

Luxair
G R O U P

Proud to be **LuxairOzwx**

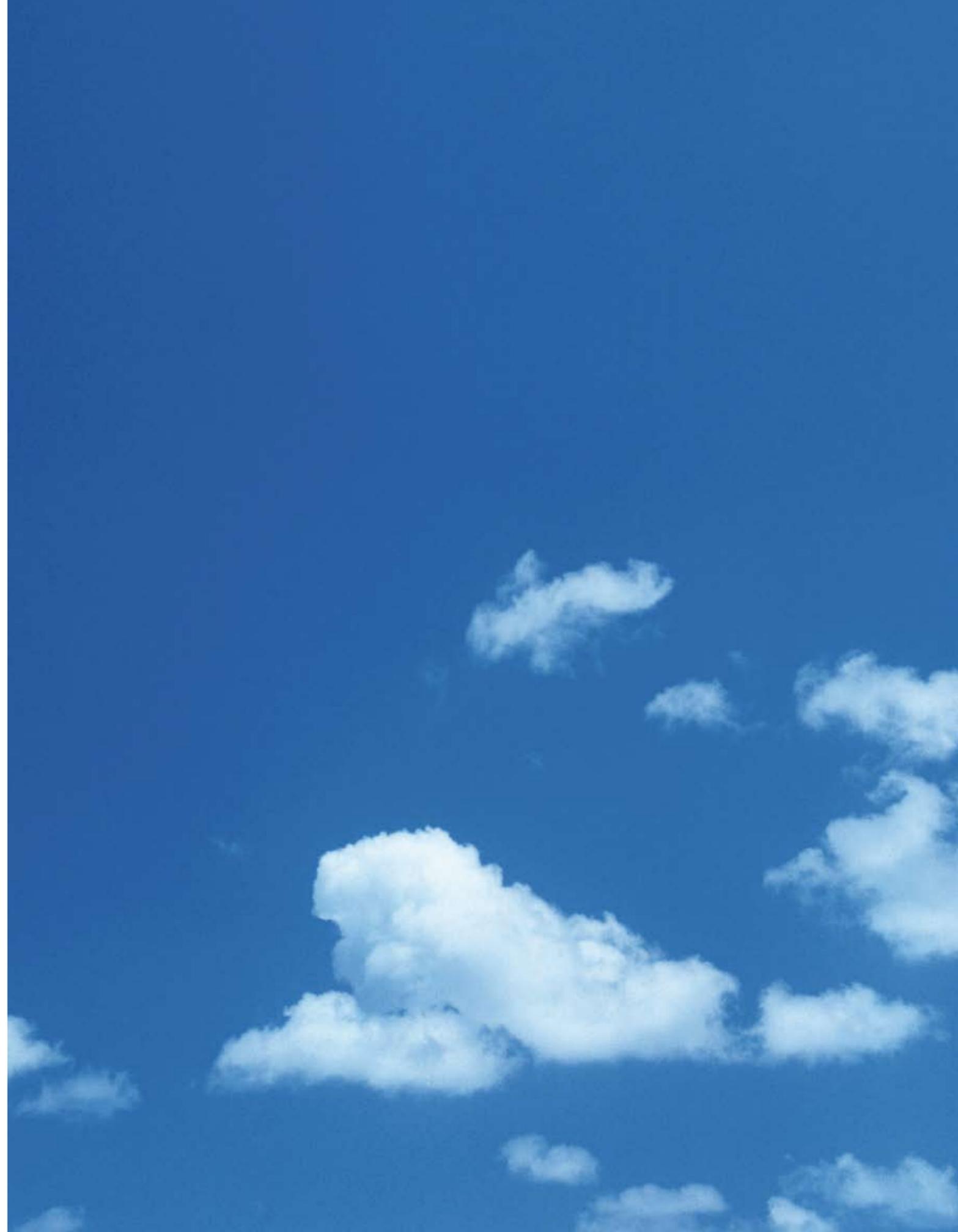


Adrien Ney
President and Chief
Executive Officer

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It is together that we look after our company's image. Everyone at LuxairNyw | w contributes to the identity and reputation of the group as he or she goes about his or her daily job. It is our pride and passion, our care for others and our sense of responsibility that reflect our image. Bearing this in mind, the Executive Committee and I would like to suggest reviewing, in the next few pages, the fundamental values which I am convinced are already second nature to each of us. They mean everything to me.

yours
AN



Passionate

Passion is the language

we

have

in common

03

Aviation has always kindled passion. Our industry and its related businesses are permeated with passion. Strong human and social ties, as well the cultural diversity of our personnel originating from all four corners of the globe, greatly enrich Luxair. We work hard to tap into the energy of this resource.



Night and day, I'm determined to make our aircraft shine.

Pedro Pereira de Gouveia

Maintenance Cleaner
Luxair Luxembourg Airlines

04

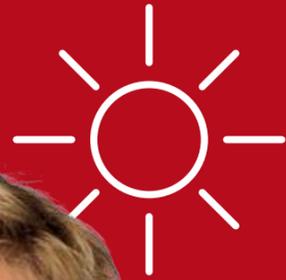
Member of LuxairTechnics, Pedro and his team keep our aircraft spotless and well-maintained inside and out, for the pleasure and comfort of our passengers.



Our vacations are like sweets:
we take great pleasure in
wrapping them up for our
clients...

Christine Corsi

Sales & Marketing, LuxairTours



05

LuxairTours Sales & Marketing teams ensure the presentation and promotion of our travel packages, day after day. LuxairTours put together, sell and manage the holidays of more than 200, 000 travellers per year.



Elephants and fine
porcelain, Formula Ones
and lamas...
you would be amazed by
what transits here.

Romain Henrion

Customer Relations, LuxairCI ZOW



Passionate 06

Ensuring the loading and unloading of planes and trucks, resolving specific storage issues and taking charge of the red tape involved in cargo transit and management, LuxairCI ZOW has made Findel Airport the fifth busiest airfreight platform in Europe...

The catering activity of LuxairServices is in charge of the meals served in the air and on the ground. They take care of loading the aircraft with everything essential to passenger service.



Every day, we send more
than 5.000 fresh bread
rolls up above the clouds...

Dominique Clabaut

Baker and pastry chef, LuxairServices

Caring

07

Taking care of

Because every staff member is a Luxair ambassador, our success is founded on collective dynamics. A team spirit where individuals blossom thanks to the trust they can place in their colleagues. The care we take of ourselves and the attention we give each other establish ties that enable us to better serve our customers and improve our dealings with our partners and suppliers.

oneself means caring for others



Once the aircraft land, I take them by the hand.

Paulo Cracel
Ground Controller, LuxairServices



The LuxairServices Passenger Assistance is entirely dedicated to serving our passengers at Findel Airport, from check-in to deplaning upon their return, directing the flow of more than one and one-half million travellers yearly.

LuxairServices Ground Handling takes charge of the daily tasks linked to aircraft rotations, safely guiding them on the ground and ensuring smooth passenger deplaning and baggage unloading.



I assist our passengers to ensure a quick and trouble-free check-in.

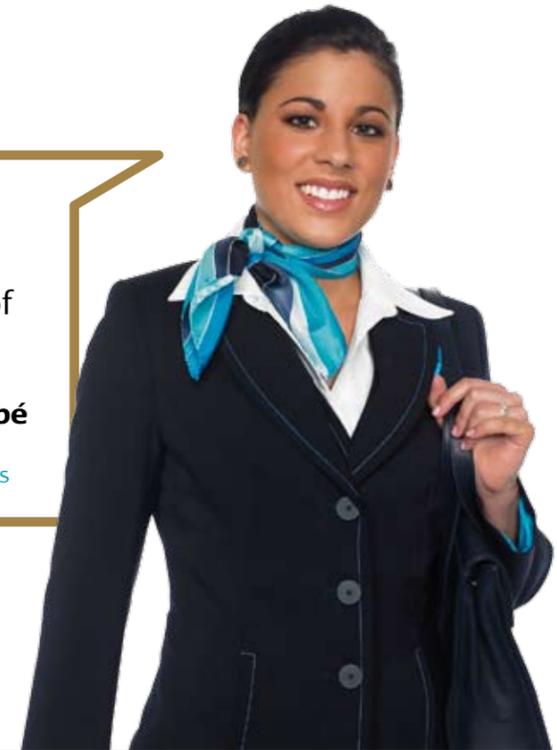
Myriam Schwartz
Floorwalker, LuxairServices



Co-ordinating the functioning of a team is a skill to which I devote myself daily.

Aline Pieper
Executive Assistant CFO, LuxairGroup

At our head office, several people are in charge of skilfully organizing and co-ordinating the agendas of our managing directors and their teams. This cell is part of Central Services, which oversee the daily organization of LuxairGroup.



Our passengers visit the skies, in the company of a Luxair smile

Géraldine Tornambé
Flight Attendant
Luxair Luxembourg Airlines

Our flight attendants serve our passengers daily with a smile and special care. Flight Operations are a cornerstone to our Airline activity, which also encompasses commercial and technical departments.



The choreography of loading and unloading a 747 demands precision and attention to detail.

Daniel Roelandt
Loading Supervisor, LuxairCI ZOW



Responsible

Guiding freighters to their parking position is one of the tasks of the LuxairCI ZOWs ground crews. By strictly following loading and unloading procedures, LuxairCI ZOW assumes responsibility for the safety and security of the freight and the personnel who handle it.



LuxairCI ZOW's future is our responsibility

Individual and collective responsibility is a foundation of our activities within the group. Responsible in his/her job and responsible towards each other, every LuxairNy | wmember contributes to the advancement of the company. Responsibility also infers the safety and security of each of our staff, enabling us to offer customers and passengers the quality of service they have every right to expect from us.



Short reckonings make long friends... and good company relations.

Christine Goettmann
Accountant, LuxairGroup



It is my pleasure to fly our passengers safely to their destination.

Olivier Carmes
Technical Pilot, Q400 pilot
Luxair Luxembourg Airlines



13 Responsible

Our finance department is part of Central Services. Their reliable management ensures the good health of LuxairGroup. They anticipate for example, other than payroll expenses, the costs linked to the running of Luxair's air fleet.

Keeping a strict watch over all the technical aspects linked to the upkeep and maintenance of our aircraft from the very moment of their acquisition, LuxairTechnics is fundamental to Luxair(T), mu j v} zo(l q t y n f' activity.

The control of our aircraft is in the expert, experienced hands of our Flight Operations pilots and crewmembers. Their department is a cornerstone to our Airline activity, which also encompasses sales and technical services.

Through a magnifying glass, a grain of sand looks like a rock.

Patrick Daleiden
Maintenance Control
Luxair Luxembourg Airlines



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LuxairGroup Luxembourg Airport L-2987 Luxembourg

