

Press release

LUG serves IAG Cargo in Frankfurt-Main and Munich

LUG has won the tender to handle freight for IAG Cargo, the single business created by the merger of British Airways World Cargo and Iberia Cargo, at the two leading German airports, from this autumn.

Frankfurt/Main, August 2013 — LUG aircargo handling, the oldest independent ground service company at Frankfurt

Main Airport, has added International Airlines Group (IAG) Cargo to its impressive customer portfolio. The contract covers passenger and full freighter flights. It will raise LUG's throughput by some 68 000 t in Frankfurt and approx. 850 t in Munich. The GHA will commence handling Iberia flights at Frankfurt Airport effective Sept. 1, 2013 and British Airways flights effective Oct. 1. The new service partnership will start in Munich on Oct. 1. as well.

British Airways World Cargo (BAWC) had been a customer of LUG until three years ago. "It is always very gratifying to see a customer return. We were able to win BAWC back with our superior service quality. This matches BAWC's premium product offensive with speed and reliability at its core" says Patrik Tschirch, Managing Director and COO, LUG aircargo handling GmbH.

IAG, formed in 2011, is one of the largest airline groups in terms of aircraft fleet, passenger and cargo volumes. In total British Airways World Cargo and Iberia operate some 57 weekly flights to Frankfurt and 40 weekly flights to Munich.

"We have opted for LUG aircargo handling as a professional and reliable partner that will help us deliver a seamless end-to-end customer experience," says Michael Schneider, area customer service manager Germany, British Airways World Cargo. "I believe the company is a perfect fit for IAG Cargo's wide product portfolio and premium service goals. LUG will help us to fulfill our customers' expectations and satisfy our own ambitions in terms of high service, safety standards, and responsiveness to customer demands. Appointing a single GHA for both airlines at Germany's two major international airports is a major step forward in realizing our vision of a unified service across the board."

"After adding Cathay Pacific, IAG further boosts our dynamic business growth this year. IAG Cargo's global network also expands our international footprint. This latest success consolidates LUG's position as the leading independent, family owned GHA in Germany," concludes Patrik Tschirch.