

WELCOME

to outside the box.

AIR CARGO HANDLING:
hands on with an open mind.

- **FRANKFURT**
- **HAMBURG**
- **MUNICH**



THREE STATIONS,

one reliable partner.



ALWAYS

moving forward.

LUG Luftfracht Umschlag GmbH was founded in 1966 when the world was still large and the sky was still new territory for cargo transport. Since then, we have continued to grow not only steadily, but also independently, and have established a great international reputation. However, we are still not satisfied. We are constantly looking for new ways to streamline operations and increase customer satisfaction. We are not only looking to the sky but also to IT industry and business processes – and particularly to ways in which we can best support our employees and business partners.

Heart is as important as the hardware.

For us, a fair and trusting relationship is as important as state-of-the-art technology. Therefore, we directly employ most of our staff, many of whom have been with us for decades. We provide our clients with sustainable quality, which is ensured through the continuing education programmes that we offer our staff. Since the founding of our company in 1966, the world has indeed become smaller. At LUG, we hope to keep it this way.

THINKING *independently*

Our **FORKLIFTS**
handle more than just cargo.
Here's how we make it happen.



Integrated THINKING



We set higher goals. Just one example: thanks to the green energy from our modern battery charging stations, our forklifts operate without CO₂ and thus reduce our carbon footprint. We aim to achieve more in all we do.

Determined to move faster.

This starts with our location in the Frankfurt CargoCity South (CCS). When it comes to air cargo handling, we are always right at the forefront.

Tap into exclusive features.

In the CCS, we are the only company to offer a VAL Aircargo Center (VAC), a high-security area for the commissioning and consolidation of your valuable cargo. With our Health Care Center (HCC), we can offer safe and secure temperature controlled processes for pharma products and other temperature sensitive goods on more than 800m². The facilities are CEIV certified. Our quality management system is in place since 1993 and our processes are certified in accordance with ISO 9001:2015 as well as TAPA B. Naturally, we are also AEO accredited.

Space to keep ideas in motion.

With 33,000 square metres of warehousing, we have enough space to accommodate seasonal peaks. 55 truck docks, 4 of which are specialized for ULD handling and 11 have a lower ramp height for (un)loading vans, facilitate an efficient flow. We have a door management system in place which offers an improvement in processing, with easy-to-plan and transparent handling processes for all pick-up and delivery trucks. Special cargo can be moved by crane, and our scales are capable to weigh up to 40 tonnes. Our real strength cannot, however, be measured in numbers. Our motivated and passionate team not only strives to move your cargo but also to develop innovative ideas.





Connected THINKING



Success starts with a warm „SERVUS“...

It's easy to form international contacts in Munich. The city is well known for its beer gardens, but it is also the home of Germany's second-largest business airport. Your cargo thus lands in the heart of one of the economically strongest regions of Germany. To ensure that our customers in this key location can also rely on the quality and experience of LUG, we founded LUG Munich in 2008.

Naturally, we also offer X-ray and ETD services here, in addition to a strategically advantageous location: LUG Munich is situated with direct access to the restricted area. The exchange between Frankfurt and Munich is established by using the multi-station HERMES data link. Besides, we can offer automated weight and volume verification through an Apache device. This device not only interfaces with HERMES, but also feeds into a databank from which individual shipment information can be extracted.

With LUG Frankfurt and LUG Munich, you can take advantage of the best connections to Europe and the whole world.



THINKING as one



...or a fresh „MOIN“.

Hamburg has more bridges than Venice and from an economic point of view, it forms the most important link from Northern Europe to Germany and vice versa. Since 2018, LUG has been offering its services and expertise in this important economic metropolis: This includes physical handling, documentation services, transport-related storage including special cargo, and the securing of air freight shipments. Even temperature sensitive goods are in good hands with us: Thanks to our cold storage facilities, we guarantee the proper storage at -18° C, +4° C as well as temperature-controlled at +5°C to +25° C.

Naturally, we also offer professional handling of dangerous goods. With the famous Hamburg harbour in the neighbourhood, we are also specialized on handling heavyweights that need to go up in the air. The station in Hamburg is connected to the HERMES data link, just like Frankfurt and Munich. This means that all freight-relevant data is accessible to you in real time.

Although LUG Hamburg is the youngest member of the LUG Group, it already has over 30 years' experience in air cargo handling at Hamburg Airport. We look forward to being „closer“ to you in Hamburg as well.



We will make you ENVY YOUR CARGO.

Value-added THINKING

At LUG, we cringe when we see cargo being handled 'normally'. This simply will not do! With us, cargo enjoys VIC (very important cargo) status.

Special features at a glance:

- Direct access to the ramp
- Electronic clearance via Hermes in accordance with Cargo iQ
- Certifications: ISO 9001:2015, TAPA B, CEIV, AEO
- 815m² Health Care Center (HCC) for temperature sensitive goods
- 800m² VAL Aircargo Center (VAC)
- Storage facility for empty containers



Warehouse handling

Whether pallets, containers or mixed cargo, they are handled quickly and precisely by our qualified staff. We offer electronic clearance via Hermes in accordance with the Cargo iQ standard.



Consolidation / deconsolidation

Special packaging? Special treatment! The breakdown of consolidated consignments is a core element of import handling.



Bonded warehouse

In our warehouse, we can arrange customs inspection and storage under customs control. We are AEO accredited.



Handling of dangerous goods

Consignments are physically inspected and documented in accordance with ICAO, IATA and ADR regulations for all classes.



Documentation services

Preparation of all documents for flight and truck services, including NOTOCs. EDI via SITA in all cargo related messages is a standard process.



ULD handling and management

We arrange ULD handling and management as well as regular stock checks, IATA AHM and IATA compliant messaging.



Courier and express handling

Do you have time-sensitive shipments with short close-outs? We have a separate acceptance and delivery counter in order to provide fast documentation.



Health Care Center (HCC)

With our CEIV certified facility and the latest technique in place we care for your pharma products and other temperature sensitive goods.



Material storage system

We care for your material like straps, rings and ropes. With our innovative material storage system the stock is kept up to date and reports are constantly retrievable.



Security services

We offer X-ray screening, physical and visual freight inspection, examination of goods and detection of explosives to all air cargo transportation companies. The entire warehouse and ramp areas are monitored by camera and video.



Weight and volume check

With our electronic measuring system, we offer on-demand weight and volume checks for all our customers.



Truck door and slot management system

Web-based advance booking through our RSS ramp control system (via FAIR@Link) is mandatory for delivery and collection, thus speeding up the process.

*RSS and HCC are special Frankfurt features



Competence in action The group of some 30 companies covers a wide range of logistic services in 4 key areas of activity:

Liquid Cargo Solutions

Air Cargo Solutions

Waste & Recycling Solutions

General Cargo Solutions

How three letters can build an ENTIRE WORLD.

LUG is part of the Dettmer Group and hence is one of the largest owner-led logistics networks in Europe. Your cargo is not only delivered via air but also via rail, truck and ship. The Dettmer Group thus helps you to move more cargo quickly and reliably.

We deliver your cargo in a much better way.

The Dettmer Group can help you realise your goals as safely, quickly and reliably as possible. Whether in the air, on the water, by rail or on the road, your cargo is always smoothly on the move. We are well connected for special requirements such as the transport of perishable and dangerous goods.



perishable
center

Bigger, fresher, closer: We are a 40 percent shareholder in one of Europe's largest perishables centers. This makes us particularly attractive to anyone who wants to be successful with perishables across the continent. Fast and reliable.



**'WE AIM TO CREATE VALUE FOR OUR CUSTOMERS.
THE COMBINATION OF TRADITION AND
INNOVATION IS THE DRIVING FORCE OF
OUR CORPORATE PHILOSOPHY.'**

Heiner Dettmer,
Proprietor, CEO Dettmer Group

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