantly as did the number of employees worldwide. Cargolux was steadily emerging as a key player in the industry and its capacity to deliver service excellence was now widely recognized within the industry. To remain at the vanguard of the industry, the airline decided to discontinue its use of the 747-200 model and concentrate on more modern freighters. By the year 2000, Cargolux operated a single model fleet of 747-400 and, to ensure state-of-the-art training for its crew members, the airline also welcomed the world's first 747-400 full-flight simulator.

Cargolux has continuously established itself as a pioneer and trailblazer in the air cargo industry.



5

Building on its achievements, Cargolux continued to seek new market opportunities and fine-tune its services to offer evermore tailored transport solutions to customers. The all-cargo carrier continuously pushed boundaries to establish itself as a leader in the industry. In 2005, Cargolux and Boeing announced that the Luxembourg-based carrier would be the launch customer for its next generation freighter, the 747-8F, along with NCA. As a long-standing customer for the aircraft manufacturer, Cargolux significantly contributed to the design of the freighter that remains to this day the quietest and most fuel efficient aircraft in its category. After lengthy delays on the project, Cargolux took delivery of the world's first 747-8F in October 2011 and became the world's first airline to fly this type of aircraft. The aircraft was the first of 14 that Cargolux would eventually acquire and still operates to this day.

To accommodate this new model, and ensure optimal maintenance services, the airline also launched the construction of a new Maintenance Center at its home base in Luxembourg; a project that was completed in 2009. During this period, Cargolux continued to explore new

ventures together with some Italian interests. Cargolux Italia, a new cargo airline based in Milan-Malpensa, was inaugurated the same year.

As Cargolux continued to bolster its leading position worldwide, in 2013, the all-cargo carrier entered a new commercial cooperation with HNCA. This new partner marked a significant turning point in the company's strategy and established Cargolux as the leading provider of services to China. The following year, HNCA was officially welcomed as a new shareholder in Cargolux and the airline developed a complementary hub in Zhengzhou, the capital of the Henan province in the heart of China. The dual hub strategy now forms the backbone of Cargolux's operation in China and significantly contributes to the Europe-China Air Silk Road project.

Throughout its history, Cargolux has continuously established itself as a pioneer and trailblazer in the air cargo industry. In half a century of existing, the Luxembourg-based operator has come a long way from its humble beginnings. The drive and determination, bold decision making and undeterred ambition are the reflection of a unique spirit that lives today and enabled Cargolux to become the Global Cargo Carrier of Choice.



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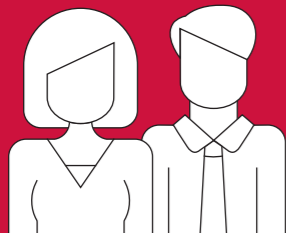
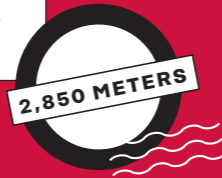
DISCOVER QUITO



17 YEARS CONTINUOUS SERVICE

FLIGHT PATH LUXEMBOURG
MEXICO CITY
CURITIBA
VIRACOPOS
QUITO

QUITO: 2,850 METERS
ABOVE SEA LEVEL



17 MILLION INHABITANTS

COVERS 283,560 KM²

DISCOVER QUITO



Discover Quito

WITH 17 YEARS OF CONTINUOUS SERVICE, CARGOLUX INAUGURATED ADDITIONAL FLIGHTS TO QUITO ON 2 JULY 2017. NOW 4 WEEKLY ALL-CARGO FLIGHTS FROM LUXEMBOURG STOP IN MEXICO CITY, AND CURITIBA AND VIRACOPOS IN BRAZIL, BEFORE ARRIVING IN QUITO. **FLOWERS ARE THE MAIN CARGO THAT IS TRANSPORTED** FROM THIS REGION TO AMSTERDAM AND OTHER EUROPEAN CITIES, AS WELL AS CHINA AND CENTRAL ASIA. >



QUITO IS HOME TO THE UNION OF SOUTH AMERICAN NATIONS HEADQUARTERS. IT HAS BUILDINGS FROM THE 16TH AND 17TH CENTURIES THAT BLEND **INDIGENOUS, MOORISH AND EUROPEAN ARCHITECTURE.**



OBSIDIAN GLASS TOOLS DATING BACK TO 8000 BC HAVE BEEN FOUND IN THE CITY, WHICH ALSO BOASTS A PREHISTORIC VILLAGE FROM 1500 BC IN THE NEIGHBORHOOD OF COTOCOLLAO, COVERING OVER 26 HECTARES.

CONSTRUCTED ATOP AN ANCIENT INCAN CITY AND SITTING NEXT TO AN ACTIVE VOLCANO, **PICHINCHA**, IN THE FOOTHILLS OF THE ANDES, **QUITO IS 2,850 METERS ABOVE SEA LEVEL**, HAS OVER 17 MILLION INHABITANTS AND COVERS 283,560 KM².





QUITO'S MARISCAL SUCRE INTERNATIONAL AIRPORT IS THE MAIN GATEWAY TO ECUADOR. **OPENED IN 2013, IT HAS BEEN RECOGNIZED AS SOUTH AMERICA'S LEADING AIRPORT** (WORLD TRAVEL AWARDS) FOR 6 YEARS RUNNING.





THE MAIN CARGO AIRPORT IN ECUADOR, MARISCAL SUCRE INTERNATIONAL AIRPORT HAS DEDICATED ENOUGH SPACE FOR **45,000 METRIC TONS OF FLOWERS, ITS MAIN EXPORT.** IN 2016, 191,601 METRIC TONS WERE TRANSPORTED THROUGH THE AIRPORT.

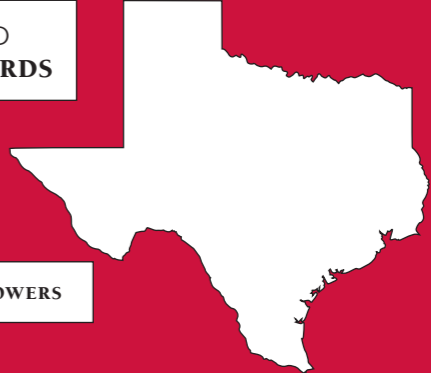
DISCOVER QUITO

2013

MARISCAL SUCRE INTERNATIONAL AIRPORT
MAIN GATEWAY TO ECUADOR

OPENED IN 2013

6 WORLD TRAVEL AWARDS



MAIN CARGO: **FLOWERS**

45,000 METRIC TONS OF FLOWERS



CARGO: 191,601 METRIC TONS IN 2016



Extra services

Saver, currently available for shipments originating in Europe and North America, enhances the CV classic product by allowing customers with cargo that is not perishable or urgent to make savings against the general CV classic rate.

Cargolux's extensive product portfolio ensures that no matter what the need, every cargo request can be addressed. Saver, Spot, Select and Select+ are priority levels that complement Cargolux's products by offering a number of unique advantages. Spot offers a reliable service at the current market rate. Select meets the needs of air cargo shipments requiring premium commitment, and Select+ takes the Select engagement to an even higher service level by reducing the cutoff time at our hub in Luxembourg. Saver is the latest addition to this well-rounded service offering and allows customers to realize additional savings for their less time-sensitive shipments. It is an enhancement to Cargolux's popular CV classic product and is an excellent, money-saving option. Designed specifically for customers who are not in a hurry to get their merchandise from one location to another, this first-rate solution is aimed at cargo with a minimum weight of 45 kilograms and guarantees uplift for airport to airport service within seven days of initial booking. ◻



Saver



D-CHECKS ONLY TAKE PLACE TWO OR THREE TIMES IN AN INDIVIDUAL AIRCRAFT'S LIFETIME, SO EVERYTHING IS PLANNED CAREFULLY TO ENSURE THAT THE RIGHT PEOPLE ARE ON-SITE AT THE RIGHT TIME.



MEET PIERANDREA GALLI AND STEPHAN HEIRENS



In the sky, again

D-CHECKS ARE THE MOST COMPREHENSIVE OF ALL THE CHECKS DONE DURING THE AIRCRAFT'S LIFETIME; THEY CAN TAKE UP TO 50,000 WORKING HOURS AND TWO MONTHS TO COMPLETE. THESE CHECKS ARE AN IMPORTANT AND VERY NECESSARY ELEMENT OF ANY AIRCRAFT'S LIFE CYCLE. TYPICALLY OCCURRING EVERY SIX TO TEN YEARS, AROUND THE 40,000 FLIGHT-HOURS MARK, AN AIRCRAFT WILL UNDERGO ONLY TWO OR THREE OF THESE CHECKS IN ITS LIFETIME.



Since the Cargolux fleet is relatively young, the D-checks that are happening for six of the aircraft this year will take about 39 days per plane. Cargolux's LX-VCC was the first aircraft to undergo the exacting D-check in 2020, but is the third of the fleet of 747-8 aircraft to be checked since this stage of scheduled maintenance started in 2019.

The D-check is one element of the Continuous Airworthiness Maintenance Program (CAMP) that is followed by all commercial operators and approved by aviation authorities around the world, like EASA (European Aviation Safety Agency). Because the inspection program for D-checks is quite heavy and involved, it takes place at a dedicated maintenance, repair and overhaul (MRO) facility. The D-checks are scheduled four to five years in advance. The addition of three aircraft to the fleet in 2019, as well as expanding Cargolux's cargo capacity, provide some relief for routes that will be affected as several aircraft undergo the checks this year.

Pierandrea Galli, SVP Commercial Planning, and his team work closely with Maintenance and Engineering to ensure that the checks are arranged effectively. They must plan the schedule in a way that ensures the least disturbance to the Cargolux timetable as possible. "Planning for a D-check, especially this many happening in succession, requires the involvement of a number of key areas at Cargolux," Pierandrea, who is intimately involved with the D-check schedule, says. "Despite the weeks out of service experienced by each aircraft undergoing the D-check, we must maintain our schedule and our high level of service to our customers."

Commercial Planning is all about optimizing the fleet on a daily basis. Even scheduling the aircraft to arrive at the Taipei MRO (maintenance, repair and overhaul) is an endeavor that requires the attention and collaborative effort of Network Planning, Network Management, Maintenance and Engineering, the Commercial Team and Flight Operations. Efficiency is key. When possible, aircraft that require the checks are scheduled on routes that will take them to their destination fully loaded and will ensure that once they have completed the acceptance flight, they are put back into service as quickly as possible.

Hands on deck

On the ground, it's the same picture. "The level of team coordination and planning is quite involved," says Stephan Heirens, Lead Technician Line and Hangar Maintenance, "since we are using different resources at different stages throughout the D-check process."

A very important aspect of the D-check is the relationship between the MRO center and Cargolux. Because Cargolux was the launch customer for the 747-8F, they have more in-depth knowledge of the aircraft and their inner workings than any other Boeing customer. In total, nine Cargolux staff attended the D-check with the aircraft in Taipei. As well as Stephan Heirens, who spent the entire five weeks on location, a variety of technical staff and specialists oversaw each stage of the check. Controllers, sheet metal inspectors, cargo loading system (CLS) inspectors, structural engineers, production planning, material planning and technicians oversee and are involved in problem-solving exercises throughout the process.

Nothing is left to chance. Lessons learned from previous D-checks inform the team and indicate where they should pay extra attention or specifically plan more. "We create a list of any potential problem area," says Stephan, "to determine quickly if there are issues that must be remediated before the aircraft leaves for the D-check. This way, we don't lose any time and can effectively deal with issues within the schedule."

Process & planning

The first of Cargolux's 747-8s to undergo a D-check received a number of planned modifications while it was being overhauled. The D-check basically involves removing different parts from the aircraft and taking them apart so that it can be inspected and checked thoroughly. Additionally, this first D-check was used to track specific wear and tear. This is an efficient way to flag potential requirements regarding spare parts for the next checks and to optimize and streamline the D-check process in the future for the aircraft that come next.

An interesting element of the D-check is that even the paint is removed. It takes two to three days to strip the aircraft clean and another week or so to reapply the paint once it has been thoroughly checked for flaws and faults caused by

lightning strikes or any other incidence are repaired. While the aircraft is getting its new coat of paint, it is completely draped in plastic. Like a large paint box, the plastic sheeting protects the fresh paint from blemishes that could be caused by dust or other particles in the air. When the aircraft emerges, it is resplendent in its polished and shiny livery. Cargolux took this opportunity to ensure that upon its D-check completion, LX-VCC received a very special new livery that celebrates Cargolux's 50th anniversary. More than just a new 'suit', this livery celebrates the long and strong history of Cargolux in Luxembourg and around the world. ◻



TO ENSURE THAT **THE AIRCRAFT SHELL IS FREE OF IMPERFECTIONS**, IT IS STRIPPED DOWN TO THE BARE METAL AND CHECKED RIGOROUSLY. ONCE THE TEAM KNOWS EVERYTHING IS PERFECT, THE AIRCRAFT IS SHEATHED IN PLASTIC AND A NEW PAINT JOB IS APPLIED.

"The next aircraft to go for its D-check will be the LX-VCD in August. During every D-check, Cargolux teams work to ensure business as usual on every route..."

Pierandrea Galli,
SVP Commercial Planning

IRIS VAN GOETHEM
VP REVENUE MANAGEMENT

Going digital

IN 2015, CARGOLUX ESTABLISHED **THE PRICING DEPARTMENT**. COMPRISED OF A SMALL TEAM OF INTERNAL AND EXTERNAL TALENT, THIS GROUP BEGAN THE JOURNEY TOWARD AUTOMATION. OPTIMIZATION OF CAPACITY AND REVENUE FORMED THE BASIS OF THE CURRENT REVENUE MANAGEMENT TEAM.

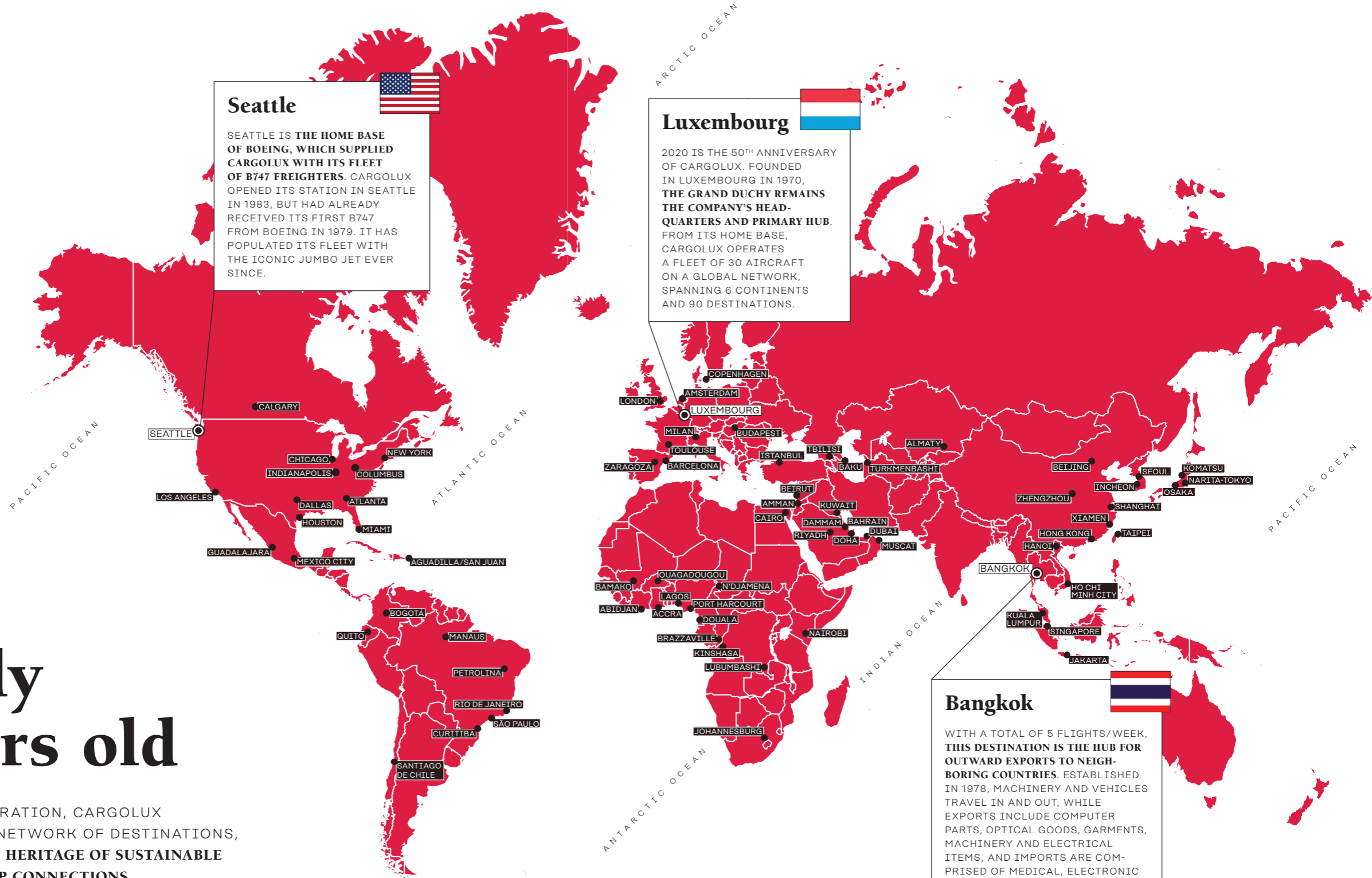
After launching its online quote and booking system in 2019, Cargolux continued its digital sales strategy this year. The online tool aims to provide a positive customer experience and offers a seamless one-stop shop for all quotes and bookings. The system will be enhanced with online customer allocation bookings and contract management. As well, the team began exploring system-to-system connections and customer portal capabilities.

The Revenue Management Team at Cargolux put in place the foundation for this development. Quick response time is of the essence for the team. This dynamic ad hoc pricing provides instant access to capacity information, which also makes it easy for customers to do business with Cargolux. “Our Pricing, Route Management and Support & Development Teams work closely with several stakeholders to facilitate the best possible offers in the most efficient way. It sounds simple but it’s highly sophisticated and we could only accomplish this by having the right people in the right place. While our teams assist in facilitating Cargolux’s digital journey, our customers remain at the heart of our organization,” Iris Van Goethem, Vice President Revenue Management, concludes. ○



THROUGH **COLLABORATIVE EFFORTS ACROSS THE ORGANIZATION**, OFFERS AND BOOKINGS ARE NOW CONFIDENTLY DRIVEN BY KNOWLEDGE AND DATA IN A FLEXIBLE AND AGILE MANNER.

ROUTE MAP



Seattle



SEATTLE IS THE HOME BASE OF BOEING, WHICH SUPPLIED CARGOLUX WITH ITS FLEET OF B747 FREIGHTERS. CARGOLUX OPENED ITS STATION IN SEATTLE IN 1983, BUT HAD ALREADY RECEIVED ITS FIRST B747 FROM BOEING IN 1979. IT HAS POPULATED ITS FLEET WITH THE ICONIC JUMBO JET EVER SINCE.

Luxembourg



2020 IS THE 50TH ANNIVERSARY OF CARGOLUX. FOUNDED IN LUXEMBOURG IN 1970, THE GRAND DUCHY REMAINS THE COMPANY'S HEAD-QUARTERS AND PRIMARY HUB. FROM ITS HOME BASE, CARGOLUX OPERATES A FLEET OF 30 AIRCRAFT ON A GLOBAL NETWORK, SPANNING 6 CONTINENTS AND 90 DESTINATIONS.

Bangkok



WITH A TOTAL OF 5 FLIGHTS/WEEK, THIS DESTINATION IS THE HUB FOR OUTWARD EXPORTS TO NEIGHBORING COUNTRIES. ESTABLISHED IN 1978, MACHINERY AND VEHICLES TRAVEL IN AND OUT, WHILE EXPORTS INCLUDE COMPUTER PARTS, OPTICAL GOODS, GARMENTS, MACHINERY AND ELECTRICAL ITEMS, AND IMPORTS ARE COMPRISED OF MEDICAL, ELECTRONIC AND TECHNICAL EQUIPMENT.

Proudly 50 years old

AFTER 50 YEARS OF OPERATION, CARGOLUX IS PROUD OF ITS WIDE NETWORK OF DESTINATIONS, BUT ALSO PROUD OF ITS **HERITAGE OF SUSTAINABLE RELATIONSHIPS AND DEEP CONNECTIONS** WITH ITS CUSTOMERS AND SERVICE PROVIDERS.

CHARLIE VICTOR

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