



CARGOLUX

Internal emergency teams recall in case of an accident on ground

"In a case of a major incident or accident on site, emergency teams can be alerted from any place, by any means, wherever they are with AlarmTILT. Knowing in a few minutes who is available is important to us for an efficient crisis management."

Luc Loschetter
Health and Safety Manager

Company Overview



Cargolux is one of the leading cargo airlines worldwide, operating scheduled and charter services on a network covering all continents. The company offers over 35 years of experience and, today, ranks in 10th position worldwide, measured in tonne-kilometers flown. At European level Cargolux is currently the largest all-cargo airline.

Cargolux is currently one of the 20 largest companies of the Grand-Duchy of Luxembourg, both in terms of turnover and staff numbers. As one of the major employers of the country it is Cargolux' permanent concern to operate responsibly, both by controlling its impact on the environment and surrounding communities, and by contributing to the community life of its home base.

The Challenge



Cargolux health and safety department has written emergency procedures to quickly react to accidents or disruptions on the different sites of the organisation. Cargolux activities are spread over several buildings, it does not make it easy to locate and recall staff rapidly in case of a problem. Also, the fact that onsite outages often risk to cause disruptions to local communication channels have convinced the management to opt for a solution fully managed from outside the trouble spot.

The Solution



AlarmTILT Emergency was deployed within hours, system administrators were trained to build their own alert procedures. Luc Loschetter, health and safety manager at Cargolux: "With AlarmTILT, we have ourselves implemented our emergency call procedures and scenarios in accordance with our emergency manuals. We regularly test them involving our internal emergency teams. In a case of a major incident or accident on site, these teams can be alerted from any place, by any means, wherever they are."

During an incident, an emergency coordinator will be selected to activate the calls, check the answers and staff availability, manage additional infos and send "End of Emergency" notifications via AlarmTILT. "Knowing in a few minutes who is available is important to us for an efficient crisis management."

Benefits



AlarmTILT Emergency works as a hosted service, Cargolux did not have to invest in dedicated hardware. The fact the solution works outside the crisis area is a plus. Emergency teams can focus on solving the problem, without having to worry about spending hours on the phone with colleagues. Luc Loschetter: "We very much appreciate the possibility given by AlarmTILT to update and guide our emergency teams during the whole emergency." All procedures and calls are logged and archived. Management can improve procedures by learning from hiccups experienced during regular internal emergency testing procedures.

