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Welcome



Shaping a New World

The challenges brought about by the successive crisis that hit the air cargo sector have reshaped the industry as a whole.

None of the industry players came out unaffected by the economic crisis and the volcanic ash cloud, but Cargolux's business model proved to be a real life saver in these troubled times.

Constant dedication to our customers and a flexible network have both contributed to this, clearly.

Now that the crisis is behind us, Cargolux continues as ever to respond to the specific needs of our customers by opening new routes and new services, backed up by new geographical management structures.

On the route development side, we have started 4 round-the-world flights, connecting Hong Kong to the US for example. Our flexible network is one of our biggest assets and will prove to be even more so in the future, with the apparent acceleration of global economic volatility.

On the organizational side, a new geographical area "Africa" has been established to focus on our African services. Headed by Mr. Georges Biwer, this new structure is aimed to enhance our current operations on this continent while tapping into new opportunities.

At the same time, the Middle East stations will be incorporated into a new, bigger area incorporating Europe and Central Asia. This area, headed by Mr. Domenico Ceci, will focus on strengthening our network in this part of the world with, for instance, the introduction of a new service to Riyadh starting in August.

The traditional peak season is around the corner and should keep us all quite busy for the remainder of 2010.

What 2011 will hold for all of us in terms of market dynamics, is still a somewhat of a mystery; but surely we will be jointly able to deal with it!!

Best regards,

Robert van de Weg

Senior Vice-President Sales & Marketing

Restructuring at Cargolux

Effective 01 August 2010, the following changes within Area 2 - Europe, Middle East & Central Asia, apply:

Sherry Vaz is responsible as 'Regional Manager Gulf & Pakistan'

Max Panunzi has a double responsibility. He remains in charge of 'Global Account Management' with direct reporting line to Robert van de Weg, and at the same time he acts as 'Head of Sales Area 2', reporting to the undersigned in Area 2 related sales matters.

Myriam Diederich has taken over the position of 'Area Manager Sales Area 2'

Joni Greco has been appointed 'Country Manager France', taking over from Georges Biwer.

Hilde Schaefer has taken on the responsibility as 'Manager Commercial Administration Area 2', and

Garry Neu as 'Manager Marketing Area 2'

Domenico Ceci,

Vice-President Area 2 - Europe, Middle East & Central Asia

Also effective 01 August, 2010, the following changes within the new Area 4 - Africa, apply:

Hemant Whabi has taken on the position of Operations Manager Area 4, and **Isidro Lopez** the position of Assistant Manager Sales & Space Coordination Area 4, while **Stuart Gow** remains Country Manager South Africa. Cargolux's GSA's in Abidjan, Accra, Lagos, N'Djamena, Libreville, Brazzaville, Kinshasa and Nairobi, together with the above, report to the undersigned.

Georges Biber,
Head of Area 4 - Africa

Network Information



Introducing Riyadh

Cargolux announces the expansion of its services to Saudi Arabia with the introduction of one weekly frequency to Riyadh, effective 1 August 2010, in addition to its twice weekly service to Dammam.

CV 7527 is operated every Sunday morning at 07.25 a.m. out of Luxembourg, arriving in Riyadh on the same day at 02.30 p.m.

The flight is continued to Hong Kong as CV 6587 and further on to Chicago and New York as CV 6591, before returning to Luxembourg.

This new service is Cargolux's third trans-pacific service. Cargolux's B747-400 freighters carry mainly consumer goods, machinery and pharmaceuticals on this service.

Already in October 2005, Cargolux started services to Dammam; a second frequency was added in May 2006. Cargolux's Dammam service is operated out of Luxembourg on Friday and Sunday evenings, arriving in Dammam on Saturday and Monday mornings. view flyer.



Extensive Trucking Service Offered in the Nordic Region

Cargolux is proud to offer its clients an extensive trucking service throughout the Nordic region.

On the import side, multiple daily trucks connect Luxembourg and Copenhagen, further covering 10 Nordic destinations, being Oslo / Stavanger and Bergen in Norway, plus Stockholm-Arlanda, Gothenburg, Norrköping, Sturup / Malmö in Sweden, Helsinki in Finland and Copenhagen in Denmark plus additional destinations upon request, while Billund is served directly from Luxembourg.

In addition to this, a large number of direct trucks from Luxembourg is operated to the various Nordic destinations whenever the tonnage justifies this exclusive service.

The commodity is mostly textiles from Asia flown onboard Cargolux's freighters to its main hub Luxembourg and being trucked to the Nordic region.

On the export side, the same system is in place as with imports, giving Cargolux the opportunity to offer a daily service to Luxembourg from above Nordic origins.

Based on the company's flexibility, clients' demand is respected, providing numerous and fast trucking possibilities to Luxembourg. Direct trucks are frequently operated from Stavanger, Bergen, and Helsinki, plus many direct pick-ups from remaining Sweden. Commodities vary from oil & gas parts, telecom, high-tech equipment to pharmaceuticals, as well as frequent shipments of fresh fish transported on board refrigerated trucks.

Commodities



Flowers for the Bride

When it comes to royal weddings, only the best is good enough.

Maybe that's why Cargolux was charged with the transportation of the flowers for the wedding of Her Royal Highness Princess Victoria of Sweden to entrepreneur Daniel

Westling in Stockholm on 19 June.

40,000 flowers from Colombia were flown on a Cargolux freighter to Europe in the perfect, temperature-controlled environment of a 747-400 freighter. An everyday occurrence for the experienced Cargolux team, but a special shipment nonetheless. And, just as Augusto Solano, President of the Association of Colombian Flower Exporters (Asocolflores), is proud that Colombia's flowers played an important role in this event, Cargolux can be proud of its flawless involvement in the transportation.

Twenty-four Colombian flower farms, with the support of Asocolflores and Proexport and the Colombian Exports, Foreign Investment and Tourism Office supplied all necessary flowers for the arrangements, bouquets and floral decorations for the wedding.

All flowers had earned the Florverde label that ensures that the strictest socio-environmental standards for flower production were met and the goods are in harmony with the international Global Partnership for Good Agricultural Practices.

The flowers were handpicked from Colombia's most beautiful roses, carnations, lilies and hydrangeas.

Colombia is the second largest flower exporter worldwide and the largest provider of flowers to the United States. It boasts a portfolio of 1,600 different varieties and provides direct or indirect employment to over 225,000 people, most of whom are female heads of households.

It comes as no surprise then, that Colombia is also an important destination in the carrier's network. Cargolux currently operates three weekly flights carrying flowers from Bogotá to European customers.



Fresh and Fast

Changing customer demand requires that more and more perishables are carried by air from various countries around the globe, offering fresh fruits, tropical delights, greens, and vegetables, flowers and fish, to please our tastes and decorate our tables all year round.

In 2009, Cargolux showed a considerable increase in the transported tonnage of perishables versus the previous year and anticipates further growth during the years to come.

Cargolux's temperature-controlled B747-400 freighters, of which the company operates 14 plus one B747-400BCF, provide the appropriate ambient temperature for clients' fresh produce. It is the ideal 'long-range aircraft' for perishable transportation, carrying more than 100 tons of fresh fruits, greens or vegetables, cheese, fish, or flowers, at required ambient temperature over intercontinental distances without landing, thus significantly shortening the journey of the sensitive load.

Upon arrival of the aircraft, the unbroken cool chain is maintained by immediate loading onto special cool trucks. This favourable trucking service is arranged by Cargolux to connect with the customer's bonded warehouse for immediate clearance, or with a closed auction. Like this, congested airport warehouses can be avoided, resulting in faster handling of the clients' fresh produce, thus guaranteeing perfect freshness up to supermarkets' shelves.

All Cargolux stations and representative offices, as well as handling agent Luxair in Luxembourg, regularly train their staff to ensure correct handling of all shipments of perishables.

Luxembourg's modern cargo centre has 20 cooling positions with individual temperature control that can accommodate 40 10ft units, two cooling chambers for smaller shipments, plus a vacuum cooler for flowers that can be used upon client's request.

Perishable cargo is one of Cargolux's regular commodities. Cargolux expects a yearly increase of 10% in the air transportation of perishables to Europe in the next 1-5 years.

In addition to Africa, Cargolux sees further potential in the Middle East, Argentina, Brazil, and in Azerbaijan.

Adding flower shipments, some 90% of the commodities flown out of Africa are perishables. From the Middle East, perishable cargo represents approx. 10% of Cargolux's total load.

Cargolux is a member of the Cool Chain Association and the IATA Time and Temperature Task Force.

The company has repeatedly been named 'Best All-Cargo Airline' by various trade publications



Racing Around the Clock

On 16 June, 2010, Cargolux transported two Pratt & Miller Corvette Race Cars, vehicle reg. BTBGG15 to Chicago.

The forwarding agent was First Air Worldwide Logistics of London (www.first-air.com) with whom Cargolux has maintained a longstanding good relationship.

For the fifth consecutive year, Cargolux has moved these Corvettes from the 'Le Mans Race' to Chicago.

During the gruelling twenty-four hour race, the Corvettes sustained some minor body damage. Thus, it is imperative that the cars are handled with absolute care upon their return to the consignee. It is also of greatest importance, that the race cars are returned to Chicago within the next three available days from the 'Le Mans Race' and handed over in perfect condition.

Gary Pratt and Jim Miller founded Pratt & Miller Engineering & Fabrication in 1989. Their aim was to create a world-class engineering, fabrication and racing company that could take automotive-based programs all the way from concept to reality. (see www.prattmiller.com/motorsports).

Station in Focus



Station in Focus: Viracopos

Cargolux has been represented in Brazil since 2002 through its co-operation with Brazil Cargo Service.

The initial destination at this time was Recife, which was opened to serve the local perishable market, mainly exporting mangoes and papayas.

Today, Cargolux operates three weekly frequencies to Luxembourg, one direct flight from Brazil and two via Ecuador and Colombia.

To complement Cargolux's air freight services, trucking connections serve additional markets, such as Sao Paulo, Rio de Janeiro, Porto Alegre, Salvador de Bahia, Recife, Navegantes and Curitiba.

Since mid-2009, Cargolux also enjoys fifth freedom traffic rights from Brazil to Ecuador and Colombia, thus offering a fast and direct link to major South American markets.

The tonnage over the years was very steady with approximately 6,000 to 7,000 tonnes each year. The main commodities on inbound services include pharmaceuticals, high-tech equipments, machinery, auto-parts and horses, while outbound, the freight consists of auto parts, fruit, aircraft engines, horses and machinery.

The Viracopos team is staffed with 3 people in sales and administration and 14 in operations. Cargolux has been elected one of the top three cargo operators at Viracopos in 2008 and is considered a major player in the Brazilian air freight market.

For more information, please contact Cargolux's representatives at: vcp@cargolux.com

Awards



Cargolux Receives Award

On Monday, 19 July Cargolux was awarded the 'Global All-Cargo Airline Award 2010', presented by the Institute of Transport Management for our outstanding contribution to the transport industry.

During the award ceremony at London's Park Lane Hilton, the award was accepted by Renate Bechthold on behalf of the Cargolux management and staff.

The Institute of Transport Management was founded in the UK in 1977 and helps to monitor and improve standards in the transport industry, covering land, sea, and air, promoting professionalism and achievements.

Events



New Livery for Cargolux

On 7 June 2010, the first pictures of a new livery, which will be applied to the entire Cargolux 747-8F fleet were revealed .

Following the unique transition paint scheme with fading stripes on the last 747-400F received, the new design gives a glimpse of a new era for the company that will begin with the arrival of the aircraft in Luxembourg later this year.

The new design stands for continuity and commitment while confirming the fundamental principles that made Cargolux successful over more than 40 years. The red, white and blue stripes symbolize the company's roots in Luxembourg, its hub and home base. The expanding red color towards the tail is a symbol of strength and growth, power and expansion. An additional logo on the belly further promotes the brand.

Cargolux is happy to finally see its first new aircraft roll out after a number of production delays at Boeing.

With its new workhorse, the airline can operate a freighter with dramatically enhanced efficiency and environmental improvements. The 747-8 is clean and quiet, showing a 17% reduction in specific fuel consumption over its predecessor, the 747-400F. The new GEnx engines have a 17% reduction in carbon emissions and help to reduce the noise footprint of the aircraft by 30%. The 747-8F is almost six meters longer than the 747-400F, resulting in an increased capacity of 148 tons of freight.

Cargolux has specifically built its new maintenance hangar to accommodate the new aircraft's increased size.

Cargolux launched an online poll to ask your opinion on the new livery, please see results enclosed (file)



Customer Event in Pakistan

Cargolux and Freight Systems in Pakistan held a customer event on 7 May 2010 to honour the Top 10 business partners of Cargolux in 2009.

The function/dinner was held at the residence of Happy Minwalla, Managing Director, Freight Systems, Pakistan.

It was attended by the top local IATA cargo agents and leading multinational freight forwarders. Robert van de Weg, Sr. Vice-President, Sales and Marketing and Sherry Vaz-Arab, Regional Manager Gulf & Pakistan, were also present.

They interacted freely with the business partners in a very informal and friendly atmosphere.

Mickey R. Bamboat Director Finance (Corporate) of Freight Systems Dubai, Jalal Al-Karimi, Executive Director-Pakistan Freight Systems/Cargolux, Harry Mana Country Sales Manager, Joseph Johns, Assistant. Manager Cargo Services, Bashir Ahmed – Customer Services Executive and others also attended the event.

Robert van de Weg presented awards to the following Top 10 performers on Cargolux flights in 2009:

1. Cargo Express
2. Universal Freight Systems (Pvt) Ltd
3. Cargo "N" Cargo
4. Kuehne + Nagel (Pvt) Ltd
5. Expeditors International Pakistan (Pvt) Ltd
6. Care Logistics (Pvt) Ltd
7. International Cargo Services (Pvt) Ltd (Agent of Scanwell)
8. Raaziq International Private Limited (Agent of Panalpina)
9. Agility Logistics (Pvt) Ltd
10. Inter-fret Consolidators (Pvt)



Project Lebanon

From June 1 - 4, 2010, Cargolux participated in the exhibition 'Project Lebanon', together with Luxembourg's Ministry of Economy and Foreign Trade, and its Chamber of Commerce.

The Project Lebanon is the country's most important trade event in the construction sector, in support of the booming Lebanese construction market.

More than 17,000 visitors passed by during the four exhibition days at the Biel, Beirut until late evening, showing their interest in the various products offered, while Cargolux made numerous contacts for the transportation of specific materials, also strengthening local and international clients contacts. S.I.S.T.A., Beirut, our GSA for Lebanon, Syria and Jordan, was represented by Jacques Raphael, Charles Raphael, Corinne Tayar and Elianne Tayar, while Renate Bechthold joined from Head Office Luxembourg.

The Lebanese market has been served by Cargolux since 1998.

Currently three flights per week are offered to Beirut.

In addition, Damascus and Amman are served twice weekly.
