



Newsletter 

## January 2010

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### Welcome



#### A New Year for the Air Cargo Business

Looking back at 2009, most of us will mark this year as the “black year for air freight”. For Cargolux and the rest of the industry, the first 8 months of 2009 were extremely challenging and turbulent.

According to IATA, air freight volumes have fallen by 13% in 2009 (October year to date). Cargolux, however, has been able to perform strongly under those circumstances and subsequently saw its market share rise. Our load factors have also remained relatively stable and were a lot higher than those of most of our competitors. Mainly thanks to our lean customer-driven organization, that can adapt quickly to market changes, we have been able to maintain a high level of reliability and flexibility.

In addition, our modern, fuel-efficient fleet still enables us to be cost-effective.

In this increasingly commoditized industry, it is important to be able to compete on a cost basis. The emerging economies and low inventories will drive growth, while more unemployment, high oil prices (inflation danger) and potential protectionism might spoil the recovery this year.

At Cargolux, we are confident that the start of the new year coincides with the start of the recovery, already initiated in September of last year when inventory levels were simply too low. Air freight is the first sector to benefit from a recovery in demand and Cargolux is looking forward to taking up the new challenges that will emerge out of the crisis.

Overall, the outlook is a lot better and hopefully we can start looking up again instead of down.

I take this opportunity to wish you a very happy and prosperous new year!

Ulrich Ogiermann  
President and CEO

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## Network Information



### Connections to Port Gentil and Pointe Noire

In addition to its scheduled services, Cargolux offers an extensive network of interline destinations through partner airlines.

Pointe Noire in the Republic of the Congo and Port-Gentil in Gabon are two of these frequently served African destinations.

Port-Gentil is the second-largest city in Gabon and the leading center of Gabon's petroleum and timber industries. Similarly, Pointe Noire is an essential center of the oil industry in Congo, and one of the main oil producers in Central Africa.

Commodities carried by Cargolux to these two destinations are logistically related to this lucrative business.

Libreville is served by Cargolux's two weekly flights on Monday and Thursday. Onforwarding to Port-Gentil is taken care by its local partner Skygabon on Tuesday and Friday.

Similarly, a weekly flight to Brazzaville is operated with Cargolux's B747-400Fs on Sunday, with an immediate connection on Monday and Tuesday (whenever necessary) to Pointe-Noire.

For detailed information please refer to the enclosed flyer or contact: [sales@cargolux.com](mailto:sales@cargolux.com)

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### Cargolux Middle East

Cargolux started operations in the Middle East more than 20 years ago and has since then regularly expanded its network and services in this part of the world.

In an interview conducted by 'Luxembourg for Business', Cargolux's President and CEO

Mr. Ulrich Ogiermann, details the main landmarks of Cargolux's presence in the Middle East. [view video](#)

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## Commodities



### Two White Bengal Tigers fly Cargolux

On 4 December 2009, two white Bengal tigers, one female and one male, born in April and May 2008 respectively both bottle-fed, were VIAs (Very Important Animals) on board of a Cargolux B747-400 freighter, with final destination Ho Chi Minh City.

Originally, those tigers of different parents grew up at Elmvale Jungle Zoo, Ontario / Canada, same as the parents, from where they travelled via Amsterdam to Luxembourg, before boarding the flight at Cargolux's home base.

The forwarder, LCA of Luxembourg, prepared the necessary documentation for the flight from Luxembourg to Ho Chi Minh City and the valuable tigers were accommodated in appropriate animal crates of 196 x 86 x 145 centimeters, with a gross weight of 700 kilos.

A groom ensured the well-being of the animals during transportation, while expert staff took care of loading and offloading.

Cargolux is a member of the ATA, the Animal Transportation Association and adheres to the principles established by the organization for the humane transport of animals.

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## Station in Focus



### Station in Focus: London

Cargolux's London Heathrow office was first established in 1979.

Today, the station offers an extensive trucking network between the UK and Luxembourg. Additionally, four weekly flights serve Prestwick in Scotland, thus offering a fast and direct link to Luxembourg and the European mainland. The station handles mainly cars, aircraft parts, aircraft engines, machinery, construction equipment, chemicals, oil well equipment, high- tech electronic goods and horses, while one of the most unusual shipment were live ostriches traveling from Manchester to Calgary for breeding purposes.

The office is staffed by seven dedicated professionals:

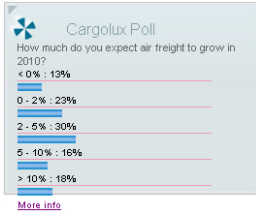
Mark Boffee Country Manager UK and Ireland / Paul Dutton Sales Manager / Iain Grimes Sales Executive / Nicola Hutchinson Sales and Operations Coordinator / Cristina Fernandez Cargo Services / Nathan Gardner Cargo Services/Trucking Coordinator / Ricardo Casanova Cargo Services.

The Cargolux London office is confident that 2010 will mark the beginning of recovery for the UK market.

As the country climbs out of recession growth will most probably still be slow during 2010, but as Mark Boffee, Cargolux's station manager rightly mentions: 'the fun part of being in this business is that you never know what to expect'.

Hopefully only the best!

## Market Information



### Thank you for Participating in our Online Poll

On 1 December 2009, Cargolux launched an online poll to collect the opinions of air freight professionals about growth prospects for the industry in 2010. Over 600 persons participated in the survey that shows a rather remarkable degree of optimism in the industry.

One third of the participants expect their freight business to grow between 2% and 5%, while another third expects the business to grow even more. Only 13% of the participants were drawing a more negative picture, expecting their business to decline in 2010.

Confidence seems to be back in the industry and the current data supports this shared optimism.

Cargolux would like to thank all participants and invites you to contribute to future online polls posted on its internet site.

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## Handling Information



### Great performance of the LuxairCARGO team at the International Forklift & Pallet Building Competition!

The LuxairCARGO/Cargolux team showed a remarkable and outstanding performance at the "International Forklift and Pallet Building Competition" in Hong Kong on 10 January 2010!

This is the fourth consecutive year that the event is taking place, but it is LuxairCARGO/Cargolux's first participation.

The LuxairCARGO team finished first in four categories, competing against peers from HACTL, British Airways, Eva Air, Air China, Nippon Cargo and Japan Airlines.

The four awards are:

1. Forklift Driving Safety Award
2. Forklift Competition – 1st Runner-up
3. Pallet Building Competition – the Champion
4. Forklift & Pallet Building Competition – the Overall Champion

The LuxairCARGO team was accompanied by Christian Theis, Cargolux Station Manager Luxembourg, and Jean-Claude Kowalsky of LuxairCARGO.

Congratulations to the team!

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## Fleet Information



### Cargolux Fleet

Cargolux currently operates 14 B747-400 freighters.

The company is the launch customer for the B747-8F, with the first aircraft to join the fleet in the autumn of 2010.

Cargolux has 13 of this new generation aircraft on order, plus 10 purchase rights and 2

options.

For more information on Cargolux's current aircraft, the B747-400F, and the company's B747-8F, please click on the following [link](#).

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## Events



### Cargolux Supports Relief Goods Shipments

As in previous years, Cargolux supported an important number of local and international relief organizations during 2009 by accepting relief goods on board of its freighters on a free-of-charge basis whenever space was available, to supply people in need with

urgently required relief items.

All year round, most of those charity shipments are flown to the various Cargolux destinations in Africa: mainly Nairobi, N'Djamena, Lagos, Kinshasa, and Johannesburg with local re-distribution. Final destinations are often small villages hit by natural disasters or areas where people are less privileged, providing vital support to local organizations, schools and hospitals.

The relief goods can range from used clothes, shoes, toys, school items, books, sheets, medical equipment, wheelchairs, medication and bicycles, to used computers, collected by various organizations and often trucked to Luxembourg to be fed into the company's flight network.

Throughout the year, the Cargolux staff assembles boxes with similar items at various headquarters departments and stations to add to the organizations' shipments, or to arrange Cargolux's own charity shipments for the benefits of children and adults in need.

Cargolux staff also packs those boxes, prepares the necessary documentation for a suitable flight and takes the goods to the Cargo Centre, where the boxes are palletized prior to flight departure.

Further coordination is done with the company's local offices, consulting about customs requirements and taking care of the correct re-distribution to the local organizations upon arrival of the Cargolux aircraft.

Cargolux has received many letters of appreciation from people in need, proving that these activities in support of humanity are certainly worthwhile, even if it means a little extra work at times.

This support is offered by the Cargolux staff and management in addition to the company's charter activities, i.e. requests for entire B747-400 cargo charters, often received on governmental level. Those are handled by the company's charter department and cover the maximum payload of the aircraft.

Currently, Cargolux is also looking into the possibilities to carry a charity shipment to Haiti in support of the organization 'The Children of Haiti'.

For additional information on Cargolux's charity shipments, please contact the Cargolux Charity Committee via Renate Bechthold, at [renate.bechthold@cargolux.com](mailto:renate.bechthold@cargolux.com) and, for full or part-charters on either Cargolux's B747-400 freighters or leased-in equipment, the Cargolux Charter Department, at [charter@cargolux.com](mailto:charter@cargolux.com).

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