Lycee Ermesinde
2025/2026

You name it, they fly it!

Cargolux the all-cargo airline

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Thank you (Acknowledgment)

I would like to thank my parents for support during my curiosity about Cargolux and big thank you to the two Directors, Yves Mabbe from Corporate Security and Christophe Pluskota from the Integrated Airline Control Center. The interview with both of them was very insightful and it proved that there is much more to each of the departments than it looks at first hand.

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1. Introduction

At the beginning of the school year, I originally planned to write about my experience coaching young children who are learning to swim. I thought it would be interesting to describe their progress from being afraid of entering the water to gaining confidence and swimming independently. Although this topic is meaningful to me, I quickly realized that it wasn't something I felt truly excited to explore for my Trape. I wanted to choose a subject that would keep me motivated and curious throughout the entire progress.

After thinking about it more carefully, I decided to change my topic to Cargolux. This company has always fascinated me not only because it plays such an important role in global air cargo and transportation of goods but also because both of my parents work there. Growing up, I have heard many interesting stories about their daily work, the different challenges they face and the unique environment of the aviation industry, these conversations sparked my curiosity and made me want to learn even more about how the company operates.

My interests grew even stronger when I had the opportunity to attend the Cargolux summer Academy. During this experience I was able to gain firsthand insight into the company and its various departments. I learned about areas such as flight operations, maintenance, logistics, human resources and finance. Each department plays an important role in ensuring that flights are safe. I found it especially interesting to see how all these departments work together as one coordinated system to keep the company running smoothly.

In my project I would like to introduce the company, what they offer, where they fly and describe different departments and their main responsibilities. As already mentioned, I spent some time at Cargolux, therefor I would like to bring the experience closer to the reader. Finally, I had an opportunity to interview two directors from two different departments, one from the Integrated Airline Control Center and one from Corporate Security, the transcript of the interviews are also part of my Trape. Their stories and insight into the two departments are interesting. Two very different areas yet connected to each other.

2. Introducing the company

2.1 History

Cargolux was founded in March 1970 and began operations two months later, in May, with a single Canadair CL-44 freighter. Its first flight departed from Stockholm, Arlanda, to New York, JFK in the US, to collect a shipment of iceberg lettuce and strawberries. At the time, cargo was loaded through the rear of the aircraft using its distinctive swing-tail mechanism.

Picture no. 1 - CL-44 plane

They bought a second aircraft on the 11th of August 1970 to expand the business. Unfortunately, it was lost in Dacca in December the same year, while flying a Red Cross relief mission for flood victims. The accident claimed the lives of alll four crew members as well as four people on the ground at the time of the incident. Three years later, the fleet had grown to five CL-44 aircraft, and the company began considering the purchase of a Douglas DC-8 to expand its operations.

Cargolux took delivery of a DC-8 freighter in October 1973. The first flight left from Luxembourg and landed in Hong Kong loaded with 34 tons of machinery. In the years that followed, the company experienced steady growth, strengthening its operations and establishing itself as a sustainable and successful cargo airline.

In 1978, the airline began to take shape into the company it is today. The CL-44s began to retire one by one and CV ordered their first Boeing 747- 200 which was delivered in 1979. They still operate 747's nowadays.

Picture no. 3 – Boeing 747-200

In 1984, Cargolux retired its final Douglas DC-8 and introduced a third Boeing 747 to the fleet. In 1999, Cargolux's fleet had ten aircraft. 2011 the year I was born, Cargolux collected its first 747-8F.

Picture no. 4 – Boeing 747-8F

Today Cargolux is operating 14 Boeing 747-8s and 16 Boeing 747-400s (4 are operated by Cargolux Italia).

Picture no. 5 – Boeing 747-400

2.2 All cargo airline

Cargolux Airlines International S.A., has its headquarter located in Sandweiler commune, Luxembourg.

Picture no. 6 – Cargolux HQ

Today it has more than 4000 emlpoyees worldwide, covering Europe, Asia, Africa and north & south America. At the end of 2024 Cargolux had 3150 employees working in the headquarters. It currently flies to over 50 airports across the globe.

Cargolux has 5 shareholders. Majority is owned by Luxair (35.10%) and HNCA (35.00%), then by BCEE (10.90%) SNCI (10.67%) and the Luxembourg State (8.32%).

Picture no. 7 – Cargolux Hangar

Next to the headquater there is Cargolux's maintenance center, which offers third-party maintenance services, specializing in Boeing 747 line and hangar maintenance up to and including C-Checks. It offers a range of specialized maintenance services such as, but not limited to, avionic modifications, structural repairs, and worldwide AOG support.

The airline's focus is on industry-specific needs, it thinks beyond just the in-flight needs and responds to customers' door-to-door requirements. That's where the slogan fits "you name it, we fly it! ".

cargolux

you name it, we fly it!

Over the years, Cargolux has received a number of awards, including the prestigious "Best All-Cargo Airline" title. The company earned this recognition for four consecutive years, as

voted by readers of the trade magazine Air Cargo News, highlighting its exemplary role as a first-class provider of air cargo services to the industry.
Today, Cargolux stands as a leading provider of reliable, high-quality air cargo services and strives to be the Global Cargo Carrier of Choice, consistently ranking among the top ten cargo airlines worldwide.

Cargolux VISION is to be "The Global Cargo Carrier of Choice" .

Cargolux MISSION is to deliver consistent flexibility and reliability through their valued and dedicated employees creating sustainable benefits for all stakeholders in a safe environment.

Cargolux philosophy promotes teamwork, dedication and outstanding performance. The below core values were defined among Cargolux employees and they form the cargolux spirit.

Leading by example	Respecting each other	Working as a team
Delivering service excellence	Going the extra mile	Being cost efficient
Being flexible	Being dedicated and passionate	

2.3 Aircraft

The company's aircraft are traditionally named after cities within the Grand Duchy of Luxembourg. One exception is LX-VCJ, which was named *City of Zhengzhou* in recognition of the airline's second hub in China.

The four aircraft operated by Cargolux Italia are named after Alpine mountains located near Milan, reflecting the proximity of the airline's Italian base.

Registration	Type	Carrier	Name
LX-VCA	747-8F	CV	City of Vianden
LX-VCB	747-8F	CV	City of Esch-sur-Alzette
LX-VCC	747-8F	CV	Spirit of Cargolux
LX-VCD	747-8F	CV	City of Luxembourg
LX-VCE	747-8F	CV	City of Echternach
LX-VCF	747-8F	CV	Facemask
LX-VCG	747-8F	CV	City of Diekirch
LX-VCH	747-8F	CV	City of Dudelange
LX-VCI	747-8F	CV	City of Troisvierges
LX-VCJ	747-8F	CV	City of Zhengzhou
LX-VCK	747-8F	CV	City of Contern
LX-VCL	747-8F	CV	Joe Sutter-Father of the Boeing 747
LX-VCM	747-8F	CV	City of Redange- Sur-Attert
LX-VCN	747-8F	CV	Spirit of Schengen
LX-ECV	747-400ERF	CV	City of Grevenmacher
LX-GCL	747-400F	CV	City of Sandweiler
LX-ICL	747-400F	CV	City of Mersch
LX-KCL	747-400ERF	CV	City of Junglinster
LX-JCV	747-400ERF	CV	n/a
LX-OCV	747-400F	CV	City of Niederanven
LX-RCV	747-400F	CV	City of Walferdange
LX-SCV	747-400F	CV	City of Bertrange
LX-TCV	747-400F	CV	City of Schuttrange
LX-LCL	747-400ERF	CV	City of Clervaux
LX-MCL	747-400ERF	CV	Cit of Bourscheid
LX-NCL	747-400ERF	CV	City of Ettelbruck
LX-WCV	747-400F	C8	Monte Cervino
LX-YCV	747-400F	C8	Monte Rosa
LX-VCV	747-400F	C8	Monviso
LX-UCL	747-400F	C8	Tre Cime di Levaredo

Picture no. 8 - LX-VCF

Picture No. 9 - LX-NCL

Picture no. 10 - LX-VCM

Picture no. 11 - LX-ECV

Picture no. 12 - LX-VCD

Flexibility in loading and operational efficiency are its key components. With a large side-cargo door and a unique nose door, Cargolux's freighters can be loaded quickly and easily and accommodate heavy, outsized loads as well as temperature-sensitive freight that requires special care and sensitive treatment.

2.4 Organizational Structure and Departments

2.4.1 Organizational structure

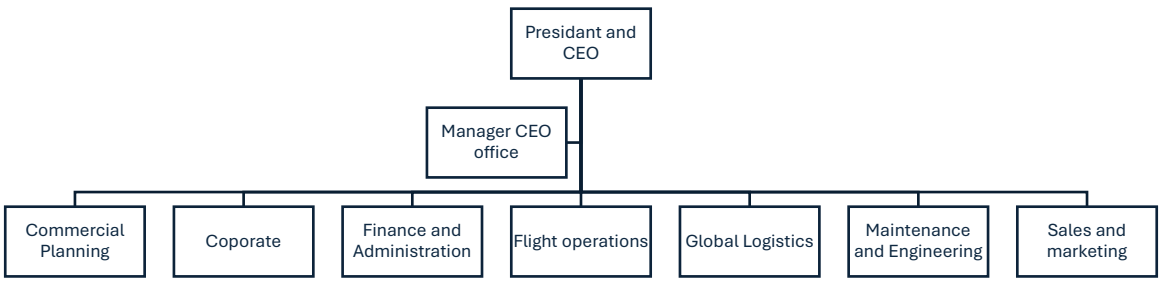
The Board of Directors is the top decision-making group at Cargolux. It manages the company, controls its assets, and represents Cargolux in all legal matters. The chairman of the Board is Tom Weisgerber.

The Executive Committee (ExCom) is appointed by the Board of Directors to manage Cargolux's daily operations. It has broad management powers within the limits of the law and company rules.

To the ExCom belongs:

- President and CEO of the company (Richard Forson),
- Executive Vice President Sales & Marketing (Domenico Ceci),
- Executive Vice President & Chief Financial Officer (Maxim Straus)
- Executive Vice President Flight Operations (Claude Zehren)
- Executive Vice President Maintenance & Engineering (Stephane Kastler)
- Executive Vice President Commercial Planning (Pierandrea Galli)

Cargolux has 7 divisions which reports to president and CEO of the company.



In their network each area is managed by a Head of Operations and a Regional Operations Manager. They are responsible for supervision and monitoring of ground handling operations (arrival and departure, catering, fueling, load planning, loading and off-loading, servicing) and cargo operations (booking, acceptance, handling, build-up, break down and delivery) including security topics.

Each station (airport) is managed by a Process Owner who ensures that all safety and security processes within the scope of cargo ground handling operations are executed in accordance with applicable regulations and internal procedures. They are the point of contact between the stations and Cargolux.

2.4.2 Departments

7 divisions are organizationally distributed into 16 main departments with multiple sub departments. Each department has its own responsibility in the day-to-day operations.

Below I would like to describe each of the 16 departments and their main role.

Commercial planning management
Commercial planning's focus is on understanding both their external and internal Customers and how to best address their needs. The team's responsibility is two-fold; 1) capacity planning and the design and management of the company's networks, to ensure maximum responsiveness to customer needs, and 2) revenue management and pricing. They generate over 5,000 quotations per day, with more than 1,000 daily confirmed bookings during peak periods.

Human resources management
Human resources cover recruitment, training and staff administration. The recruitment team is hiring suitable candidates either for crew, ground staff or maintenance staff. The training team train Cargolux employees on various topics for the company to be aligned with national and international requirements, they make sure that employees maintain their qualifications and renew on time. The staff administration team is taking care of the employees files and welfare.

Legal affairs
The Legal Department assesses legal risks linked to new business opportunities and projects. It Identifies and explains country-specific laws and regulations that affect Cargolux operations. It also coordinates with external law firms and acts as the main point of contact between Cargolux and outside legal counsel. It prevents and manages disputes, including litigation, claims, and administrative penalties. It prepares official communications to government authorities, regulators, and other external stakeholders and supports contract negotiations to protect the company's interests.

Internal audit
The internal audit team acts as Cargolux's independent advisors. They don't belong to any department, so they can look at things with a fresh, unbiased perspective and report directly to the top of the company. Their role is to observe how different teams work, stay neutral and objective, help departments see risks they may not notice and give suggestions to improve processes and protect the company's future. Cargolux works across many countries, and Internal Audit gets the chance to travel to these locations, discover how teams operate in different cultures, and help them understand the company's expectations.

IT management
IT management helps each and every department in automating their processes and their systems to target objectives, generate revenue and reduce inefficiency of their work. They are also ensuring that Cargolux's critical systems are protected against cyber-attacks.

Compliance management
The compliance team is making sure that all employees and representatives of the company are adhering to the external laws and regulations as well as internal policies, ethics codes and other commitments. Cargolux might face exposure to several risk areas such as anti-trust, fraud, and export restrictions. The overall aim is to protect the company and employees from financial penalties, legal exposure and reputational risk. Compliance provides support and guidance to help navigate these risks.

Corporate communications
Corporate communications is the department which provides communication within and outside Cargolux. They make sure that the Cargolux's message is clear and consistent to the reader or listener.

Fleet planning
Fleet Planning is in charge in ensuring adequate aircraft capacity (adequate number and aircraft type) is available for the airline to achieve its targeted production.
So aircraft acquisition and disposal along the near/ mid and long term is covered by fleet planning department.

Enterprise project management office
Project office is managing all projects that are under consideration or being carried at Cargolux. This includes planning, resource management, execution and closeout. They support the management across the entire organization, and they ensure that all processes are aligned with Cargolux goals.

Sustainability
Sustainability department identify and control the environmental impact (noise level, air quality, emissions, waste, energy use). They are also making sure that all processes are compliant with environmental regulations and standards.

Corporate security
Corporate security is maintaining an effective security operation for Cargolux in compliance with applicable regulations and security program provisions. They are taking care of the security of their assets (building, aircraft), staff (employees) and cargo. They are responsible for access control to Cargolux buildings and aircraft. They make sure that aircraft and cargo is protected against an act of unlawful interference in Luxembourg and all stations they fly to.

Finance and administration management
The Finance & Administration manages Cargolux financial health and supports both daily operations and strategic decision-making. The division includes the Business Intelligence & Controlling team, which provides data analysis and performance monitoring to help guide important decisions. Corporate Finance is responsible for aircraft financing and long-term business planning. Accounting & Tax together with Treasury & Payments oversee financial reporting and cash management, while Fuel Management ensures the supply of fuel, one of the airline's biggest cost areas. Other departments include Insurance, Procurement, the Travel Office, and Government Relations, which handle risk protection, purchasing, crew travel, and communication with governments and aviation authorities.

Flight operations management

The flight operation's role is to ensure that all flights are operated safely, efficiently, and in compliance with national and international regulations and company procedures. Different departments within flight operations provide an oversight of the entire process of flight planning, assessing the weather, fuel, and flight routes to ensure the safe, efficient, and timely transportation of cargo.

Crew control team within Flight Operations coordinates and manages flight crew by ensuring proper scheduling, regulatory duty compliance and operational availability.

Global logistics management

Global logistics department is taking care of cargo from road transportation to flight. They are responsible for booking, acceptance, handling and build-up of cargo prior to loading on board the aircraft and at the same time they are responsible for all processes of the aircraft when on the ground. From the point the aircraft arrives at the airport, loading and offloading of the aircraft, aircraft cleaning, catering, fueling and de-icing when required, load planning and aircraft departure.

Maintenance and engineering executive management

Maintenance and engineering team is taking care that all Cargolux aircraft are in good shape and fit to fly. They provide support on a day to day basis when the aircraft is on the ground while loading and offloading is taking place, ad hoc maintenance and scheduled maintenance regime ensuring that the aircraft continues its airworthiness.

Sales and marketing management

Sales and marking team are responsible for bringing profit to the company. They strive to offer forwarders the right capacity at the right time and price. They put their efforts into optimizing loads and revenues on each Cargolux flight while offering the best transportation solution to their customers worldwide.

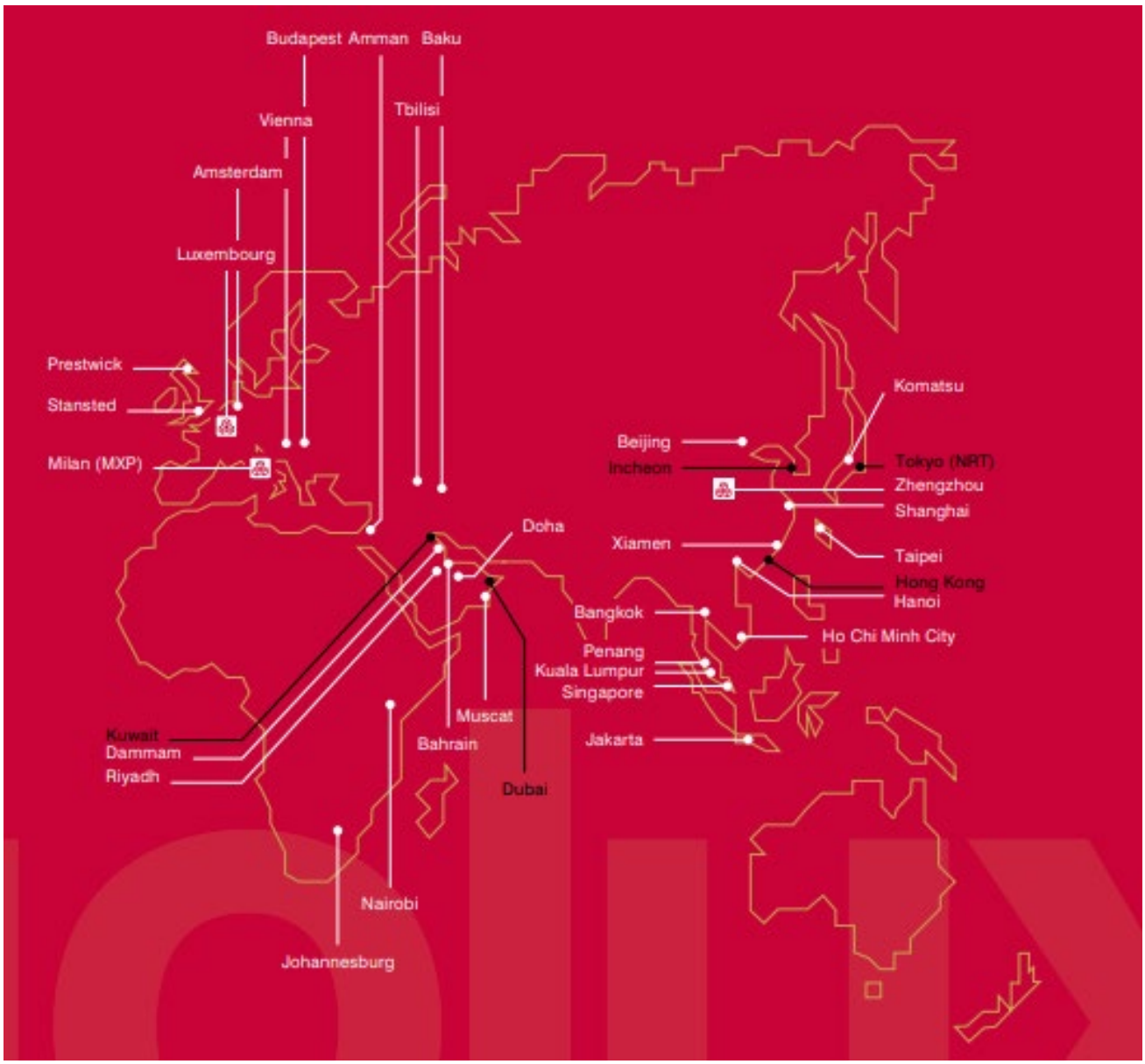
2.5 Where Cargolux flies

The Cargolux network is split into three areas, Area 1, Area 2 and Area 3. Area 1 contains north and south America, Area 2 contains Europe, Africa and the Middle East and Area 3 contains Asia. Cargolux has three hubs, the first one is in Luxembourg, the second one is in Milan and the last one is located in Zhengzhou (CGO).

Some of the routes are direct while others are only reachable with multiple stops on the way. One of the longest routes to the East that Cargolux has, is from Luxembourg – Dubai - Hong Kong – Anchorage – Chicago - Luxembourg. To the West the route is from Luxembourg – Campinas – Quito – Miami – Amsterdam - Luxembourg. And to the south the route is Luxembourg – Johannesburg - Nairobi – Amsterdam – Luxembourg as examples.

The map of the airports that Cargolux operates to:

Picture no. 13 – West side of the world

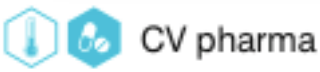
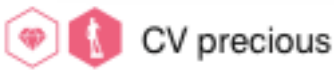


Picture no. 14– Central and East side of the world

2.6 Products

In almost 50 years of operations, Cargolux has become an expert in handling a variety of delicate shipments. Live animals, perishables, temperature-sensitive commodities and outsize freight benefit from Cargolux's experienced touch.

Products are grouped into 8 types based on the requirements during booking, handling, loading and delivery.

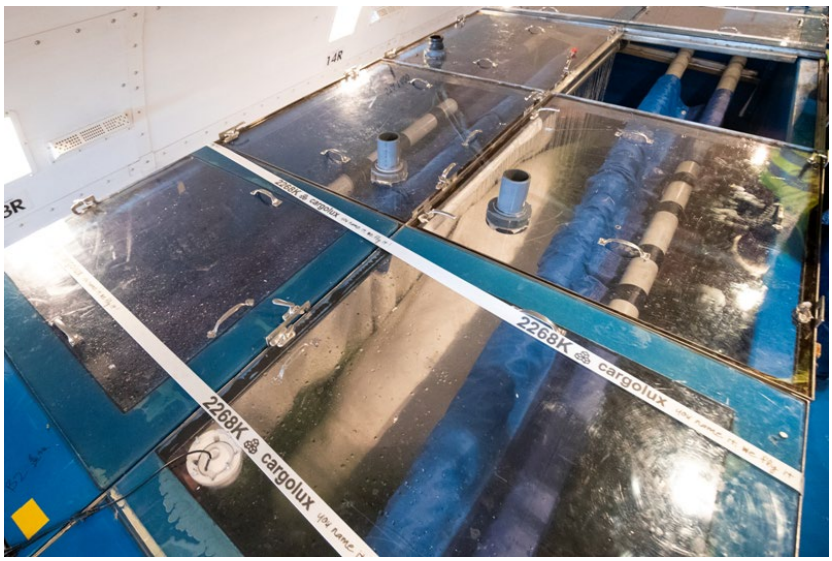
CV classic		For general cargo, which woudn't fit to the other products
CV jumbo		For cargo which is heavy, oversized and overhanging. The aircraft can accommodate a piece of 50m long, upto 3.8m wide and 3.12m high. One piece of smaller cargo can weigh upto 27t and one piece of long cargo can weigh upto 56t.
CV pharma		For pharma products which require a temperature controlled environment. The aircraft can be split into 4 different temperature zones, ranging from 4 degrees to 29 degrees.
CV alive		For big or small animals. At Luxembourg airport there is a dedicated veterinary station and an enclosed area for dogs or the like while their kennels or stalls are being cleaned. The aircraft can accomadate upto 90 horses per flight.
CV precious		For cargo which requires extra security during the transportation process. Safe storage and dedicated transport boxes to transport various precious and sensitive commodities.
CV hazmat		For dangerous goods which require special handling. Various goods can contain a potentially hazardous substances and care is taken not to trasnsport hidden or undeclared dangerous goods.

CV fresh	CV fresh	For cargo which requires end-to-end cold chain, e.g fresh meet and fish, fruit and vegetable or flowers. When required the temperature setting can be enabled on board the aircraft to suit the cargo. Cargolux also offers thermal blankets to protect the cargo during extreme temperatures.
CV power	CV power	For transporting and handling engine-powered goods. Cargolux can adapt for special netting, lashing or shoring and build-up plans to assist with the trasnportation.

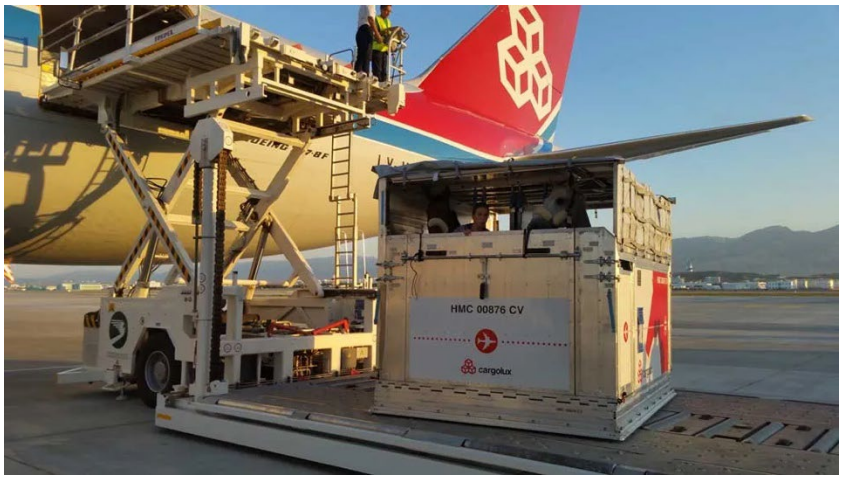
Examples of cargo which falls under one of the categories above which was transferred on board Cargolux aircraft.

Picture no. 15 - CV power

Picture no. 16 - CV fresh



Picture no. 17 - CV alive (Belugas Little white and Little grey)

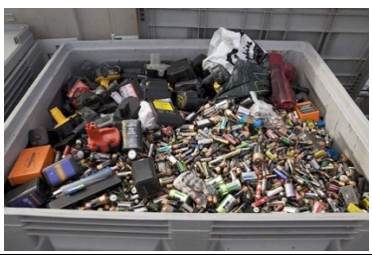


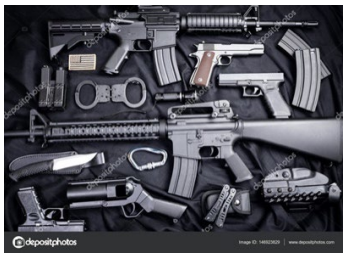
Picture no. 18 - CV alive (Horses)

Although they can carry almost anything, Cargolux has a growing list of items that it will not carry, on any of its network routes, for ethical and legal reasons. Here below are some examples.

Destination	Commodity
ALL	PERSONAL TRANSPORTATION DEVICES IN BAGGAGE, INCLUDING WHEN THE BAGGAGE IS SHIPPED AS CARGO
ALL	HUNTING TROPHIES, ANY TYPE/SPECIES
ALL	IVORY, RAW OR WORKED, INCLUDING PERSONAL ITEMS AND SOUVENIRS
ALL	WILD CAPTURED ANIMALS
ALL	DIAMONDS AND GOLD ORIGINATING IN THE IVORY COAST, GHANA AND/OR NIGERIA

Destination	Commodity
CRIMEA / SEVASTOPOL CUBA IRAN NORTH KOREA SYRIA SUDAN SOUTH SUDAN BELARUS RUSSIAN FEDERATION	FULL COUNTRY-WIDE EMBARGO, FOR MORE INFORMATION CONTACT COMPLIANCE DEPARTMENT
YEMEN VENEZUELA AFGHANISTAN UKRAINE	FULL COUNTRY-WIDE EMBARGO UNLESS VALIDATED / ACCEPTED BY COMPLIANCE DEPARTMENT
ALL	LITHIUM METAL CELLS AND BATTERIES NOTE: THIS PROHIBITION DOES NOT APPLY TO LITHIUM METAL CELLS AND BATTERIES PACKED WITH OR CONTAINED IN EQUIPMENT
	ANIMALS, FOR LAB RESEARCH
ALL	INFECTED OR OTHERWISE CONTAMINATED ANIMALS

Destination	Commodity
	GENETICALLY MODIFIED ANIMALS
	DEAD ANIMALS
ALL	LIVE ANIMALS, LISTED UNDER CITES, APPENDIX I, UNLESS CONSIGNED TO A ZOOLOGICAL GARDEN, A MARINE PARK OR OCEANARIUM, A NATIONAL PARK / RESERVE, A GOVERNMENT WILDLIFE AGENCY OR AN APPROVED ANIMAL CARE CENTER TRANSPORTED WITHIN THE SCOPE OF A WILDLIFE CONSERVATION/PRESERVATION PROGRAM
ALL	FISSILE MATERIAL
ALL	WASTE AND SCRAP MATERIAL, ANY TYPE (INCLUDING DEFECTIVE BATTERIES AND WASTE BATTERIES SHIPPED FOR RECYCLING/DISPOSAL) 

Destination	Commodity
EMBARGOED COUNTRIES	DUAL-USE GOODS, ARMS, AMMUNITION & MILITARY EQUIPMENT TO SOME COUNTRIES AS SET FORTH IN THE CONDITIONS OF CARRIAGE ART. 6.1.1 
ALL	SHARK FINS FOR HUMAN CONSUMPTION
ALL	WHALE OR DOLPHIN MEAT AND OTHER CETACEAN-DERIVED PRODUCTS
EU COUNTRIES	IMPORTATION AND TRANSIT OF LIVE BIRDS, AND PRODUCTS THEREOF, FROM THIRD COUNTRIES INTO AND THROUGH THE EUROPEAN UNION

2.7 Competition on the market

There are numerous airlines which offer transportation of cargo. Passenger airlines or cargo airlines can offer different services depending on the shippers wishes.

According to the Top Air Cargo Carriers of 2026, Cargolux is placed in the top ten carries, currently 8th position, behind Fedex, UPS, Qatar Airways, Emirates SkyCargo, Korean Air Cargo, Atlas Air and Turkish Cargo.

Each of the competitors can offer a solution to transport a dedicated shipment but not always the cheapest carrier will be suitable. Shippers do not look only at the cost, but also the time it takes to transport it from one airport to another. They also compete on global networks, fleet size (especially large freighters like the 747 and nose loading possibility), speed and reliability.

Key Competitive Factors:

- **Network Reach:** Offering global coverage to major economic hubs.
- **Fleet Modernization:** Operating large, efficient freighters like the Boeing 747-8F to maximize payload and range.
- **Specialized Services:** Handling high-value, time-sensitive, or temperature-controlled cargo (cool chain).
- **Strategic Partnerships:** Collaborating with other carriers (in the past Cargolux and Emirates SkyCargo entered the partnership to expand market reach).

Every day Cargolux is making progress and is working toward its vision to become "The Global Cargo Carrier of Choice".

2.8 Accidents

Cargolux has maintained a strong safety record with no fatalities involving its Boeing 747 fleet since its founding in 1970. Although accidents have occurred in recent years.

The most recent incident happened on the 19th of June 2025 involving an Aquarius Firefighting Aircraft that overturned and crashed in Turkey while collecting water from a lake during a wildfire mission. Both the pilot and the Turkish observer were rescued a little soggy but otherwise uninjured.

May 14th 2023 a Boeing 747-400F suffered a major failure at Luxembourg airport.The aircraft was unable to retract the landing gear on take-off from Luxembourg. As a result, it was forced to dump fuel in order to safely return to land. On its landing roll the righthand body landing gear detached from the aircraft. The aircraft however, came to a controlled stop and was attended to by the emergency services.
No persons on board nor on the ground suffered any injuries. The aircraft remained on the runway for several hours while recovery efforts were completed. This caused the complete closure of the airport forcing dozens of flights to be diverted.

April 15th 2023 a boeing 747-400F experienced an abnormal runway contact while landing at Luxembourg. The aircraft bounced, causing the pods of engines 1 and 2 to strike the runway surface before the crew successfully performed a go-around. The subsequent investigation found that shifting wind speed was a contributing factor.

Janurary 21st 2010 flight CV7933 struck a maintenance van on the runway while landing at Luxembourg in low visibility. One person in the van was slightly injured, but there were no fatalities.

March 30th 2017 a Boeing 747-800 en route from Houston to Prestwick experienced a cargo leak involving a helicopter being transported, though the flight landed safely.

2.9 Cargolux responsibility and sustainability

Cargolux's mission in this regard is to becoming a sustainable and responsible company by reducing the environmental impact, promoting social justice and upholding human rights in their business.

Cargolux would like every employee and department to contribute to the mission by integrating sustainability practices into their operations. Cargolux strives to improve the well-being of people and the planet for future generations.

Here below are some examples of Cargolux contibutions.

From the environmental side Cargolux:

- is signatory of the United for Wildlife to protect endangered species from the illegal wildlife trade.
- joined Luxembourg's initiative "zero single use plastic" in 2020
- holds the label "SuperDrecksKescht" for many years.
- is committed to the preservation of biodiversity by supporting the "Fondation Hellef fir d'Natur''

One of Cargolux's key business principles is to operate at all times with the smallest possible impact on the environment, in terms of emissions, noise or other waste materials.
Cargolux was among the first airlines to demonstrate its commitment and their Environmental Managements System is aligned with the requirements of ISO 14001, established international standards that specifies a process for controlling and improving the environmental performance.

In an effort to reduce its carbon footprint, Cargolux has started a Sustainable Aviation Fuel (SAF) program. The introduction of SAF in the services takes Cargolux's sustainability engagement one step further, building the company's effort to decarbonizing its operations. SAF offers one of the most promising means to contribute to achieving this goal as it enables the CO2 footprint to be reduced considerably compared to traditional Jet A1 fuel. Today, however, the production of SAF is still smaller compared to traditional Jet A1 fuel, and its cost remains significantly higher.
The new SAF program is therefore of vital importance for Cargolux as it is crucial for them to invest in cleaner fuel and offer its customers the opportunity to fly their freight more sustainably.
In addition to the purchagse of SAF, Cargolux is exploring other ways of promoting research and development of sustainable fuels.

Since the beginning employees are Cargolux's strongerst asest, and the airline promotes gender balance, a just culture and equal opportunities for all. Cargolux supports local and global community developments that contributes to a better, kinder and healthier environment for all. Cargolux support future professionals and participates in initiatives that include school visits and intership programs. Together with the local school, Lycee Prive Emile Metz, Cargolux runs an Aircraft Mechanic Apprenticeship program. To ensure a safe working environment for employees, Cargolux HQ is ISO 45001:2018 certified and the guidelines are further applied in whole network.

Besides all of this, Cargolux is also focused on establishing strong ethical measures ensuring all business is performed transparently. A Vetting process to know our customers

is put in place to ensure that customers share the Cargolux ethical and sustainable business practices. They aim to select ethically good suppliers too, all buisness partners are checked through the Know Your supplier and due diligence process. As part of the commitments, Cargolux has a wide list of embargo items which it refuses to carry for ethical reasons. Both the shipper and consignee are checked and verified prior to goods acceptance.
As Cargolux operates worldwide, they must be careful what they ship, from where the goods come from, where it goes and who will receive it.

3. Cargolux Group

Picture no. 19 – Cargolux Group

Cargolux Group is formed by four entities Cargolux, Cargolux Italia, Luxcargo handling and Aquarius.

3.1 Cargolux Italia

Cargolux Italia S.p.A. is a subsidiary of Cargolux Airlines International S.A. and was founded in December 2008. The headquarters is in Vizzola Ticino close to Milan Malpensa International Airport. Operations started in June 2009 and they currently operate flights from Milan to various destinations, including Johannesburg, Hong Kong, Narita, and the USA.They have four Boeing 747-400 freighter aircraft. Cargolux Italia, was Italy's largest all-cargo carrier in 2018.

Picture no. 20 – Cargolux Italia

3.2 Luxcargo Handling

Luxcargo Handling is another subsidiary of Cargolux, based at Luxembourg airport. Founded in 2023, the organization took over the activities of Luxair's Cargo Handling. It is a ground handling company, specialized in air cargo (high-tech and valuable cargo, to live animals, perishables, dangerous goods, and outsize shipments). Luxcargo Handling operates Luxembourg airport's cargo center, it is the 8th largest air freight platform in Europe with a facility size of 58,000 m². It can accommodate 12 aircraft

Picture no. 21 – Cargo Center

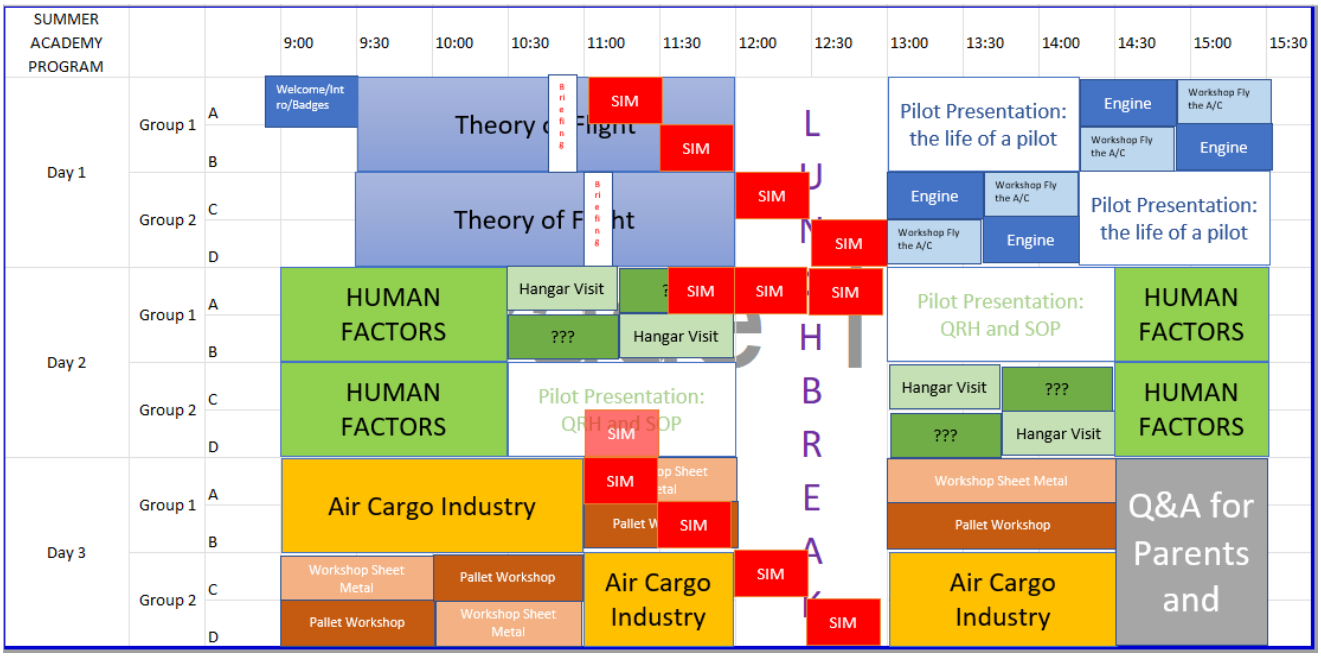
3.3 Aquarius

Aquarius Aerial Firefighting is another subsidiary of Cargolux dedicated to aerial firefighting. It was launched in January 2024 and will operate a fleet of 12 Air Tractor AT-802F Fire Boss aircraft. Aquarius is offering aerial firefighting services worldwide since 1 June 2024. The new venture aims to provide assistance in the fight against devastating wildfires that threaten natural resources, wildlife, human lives, and property while significantly contributing to global CO2 emissions worldwide. It can make upto 17 fills per hour with a tank capacity of 3104 liters.

Picture no. 22 - AFF

4. My time at Cargolux (Cargolux Academy)

In 2023 Cargolux launched its very first Cargolux Academy. I applied and was lucky to be selected for the first round. Now Cargolux hosts it annually, welcoming +/- 80 students. Sessions are being held in both Luxembourgish and English. Over 3 days we were provided an introduction to the world of flying, aircraft and air cargo. It is a combination of classroom sessions and workshops where students take part in hands-on exercises like sheet metal working and pallet building, gaining insight into the technical side of aviation. The program is full and every minute counts to hear and see everything.



Picture no. 23 - Planning

During my time, the first few hours we were spent in a classroom getting to know each other, learning some rules and what was expected of us. We were accompanied by experts from different areas within Cargolux e.g. aircraft mechanics, loadmasters, and cargo operations.

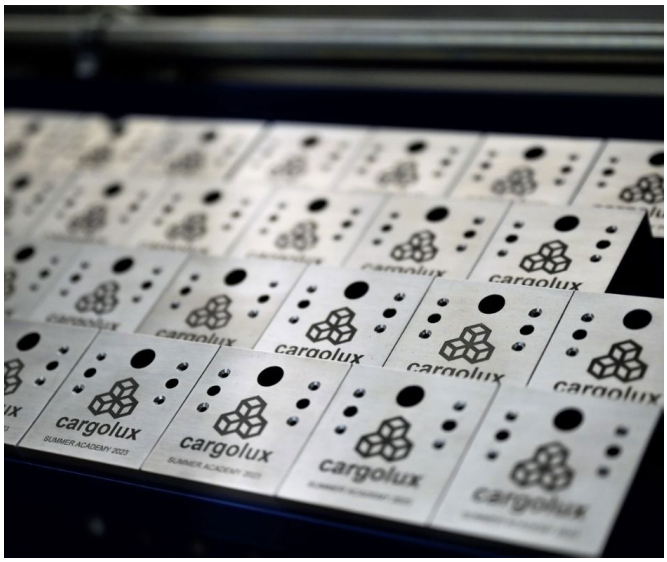
On the first day I was able to visit the flight simulator and fly the aircraft. We were split into small groups as only 3 children could enter the simulator at one time. We had two pilots present explaining to us how it works.
When it was my turn, firstly the pilot explained how to use the peddles, steering yoke and throttles. Then he switched on the simulator, so I could take off. He let me fly around a bit before we had to land again. I was assisted with take-off, but he let me land the aircraft on my own. I successfully landed in one piece. To my surprise it was a smooth landing. Finally, we were told that communication is very important especially in the event of an emergency in the flightdeck, for example, if there is an engine problem and they need to shut it down then they must verbally tell each other that they are closing the relevant throttle for that engine. This is to ensure that both pilots are aware of what is happening on the flightdeck and to cross check that the correct throttle is being closed. It was an amazing experience and would absolutely recommend it.

Picture no. 24 – me in the aicraft during the simulator flight

In one of the workshops were learned how the aircraft flies and we build a small airplane which we then played with to see which one would fly the furthest.

Picture no. 25 – students testing the aircraft

One day we built a pen holder with the maintenance staff. That was hard but the guys were skilled and helped us. I brought home a nice souvenir.



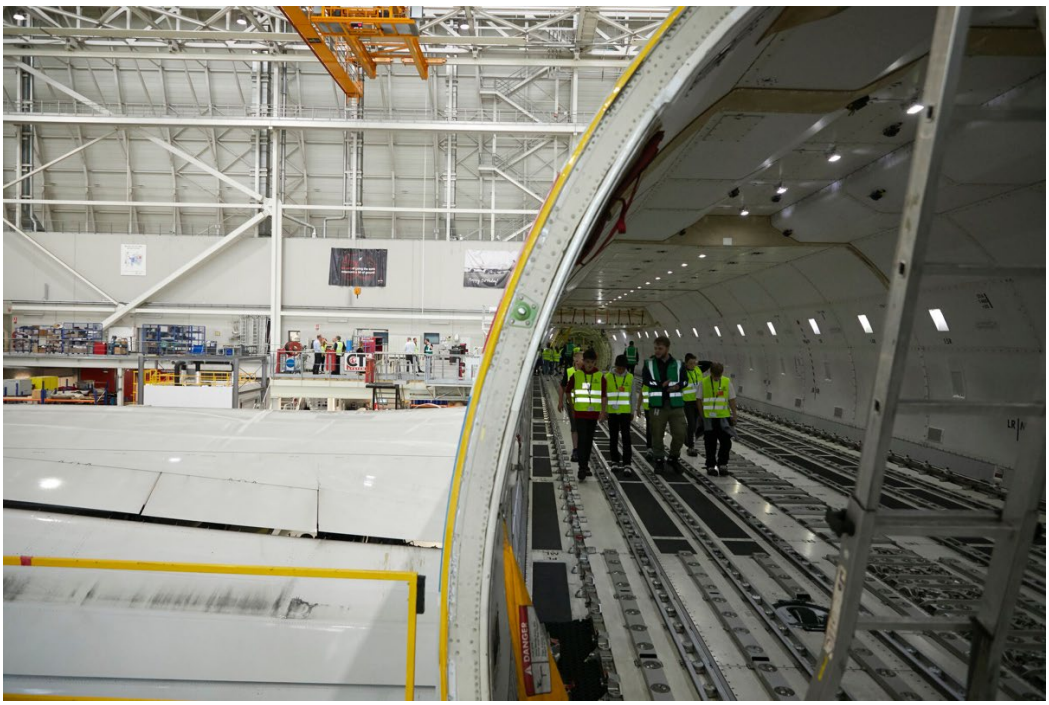
Picture no. 26 & 27 – Pen holder

With the ground operations staff we were trying to build-up the cargo to fit boxes into fit a specific size container or pallet. That was fun too and a bit of a puzzle. It is a skill to be able to load the aircraft since Cargolux transfers thousands of tons of cargo every day.

Picture no. 28 – Build-up process

Another day we visited the maintenance hangar. They can fit two B747s inside next to each other, can you imagine that? When we were there, there was an aircraft available, so we had guided tour too. Cargolux is performing either A-check or C-check on its aircraft. The empty aircraft looks enormous.

Picture no. 29 – B747 inside the hangar



Picture no. 30 – students inside the aircraft

At the apprentice training area, they have an engine for apprentice mechanics to practice on. I asked one of the supervisors if he could take a picture of me inside. It is so big that I look very small. The aircraft has 4 of them.

Picture no. 31 – me inside the engine

At the end of the 3 days, we all received a diploma for completing the academy. It is a nice memory, and I am full of stories to tell now and when I am older.

5. Interview Yves Mabbe

My mum works for the Corporate Security department, and I often hear stories about the protection of aircraft or security of the cargo that Cargolux carries. It sounds interesting but also scary because if someone wanted to put a bomb on board the aircraft, there are ways to do it.

To understand a bit more about Corporate Security I asked my mum if it would be possible to have an interview with the director of Corporate Security Yves Mabbe. I was happy that he agreed to it. I started with a few personal questions about his time and how he became the director before I moved on to questions related to the responsibilities and what it takes to provide security to an airline.

Here below are the questions and answers provided.

What made you choose a career in aviation security, and what do you enjoy most about it?

I didn't really choose security, but I chose my career in aviation. I started in the late 1980s and had a couple of other jobs before I moved into security at the end of the 90s. I was interested in aviation, and I was more on the operations side at the beginning. I wanted to do something different later and not being locked into flight operations, so I started to look at alternatives. I considered different options in aviation and other industry to broaden my perspective. One choice was quality controls, and the second was security. I did both, I started with quality controls and ended up at security.

How long have you been working at Cargolux?

I joined Cargolux in September 2015.

Why did you decide to join Cargolux?

I had been at TNT Express for 18 years when a headhunter got in touch and informed me that a big European company was searching for a Head of Security. I was interested and ready for a new challenge. Eventually I found out the position was for Cargolux, I knew about Cargolux from previous discussions and meetings. Around the same time TNT Express was taken over by US company (Fedex) and would be run by a US entity. While my existing scope was international, I knew it would be reduced to just European if I stayed with Fedex. Cargolux was offering an international job to be Head of Security covering all aspects of security which I had not covered so far (e.g. physical security and protection of buildings). It was an easy decision and would challenge me.

What was your first job in aviation?

My first job in aviation was air traffic control. I wasn’t too successful with my studies at the university and my father, who was an air traffic controller during his military time, basically asked me if I would be interested to join, I said why not. I did the exam to join the air traffic control in Brussels and I stayed there for several years before leaving the organization to work for a passenger airline and then for the express industry. I left aviation for nearly three years but was still in logistics and then finally joined Cargolux.

Did you always know you wanted to work in security?

No, as I said earlier, it came out over the years. I was interested in the flight operations part, and I stayed there for a very long time. I was Deputy Flight Operations Director, and I wanted to do something different, so I got into quality controls. At my time in flight operations, I was also in charge of the traffic rights which dealt with a world of diplomats, diplomacy and embassies. We had a couple of cases where our crew members faced some difficulties, and the embassy would play a role putting things together and try to solve the issue. I worked a lot with Embassies, and was impressed by the amount of security elements that were very close to the diplomatic world and found it interesting so that's how I got into security.

What's the most memorable moment from your career so far?

One time we recovered a number of trucks which had disappeared. It was a criminal act, we lost several trucks but were lucky to get them all back. A criminal organization was behind their disappearance. We were able to locate them because people were complaining that they could not listen to radio or watch television. The reason for it was that the criminal organization was using a "jammer", which was very strong, strong enough to disable the tracking system in the trucks and interfere with the TV and radio signals in that area, and that is how we were able to recover them.

What is the biggest challange of a security director in a cargo airline?

The biggest challenge is to make sure that people understand that security is not there to annoy people or to block operations. The main topic is to protect people first, then the assets (being the aircraft, building, cargo of our customers). It's always with the intention of making sure that people are properly protected against criminals and terrorism. People often see security as a burden, as something which is put on our shoulders. That we are checking them, monitoring them, that we are imposing things on them that they don't want. However, it's partially the truth but most of the time we are putting in place the things that should be natural. It's also linked to the culture for example. If you were going to a country like the UK or France, that do have a history of terrorism, it's a lot less difficult to get security embedded in the daily jobs of everyone because they know that in the past they were exposed to these kind of issues. In countries like Switzerland or Luxembourg which were less exposed to criminality and terrorism it's more difficult because it is not part of the culture of the country.

How do you keep thousands of packages and shipments secure every day?

Thanks to the team. It is teamwork. We wouldn't be able to do it if we didn't have a strong security system where people are aware of their responsibilities when it comes to security. We need to make sure that all the packages that we are loading on our planes are properly secured. There are two means of doing that. It is coming from someone you can trust and making sure that those packages are not exposed to criminal activity. The other way is when you don't know the person giving you the package, in this case the package must be screened through technical means (x-ray, or detection dogs). After screening, we can change the status from "I don't know what is in the box" to "we can trust the content of the box". When shipments are secured, the main thing is to maintain the package secured until the final destinations. And that's a teamwork making sure that everybody who has the package is mindful about the risk when it comes to security.

What is the most surprising thing people don't know about airline security?

A lot of things are happening in the shadows. What people see regarding airline security is the screening point at the airport. Here at Cargolux when I joined, security was mainly people producing the airport and airline access badges and that's it. That's what people believed security was about, screening people, screening goods and producing badges. But there is far more that we do. We do many, many risk assessments, especially right now with the geopolitical situation in the Middle East and where we have pilots and staff travelling worldwide, we monitor what is happening on the criminal side and what is happening on the terrorism side. There are lots of standards imposed that we must follow.

What kinds of risks do cargo airlines face today, and how do you prepare for them?

I would say that there are many. In the past there was a risk associated with people hiding inside the aircraft to get away from their country. This was reduced as the airports are now more protected. Terrorism is always a risk that we face and it has been there since the 1950s. People would try to put an explosive device on board the aircraft. Then people tried to go on board with an explosive device but today we are less exposed to that. However, the cargo can also be impacted. In 2010 people understood that disrupting the airline cargo industry has tremendous economical effect. That's why cargo became a target. Right now, the most critical exposure we have is the overflying of the conflict zone as the aircraft can be mistaken for a drone or missile and can be shot down.

If you could change one thing about how cargo security is handled in the industry, what would it be and why?

That would be the regulatory part. My position is that if it is in a regulation and it make sense, I am fine with it. But if it isn't in a regulation and it doesn't make sense or it doesn't improve security, I have an issue with that. I would remove the political aspects in security. People create rules just because, they create something without having any effect or benefit. I would make sure there is more coordination between airlines and authorities to have meaningful regulation. It is not about the regulation but the effectivity of measures in place. There might be an alternative measure in place which may be as effective and then the goal of the regulation is achieved.

How does technology help you keep the airline secure?

There has been a development in technologies, especially in security. Big thing today is AI (Artificial Intelligent). 10 years ago, after the bombing of Brussels airport lots of different measures were deployed. They were looking into creating an algorithm for cameras, that would be transferred to a thinking device. How to educate a system, so it can make a difference what is normal and what is abnormal. Today the cameras used are very effective and very intelligent and they are helping security. Humans are not supposed to be replaced by technology, but the technology can do lots of things and reduce the human factor. Artificial intelligence is helping security, but it needs to be told what is abnormal.

What is the most challenging security problem you've had to solve?

As already said earlier, for people to start thinking that security is helping them. Changing the mindset of people is in that sense very difficult and time consuming. Security culture was introduced couple of years ago to improve the awareness of security within a company and within people working for the company to understand that security is not against them but with them.

How do you train people to stay alert and follow security rules?

Forcing them to do trainings! "laughing". Again, it is linked to security culture, we need to educate people. We, Cargolux, are giving training every year and it is working well. I don't like the word "training", it is more coaching or awareness to people and we are telling them what we went through from security perspective during the last year or two years. The incidents we had, or the risk we were exposed to. We explain what happened and how we could have avoided the incident or how we avoid the incident in the future. People are more attentive to things which are directly linked to the company or their job. If we are telling them that we had an aircraft delayed for several hours because there was an unidentified object found in the Cargo Center that is more powerful in terms of a message, than just saying an aircraft was shot down by missile in Syria, that's the news.

How do you motivate your team to stay focused on security every day?

Making jokes! "laughing". It is difficult, I'm supporting the team and try to make them think outside of the box. People, who are trying to do something wrong, can be very inventive and we need to be as inventive as they are. Especially when we are trying to identify gaps. We should put ourselves into the criminal or terrorists' shoes and think what would I do to get through. By having this approach, we can identify the gap, and we will be able to close that gap.

What skills do you think young people should develop if they want to work in aviation security one day?

First quote: Be curious and not judgmental. The reason why I am in my position is because I was curious. Every time I was doing a job, it was a job which I chose to do and as I was given a chance to do the job, I was trying to find all the information I could and develop my knowledge about it. To be curious is something important in security. We are like police of the company. I hate that expression, but we remind people of the rules and what they should and shouldn't do, but we are not judging why they are doing it. That's for HR. We are the police and not the judge. Second quote that I am using is: Never assume, always check. In security the worst thing you can do is to assume that it is normal and do nothing.

How do you think aviation security will change in the next 10 years?

I'm following a number of initiatives with young people joining security and I am positively surprised about the added value they are bringing in. I did my cycle regarding security and now there's a room for new generation to take over and to get in security together with the new technologies. I am too old for new technologies but think that technology will change a lot of things in security and young curious people should join the boat and think outside the box.

If you could give one piece of advice to a teenager who wants to work in aviation security, what would it be?

I would say be curious that's for sure. What I learned when I started and I can transmit is, there is never a stupid question in security. In the beginning I did not dare to ask questions, because I thought that somebody must have already asked that question. When I started to ask questions, I realised that I could add some value to the discussion by doing so. It was a learning curve for me, but it also raised interest in other more experienced people. Don’t be afraid of asking questions. And if people are telling you that this is a stupid question, don’t bother getting into a discussion with those people. It means that they don’t have their brain opened enough.

6. Interview Christophe Pluskota

For the second interview, my dad proposed that it could be interesting to ask questions about the IACC. Christophe Pluskota is the Director of the Integrated Airline Control Center. He manages the “now” in the flight operations.
Here below are the questions and answers provided.

What made you choose a career in aviation, and what do you enjoy most about it?

I didn’t choose it but somehow, I was rolled into it. Initially I started to work at a bank, but I didn't like that at all, so I started looking for another job and then I got the job at Brussels airport as a check-in clerk in 1992, it was a temporary job with a six months contract and that's how I became familiar with aviation. What I like about it, the constant change that we have every day. We never have the same day, and we don’t know what is going to happen. I initially started working for a passenger airline that was very challenging. It was an interesting time dealing with people. People used to go on holiday by bus and only around 1992, 1993 people started going on holiday by airplane rather than by bus. Some people came into the airport for the first time. In the 1990s it was really different; all these security rules weren't there yet. What I love the most about the job is, you never know what's going to happen. In the morning you get up and you go to work. It can be very quiet, or it can be very challenging.

How long have you been working at Cargolux?

I have only been working at Cargolux since August 2024 so that's not that long ago. Before that I worked for 26 years for DHL in Brussels and before that I worked for a passenger airline so that was from 1992 until 1998.

Why did you decide to join Cargolux?

Well because Cargolux is an interesting company and as I already mentioned, I was working 26 years for DHL. I was approached by a headhunter asking if I would be interested in a director position at Cargolux, I said “yes, why not”. I was 50 years old and if I wanted to change something, I had to do it then. In another 4 or 5 years it could be too late. It was just the right time, it worked out family wise too. My son just started to work and my wife agreed with the change too.

What was your first job in aviation?

If I really look at aviation, then it was when I started to work for an airline as duty officer, taking care of all departures and arrivals of the airline at the airport and making sure that everything went well and that all aircraft departed on time.

Did you always know you wanted to work in IACC?

No, definitely not. “laughing”. I loved the duty officer position because that was a very challenging position. I was always working right next to the aircraft. But it is ok when you are young but at a certain time you start saying is this what I want to do for the rest of my life. I decided to apply for a flight dispatcher position at Ops Control and that’s where I really got hooked up with the whole Ops control part.

What's the most memorable moment from your career so far?

I've had a few challenges in my career. I have many memorable moments but there were a few moments where you say OK this is extraordinary. For example, from my time at DHL in the early 2000s where we were operating out of the Middle East. We operated flights to Iraq during the first Gulf War and one of the memorable things that happened over there is that one of our aircraft was shot down, but luckily all the crew survived. I was the only one from Ground Ops, me and the crew, that's it, I had to manage everything. At that time communication was different, there was no mobile phones, there was no Twitter or SMS. I had to take the responsibility and go to pick the crew up from the Baghdad area and bring everyone safely home.

What exactly does the Integrated Airline Control Center do on a daily basis?

The IACC, the Integrated Airline Control Center, is a team of nearly 50 people, who are working 24/7. It consists of a few different departments, Flight Dispatch, Crew Control, Operations Control, the Aeronautical data management and the other team of Landing and Overflight. We divide it into the inner circle and the outer circle. The inner circle is really the 24/7, Operations Control monitors the flying schedule, they keep an eye on weather and everything and they oversee the 24/7 operations. The Flight Dispatchers calculate the flight plans from the departure airport to the destination. They take every restriction into consideration, and they do take-off performance restrictions calculations and so on. Then Crew Control, they monitor the crew (around 770 of them) to ensure they operate within the legal boundaries set. When a pilot reports sick, they have to replace them, which, when down-route can be extremely challenging. Crew control make sure the crew are still able operate if there is a delay as all crew have very strict duty and rest limits so can only operate for a certain time.
The other two departments, they are the outer circle. The aeronautical data management, they prepare everything in the background in the system so that everybody in the inner circle can continue working and then you have the team of Landing and Overflight, and they make sure that for flights we have planned, we have all the necessary permits to overfly specific countries.

How does the IACC keep track of all the flights happening at the same time?

We have different systems to monitor and to alert us if something goes wrong. The primary system is called AIMS, that's the Ops Control system. The Crew control is using different module of AIMS, the modules of the system communicates with each other. Another system in place is Sita Mission Watch. That really monitors the moment the flight is about to depart, from an hour before scheduled departure time. It monitors everything, the weather, the NOTAMs, everything during the flight, it advises pilots and Ops Control of any irregularity that might happen. It also monitors the position of the aircraft, there is a built-in system, that proves every 15 minutes where the aircraft is during the flight. If they deviate from their position Ops Control receives an alert. This system is mandatory since the missing aircraft MH370.

What's the most challenging part of coordinating cargo flights around the world?

There are a lot of challenges. There are geopolitical changes, currently we have a lot of problems in the Middle East. We have to adapt our schedules, and we have to change our permits. We have to make sure that the whole team knows exactly what to do. We must keep the balance between having everybody on board and that we are meeting our targets. To give you an example, for a flight Luxembourg to Hong Kong. In the past it was very easy, we flew over Russia, that was the shortest way. With the war in Ukraine, we can no longer overfly Russia, we must avoid Russian airspace, so we started to overfly Saudi Arabia and Iraq then continue over the Middle East towards the far east, we can no longer do that because of the current situation with Iran. We need to make a big detour and even stopping in between making sure that we can get to Hong Kong. That's only one destination. We have many other destinations around the world.

How do you decide what to do when a flight is delayed or there's bad weather?

We don't cancel flights, we have so much freight, we are not able to cancel flights because then we would have to leave 100 tons of freight behind. We made a promise to the customers to deliver the freight, so we will reschedule everything to make sure that the flight arrives at the destination. In case of delay, we have to take a lot of things into consideration. Based on the type of the freight we have on board, we have to check with customer. To give you an example we fly "day old chicks" from Luxembourg to Ashgabat or to Baku. These "day old chicks" have to be delivered within around 48 to 72 hours of hatching. We need to communicate to the customer that we are going to have a delay so they don't hatch them too early then we need to make sure that they arrive at their destination within 24 hours, otherwise they are not going to make it. When we fly horses, they are not just ordinary horses, they are very expensive very high maintenance race or show horses so everything has to be arranged in case of delay or in case of diversion. We need to make sure that the horses will be well taken care of in terms of food, water, shelter, comfort, health and wellbeing.
In Luxembourg we have stables where we can store them temporarily, but in certain destinations we need to check if they could be accommodated and looked after. Those are examples for when we need to take extra care of when we delay an aircraft in advance and for unexpected last minute delays we need to find a suitable solution.

What tools or technologies help you make fast decisions?

We have a lot of tools, the one I already mentioned, the SITA Mission Watch. That really monitors all the information that are relevant for us for the individual flight. We also have the flight planning system, that we really need as well to calculate the fuel taking into a consideration of weather conditions and the wind we are going to have. … 19:25

How do different teams—like pilots, ground staff, and maintenance—communicate with the IACC?

As you might have see there's a lot of people sitting in the inner circle. I did not mention yet two other departments, and that's Maintenance Control Center, they also have a representative in the inner circle, and one person from network management, who is a link between the Ops Control and the customer. The reason why we put them all together is that communication. The key decision makers, led by the Ops Control sit together to enhance the communication. We also communicate using the classical channels, like email and telephone. We need to make sure that we communicate and share relevant information.

How many different departments constitute the make up of the IACC and what does each department bring to ensure smooth operation?

Well that's what I mentioned earlier, we have Ops Control, Crew Control, Flight Dispatch, Aeronautical Data Management and Landing & Overflght and then two people, one from Maintenance and one from network management. We all have to work together, otherwise it is not going to work. We have to sit together and work together when we have a crisis. We need to exchange relevant information, we need to check plans, we need to come up with plans, we need an input from everybody from different teams to make a final decision on a solution that will work for everybody.

How is automation or AI changing the way the control center works?

That's a good question, I welcome AI, we use AI, but the AI is not yet at a level which we could rely on to support a decision. The way we use AI would be for example to draft a layout of a document. We can only use Copilot at Cargolux.
I believe it will change in the future. We have one project running for AI, and that's a prediction for the turnaround times. Turnaround time is the time taken from when an aircraft arrives to when it departs 3 hours or so later to another destination. Between the arrival and the departure, there are a lot of things that have to happen. We offload the aircraft, we fuel the aircraft, we clean the aircraft, new catering must be put on board, we load the aircraft. We use AI to make a prediction, based on the load inbound and based on the load outbound that we have foreseen and the AI predicts how long the turnaround will take.

Do you think future control centers will look very different from today?

I hope so. "laughing". You will always have to put people together. Otherwise, you can't have a Control Center anymore, because of the amount of information that needs to be processed and that needs to be shared. What I see for my IACC is that we would really restrict the amount of people in the IACC for inner circle. Maybe in the future I could have people working from home and assisting the inner circle, that's my vision of it.

What skills will be important for young people who want to work in airline operations?

In the IACC like this, if you know how to properly play the game Tetris, you probably will be a good Ops Controller. It is all about looking for next step. That's exactly the type of person I need at the IACC. You can solve the problem immediately, but you have to be able to ask yourself, is this the best option. Imagine, you take a decision but you have to be able to look in the future. Is the decision, at this moment, the best decision?
We need young people who are willing to work weekends and do shift work because we work 24/7. That's the biggest challenge to find people.

What qualities do you think make someone good at working in a control center?

You have to be sharp, you have to be on top of everything, you must have a drive to accomplish things and to make every flight a success. This is really important. You cannot be a person who likes the same job every day. It is a constant dynamic environment over here. You have to be able to deal with surprises and inconveniences.

How do you think cargo airlines will evolve in the next 10 years?

That's a very good question. Cargo airlines will have modern planes. Cargolux ordered new aircraft as well. We will have to be efficient, reliable and very flexible. It is here already now, we need to be flexible. If a customer says that they want to move cargo from A to B, we need to be able to do that. We need to have the necessary tools to support us doing that. We need to have the necessary processes. That's how I see cargo airlines evolving. We have come a long way since I stared in cargo operations.

Will new aircraft types or technologies change how the IACC operates?

Cargolux is going to get a new aircraft type, B777-8. It is coming in a few years, and we are already preparing for that. We will have to re-write all our manuals, we will have to train people, our pilots and flight dispatchers. We will have to come up with plans, for example if a B747 develops a technical problem so now we have to use the B777 to fly that route, we will have to re-build the cargo so it fits the B777. With the B747 we have the nose cargo door, through there we can load long and very big pieces, but we won't have that ability with the B777. It will be a challenge to exchange processes and procedures with ground operations. We will have to be able to re-plan everything. A lot of work has already been prepared for the new arriving aircraft.

What's the most exciting moment you've experienced in the control center?

This is very difficult to say, I have a lot of exciting moments here. To have a good contingency plan is always an exciting moment for me. When we have a big problem, we get the plan and it works out, that's always an exciting moment for me and the team. We saved lots of money for the company and kept our customers happy, that's the moment we like to share with each other.

If you could redesign the perfect control center, what would it include?

I would have a Control Center overlooking the airport for example. We don't see any aircraft where we are just now. I would like a direct communication with the pilots and ground operations, so we can streamline everything. It would be helpful if we could sit face to face with Ground Ops. If we could have an area where we could exchange or explain things to pilots, rather than using the phone all the time.

What's something about your job that most people don't know?

That's probably the number of meetings I have to attend on daily basis. My job is a lot of people management. I have very good managers and assistant managers who overlook the departments under me. I am steering the work from the top and it is not me who makes all the decisions every single day definitely not.

If you could give one piece of advice to a teenager who wants to work in IACC, what would it be?

Well, if you want to work in IACC, it's always good to have a license. Either a flight dispatch license or a flight operations officer license. You can start with university studies in Aviation management and then you can get a license at for instance: Lufthansa training academy, that takes about 6 months.

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